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# *N-FOCUS Major Release*

## *Economic Assistance*

### *April 10, 2016*

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A Major Release of the N-FOCUS system is being implemented April 10, 2016. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

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

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

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD 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 Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie 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 will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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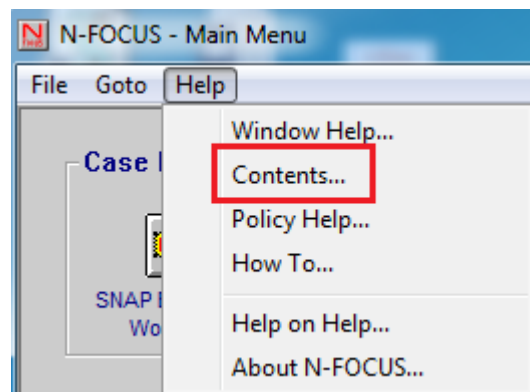
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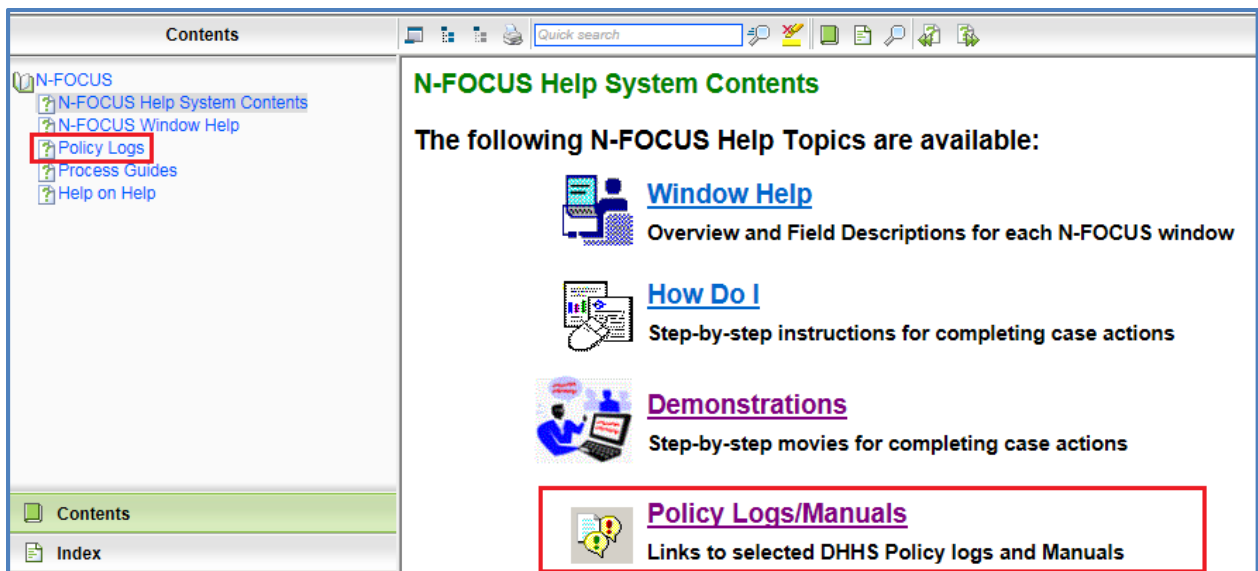
## General Interest and Mainframe

### Policy Logs/Manuals on N-FOCUS Help

The Policy Logs and Manual links on N-FOCUS Help have been updated to current information stored mostly on SharePoint. To access this information, from the Help menu select Contents.



The N-FOCUS Help System Contents window will display.



Select either the Policy Logs option in the N-FOCUS tree list on the left side of the window or the Policy Logs/Manuals link. Links to the Manuals and Policy Log pages will display.

Select the desired link to access the current Manual/Policy Log information.

### Manuals/Policy Logs

[EBT Policy Log](#)

[CFS Rules and Regulations](#)

[Medicaid Eligibility SharePoint Site](#)

[Medicaid Eligibility Regulations](#)

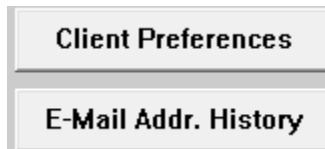
[SNAP Policy Log](#)

## Person Detail Window (Change)

New Action Buttons and a new icon have been added to the Person Detail window. With this change, the order of the action buttons has also changed as displayed below.

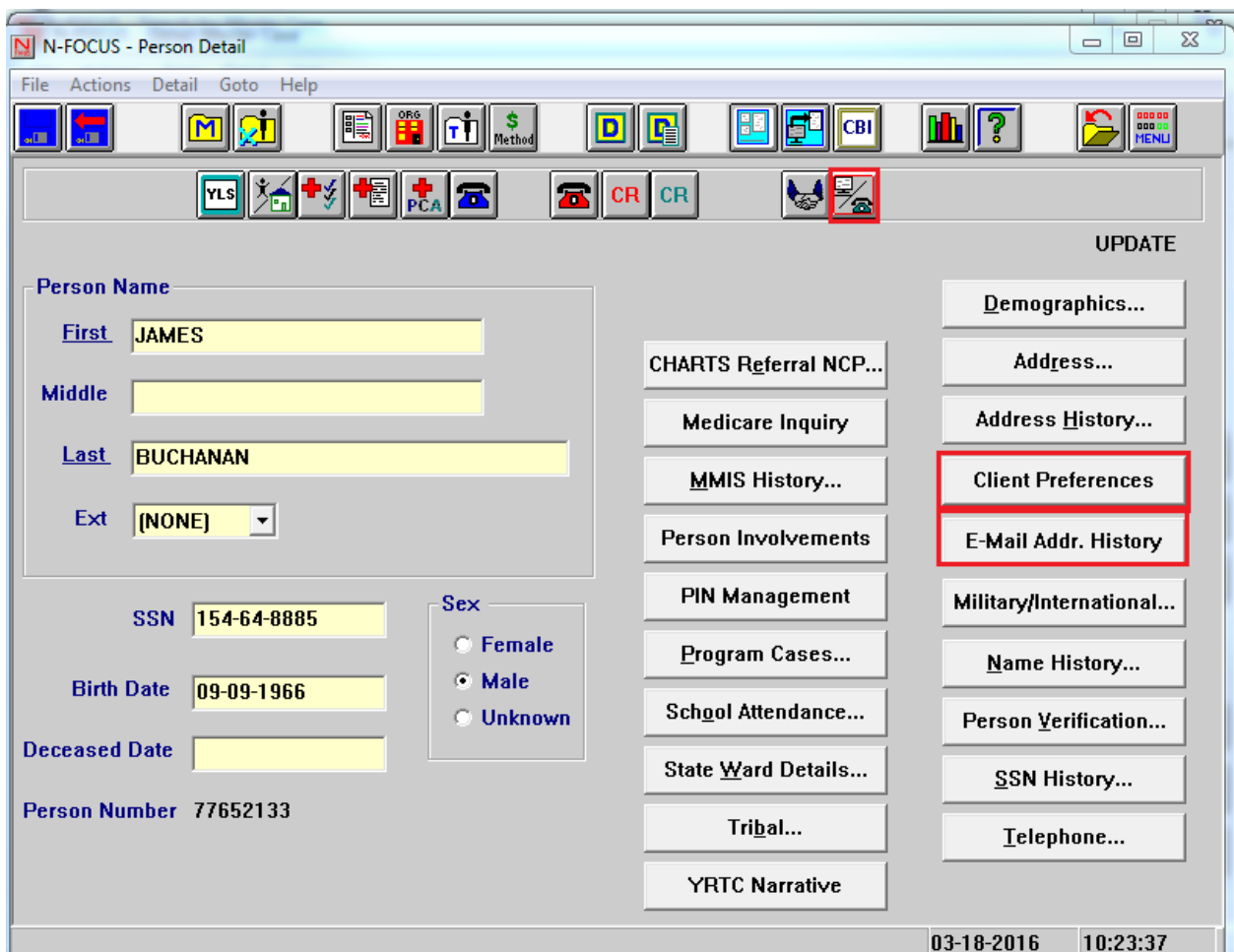
New Action Buttons:

- Client Preferences
- E-Mail Addr. History



New Icon:

- Phone Applications Icon



**Person Name**

First: JAMES  
Middle:   
Last: BUCHANAN  
Ext: [NONE]

SSN: 154-64-8885  
Birth Date: 09-09-1966  
Deceased Date:   
Person Number: 77652133

Sex:  
 Female  
 Male  
 Unknown

**UPDATE**

- Demographics...
- Address...
- Address History...
- Client Preferences**
- E-Mail Addr. History**
- Military/International...
- Name History...
- Person Verification...
- SSN History...
- Telephone...

CHARTS Referral NCP...  
Medicare Inquiry  
MMIS History...  
Person Involvements  
PIN Management  
Program Cases...  
School Attendance...  
State Ward Details...  
Tribal...  
YRTC Narrative

03-18-2016 10:23:37

## Phone Application (Change)

---

Economic Assistance will be implementing a phone application. With this phone application, a new term, Contact Person is being introduced. The Contact Person is the person on the phone completing the application.

There will be three launches within N-FOCUS for the EA Phone Application:

- Main Menu
- Review/Recertification List
- Person detail

The application itself is the e-application. The approaches to the application are slightly different depending on the way the Phone Application is launched. Those differences will be explained below.

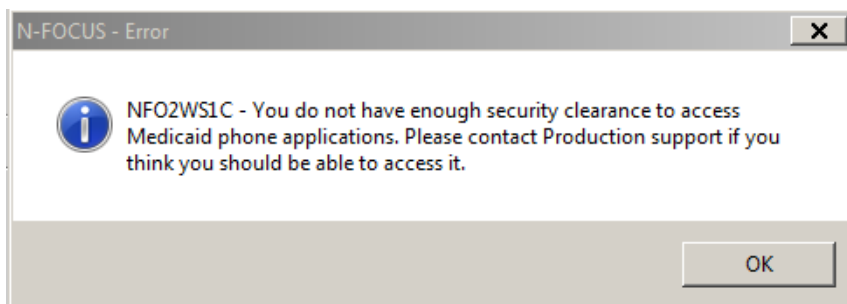
There are a few things to consider before launching the phone application:

- **Is the contact person an existing ARP?**
  - If yes, launch from Review/Recertification List or Person Detail
  - If no, launch from the Phone Application icon on the Main Menu
- **Is the contact person applying for themselves?**
  - If yes, launch from the Review/Recertification List or Person Detail window if they are known to N-FOCUS. If they are not known to N-FOCUS, use phone app icon on the Main Menu
  - If no, use the Review/Recertification applicant is known to N-FOCUS **and** if the person is listed as an Administrative Role for the person they are applying for. If they are not known to N-FOCUS or do not have an Administrative Role for the person they are applying for, use phone app icon on the Main Menu.

The following Economic Assistance functions will have security to the EA Phone Applications:

- Change Management
- Interviewing/Processing
- Lead Specific
- Processing
- Supervisor Review

**Note:** Icons will not be enabled if security does not allow. Or if trying to enter a division that is not permissible the following message will display.



## Search N-FOCUS for the Contact Person

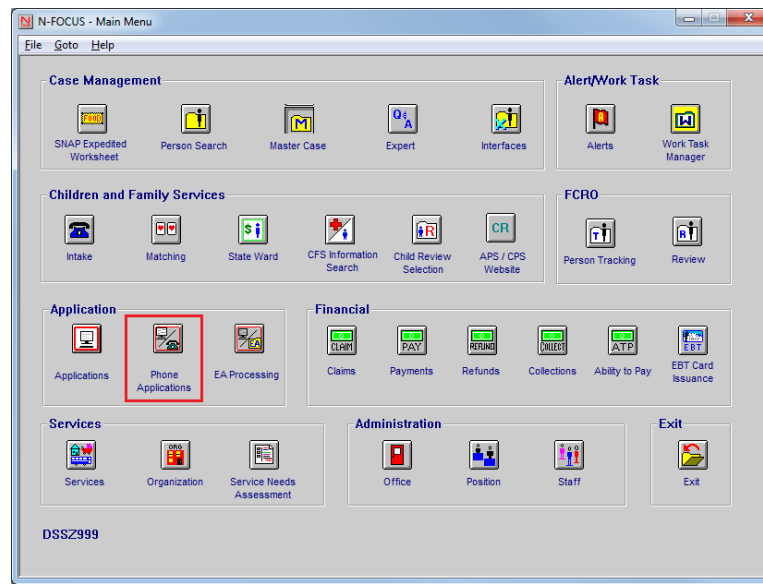
If the contact person is not an existing ARP, the only launch for EA Phone Application is from the Phone Application Icon on the Main Menu. This launch will always be enabled for the security group groups listed above.

The phone app icon could be used for an existing ARP, however the application will not have any prefilled information (i.e. address and financial information).

## Launching Phone Application from the Main Menu

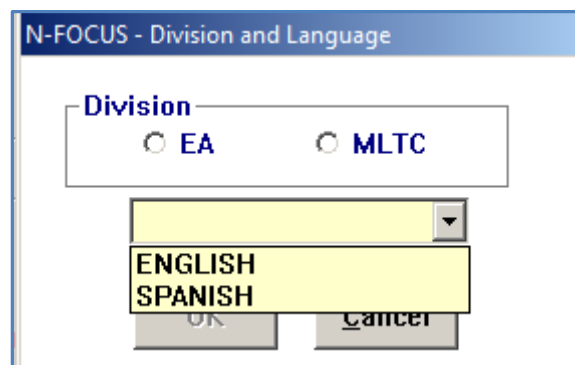
To launch the Phone Application from the Main menu, follow these steps:

1. Select the Phone Application from the Main Menu.



The Division and Language window will display.

2. Select either EA or MLTC
3. Select the appropriate language from the drop down; English or Spanish.
4. Click the OK button.



An informational page will display. This page indicates you have transitioned to the web application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

03/14/2016

**IMPORTANT INFORMATION BEFORE COMPLETING YOUR APPLICATION**

- You can complete an application, review or recertification with only your name, address and signature. However, if you provide more information, it will help us determine your eligibility more quickly.
- Your application is dated the day you submit your application using the electronic signature or the next business day if

The following page will collect contact and applicant information. Information entered here will prefill to the application. If the contact person is not applying for themselves, applicant information is also collected.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016 [Help](#)

**Contact Person**

Please provide the contact's information.

First Name  Middle Name  Last Name  Extension

Date of Birth  Phone Number

Example: mm-dd-yyyy Example: (999)999-9999

Is the contact person also the applicant?  Yes  No

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178



Official Nebraska Government Website

ACCESS Nebraska

Application

DHHS NEBRASKA

01/06/2016 Help

**Contact Person**

Please provide the contact's information.

First Name: Eli Middle Name: Last Name: Manning Extension: << select >>

Date of Birth: 01-01-1980 Phone Number: Example: (999)999-9999

Is the contact person also the applicant?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name: Payton Middle Name: Last Name: Manning Extension: << select >>

Date of Birth: 01-01-1970 Last 4 Digits of the Social Security Number: 2222

Example: mm-dd-yyyy

EXIT CONTINUE

Economic Assistance Toll Free: (800)353-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESS/Nebraska Customer Service Center is available 8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1176

**Note:** Contact and applicant information is collected early in the phone app process however it isn't saved until the applicant's address is entered on the application itself and continue is selected on that page. Any time after the address page has been saved, the application will be in draft status. This is true on all launch locations.

### Launching Phone Application from the Review/Recertification List

When launching the Phone Application from the Review/Recertification window the tracking list window will be specific to the programs/ARPs listed on the Review/Recertification List window. To launch the Phone Application from the Review/Recertification List window, follow these steps:

N-FOCUS - Review/Recertification List

File Actions Detail Goto Help

Master Case ID 480 Name TONY JONES UPDATE

Case Name	Program	St	Review Due	Application Due	Review App Rcvd Dt	Proq
JONES BOB	AABD/PMT	AC	12-31-2015			31:
JONES TONY	AABD/PMT	AC	12-31-2015			70:
JONES BOB	SSAD	AC	01-31-2017			20:
JONES TONY	SSAD	CL	11-30-2016			25:

Case Name Program Review Due Program ID Update Review Due Update Received Date

SNAP Program Case[s]

Case Name	Program	Program ID	Certification Period

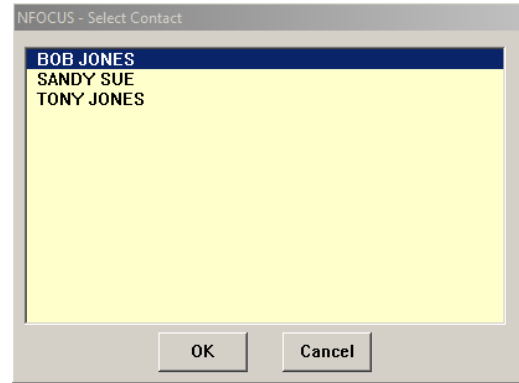
Document SNAP Desk Review

1. Select the EA Phone Application icon.

A list of people associated to the programs listed on this page will appear. In this example, Sandy Sue is the case rep for Bob Jones's AABD/PMT case. The pop-up box will list Bob and Tony Jones as program case names and also Sandy Sue because she is a case representative on a program listed.

**Note:** The people listed in the Select Contact window will be people with Administrative Roles to the programs listed on the Review/Recertification List window. Administrative roles are program case name, case representative and case payee.

Programs that are due for review for the applicant will prefill based on the Administrative Roles and contact/applicant configuration of the phone application. Additional programs may also be selected once application begins.

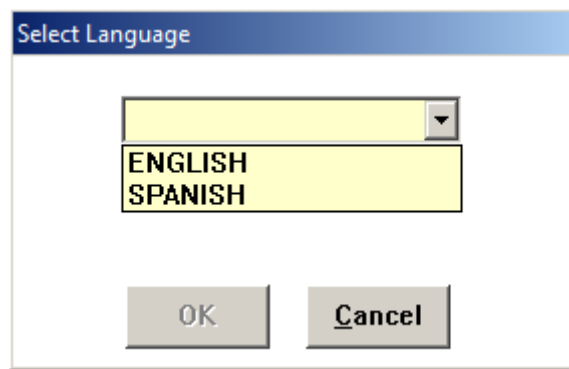


Prior to this release, the SNAP program did not display on the Review/Recertification List window after the certification end date. This has been changed to display SNAP program 30 days after the certification end date if the SNAP program closes due to certification end. This will allow for SNAP program admin roles to also be included in the selection box from this window for late recertification.

**Note:** A new Phone Application Icon has been added for Economic Assistance. This icon will always be enabled and when selected Language will only need to be selected. The MLTC Phone Icon functionality has not changed.

2. Select the person who is the contact person (the person to whom you are speaking to on the phone).
3. Click OK.

The Select Language pop up will display.



In this example, if Bob Jones is selected, his information will be forwarded as the contact person and his information will prefill the application. If he is not the applicant, applicant information must be entered.

An informational page will display. This page indicates you have transitioned to the web application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 [Help](#)

**Contact Information**

Are you completing this application for BOB JONES ?  Yes  No

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Omaha: (402)595-1258

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Lincoln: (402)473-7000  
Omaha: (402)595-1178

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DHHS NEBRASKA

03/14/2016 [Help](#)

**Contact Information**

Are you completing this application for BOB JONES ?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name  Middle Name  Last Name  Extension

Date of Birth   Last 4 Digits of the Social Security Number

Example: mm-dd-yyyy

Economic Assistance  
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Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
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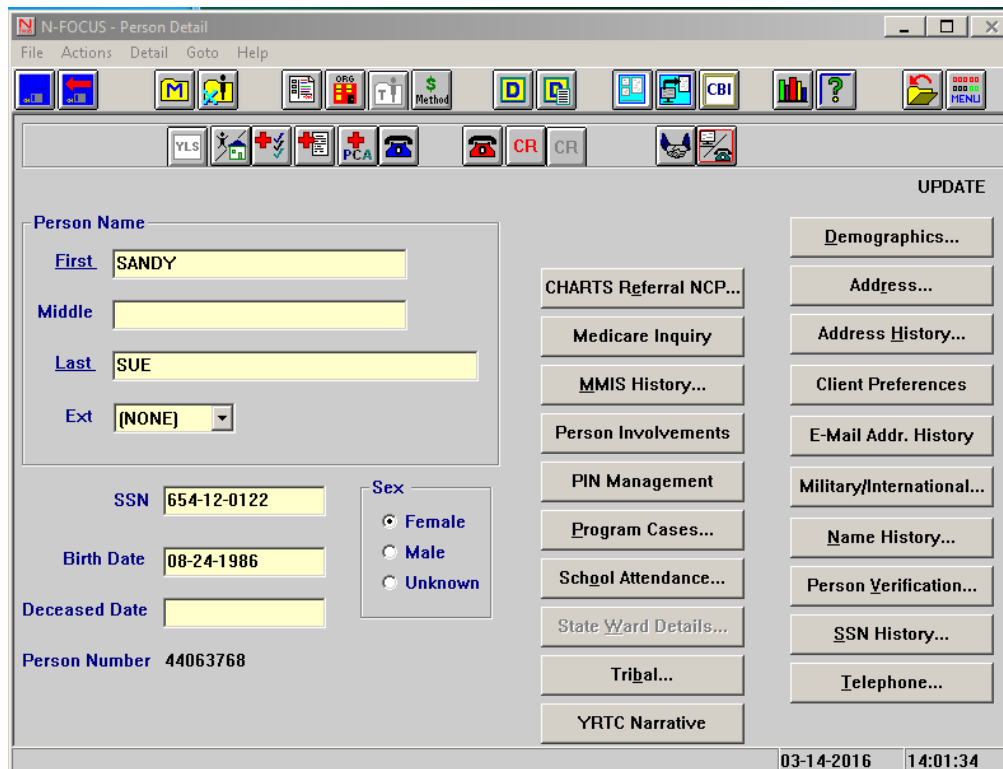
Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## Launching Phone Application from the Person Detail

When selecting the Phone Application icon from the Detail Person window, the person listed on the window is the contact person and their information will be forwarded to the Contact/Applicant window.

