
N-FOCUS Major Release

Economic Assistance

December 10, 2023

A Major Release of the N-FOCUS System is being implemented December 10, 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.

Home and Community Based Services: N-FOCUS workers who work directly with DD or AD/TBI Programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Developmental Disabilities Programs.

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.

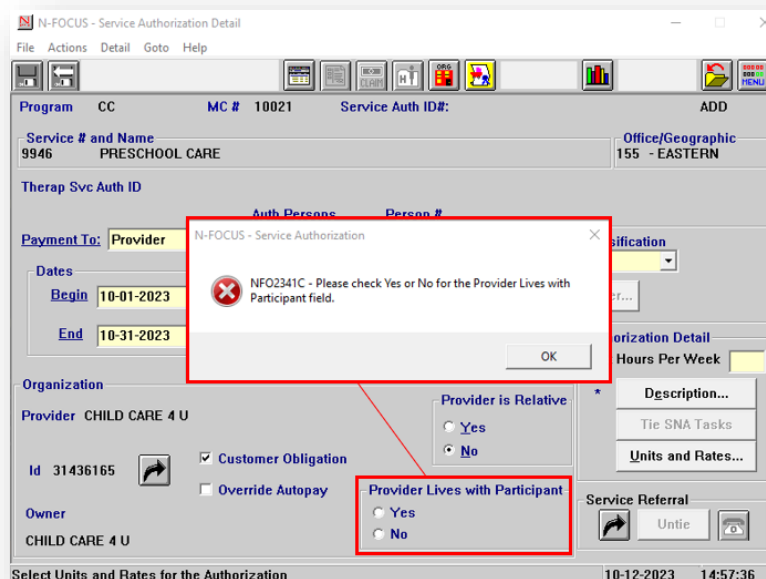
Table of Contents

General Interest and Mainframe	4
Service Authorization Detail – Provider Fields (Update)	4
Child Care Authorization Description – Activity Fee (Update).....	4
Accounts Receivable (AR)- SNAP Employment and Training (SET) Program (Update)	4
Detail PIN Management Window (Update).....	5
Account Receivable (AR) DHHS Request # (Update).....	5
ACCESSNebraska.....	6
Electronic Application (Update)	6
Electronic Application / ACCESSNebraska Menu / Change Report – Removal of LIHWAP (Update)	6
Home and Community Based Services	7
Home and Community Based Services (New)	7
Correspondence	7
LIHEAP Demand Letter (Update)	7
LIHEAP Recalculation Notice with Recoupment (Update).....	7
LIHEAP Cooling Notice (Update)	7
EARA Review Application (Update).....	8
Without Regard to Income Child Care Notice (Fix).....	8
CFS - Nebraska Department of Education Perpetrator Letter (Update).....	8
Expert System.....	9
Limit Download of Budgets to 3 Years (Update)	9
ABAWD Mandatory Age Change (Fix)	9
LIHEAP / LIHWAP Budget Approvals (Update).....	10
LIHEAP Budgeting Overpayments, Accounts Receivable Creation and Budget Recoupments/Budget Offsets (Update).....	10
NFOCUS Tips	13
Citrix Users.....	13
What is my BF Number?	13
N-FOCUS Production Support Assistance	14

General Interest and Mainframe

Service Authorization Detail – Provider Fields (Update)

An update was made to the Service Authorization Detail window that requires users to select either the *Yes* or *No* radio button under the *Provider Lives with Participant* field. Before proceeding onto Description or Units and Rates, the *Provider is Relative* and now *Provider Lives with Participant* fields must be addressed. Error message will display until a radio button is selected for either field. **This applies to the Child Care, SSAD, and PASS programs.**



Child Care Authorization Description – Activity Fee (Update)

The standardized, auto-populated description for service code 7964 – Activity Fee has been updated to reflect the fee increase from \$25/month to \$50/month:

