N-FOCUS Major Release Children and Family Services August 7, 2016

A Major Release of the N-FOCUS system is being implemented August 7, 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.

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

Developmental Disabilities and Resource Development Programs: N-FOCUS users who work directly with Developmental Disabilities programs and Resource Development. Those who work with the related Medicaid cases and functions should read these sections.

Note: These sections will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs and Resource Development.

Interfaces, Correspondence, Alerts and Document Imaging: All N-FOCUS users should read these sections.

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, Interfaces, Alerts, Document Imaging, Expert System etc) the functionality will be described in one primary location. Alerts, Work Tasks and Correspondence etc that are part of the new functionality and will be documented in the location that best describes the entire process and may also be discussed in the topic specific area.

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General Interest and Mainframe

Security Changes for Master Case (Change)

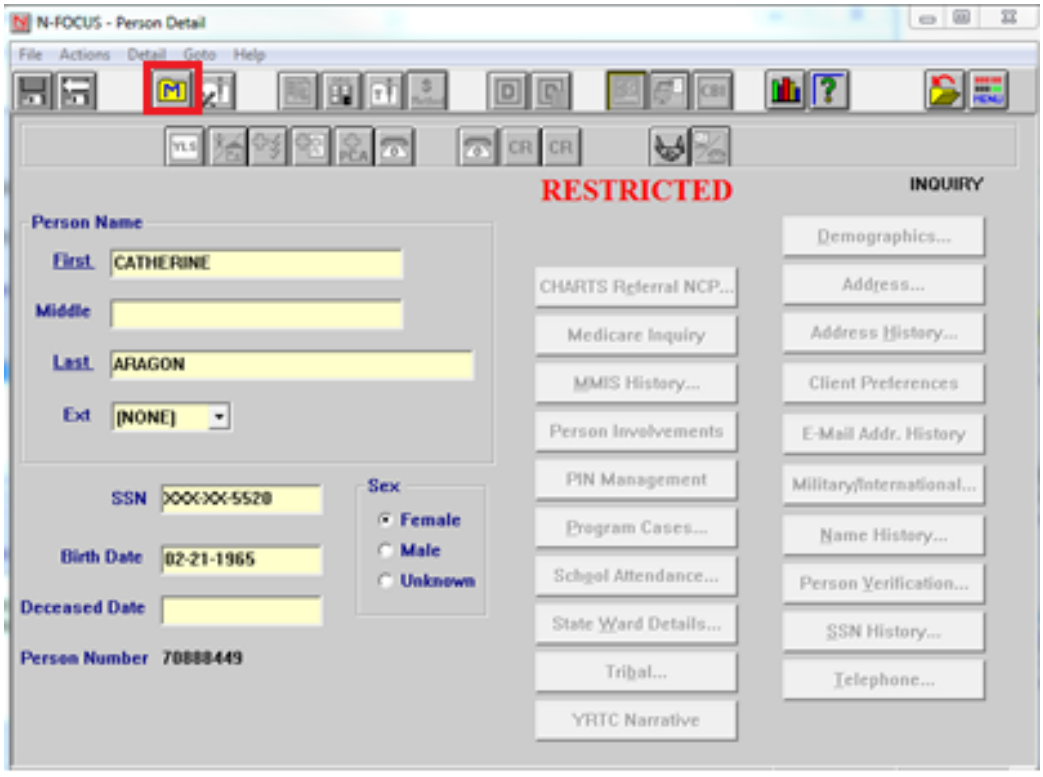
N-FOCUS is establishing a method to secure information and mask other identifying information for clients, who due to involvement in a domestic violence situation or another type of confidential situation need to have the access to their information in N-FOCUS restricted. When the Master Case and Persons are Restricted, the word RESTRICTED will display in red on the Detail Master Case window and on the Person Detail window of persons who are In the Household, Pending or Active in Program Cases in the MC.

This gives users a visual cue of the need for thorough confidentiality regarding the client.

When the Restriction is added, the ability to view information and work in the Master Case will be dependent upon the security of the user. See the section Security Access after a Restriction has been added for more information.

Picture of Master Case and Person Detail windows with restriction added, and the logged on user does not have the ability to view information. The Master Case will be in Inquiry status, with only the Assignment Icon enabled. This allows them to determine who the Assigned worker is. Users can not view narrative, budget summaries, Interface information, or flow to the Program Cases.

The only Icon enabled on the Person Detail window will be the MC icon, allowing users to go to the Detail Master Case window, where they can determine who is the assigned worker. No other icons or buttons will be enabled. Only the last four digits of the SSN will display.



Access when the Master Case is Restricted (New)

When a Master Case is Restricted, the access for users is dependent on either their Security or if they are the Assigned worker of a program case in the Master Case.

Assigned Worker

If the logged on worker is the Assigned worker or Additional Worker of at least one program case in the Master Case, the Master Case will be in Update status and all Buttons and Icons will be enabled for them. They will be able to view all information and work both in the Mainframe and Expert systems.

Unassigned Worker

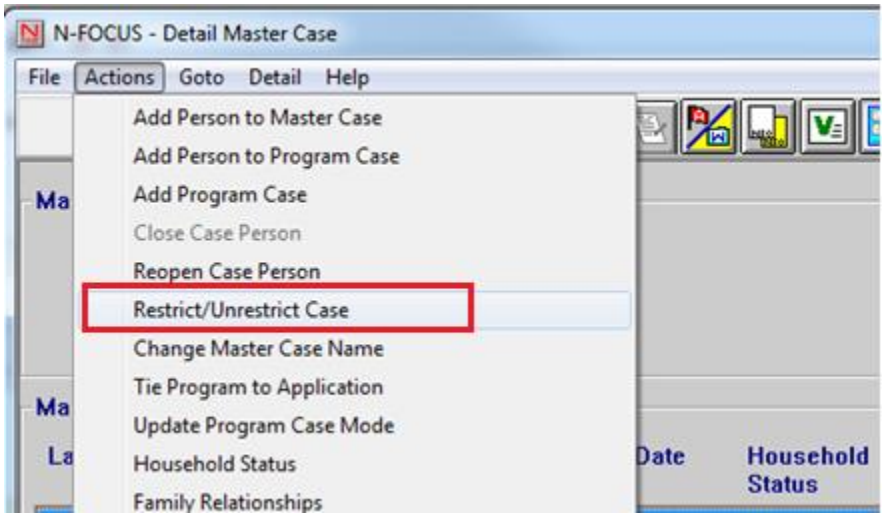
If the logged worker is <u>not</u> assigned to any program cases in the Master Case, their access depends upon their Security. EA and MLTC worker will have Inquiry only status. The only Icon enabled will be the Assignment Icon, which allows users to determine who the Assigned Worker is. They will not be able to view any Program Case information, Interfaces, Narrative or Budget summaries. They will be unable to check out the Master Case to Expert.

Other Workers

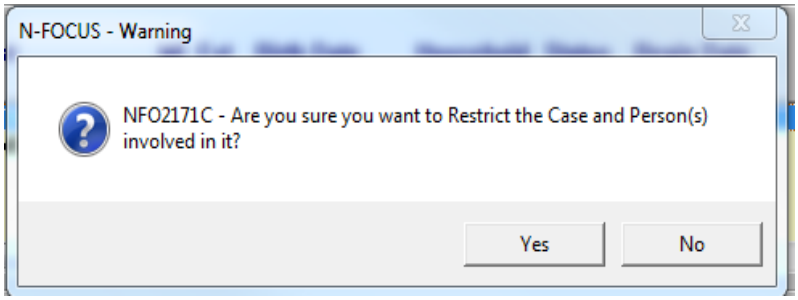
The security of other staff, such as Supervisors, CFS workers, App Management staff, Tribal Protection and Safety workers, Hot Line workers and Policy and Program Specialists, gives them full access even if they are not the Assigned worker of a program case.

Adding the Restriction (New)

The Restriction can be added only by Supervisors. When a decision has been made to add the Restriction to the Master Case and the Persons in the Master Case, click Action>Restrict/Unrestrict Case.

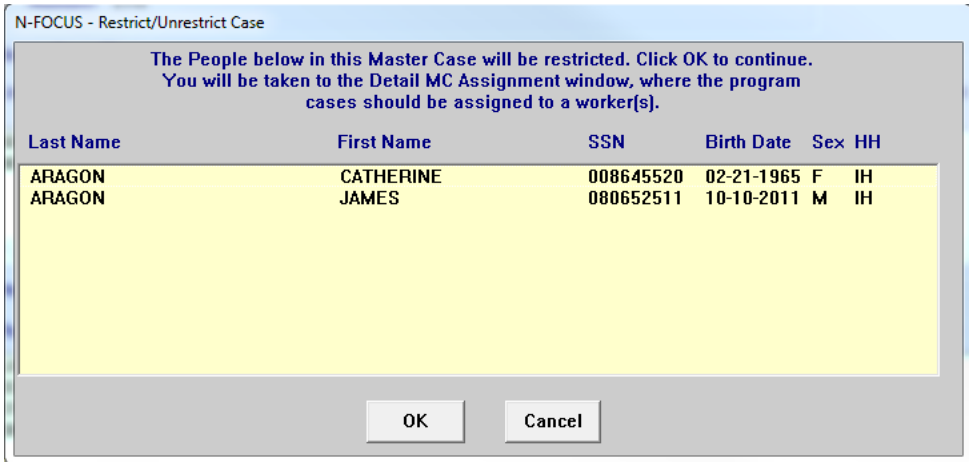


The next window will ask users to confirm they want to restrict the Master Case. If Yes is selected, the Restrict/Unrestrict Case window opens.



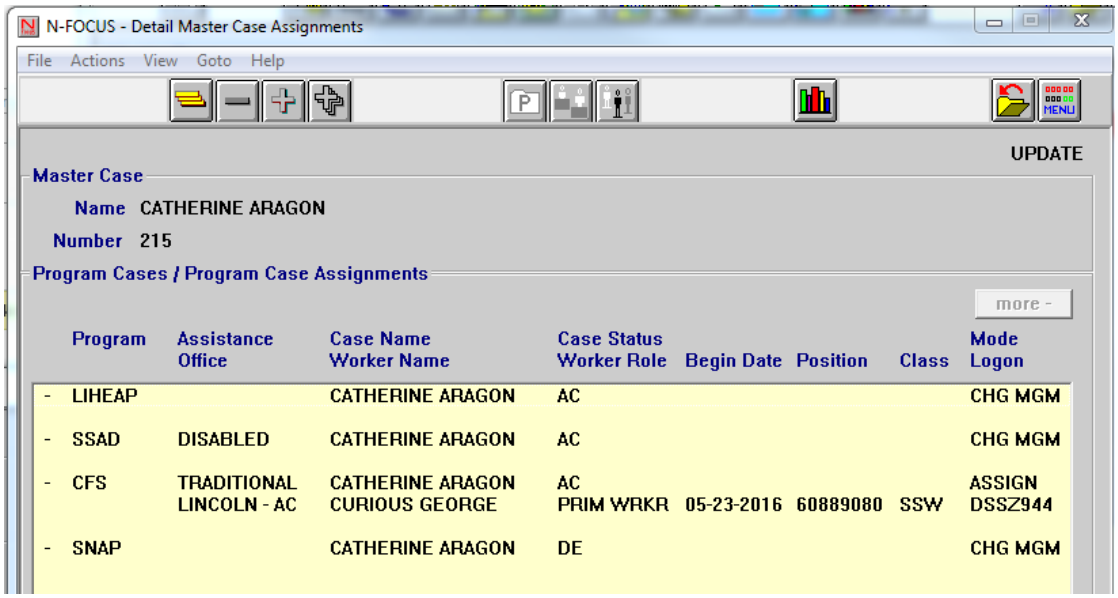
The Restrict/Unrestrict window displays all person in the Master Case who are Pending or Active in a program case or In the Household. (There is no need to highlight any of the persons displayed on the window.)

These persons will be Restricted.



When OK is selected, the user is taken to the Detail Master Case Assignment window, where the program cases should be assigned to a worker. All program cases in the Master Case regardless of status, (PE, AC, CL or DE) should be assigned to workers during the process of setting the Restricted Indicator, however it is not mandated.

It is possible to only assign some program cases and leave others in UC mode, but it is not recommended as Program Cases in UC mode may generate Work Tasks.



Note Regarding UC Mode and Work Tasks (New)

If a program case remains in UC Mode after the Restriction is added to the MC, and Work Tasks are created, users who accept Work Tasks from the Work Task Manager would be unable to work these as they are not the assigned worker for the program case. It is recommended that all program cases are Assigned to eliminate the creation of Work Tasks and any existing Work Tasks should be accepted and completed at the time the program cases are assigned.

Removing the Restriction (New)

Removing the Restriction can be done by Supervisors, by selecting the Restrict/Unrestrict option from the Actions dropdown list on the Detail Master Case window. This action will also remove the Restriction from the persons in the MC.

EA Queue and MC Restriction (New)

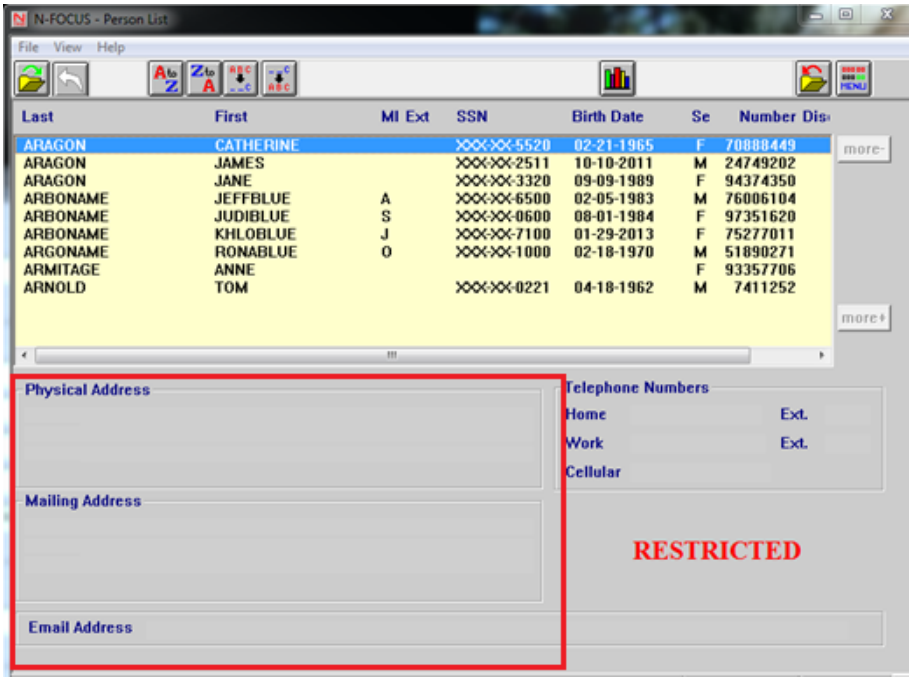
If the Master Case is in the EA Processing Queue when the Restriction is added and the Assignment is not changed, the Program Case(s) will be auto-assigned to the worker receiving the Master Case from the Queue. If the Program Case(s) should be assigned to a different worker, it can done by the worker who received the Master Case.

Search Options (New)

The information appearing on the Search windows will vary depending on the user's security.

Person Search:

When searching by name, when the Person List opens, if the user selects a person on that window who is Restricted, no physical, mailing or email address or telephone information will display. The word Restricted displays. They can open to the Person Detail window, where they can flow to the Detail Master Case window to determine who the Assigned worker is.

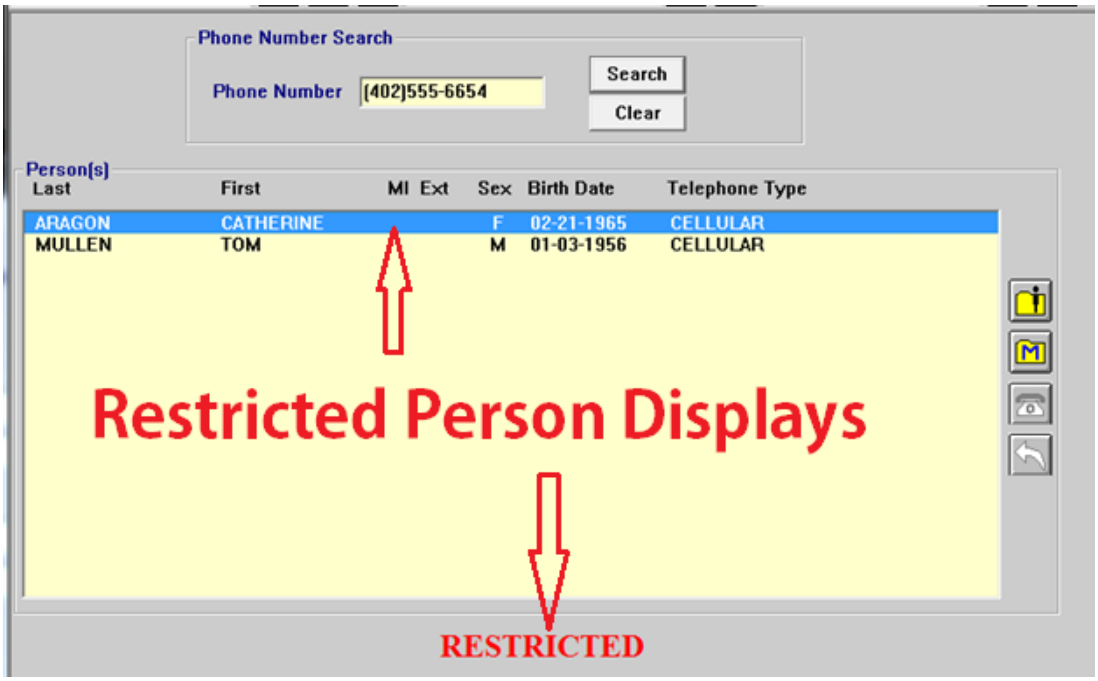


If the user's security allows them access restricted information, then the address information will display.