**Note:** This launch will always be enabled for the security group assigned. EA and MLTC will share this launch. The Division and Language will need to be selected as it was from the main menu launch.

Verify you are on the Person Detail window for the correct person. N-FOCUS data will prefill the Review/Recertification information as well as Administrative Roles will be reviewed if applying for another person.

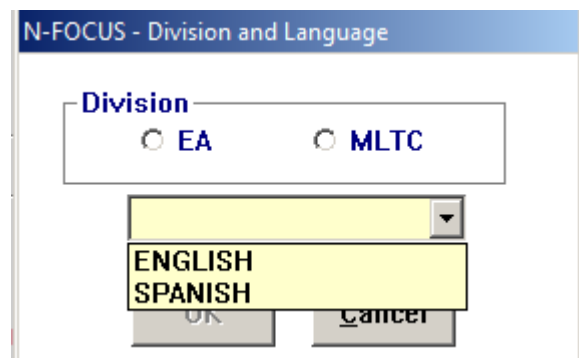


To launch the Phone Application from the Person Detail window, follow these steps:

1. Navigate to the Person Detail window.
2. Select the Phone Application Icon.

The Division and Language window will display.

3. Select the appropriate Division.
4. Select the appropriate Language.
5. Click OK.



An informational page will display. This page indicates you have transitioned to the web application.

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Application

Department of Health & Human Services  
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03/14/2016 Help

**Contact Information**

Are you completing this application for SANDY SUE ?  Yes  No

**EXIT** **CONTINUE**

Economic Assistance  
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Omaha: (402)595-1258

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Medicaid  
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Lincoln: (402)473-7000  
Omaha: (402)595-1178

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 Help

**Contact Information**

Are you completing this application for SANDY SUE ?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name  Middle Name  Last Name  Extension

Date of Birth  Last 4 Digits of the Social Security Number

Example: mm-dd-yyyy

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## Web Application Launch

### Information Page

The Information page is the first page in the web flow. This page will print with the application.

## Draft Applications

A search of the draft applications will be completed in all launches. If a match is made with the same contact person and applicant, the draft application list will display as pictured below with the following information; applicant, DOB, start date and contact.

Select from continuing the draft application listed or start a new application.

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ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016 Help

**Applications**

Start a New Application  
 Continue a Draft Application

Select one of the applications that have been started but not submitted.

**Draft Applications**

Applicant Information	Start Date	Contact Information
<input type="radio"/> Colin Kapernick 01/01/1990	01/01/2015	Anquan Boldin 01/01/1980

EXIT CONTINUE

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

The applicant could have more than one draft application. They could have a draft for themselves and someone else could have started an app on their behalf. Contact person should be the person who telephonically signs the application.

Contact name and phone number will display on the draft application and PDF so that if a call is terminated, that information is available once the application is saved in draft status.

When continuing a draft application, it will open to the last saved place. Draft applications will delete after 30 days. If no draft application is found, a new application will open with the data entered from the contact/applicant window. If the contact person is not also the applicant, the applicant PIN status will be verified. If the applicant has a PIN is disabled, the application will be stopped. This will be explained in the Domestic Violence Protection section.

## Domestic Violence Protection

In order to protect persons of domestic violence, contact persons will not be allowed to complete a phone application for an applicant with a disabled PIN. Applicant information will be compared to the mainframe. If a match is found and PIN is disabled, a message “Applicant PIN Status error. Application cannot be completed by this contact person.” will display notifying the worker that the applicant’s PIN status doesn’t allow for application to continue. The application will need to be exited.

## Application

Phone application questions will be tailored based on program selection as it does in e-application. Once the application is completed, a summary page will present. There will be a link to view the application information in a PDF format prior to submit.

Rights and responsibilities are also linked. Check the box that the Rights and Responsibilities have been reviewed to continue from the page. Rights and Responsibilities will print with the application as they do today with the e-application. Those windows are below and are the same for all phone application launch sites.

Official Nebraska Government Website

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# Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016

## Application Submission Section

**Program Selection**

If the programs you are applying for require an interview, the interview will be held over the telephone. If you would like to request an in-person interview, enter the reason you are making this request. TTDY service is available by calling (402)471-7256.

What county does the applicant live in?  
<< select >> v

For statistical purposes tell us where you are completing this application.  
<< select >> v

**These are the programs you have selected:**

- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Aid to Dependent Children (ADC)
- Refugee Resettlement Program (RRP)
- Child Care

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](#)

[Rights and Responsibilities](#)

Yes, I have reviewed the Rights and Responsibilities.

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)353-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

Who is completing the application?

I am the applicant

I am a Guardian/Conservator for the applicant

I am a Power of Attorney for the applicant

I am the Authorized Representative for the applicant's Supplemental Nutrition Assistance Program (SNAP - formerly known as the Food Stamp Program)

I am a person authorized to act on behalf of the applicant

I am a relative to the applicant

Contracted Medicaid Provider

Sign by typing your name below (this is your electronic signature).

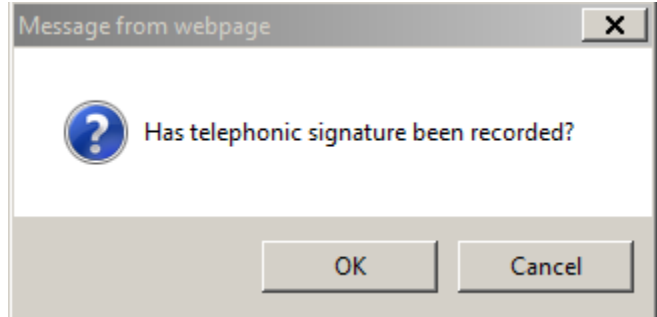
Contracted Medicaid Provider Name

To receive an e-mail confirmation, enter your e-mail address below.

**Submit**

**EXIT** **BACK**

When submit is selected a message “Has telephonic signature been recorded?” will display. If “OK” is selected the application will submit. “Cancel” will close the window and return back to the application submit page.



### *Telephonic Signature*

IVR phone applications will be recording so the worker who is working the application will have their ID saved on the application at the time application is submitted.

If the call must be transferred for the telephonic signature to be recorded, the worker who completed the application should remain on the line until the recording is completed and submit the application.

### *PDF Changes*

Draft application and the PDF will display the contact person even if the applicant is the same person. The PDF will also display the last worker logon ID, date and start time prior to application submit, as well as date and time the application was submitted.

<i>ACCESSNebraska Application</i>	
Nebraska Department of Health and Human Services	
Confirmation Number: 1078839	
<b>Contact Information</b>	
Contact Name	SANDY SUE
Contact Phone	
<b>EA Phone Application (for internal use only)</b>	
Submit	
DSSZ716	03-14-2016 / 2:20 PM
Acct. Used	Start Date/Time
DSSZ716	03-14-2016 / 2:16 PM
<b>Application Information</b>	
Applicant Name	SANDY SUE - 08/24/1986
Application Received Date	03/14/2016
Request Date	03/14/2016
Submit Date	03/14/2016
County	
Do you need us to provide you with an interpreter? If other, which language?	
Head of Household	Not Answered
Do you have an EBT card for SNAP?	Not Answered
Priority Reason	<b>Expedited SNAP</b>
Household Member(s) Requesting Assistance	SANDY SUE - 08/24/1986
Household Member(s) not Requesting Assistance	
Household Member(s) Eating Meals with Applicant	



## Pend and Tie

EA Phone Applications that are for Review/Recertification will auto pend and tied with the same rules applied to e-applications with Review/Recertification today.

Expert system tie process for EA Phone Application will follow the exact same process as the e-application including the generating of alert #331. “Economic Assistance Phone” is added in the application type selection and the client phone application confirmation number will be entered for the search.

Tie Application

Application Type: Economic Assistance Phone

App Rec'd Date:

App Number: 1000160

Program Case Assistance Code:

Paper Application Form Type:

Reason: Initial

Applicant Name:

DUCKY	DONAL
DUCKY	MARYMARY
DUCKY SMITH	GERRI
PETERS	JAMIE
PETERS	JAMIE
DUCKY SMITH	JANIE

OK Cancel Help

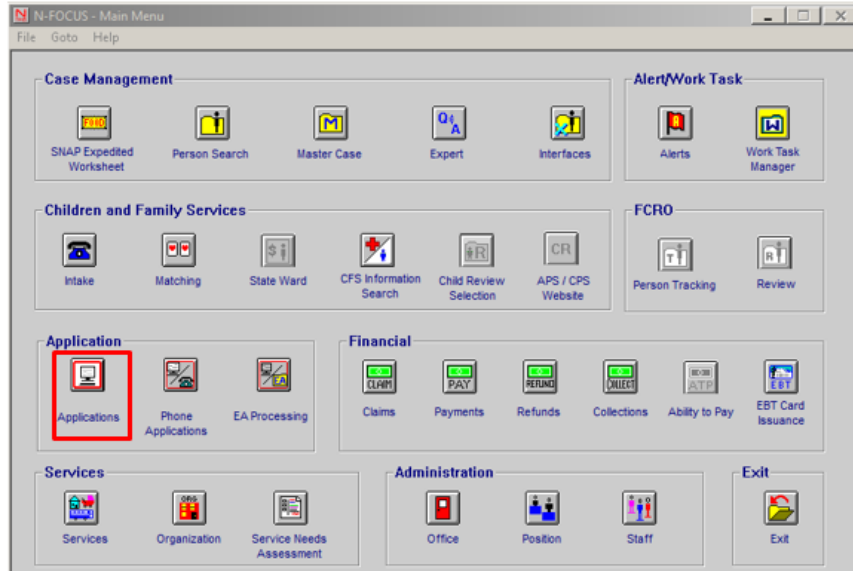
## Application Search Window (New):

Application upload happens every 15 minutes. Review/Recertification applications that qualify for auto tie will and be placed in EA processing queue in registered status.

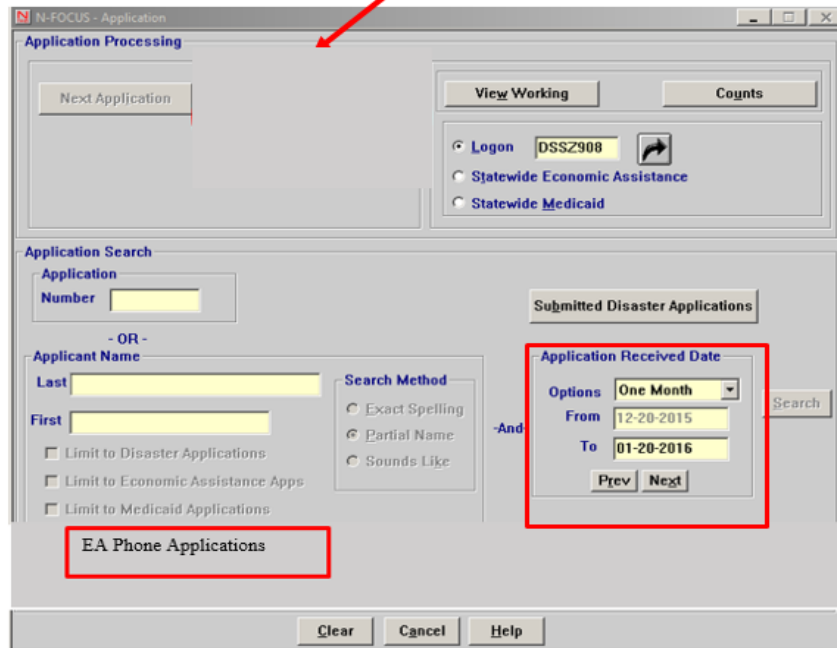
The phone applications not auto tied will bi-pass the “next application” button the remainder of business day of submitted status. This allows the worker who submits the application an opportunity to collect the application and process the work. The next business day, the application will fall back to application management queue if still in submit status.

If application is received through the “next application” case will follow the same process of pend and tie and fall into EA processing queue if in change management or be assigned if in assigned mode. To remove the application from an EA processing queue the case will need to be assigned to a case worker.

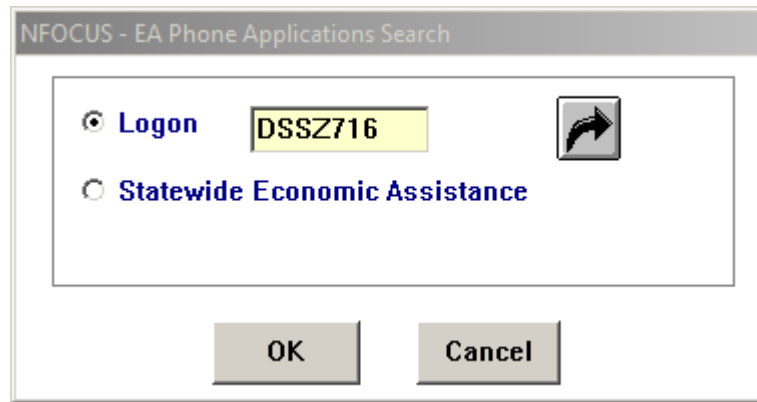
Refer to the screen prints on the following page.



Won't render EA Phone Apps Submitted on Current Date



A new search button “EA Phone Applications” will be added to application management window that will contain all phone applications ever submitted by the worker ID. The EA Phone Applications button will respond to the date search on this page. Once selected, the following dialog box will open for the user to select OK or Cancel. Their user ID will prefill.



### List Submitted Phone Applications Window

The List Submitted Phone Applications window will list all the phone applications submitted by that worker ID within the date range of the search. The newest will display at the top and status of the applications will also be displayed. Additional sort options will be available.

No matter where the application goes or status, the new Submitted Phone Application List will continue to display the applications submitted by the selected logon ID. From this window the case may be assigned to the worker, application registered, etc.

Under “Actions”, the application status can be changed to “Working” status. This is to help eliviate any duplication of work rendering from the get next application from the application

management queue if the phone application is not registered by the worker who completed the application the same business day the application is submitted. Status may be udpated by the worker who’s ID it belongs. For example logon ID DSSZ908 and update their list but not DSSZ777.

Select the application, go to “Actions” and from the drop down select “Change Status”. Once the application is tied the status will change to registered status.

Application Nbr	Rcvd Dt	Applicant First Name	Applicant Last Name	Status	Submitted By
12421542	12-15-2015	John	Doe	Submitted	DSSZ944
95301587	12-15-2015	Matt	Prior	Submitted	DSSZ944
24578512	12-15-2015	Murphy	Wilkinson	Working	DSSZ944
96584523	12-14-2015	Bob	Kilmer	Registered	DSSZ944
53245647	12-14-2015	Tom	Tacker	Registered	DSSZ944
65787563	12-13-2015	Stephanie	Kroll	Registered	DSSZ944
32541235	12-12-2015	Jessica	Bogle	Registered	DSSZ944
21455752	12-10-2015	Aaron	Martinez	Registered	DSSZ944

## Adding Text/Email Consent and CC Questions

The E-application will be adding a consent check box for applicants to indicate preference to receive notification of notices and correspondences via email and also text messaging (under development). This consent message will always be displayed on the e-application.

If the box is selected giving consent for email notification, an email address must be entered to continue from the page. If consent box is checked giving consent for future notification of notices via texting, cell/cellular number must also be entered.

<p>Email Address</p> <input type="text"/>
---

By checking 'this box', I elect to receive my written notices and other correspondence regarding my benefits from DHHS through the *above* email address. These benefits include; Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I will no longer receive information through the mail. I understand I will receive an email notification of the correspondence, which will provide a link to the DHHS ACCESSNebraska website where I can access the correspondence. I understand that I must create an authenticated account on the ACCESSNebraska website in order to view my correspondence in Benefit Inquiry.

### Phone Numbers

Home Phone Number

Cell Phone Number

Message Phone Number

Example: (999)999-9999

Example: (999)999-9999

Example: (999)999-9999

By checking 'this box', I agree to receive text messages on the *following (above)* cell phone number from DHHS regarding my benefits. These benefits include; Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I agree to contact DHHS if my cell phone number changes or if this number is no longer in my possession. I understand that I can opt out of this in the future by contacting DHHS.

*NOTE: Text messaging is currently under development and is targeted to be available in the near future.*

The PDF will display full consent text for both email and text notification. If a box is checked, consent is given. If not checked, consent has not been given.

## *Child Care Resource Declaration*

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The Child Care program will be adding a resource declaration as part of eligibility. This declaration is *“In order to receive Child Care Assistance, I certify that the total of my family’s assests is valued less than \$1,000,000.”*

The statement will be listed in the Household Section under Child Care with Immunization declaration statement. The PDF will display similarly.

## Email Address and Text Notification/Client Preferences (New)

---

With this release clients may now request to receive Email Notification of the Correspondence and Notices that display in their accounts in the ACCESSNebraska web site and Text messaging from DHHS.

Previously, clients could only request for Email notification from the ACCESSNebraska web site. Now they will also be able to request it and Text Notification on their application forms and workers may added in in N-FOCUS.

Also, previously, clients could opt for both Email Notification of Correspondence and USPS Mail delivery of Correspondence. As of this release those who have that option will keep it but any new requests will need to be made for either E-mail notification or USPS Mail not both.

Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

## Client Preferences -- Email and Text Notification

---

With this release clients may now request to receive Email Notification of the Correspondence and Notices that display in both N-FOCUS for workers to add and ACCESSNebraska web site. Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

All Application forms for programs AABD payment, ADC, Child Care, LIHEAP, SSAD and SSCF, MEDICAID and 599 CHIP including Review/Recertification/Renewal and Web applications, will contain the following language for clients to request email and/or text notification:

### **Email**

- By checking ‘this box’, I elect to receive notification of my written notices and other correspondence regarding my benefits from DHHS through the *following (above)* email address. These benefits include; Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I will no longer receive information through the mail. I understand I will receive an email notification of the correspondence, which will provide a link to the DHHS ACCESSNebraska website where I can access the correspondence. I understand that I must create an authenticated account on the ACCESSNebraska website in order to view my correspondence in Benefit Inquiry.

## Text Notification

- By checking *'this box'*, I agree to receive text messages on the *following (above)* cell phone number from DHHS regarding my benefits. These benefits include: Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I agree to contact DHHS if my cell phone number changes or if this number is no longer in my possession. I understand that I can opt out of this in the future by contacting DHHS.

**Note:** Text messaging is currently under development and is targeted to be available in the near future.

**Note:** When E-Mail Notification has been selected the types of Correspondence that appear in Benefit Inquiry in ACCESSNebraska will no longer be sent via USPS Mail. Clients will receive an email message when any new correspondence is posted in Benefit Inquiry.

These types of Correspondence are:

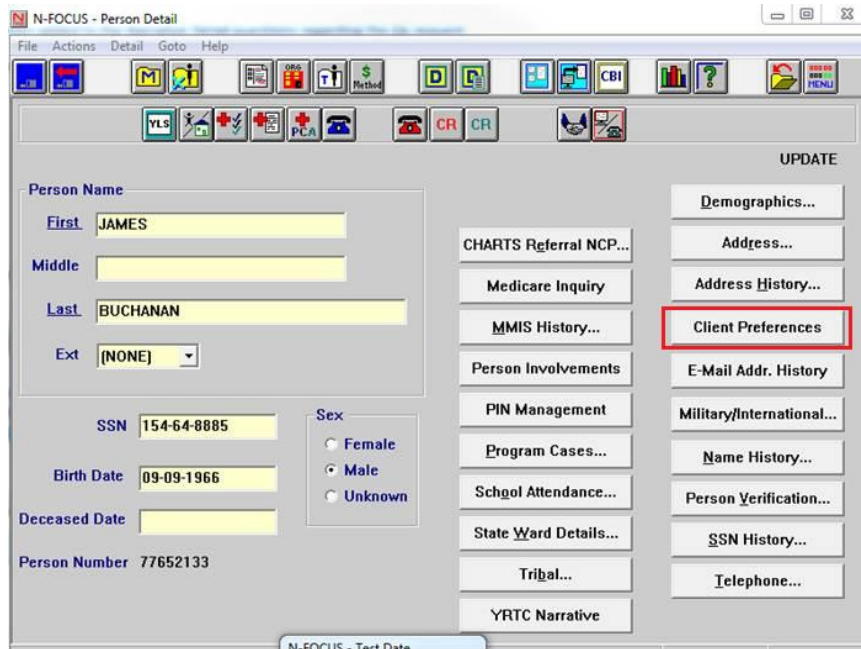
- Expert System Notices
- Verification Request Forms
- Interview Appointment Letters
- ADC 6 Month Earned Income Review Forms
- LIHEAP Supplemental Approval
- LIHEAP Overpayment Notification
- LIHEAP Other Assistance Denial
- Notice Template Notices
- Quarterly Report Forms
- Review/Recert Pre-Populated Applications
- Client Copy of Service Authorizations.