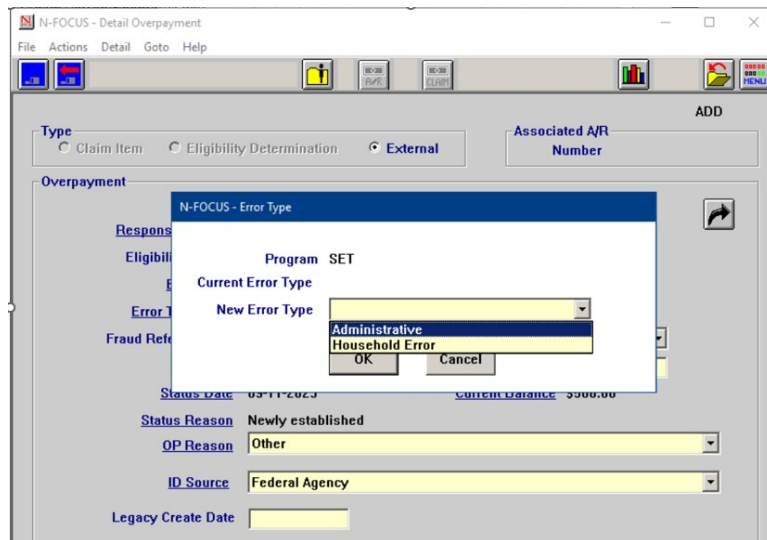
Summer activity fees (up to 3 occurrences) of \$50/month are approved for NAME OF CHILD for the summer months of June, July, and August. Bill according to the terms of the agreement for the time the child attends. The Department will pay only for the amount of occurrences approved.

Accounts Receivable (AR)- SNAP Employment and Training (SET) Program (Update)

Previously when creating an overpayment for SET Program for external overpayments, the Error Type drop down was blank. This prevented the creation of the AR for SET being created.

The Error Type drop down now has the following options for the SET Program:

- Administrative
- Household Error

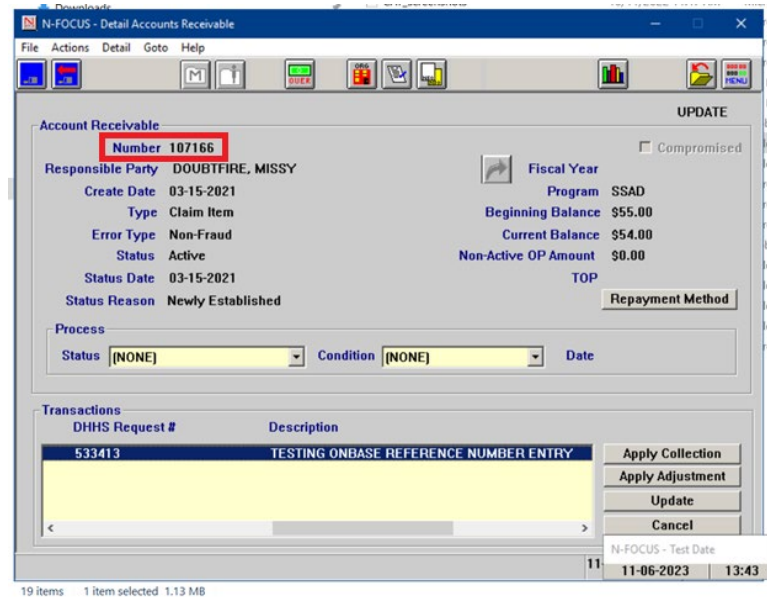


Detail PIN Management Window (Update)

Workers will now be able to clear the PIN for a person that has an interim SSN from the Detail PIN Management Window.

Account Receivable (AR) DHHS Request # (Update)

The Account Receivable Number field has been added to Detail Account Receivable window. The field is not a mandatory field and is entered when applying collections to an AR.



ACCESSNebraska

Electronic Application (Update)

Several minor updates were made to the EA electronic application to better align with the EA-117 paper application. Most of the updates were verbiage changes and the other changes include:

- Adding *Preschool* as a school type on the School Attendance window,
- Removing the word *Alimony* from every window on the Expenses page, and
- Removing the requirement to select the *Application Summary* and *Rights and Responsibilities* boxes before submitting an application (below):

These are the programs you have selected, or may qualify for, based on the information you entered:

- Supplemental Nutrition Assistance Program (SNAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Low Income Household Water Assistance Program (LIHWAP)
- Refugee Resettlement Program (RRP)
- Aid to Dependent Children (ADC/PMT)
- Child Care (CC)
- Social Services for Families, Children, and Youth (SSCF)
- Assistance to the Aged, Blind, or Disabled Payment (AABD)
- State Disability Program (SDP)
- Social Services for Aged and Disabled Adults (SSAD)
- Personal Assistance Services (PAS)
- Emergency Assistance (EA)

If you want to add any additional programs before submitting this application go the Program Selection page. Adding a new program may take you through some additional questions that hadn't previously been asked. Review the summary in each section to change the answer to any question. If you would like to apply for an additional program after the application is submitted, you will need to complete a new application.

