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# N-FOCUS Major Release

## Economic Assistance

### August 13, 2023

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A Major Release of the N-FOCUS System is being implemented August 13, 2023. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**ACCESSNebraska:** N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

**Expert System:** All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (i.e., General Interest and Mainframe, Alerts, Correspondence, Expert System etc.) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts Work Tasks and Correspondence that are part of the new functionality may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections.

Interfaces, Document Imaging and N-FOCUS Tips sections will be added as appropriate for the release.

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## General Interest and Mainframe

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### AABD Standard of Need Increase (Change)

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With the passage of LB 227, there is an increase for Personal Care Allowance for those in Alternative Living Arrangements.

The increase the Standard of Need (SON) are for the following living arrangements for AABD:

- Board and room
- Boarding home
- Certified adult family home
- Licensed assisted living facility
- Residential child caring agency
- Licensed center for developmentally disabled
- Long-term care facility.

The new Standard of Needs effective 9/1/23 are as follows:

- Board and Room: \$929 (previously \$918)
- Boarding Home: \$929 (previously \$918)
- Certified Adult Family Home: \$1,057 (previously \$1,046)
- Licensed Assisted Living: \$1,367 (previously \$1,356)
- Licensed Group Home for Children/Child Caring Agency: \$993 (previously \$982)
- Licensed Center for the Developmentally Disabled: \$929 (previously \$918)
- Licensed Mental Health Center: \$1,367 (previously \$1,356)
- Long Term Care Facilities (Nursing Home, LTC, ICF/MR Hospital-Acute Care and Institutions-Psychiatric Care -IMD: \$75 (previously \$60)

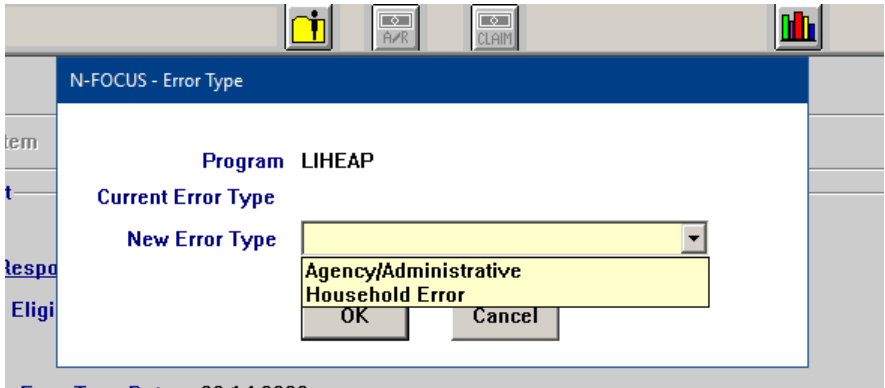
**Note:** A special MESA run will occur the weekend of August 18<sup>th</sup>-19<sup>th</sup>. It will be using the current COLA path and will show COLA in the narrative and on the MESA detail windows.

### Creating External LIHEAP Overpayments (Change)

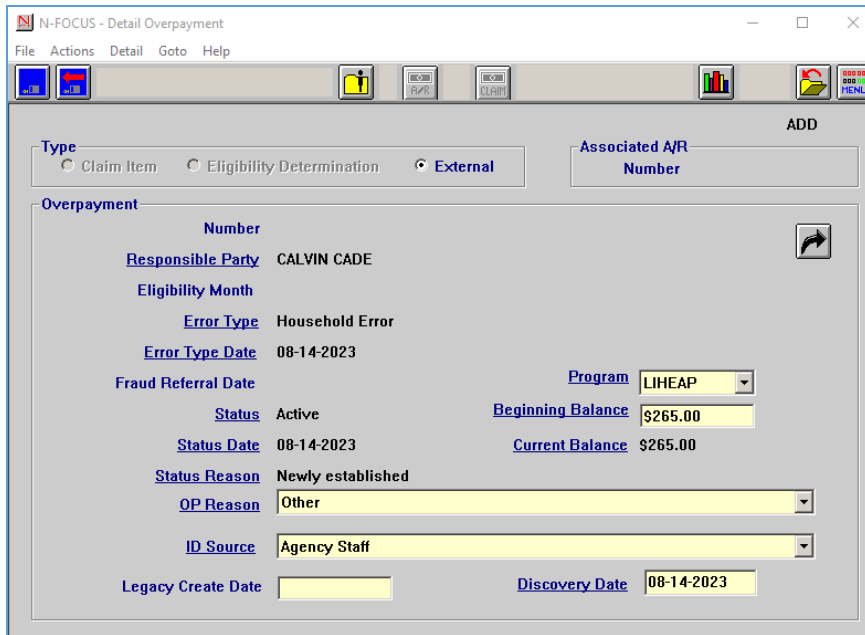
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Prior to this release, LIHEAP Overpayments (OP) and Accounts Receivable (AR) were not implemented in N-FOCUS.

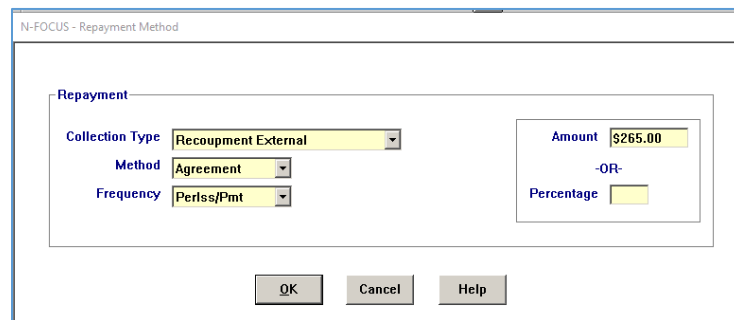
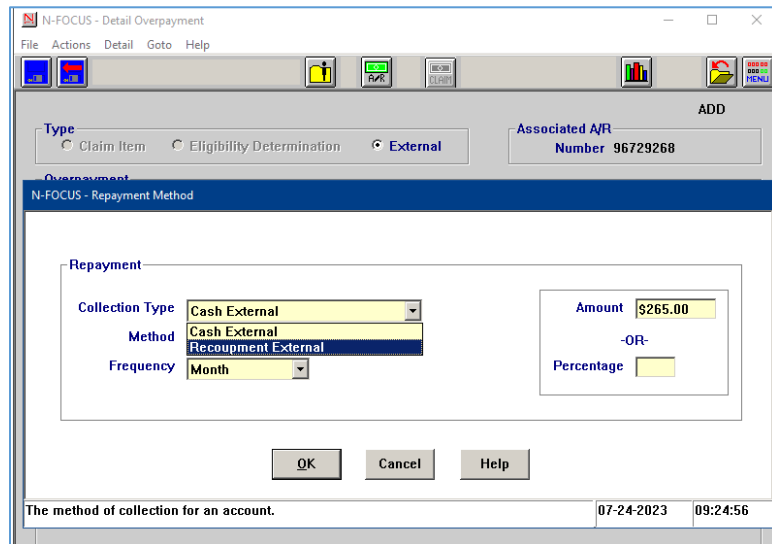
Logic has been updated which allows the 'Error Type' to be selected on the creation of an external overpayment for the LIHEAP program, which will no longer require use of the work-around process. The available 'Error Types' for LIHEAP will display in the selection list as below (*The selection to use will be determined by policy direction*):