### **Expert System SNAP Intentional Program Violation sanction notices will continue to be sent USPS Mail.**

Once the Email Notification preference has been selected a paper 'Electronic Notification of Correspondence' will be mailed to the client indicating that they have elected to receive Electronic Notification at their listed email address. The letter indicates where to view the correspondence on the ACCESSNebraska web site. It indicates that they may change their preference back to USPS Mail by contacting DHHS at 1-800-383-4278 or by requesting to do so in MY Preferences on the ACCESSNebraska web site. Clients must have an active ACCESSNebraska account to begin the email notification process. The steps for activating an account are listed on the reverse of the 'Electronic Notification of Correspondence' letter.

Once the client has requested to receive Email or Text notifications the worker can add the preference in N-FOCUS do the following steps:

- Navigate to the Person Detail window.



- From the Person Detail window select the 'Client Preferences' button.

The Client Preferences window displays.

If the client has a **Primary Email Address** existing in N-FOCUS it will display in both Client Preferences and on the Email address window. If they have a Primary Cellular Telephone number it will display both on the Client Preferences window and the Telephone window. The Primary Email address and Primary Cell Phone numbers are the only ones used for Email and Text Messaging notification. Any update to the Primary Email address or Primary cell phone will display on the WEB in My Preferences, in N-FOCUS on the address or telephone window and on the Client Preferences window.

## Email Notification Request

In the following example, James has an existing Cellular phone number but no E-mail address in N-FOCUS.

The screenshot shows the 'N-FOCUS - Client Preferences' window for James Buchanan. The form includes fields for Name (JAMES BUCHANAN), Person Number (77652133), E-Mail (empty), and Cellular ([303]222-3232). There is an 'End Preference' button. A 'Change Preferences' section contains radio buttons for 'E-Mail Notification Only' and 'USPS Mail - OR -', with an 'and' label and a checkbox for 'Text Notification'. Below this are buttons for 'Notification Preferences History', 'E-Mail History', and 'Text Notification History'. At the bottom are 'Save/Submit', 'Cancel', and 'Help' buttons.

James has indicated he would like to receive both Email notification of Correspondence and Text Messages.

This screenshot is similar to the previous one, but the 'E-Mail Notification Only' radio button is selected and highlighted with a red box. A red arrow points from the 'Change Preferences' section to the 'E-Mail Notification Only' button. The 'E-Mail' field is now populated with a yellow background, indicating it has been added.

- To add the E-Mail Notification preference select the E-Mail Notification Only button.
  - Email Notification displays in the Preferences box.



N-FOCUS - Client Preferences

UPDATE

Name JAMES BUCHANAN Person Number 77652133

Preferences

**EMAIL NOTIFICATION** E-Mail BUCHANAN1@GMAIL.COM

Cellular [303]222-3232

End Preference

Change Preferences

E-Mail Notification Only

USPS Mail - OR -

and

Text Notification

Notification Preferences History E-Mail History Text Notification History

Save/Submit Cancel Help

- To Add or update the Email Address select (highlight) the Preference in the box and the E-Mail box will enable.
- Enter the email address

James also wants Text Notification. Select the Text Notification box. Text Notification moves to the Client Preferences box.

N-FOCUS - Client Preferences

UPDATE

Name JAMES BUCHANAN Person Number 77652133

Preferences

EMAIL NOTIFICATION E-Mail BUCHANAN1@GMAIL.COM

**TEXT NOTIFICATION** Cellular [303]222-3232

End Preference

Change Preferences

E-Mail Notification Only

USPS Mail - OR -

and

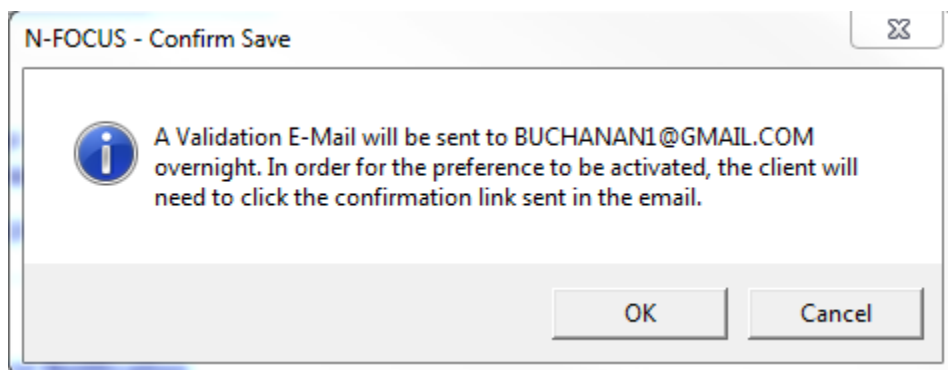
Text Notification

Notification Preferences History E-Mail History Text Notification History

Save/Submit Cancel Help

- When Text Notification is selected the Cellular box is enabled and the Text Notification option moves to the Preferences box..
- Select (highlight) the Text Notification in the Preferences box.
- Enter or update the Cellular phone number.
- Select Save/Submit

The following pop-up message indicates that a Validation Email will be sent to the client's email address.



Note: Clients may request the following:

- Email and Text Notification
- USPS Mail and Text Notification
- Email Notification only
- USPS Mail notification only
- Text Messaging must accompany either Email or USPS notification.

#### *Confirmation Email*

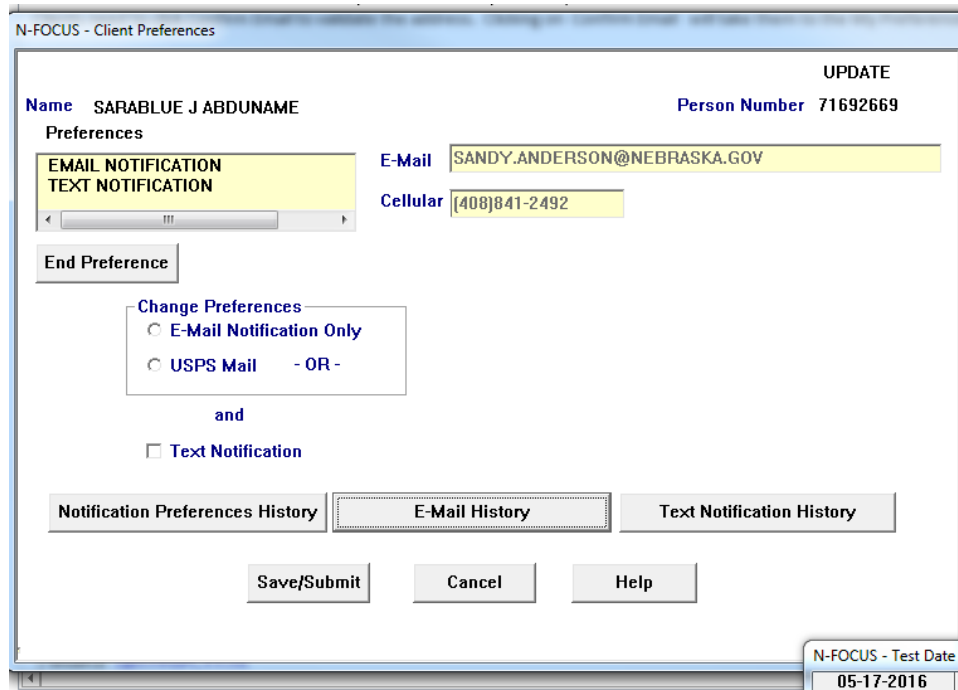
---

- The client will need to click the confirmation link in the email to activate the preference.
- Once the validation is received the paper 'Electronic Notification of Correspondence' will be mailed to the client.
- The final step for the client to receive email notification is for the client to create an ACCESSNebraska account.
- History of Preferences, Email and Text Notification can be viewed by selecting the buttons on the Client Preference window.

Clients may also request and update these preferences on the ACCESSNebraska website by selecting the My Preferences area after they have created an Account. Refer to the ACCESSNebraska section of this document for further details.

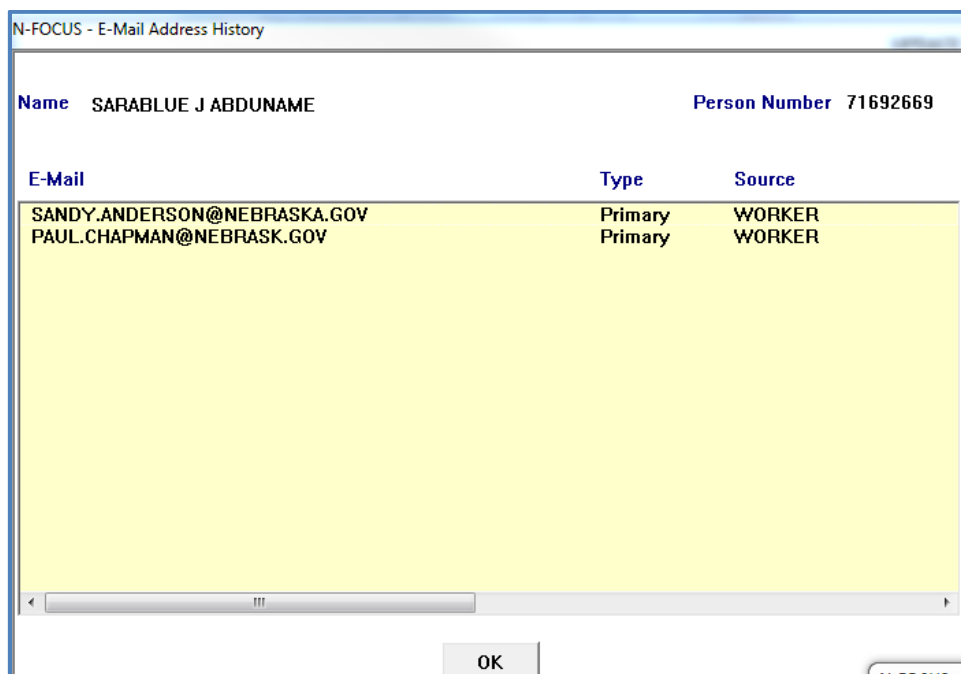
## Checking for Email Validation on N-FOCUS

To make sure a client has validated their email address to begin this process look in Client Preferences and select the Email History button.



The screenshot shows the 'N-FOCUS - Client Preferences' window. At the top right, there is an 'UPDATE' button. The client information includes 'Name SARABLU J ABDUNAME' and 'Person Number 71692669'. Under the 'Preferences' section, there are two tabs: 'EMAIL NOTIFICATION' (selected) and 'TEXT NOTIFICATION'. The 'E-Mail' field contains 'SANDY.ANDERSON@NEBRASKA.GOV' and the 'Cellular' field contains '[408]841-2492'. Below these fields is an 'End Preference' button. A 'Change Preferences' section contains two radio buttons: 'E-Mail Notification Only' (selected) and 'USPS Mail - OR -'. Below this is an 'and' label and a checkbox for 'Text Notification'. At the bottom of the preferences section are three buttons: 'Notification Preferences History', 'E-Mail History' (highlighted), and 'Text Notification History'. At the very bottom are 'Save/Submit', 'Cancel', and 'Help' buttons. A status bar at the bottom right shows 'N-FOCUS - Test Date 05-17-2016'.

Here you can see the current and past email addresses used. This window also displays the source of the address, either Worker entry or My Preferences WEB meaning the client entered on the WEB



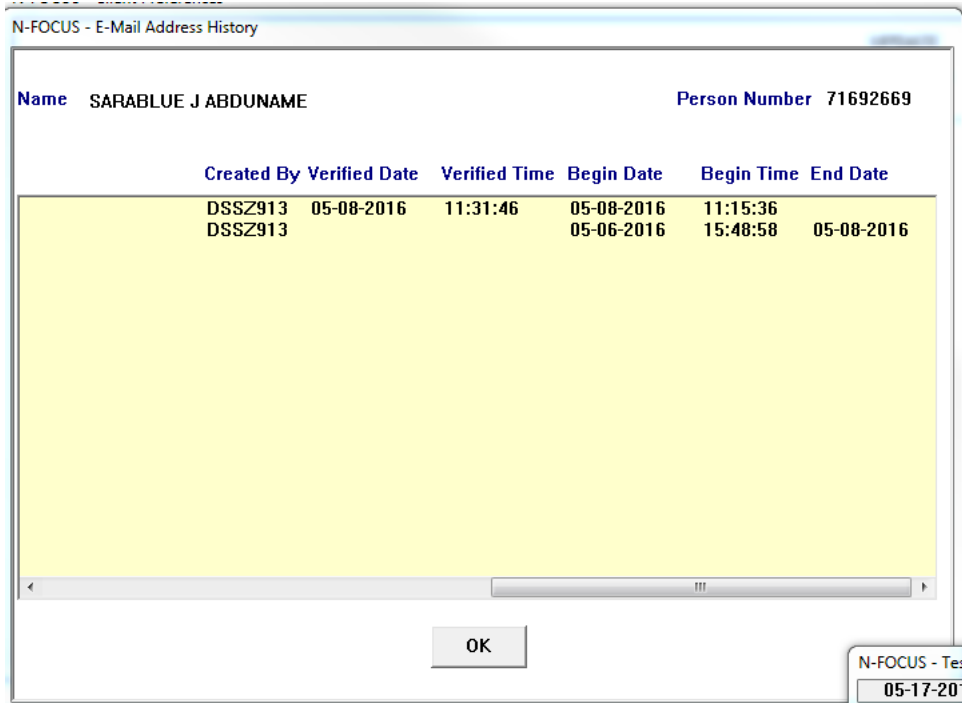
The screenshot shows the 'N-FOCUS - E-Mail Address History' window. It displays the same client information as the previous window: 'Name SARABLU J ABDUNAME' and 'Person Number 71692669'. Below this is a table with three columns: 'E-Mail', 'Type', and 'Source'. The table contains two rows of data.

E-Mail	Type	Source
SANDY.ANDERSON@NEBRASKA.GOV	Primary	WORKER
PAUL.CHAPMAN@NEBRASKA.GOV	Primary	WORKER

At the bottom of the window is an 'OK' button and a status bar showing 'N-FOCUS - Test Date 05-17-2016'.

Scroll over and you can see the dates the addresses were created and the date the address was verified.

In this instance the most recent email address was verified on 05/08/2016.



The screenshot shows a window titled "N-FOCUS - E-Mail Address History". It displays the name "SARABLU J ABDUNAME" and "Person Number 71692669". Below this is a table with the following columns: "Created By", "Verified Date", "Verified Time", "Begin Date", "Begin Time", and "End Date". The table contains two rows of data.

Created By	Verified Date	Verified Time	Begin Date	Begin Time	End Date
DSSZ913	05-08-2016	11:31:46	05-08-2016	11:15:36	
DSSZ913			05-06-2016	15:48:58	05-08-2016

At the bottom of the window is an "OK" button. A taskbar at the bottom right shows "N-FOCUS - Tes" and "05-17-2016".

Email address verification email received by clients after they have requested to receive email notification.

Clients need to click Confirm Email to validate the address. Clicking on Confirm Email will take them to the My Preferences Security Validation window.

### Case Registration (New)

Email address may now be added from the Address window.

Email address history may now be viewed on the Person Detail window and may be updated in Client Preferences and by the client in MY Preferences on the WEB.

## Tie Paper Application to Program Case Window (Change)

With this release, EA Phone App information has been added. The search will include EA-RA review applications in addition to electronic applications.

The screenshot shows the 'N-FOCUS - Application' window. It features several sections for application processing and search:

- Application Processing:** Includes a 'Next Application' button, 'View Working', and 'Counts' buttons. A 'Logon' section shows 'DSSZ900' with a refresh icon. Below are radio buttons for 'Statewide Economic Assistance' and 'Statewide Medicaid'.
- Application Search:** Contains input fields for 'Application Number', 'Applicant Name' (Last and First), and 'Submitted Disaster Applications'. A 'Search Method' section has radio buttons for 'Exact Spelling', 'Partial Name', and 'Sounds Like'. There are checkboxes for 'Limit to Disaster Applications', 'Limit to Economic Assistance Apps', and 'Limit to Medicaid Applications'. An 'EA Phone App' checkbox is also present.
- Application Received Date:** Includes a dropdown for 'Options' (set to 'One Month'), 'From' (02-28-2016), and 'To' (03-28-2016) date fields, along with 'Search', 'Prev', and 'Next' buttons.
- Bottom:** 'Clear', 'Cancel', and 'Help' buttons. A status bar at the bottom right shows '03-28-2016' and '11:08:52'.

Paper EA-RA applications that could not be automatically tied will come up in the application management queue.

The screenshot shows the 'N-FOCUS - Detail Applications' window. It displays detailed information for a specific application:

- Application Summary:** Applicant: BLUE JEANS; Type: Paper Application; Med. Assistance Cd; Number: 7074086; Interpreter Language; Received: 03-02-2016; Status: Working; Classification Code.
- Programs:** A table showing applied programs:
 

Applied For	Master Case	Program	Program Id	Program Case Name	Ti
SNAP ADC					
- Status History:** A table showing the application's status changes:
 

Status	Begin Date	Begin Time	Created By
Working	03-28-2016	11:16:40	DSSZ900
Submitted	03-02-2016	15:12:07	SYSTEM
- Other Fields:** 'Priority Reasons' (empty), 'Federal Marketplace Referral Date', 'Referral Time', and 'Determination Indicator'.
- Bottom:** A status bar shows '03-28-2016' and '11:16:42'.

Note the Type is Paper Application. Application managers have the option of tying the application using the Application ID number, same as tying an electronic application.

The application can also be tied without using an Application ID number. The Tie Paper Application to Program Case window has been changed to accommodate an Application ID.

The Number field is only enabled when the Form Type is EA-RA Prefilled application. If a valid ID number is entered the Applicant name will be populated. If the ID number is not used the worker must select the Applicant as they always have.

The screenshot shows the 'N-FOCUS - Tie Paper Application to Program Case' window. It has a menu bar with 'File', 'Actions', 'Goto', and 'Help'. Below the menu bar are several icons. The main area is divided into three sections:

- Application:** Contains a 'Form Type' dropdown menu, a 'Number' text field with a refresh icon, and an 'Applied For' field.
- Application Received:** Contains a 'Type' dropdown menu (currently set to 'Paper Application') and an 'Applicant' field with a refresh icon.
- Program Case:** Contains a table with the following data:
 

Program	Assistance	Case Name	Received Date	St	Stat	Beg Dte
SNAP		JEANS	02-01-2016	AC		02-01-2016
ADC		JEANS	01-01-2012	AC		01-01-2012

 A 'Tie' button is located to the right of the table.

Below the 'Program Case' section is a section titled 'Application Tied to Program Case(s)' with a table that is currently empty. To the right of this table are 'Update' and 'Remove from List' buttons. At the bottom right of the window, the date '03-28-2016' and time '11:35:42' are displayed.

### Program Case Assignment (Change)

When using the Assignment Icon on the Detail Master Case window to multi-select program cases to assign, Closed and Denied Program Cases will be included in the selection list.

## SNAP Program Change Application Received Date (Change)

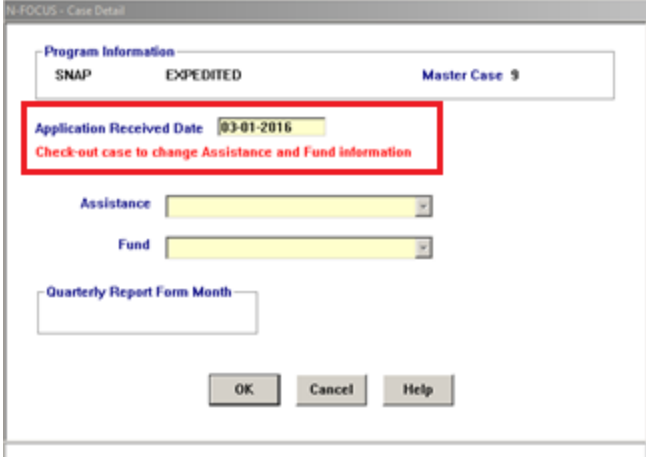
To change the Application Received Date for a SNAP Program case, follow these steps:

1. Navigate to the Detail Program Case window.
2. Select the Case Detail button.
3. Change the Application Received Date to the appropriate date.
4. Click OK.

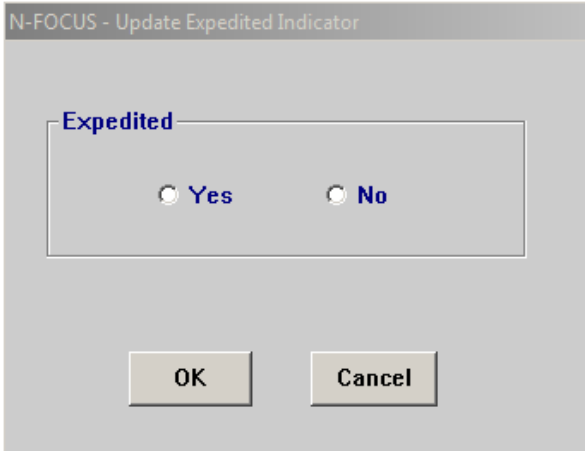
The Update Expedited Indicator pop up window will display. This is a new pop up window.

5. Select Yes or No to indicate if this is intended for Expedited processing.
6. Select OK.

**Note:** When the expedited status is selected, this will update the Expedited Indicator History Window with the new status. If the Expedited status changes from the status that was selected when the application was first tied to the case, the priority of the application in the EA Processing Queue will change if necessary.