Search by Phone

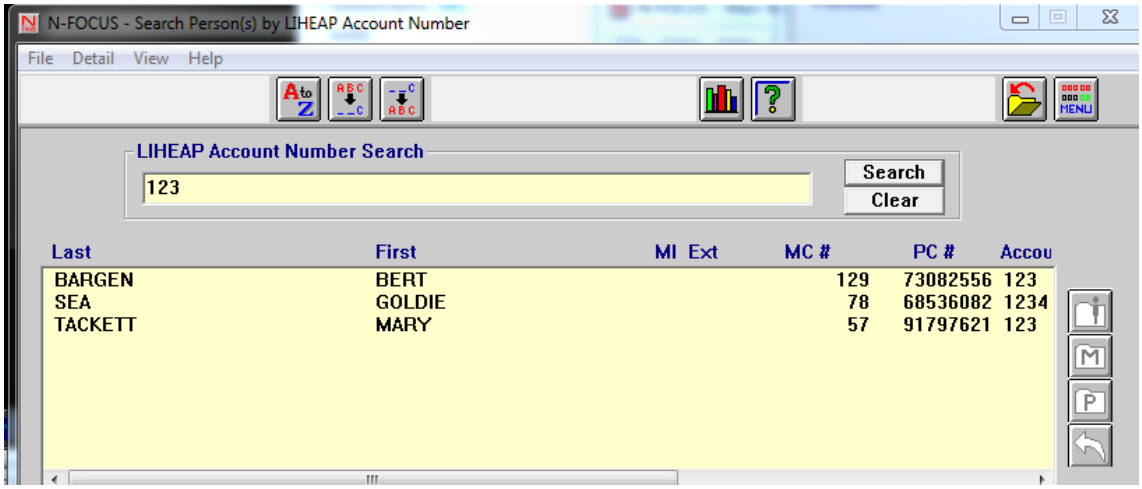
If their security does not give the user access, the Restricted Person will not appear on the List Window:

If the user has Security to view restricted information or is the Assigned worker for a program case in a Restricted MC, they will be able to view information for a Restricted Person.

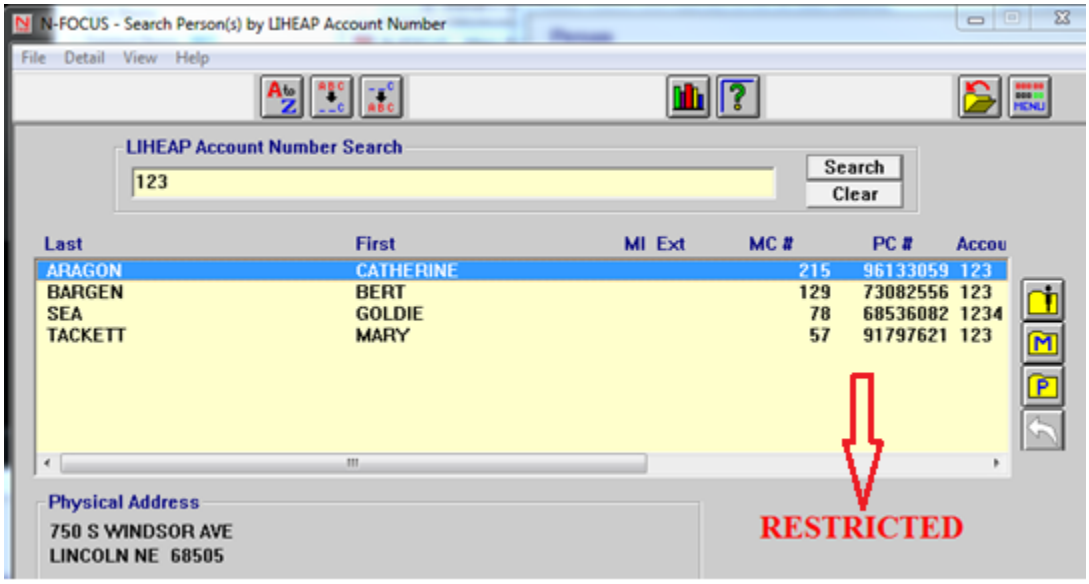


Search by Account:

If the user doesn't have the security to view restricted information, it will not be included in the data. This user's security allows them to only view information regarding Restricted Master Case if they are the assigned worker to one of the program cases in the Master Case:

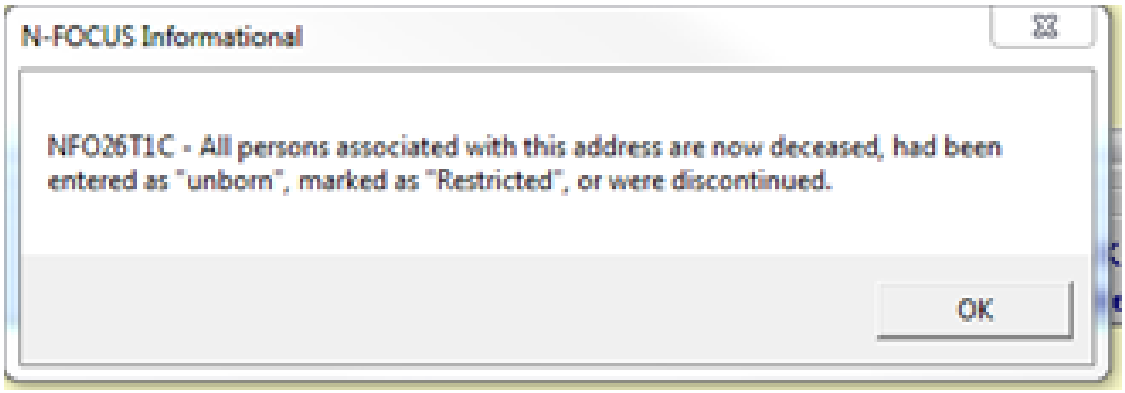


This user's security gives them access to all Master Case information, including Restricted Master Case information. When the row is highlighted, if the MC is Restricted, the term RESTRICTED appears to remind the user of the need to limit the information provided to callers.

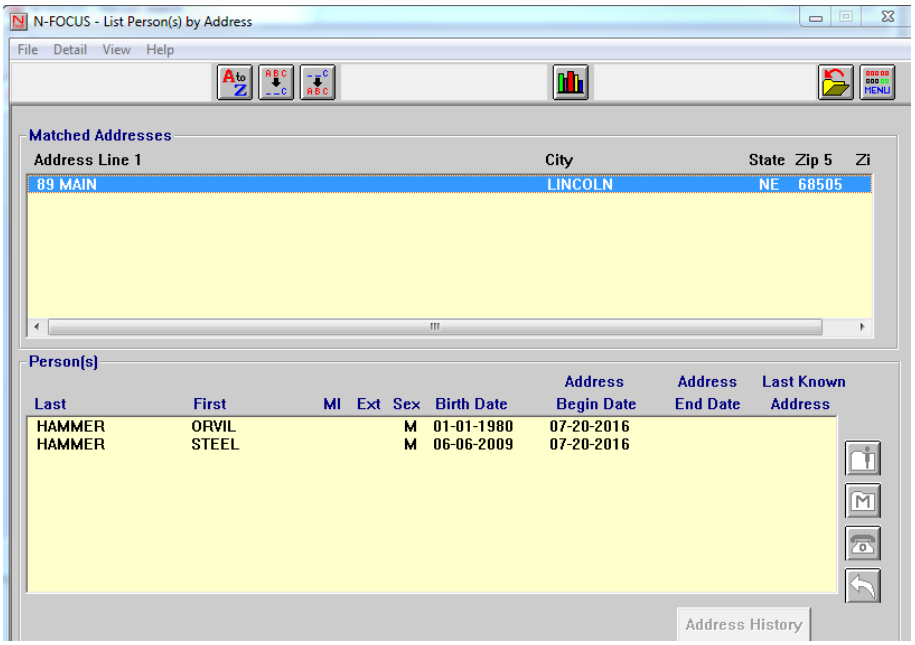


Search by Address

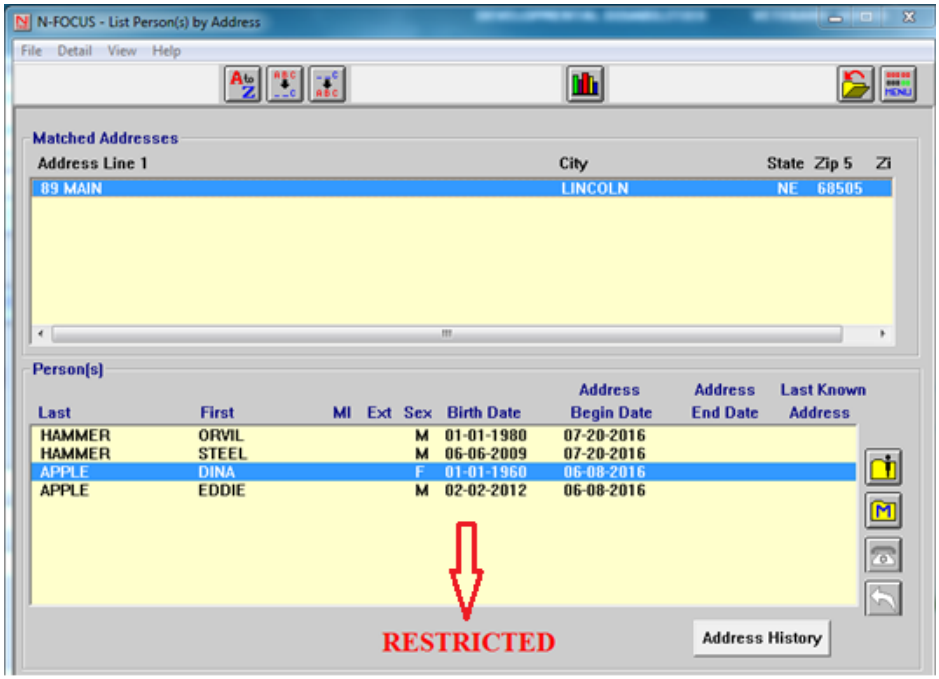
If <u>all</u> persons with that address are Restricted, then the following message appears:



If some of the persons with that address are in a Restricted Master Case and others are in a Master Case that is not Restricted, only the Persons who are not Restricted will display:



If the worker's security gives them access to view information for a Restricted Master Case and Persons, then the window will display all persons at that address.



Mainframe Programs for a Restricted MC (New)

When a Master Case contains only a mainframe Program Case; when the Program Case is Closed and the Person is made Out of Household, the Restriction remains on the Master Case.

Expert system Changes to a Restricted MC (New)

- Only the Assigned worker or a worker with Security allowing them to work in the Master Case, can check out the Master Case to the Expert System.
- When a person is added or re-opened to a Program Case in Expert, when the Master Case is checked in, they will have the Restriction added to them.
- When a person is Closed in all Program Cases and made Out of Household, when the Master Case is checked in, the Restriction will be removed from that person.
- If the person remains Active in at least one Program Case, or their Household status is In, the Restriction will continue even if the person is closed in other Program Cases.

If a Person is in Multiple Master Cases (New)

If a person is Restricted in a Master Case, and also in another Master Case which is not Restricted when users view the Unrestricted Master Case, Restriction will display on the Person Detail window, but all Icons and Buttons will be enabled. They will be able to check out the Master Case and work in Expert.

Resource Development

Add Program Services to Medicaid Organization (Fix)

Resource Development staff were able to add new Services for a MED Org by entering the number of the Service. MED Orgs must have Services added through Decision Point. This has been fixed. When workers try to add a new service, they will receive a message "Worker not allowed to pick this service, this service must be provided by Maximus".

Developmental Disabilities

Eligibility Determination Process (Change)

Enhancements have been made in N-FOCUS to assist in tracking the eligibility determination process for the Division of Developmental Disabilities. This analysis/development effort will continue with future releases.

This release includes:

Selected DD Staff will have the security to scan documents which are used for eligibility determination into the following categories:

- DD Adaptive Testing
- DD Appeal
- DD Application
- DD Correspondence
- DD IDR
- DD Medical
- DD other
- DD Psychological
- DD Special Education

Five (5) New Alerts:

1. DD Scanned Mail Received (Alert 529)
2. DDSC (Developmental Disabilities Service Coordination) case assignment changed (Alert 528)
3. Eligibility determination set to Eligible for DD client in N-FOCUS (Alert530)
4. 20 days since application received date in DDSC case but no Eligibility Determination recorded (Alert 531)
5. 30 days since application received date in DDSC case but no Eligibility Determination recorded (Alert 532)

The ability to add/change information on the DD Service Request Window has been removed. It is read only, and contains only historical information. Six reports dependent upon this information were discontinued.

A history of the Eligibility Determination has been added to display using the Details drop down on the Developmental Disabilities window. This history window will include the determination (eligible or not eligible) the determination date, who recorded the eligibility information and when. Currently only the current instance of DD Eligibility Determination is displayed.

The new DD paper application form number (DD-10) has been added to N-FOCUS so that this paper application can be tied to a DD program case. When tying to a DD case, the tie reasons will be limited to either Initial or Duplicate. When DD receives approval, the paper application in fillable PDF format will be placed on the ACCESSNebraska website so that individuals can complete the paper application and mail or email it to the Developmental Disabilities Office.

An electronic application is in the process of being developed for future release.

Developmental Disabilities Document Management (New)

Developmental Disabilities (DD) will now utilize N-FOCUS for Document Imaging. Workers without DD security will have inquiry only access (read only) for these categories and will not be allowed to add images with this DD specific categories.

The following Categories have been added for the Developmental Disabilities Program:

- DD Application
- DD Correspondence
- DD Psychological
- DD Special Education
- DD Medical
- DD Adaptive Testing
- DD IDR
- DD Appeal
- DD Other

Correspondence

New Expert System Notices (New)

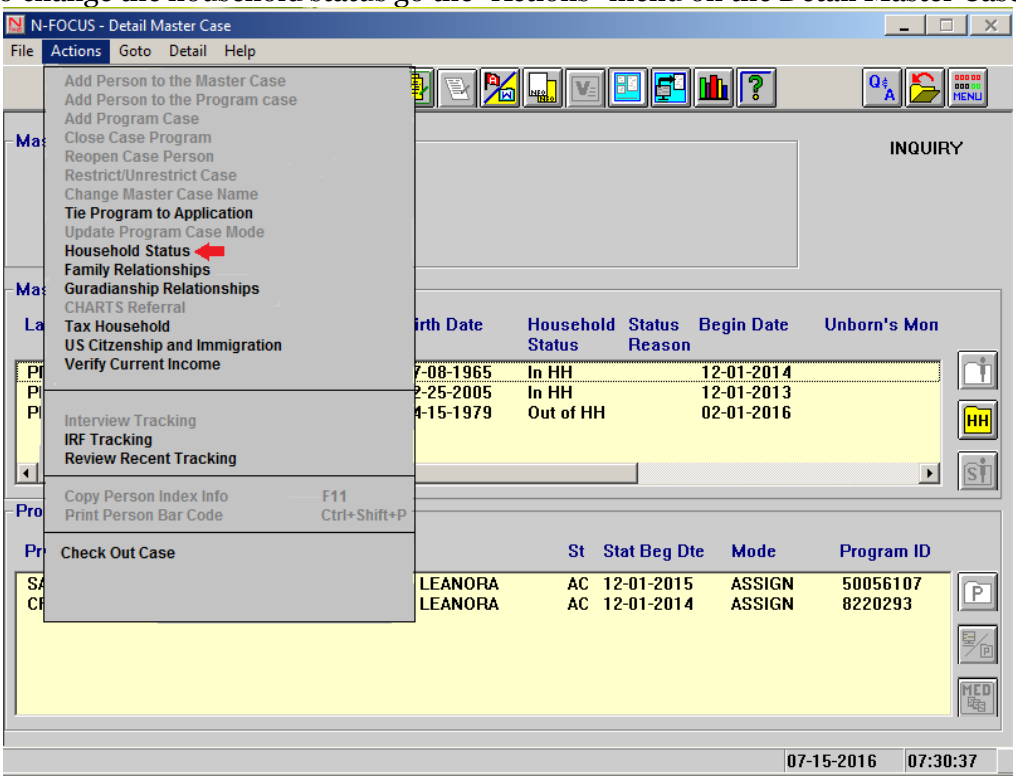
Expert System Notices have been updated to be written in a manner that is more easily understood by our clients, and to include information relating to ACCESSNebraska. Previously issued versions of the correspondence are not affected so re-prints will not reflect the changes.

Adoption and Guardianship Correspondence (Change)

Due to an error in correspondence, Adoption/Guardianship Review and Change Request correspondence was being incorrectly sent out to the female adoptive parent even when the female adoptive parent had moved out of the home. A worker could not have correspondence go to the Male adoptive parent who resided in the home without changing information in N-FOCUS to indicate Female Adoptive/Guardianship parent a non-relative. This issue has been corrected.

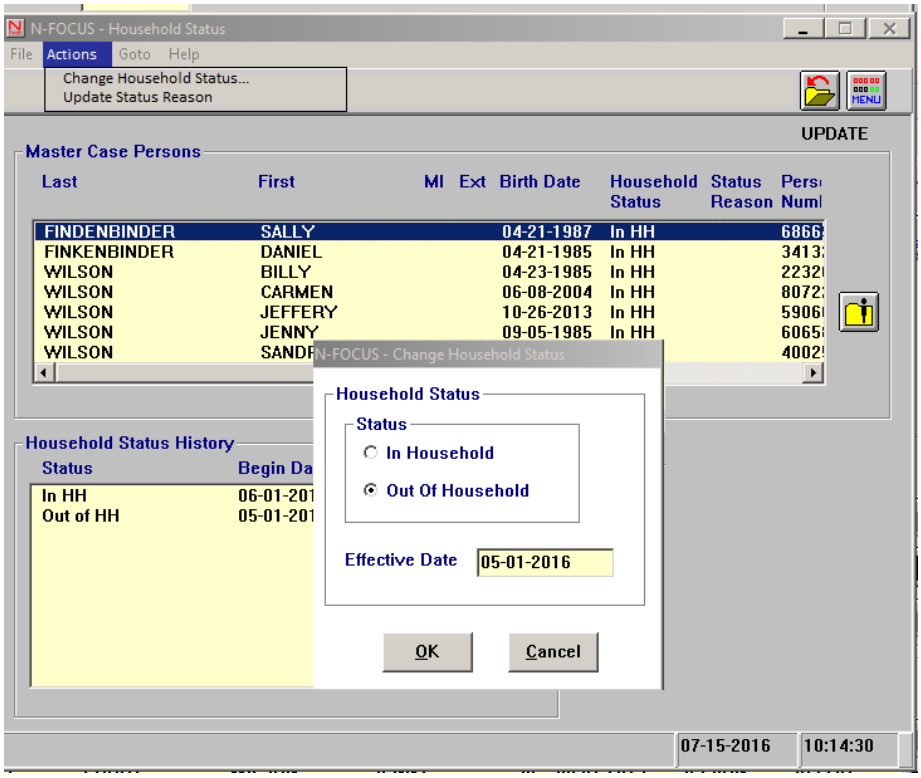
IMFC workers will now need to change the household status of a Female Adoptive/Guardianship Parent to Out of Home if she moves out of the home the child resides in. This will ensure the parent and or guardian remaining in the home with the child will receive correspondence.

1. To change the household status go the "Actions" menu on the Detail Master Case Screen.



2. Select "Household Status".

The Household Status window will display.