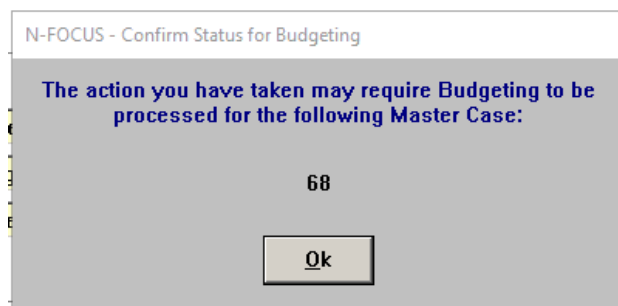
The below example shows creation of an external LIHEAP Overpayment. Each of the underlined elements is mandatory to be completed to save an external LIHEAP overpayment.



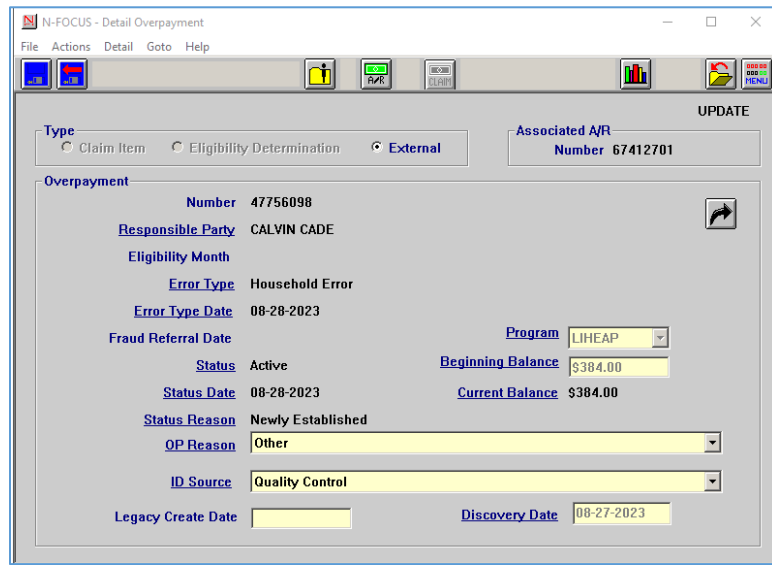
Once the overpayment has been Saved, the worker must identify the 'Collection Type' to be applied to the created External Overpayment. The Collection Type defaults to Cash External, but to allow for collection of overpayments to be made, the worker should set the 'Collection Type' to "Recoupment External". This will set the 'Method' and 'Frequency' entries to the correct status to allow for collection from future benefits.




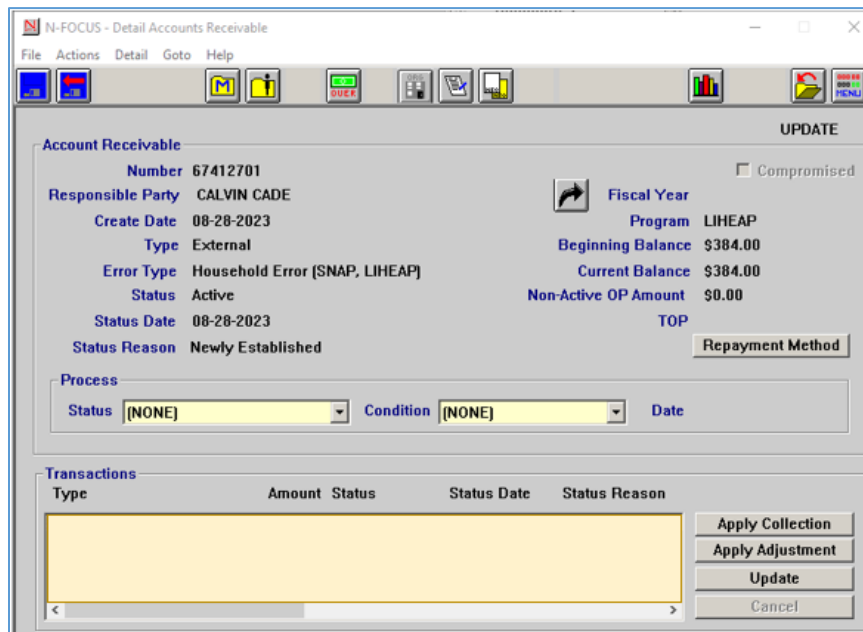
When the 'OK' is selected, the 'Confirmation Status for Budgeting' message with the Account Receivable having been set up with the selected repayment method:



Clicking 'Ok' returns the worker to the Detail Overpayment window, which now includes the assigned Overpayment Number (see screenshot below).



The Account Receivable has been created and can be viewed by clicking on the  icon on the Detail Overpayment window.



**Note:** In future releases, logic within LIHEAP budgeting will be changed to allow for Eligibility Determination (ED) overpayments to be calculated, but until that logic update, LIHEAP policy will continue to use the External Overpayments (EXT) process to account for overpaid benefits.

## SNAP TBR Status (Change)

SNAP TBR (Transitional Benefits Reporting Category) Program Cases will now be identified in the Detail Master Case window in N-FOCUS if there is one or more cases currently in TBR status. This is to alert Workers if actions need to be taken on a case when changes are reported.