The screenshot shows the 'N-FOCUS - Case Detail' window. At the top, it displays 'Program Information' with 'SNAP' and 'EXPEDITED' status, and 'Master Case 9'. The 'Application Received Date' is set to '03-01-2016' and is highlighted with a red box. Below this, there is a red text prompt: 'Check-out case to change Assistance and Fund Information'. Further down, there are dropdown menus for 'Assistance' and 'Fund', and a text field for 'Quarterly Report Form Month'. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons.



The screenshot shows the 'N-FOCUS - Update Expedited Indicator' window. It features a section titled 'Expedited' with two radio buttons: 'Yes' and 'No'. The 'Yes' radio button is selected. At the bottom, there are 'OK' and 'Cancel' buttons.

## ADC Denial Reason (New)

A new denial/closure reason has been added for use in situations where a client has applied for ADC after an Employment First sanction had previously been imposed and now the minimum sanction period has passed. This new denial/closure reason can be used when the EF referral has been made following the application, only to have the applicant not re-establish his or her cooperation with Employment First participation requirements, resulting in the household not being eligible to receive the ADC benefits that were applied for. This new reason will allow for appropriate manual references to be included on the resulting notice.

## Emergency Assistance Program Case Narrative (Change)

The sentence 'Has the client explored other options?' has been added to the Narrative Detail questions regarding the EA request.

N-FOCUS - Detail Narrative

File Actions Edit Goto Help

Master Case Name WANDA WINDSONG MC # 49 ADD

Recorded 05-17-2016 Recorded By DSSZ913 Updated By DSSZ913

Subject CHANGE MANAGEMENT Program

Subheading Client Contact / Inquiry EA  
Domestic Violence  
Earned Income  
\*Multi Select\* Emergency Assistance  
Expenses

Deselect All

Indicate assistance requested; list any payments made in the prior 12 months.

Narrative Detail

For rent or deposit request indicate the following:  
Was Emergency Assistance received in the last twelve months?  
Is anyone in a sanction?  
Describe the eviction or emergency situation:  
**Has the client explored other options?**  
Describe the plan to maintain:  
Requested amounts:  
Deposit:  
Rent:  
What is the monthly rent?

Save and Next Prior Narrative... Spell Check Maximize Narrative Text

This information may contain Federal Tax Information(FTI)

N-FOCUS - Test Date  
05-17-2016 12:57

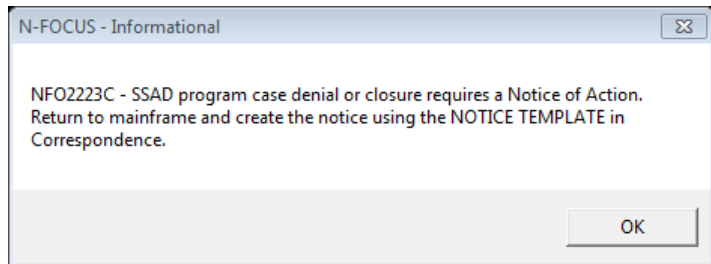
For rent or deposit request indicate the following:

- Was Emergency Assistance received in the last twelve months?
- Is anyone in a sanction?
- Describe the eviction or emergency situation:
- Has the client explored other options?
- Describe the plan to maintain:
- Requested amounts:
  - Deposit:
  - Rent:
- What is the monthly rent?
- What is the current monthly gross income?
- Landlord's name:
- Landlord's address and phone number:
- EA Program pended. Assigned and referred to Lead Worker (enter name):



## SSAD Closing Notice (Change)

Beginning with the April 10, 2016 Major Release, when a worker closes an SSAD case, a new informational window will appear, advising the worker of the need to create a closing notice in Notice Template.



The Close Program Case window will display when Close Program Case is selected from the Actions drop-down menu.

N-FOCUS - Close Program Case

Program Case

SSAD BLIND

HON ABLE

End Date

07-31-2016

Rules for the End Date

End date cannot be prior to current day.

End date cannot be greater than current month plus two months.

Reason

CASE REVIEW NOT COMPLETED

OK Cancel Help

Additionally, the closure reasons in the Services filed of the Notice Template have been revised to include only those services provided by SSAD, and the manual references have been updated.

**Note:** The Change/Denial Reason field on the Notice Template is mandatory. The information entered in that field will appear on the Notice of Action.

N-FOCUS - Notice Template - SSBG

Case Name SUSIE EISUS

Status	Stat Beg Dt	Program
AC	04-01-2009	11426948

SSAD  SSCF

Approval  Denial  Change

Effective Date

SSBG Eligibility Period To

Change Reason

Services

ADULT DAY CARE  
ADULT DAY CARE IN HOME  
CHORE  
ESCORT SERVICES BY AN AGENCY PROVIDER

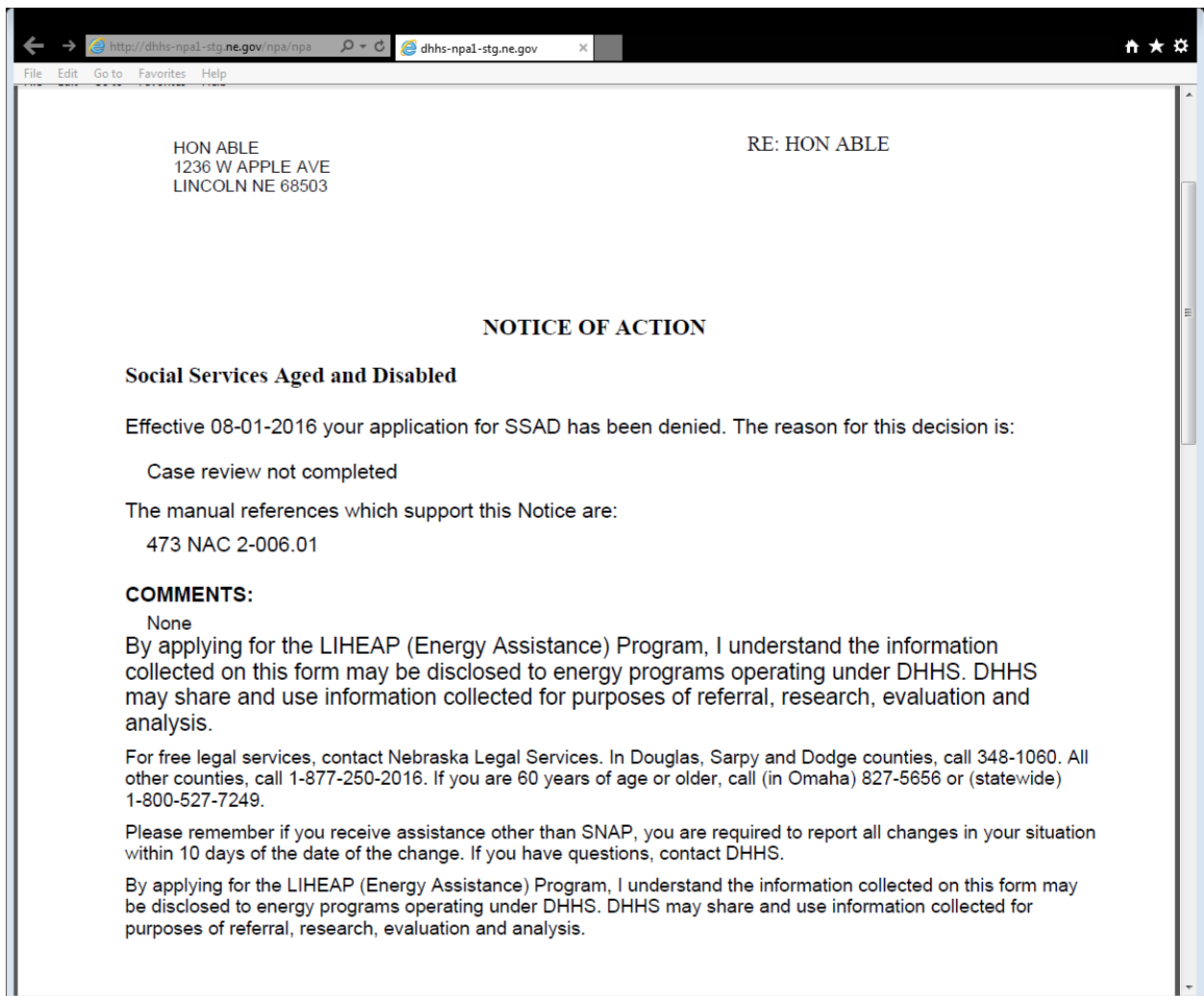
Change/Denial Reason

Manual Reference

Client Request/Application Withdrawn  
Failed Living Arrangement  
Fails to Meet Citizenship and Alien Status  
Failure to Complete Interview

OK Cancel Clear

The Notice of Action is shown on the next page.



## [Child Care 90 Day Claim Rejection \(Change\)](#)

Child Care Program Policy and DHHS Legal determined that in accordance with the notification on the Child Care Authorization Notices they would begin enforcing the 90 day timeframe for Child Care providers to submit their billing or they will not be paid for services.

If a provider attempts to submit a claim on the ECM Portal after the 90 days has passed they will be allowed to “submit” the claim line online. When the claim information comes to N-FOCUS the claim will reject for the reason “Child Care Timely Filing Requirements Not Met” and N-FOCUS will send the information back to OnBase/ECM in the EOP that the claim has been rejected. The provider will be able to view this in the EOP section of the ECM portal.

\*OnBase is working on an error message that will populate immediately when the provider attempts to submit the claim that is older than 90 days. The message text is to be determined at this time. NFOCUS is sending them an error immediately as of now and will continue our current process when OnBase/ECM has implemented their changes.

## ABAWD Time-Limit Tracking (Change)

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Beginning with the April 10, 2016 Major Release, the ABAWD tracking window will no longer include fields for the Second 3-month Period. Only the initial 3-month Period will be entered. Any additional information will be included in the Comments section.

Additionally, the 36 month period start date and end date will not allow editing.

The screenshot shows the 'N-FOCUS - ABAWD Time-Limited Tracking' application window. The window title bar includes 'File', 'Actions', and 'Help' menus. The main content area is divided into several sections:

- Master Case Person:** A text box containing 'Master Case: 1150', 'SSN: XXX-XX-8079', and 'Non-Exempt Individual: LEE WARD'. An 'UPDATE' button is located to the right of this section.
- 36 month period:** Two date fields: 'Start Date: 01-01-2016' and 'End Date: 12-31-2018'.
- 3-month Period:** A sub-section with three date fields: 'Month 1: 01-01-2016', 'Month 2: [empty]', and 'Month 3: [empty]'.
- Comments:** A text area containing a paragraph of text: 'now is the time for all good men to come to the aid of their better halves. without whom there would be no worse half, and wouldn't that be a sad state of affairs? still, bein the lesser of anything leaves one a little discouraged, and that may lead to any number of negative outcomes, and then where would we be? i mean, i ask you? i get up every morning, make the coffee, deliver it to the so-called "better half" and all i get is a little peck for my troubles, and maybe a hint of things to com, which never do, and what is the point of that? anyway? by ti diorece'. There are 'Max' and 'ABC' buttons to the right of the text area.

The status bar at the bottom right shows the date '03-16-2016' and time '10:32:04'.

## Collections (Change)

---

When External Overpayments are created the Collection Method in the Accounts Receivable will default to Cash.

## Child Care Frequency on Service Authorization (Fix)

---

When workers create a Service Authorization for Child Care for the come-up month because the Child Care program case is either Closed or Denied for the current month, the Frequency Category has not been appearing on the Units and Rates window. This has been fixed.

# ACCESSNebraska

## Client Preferences – Email and Text Notification (New)

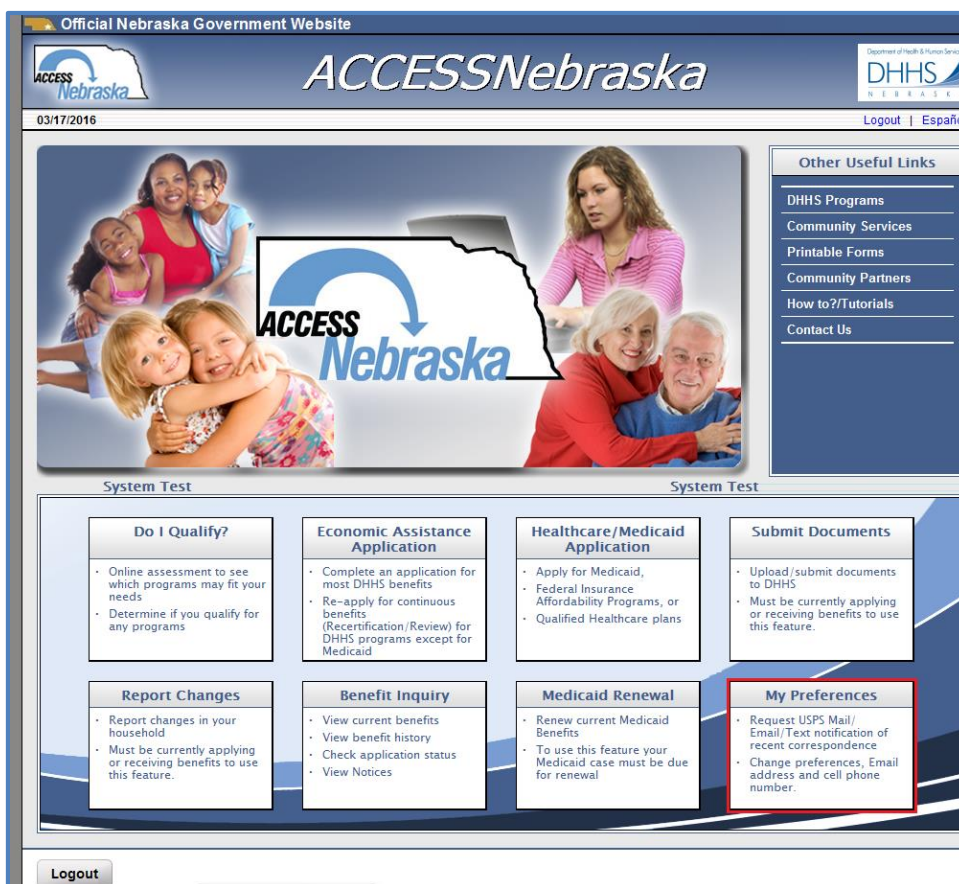
With this release Economic Assistance and Medicaid clients may now request to receive Email Notification of the Correspondence and Notices that display in their accounts in the ACCESSNebraska web site.

Previously, Medicaid clients could opt for both Email Notification of Correspondence and USPS Mail delivery of Correspondence. As of this release those who have that option will keep it but any new requests will need to be made for either E-mail notification or USPS Mail.

Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

## Adding and Updating Preferences

Clients may also request and update these preferences on the ACCESSNebraska website by selecting the My Preferences area after they have created an Account.



The My Preferences window displays the current Delivery Options and Email address and Cell Phone Numbers known to and used by N-FOCUS.

Official Nebraska Government Website

ACCESS Nebraska

# My Preferences

Department of Health & Human Services  
DHHS NEBRASKA

03/17/2016 You have logged in as: SSwwbuchanan PIN: 20098532, Db: DSSADSA, Tier: STG Logout | Help

**Summary of Correspondence Delivery Selected:**

**Current Delivery Option:**  
 EMAIL NOTIFICATION  
 TEXT NOTIFICATION

**Your last known Email address is:** BUCHANAN1@GMAIL.COM  
 You are currently not receiving Correspondence at this Email address because the Email address has not been verified.

**Correspondence is currently being Texted to:** (303) 222-3232

EXIT CONTINUE

Economic Assistance Toll Free: (800)383-4278 Lincoln: (402)323-3900 Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available 8:00 AM to 5:00 PM Monday thru Friday [Contact Us](#)

Medicaid Toll Free: (855)632-7633 Lincoln: (402)473-7000 Omaha: (402)595-1178

- The client can change delivery options and/or email address and cell phone number on this window.
- Any change in the delivery option made on the Web My Preferences site will be reflected in My Preferences on the WEB.
- Any change in Email address or Cell phone number will also be reflected in Client Preferences, the Telephone window and the Email Address window in N-FOCUS and the reverse is also true.

**Note:** Email addresses may now be added from N-FOCUS Address Window. Refer to the General Interest and Mainframe section for instruction.

The client can change delivery options and/or email address and cell phone number on this window.

Any change in Email address or Cell phone number will also be reflected in Client Preferences, the Telephone window and the Email Address window in N-FOCUS and the reverse is also true.

Official Nebraska Government Website

ACCESS Nebraska

# My Preferences

Department of Health & Human Services  
DHHS NEBRASKA

03/17/2016 You have logged in as: SSwwbuchanan PIN: 20098532, Db: DSSADSA, Tier: STG Logout | Help

**Correspondence Delivery Options**

Select delivery option:

EMAIL NOTIFICATION  
 USPS MAIL

You are currently using BUCHANAN1@GMAIL.COM as your Email notification address.  
 Do you want to change it?  
 Yes  
 No

Select delivery option:

TEXT NOTIFICATION

You are currently using (303) 222-3232 as your cell phone number to receive text messages.  
 Do you want to change it?  
 Yes  
 No

EXIT Submit

Economic Assistance Toll Free: (800)383-4278 Lincoln: (402)323-3900 Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available 8:00 AM to 5:00 PM Monday thru Friday [Contact Us](#)

Medicaid Toll Free: (855)632-7633 Lincoln: (402)473-7000 Omaha: (402)595-1178

## CBI SNAP Issue Date on Payment History Tab (Change)

SNAP payment history (CBI) previously displayed “Issue Date” as the date that SNAP benefits were processed by N-FOCUS. For initial applications this wasn’t an issue because benefits process overnight and apply to the EBT card. For ongoing certifications, benefits are processed on SNAP cut-off date but not actually applied to the EBT card until the 1<sup>st</sup> thru the 5<sup>th</sup> of the following month based on SSN. Customers were confused with this date when looking at CBI.

“Issue Date” has been revised. Initial applications will continue to display the date processed as benefits will apply the next day and the date will not populate until N-FOCUS overnight process completes. Ongoing certifications “Issue Date” will display the date SNAP benefits apply to the EBT card; the 1<sup>st</sup> through the 5<sup>th</sup> of the month according to SSN.

Official Nebraska Government Website

ACCESS Nebraska

Benefits Inquiry

DHHS NEBRASKA

02/02/2016 You have logged in as NFOStgHDSwan Logout | Print | Help

### SNAP Case Detail

DONALD SWAN Program Case Number: 81233651

Payment History - Remember to check the balance of SNAP benefits prior to using your EBT card. Sign-up to receive texts, emails or phone messages when funds are deposited on your EBT account at: SNAP EBT - <https://www.ebtaccount.jpmorgan.com> or call 877-247-6328.

Month Year	Amount	Issue Date
May 2016	\$83.00	05/02/2016
April 2016	\$83.00	03/29/2016
March 2016	\$83.00	03/08/2016
February 2016	\$194.00	03/08/2016
January 2016	\$194.00	03/08/2016
December 2015	\$194.00	03/08/2016
November 2015	\$194.00	03/08/2016
October 2015	\$194.00	03/08/2016

EXIT

Economic Assistance Toll Free: (800)383-4278 Lincoln: (402)323-3900 Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available 8:00 AM to 5:00 PM Monday thru Friday [Contact Us](#)

Medicaid Toll Free: (855)632-7633 Lincoln: (402)473-7000 Omaha: (402)595-1178

In this example below the 3/29/16 date is the SNAP cut-off date for April benefits, and the 5/2/16 is the date the benefits actually apply on the EBT card for May benefits. 3/8/2016 would have been the date the initial application was processed. (data below is from a test database not a real case scenario)

**Note:** Additional text has been added to CBI informing customers to check balances prior to using their EBT card and to sign up for automated notification of deposits.

## Printable Forms Links to E-Applications (Change)

The E-Application will be adding additional text to inform the applicant wage and self-employment verification that will be required for eligibility determination on the income section. This text will be added to the top of the page.

When wages or self-employment are reported, an active link will be placed under the income source and the applicant will be able to open the link to print the verification form or self-employment ledger from the application window. See picture of changes below.

If you have Wages or Salaries, you will need to provide verification of your most current 30 days income. If you do not have paystubs available, please take an earned income verification form to your employer for completion.

If you are self-employed you will need to provide your most recent tax return with all schedules attached. If you were not self-employed last year, or that income is no longer reflective, you will need to complete self-employment ledgers for the last 12 months (or start of self-employment, whichever is longer).

The screenshot shows the 'Application' page on the 'Official Nebraska Government Website'. The user is logged in as 'NFO0EEwards'. The 'Income Section' is active, and a sidebar on the left contains navigation links: Program Selection, Household Members, Household, Law Violations/Program Disqualifications, Resources, Income, Expenses, and Application Submission. A 'Submit Application' button is at the bottom of the sidebar. The main content area displays a message about pre-filled information and a question: 'Do you or anyone in your household have any income?' with 'Yes' selected. Below this, a table lists income sources for 'EMILY EDWARDS': 'Wages or Salaries' (Ace Rent To Own), 'Self-Employment' (Lawn Care), and 'Retirement or Disability' (Social Security). Each entry has 'Add', 'Change', and 'Remove' links. Two new links are highlighted with red boxes: 'Earned Income Verification' under the Wages or Salaries entry and 'Self-Employment Ledger' under the Self-Employment entry. A red arrow points from the top text to the 'Earned Income Verification' link.