3. Select the name of the person you wish to change the household status for and select Actions>Change Household Status
4. Select the Out of Household radio button and enter the effective date.
5. Create the appropriate Adoption and or Guardianship correspondence.

CFS - Superintendent Letter (Change)

Three new Superintendent Letters have been created:

- New School Year
- Initial Custody-YRTC Placement
- Custody Ended-YRTC Placement

Every new school year the case worker will automatically send out the New School Year letter to the school district the child is currently attending. The purpose of this letter is to inform the school district that this child remains in the legal custody of HHS and they remain in that school district.

The Initial Custody-YRTC Placement letter will be automatically sent to the school district the child attended when made a state ward. It is to be sent out when a child is placed at one of the two YRTCs.

The Custody Ended-YRTC Placement will also be sent automatically to the school district the child attended when made a state ward. This letter is notifying that school district the child is no longer a state ward.

List Correspondence Window (Fix)

The List Correspondence window was not displaying the User ID of the person who created Service Authorizations. This has been fixed.

Alerts

DD – Alerts (New)

The following alerts are new for Developmental Disabilities:

Five (5) New Alerts:

1. DD Scanned Mail Received (Alert 529)
2. DDSC (Developmental Disabilities Service Coordination) case assignment changed (Alert 528)
3. Eligibility determination set to Eligible for DD client in N-FOCUS (Alert530)
4. 20 days since application received date in DDSC case but no Eligibility Determination recorded (Alert 531)
5. 30 days since application received date in DDSC case but no Eligibility Determination recorded (Alert 532)

Document Imaging

Indexing Categories (New)

The following new Indexing categories have been added.

Returned Mail – Use this category when categorizing mail that has been returned to the agency. New Alerts #535 and #536 have been created for this new category. Please refer to the Alerts section of this document.

Corrective Action Plan – Use this category for N-FOCUS ORG's and ORG related persons.

Document Imaging New Category for Child Welfare (New)

A new document imaging category called Corrective Actions Plans has been added to document imaging. This category is to be used for Orgs and Org Related Persons.

Developmental Disabilities - Document Imaging (New)

Developmental Disabilities (DD) will now be utilizing N-FOCUS for document imaging. Nine (9) new categories specific to DD have been added. Workers without DD security will have inquiry only access (read only) for these images and will not be allowed to add images with this DD specific categories.

Please refer to the Developmental Disabilities section of the Release Notes to view the categories.

Expert System

Auto Suggest of Tie Application Reason (Change)

The following changes have been made to the Tie Application Process in the Expert System:

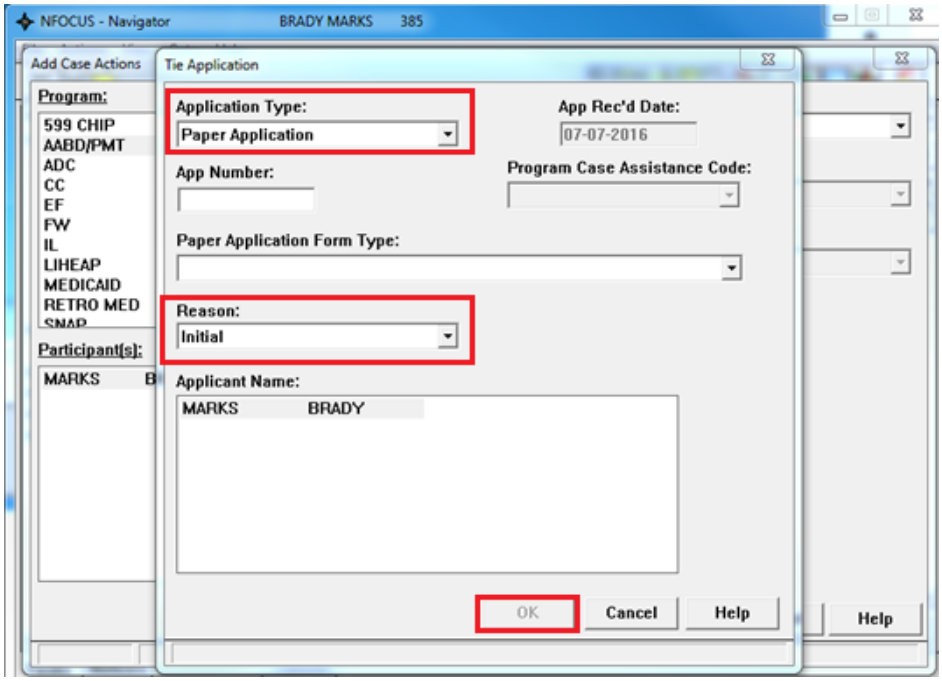
Note: N-FOCUS will suggest the Tie Reason for the following programs:

- AABD Payment
- ADC
- Child Care
- SSAD
- SSCF
- SNAP Program Cases

Case Maintenance Task>Case Actions (Change)

When a Program Case is added, follow these steps:

- Navigate to the Tie Application Window



- Select the appropriate Application Type from the drop down
    - The Reason field will automatically populate with the application reason of Initial.

Note: You can select a different application reason if appropriate.

- Complete other fields as appropriate.
- Click OK.

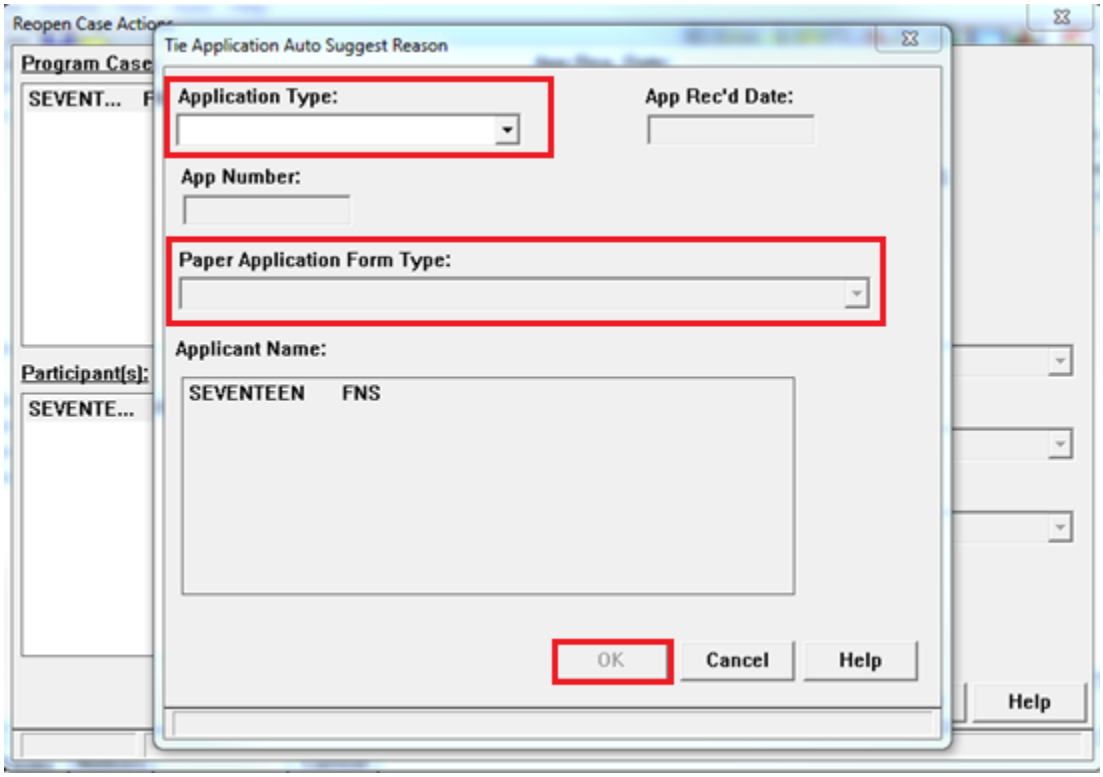
Case Maintenance Task>Case Actions>Reopen Button

When a Program Case is reopened, follow these steps:

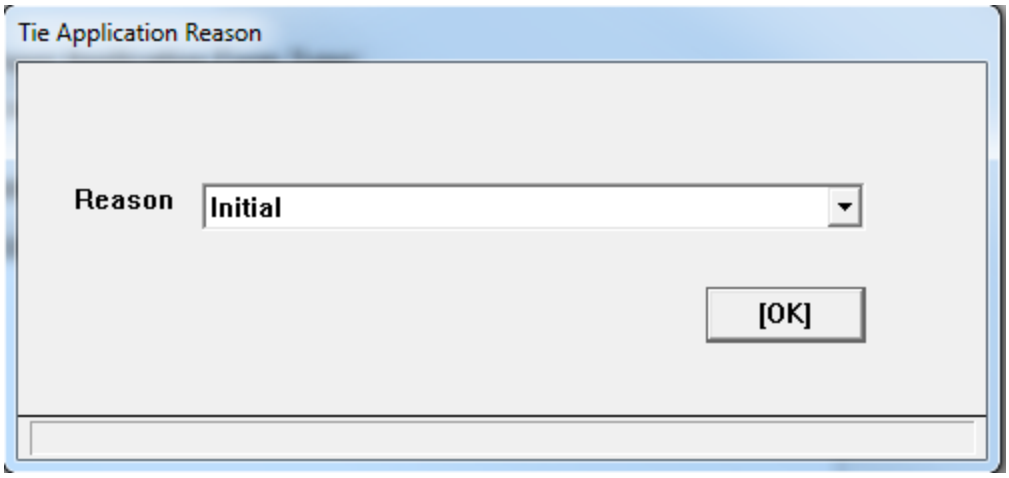
- Navigate to the Tie Application Suggestion Reason window.

Note: When a Program Case is Reopened, on the Tie Application Auto Suggest Reason window, the Reason field has been removed.

- Enter information as appropriate
- Select OK

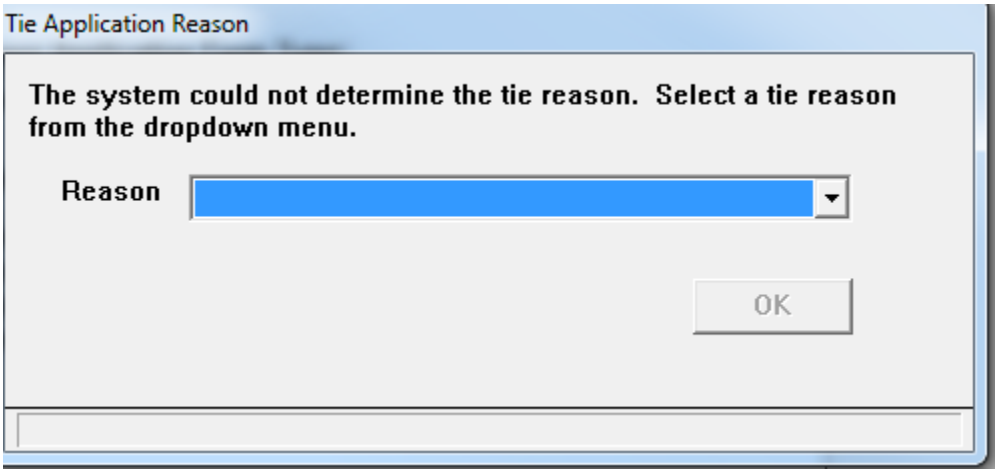


- The Tie Application Reason pop up window will display with the suggested Application Reason.



- Change the application reason as appropriate
- Click OK

Note: If N-FOCUS cannot determine an appropriate Application Reason, a message will display. The worker will then select the appropriate reason from the drop down list.



Case maintenance Task > Review/Recertification (Change)

When a Program Case is being reviewed or going through recertification, follow these steps:

Note: This change affects both the Recertification and Review Tabs.

- Complete the Tie Application Auto Suggest Reason window as appropriate.

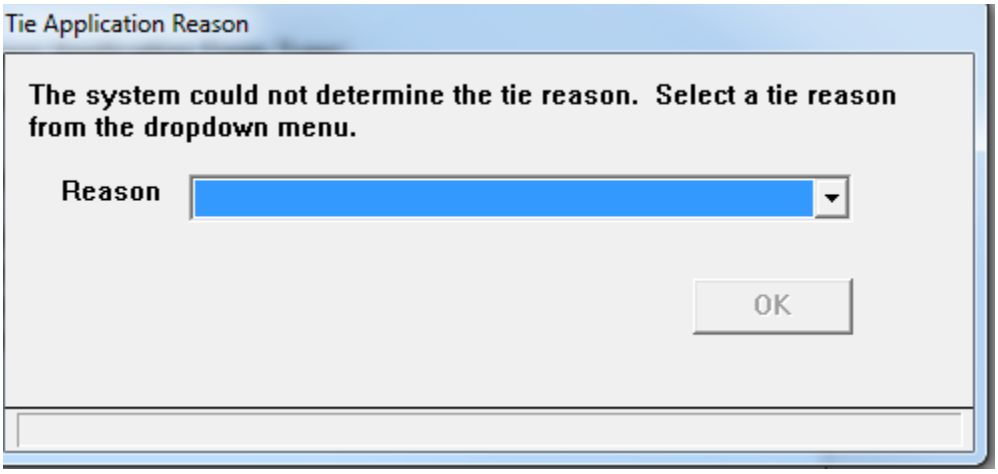
Note: The Application Reason field is no longer shown on this window.

- Click OK.

- The Tie Application Reason pop up window will display with the suggested Application Reason.
- Change the application reason as appropriate.

- If the system suggest Review/Renewal and there is not a review due date listed on the Review Tracking Window in N-FOCUS, they system will populate the Review Application Received Date. If the system does not suggest Review/Renewal, and it is manually changed to that tie reason and there is not a Review Application Received Date listed in the Review Tracking Window in N-FOCUS, the system will not populate a Review Application Received Date.

Note: If N-FOCUS cannot determine an appropriate Application Reason, a message will display. The worker will then select the appropriate reason from the drop down list.



CSE Sanction Not Imposed Reason Window Restriction (Change)

The ability to change or remove a CSE Sanction Not Imposed reason has been limited to users with supervisory level security or higher. This change has resulted in the "Not Imposed RSN" and the "Remove Not Imposed RSN" buttons to be disabled if the current user's security level is lower than "supervisor".

EA – Overpayment Creation (Fix)

In some situations Financially Responsible individuals in the program case were not in the Overpayment Responsible Party pick list. This has been corrected.

Children and Family Services

Intake (Changes)

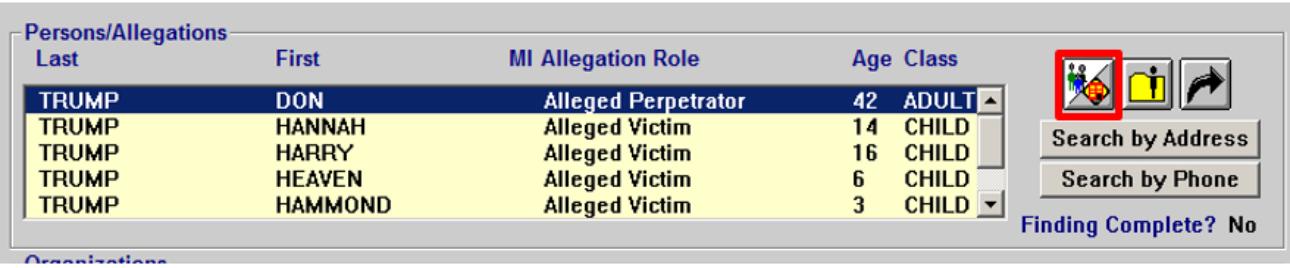
The following new functionality and changes have been made to Intake with this release.

Prior Involvement (New)

A new function has been added to Intakes that allow workers to view prior involvement in several areas of N-FOCUS for a person listed in the Intake window. This function will display information from the following:

- Intakes
- Allegations
- SDM Safety Assessments
- SDM Risk/Prevention/Risk Re-assessmenta
- Legal Statuses
- Removals and Placements
- Investigations
- Active Program Case Involvement
- Organization Involvement

A new icon for prior involvement has been added to the Intake Detail window next to the Person/Allegation group box. To access, highlight a person from the list box and click on the Prior Involvement icon.



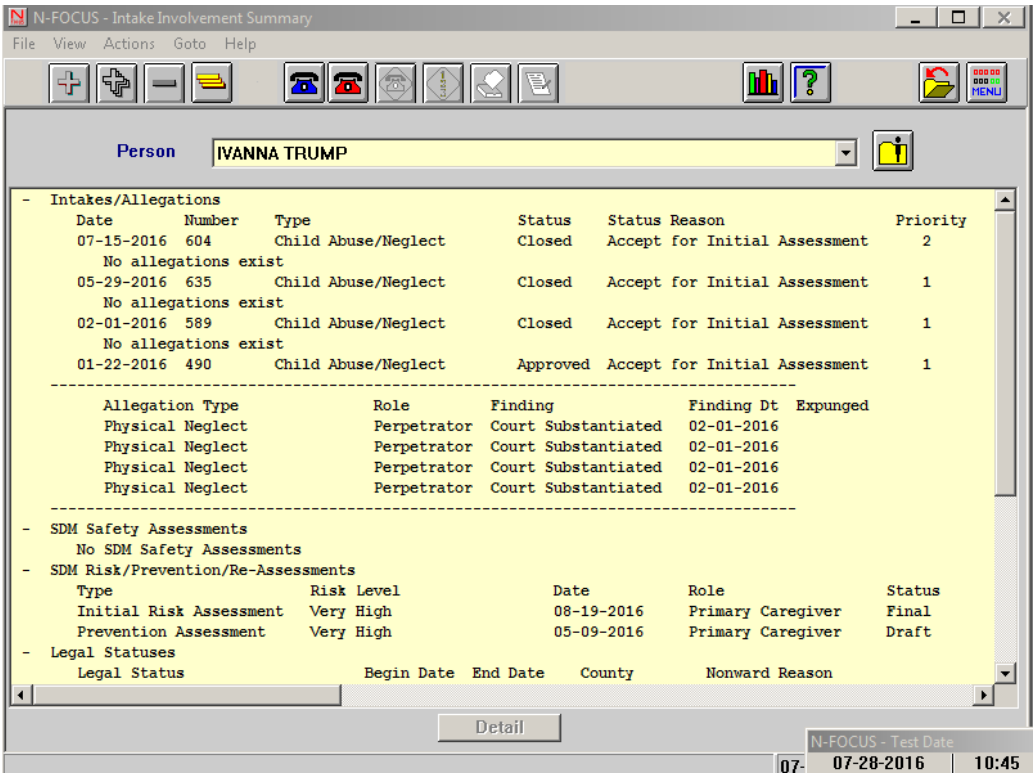
The Prior Involvement window opens displaying all of the details for the above mentioned areas. Scroll down to view all of the information.