When there is only 1 SNAP TBR case present in the Master Case you will see the following message:

**Master Case**

Name PAIGE NEWTON  
Number 931

**Master Case Persons**

Last	First	MI Ext	Birth Date	Household Status	Status Reason	Begin Date	Unborn's Mor
NEWTON	PAIGE		06-08-2000	In HH		05-01-2023	
NEWTON	SENECA		03-15-2020	In HH		05-01-2023	
NEWTON	TROY		08-04-1999	In HH		05-01-2023	
NEWTON	UNBORN			In HH		03-01-2023	PAIGE

**Program Cases**

Program	Assistance	Case Name	St	Stat	Beg Dte	Mode	Program ID
SNAP		NEWTON PAIGE	AC	09-01-2023	CHG MGMT	7865159	
EF		NEWTON TROY	AC	09-01-2023	ASSIGN	87164107	
EF		NEWTON PAIGE	EX	09-01-2023	ASSIGN	47738012	
ADC		NEWTON PAIGE	CL	11-01-2023	CHG MGMT	42762938	

Note: SNAP case 07865159 have Transitional Benefit Reporting

06-22-2023 12:57:29

When there are multiple SNAP cases present in the Master Case AND only one of the cases has SNAP TBR you will see the following message:

**Master Case**

Name SHANE BOLDEN  
Number 946

**Master Case Persons**

Last	First	MI Ext	Birth Date	Household Status	Status Reason	Begin Date	Unborn's Mor
BOLDEN	CHRISTIAN		09-15-2019	In HH		03-01-2023	
BOLDEN	JOY		07-10-1978	In HH		03-01-2023	
BOLDEN	SHANE		06-04-1977	In HH		03-01-2023	
SIMS	JORDON		08-04-2020	In HH		07-01-2023	
SIMS	PEGGY		03-09-2000	In HH		07-01-2023	

**Program Cases**

Program	Assistance	Case Name	St	Stat	Beg Dte	Mode	Program ID
ADC/MED	TMA-G	BOLDEN SHANE	AC	10-01-2023	ASSIGN	2682068	
SNAP		BOLDEN SHANE	AC	07-01-2023	ASSIGN	91196102	
ADC/MED	TMA-G	SIMS PEGGY	AC	12-01-2023	ASSIGN	67012730	
SNAP		SIMS PEGGY	AC	07-01-2023	ASSIGN	76901241	
EF		BOLDEN JOY	EX	07-01-2023	ASSIGN	58930600	
EF		BOLDEN SHANE	EX	07-01-2023	ASSIGN	89773895	

Note: SNAP cases 76901241,91196102 have Transitional Benefit Reporting

07-19-2023 10:15:25



## Correspondence

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### Verification Requests Due Date (Change)

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Medicaid Verification Requests will now default to a due date 30 days from the creation date of the request.

**Note:** No changes were made to EA Verification Requests.

## Text Messaging (New)

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### EA and MLTC Text Messaging Overview (New)

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Text message functionality has been added to N-FOCUS. Workers with security access can send an ad hoc (on request) text message campaign to a client. The content of the ad hoc text message has canned/static wording. Some text messages also require a worker to enter additional information of a *callback phone number* and/or *date* to respond. Currently, only divisions EA and MLTC can send an ad hoc text message.

N-FOCUS will display a history tracking of text messages sent plus create an automated narrative for text messages that were successfully delivered to the client.

**Note:** If a worker sends an ad hoc text message outside the timeframe of 8am-8pm, Monday-Sunday, the text message will not get delivered to the customer until 9:30am the following calendar day. Text messages will not get delivered to the customer on Thanksgiving Day or Christmas Day and instead will be delivered the following day.

The EA ad hoc text messages:

EA900 Duplicate Application Rec'd-Interview  
EA901 Duplicate Application Rec'd-VR  
EA902 Interview Needed-NOMI  
EA903 Verification needed  
EA904 Documentation Received  
EA905 Benefits Processed  
EA906 Return Call  
EA907 Missed Cold Call

The MLTC ad hoc text messages:

MC900 Request for Contact  
MC901 Verification Needed  
MC902 Documentation Received  
MC903 Medicaid Eligibility  
MC904 Return Call

## Sending a Text Message (New)

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The following provides an overview of steps to send a text message to a client through N-FOCUS:

**Note:** The Client must have a contact Preference type of Text Notification and have a cellular phone number. This is documented from the Person Detail window, Telephone pushbutton.

1. From the Person Detail window, select the Client Preferences pushbutton to open the Client Preferences window. >**Text Message Campaign History.**
2. Select the Text Message Campaign History button to open the List Text Message Campaign History window.

**Note:** From the List Text Message Campaign History window you can view the logs of all text messages sent to that client (if any exist). The text will display in English or Spanish as it was sent to the client. Select the row and click the Open Icon or double click the row to view then entire message.

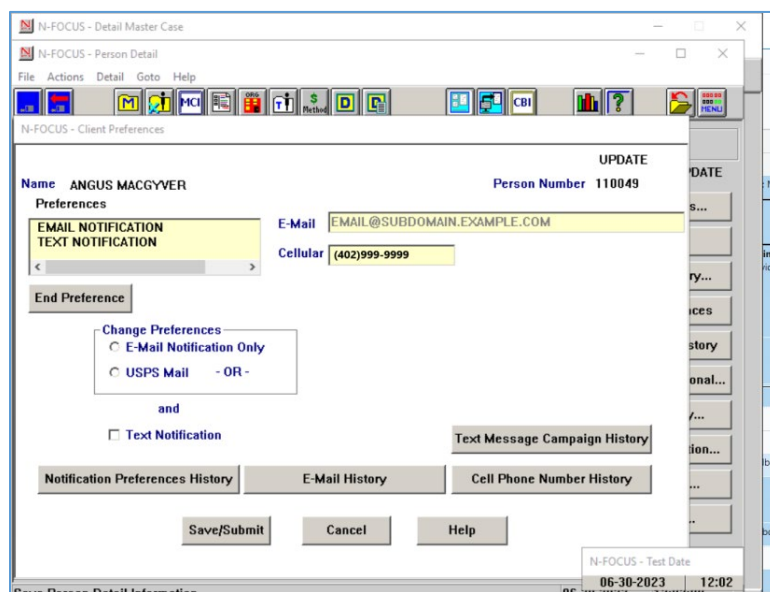
3. To send a new text message from the List Text Message Campaign History window, select the new icon. The Add Text Message Campaign window will display.
4. From the Add Text Message Campaign window a select the following:
  - a) Select the appropriate Division (EA or MLTC)
  - b) Select the appropriate program
  - c) Select the text message campaign
  - d) Enter additional information if the campaign requires it (i.e., worker callback number or Customer Service Center and/or date).
  - e) Click Submit to send the text or click Cancel to return to the List Text Message Campaign History window.