Category	Income Source	Actions
Wages or Salaries	EMILY EDWARDS Ace Rent To Own	<a href="#">Add Wages or Salaries</a> <a href="#">Change</a> <a href="#">Remove</a>
Self-Employment	EMILY EDWARDS Lawn Care	<a href="#">Add Self-Employment</a> <a href="#">Change</a> <a href="#">Remove</a>
Retirement or Disability	EMILY EDWARDS Social Security	<a href="#">Add Retirement or Disability</a> <a href="#">Change</a> <a href="#">Remove</a>

## Submit Documents (Change)

Updates to the Submit Documents function on the ACCESSNebraska website were requested to allow for better processing of client documents based on what type of document the client was submitting online. New features will allow for clients to select what type of document they are uploading and based on what type of document selection they make will determine to what location (Omaha or Lincoln ANDI center) receives the documents.

Official Nebraska Government Website

ACCESS Nebraska

*Submit Documents*

Department of Health & Human Services  
DHHS  
NEBRASKA

03/16/2016 [Help](#)

**Select Document Type**

What type of document(s) are you submitting?

**Application**

Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)

Medicaid

**Renewal, Review, Recertification**

Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)

Medicaid

**Other Documents**

Quarterly Report Form (Medicaid)

Verification Documents ( Income, Expenses, Identification)

State Review Team (Internal Use Only)

Financial (Internal Use Only)

Please note that if you are submitting an application you are only allowed to upload one document. If you have scanned and saved your Application and the supporting documents together, you may submit them as an "Application". If you have more than one application for different divisions you will be directed back to this page after you submit your first application.

**EXIT** **CONTINUE**

Clients will be directed to the above screen when entering the Submit Documents from the ACCESSNebraska Main Menu or from the Main Menu or if they are in the Report Changes section.

**Note:** Clients on ACCESSNebraska who enter via the Electronic Economic Assistance or Medicaid applications will continue to the document upload screen as they do today.

The user will only be allowed to select one "Document Type" at a time. After the document has been uploaded they can "Add" documents for the same person via the "Add" or they can submit for another person, both choices will direct them to the Document selection page.





In the confirmation after the user has successfully submitted their documents they will be shown a summary of the Document Type and the document they selected prior to them exiting.

Document Types and their Destinations (Lincoln WBL or Omaha WBO)

**Application**

Economic Assistance (SNAP, ADC, CC, AABD, and Energy) – WBO Application  
 Medicaid – WBL Application

**Renewal, Review, Recertification**

Economic Assistance (SNAP, ADC, CC, AABD, and Energy) – WBO Application  
 Medicaid – WBL Application

**Other Documents**

Quarterly Report Forms (Medicaid) -WBL Daily Mail  
 Verification Documents – Alternates between both WBL and WBO Daily Mail  
 State Review Team (Internal Use Only) – WBL Daily Mail  
 Financial (Internal Use Only) – WBO Daily Mail

[LIHEAP Performance Measures Phase I \(Change\)](#)

New Federal reporting requirements have been provided to Nebraska. As a result, multiple changes have been required to be made to the E-application and to N-FOCUS in order to gather and store the needed information to allow Nebraska to report out. The documentation of these changes will appear in both the ACCESSNebraska section (Web Changes) and the General Interest and Mainframe sections (N-FOCUS Changes) of this document.

## Program Selection Section

A new disclaimer statement has been added to the LIHEAP program selection:

“By applying for the LIHEAP (Energy Assistance) Program, The Applicant understands that the information collected on this form may be disclosed to energy programs operating under DHHS. DHHS may share and use information collected for purposes of referral, research, evaluation and analysis.”

### Program Selection Section

<b>Program Selection</b>	<p>Select all programs that you want to apply for:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> <b>Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)</b> This includes cash assistance. Please check this program if you are receiving SSI through Social Security, are age 65 or older, or are disabled or blind.</li><li><input type="checkbox"/> <b>Aid to Dependent Children (ADC)</b> This includes cash assistance for families with children age 18 and younger.</li><li><input type="checkbox"/> <b>Refugee Resettlement Program (RRP)</b> This is a cash assistance program for those who have been granted Refugee status and have arrived in the United States within the last 8 months.</li><li><input type="checkbox"/> <b>State Disability Program (SDP)</b> Cash assistance and/or medical coverage to individuals who are under age 65 and have been denied by Social Security for "lack of duration" and been determined temporarily disabled for at least 6 months but not more than 12 months. Individuals cannot be eligible for Medicaid and the SDP at the same time.</li><li><input checked="" type="checkbox"/> <b>Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps</b> This program assists low-income households to purchase food.</li><li><input checked="" type="checkbox"/> <b>Low Income Home Energy Assistance Program (LIHEAP)</b> Energy assistance for utilities. <b>By applying for the LIHEAP (Energy Assistance) Program, The Applicant understands that the information collected on this form may be disclosed to energy programs operating under DHHS. DHHS may share and use information collected for purposes of referral, research, evaluation and analysis.</b></li><li><input type="checkbox"/> <b>Child Care</b> A program to assist eligible parents and caretakers in paying for the cost of child care.</li><li><input type="checkbox"/> <b>Social Services for Aged and Disabled Adults (SSAD)</b> These are services such as Adult Day Care, Chore, Homemaker, Meals, Respite and Transportation for people that are either Aged or Disabled.</li><li><input type="checkbox"/> <b>Social Services for Families, Children, and Youth (SSCF)</b> These are services such as Homemaker and Transportation services for children and families based on need.</li></ul> <hr/> <p>Does anyone need help with the following services?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Chore - Service that helps aged and disabled adults to live independently</li><li><input type="checkbox"/> Transportation - Medical Appointment</li><li><input type="checkbox"/> Transportation - Non Medical Appointment</li><li><input type="checkbox"/> Meals - Home Delivered</li><li><input type="checkbox"/> Congregate Meals - Meals provided outside the home</li><li><input type="checkbox"/> Adult Day Care - Social activities provided in a licensed setting</li><li><input type="checkbox"/> Respite - In home care for special needs individuals</li></ul>
Household Members	
Household	
Law Violations/Program Disqualifications	
Resources	
Income	
Expenses	
Application Submission	

## Expenses Section

A new expense type has been added to the expense section of the application: Heating and Electric/Cooling Expense

**Note:** This new expense type will appear only on applications where LIHEAP is selected as a program that is being applied for.

**Expenses Section**

Program Selection  
Household Members  
Household  
Law Violations/Program Disqualifications  
Resources  
Income  
**Expenses**  
Application Submission

Submit Application

List all sources of household expenses. Expenses that any household member, including children, are responsible for should be listed. Please confirm pre-filled information or remove any information that no longer applies to the household. Change is used to update expense information. Verification documents may be required to determine benefits.

Do you or anyone in your household have any Expenses?  Yes  No

Housing Expense [Add Housing Expense](#)

**Heating and Electric/Cooling Expense** [Add Heating and Electric/Cooling Expense](#)

Utility Expense [Add Utility Expense](#)

Child Support/Alimony [Add Child Support/Alimony](#)

Child/Dependent Care [Add Child/Dependent Care](#)

Medical Expense [Add Medical Expense](#)

If you or anyone in your household received help paying heating and/or cooling bills in the last 12 months in Nebraska or another state enter it below.

Utility Bill Pay Assistance [Add Utility Bill Pay Assistance](#)

Expense Comments

[View Detailed Summary](#)

EXIT CONTINUE

## Heating and Electric/Cooling Expense Page

A new question has been added for the applicant to indicate which utility expense they pay. They can multi-select between the following:

- Bulk Fuel (Oil, Propane, Wood, Kerosene, Coal, Corn)
- Electric
- Natural Gas
- Telephone
- Water/Sewage

The questions regarding shut off notices and level of heating fuel have been changed and broken out into four questions.

- 1) Have your utilities been shut off?
- 2) Are you out of heating Fuel?

- 3) Do you have a utility disconnect or past due notice?
- 4) Are you nearly out of heating fuel (3 days or less)?

The applicant must mark Yes or No to the four questions. If these questions are not answered they will not be able to continue from this page. They would have to select cancel at the bottom of the page. If Cancel is selected, none of the information completed on this expense page will be saved.

Next the applicant is asked if they receive or pay a bill for Heating and/or cooling. If “No” is selected, the applicant will then be asked if heating/electric is included in their rent.

If “Yes” is selected, the applicant will then be prompted to select their main heating Fuel and complete the Heating Provider’s information that includes:

- Provider name
- Account Number
- Providers address
- Account holder name
  - o Account holder name will have a list of the Household member’s listed on the application and a choice of “other”.
  - o When “other” is selected, the applicant will have a blank box where they can enter the name of the account holder.

By applying for the LHEAP (Energy Assistance) Program, I understand the information collected on this form may be disclosed to energy programs operating under DHS. DHS may share and use information collected for purposes of referral, research, evaluation and analysis.

**Expenses - Utility Heating and Electric/Cooling Expense**

Which of the following Utility expenses do you pay? (Select all that apply)  
 Bulk Fuel (Oil, Propane, Wood, Kerosene, Coal, Corn)  Electric  Natural Gas  Telephone  Water/Sewage

Dwelling Type  
House

Have your utilities been shut off?  Yes  No  
Are you out of heating fuel?  Yes  No  
Do you have a utility disconnect or past due notice?  Yes  No  
Are you nearly out of heating fuel (3 days or less)?  Yes  No

Do you or Does anyone in your household receive a bill or pay for heating and/or cooling (air conditioner)?  Yes  No

If yes, which of the following is your main heating fuel?  
<< select >>

Heating Provider Name Heating Provider Account #

Heating Provider Address  
Address Line 1  
Address Line 2  
Address Line 3  
City State Zip Code

Name of Account Holder  
 JOHN DOE - 01/13/1983  
 JANE DOE - 01/21/1983  
 Other

Is your Heating Provider the same as your Electric Provider?  Yes  No

If applying for LHEAP (Energy Assistance), you must submit a current copy of your utility bills.

CANCEL CONTINUE

The next question that is asked of the applicant is if the heating provider is the same as the Electric provider. If “Yes” is selected, no further questions are asked and the applicant can hit continue to navigate away from this page.

If “No” is selected to the question regarding heating and electric provider being the same, the applicant will be prompted to enter the Electric Provider’s information that includes:

- Provider name
  - Account number
  - Provider address
  - Account holders name
- Account holder name will have a list of the Household member’s listed on the application and a choice of “other”.
  - When “other” is selected, the applicant will have a blank box where they can enter the name of the account holder.

Do you or Does anyone in your household receive a bill or pay for heating and/or cooling (air conditioner)?  Yes  No

If yes, which of the following is your main heating fuel?  
 Electric

Heating Provider Name: Black Hills Heating Provider Account #: A12455

Heating Provider Address  
 Address Line 1:   
 Address Line 2:   
 Address Line 3:   
 City:  State: << select >> Zip Code:  -

Name of Account Holder  
 JOHN DOE - 01/13/1983  
 JANE DOE - 01/21/1983  
 Other  
 Enter Name of Account Holder:

**Is your Heating Provider the same as your Electric Provider?**  Yes  No

Electric Provider Name: LES Electric Provider Account #: E789070

Electric Provider Address  
 Address Line 1:   
 Address Line 2:   
 Address Line 3:   
 City:  State: << select >> Zip Code:  -

Name of Account Holder  
 JOHN DOE - 01/13/1983  
 JANE DOE - 01/21/1983  
 Other  
 Enter Name of Account Holder:

If applying for LIHEAP (Energy Assistance), you must submit a current copy of your utility bills.

After completing this information, the applicant can select continue to navigate away from this page.

Once Heating and/or Electric provider information has been added and the applicant returns to the Expense Section, the provider name entered will be displayed.

### Expenses Section

List all sources of household expenses. Expenses that any household member, including children, are responsible for should be listed. Please confirm pre-filled information or remove any information that no longer applies to the household. Change is used to update expense information. Verification documents may be required to determine benefits.

Do you or anyone in your household have any Expenses?  Yes  No

Housing Expense [Add Housing Expense](#)

Heating and Electric/Cooling Expense  
 Electric Black Hills LES [Change](#) [Remove](#)

Utility Expense [Add Utility Expense](#)

Child Support/Alimony [Add Child Support/Alimony](#)

Child/Dependent Care [Add Child/Dependent Care](#)

Medical Expense [Add Medical Expense](#)

If you or anyone in your household received help paying heating and/or cooling bills in the last 12 months in Nebraska or another state enter it below.

Utility Bill Pay Assistance [Add Utility Bill Pay Assistance](#)

Expense Comments

[View Detailed Summary](#)

**EXIT** **CONTINUE**

If LIHEAP and SNAP are both selected on the E-App, the applicant will see both Heating and Electric/Cooling Expense and Other Utility Expense.

**Expenses Section**

Some fields may be pre-filled with information available in your case record as of 05-02-2016.

List all sources of household expenses. Expenses that any household member, including children, are responsible for should be listed. Please confirm pre-filled information or remove any information that no longer applies to the household. Change is used to update expense information. Verification documents may be required to determine benefits.

Do you or anyone in your household have any Expenses?  Yes  No

Housing Expense [Add Housing Expense](#)

**Heating and Electric/Cooling Expense** [Add Heating and Electric/Cooling Expense](#)

**Other Utility Expense** [Add Other Utility Expense](#)

Child Support/Alimony [Add Child Support/Alimony](#)

Child/Dependent Care [Add Child/Dependent Care](#)

Medical Expense [Add Medical Expense](#)

If you or anyone in your household received help paying heating and/or cooling bills in the last 12 months in Nebraska or another state enter it below.

Utility Bill Pay Assistance [Add Utility Bill Pay Assistance](#)

Expense Comments

[View Detailed Summary](#)

**EXIT** **CONTINUE**

Economic Assistance DHHS ACCESS/Nebraska Customer Service Center is available Medicaid

If only SNAP is selected on the E-App, the applicant will see only Utility Expense.

**Expenses Section**

Some fields may be pre-filled with information available in your case record as of 05-02-2016.

List all sources of household expenses. Expenses that any household member, including children, are responsible for should be listed. Please confirm pre-filled information or remove any information that no longer applies to the household. Change is used to update expense information. Verification documents may be required to determine benefits.

Do you or anyone in your household have any Expenses?  Yes  No

Housing Expense [Add Housing Expense](#)

**Utility Expense** [Add Utility Expense](#)

Child Support/Alimony [Add Child Support/Alimony](#)

Child/Dependent Care [Add Child/Dependent Care](#)

Medical Expense [Add Medical Expense](#)

If you or anyone in your household received help paying heating and/or cooling bills in the last 12 months in Nebraska or another state enter it below.

Utility Bill Pay Assistance [Add Utility Bill Pay Assistance](#)

Expense Comments

[View Detailed Summary](#)

**EXIT** **CONTINUE**

The (Other) Utility Expense Page is the existing Utility Expense page applicants fill out. The only change made to this window is when the question “If this utility is for heating or cooling, tell us if it is for heating, cooling, or both.” This question is only displayed if Electric or Natural Gas is selected for type of Utility Expense.

By applying for the LIHEAP (Energy Assistance) Program, I understand the information collected on this form may be disclosed to energy programs operating under DHHS. DHHS may share and use information collected for purposes of referral, research, evaluation and analysis.

**Expenses - Utility**  
 Who is responsible for this utility?  
 JOBI QUEEN - 08/24/1995

Type of Utility Expense: Electric

**If this utility is for heating or cooling, tell us if it is for heating, cooling or both:**  
 Heating  
 Cooling

Dwelling Type: << select >>

Supplier:  Name on Account:  Account Number:

**Supplier Address**  
 Address Line 1:   
 Address Line 2:   
 Address Line 3:   
 City:  State: << select >> Zip Code:

If anyone outside the household helps pay this bill, tell us who helps below:

If this utility is Coal, Electric, Fuel Oil, Kerosene, Natural Gas, Propane, Water/Sewage or Wood, provide the following information below.  
 Has this utility been shut off or is there a shut-off notice?  Yes  No  
 Are you out of heating fuel (propane, oil)?  Yes  No

If applying for LIHEAP (Energy Assistance), you must submit a current copy of your utility bills.

**CANCEL** **ADD ANOTHER** **CONTINUE**

E-App PDF view has changed to reflect the new information that is asked on the E-App in the expense page.

Do you or anyone in your household have any Expenses?

**Housing Expense**

**Heating and Electric/Cooling Expense**

Which of the following Utility expenses do you pay?	Bulk Fuel (Oil, Propane, Wood, Kerosene, Coal, Corn)
Dwelling Type	House
Have your utilities been shut off?	No
Are you out of heating fuel?	No
Do you have a utility disconnect or past due notice?	Yes
Are you nearly out of heating fuel (3 days or less)?	Yes
Do you or Does anyone in your household receive a bill or pay for heating and/or cooling (air conditioner)?	Yes
If yes, which of the following is your main heating fuel?	Electric
Heating Provider Name	Black Hills
Heating Provider Account #	A12455
Heating Provider Address	Not Answered
Name of Account Holder	JOHN DOE - 01/13/1983
Is your Heating Provider the same as your Electric Provider?	No
Electric Provider Name	LES
Electric Provider Account #	E789070
Electric Provider Address	Not Answered
Name of Account Holder	JOHN DOE - 01/13/1983



## Correspondence

### Request for Verification (Change)

The Request for Verification correspondence has been updated to remove the obsolete Paternity Acknowledgement (CSE-12) Notarized option. This option has been replaced with a new option of Proof of Paternity.

N-FOCUS - Add Person, Verification Type(s), Program(s)

Division	Person	Birth Date	Person Number
<input type="checkbox"/> EA	FRANKY F FINGERS	02-19-1967	34472735
<input checked="" type="checkbox"/> MLTC			

Select Person requiring Verification(s)

Program(s)	Program Case Name	St	Program ID
MEDICAID	FRANKY F FINGERS	AC	66835557

Select Program(s) that require the selected Verification(s)

Category: OTHER

Select Verification(s)

- POTENTIAL INCOME-APPLY (SEE COMMENTS BELOW FOR DETAILS)
- PROOF OF PATERNITY
- HEALTH INSURANCE CARD (COPY BOTH SIDES)
- PROVIDE SOCIAL SECURITY NUMBER
- POWER OF ATTORNEY, GUARDIANSHIP PAPERS
- IMMIGRATION DOCUMENTS
- SIGN AND RETURN FORM IM 1-AGREEMENT TO SELL REAL PROPERTY AND REPAY ASSI...
- SIGN AND RETURN FORM ASD 46 - AUTHORIZATION FOR RELEASE OF INFORMATION

Comments

Add / Next Selection

OK Cancel

### Childcare Service Authorization Correspondence (Change)

Childcare Service Authorization correspondence will now be automatically updated when the Child Care fee changes.

When a childcare budget is authorized and the fee has changed from the previously authorized budget, the system will automatically send out new service authorization correspondence to the client and the provider. The new fee will be on the correspondence. The units, rates, comments, and service authorization dates will not be changed.

In order for the system to automatically update the fee on the correspondence there must be a service authorization that covers at least one day of the month that was budgeted.

If there are multiple service authorizations the system will update all of them.

The user will be notified at case check in if the system was unable to create the new service authorization correspondence. The Check In was Successful message would have additional text that says "The Service Authorization Correspondence was not Updated". If you receive this message you will need to manually update the service authorizations.

The CC MESA will automatically create the new service authorization correspondence. This eliminates the need for Alert # 386- CC Serv Auth Update. Alert 386 will only be created if MESA is unable to update the service authorization correspondence.

## Alerts

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### EA Alert Changes

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The following changes are being made to the EA Alerts with this release:

- Alert 34- Client State Change- This alert is no longer created if the client is only in SNAP.
- Alert 41- Death Date Record- This alert is no longer created if the client is only in SNAP.
- Alert 50- Out of State SSI Rec- This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 90- Death Reported- This alert is no longer created if the client is only in SNAP.
- Alert 240- Birth Certificate- This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 245- Veteran Information- This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 261- Verified Marriage- This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 262- Marriage Lead- This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 281- IL Payment Begins. This alert will no longer be created if the client is only in SNAP or LIHEAP.
- Alert 322- SSI Claim Denied- This alert will no longer be created for economic assistance programs.
- Alert 325- SSA Adjustment- This alert will no longer be created for economic assistance programs.
- Alert 326- Military/Civ Pay- This alert will no longer be created for economic assistance programs.

### Alert Changes for April Batch Release- 04/20/16

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The following alert will be changed with the Batch Release scheduled for April 20, 2016:

- Alert 365 – Need Reason for FR. This alert is changed so that workers can now correct the case when the alert is received. If the person is disabled the worker just needs to authorize an ADC budget and the system will set the correct FR reason. If the person is not disabled, the worker needs to reopen the person in the ADC case and then close them with the correct reason.