~~You must review your application and the Rights and Responsibilities to continue.~~

Application Summary
 Yes, I have reviewed my application summary.

Rights and Responsibilities
 Yes, I have reviewed the Rights and Responsibilities.

× EXIT CONTINUE →

Electronic Application / ACCESSNebraska Menu / Change Report – Removal of LIHWAP (Update)

The LIHWAP program has been removed from the welcome pages on the ACCESSNebraska, electronic application, and Change Report menus.

LIHWAP was removed from the *Program Selection* window on the electronic application. Reference to LIHWAP was also removed throughout the electronic application, excluding the disqualification questions.

The drinking / wastewater question on the Submit page was removed:

Is your drinking / wastewater disconnected or do you have a past due balance? Yes No

LIHWAP remains visible in Client Benefit Inquiry.

Home and Community Based Services

Home and Community Based Services (New)

The Division of Developmental Disabilities & Home and Community Based Services will be implementing a new waiver program titled Family Support Waiver (FSW). This new waiver will be available to eligible residents of Nebraska sometime in 2024.

In anticipation of this new waiver program, N-FOCUS will be providing the system support using a phased release approach. N-FOCUS users will see incremental changes beginning with the December 10, 2023, release.

Changes implemented in December 2023 include the addition of the FSW program in the Add Program Case pick lists located in both the GEN and Expert systems.

It is important to note that although the FSW program is available to select, all the associated functionality to correctly determine eligibility and process this waiver program is not available currently. Workers should not be selecting, creating, processing, and determining eligibility for the FSW program. More information and instructions will follow in 2024 on when the FSW program can be fully utilized by N-FOCUS users.

Correspondence

LIHEAP Demand Letter (Update)

When an overpayment is created in expert for LIHEAP, a demand letter will generate on check in. It will list the amount owed and how the overpayment was created – agency error or household error.

Note: Eligibility Staff do not need to change how they are currently operating. LIHEAP Staff will provide further guidance in the future regarding the implementation of these changes.

LIHEAP Recalculation Notice with Recoupment (Update)

If LIHEAP has a recoupment on the budget due to an overpayment and the LIHEAP budget was recalculated, the notice will inform the HH the amount they were eligible for but due to an overpayment the amount they will receive.

Note: Eligibility Staff do not need to change how they are currently operating. LIHEAP Staff will provide further guidance in the future regarding the implementation of these changes.

LIHEAP Cooling Notice (Update)

LIHEAP cooling notice now informs the HH that cooling payments will not be issued until June. This statement will only appear on notices that were created prior to June 1 for the current cooling year. This will not appear on cooling notices created after June 1 or for past cooling years.

EARA Review Application (Update)

Economic Assistance Programs have added new sections to the Economic Assistance Review Application (EARA).

- Child Care added a new section 13 for reasons of child care need.
- Civil rights and SSN wording were updated to meet new legal guidelines.

Without Regard to Income Child Care Notice (Fix)

It was found in production that if there was an old Without Regard to Income Childcare Case that did not have a Notice sent, the child was listed as a Discontinued Person in the original Master Case for other benefits later. If the worker overrode the notice to group or ungroup it was causing a case error. This has been fixed.

CFS - Nebraska Department of Education Perpetrator Letter (Update)

A change has been made to the Department of Education Notification letter. Previously intakes that included a Role of School Involved and District Involved required that an alleged perpetrator be identified.

The screenshot displays a software interface with two main sections. The top section, titled "Persons/Allegations", contains a table with the following data:

Last	First	MI Allegation Role	Age	Class
JONES	SAM	Alleged Perpetrator	79	ADULT
TILDEN	KRIS	Alleged Victim	16	CHILD

Below the table are search buttons for "Search by Address" and "Search by Phone", and a "Finding Complete? Yes" checkbox. The bottom section, titled "Organizations", contains a table with the following data:

Name	Role
PIERCE COUNTY SHERIFF'S OFFICE	Law Enforcement
PLAINVIEW PUBLIC SCHOOLS	School Dist Involved
PLAINVIEW SECONDARY SCHOOL	School Involved

The "School Involved" role is highlighted with a red box. To the right of this table are buttons for "School Involved" and "School Dist Involved".