**Note:** Automated narrative will create in the master case based on the program ID that was selected by the worker if the text message was successfully delivered to the client's cellular phone.

## Client Preferences (Update)

The Client Preferences window is an existing window. Since this is where ad hoc texts are launched, a brief overview of the window is included in release notes. The window displays the contact preference information for the Agency Related Person including:

- USPS Mail, E-Mail, or Text Message notification type.
- USPS Mail address history, E-Mail address history, and Cellular number history.
- History of text messages sent and submitting a text message.



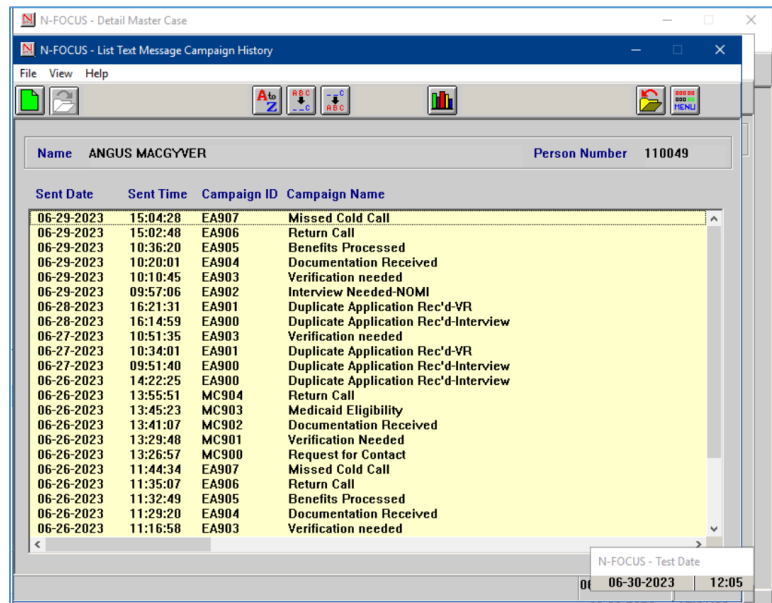
## List Text Message Campaign History (New)

The Text Message Campaign History window displays a history of text messages that were sent to an Agency Related Person by a worker or by batch process. The window includes details available on the vendor portal such as the date/time the text was sent, which campaign was sent, delivery status, and more.

**Note:** The Delivery Status Code has three possible codes (Scroll to the right to see the Delivery Status Codes):

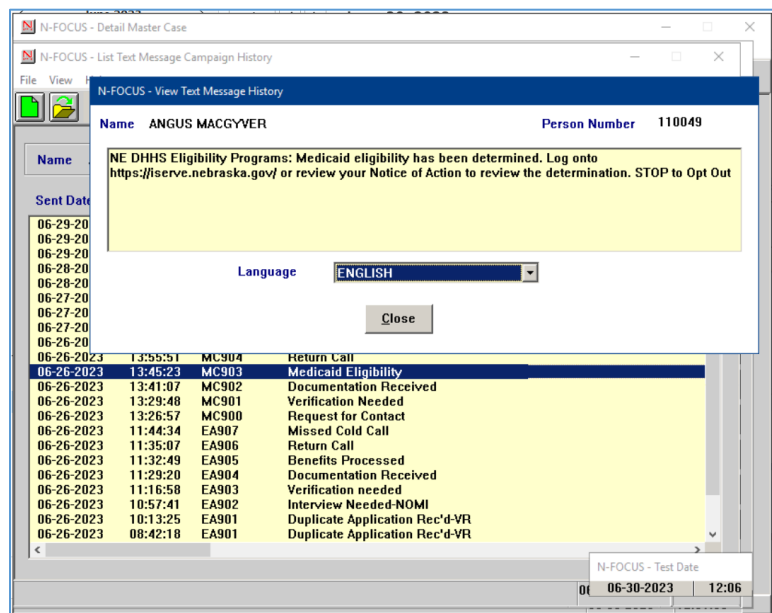
- 0000-Delivered
- 0001- Unknown subscriber (one code of undelivered meaning the handset is not a mobile)
- 9999- Other (grouping of all other undelivered codes). Complete list is located here [google drive error codes](#).

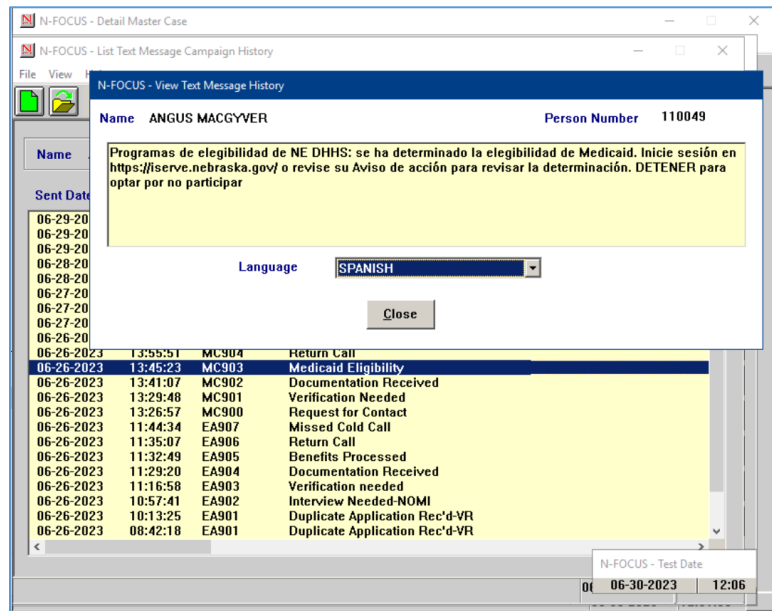
See screen print on next page.