# Document Imaging

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## Categories (New/Change)

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### New Categories

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- **Audit Documentation** – available to Protection and Safety staff
- **Utility Bill**- available only for Economic Assistance staff
- **Child Care Provider Grant**
- **Payment Type/Selection -EA&RD** –available for indexing of the FA-100 financial documents received for clients and/or providers.
- **Central Registry**

### Updates to Categories

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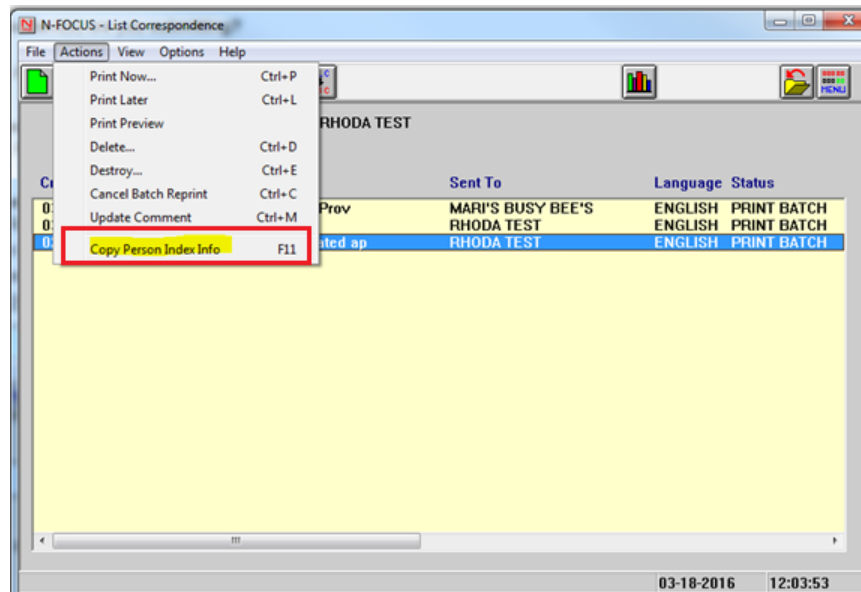
- **Tax Information Form** - is now available for Resource Development staff to utilize
- **Agreement, Confidential, Correspondence, & Quality Assurance** - are now available for Protection and Safety staff

## File Director Auto Tie (Change)

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File Director will now send an update trigger to N-FOCUS allowing the Auto Tie/Pend process to take place if an Economic Assistance Review/Recertification Application had been previously saved and indexed to the ARP via Person Detail (Copy Person Index Info or using a barcode sheet) then saved.

The user can now check out, edit and re-index the document via the Correspondence- Copy Person Index Info feature which will now allow the Auto- Tie process to occur.



## Expert System

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### Program Specific Quality Control Sanction Types (New)

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If a master case contains an ADC, AABD or SNAP program which was closed for reason of “QC sanction”, budgeting is not able to be run on any of these program types in that case as the QC sanction. Work for the April release has added 3 new “program specific” QC sanction types that can be selected when notification of an individual’s failure to cooperate with Quality Control for any of these programs. The appropriate program specific QC sanction type will appear on the selection list for the program that the sanction is being imposed upon.

(The previous Sanction type of “QC” has been renamed as “QC (DO NOT USE)”. This selection will remain in the listings in order to prevent master cases that currently have no active programs where one of the programs was closed for a QC sanction. If the general “QC” sanction is removed, any of these cases which are still subject to non-cooperation penalties would no longer be prevented from being reopened if QC was removed. Again, as the new title states, this selection should not be used, rather user should use the appropriate program specific QC sanction type for the program user is imposing the disqualification on.)

The screenshot shows a software interface with two main sections. The first section is titled "Closure Reason:" and contains a dropdown menu with "Sanctioned" selected. The second section is titled "Sanction Type:" and contains a list of options: "Ineligible ABAWD [SNAP]", "Quality Control [SNAP]", "Quality Control (DO NOT USE)", and "Striker [SNAP]". The "Quality Control [SNAP]" option is highlighted with a red rectangular box, and a red arrow points from the right side of the box towards the text of the option.

## Sanctions Task (Change)

Workers may now end date sanctions more than two months in the future.

**Example:** If the sanction is meant to last 6 month workers may now enter the begin and end dates.

**Note:** If a budget should be run once the sanction is ended the worker should create an Alert for that month as a reminder.

**Add Budget Sanctions**

**Person:**

BATEMAN	BARTON	11-18-1948
BATEMAN	BELA	04-18-1981
BATEMAN	BEN	10-18-2002
BATEMAN	BENTLEY	03-24-2009
BATEMAN	BAXTER	09-13-1979

**Sanction Types:**  
Fail Comply SNAP

**Begin Date:**  
05-01-2016

**End Date:**  
10-31-2016

Next OK Cancel Help

NFOCUS - Navigator BARTON BATEMAN 12

File Actions View Goto Help

Sanctions

LAST_NAME	FIRST_NAME	DOB/EDD	AGE	NUMBER	Sanction Type	Detail	Begin Date	End Date
BATEMAN	BARTON	11-1948	67	86641165	Fail Comply SNAP		05-01-2016	10-31-2016

[ Add ] Close Delete Help

Tasks Notices Current History Summary CSENonCoop

Running Sanctions 05-17-2016 15:15:09

## ADC Budgeting Correction (Change)

---

August 2015 tiered income budgeting was implemented for ADC. When households passed the first income test, their budget continued on to determine the grant eligibility amount. If the first income test had failed, the ADC budgeting stopped. If there was also an AABD/PMT budget, allocation should have been considered.

A fix has been implemented so that when ADC is budgeted and the first income tier fails, the income will be budgeted down to a net income amount as it previously did, prior to August 2015. This will determine the amount for the allocation. If there is an actual AABD budget or a launched AABD budget within, all budgeting will follow appropriate allocation rules currently existing in N-FOCUS.

**Note:** If the ADC passes with an allocation out and zero grant and there is NOT an open AABD/PMT case, the worker should close the ADC Case for over income and complete a notice tempate. Failing to close the ADC Case, the come-up month will exempt the Household from the initial income test and apply the 50%. This is an error. The August release will implement a fix to this scenario.

## ADC Budgeting Enhancement (Change)

---

The April release will conclude ADC Budgeting Enhancement. AABD/PMT budgeting logic will be added to ADC and eliminate the need to open both grant programs together. N-FOCUS will be coded to recognize budgeting for both combined programs (ADC and AABD/PMT) and ADC program by itself with additional household members who are ineligible for ADC because of one or more of the following conditions.

ADC Ineligible Participant(s):

- Current pay Supplemental Security Income (SSI);
- SSI FBR;
- Current pay Supplemental Security Income (SSI) and SSI FBR;
- Receiving Social Security Income and is age 65 or older including month turning age 65; or
- Age is less than 65, is receiving Social Security Income and has a Medical Impairment type of SSA-SSI Blind or SSA-SSI Disabled or
- Has a Medical Impairment type of SSA-SSI Blind or SSA-SSI Disabled.

## Combined AABD/ADC Allocation Mixed Program Configuration

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In a household when all members are related, all participants who are ADC ineligible (AABD eligible) must either all be budgeted in AABD/PMT program case or processed through the new AABD logic within ADC.

When budgeting begins, family relationships will be reviewed and compared to the listed criteria for ADC ineligibility above. If one family member is a participant in AABD, all other family members who are AABD eligible must also be determined in an AABD program. ADC budgeting will stop and prompt the worker to make program changes with AABD eligible household members.

### Invalid or Missing Roles(s)

Unable to run Grant Budget Category.

Persons below are potentially eligible for AABD/PMT, but not all are Active or Pending in an AABD program case.

If the household did not apply for AABD/PMT, go to Case Actions and close all AABD program cases. If the household did apply for AABD/PMT, go to Case Actions and add or reopen all AABD/PMT programs cases for the following.

John Jones 05-19-1970

Allocation out from AABD/PMT will continue to display in the AABD program case budget summary and now also in the ADC summary behind allocation in amount. If income allocates to the ADC budget, this amount will display on the allocation line as it currently does.

For ADC allocation out, the budget summary in AABD will display income in. ADC budget summary will display as it currently does the calculations behind amount allocating out.

If no allocation occurs the a window displays with “No Allocation Out for this Budget” behind all allocation out amount budgets lines.

**Work-A-Round:** If an AABD eligible person is in a sanction and not eligible for AABD grant, do not approve the grant payment. The grant amount will need to be overridden to zero. Follow the process if a household has applied for AABD and ADC, and has more than one AABD eligible household member with one being in a sanction.

### Sanction, Excluding CSE Sanction

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- Open AABD eligible in AABD program with sanction remaining
- Determine budgets
- If grant eligible, override grant to zero
- Repeat until all budget months are calculated
- Revise notice
- Narrate

### AABD Budgeting Within ADC

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Workers will no longer be forced to open an AABD/PMT case for each household member who is potentially eligible prior to ADC budgeting.

If roles of Financially Responsible spouse/parent in the Master Case exist in ADC and are also ineligible ADC participants as defined above, an AABD budget will launch within ADC. If any of their children (bio, step or adopt) in the household are AABD eligible, they will qualify for an AABD budget launch also. Married spouses living together will participate within the same AABD budget. Married defined in same Household with a marriage date and no divorce date.

This AABD budget will not be associated to a program that has been pended or tied from an application. It is created only on household roles within ADC and family relationships. Therefore, a history of this budget will not appear in summary independently nor will it be authorized. The worker will be prompted to select and determine how income is to be applied to each ADC and AABD programs.

The AABD budget, launched within ADC, takes the place of an actual AABD Program Case for the purposes of combined budgeting and income allocation. This logic will keep those who are ineligible for ADC and their income from wrongfully calculated in the ADC program case. The exception is assigned child support, this income type will be allowed for ADC grant comparison.

Ineligible ADC participant financials, such as income and resources, will be calculated in the AABD budget and excluded in ADC with reason of “budgeting rules”. A full AABD budget will be calculated based on rules within N-FOCUS currently considering resource limits, standard of need, shelter costs, special requirements, budgetary need, total countable income, federal benefit rate and total requirement.

This budget will serve the purpose to determine if AABD budget calculation pass/fail. No grant eligibility determination. If the total countable income from the launched AABD budget is greater than the total requirements, the budget will show an excess and this becomes the allocation out amount. The allocation can go out to ADC, another AABD budget or a combination depending on financial responsibility. The excess is divided by related budgets. If allocation out occurs, this amount will display in the ADC budget behind the allocation in line.

No changes will be made to current allocation logic. They are as follows. The allocation hierarchy is spouse to spouse, parent to child. When allocation out amount must split between children, the amount will be divided evenly. Once a participant has received an allocation amount, they do not receive another share, the exception of an SSI child and a failed AABD budget. Their portion of a allocation split is moved to the other child or children.

The AABD budgets are set aside until ADC budgeting is completed.

- If excess income from an AABD was determined, this excess income will be calculated in the ADC budget.
- If excess income from ADC was determined, this excess income will be calculated in the AABD budget.

**Note:** *If the ADC passes with an allocation out and zero grant and there is NOT an open AABD/PMT case, SSW should close the ADC for over income and complete a notice tempate. Failing to close the ADC, the come-up month will exopt the HH Financially Responsibleom the initial income test and apply the 50%. This is an error. August release will implement a fix to this scenario.*



## Expert System Notice

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With the November release, ADC ineligible (AABD eligible) participants could not be added to ADC. Therefore, applicants were not receiving notice they were denied or not included for ADC. Currently, those participants are being pended in an AABD program and received notice of eligibility within that action. With the launch of Phase II the case worker will no longer need to open the AABD program case therefore no notice of any eligibility will be provided to those individuals.

When the AABD budget is launched through ADC, any Financially Responsible or child who is AABD eligible will be launched into an AABD budget. This will change Financially Responsible reason from parent/spouse in MC to parent/spouse in other PC with status reason of in other case. The Financially Responsible status reason will be changed to “applying for/receiving other assistance” and the CO will also have the same status reason added. These changes will trigger notices to create ADC denial reason for those persons. The pending ADC case will be budgeted, approved or denied appropriately for all other ADC eligible household participants.

Because the status reason is added to the Financially Responsible or child in related program case, the notice will identify those persons as ineligible and add them as denied for ADC with reason “applying/receiving other assistance”. This new notice logic will not be applied to review application when benefits are continued as no change is made to existing roles and status reasons to trigger a notice. If a participant is closed for another reason by the worker in participant actions, and the receiving other assistance” occurs with a launched AABD budget, the new reason will overlay the previously selected closure reason.

## SNAP Budgeting Change Report (Change)

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With this release, when authorizing a SNAP Budget, Change Reporting will no longer be a selection for a SNAP reporting category. The only options that will be displayed when selecting a reporting category will be Simplified Reporting (SR) and Transitional Benefit Reporting (TBR).

Program Case:			
BLUM	B0	SNAP	2109554

Reporting Category:

Certification Begin Date:

Certification End Date:

OK Cancel Help

Change Reporting not valid reporting category budgets after 04/2016

When Simplified Reporting is selected, Expert System logic will review the household members in the SNAP unit and if **all** adult household members (age 19 or older) are Elderly (60 or older) and/or Disabled and there is no Earned Income, Expert System logic will suggest a 12 month Certification Period.

Certification Period

Program Case:  

BLUM	B0	SNAP	2109554
------	----	------	---------

Reporting Category:

Certification Begin Date:

Certification End Date:

OK Cancel Help

Change Reporting not valid reporting category budgets after 04/2016

If the SNAP household does not meet those requirements, Expert System logic will suggest a 6 month Certification Period. **(NOTE: The Certification period that is displayed when the reporting category is selected is only a suggestion.)** The Certification End Date can be edited as needed. It is the user’s responsibility to make sure the Reporting Category and Certification Period is correct.

Certification Period

Program Case:  

BLUM	B0	SNAP	2109554
------	----	------	---------

Reporting Category:

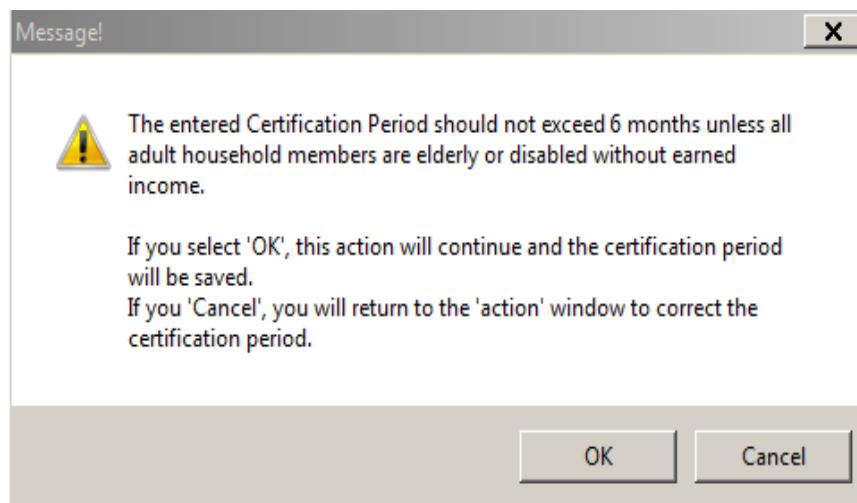
Certification Begin Date:

Certification End Date:

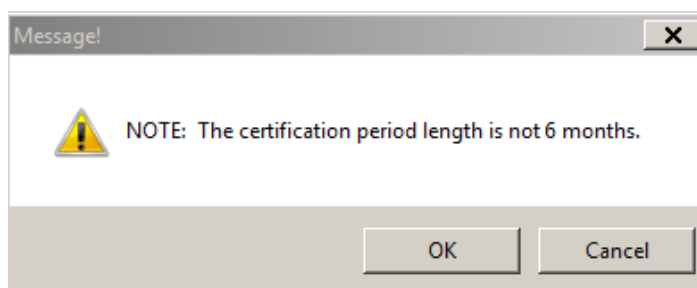
OK Cancel Help

Change Reporting not valid reporting category budgets after 04/2016

When the reporting category is Simplified Reporting with a 12 month Certification Period, the user will receive a pop up stating the entered Certification Period Should not exceed 6 months unless adult household members are elderly or disabled without earned income. This is just a reminder message that only household where all adult members are Elderly and/or disabled and have no earned income should be in a 12 month Certification Period. This will not stop budgeting.



If Expert System does not suggest a 12 month certification Period and the Certification is manually changed to 12 months, the user will receive a pop up that states Note: The Certification period length is not 6 months. This is a chance for the user to review that the Reporting Category and Certification Period are correct. This will not stop the user from Budgeting.



Regular and Recalculated budgets authorized for March 2016 will display Simplified Reporting, Transitional Benefit Reporting, and Change Reporting. If Simplified Reporting is selected for a budget March 2016 and back, Expert System will only suggest a 6 month Certification Period. It will not do a review of the Household members to determine if the Simplified Reporting category should be a 6 month or a 12 month Certification Period.

For ongoing SNAP cases, when running a budget for April 2016 forward you will have to pick a new reporting category as Change Reporting has been removed. If you select Simplified Reporting, Expert System will review if all Adult Household members are elderly and/or disabled with no earned income. If they meet those requirements, Expert System will shorten the Certification Period if there are more than 12 months remaining in the existing Certification period.

**Example:** If the SNAP case is in Change Reporting and they are in month 4 of the Certification Period (existing Certification Period is 12/01/2015 to 11/30/2017) and the Reporting Category is changed to Simplified Reporting for month 5 of the Certification Period (for benefit month 04/01/2016) and all adult household members are Elderly and/or Disabled with no Earned Income, Expert System will shorten the Certification Period to 12 months from the month of change (new Certification Period is 12/01/2015 to 03/31/2017, 12 months from the month of change).

If there are less than 12 months left in the existing certification period, the Certification Period will remain the same.

**Example:** If the SNAP case is in Change Reporting and they are in month 20 of the Certification Period (08/01/2014 to 07/31/2016) and the Reporting Category is change to Simplified Reporting for month 21 (for benefit month 04/01/2016) and all adult household members are Elderly and/or Disabled with no earned income, no changes will be made to the certification period as there is less than 12 months left in the existing Certification Period.

If the Ongoing SNAP case does not meet the requirements of all adult household members being elderly and/or disabled with no earned income, Expert System will shorten the Certification Period if there is more than 6 months remaining in the existing Certification period. For example: if the SNAP case is in Change Reporting and they are in month 4 of the Certification Period (existing Certification Period is 12/01/2015 to 11/30/2017) and the Reporting Category is changed to Simplified Reporting for month 5 of the Certification Period (for benefit month 04/01/2016) and the SNAP household does not meet the requirements for a 12 month certification period, Expert System will shorten the Certification Period to 6 months from the month of change (new Certification Period is 12/01/2015 to 09/30/2016, 6 months from the month of change). If there is less than 6 months left in the existing certification period, the Certification Period will remain the same.

**Example:** If the SNAP case is in Change Reporting and they are in month 20 of the Certification Period (08/01/2014 to 07/31/2016) and the Reporting Category is change to Simplified Reporting for month 21 (for benefit month 04/01/2016) and the SNAP household does not meet the requirements for a 12 month certification period no changes will be made to the certification period as there is less than 6 months left in the existing Certification Period.

**Note:** At this time, Self-Employment income and Income listed as SNAP Other are not recognized as Earned Income and Expert System logic will continue to suggest a 12 month Certification Period when those income types are present. Users will need to review the SNAP case to determine if the SNAP Program should have a Certification Period of 12 months or 6 months. Currently the system will review all income including income listed as closed and may not suggest a 12 month Certification Period. Expert System cannot distinguish EA income and MLTC income. If there is income listed for an Adult household member as MLTC income and that adult is a participant in the SNAP Case, it will be reviewed and determined there is earned income for the SNAP household and the system may suggest a 6 month certification period. User will need to review the SNAP case to determine what length the Certification Period should be. The end date can be manually edited if needed.

In situations where the user changes the SNAP certification period due to a change from CHANGE REPORTING to SIMPLIFIED REPORTING, and the new end date is for the come up month, allowing for ten-day notice, a REVIEW/RECERT pre-populated application will not be created for the SNAP case (these are generated on the first business day of the month prior to the month of review/recert). The worker will need to create the EXPIRATION OF CERTIFICATION - ELIGIBILITY REVIEW DUE notice in correspondence to alert the client of the need to re-apply.

## Verification Request Tracking (Change)

Verification requests can now be created while the case is checked out to the expert system. Verification requests are created from the Verification task using the verification request tab.