This update allows for workers to create an Intake and Nebraska Department of Education (NDE) Notification letter for Intakes when the perpetrator is unknown. These letters will automatically be generated and emailed to NDE.

A check box has been added to the Detail Allegation page. Click this School Involved Unknow Perpetrator check box if the perpetrator is unknown.

Note: Selecting this check box will not allow entry of a perpetrator name and role since that information is unknown.

The format of the letter has not changed, only the information that is populated in the correspondence. The name and other specific information regarding the alleged perpetrator will read as "Unknown".

See screen shot on the following page:

N-FOCUS - Detail Allegation

File Actions Goto Help

Intake Number 1400 Type Child Abuse/Neglect UPDATE

INTAKE NAME KRIS TILDEN APPROVED Consultation Point

Allegation Information

Created By DSSZ915 Created On 10-31-2023 Modified By DSSZ915 Modified On 10-31-2023

Incident Date 10-31-2023 Incident County Lancaster

Alleged Victim KRIS TILDEN Living Information

Type PHYSICAL ABUSE

Alleged Perpetrator SAM JONES Expungement Request

Relationship to Alleged Victim School Resource

Also Alleged Victim's Foster Parent? No Caretaker of Alleged Victim? Yes

School Involved Unknown Perpetrator

Expert System

Limit Download of Budgets to 3 Years (Update)

With this release, all N-FOCUS staff will see the Budget Check Out Options dialog box when checking out a case in Expert System. Workers will select either 3 or 6 years and click the OK button.

N-FOCUS - Budget Checkout Options

Select number of Budget years

3 years

6 years

OK

What to expect:

- The 3 years option should improve download performance and reduce number of check out errors caused by large Master Cases when opening into Expert by reducing downloaded budgets.
- Previously, Expert System downloaded 6 years of budget data by default.

Note: No change has been made to performance when 6 years is selected.

ABAWD Mandatory Age Change (Fix)

The ABAWD Mandatory age logic was updated to match the SNAP FFY23, FFY24, and FFY25 age updates that went into effect 9/10/23. Individuals who were aged 49 through 52 were still displaying the automatic ABAWD status of NonABAWD. Since the 9/10/23 age update, individuals shouldn't have a NonABAWD status unless they are older than 52 (through 9/30/24; age 54 from 10/1/2024 – 9/30/30). This has been fixed.

LIHEAP / LIHWAP Budget Approvals (Update)

Prior to this release, budgeting of LIHEAP/LIHWAP had logic stops in place which would require program policy staff to approve certain budgeting situations which included the following:

1. Crisis assistance for households that include a member with an EF sanction.
2. Refunds that need to be issued to the same provider that returned the payment.
3. Crisis assistance over \$500.
4. Crisis assistance after a crisis assistance request has been approved in a federal fiscal year.

Policy requested a change in logic to allow supervisors to have the ability to approve the following types of budgets instead of only LIHEAP/LIHWAP Policy Staff being able to approve them. The logic change for this functionality has been implemented with this release.

Note: Eligibility Staff do not need to change how they are currently operating. LIHEAP Staff will provide further guidance in the future regarding the implementation of these changes.

LIHEAP Budgeting Overpayments, Accounts Receivable Creation and Budget Recoupments/Budget Offsets (Update)

Logic was added to NFOCUS with the August 2023 release which allows for External Overpayments to be created manually and to allow manual creation of an AR (Account Receivable) associated with the overpayment.

New logic has been added with this release that now allows for overpaid LIHEAP benefits to be calculated and the amounts to be stored in NFOCUS when a recalculated LIHEAP budget is runs to calculate and store any overpaid amounts.

The screenshot shows a software dialog box titled "New Budgets:" with a subtitle "Overpayment" and a date "7-2023". The main text asks: "This is an overpayment budget. Do you want to continue and create an \$105.00 overpayment for LIHEAP?" with radio buttons for "Yes" and "No". Below this are two text input fields: "Responsible Person:" and "Type of Overpayment:". Below these is a dropdown menu for "Reason for Overpayment:" and another dropdown menu for "Overpayment Identified by:". At the bottom right are three buttons: "OK", "Cancel", and "Help".