To go to the Detail for each area, double clicking or highlight the row and selects the 'Detail' button on the bottom of the window. This flow works for the following areas:

- Intakes
- Allegations
- SDM Assessments
- Placements

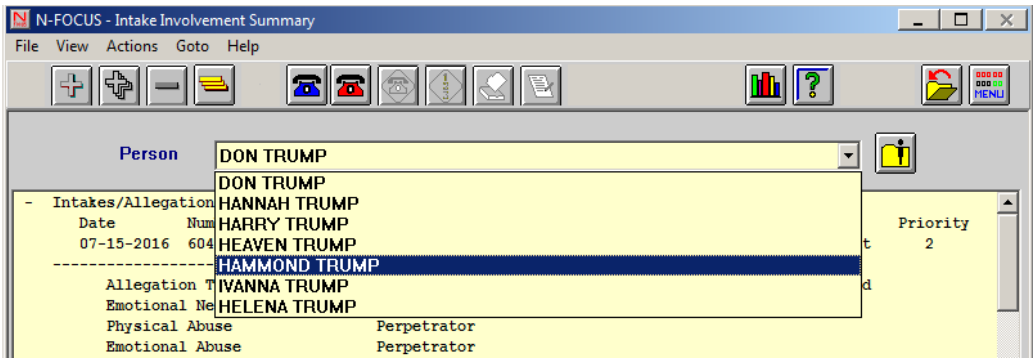
- Investigations
- Master Cases
- Program Cases
- Organizations

Note: Double Clicking the Legal Status will take you to the Program Person window. From this window you can view the current Legal Status and flow to the history.



Users do not need to flow back to the intake window to look at another persons' information in the Prior Involvement window if they are listed in the Intake.

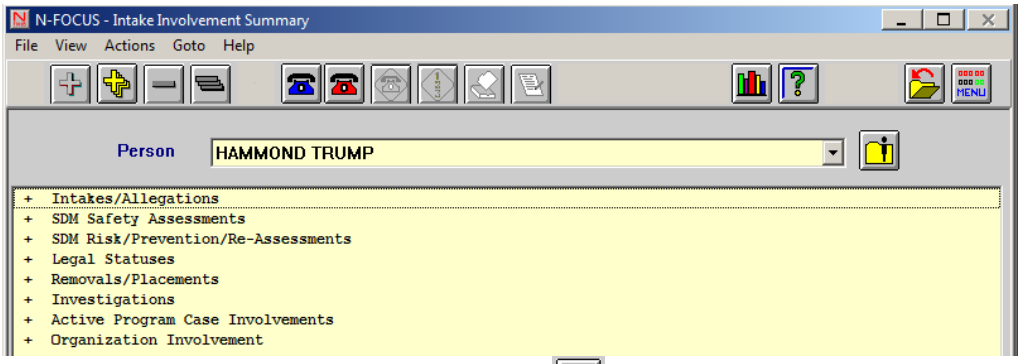
Select the name from the Person drop down and their information will display. All persons listed in the Intake will display in the drop down.



To reduce the amount of information displayed on the window, minimize all of the categories using this icon

To minimize one selected category double click the category or use this icon .

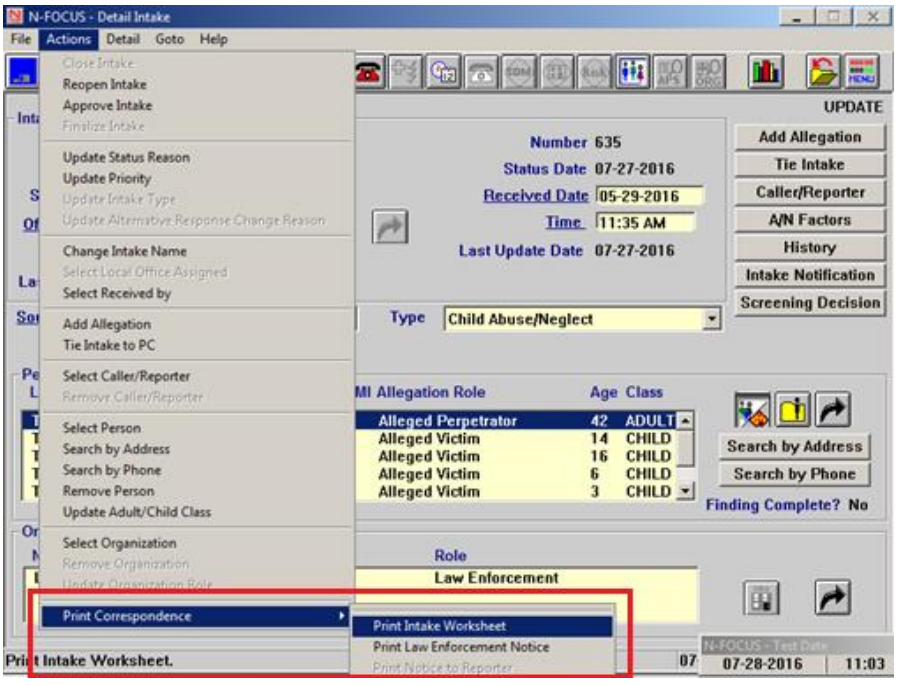
The following shows the window when only the category is shown.



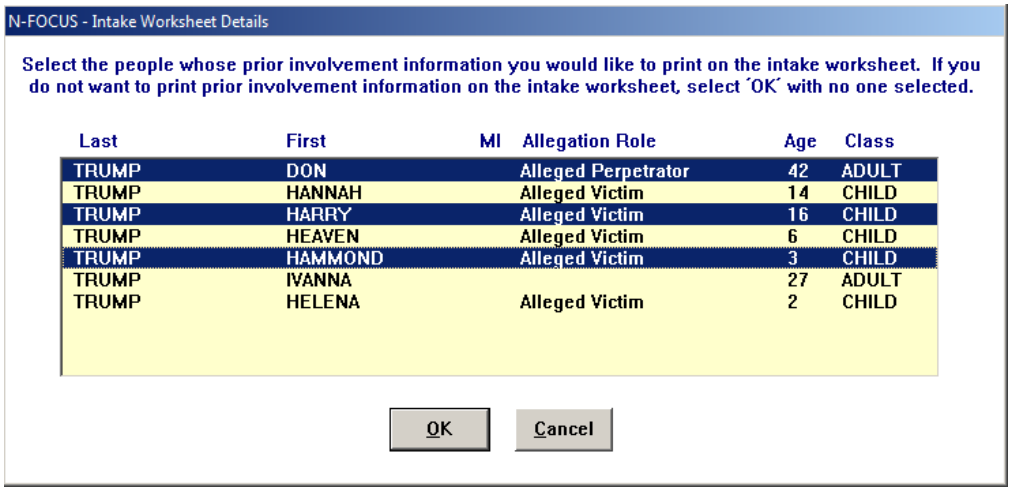
To maximize the categories, click this icon or just maximize individual fields by either double clicking the category or clicking this icon .

Prior Involvment on Intake Worksheet

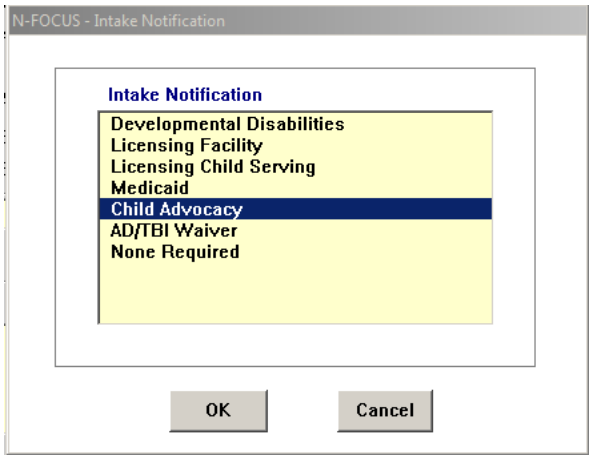
The Prior Involvement information prints on the Intake Worksheet. This replaces where only prior Intakes and Allegations were an option when printing. With this change when a user selects to print the Intake Worksheet from the Print Correspondence option in the Action menu, the option to select which persons in the intake whom they would like to have Prior Involvement printed is available.



Select all, some, or none of the persons listed to print the Prior Involvement Information on the Intake Worksheet.



Intake-Child Advocacy Notification (Change)



The Intake Notifications for Child Advocacy previously automatically turned on when a sexual abuse allegation was entered into a Child Abuse/Neglect Intake. With this release that notification will automatically turn on when a sexual abuse allegation is entered as well as when certain Maltreatment Types, Priority Responses, and Abuse/Neglect Factors are selected.

The Child Advocacty Notification will automatically turn on when the following are selected:

Matreatment Types:

- Inappropriate sexual acting out of a child
- Sexual Abuse
- Sexual Exploitation
- Sex Trafficking

Priority Responses

- A child death and other children remain in the home
- Severe physical injury OR injury requiring medical attention
- A child injured during an incident of domestic violence
- A child victim under age 6 with an injury to the head or torso
- Caregiver action likely to cause severe injury or death
- Drug Exposed infant

Abuse/Neglect Factors

- Abducted/Kidnapped
- Death
- Child Pornography

- Exposure to Production/Distribution Cont. Substance
- Near Fatality
- Resulted in Admission to Hospital
- Resulted in Treatment for Long Term Disability
- Serious Bodily Injury
- Sexual Penetration
- Use or Threat of Use of Weapon
- Violent Crime

Intake-Abuse/Neglect Factors (Change)

With this release Abuse/Neglect Factors have been added and updated as options for workers to select for Child Abuse/Neglect and Adult Protective Services Intakes. The selections have been grouped together so that ones that are similar in type are together, i.e. mental health, violence, drugs, etc. The factors available for selection now include:

- Abandoned
- Abducted/Kidnapped
- Homeless
- Missing
- Alcohol Use
- Marijuana Use
- Methamphetamine Use
- Controlled Substance Use (not meth or marijuana)
- Exposure to Production/Distribution Cont. Substance
- Substance Exposed Newborn
- Death
- Near Fatality
- Serious Bodily Injury
- Resulted in Admission to Hospital
- Resulted in Treatment for Long Term Disability
- Developmental Disability
- Mental Health Issues
- Physical Disability
- Gambling
- Hoarding
- Eating Disorder
- Diabetes
- Suicide Ideation/Attempt
- Self-Mutilation/Harming
- Restraint Usage (Physical or Chemical)
- Emergency Protective Custody (EPC)
- Protective Care and Custody (PCC- Children)
- Child Pornography
- Sex Offender in Household
- Sexual Penetration
- Domestic Violence
- Use or Threat of Use of Weapon

- Gang Involvement
- Violent Crime
- Not Applicable

Intake-Victim/Perpetrator Characteristics (Change)

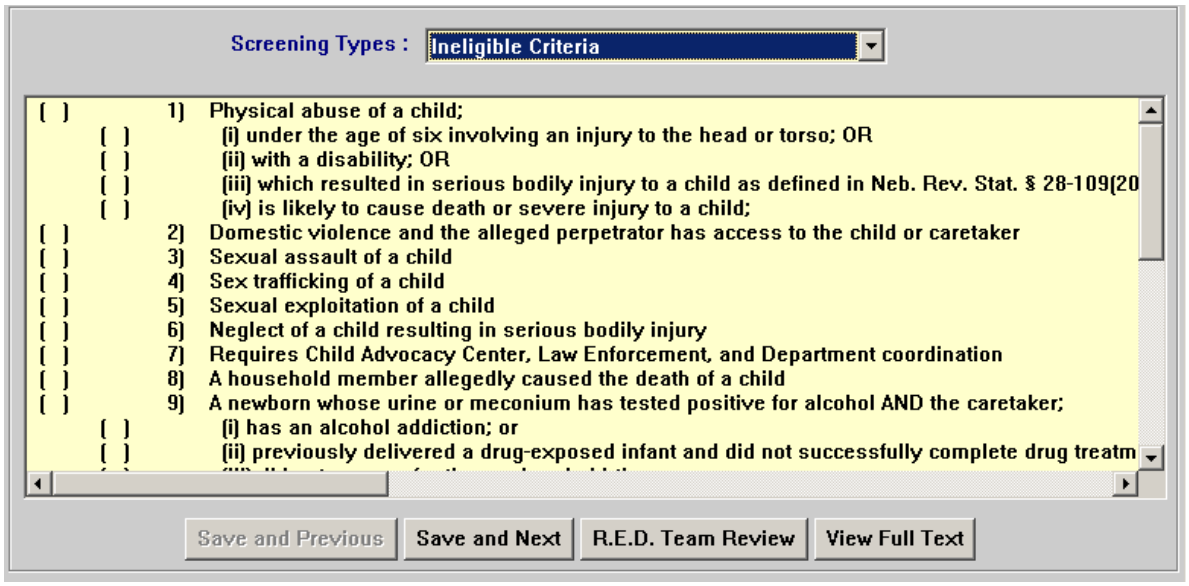
With the move to the Conditions functions for CFS and APS, the older Characteristic functions are no longer being used. With this release the 'Goto' menu item for Perpetrator and Victim Characteristics has been removed from the Intake window. This also removed the edit that required intake workers to enter characteristics for certain victims.

Intake-Alternative Response Criteria (Change)

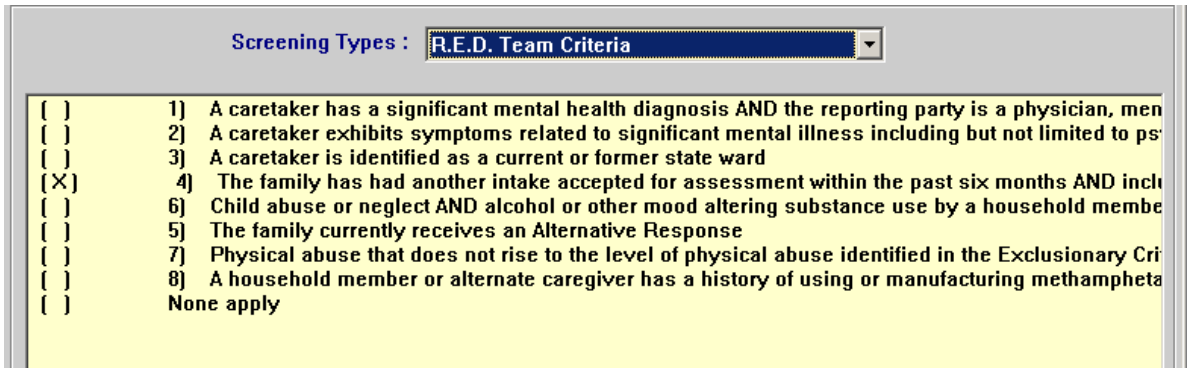
The Alternative Response Ineligible and R.E.D. Team criteria have been updated on N-FOCUS to make them more user friendly.

Previously, the wording utilized the exact language from policy which made the criteria difficult to see on the window and sometimes the user had to scroll to the left to read the important parts of the criteria. With this update the criteria have had the common language removed from the criteria ("Intake Accepted for Assessment include an allegation…") so that the parts that the worker needs to see are readable without having to scroll.

Ineligible Criteria showing change:



R.E.D. Team Criteria showing change:

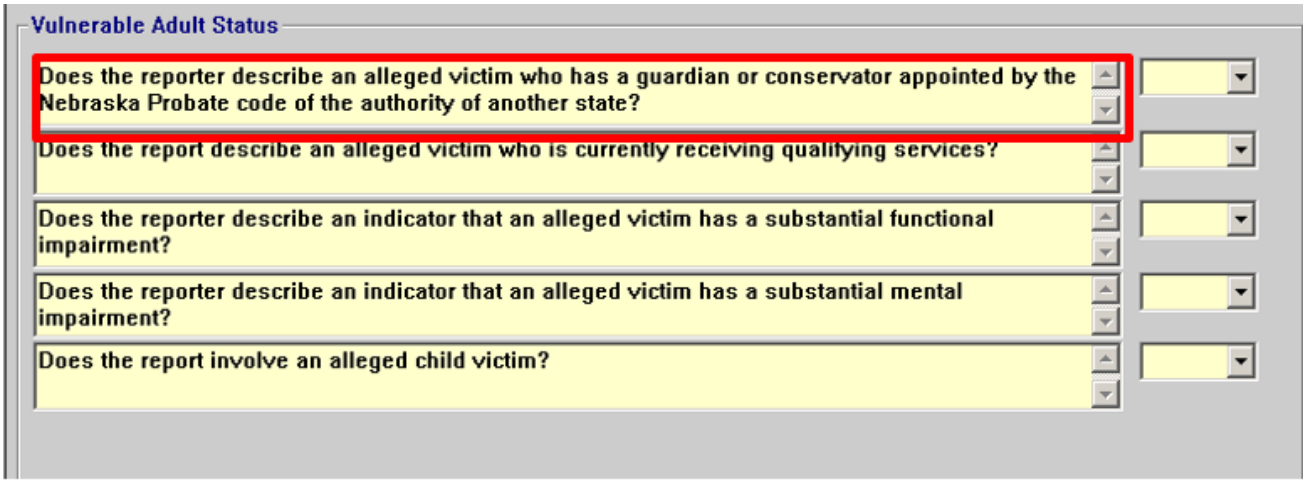


Also, with this release a new criteria has been added due to there being two zip codes in Douglas County . In August, Intakes with families residing in Douglas Country Zip Codes 68107 and 68111 may be eligible for Alternative Response. Since the system only tracks by county, a new Ineligible Criteria has been added:

- 23) The family in the intake accepted for assessment in Douglas County does not reside in zip code 68107 or 68111.

Intake-Vulnerable Adult Criteria (Change)

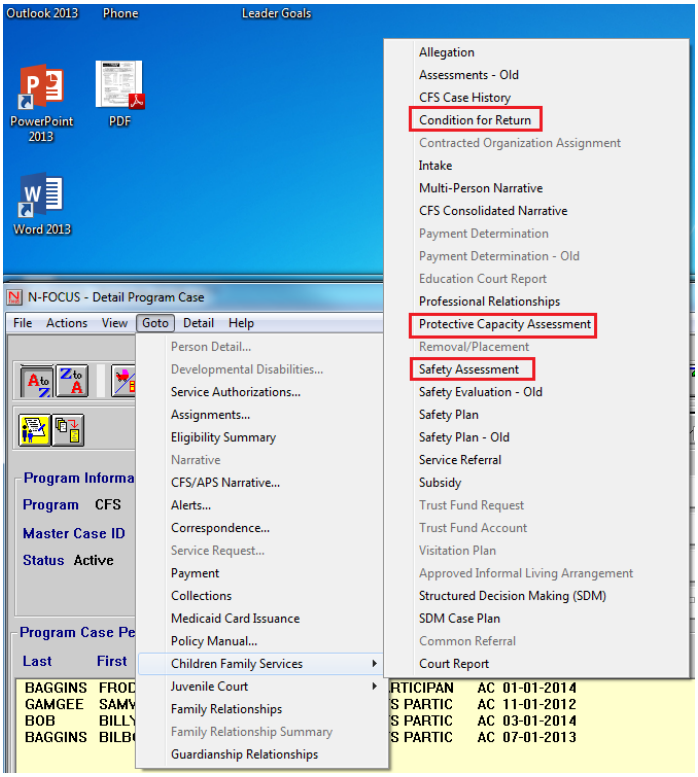
The vulnerable adult screening on the Intake now includes adults who have had a conservator appointed as one of the criteria. Previously, the criteria only included guardian, but due to a change in statute conservator is now included.