To create a Verification Request in Expert System, follow these steps:

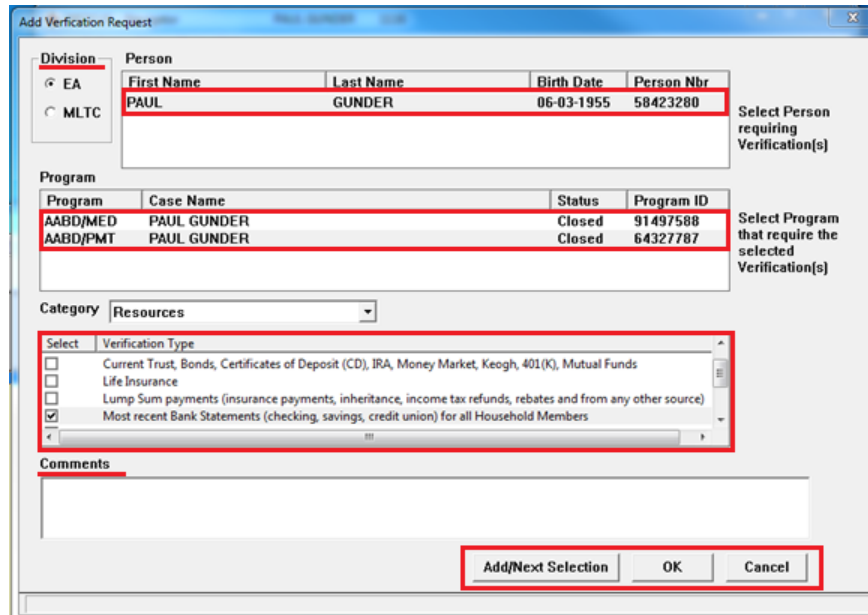
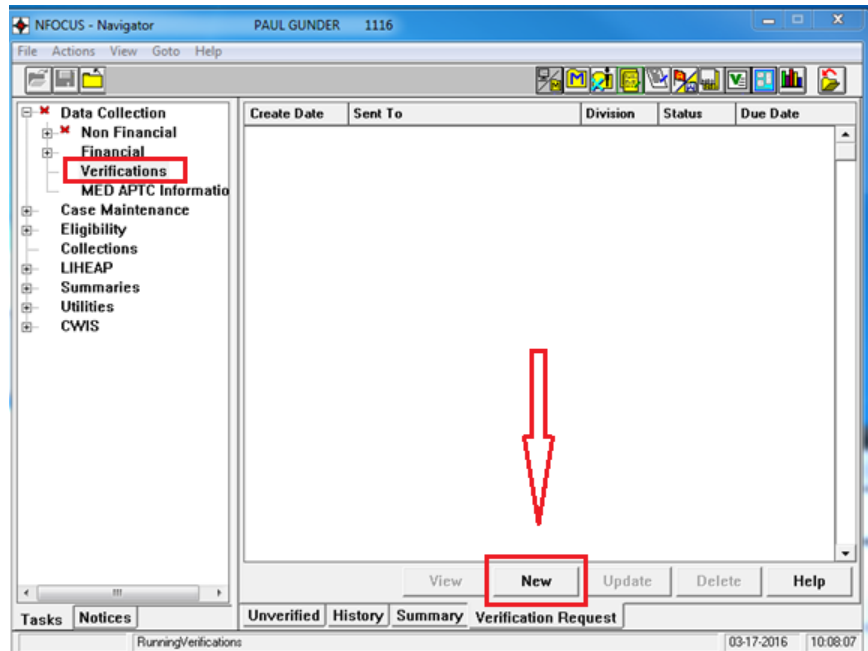
1. Select New to create a request.

The Add Verification Request window opens.

2. Select the Division, person, program, category, and verification type.

3. Add Comments as needed.

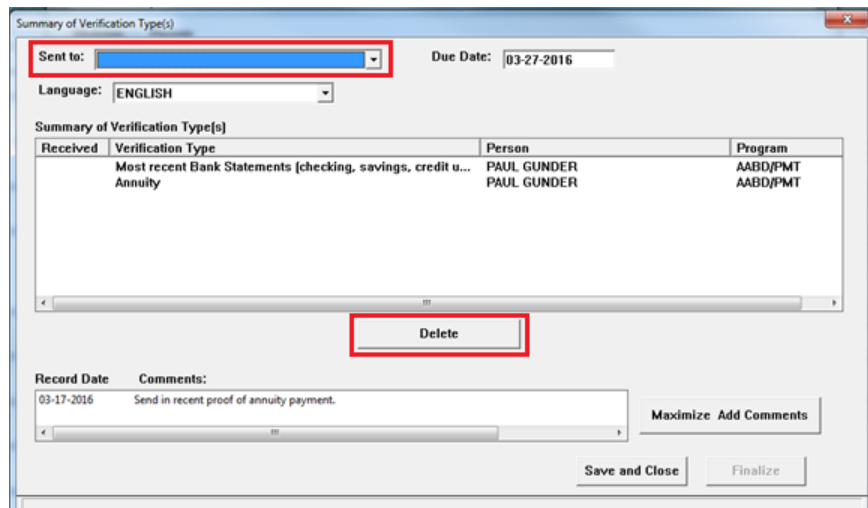
**Note:** You can continue to add categories and types for the same person and program. If you need to add another person or program, select the Add/Next Selection button. When all items have been added select the OK button. The Complete Verification Request question appears.



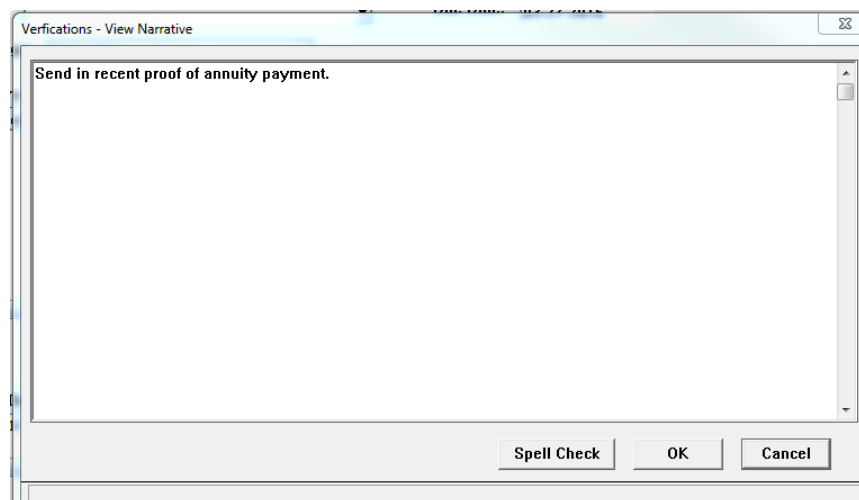
4. Answer the Complete Verification Request question as appropriate.
  - a. Answer no if you want to continue processing the case and then come back to the VR to add more items and finalize it later.
  - b. Answer yes if you are ready to finalize the request. The Summary of Verification Type(s) window opens.



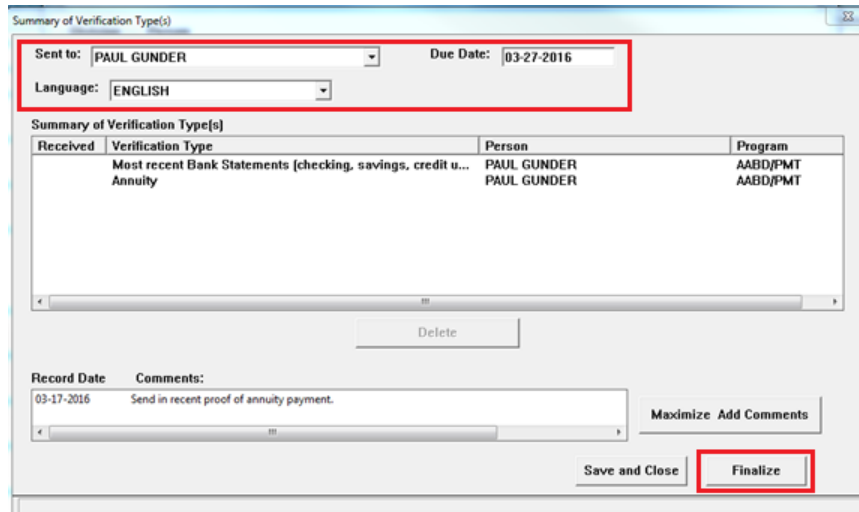
5. A Sent To person must be selected.
6. The due date defaults to 10 days in the future but it can be changed.
7. The language defaults to English and can be changed to Spanish.



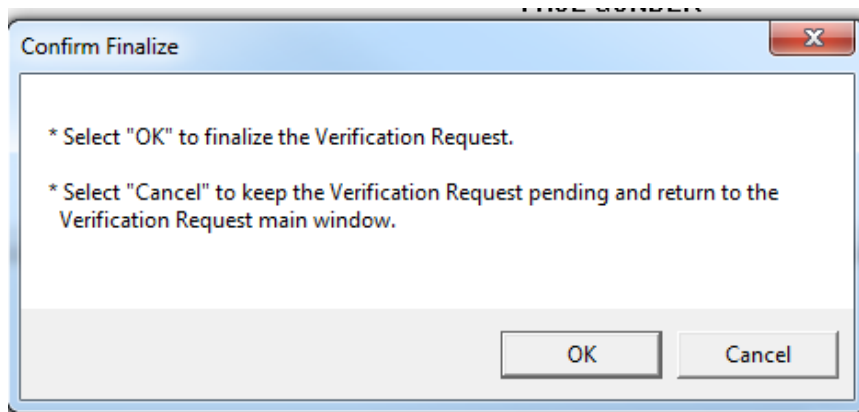
**Note:** Items can be deleted from the request by selecting an item and clicking the Delete button. Comments can be added by using the Maximize/Add Comments option which opens the Verifications-View Narrative window.



**Note:** Comments can be added or edited. Spell check can be performed. Spell Check will be disabled if there are no comments. Click on OK when finished and you will be returned to the Summary of VR Types window.



8. The Finalize button is enabled when the Sent To, Due Date, and Language are populated.
  - a. If you decide you are not ready to finalize select Save and Close.
  - b. If you are finished then select Finalize. The Confirm Finalize will open.



9. Select Ok and the VR status is now open.

**Note:** A VR in open status cannot be edited. A VR that was created and finalized while the case is checked out can only be deleted by overriding the check out.

If you cancel from the Confirm Finalize message you will be taken to the Verification Request main window and the VR will be in pending status. Edits can be made as long as the VR is in pending status.

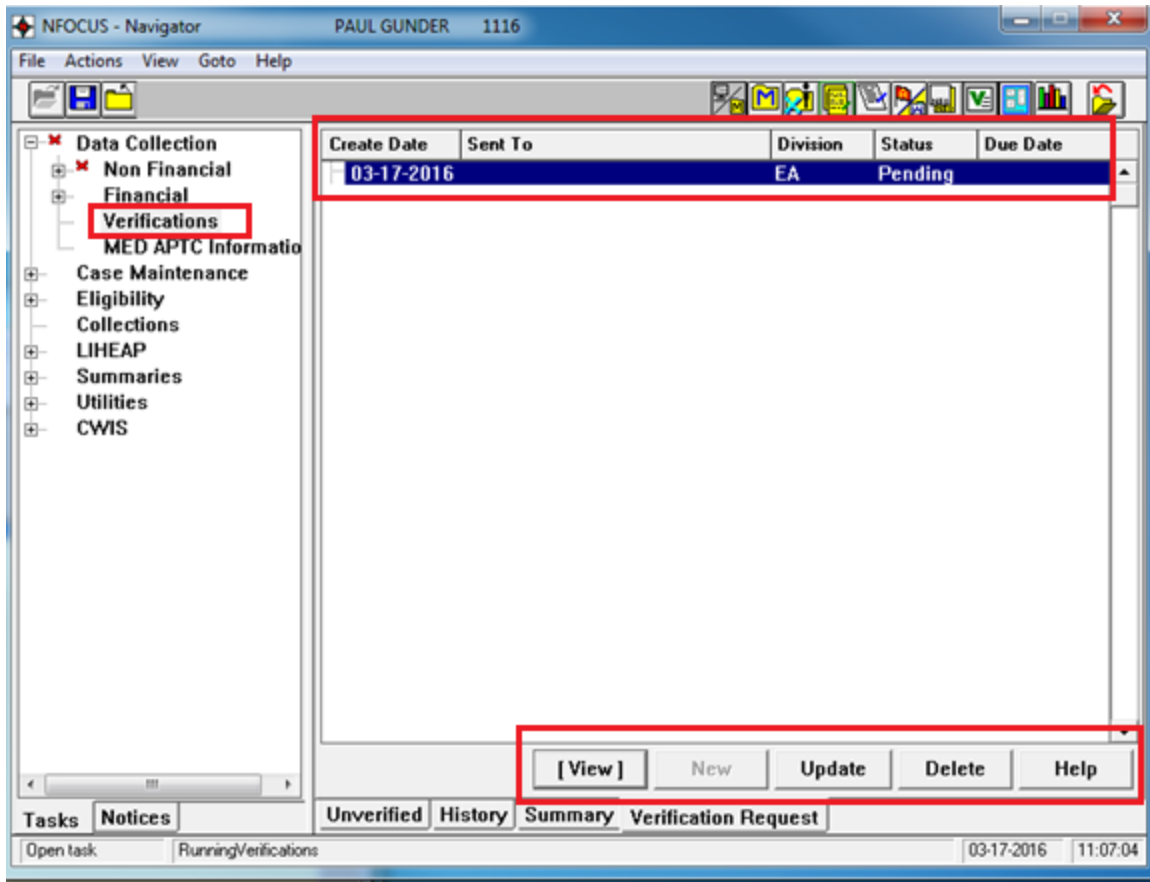
The VR will be in pending status anytime you leave the VR request without finalizing. This happens when you answer no to the finalize question or when you cancel from the Confirm finalize window.

## Finalizing a Pending Verification Request

When a Verification Request is in pending status it can be changed and finalized. To do so follow these steps:

1. From the Verification task and the Verification Request tab, a list of all pending and open Verification Requests display.
2. Select the Pending Verification Request.

The View, Update and Delete buttons are enabled.



**View:** is a view only of the entire VR, no edits can be made.

**Delete:** Will delete the pending VR. Delete cannot be used on a VR in open status.

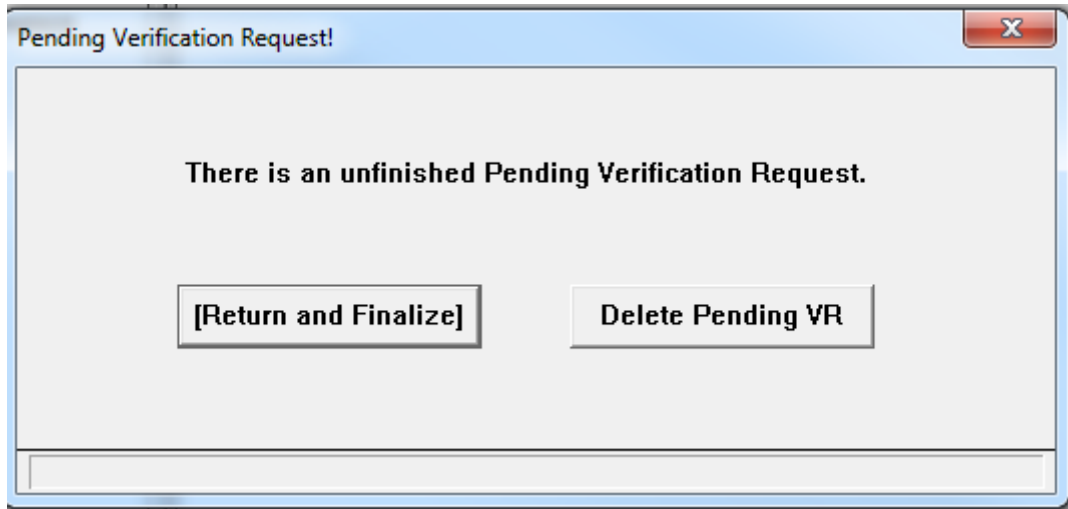
**Update:** Will allow you to complete the pending VR. Selecting Update opens the Add Verification Request window. Items and comments can be added.

3. Select Ok when ready to finalize the Verification Request.

**Note:** When the selected Verification Request is in open status the View and Update buttons will be enabled. View will allow the user to view the entire VR but no edits can be made. Update will allow the user to mark items as received, close the VR, or Add/Resend comments.



Only one VR can be in pending status. The New button will be disabled if there is a VR in pending status. The Master Case cannot be checked in if there is a VR in pending status. If you try to exit the expert system with a VR in pending status you will receive the following message:



The pending VR can be deleted or you can opt to return to the verification task and finalize the request.

### [LIHEAP Performance Measures Phase I \(Change\)](#)

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New Federal reporting requirements have been provided to Nebraska. As a result, multiple changes have been required to be made to the E-application and to N-FOCUS in order to gather and store the needed information to allow Nebraska to report out. The documentation of these changes will appear in both the ACCESSNebraska section (Web Changes) and the General Interest and Mainframe sections (N-FOCUS Changes) of this document.

## LIHEAP Case Information

Prior to the April release, you would need to indicate a household's LIHEAP priority based on age, incapacity or none. The priority selection drop-down has been removed.

Last Name	First Name	Pgm Case Num	Effective Date
MILLS	MURRAY	34339173	10-01-2013

Dwelling Type:

Heat included in Rent?     Cooling included in Rent?

Heating Fuel:

Pay Heating Provider:     Yes     No

Electric / Cooling:

Pay Cooling Provider:     Yes     No

Effective Date:

OK    Cancel    Help

New check boxes have been added to allow recording of situations where certain utility expenses are included in the client's rent expense. If the household pays their heating utility through their rent expense, the "Heat included in Rent?" checkbox should be marked. If the household pays the cooling/electricity utility through their rent expense, the "Cooling included in Rent?" checkbox should be marked. The "included in rent" boxes should be left unmarked if the household pays the utility expenses separately from their rent expense (receives utility bill separate from their rent bill).

When "Heat included in Rent?" check box is selected, "Pay Heating Provider" is set to NO. When "Cooling included in Rent?" check box is selected, "Pay Cooling Provider" is set to NO.

Last Name	First Name	Pgm Case Num	Effective Date
MILLS	MURRAY	34339173	10-01-2013

Dwelling Type:

Heat included in Rent?     Cooling included in Rent?

Heating Fuel:

Pay Heating Provider:     Yes     No

Electric / Cooling:

Pay Cooling Provider:     Yes     No

Effective Date:

OK    Cancel    Help

*(This auto-selection can be manually changed to YES, but it will be important to ensure that the provider that user is intending to have paid is loaded on NFOCUS as a utility provider for that fuel type.)*

The new label for “Cooling” is “Electric/Cooling”. The choices are limited to “Electric” and “Other”. N-FOCUS will auto-populate the Electric/Cooling fuel type as “Electricity” and should not need to be changed.

Add LIHEAP Case Information

Last Name	First Name	Pgm Case Num	Effective Date
MILLS	MURRAY	34339173	10-01-2013

Dwelling Type:

Heat included in Rent?     Cooling included in Rent?

Heating Fuel:

Pay Heating Provider:  Yes     No

Electric / Cooling:   
Electricity  
Other

Pay Cooling Provider:

Effective Date:

OK    Cancel    Help

## LIHEAP Accounts/Provider

The LIHEAP Case Information section will display all current LIHEAP program case providers that have been selected.

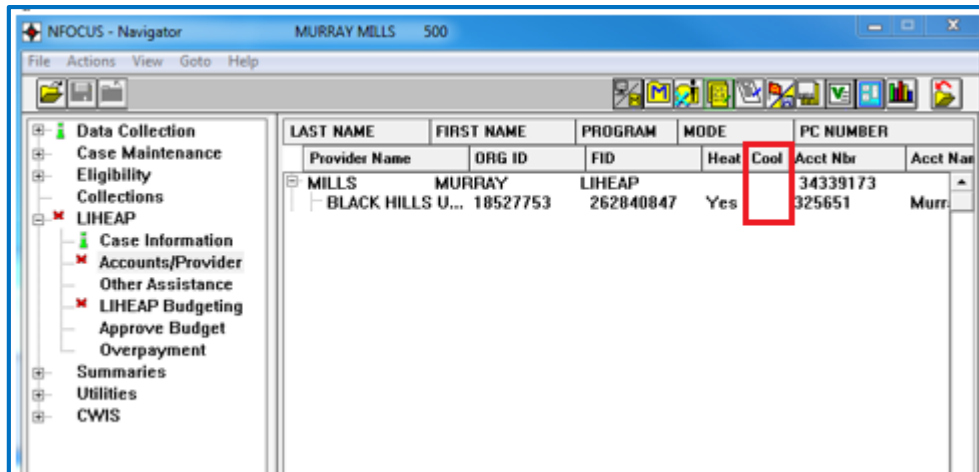
To enter a provider for one of the LIHEAP assistance types, user will need to select one of the type lines in the LIHEAP Case Information section. Once a line is selected, this will enable the “Search Providers” push button.

Logic will require entry in all fields (Provider Name, Account Name, Account/Invoice Number, and Begin Date) before the “OK” button will be enabled when adding/updating a provider/account on this screen. The End Date field is not a required field for current accounts. (User can select Cancel at any point to reset any changes that were not saved during user’s current session on that window.)