Overpayment 7-2023

This is an overpayment budget. Do you want to continue and create an \$105.00 overpayment for LIHEAP? Yes No

Responsible Person: BEAN JEAN 01-01-1950

Type of Overpayment: Agency/Admin [ADC, AABD, ...]
Household Error [SNAP, LIH...]

Reason for Overpayment: Incorrect Income Used in Budget

Overpayment Identified by: Agency Staff

OK Cancel Help

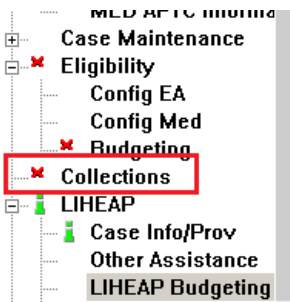
Upon clicking 'OK' after creating the LIHEAP overpayment, the benefit summary will be updated to reflect the newly calculated overpayment (see next screenshot)

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

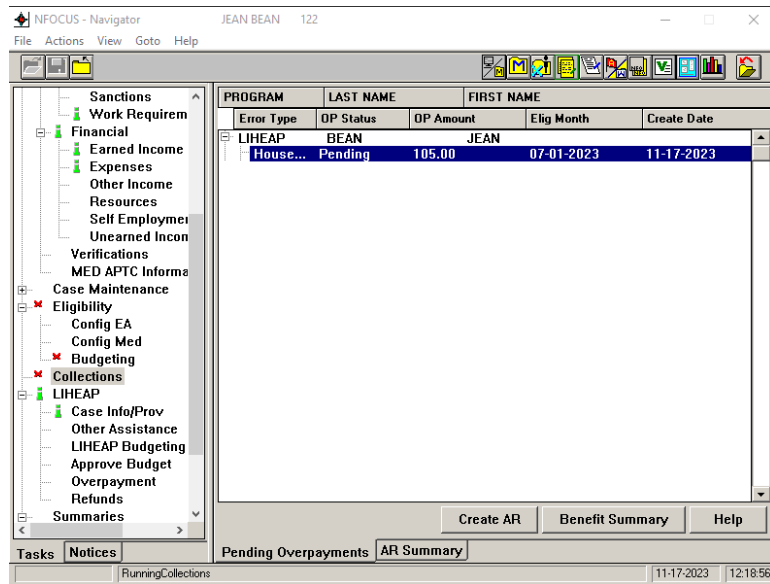
BEAN, JEAN	LIHEAP	Recalculated
Energy Year 10-2022 to 9-2023		Unit Size 1
Budget Type	COOLING	Fuel Type Electricity
Calculation Method Project Income		Dwelling Type House
Resource Total	0.00	Paid To Provider
Resource Limit	0.00	
Resource Test:	N/A	
Public Assistance Grant	0.00	LIHEAP Need Amount
Self Employment Income	0.00	LIHEAP Prorate Amount
Earned Income	** 14400.00	Recoupment Amount
Unearned Income	0.00	Offset Amount
Expenses	0.00	Overpayment Amount
Total before Disregard	14400.00	Authorized Amount
Maximum Allowable Income	20385.00	
Income Test:	Pass	
Earned Income Disregard	2880.00	
Total Countable Income	11520.00	Creation Date 11-17-2023

OK Help

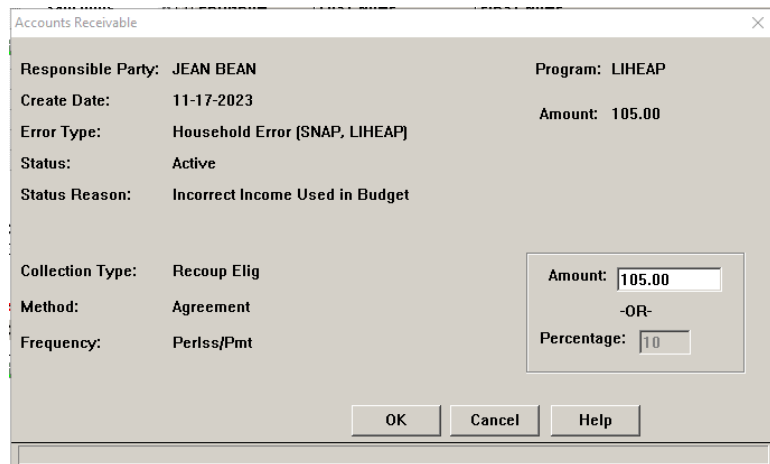
Once the updated Benefit Summary has been reviewed and approved, a Red X will be placed upon the 'Collections' task in the task tree listing.