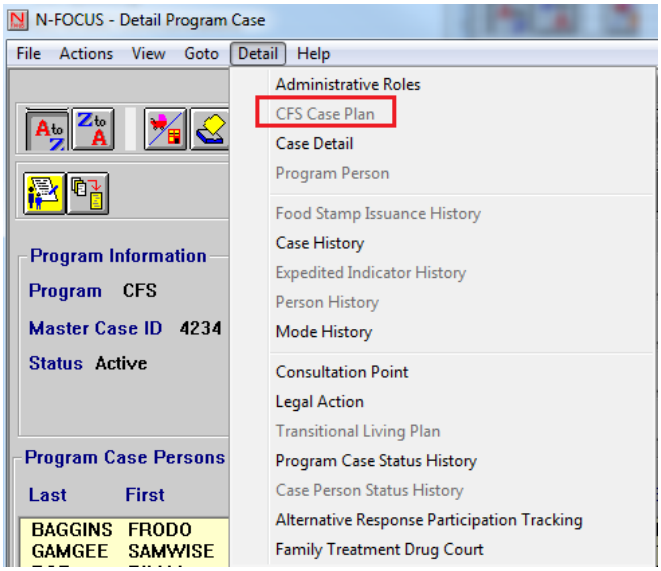
CFS Program Case – Remove Old Icons (Change)

In the CFS Program Case the icons Condition for Return, Safety Assessment (NSIS), Safety Plan (NSIS), Protective Capacity Assessment, and CFS Case Plan (old case plan) will no longer be on the CFS Program Case.

Instead of having icons on the CFS Program Case, these assessments will be saved only under the Goto dropdown.



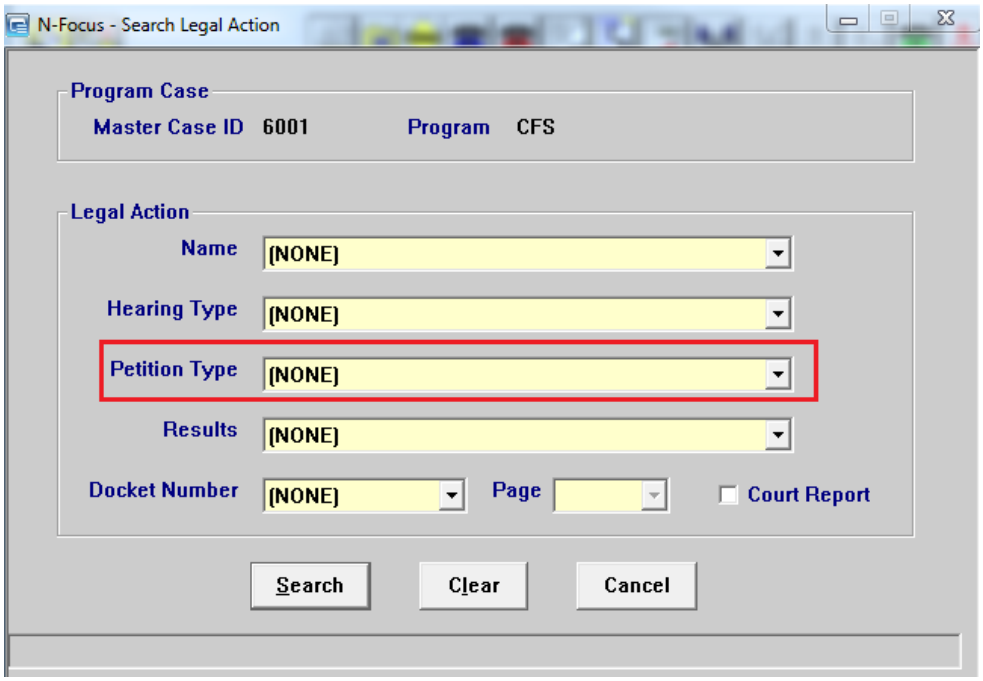
CFS Case Plan will be saved under the Detail dropdown.



Legal Actions (Change)

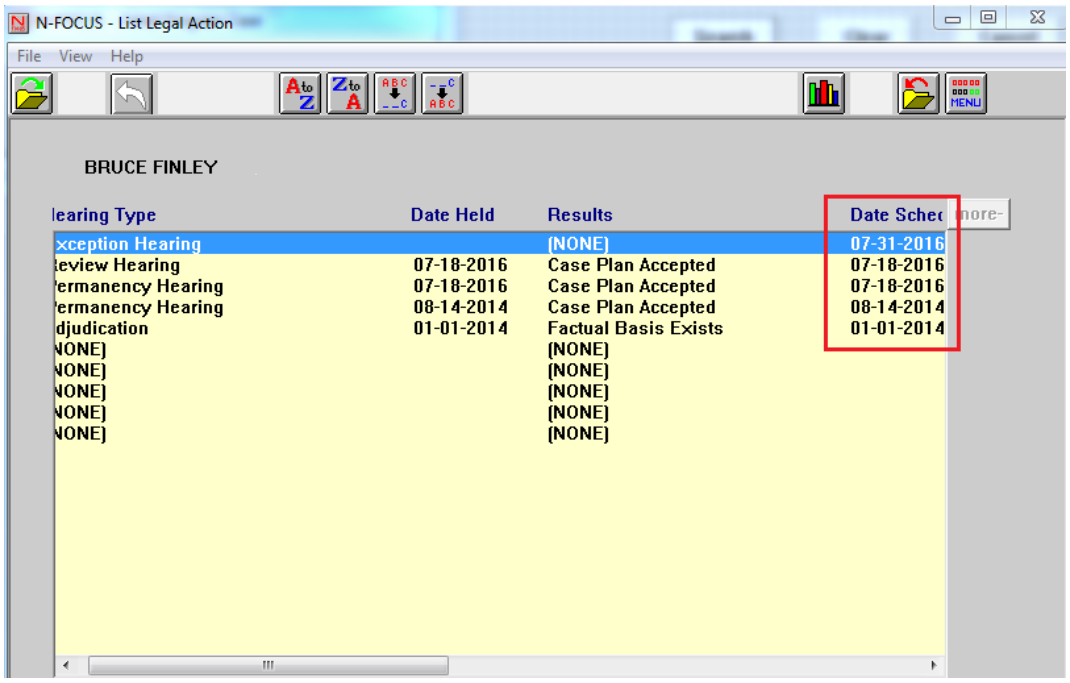
Search Legal Action Window

The Petition Type of Status Offender on the Search Legal Action window will no longer be an option.



List Legal Action Window

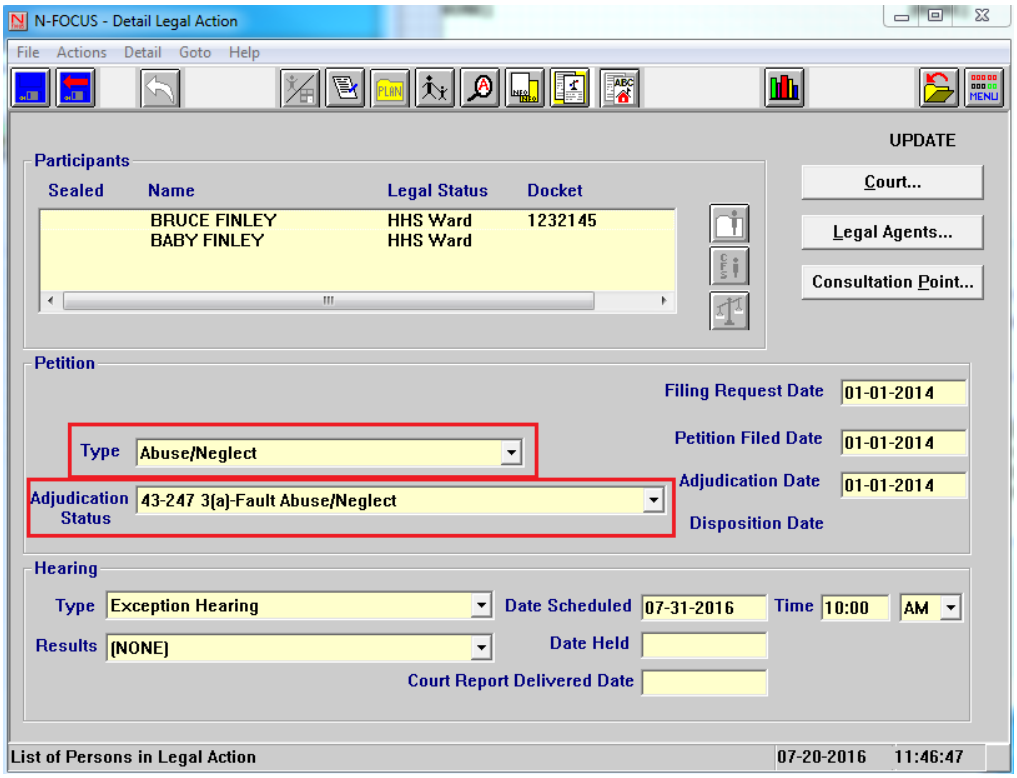
The List Legal Action window will now be automatically sorted by Date Scheduled.



Detail Legal Action Window

The following selections have been removed from the drop down fields:

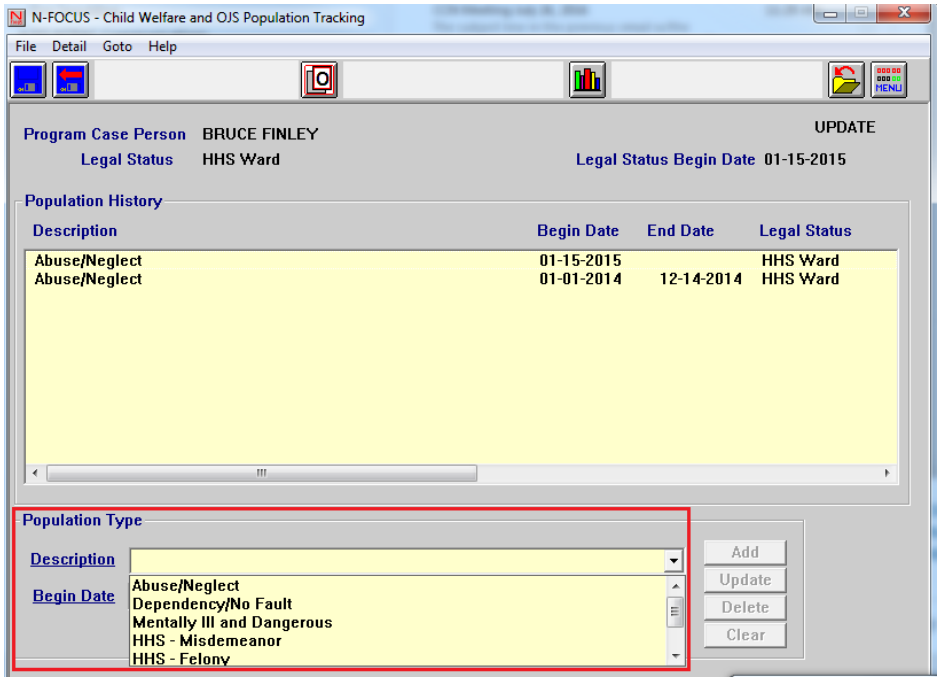
- Type Field - The Petition Type of Status Offender will no longer be available
- Adjudication Status Field – The adjudication status of 43-247 3(b)-Status Offender will no longer be available



State Ward Population (Change)

On the Child Welfare and OJS Population Tracking window, the following options will no longer be available from the Population Type group box, Description field:

- Status Offender – Truancy
- Status Offender Ungovernable



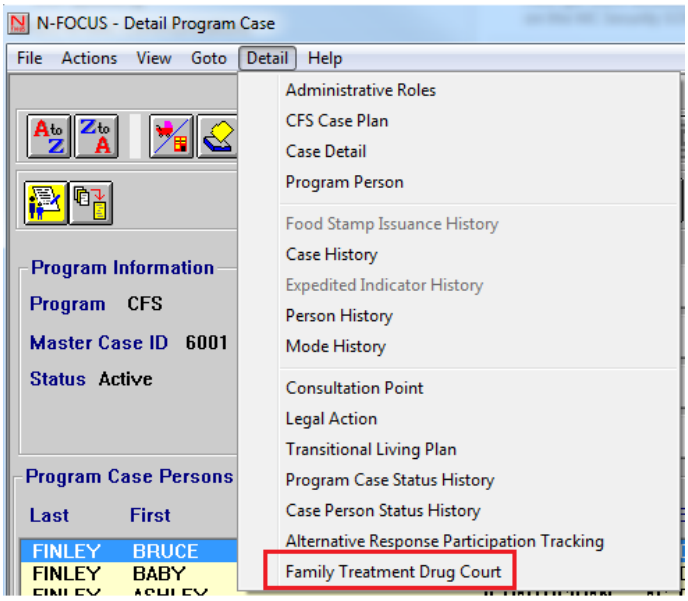
Family Treatment Drug Court (New)

A new tracking function for Family Treatment Drug Court has been added to the CFS Program Case under the Detail drop down.

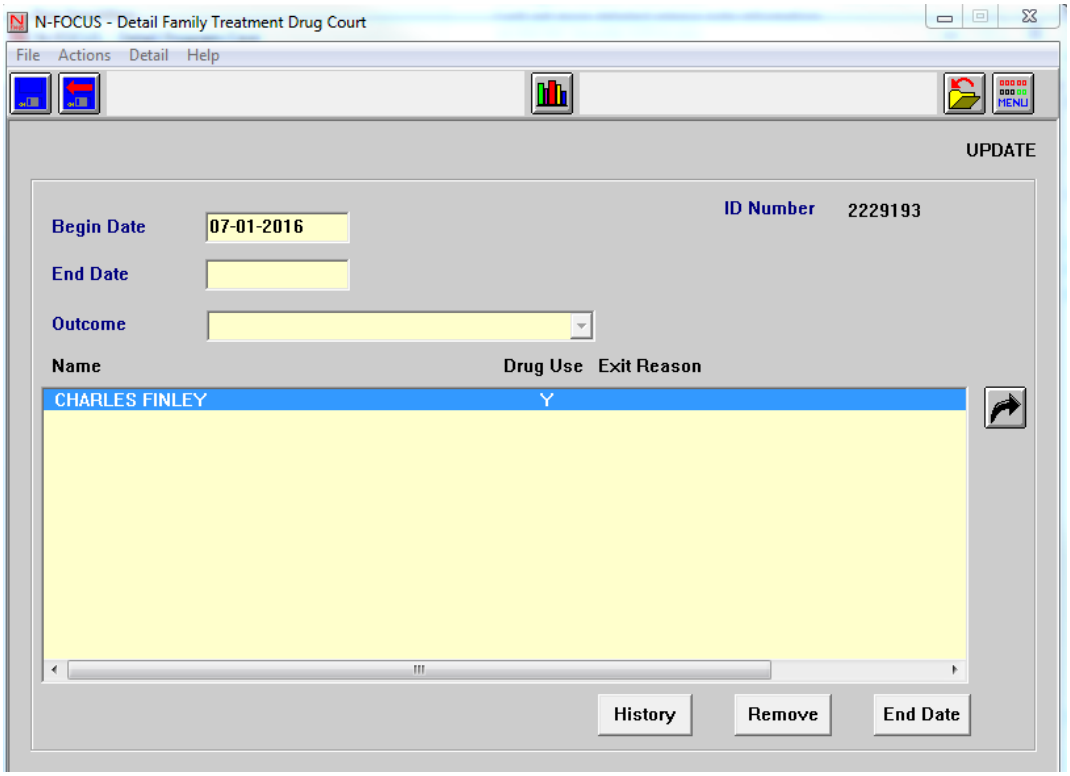
CFS Specialist Supervisors and Administrators are the only two that have the security to create/update in this window. CFS Specialist will be able to view in this window.

Supervisor/Administrator Security

- A supervisor will come into this window and add a Begin Date for the first date the family began Family Treatment Drug Court.
- The supervisor will then add the family members from the program case into the Detail Family Treatment Drug Court window.

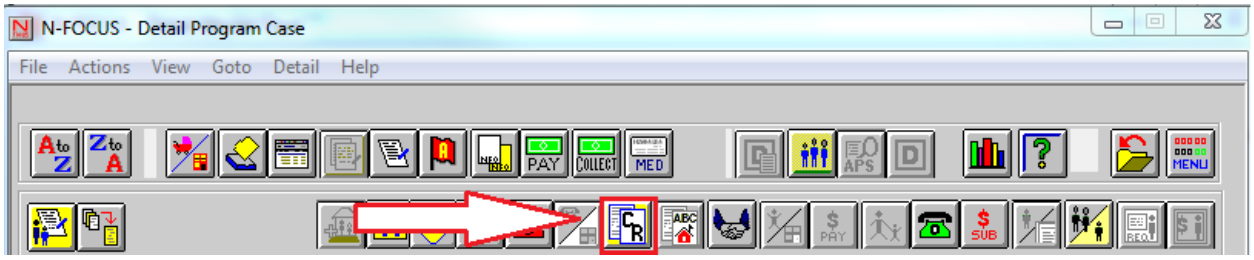


- When the family has ended their participation in Family Treatment Drug Court, whether that is for Successful Completion, Resigned/Abandoned Drug Court, Death, Involuntary Resignation or Relinquishment/TPR, the supervisor will End Date the occurrence and select one of the reasons their participation ended.
- A supervisor can also highlight a user and click end date and select the same reasons as above if an individual leaves Family Treatment Drug Court before the rest of the family finishes.
    - Example: Father went to prison and was no longer able to finish the program.
- A supervisor can also right click a person and click the Flag Drug Use. This is an indicator that this person is drug user in the family.
    - Example: The father uses methamphetamine and the mother does not. Right click for the father and highlight the Flag Drug Use indicator.