## View Text Message History (New)

The View Text Message History window displays the actual verbiage of the text message that was sent to the Agency Related Person. Workers can view the verbiage as English or Spanish language. To view this window, double click on the appropriate row or select the row and click the Open icon.

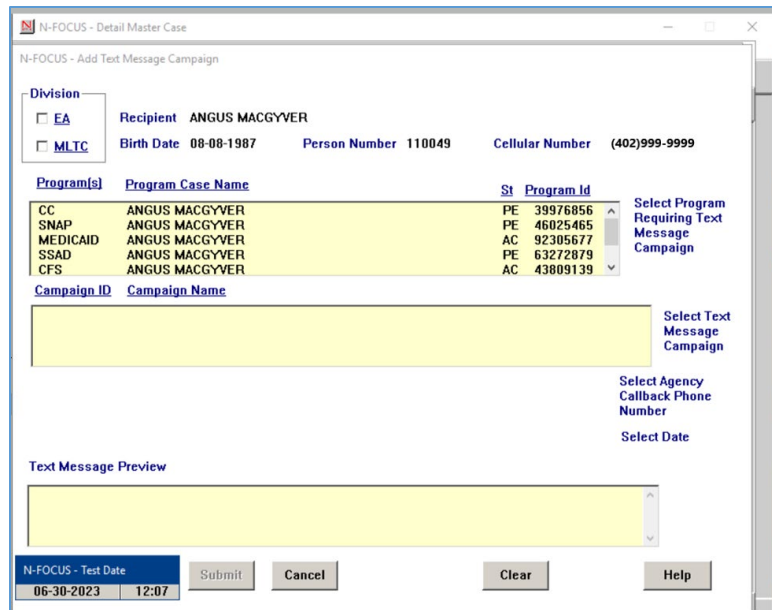




## Add Text Message Campaign (New)

The Add Text Message Campaign window is where a worker will select a text message campaign to send ad hoc. Some campaigns will require a callback number, some will require a date, some will require both a callback number and date, some will not allow for either a callback number or date.

HELP is available in the event a worker needs to refer to the instruction guide for how to send an ad hoc text message.



## Narrative

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### [Automated Narrative – Vital Statistics \(Change\)](#)

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The Birth Certificate Automated Narrative and Birth Certificate Alerts (EA 240, MLTC 427, IMFC 562) will contain all the information except SSN if SSN was requested for a child.

**[Narrative Detail](#)**

**Birth Mother's Name: ATOM, DAISY A**  
**Birth Mother's DOB: 02-01-1999**  
**Birth Certificate Number: 12348**  
**Child's Name: ATOM, DAVID WAYNE**  
**Child's DOB: 06-30-2023**  
**Child's Sex: M**  
**Child's Place of Birth: LINCOLN, NE**  
**Father's Name: ATOM, DANIEL DAVID**

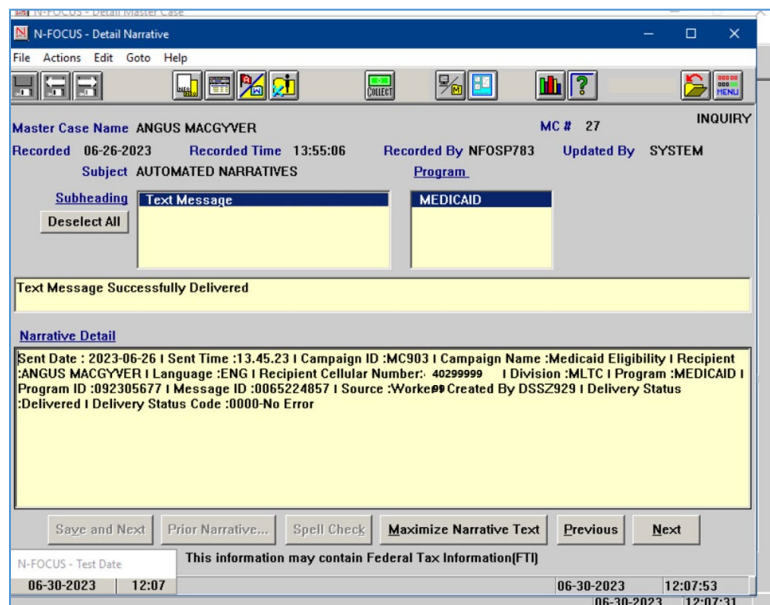
**[Alert Description](#)**

BIRTH CERTIFICATE

BIRTH - MTHR: ATOM, DAISY A DOB: 02-01-1999 B CERT #: 12348 BORN: ATOM, DAVID WAYNE DOB: 06-30-2023 SEX: M POB: LINCOLN, NE FTHR: ATOM, DANIEL DAVID

## Automated Narrative- Text Message (New)

An automated narrative has a new subheading of Text Message that will create for ad hoc and batch text messages that were successfully delivered to the Agency Related Person cellular phone number. The narrative is created in the Master Case associated to the Program ID that was selected by the worker.



The screenshot shows the N-FOCUS - Detail Narrative window. The window title is "N-FOCUS - Detail Narrative". The menu bar includes File, Actions, Edit, Goto, and Help. The toolbar contains various icons for file operations and system functions. The main content area displays the following information:

- Master Case Name: ANGUS MACGYVER
- MC #: 27
- INQUIRY
- Recorded: 06-26-2023
- Recorded Time: 13:55:06
- Recorded By: NFOSP783
- Updated By: SYSTEM
- Subject: AUTOMATED NARRATIVES
- Program: MEDICAID

Below the subject and program information, there are two columns: "Subheading" and "Text Message". The "Text Message" column contains the text "Text Message Successfully Delivered".

The "Narrative Detail" section contains the following information:

```
Sent Date : 2023-06-26 | Sent Time :13.45.23 | Campaign ID :MC903 | Campaign Name :Medicaid Eligibility | Recipient :ANGUS MACGYVER | Language :ENG | Recipient Cellular Number: 40299999 | Division :MLTC | Program :MEDICAID | Program ID :092305677 | Message ID :0065224857 | Source :Worker | Created By DSS2929 | Delivery Status :Delivered | Delivery Status Code :0000-No Error
```

At the bottom of the window, there are several buttons: "Save and Next", "Prior Narrative...", "Spell Check", "Maximize Narrative Text", "Previous", and "Next". The status bar at the bottom shows the date and time: "06-30-2023 12:07" and "06-30-2023 12:07:31".