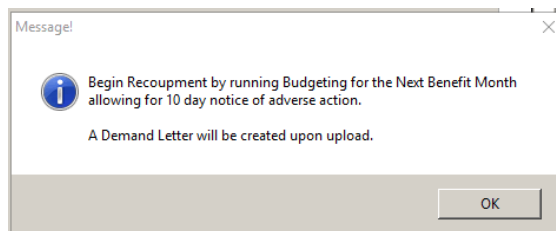
Go to the 'Collection Task' on the tree and select the LIHEAP overpayment that was created in the prior steps and click on 'Create AR':



The Accounts Receivable window will be presented and will show the Amount of the overpayment that was created at the top. The Collection Type: will be defaulted to Recoup Elig. The Method: will default to Agreement and the Frequency: will default to Perlss/Pmt. The amount will default to the amount of the created overpayment. This amount is editable to an alternate amount, but policy should be contacted if that amount needs to be changed.



Upon approving the created AR, the user will be presented with the below message explaining that a Demand Letter for the AR will be created for the case when the case is checked in.



LIHEAP budgeting logic has also been updated to recoup benefits for any LIHEAP ARs. Budgeting logic will only recoup from future Heating, Cooling, Supplement or Refund budget types.

LIHEAP Need Amount
 LIHEAP Prorate Amount
 Recoupment Amount
 Offset Amount
 Overpayment Amount
 Authorized Amount

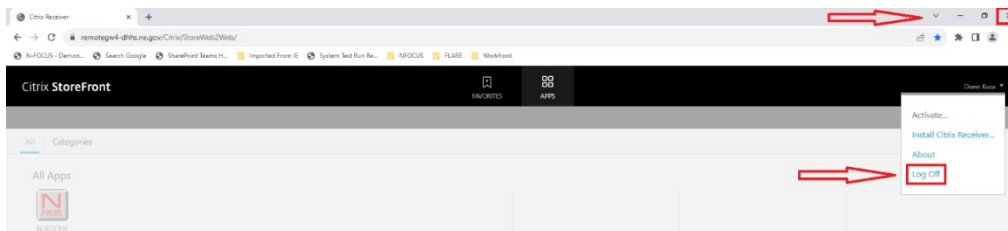
The benefit summary for LIHEAP has been updated to now show any Recoupment Amount applied to calculated eligibility in those budget types. Recoupment will show in a Regular Budget type. If there happens to be a need to recalculate a budget that would result in an underpayment of LIHEAP benefits and there is still a balance due on an account receivable, then additional recoupment will be taken from the underpaid benefit amount. The recoupment in the recalculated budget will appear in the benefit summary as an 'Offset Amount'.

Note: Eligibility Staff do not need to change how they are currently operating. LIHEAP Staff will provide further guidance in the future regarding the implementation of these changes.

NFOCUS Tips

Citrix Users

It is important that you "LOG OFF" and not simply close the Citrix window using the 'X'. If you simply close the window, it results in multiple sessions of Citrix running.



What is my BF Number?

If you don't have a label on your computer with your BF number, follow these steps:

- Start Menu
- Type System Information
- Open
- System Name is the BF Number

Item	Value
OS Name	Microsoft Windows 10 Enterprise
Version	10.0.19044 Build 19044
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	BF1234567

N-FOCUS Production Support Assistance

N-FOCUS Production Support is available to assist All DHHS Staff with issues directly related to the access and usage of the NFOCUS application.

Examples of some issues would be NFOCUS password expired, Case Check out/in errors, case errors, assistance with Expert System tasks and rules, duplicate persons, notices, etc.

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

On-Call Hours: 402-326-1279 (cell)

- 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.

If you have a **Case Error**, you can send an email to DHHS NFOCUS Production Support DHHS.NFOCUSProductionSupport@nebraska.gov to have it reset during the On Call Coverage hours.

The email box will be checked at 11a.m. and 3 p.m. on weekends and holidays and at 7:30p.m. on weeknights.

Please call 402-326-1279 if the Case Error reset is time sensitive.