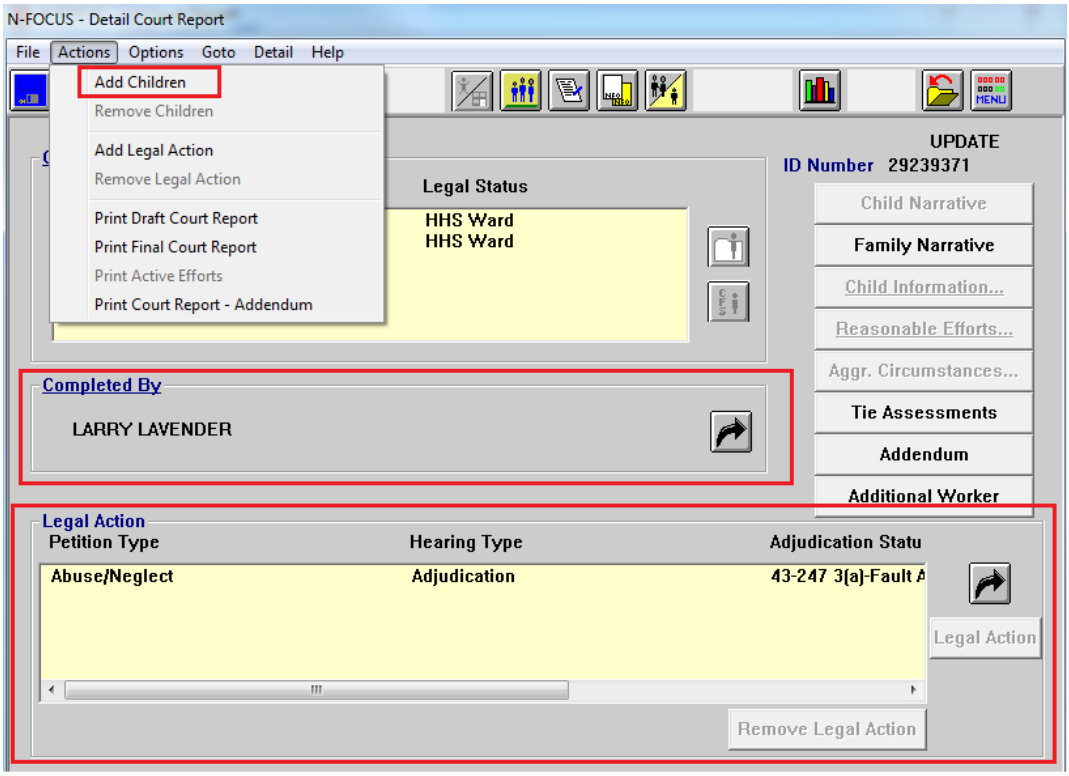


Court Report Redesign (Change)

The Court Report has now been centralized to an icon on the CFS Program Case for more convenience for CFS Specialist. A CFS Specialist will now be able to create Child Narratives, Family Narratives, Child Information, Reasonable Efforts, Tie Assessments, Tie a Legal Action, and Create an Addendum.



The Detail Court Report window will display.



- The CFS Specialist will add the children who are involved in the court report under Actions.
    - Only add children, as the parents will be printed on the court report just like before.
- The Completed By will be the Assigned Worker from the CFS Program Case.
    - If you need to change the Assigned Worker, use the black select arrow to a search for the new worker and bring their information back to the Detail Court Report window.
- You can tie multiple legal actions if needed.
- When printing, duplicate information for the legal action will not be printed.
- Click save to create the court report.

Narratives

The Child Narratives are now the following:

- Reasonable/Active Efforts
- Rationale for Placement
- Medical Conditions/Needs
- Behavior/Relationships
- Psychiatric/Psychological Conditions/Needs

Removed Narrative

The Education narrative has been removed as the worker will now tie the Education Court Report to the Court Report.

Combined Narrative

The following narratives have been combined into Reasonable/Active Efforts:

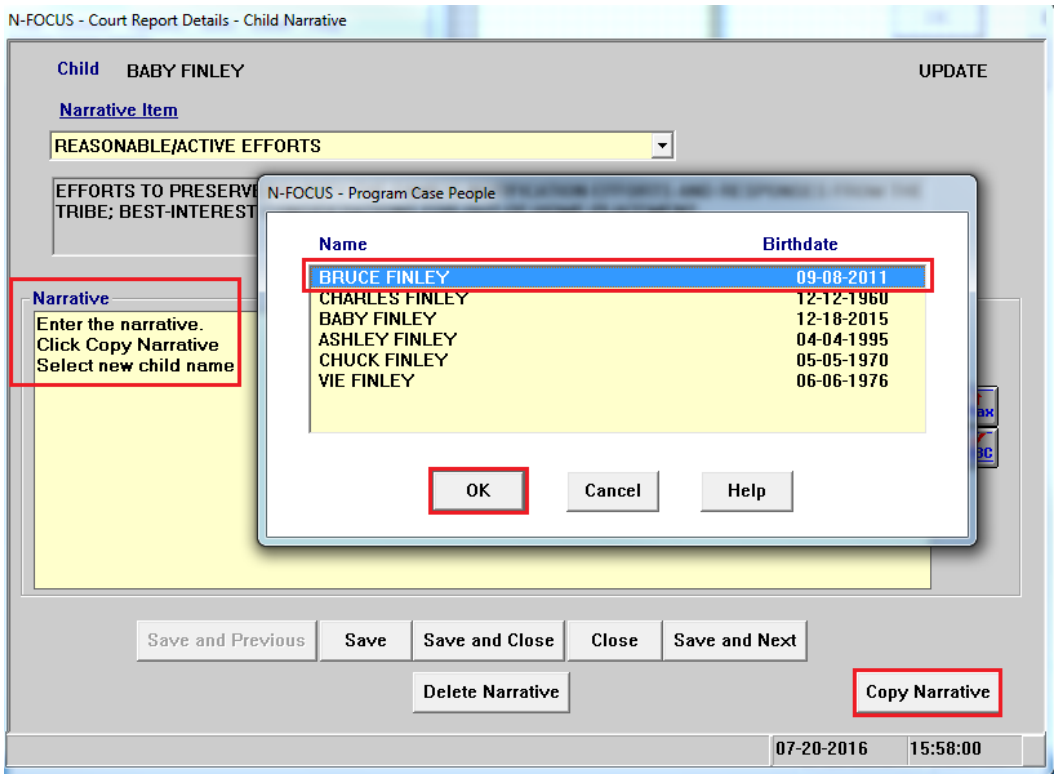
- Reasonable Efforts
- Active Efforts
- Tribal Contacts

Note: To create Child Narrative, highlight the child from the Children group box and select the Child Narrative push button.

Copy Narrative Function

Copy Narrative is a new function available for each of the narratives mentioned above.

Example: Select Reasonable/Active Efforts for Child #1 and document the narrative. Save the narrative and then click the Copy Narrative button. Select Child #2 and copy this narrative into Child #2's Reasonable/Active Effort's narrative.



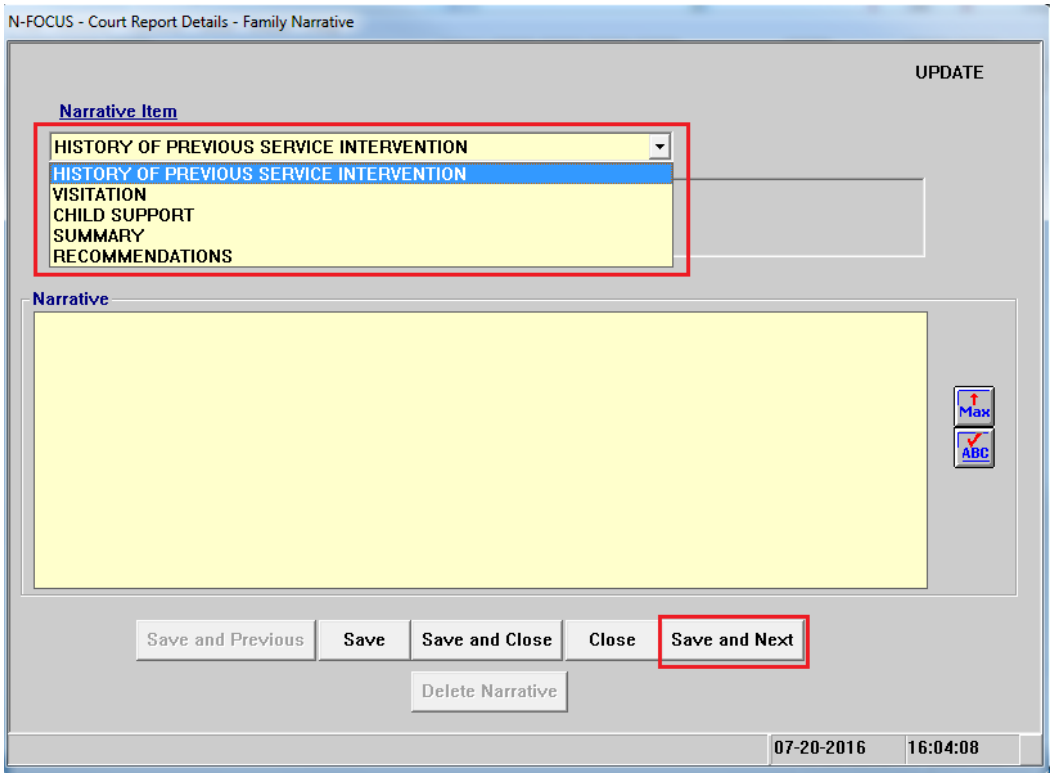
Family Narrative

The following changes have been made to Family Narrative.

The Family Narratives are:

- History of Previous Service Intervention
- Visitation
    - The two visitation Narratives were combined
- Child Support
- Summary
- Recommendations

You will be able to save and next through all of these narratives.

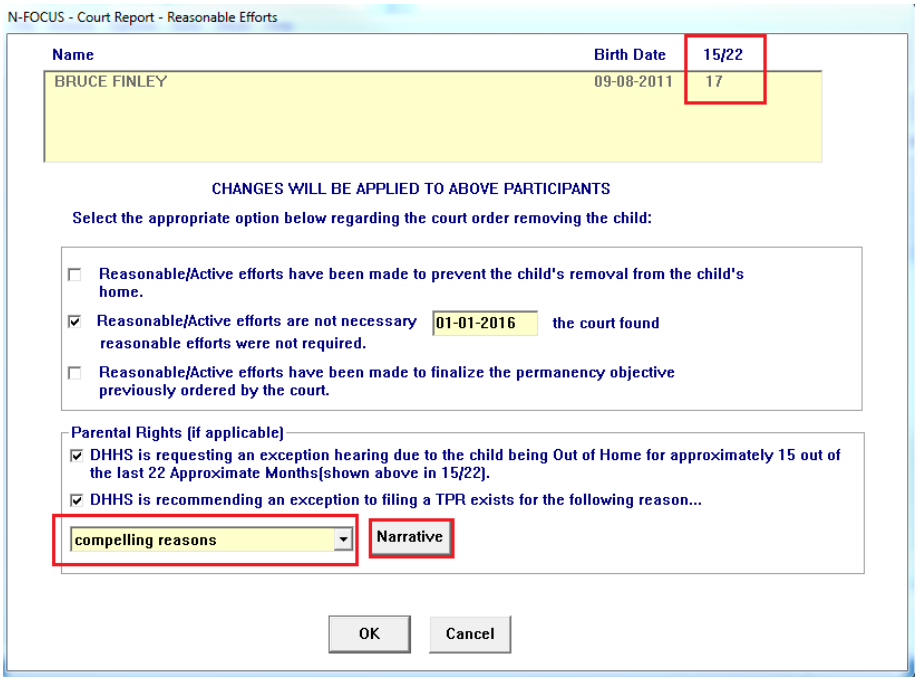


Child Information

The Child Information is used in the same way as before. Continue to fill out the Case Plan Progress and if applicable the Out of Home Care.

Reasonable Efforts

With this release, you can now select if you would like to recommend an Exception Hearing or recommend that an exception to filing a TPR exists.



If you are recommending an Exception Hearing, double check the information in the 15/22 column to see how long the child has been placed out of home.

If you want to recommend an exception to filing a TPR, choose from three options:

- Compelling Reasons
- Insufficient Opportunity
- Relative Taking Care of Child

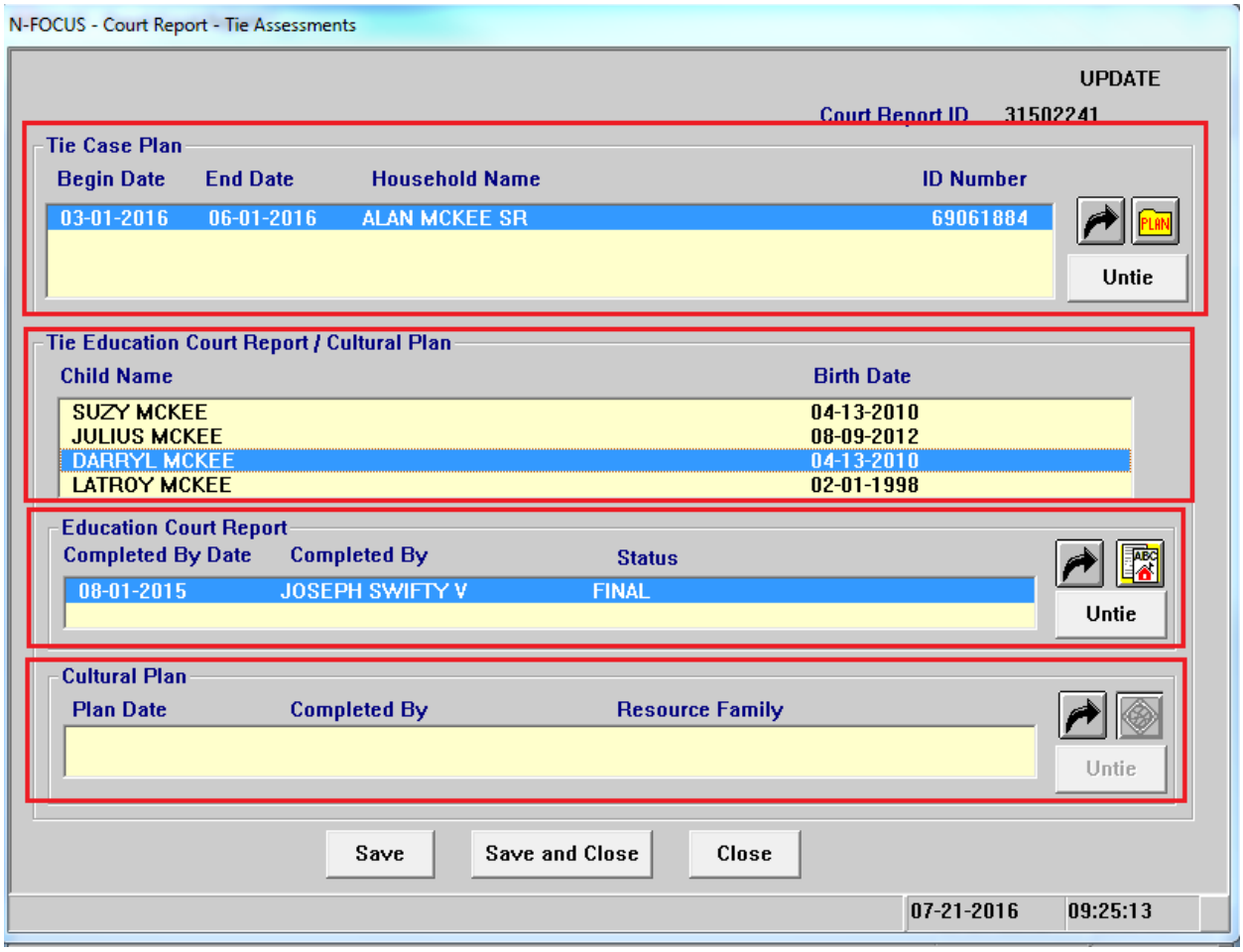
The first options (Compelling Reasons and Insufficient Opportunity) will need narratives explaining the selection. Both of these selections, if selected, will be printed in the court report under Recommendations.

Tie Assessments

Tie Assessments has been added to the Court Report window.

You will now be able to tie a Case Plan or multiple Case Plans to the Court Report. If a Transitional Living Plan is tied to the Case Plan already, it will also print.

A worker will then highlight each child and tie an education court report and/or cultural plan to the court report. All of these functions are optional. When the worker ties all of these assessments to the court report, the court report will be numbered including all tied assessments.



Navigational Tips:

- Select the Out Select Arrow to Tie
- Select a tied item to activate the icon that will take you to the corresponding detail
    - Detail SDM Case Plan
    - Detail Education Court Report
    - Detail Cultural Plan
- Select a tied item to activate the Untie push button
- Select the Child Name from the Education Court Report/Cultural Plan group box to view tied Education Court Reports and tied Cultural Plans

Printing the Court Report

When printing the court report, you can still Print Draft or Print Final.

The Print Finals will be saved under Correspondence. You print a court report, the children's Conditions, Immunizations, Allergies, and Medications; to go along with the Medical information that is already being printed.

Printing Addendums

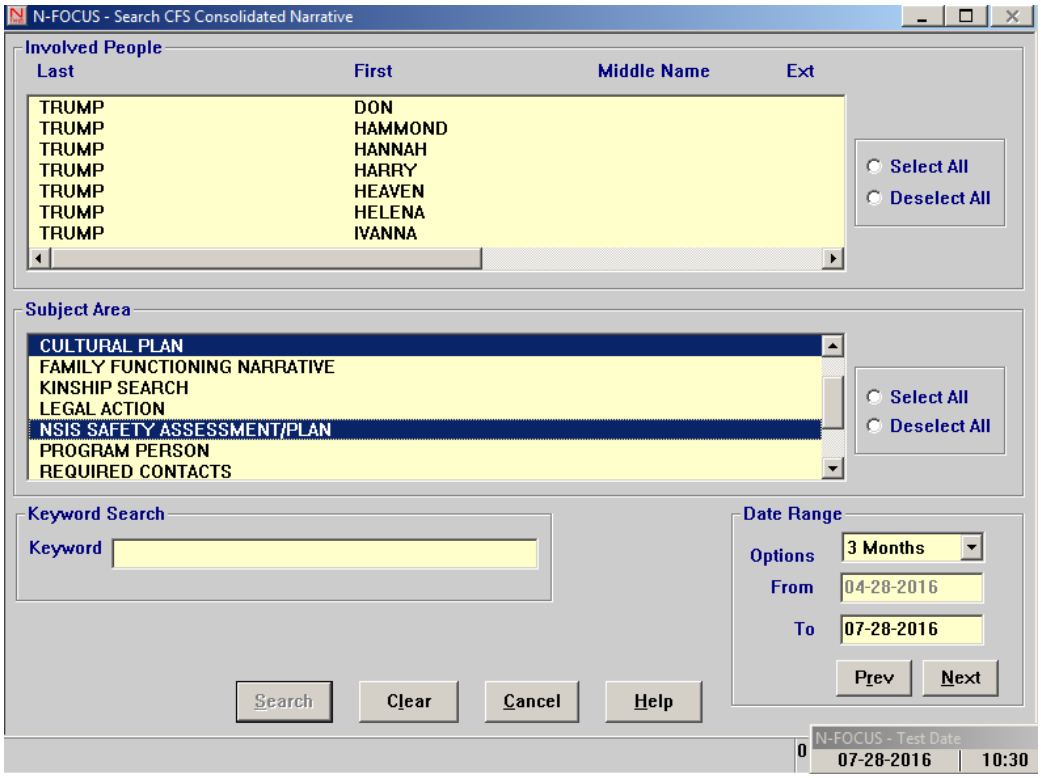
You will now be able to Print Addendums without printing all of the other narratives as well.