## Alerts

### Vital Statistic Alerts (Change)

As per state statute and the direction of Vital Statistics and DHHS Legal, only Child Support Enforcement (CSE) workers may access Social Security Number (SSN) data from a birth records. Based on security profile, workers will notice changes to the Vital Statistics Birth Record Search/Details windows, Alerts and Automated Narratives:



The Vital Statistics interface has been updated from displaying Social Security Numbers (SSNs) from the birth records, as well as removing the SSN search field. The only authorized workers allowed to view an SSN from the Vital Statistics interface file are Child Support Enforcement (CSE) workers.

**Note:** Economic Assistance, MLTC and Children and Family workers will no longer be able to view an SSN on Birth Alerts.

The Birth-Current Record details page will now mask the SSN for a Child, Mother, and Father, if applicable, except for CSE workers:

### Birth - Current Record

Search by Name    Search by SSN

Details

Certificate Number    394 1996

Interface Received Date    06-14-2007

**Child**

Name    ANNIE NOELLE INTERFACE

SSN:    XXX-XX-XXXX

Sex    F

Marital Status of Parents    00

Paternity Acknowledgement signed

Birth Date    12-12-1956

Place of Birth    OMAHA, NE (DOUGLAS COUNTY)

Facility   

Facility Type    Hospital

**Mother**

Name    ANN MARIE DIANE

SSN:    XXX-XX-XXXX

Birth Date    01-01-1939

Physical Address    PO BOX 95026  
LINCOLN, NE 68509-5026

Mailing Address    PO BOX 95026  
LINCOLN, NE 68509-5026

**Father**

Name    DAD INTERFACE

SSN:    XXX-XX-XXXX

Birth Date    06-24-1938

The Search by SSN page will have the SSN disabled when the Birth radio button is selected:

### Search by SSN

Search by Name    Search by SSN

Details

Enter Search Information

Search by:     Birth     Death     Marriage     Divorce

SSN:   

Search

### [Alert 240, IMFC 562- Birth Certificate \(Change\)](#)

The Birth Certificate Alert has been changed to be set as a Lead only. This is being done because it will no longer use SSN to verify the correct person. The alert will generate based on Name, DOB match and Program Cases with a pregnancy listed for that person.

**Note:** There could be times that this alert is generated on two people with the same Name, DOB, Program Case and have a Pregnancy. The SSN requested, and the parents SSN have been removed from this alert. The SSN has also been removed from the Birth Certificate Narrative.

### [Alert 241, IMFC Alert 563- SSN Update \(Change\)](#)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.



### Alert 350, SSN System Updated (Change)

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SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.

### Alert 351, IMFC 579- No SSN (Change)

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Alerts workers to a person on the system for more than 90 days without an SSN. This alert will be discontinued and no longer generate.

## **Expert System**

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### LIHEAP Budgeting Recoupment of LIHEAP Overpayments (Change)

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LIHEAP budgeting logic has been updated to account for existing Account(s) Receivable (AR) for persons in the LIHEAP program case and to recoup from remaining balances due on the AR(s).

- The new logic will be applied when running LIHEAP budgets for the following types: Heating, Cooling, Supplemental or Refund.
- Budget types for Crisis, Deposit, Repair or Water (LIHWAP) will not utilize this new logic.

The budgeting process will calculate the LIHEAP Need Amount as has always occurred, however, if a member of the LIHEAP household has an existing LIHEAP AR(s), the new logic will reference the existing AR(s) to determine what the balance due is on the AR. Budgeting logic will then reduce the calculated LIHEAP Need Amount by as much as is still due on the AR balance as possible, while not reducing the Authorized Amount below \$10.

The amount that the Need Amount is being reduced by due to a recoupment being taken will appear as a new entry line on the Benefit Summary: Recoupment Amount (see entry in red box on screenshot below for location).

In a 'Passing' budget, the 'Authorized Amount' will never be less than \$10 due to payment logic in N-FOCUS which will not issue a payment for less than \$10, and to credit a payment to an AR, a reduced payment from which the recoupment is being taken must be issued.

Benefit Summary Energy Year: 10-2022 to 9-2023

CADE, CALVIN		LIHEAP		Regular	
Energy Year	10-2022 to 9-2023	Unit Size			5
Budget Type	COOLING	Fuel Type		Electricity	
Calculation Method	Project Income	Dwelling Type	Apartment, Duplex, Triplex, etc.		
Resource Total	0.00	Paid To	Provider		
Resource Limit	0.00				
Resource Test:	N/A				
Public Assistance Grant	3768.00	LIHEAP Need Amount		385.00	
Self Employment Income	0.00	LIHEAP Prorate Amount		385.00	
Earned Income	0.00	Recoupment Amount		375.00	
Unearned Income	13254.00	Authorized Amount		10.00	
Expenses	0.00				
Total before Disregard	17022.00				
Maximum Allowable Income	48705.00				
Income Test:	Pass				
Earned Income Disregard	0.00	Creation Date		08-28-2023	
Total Countable Income	17022.00				

OK Help

LIHEAP Recoupment Detail for 06/2023

Accounts Receivable Information:

Number:	67412701
Responsible Party:	CADE, CALVIN
Create Date:	08-28-2023
Error Type:	Household Error
Repayment Amount:	384.00

OK

The LIHEAP Recoupment Detail screen will display information regarding the Accounts Receivable which the recoupment is being associated to. It will show the AR number, responsible party, the AR create date, the error type, and the balance due on the AR at the time the budget was run. The amount showing as "Recoupment Amount" in the budget is not reflected in this balance. This amount is saved as a record of the balance due for the identified AR at the time the budget was run.

**Note:** The balance due on any AR is not reduced until the payment for the budget is issued. If multiple budgets are run before payments are

issued on the first budget, the same 'Recoupment Amount' will appear in each budget, which may result in the Authorized Amount' in the subsequent budgets being incorrect.