Fuel Type	Pay Prov	Provider	Inc Rent	Begin Date
Heating	Natural Gas	yes	no	10-01-2013
Cooling/Electric	Electricity	yes	no	10-01-2013
Other				

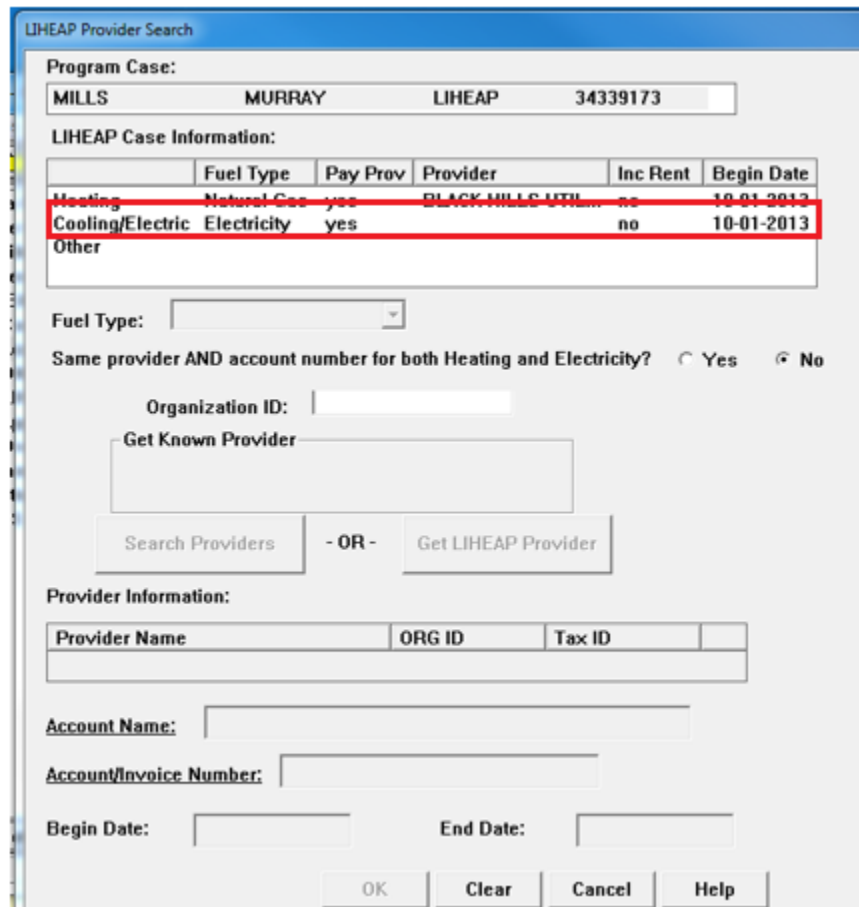
**Note:** The system will require that a provider be entered for all dates from the “Begin Date” shown in the LIHEAP Case Information box. In the example above (see green box), if user is trying to enter a Natural Gas provider and enters a begin date of 1/1/2015, the Accounts/Provider Task will continue to have a Red X due to the dates 10/1/2013 to 12/31/2014 not having a provider entered for those dates. This will be true for both the Heating provider and the Cooling/Electric provider entries.

Once OK has been selected user will be returned to the Accounts/Provider Inquiry window which will display the information that has been entered (Heat column displays YES to show provider entered for that type, but Cooling column does not have a YES displayed, so Cooling provider is still needed)

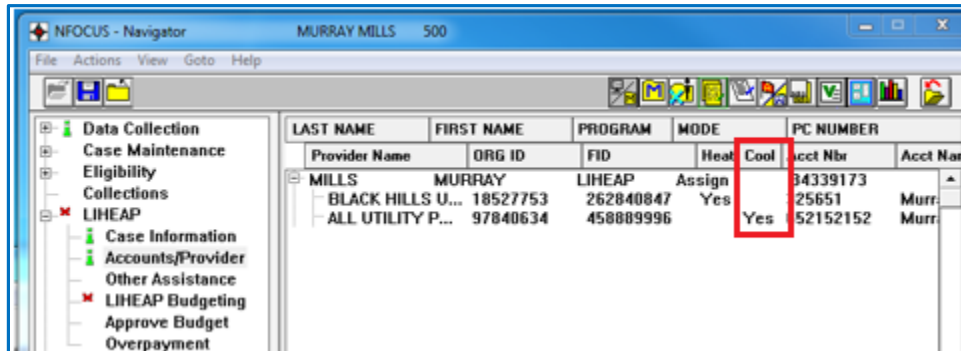


DHHS’s Federal reporting requirements require collection of account information for both the Heating utility provider/account as well as the Cooling/Electric provider/account for all LIHEAP participants. As a result, N-FOCUS logic will require entry of a provider for both Heating and Cooling/Electric assistance types before LIHEAP budgeting will be allowed.

In the screen example below, a provider still needs to be entered for the “Cooling/Electric” assistance type. The “Cooling/Electric” assistance type should be selected, which will again enable user to search for the needed provider for that utility.



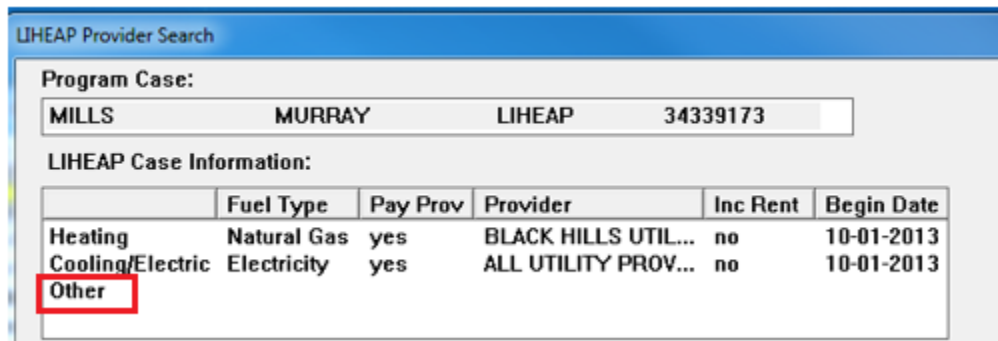
Cooling/Electric provider now entered as YES is displayed under both Heating and Cooling columns.



\*\*If the household has the same utility provider for both Heating and Electricity, you will need to change the "Same Provider..." indicator to 'YES' (this is defaulted to 'NO' by N-FOCUS).

*By indicating that they are the same provider AND account number, entry of the second account name and account number information is not required.*

Entry of a provider for the 'Other' type is only required if the user is needing to run budgeting for a fuel type that is different from the fuel type that is associated with the Heating or Cooling/Electric providers which were entered.



**Note:** In the example above, budgeting could be run for fuel types of Natural Gas or Electricity.

## LIHEAP Budget (Change)

There have been a couple of notable changes made within LIHEAP Budgeting. The entry and functioning of the “Select Budget Type and Year” (below) window remain as they previously were.

The dialog box titled "Select Budget Type and Year" contains the following fields:

- Program Case:** A table with columns for Program Case, Name, Type, and ID. The row contains: MILLS, MURRAY, LIHEAP, 34339173.
- Budget Type:** A dropdown menu with "HEATING" selected.
- Energy Year:** A dropdown menu with "10-1-2015 to 9-30-2016" selected.
- Buttons:** OK, Cancel, and Help.

Upon selecting ‘OK’ you will then be prompted to confirm provider, account and living arrangement information. If the information is found to be incorrect, (as the last statement on the window below states) the user may choose to “Cancel” from the window. This will stop budgeting and allow the user to make changes within the appropriate task area, then return to the LIHEAP budgeting task to complete budgeting.

The "Confirm Provider and Living Arrangement" dialog box contains the following information:

- Program Case:** MILLS, MURRAY, LIHEAP, 34339173
- Budget Type:** Heating
- Provider Information:** A table with columns: Fuel Type, Pay Prov, Inc Rent, Provider, Account, Begin Date. Row: Natural Gas, yes, no, BLACK HILLS UTILITY ..., 325651, 10-01-2013.
- Living Arrangement:** House
- Confirmation:** "Is this information correct?" and "If not, select Cancel and return to Case Information or Accounts/Provider to make updates."
- Buttons:** OK, Cancel.

The NFOCUS - Navigator window shows a tree view with the following items:

- Data Collection
- Case Maintenance
- Eligibility
- Collections
- LIHEAP
  - Case Information
  - Accounts/Provider
  - Other Assistance
  - LIHEAP Budgeting
  - Approve Budget
  - Overpayment

A red arrow points from the "Accounts/Provider" item in the Navigator to the "Confirm Provider and Living Arrangement" dialog box.

When the user selects ‘OK’ on the Confirmation Window, the Energy Status window will be presented. The user will be required to select a Yes/No response to each of the 4 household vulnerability questions with regards to the applicant household’s current situation on each budget that is run (not including MESA runs). These responses will be used to classify which Federal reporting category each budgeted LIHEAP payment should fall into. A response is needed for each of the 4 questions before ‘OK’ will be enabled to allow budgeting to continue. The user may select ‘Cancel’, which will also stop the budgeting process.

Household Energy Status Questions

Have utilities been shut off ?  Yes  No

Is the household out of heating fuel ?  Yes  No

Does the household have a disconnect or past due notice ?  Yes  No

Is the household nearly out of heating fuel ?  Yes  No

OK Cancel Help

The user is next presented with the “LIHEAP Income Selection” screen. This functionality remains the same.

LIHEAP Income Selection

What method should be used to calculate income in the LIHEAP budget?

Project Income

OK Cancel Help

Benefit Summary Energy Year: 10-2015 to 9-2016

MILLS, MURRAY	LIHEAP	Regular
Energy Year 10-2015 to 9-2016		Unit Size 1
Budget Type	HEATING	Fuel Type Natural Gas
Calculation Method Project Income		Dwelling Type House
Resource Total	0.00	Paid To Provider
Resource Limit	0.00	* Included in Rent
Resource Test:	Exempt	LIHEAP Need Amount
Public Assistance Grant	0.00	LIHEAP Prorate Amount
Self Employment Income	0.00	Authorized Amount
Earned Income	0.00	
Unearned Income	13156.80	
Expenses	1156.80	
Total before Disregard	12000.00	
Maximum Allowable Income	15301.00	
Income Test:	Pass	
Earned Income Disregard	0.00	
Total Countable Income	12000.00	Creation Date 03-17-2016

OK Help

“Included in Rent” will be displayed here if the checkbox was marked for that utility on the LIHEAP Case Information task screen.



*Resource Limit (Change)*

LIHEAP will no longer have a Resource Limit. The Resource total will show \$0.00 and the Resource Test will be Exempt.

LAWS, ANNIE		LIHEAP		Regular	
Energy Year	10-2015 to 9-2016	Unit Size			3
Budget Type	HEATING	Fuel Type		Electricity	
Calculation Method		Dwelling Type		Apartment, Duplex, Triplex, etc.	
Project Income		Paid To		Provider	
Resource Total	0.00				
Resource Limit	0.00				
Resource Test:	Exempt				
Public Assistance Grant	6060.00	LIHEAP Need Amount		340.00	
Self Employment Income	0.00	LIHEAP Prorate Amount		340.00	
Earned Income	0.00	Authorized Amount		340.00	
Unearned Income	0.00				
Expenses	0.00				
Total before Disregard	6060.00				
Maximum Allowable Income	26117.00				
Income Test:	Pass				
Earned Income Disregard	0.00	Creation Date		11-13-2015	
Total Countable Income	6060.00				

*LIHEAP Unit Size Details (Change)*

The responses to the four household vulnerability questions that were provided will now be displayed here to allow for reference of what household's situation was like at the time the budget was authorized.

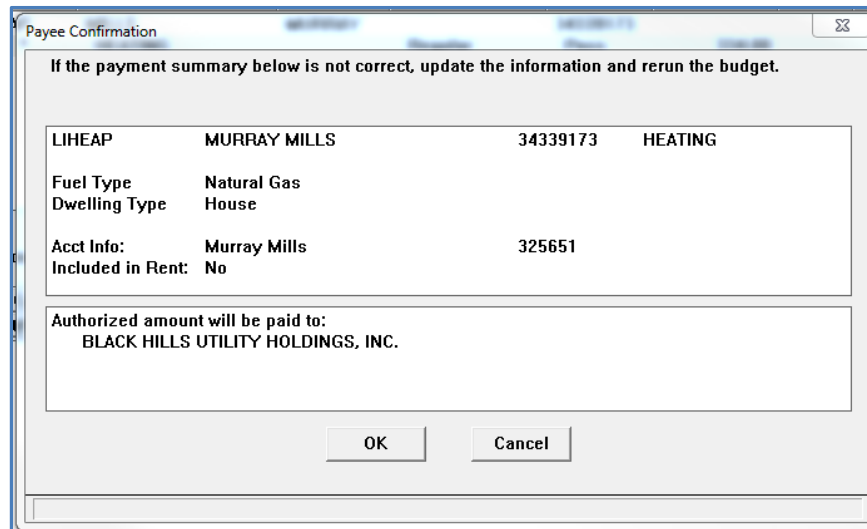
Name	DOB	Role	FR Rsn	Status	Stat Rsn
HILLS, MURRAY	04-18-1940	Particip		PE	

Caseworker Name: GORDON SHUMWAY

Energy Status Questions

Utilities shot off? Y  
Out of heating fuel? Y  
Utilities past due? N  
Low on heating fuel? N

Upon "OK" of Budgeting Authorization of Heating and Cooling type budgets, user will be presented with the Payee Confirmation screen. (See screen print on next page)



### LIHEAP Notices (Change)

A new disclaimer statement has been added to system generated notices related to the LIHEAP program. Due to federal reporting requirements, it will be necessary to communicate with utility providers and other Federal agencies regarding utility account and LIHEAP eligibility specifics in order to provide accurate data for federal reports. The following disclaimer language has been added to notices in order to notify applicants of the potential disclosure of their information:

“By applying for the LIHEAP (Energy Assistance) Program, The Applicant understands that the information collected on this form may be disclosed to energy programs operating under DHHS. DHHS may share and use information collected for purposes of referral, research, evaluation and analysis.”

### LIHEAP Spell Check (Change)

Spell check has been added to the following LIHEAP windows:

- LIHEAP Assistance Request Window in the LIHEAP Other Assistance Task
- Approve/Deny LIHEAP Budget in the LIHEAP Approve Budget Task

### OPPD Credit

LIHEAP Policy and N-FOCUS have been working with OPPD (Omaha Public Power District) on a project which will provide LIHEAP clients with a credit on their OPPD bill if they have low usage on their utility bills. DHHS will provide OPPD with verification of LIHEAP eligibility for clients eligible for this credit. If an OPPD client inquires about this program, please refer them to OPPD. OPPD will make the determination of the credit and if the household is eligible due to their usage level.

### Document Imaging Category (Change)

A new document imaging category of “Utility Bill” is now available. Policy has requested to have this category created specifically for utility bills related to LIHEAP eligibility. Karma Stockwell distributed information regarding this in a March 17, 2016 e-mail.

## AABD Exclude Supplemental Payment From Over Payment (Change)

With this release, AABD Supplemental payment types will be excluded from recalculated budgets.

Example: Previously, if in November 2015, an AABD Supplemental payment was issued. If a budget is recalculated for any month that supplemental issuance occurred, the supplemental amount would count as a total overpayment.

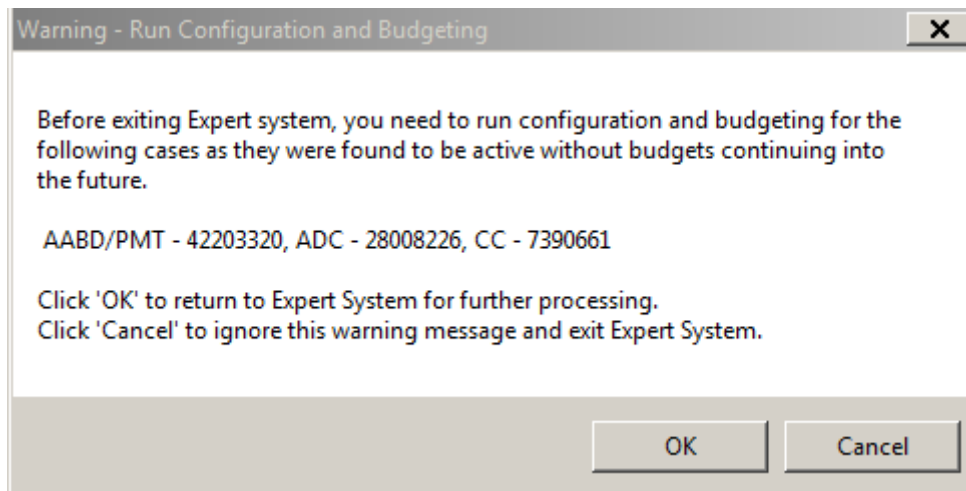
## Child Support and Parent Receiving SSI Income (Fix)

Prior releases excluded income of SSI recipients in ADC budgeting. This caused an issue when child support is assigned.

Child support is interfaced as the parent's income when assigned from CHARTS. If the parent was receiving SSI, child support was excluded for grant comparison. This has been fixed to allow for child support when assigned to be used in the comparison if the parent is also receiving SSI income.

## Exit Message (New)

A warning message has been added when exiting Expert System. If ADC, AABD/PMT, Child Care and/or Medicaid programs are in active status and the come up month has not budgeted, the following warning message will display.



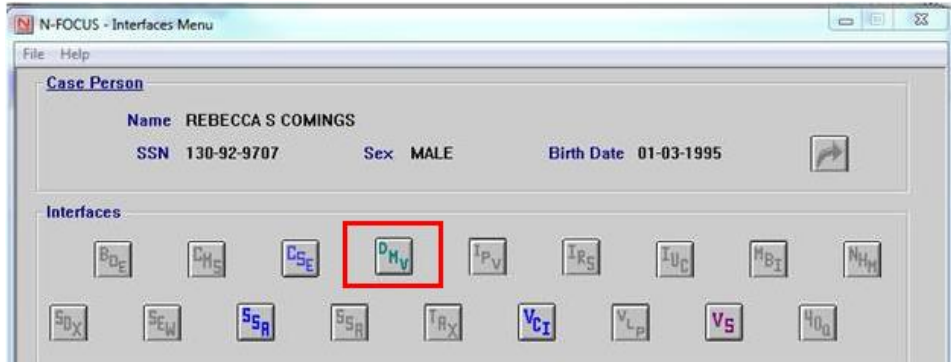
**OK** - will return to the navigation window. The budgeting buttons will not appear until “Budgeting” is double clicked. However any selection on the tree list may be made.

**Cancel** - will navigate to notices.

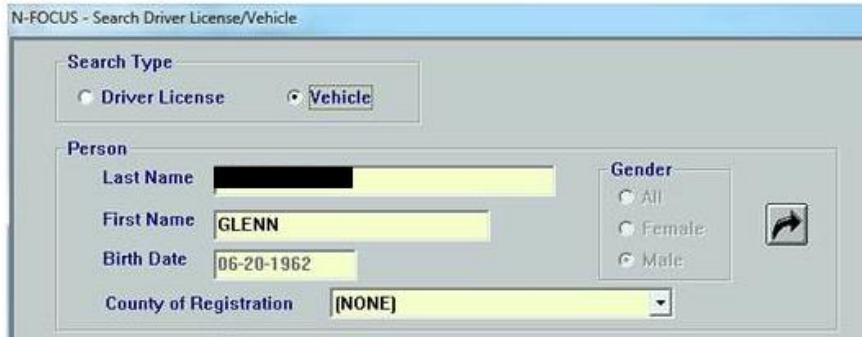
**Note:** Existing budgets will not delete. For example if a program is a processed through the come up month, a change is noticed and SSW goes back to a prior month to close a participant, the future budgets will still be available and not pop this message. If any change is made retro months, budgeting would still need to be processed through the come up month.

# N-FOCUS Tips

## Department of Motor Vehicles Interface



When you search the DMV interface and use the Person's Name information as your search criteria, you get back many vehicles that may belong to your client.



The screenshot shows the 'N-FOCUS - List Vehicle Information' window. The search criteria are Name: BRUMBAUGH, GLENN. The table below lists the search results:

Name	Year	Make	Model	Style	Plate Type	County Of Title	County Of Registration	VIN
BRUMBAUGH, GLENN	1971	INTL		CB		HARLAN		114501
[REDACTED], GLENN	1989	FORD	F15	PK		HARLAN		1FTDF1
[REDACTED], GLENN	1990	HMDE			XC		WEBSTER	
[REDACTED], GLENN	1972	BUIC	CNT	4T		HARLAN		4P39T2
[REDACTED], GLENN, S	1968	CHEV	XXX	XX	XC	WEBSTER		CE148J
[REDACTED], GLENN, S	1952	CHEV		SD	XC	WEBSTER		5KKA48
[REDACTED], GLENN, S	1949	CHEV			XC	WEBSTER		35JC13
[REDACTED], GLENN, S	1985	PLYM	VLE	SV	XC	HARLAN		2P4FHE
[REDACTED], GLENN, S	1961	FORD	GAL	4D	XC	FRANKLIN		1P52X1
[REDACTED], GLENN, S	1980	FORD	F10	PK	TC	WEBSTER	WEBSTER	F10EP6
[REDACTED], GLENN, S	1969	HOND	XXX	XX	TC	HARLAN		CM91A
[REDACTED], GLENN, S	2011	HOMD			XU		WEBSTER	
[REDACTED], GLENN, SHANE	1964	CHEV		PU	XU	WEBSTER		4C144J
[REDACTED], GLENN, SHANE	1982	CADI	FBR	4D	XU	WEBSTER		1G6AB8
[REDACTED], GLENN, SHANE	1979	OLDS	CCB	SW	XU	HARLAN		3H35F8

By narrowing your search by County of Registration, the result is the list of the person's vehicles that were registered in the selected county, not those that received their Title in the selected County.

N-FOCUS - Search Driver License/Vehicle

**Search Type**

Driver License  Vehicle

**Person**

Last Name: BRUMBAUGH

First Name: GLENN

Birth Date: 06-20-1962

**Gender**

All  Female  Male

**County of Registration**: Webster

N-FOCUS - List Vehicle Information

File View Help

Search Criteria: Name BRUMBAUGH,GLENN County of Registration Webster

Name	Year	Make	Model	Style	Plate Type	County Of Title	County Of Registration	VIN
GLENN	1990	HMDE			XC	WEBSTER	WEBSTER	
GLENN,S	2011	HOMD			XU	WEBSTER	WEBSTER	
GLENN,S	1980	FORD	F10	PK	TC	WEBSTER	WEBSTER	F10EPC