- Create the addendum narratives
- Tie a Legal Action, to go along with adding the children
- Select Actions>Print Court Report – Addendum

Note: A copy forward function has also been created for worker convenience.

Consolidated Narrative-Add Narratives (Change)

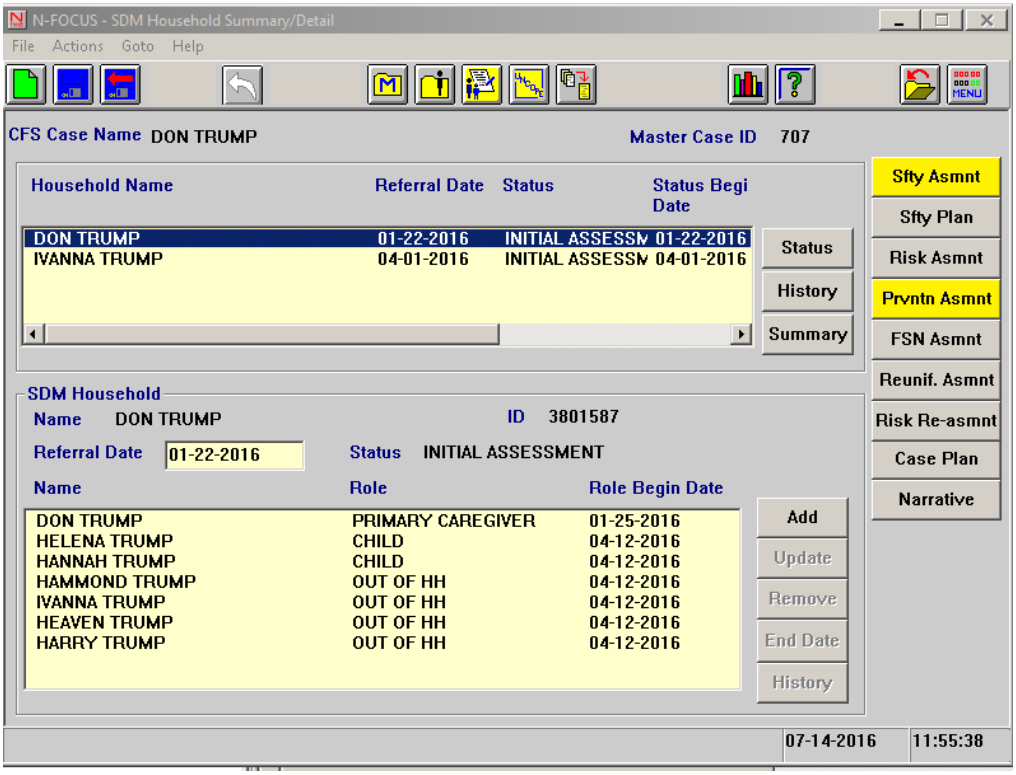
On the Search CFS Consolidated Narrative window narratives for the Cultural Plan and the old NSIS Safety Assessment and Safety Plan have been added as options for users to search.



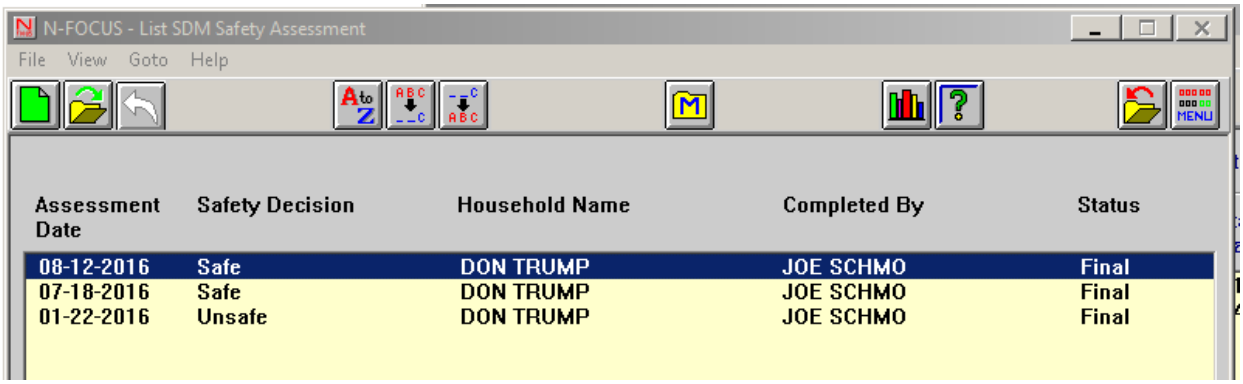
SDM-The Ability to Tie SDM Safety Assessments Together (New)

A new functionality in N-FOCUS Creates the ability for the user to tie SDM safety assessments together in the same manner that SDM risk assessments are tied together. This change will allow additional safety assessments that relate to the intake to be associated with the first assessment. This will also allow the user to track which safety assessments are connected to an intake or other SDM assessment.

1. Navigate to the SDM Safety Assessment and or Prevention window.

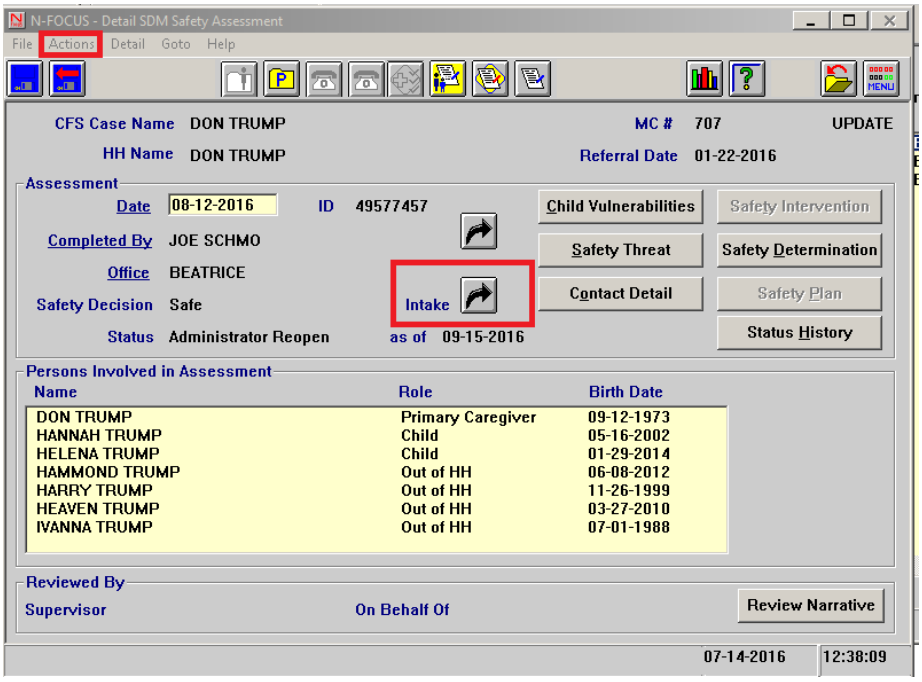


A list window will appear showing the available safety assessments, select the correct safety assessment.



2. Select the appropriate row and click the Open icon or click the New icon.

The Detail SDM Safety Assessment window will display.



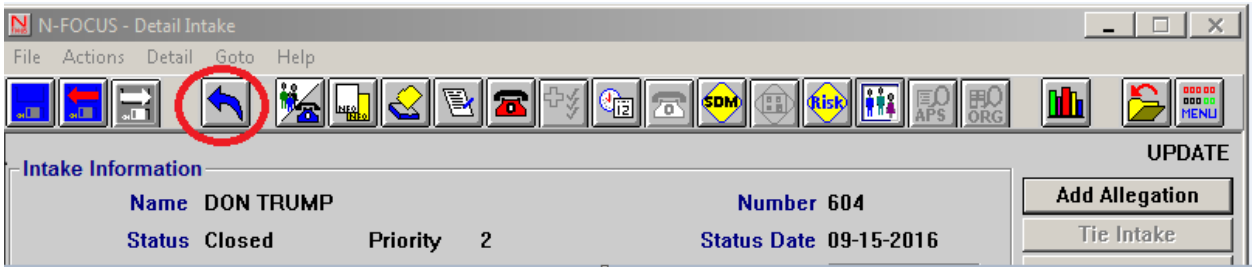
3. Enter the following information:
    a. Fill out the date and completed by worker
    b. Select either the Out Arrow button next to Intake or select Tie Intake from Actions drop down menu
    c. Save

Note: If you do not save N-FOCUS will prompt you with a message, "Changes to the SDM Safety Assessment have been made and will be saved to complete the next action."

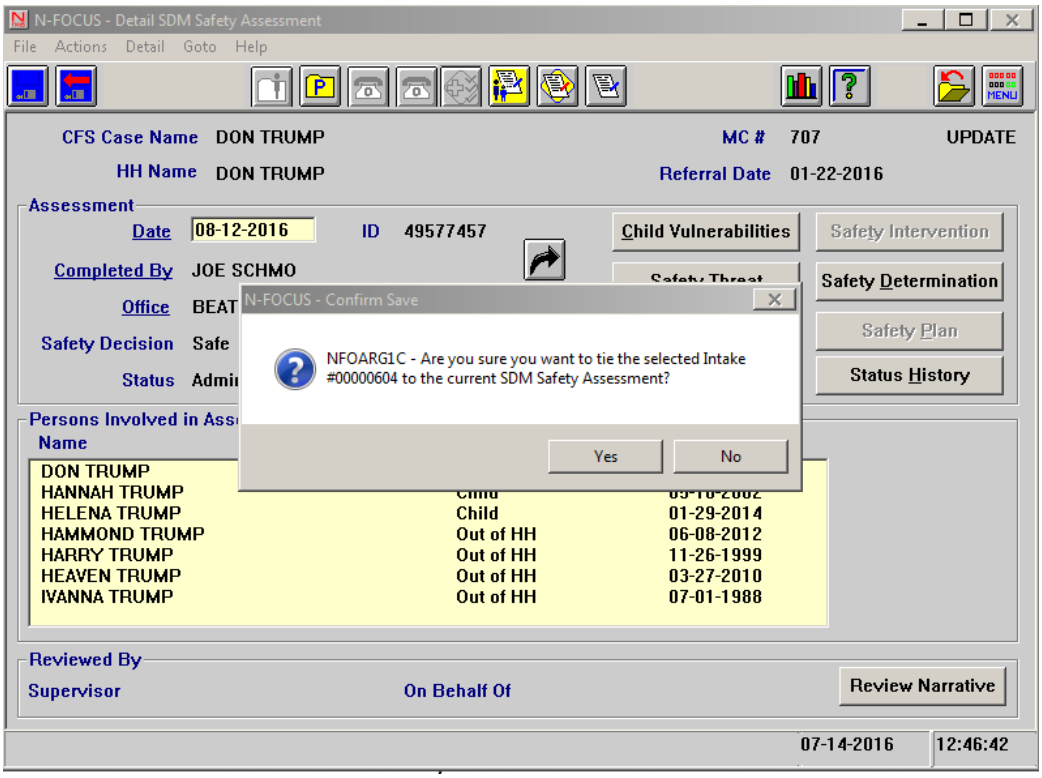
The Search Intake window will open.

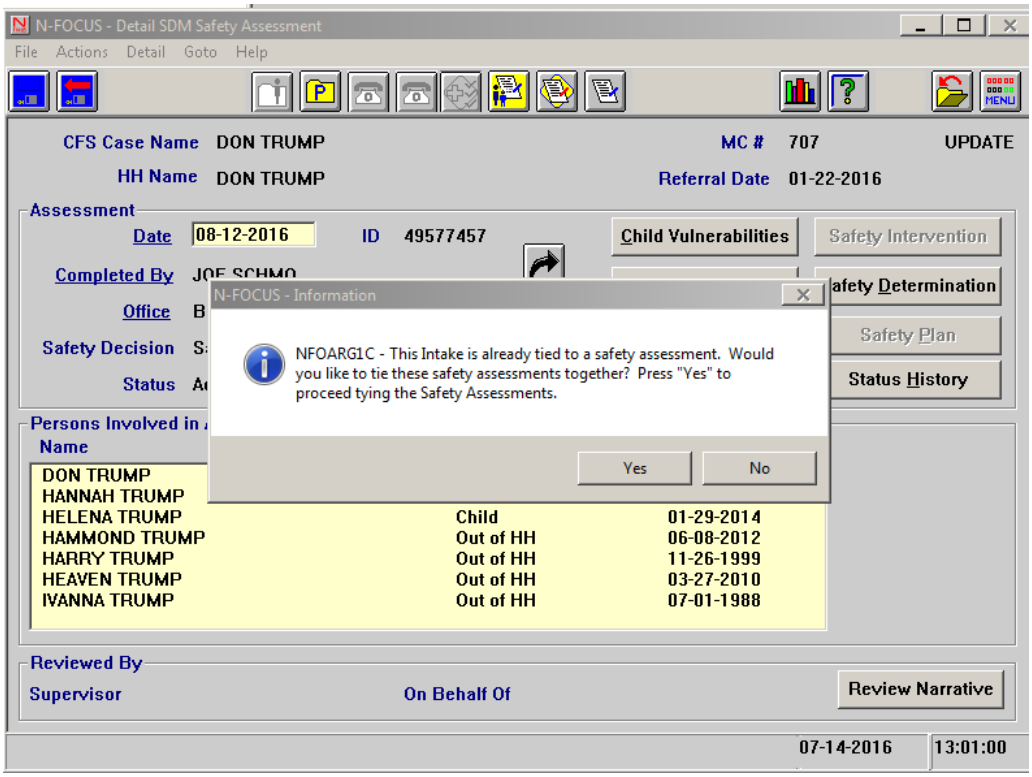
4. Enter the intake number if known or use the Person Search function in the Intake window to find the appropriate Intake.

Note: When using the Person Search function, the Detail Intake window will open. Verify this is the correct intake and then select the Blue Return Arrow to return the information to the Detail SDM Safety Assessment window.



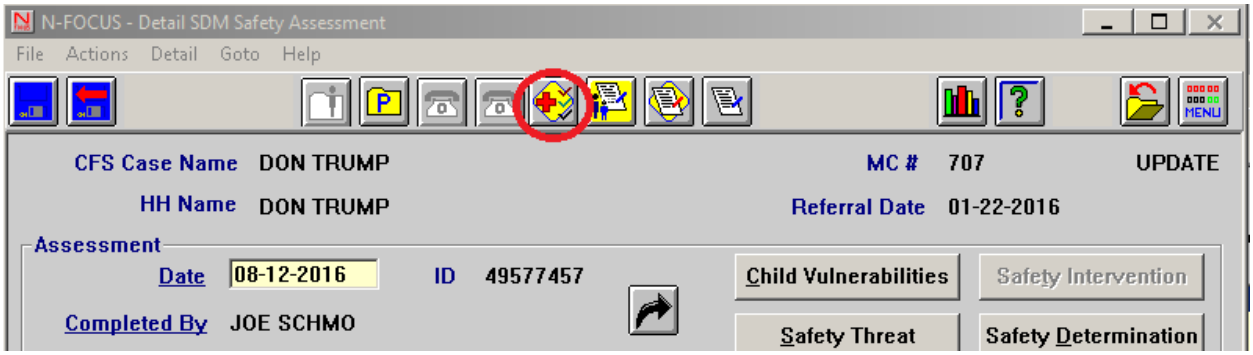
A confirm save box will appear asking the user if they want to tie the selected intake to current safety SDM Safety assessment. If the intake is already tied to a safety assessment the system will ask the user if they would like to tie these safety assessments together.





5. Select Yes or No as appropriate.
    a. **Yes -** The safety assessments have been tied another confirm message will appear. The tied safety assessment can be assessed through the enabled safety assessment icon.
    b. **No -** The safety assessments will not be tied.

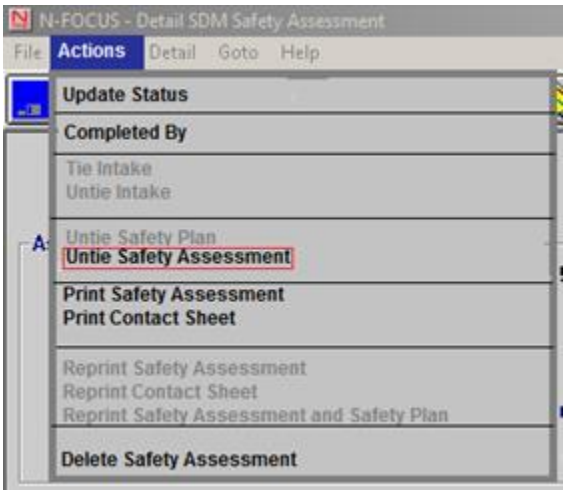
Note: To view the tied safety assessment select the safety assessment icon. This will take you to the tied safety assessment. To exit the tied safety assessment, use the arrow out function.



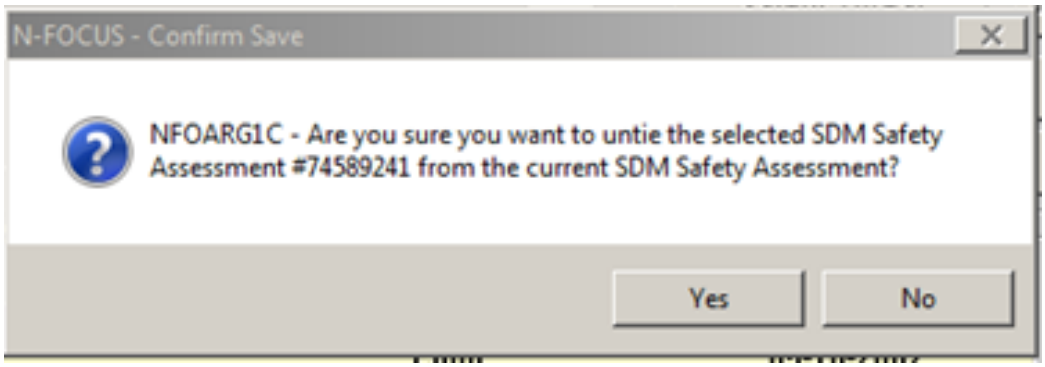
Untie the Safety Assessment

To untie the safety assessment, from the menu select Actions>Untie Safety Assessment.