If there is instance where additional budget(s) need to be run before the payment is issued on a budget that included a recoupment, best practice would be to wait until the payment on the first budget has been issued before running the additional budget(s).

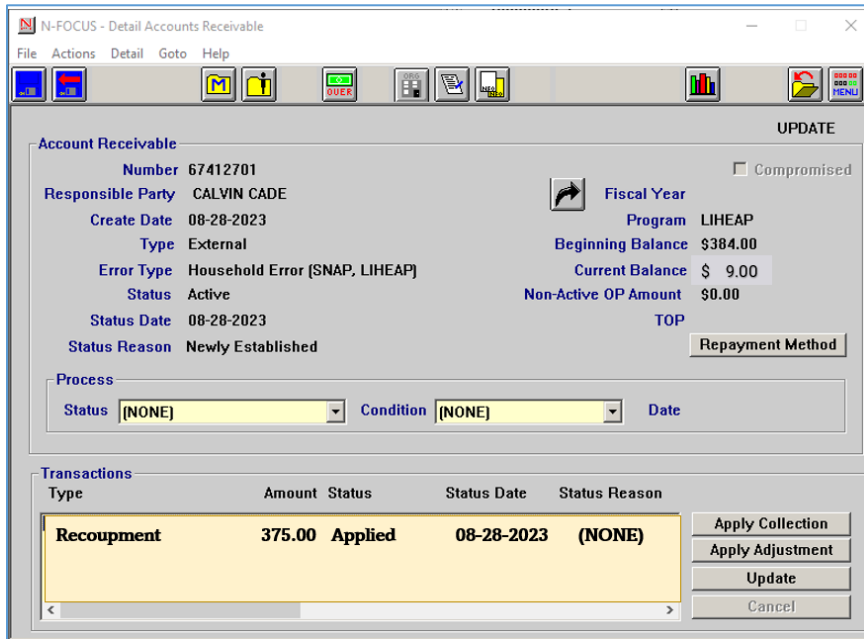
If a delay in processing is not justifiable for the second budget to be run, the case would need to have budgeting re-run on the second budget after the payment is issued.

If a delay in processing is not justifiable for the second budget to be run, the case would need to have budgeting re-run on the second budget after the payment is issued on the first budget, to have the correct recoupment applied.

Recoupment logic for LIHEAP (like with ADC and AABD) will utilize only one AR to collect against and will not combine balances due across multiple ARs on a single budget recoupment.

Logic uses a selection process to identify which AR should be recouped from in LIHEAP Budgeting. Recoupment will be applied to the AR with the earliest created date from any/all LIHEAP ARs tied to persons in the LIHEAP program. Logic will continue to apply recoupments to that earliest created AR until the remaining balance is paid off, unless the remaining balance of the AR is under \$10 when a recoupment budget is run.

If the remaining balance is less than \$10 when a new recoupment budget is run (see screenshot below), additional recoupment will not be taken related to that AR. If additional ARs exist for persons in that case, then logic will leave the earlier created under \$10 balance AR and will move on to the next earliest created AR to apply recoupments towards.



**Note:** Future logic updates are planned to have logic collect on those ARs with remaining balances of under \$10 to collect on all related overpaid funds and not leave minimal balance due ARs open.)

### IUC to MESA (Change)

MESA will now recognize weekly IUC payments and include them in monthly MESA budgeting for both EA and MLTC cases.

- If there are any other types of income in the current budget for EA, Alert 259 will generate, and MESA will not process the budget.
- If the IUC benefit reason is Final Payment or Benefits Exhausted for EA, Alert 259 will generate, and MESA will not process the budget.
- If there are any other types of income in the current budget for MLTC, Alert 434 will generate, and MESA will not process the budget.
- If the IUC benefit reason is Final Payment or Benefits Exhausted for MLTC, Alert 434 will generate, and MESA will not process the budget.
- If there are no other types of income in the current budget and no other budgeting questions, (i.e., Parent/Caretaker pop-up) then MESA will average and convert the weekly payments from the 15<sup>th</sup> of the previous month to the 14<sup>th</sup> of the current month after the first (initial) payment.
- If MESA cannot run due to budgeting questions (i.e., Parent/Caretaker pop-up) or a level of benefit change for MLTC, then MESA will back out and Alert 442 Budget Not Processed will generate for MLTC and Alert 287 will generate for Economic Assistance.

## Workaround

The Department of Labor interface populates Overpayment Offsets for non-fraud reasons in the Mainframe showing a gross amount and a check amount.

Entitlement Period					
		07-02-2023	To	06-30-2024	
Gross Amount	Check Date	Week Ending	Status	Check Amount	Stimulus Amount
\$250.00	08-11-2023	08-05-2023	Overpayment Offset	\$150.00	
\$250.00	08-04-2023	07-29-2023	Total Payment	\$250.00	
\$300.00	07-28-2023	07-22-2023	Total Payment	\$300.00	
\$50.00	07-21-2023	07-15-2023	Partial Check	\$50.00	

This information does not populate in Expert System from the information provided by the Department of Labor. When an IUC payment alert is received, a worker must look at the Interface for IUC in the Mainframe and update using the Overpayment Offset Check Amount to update that check in Expert System, if it is different from the gross amount.

See screen prints on the following pages.

The screenshot shows the NFOCUS - Navigator application window. The title bar indicates the user is SHANNON GREELY with ID 11258. The interface includes a menu bar (File, Actions, View, Goto, Help) and a toolbar. On the left is a tree view with categories like Data Collection, Non Financial, Financial, Unearned Income, etc. The main area displays a table with columns: LAST NAME, FIRST NAME, DOB, AGE, NUMBER, Type, Amount, Adj Amt, Frq, Rcvd Date, Begin Date, Claim Nbr. The table contains one entry for SHANNON GREELY with a Type of 'Unem...', Amount of 250.00, and WE (Week Ending) of 08-11-2023. At the bottom, there are buttons for 'Add', 'Update', 'Close', 'Delete', and 'Help'. The 'Update' button is highlighted with a red box.

Update Unearned Income

Details | Stable Amounts | **Fluctuating Amounts**

Date Rcv'd	Assigned	Amount	Adj Amount	Adj Reason	Verified By
08-11-2023		250.00	0.00		IUC Interface
08-04-2023		250.00	0.00		IUC Interface
07-28-2023		300.00	0.00		IUC Interface
07-21-2023		50.00	0.00		IUC Interface

Add | **Update** | Delete | Help

OK | Help

Update Unearned Income

GREELY SHANNON 12-15-1987 35 64568665 Unemployment Co...

Date Received: 08-11-2023 Amount: 250.00 Adjustment Amount: **150.00** Adjustment Reason: **Prior Overpayment On Assistanc**

Child/Spousal Support is:  
 Assigned  Received

Verified By: **IUC File Viewed**

**OK** | Cancel | Help

**Note:** MLTC uses the gross amount of the IUC payment in budgeting.

## LIHEAP Expert Notices

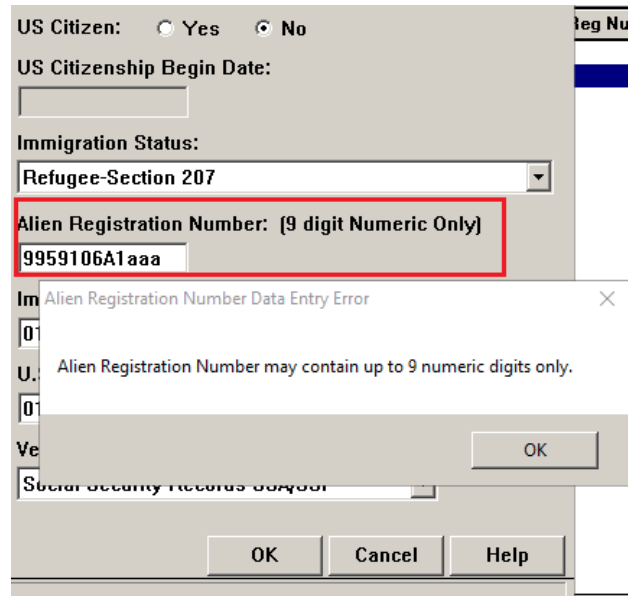
LIHEAP will begin recouping overpayments in Expert System budgeting. Approval for heating and cooling, refund, supplemental notices have been created to provide an explanation to the household of what they are eligible for and how much they will receive due to their recoupment.

## Alien Number Restriction (Change)

When entering Alien Numbers in Expert System, a worker may only enter numeric digits and have a limit of 9 digits.

**Note:** If alpha characters or more than 9 digits are attempted, then a pop up will display stating the 9 numeric character restriction. If less than 9 numeric characters are used, then the system will

automatically apply zeros to the left of the entered characters to fill to 9 characters.



### Self-Employment Window and Ledger (Change)

The following changes have been made to the Self-Employment Window for Ledgers:

- The radio buttons for Weekly and Monthly have been removed
- The statement regarding the number of hours worked has been changed to Average number of hours worked per week.

Month of Receipt	Total Receipts	Total Expenses	Net Income	Estimate/Actual
04-2023	1000.00	490.00	510.00	Estimated

From: 04-2023 To: 04-2023

Average number of hours worked per week for self employment:

OK Cancel Help

The following change has been made on the Printed Ledger:

The sentence regarding number of hours worked has been changed to the sentence shown in the following screen print:

<input type="checkbox"/> By checking this box, it is certifying that the self-employment business has expenses related to doing business.
____ Number of Hours Worked per Week (used for Child Care and SNAP purposes only)
<b>* This ledger lists your stated self-employment income. Receipt of this ledger verifies the self-employment income used to determine your eligibility. If there are changes to your income or expenses, you must contact your DHHS worker or AccessNebraska to report them.</b>

**Note:** There has been no calculation or logic change to how the Self-Employment window functions.

### Child Care Eligibility Date (Fix)

If an initial application was denied for Failure to Appear/Failure to Provide and then the client appears or provides all requested verifications in days 31 – 60 from the initial application date, the eligibility period should begin the month the client appears or provides all verifications. It was discovered that when workers reopened Child Care for the month after an application is received, the eligibility period dates were incorrect if there was a previous Child Care program in the case.

With this release, workers can re-pend in the second 30 days of receipt of application and the eligibility period date range will be from the new pending month through 12 months, not exceeding 18 months.

**Example:** The Initial Child Care application is received 10/02/2023. The client fails to provide Verification documents and the application is denied on 10/20/2023. The client provides all verifications on 11/15/2023, which is day 44. The correct procedure is to pend for 11/2023, using the application date of 10/2/2023. The first month of the eligibility period is 11/2023 and the worker must allow at least 12 months, but no more than 18 months, from the first month of eligibility (November).

### N-FOCUS Tips

#### Reminder

N-FOCUS Production and Support hours are 7:00 AM to 6:00 PM CT.

On-Call Hours

- • Weekdays 6:00 PM CT until 9:00 PM CT
- • Saturday 8:00 AM CT until 5:00 PM CT
- • Sunday 8:00 AM CT until 5:00 PM CT
- • Holidays 8:00 AM CT until 5:00 PM CT.

During On-Call Hours:

- Phone Number 402-326-1279



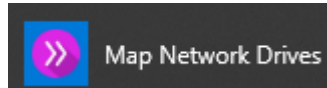
**If you need assistance outside of these times, please call back during the next day or send an email to [DHHS.NFOCUSPRODUCTIONSSUPPORT@nebraska.gov](mailto:DHHS.NFOCUSPRODUCTIONSSUPPORT@nebraska.gov) and we'll respond on the next business day.**

## Logon

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If you log onto N-FOCUS and it gives an error stating the N Drive is missing do the following to set the N Drive:

- Go to the Start Menu
- Run Map Network Drives



## Pregnancy

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- If there is already an unborn, check the Expected Date of Delivery.
- If this is for a pregnancy that ended, terminate this pregnancy.
- Add a new pregnancy for the new Expected Date of Delivery.
- Never just change the Expected Date of Delivery for a new pregnancy.

## Duplicate Persons

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If there is an alert regarding a possible duplicate person and research is needed, please contact N-FOCUS Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue.

Each person on N-FOCUS is assigned a unique number. The same person should **never** be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

**Call Production Support to assist if you are not able to complete each step in the resolution process.**

- Duplicate person is removed from the Household list
- Duplicate person is removed from all active programs; administrative roles and participation are closed
- Duplicate person is discontinued with the permanent person number

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.