The actions menu will have the untie safety assessment function enabled. If you select untie safety assessment the following message will display:



"Are you sure you want to untie the selected safety assessment #99999999 from the current SDM Safety Assessment?" Selects "Yes" to untie the assessment.



Green Phone Referral (Changes)

The strengths have been added to the green phone referral, previously only the needs were utilized on the referral. The service referral also includes new units that only appear when the new service Parenting Time/Supervision (#8873) is selected. The new units are:

- Visitation Units
- Drop in Units

Additionally, the worker can choose to print the most recent Safety Decision for services that have an associated FSNA. There are seven services associated with an FSNA.

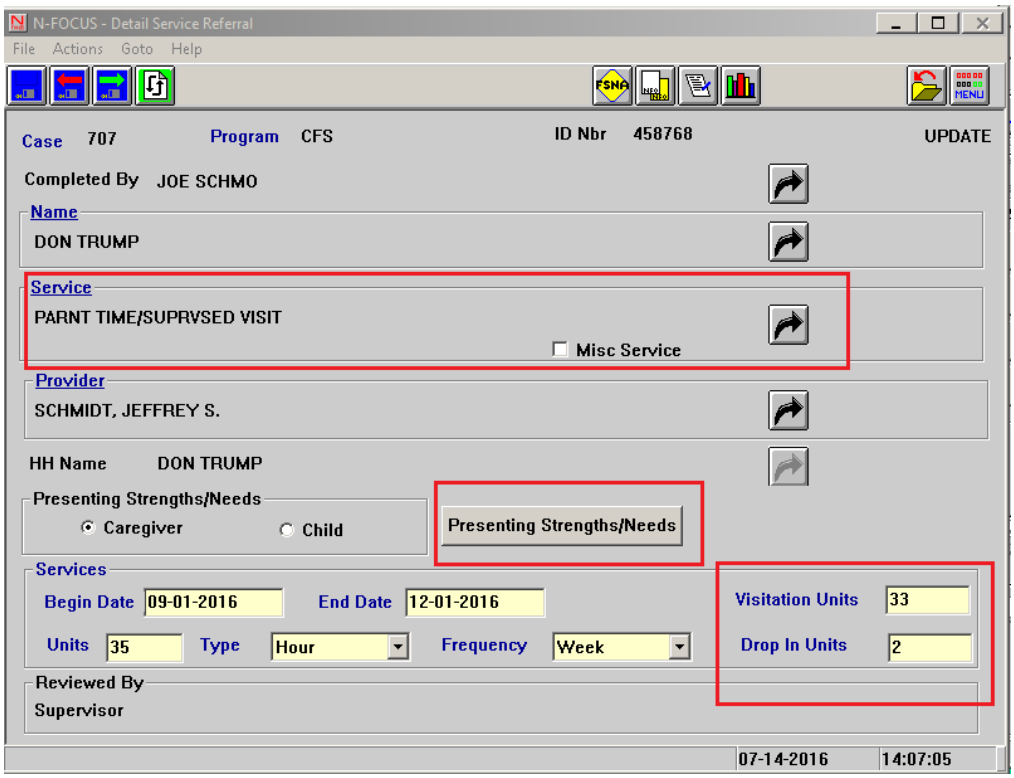
- Drug Testing & Lab Confirmation
- Electronic Monitoring
- Tracker, Family Support
- Intensive Family Preservation
- Parenting Time/Supervised Visitation
- In-Home Safety

1. When the service Parenting Time/Supervision is selected using the Black Return Arrow, the new service units will appear in the lower right hand corner.

2. Fill out the entire referral to include Provider, House Hold Name, Begin Date, Type, and Frequency.
3. Enter the desired amount of Visitation Units and or Drop In Units in the unit boxes. These units will appear as hours. For example, 33 hours of Visitation Units and 2 hours of Drop-In Units.
4. Be sure to total the units in the Total Units Box.

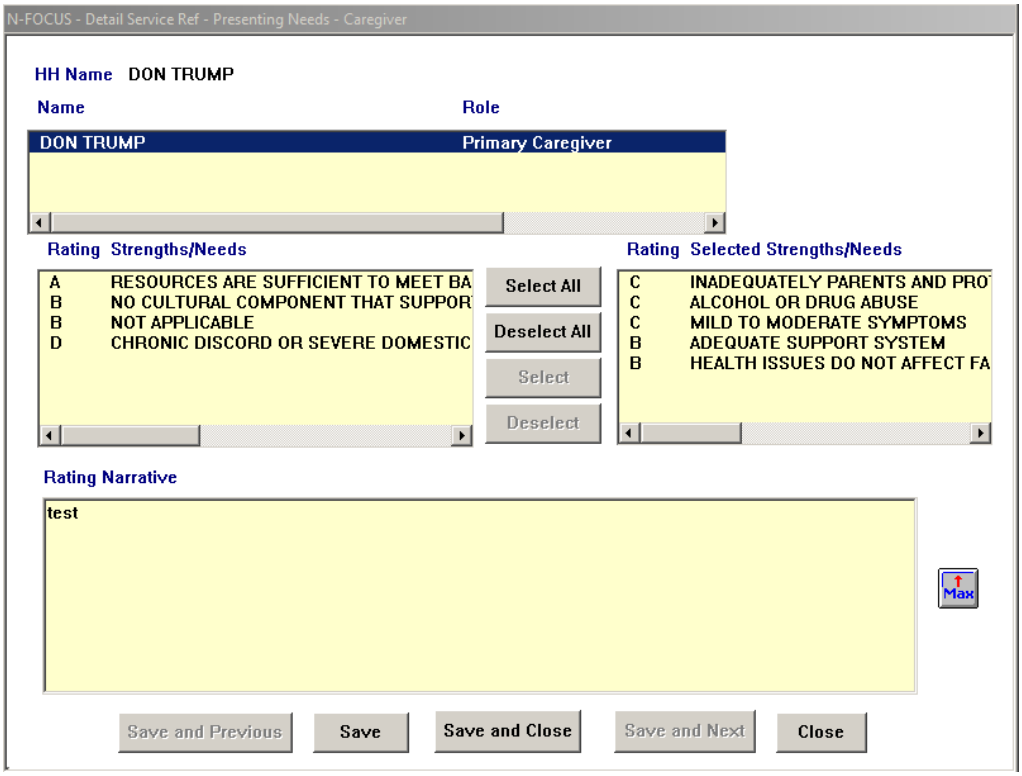
Note: The worker can choose to utilize one, both or none of the new units. If the total is incorrect N-FOCUS will prompt the worker to correctly total the units. The new unit selections will print out at the bottom of the referral, based on the information the worker has entered.

Example: "This referral is being made from 06/01/2016 to 1201/2016. We are recommending the customer receive 23 hours per week. We are recommending the customer receive 33 hours of visitation and 2 hours of drop-ins."



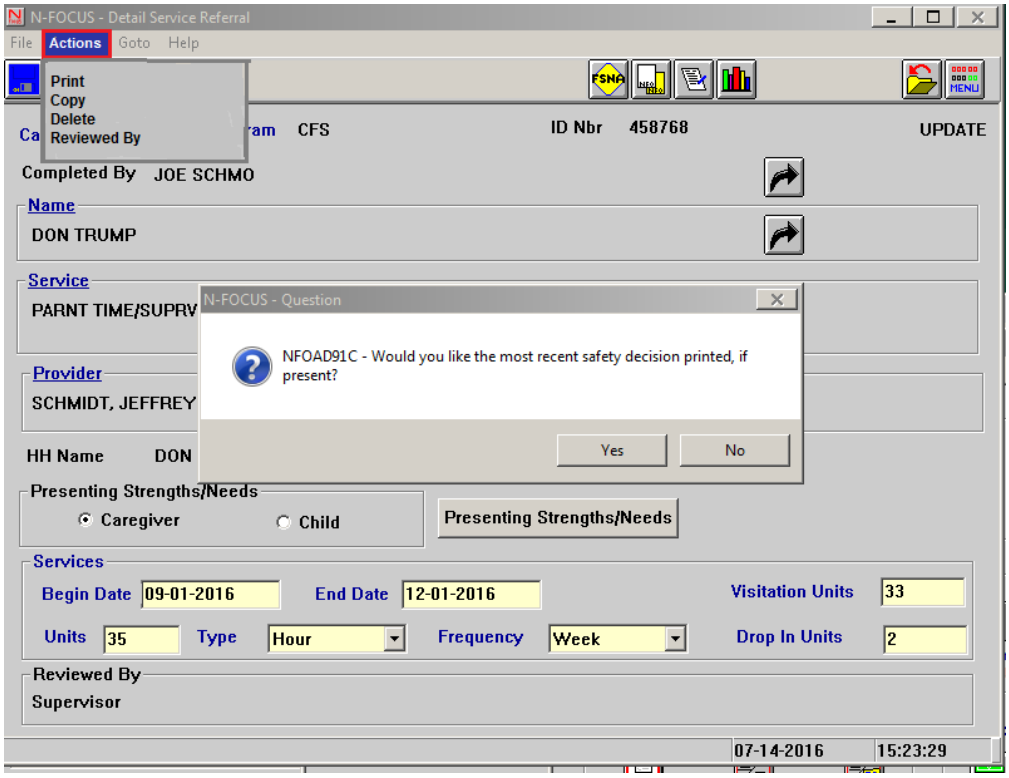
5. To choose to add Strengths and or Needs to the referral use the Black Return Arrow to select the household name, click save.
    a. The Presenting Strengths/Needs push button will be enabled as long at the household has been selected and it is one of the following services:
        i. Drug Testing & Lab Confirmation
        ii. Electronic Monitoring
        iii. Tracker, Family Support
        iv. Intensive Family Preservation
        v. Parenting Time/Supervised Visitation
        vi. In-Home Safety
6. Select Caregiver and or Child under Presenting Strengths/Needs.

7. Select the Presenting Strengths/Needs Push button.
8. Select the caregiver.
9. Select all or some of the strengths and needs from the column, using the push buttons. (Select All, Deselect All, Select, and Deselect)
    a. You can select all or select one at a time.



10. Select the save buttons at the bottom of the screen to complete this action for one or both caregivers.
11. Repeat this process for Children in the household.

Note: To print the most recent safety decision go to the Menu Actions > Print. The following message will display, “Would you like the most recent safety decision printed, if present?” The decision will print if the user selects “Yes” and will not print if the user selects “No.”



Note: The decision is not saved on the referral. You must select Yes every time if you want the most recent safety decision printed.

Drug Factors Window (New)

The Drug Factors window will be accessed from the SDM Initial Risk Assessment and SDM Risk Prevention Assessment windows by selecting the Drug Factors button.

The purpose of the Drug Factor push button is to identify what drugs are factors when children and youth are initialing entering care or during subsequent received intakes. A new push button entitled Drug Factors will appear in both the Initial Risk and Prevention Assessments. This choice will also appear in the "Go To" menu. The new push button will allow workers to select a drug associated with a family's involvement with the agency.

This is information the federal government requires the agency to collect and report on. This should be filled out when there is drug and or alcohol use which contributes to the family's involvement with the agency.

The information is person specific and should not be confused with a diagnosed drug or alcohol use. This is simply drug or alcohol use that is a contributing factor to the family having a current investigation for maltreatment or abuse. The worker will also be prompted when finalizing the assessment to answer the question yes or no.

Once the Drug Factors push button is selected the Drug Factors window will display. The names of all the family members and their roles will appear in the upper display box. Choose who they want to answer the question for 'caregiver', 'child', or 'other' member in the family.

To document Drug Factors from the Detail Program Case, follow these steps:

1. Navigate to the Detail Program Case window.
2. Select the SDM icon.

Result: The SDM Household Summary Detail window displays.
Note: This window should have at least one Household Name listed.

3. Select (highlight) the appropriate Household Name in the group box.

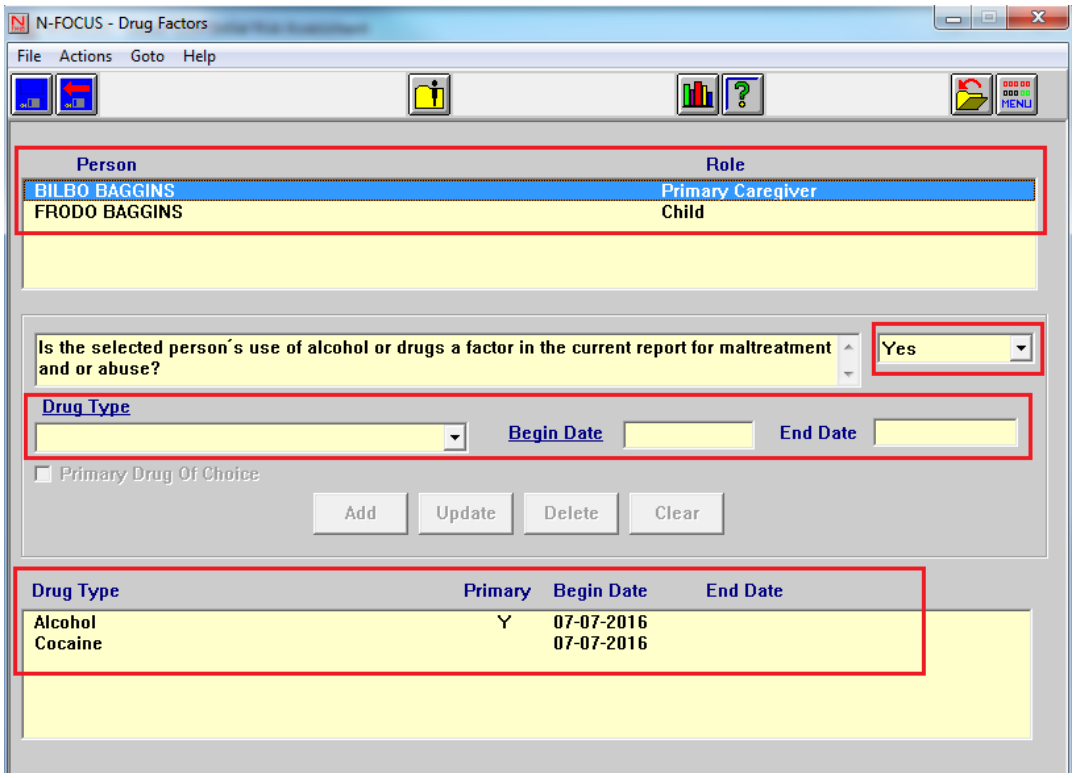
Result: Various push buttons enable, and the information in the SDM Household group box displays, including the Referral Date and other Household members.

4. Select either the Risk Assessment or Prevention Assessment pushbutton.

Result: The List or Detail window for the selected button will display. Navigate to the Detail window to proceed.

5. Select the Drug Factors push button.

Result: The Drug Factors window displays. The answer to the pop up question will be documented on this window.

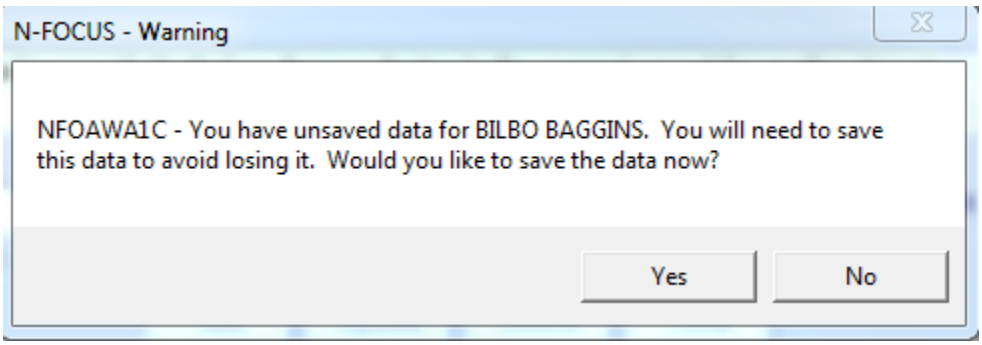


6. Select (highlight) the person for whom the drug or alcohol use is being documented in the group box.
7. Select Yes or No to the question "Is the selected person's use of alcohol or drugs a factor in the current report for maltreatment and or abuse?".
8. Select the drug or alcohol type from the group box.

9. Select the Primary Drug of Choice check box if appropriate.
10. Click the Add button.
11. Select Save.

Result: The information will be documented in the Drug Type group box at the bottom of the window.

Note: To enter Drug Factors for another person listed, you must Save first. If the information is not saved, the following pop-up message will display.



Note: To Update or Delete documented drug or alcohol use, select the appropriate person and click the Update or Delete button. Complete the action as appropriate.

12. Repeat steps 6-10 for each Drug Type.

Note: Be sure to end date previous rows when adding a new Drug Factor. This can be done manually by highlighting the row and end dating. N-FOCUS will auto end date if you select "No" to the Drug Factor question.

When Updating or Adding a Drug Factor be sure to end date the previous row and unclick the primary drug of choice (if appropriate). If you do not do this, the following error message will display:

> "There is more than one drug type selected as the primary drug of choice. You can only specify one."

You can select more than one drug choice as a factor in the current report, however, only one can be selected as Primary.

When you select "No" to the drug factor question to end date a row or indicate that drugs are not a factor in the current report they will revive the following message:

> "By changing the answer to "No" the system will auto end date all active drug factors for the selected person. Do you wish to continue?" Select Yes or No based on the current report.

13. Select Save or Save and Close.

Note: When the Assessment is placed in Review Status, the Drug Factors question will display if the drug factors have not already been filled out. Selecting "Yes" to this question will take you to the Drug Factors window.

Policy Exceptions Required on Overfilled Org License (New)

Due to changes in NAC 395 foster care licensing workers are now required to select one of five policy exceptions when placing a child in a home that exceeds the maximum licensed amount of children. Currently, when a user places a child in a licensed foster home that exceeds the maximum licensed amount of children a message appears warning the user. The user is able to click ok and proceed with the placement.

This N-FOCUS change will require a user to select one of five policy exceptions in order to proceed with the placement. The new policy exceptions to overfill a placement are as follows:

1. Placement of a sibling group into the foster home, allowing the sibling group to stay together.
2. Placement of a child (ren) who are siblings to children currently placed in the foster home.
3. Placement of a child (ren) who had previously been placed in the foster home.
4. The child (ren) of a ward in placement or a ward to be placed.
5. The foster home is able to meet the unique needs of the child (ren) as determined and agreed upon the Child and Family Services Specialist (CFSS), foster parent(s) and the foster parent(s) supporting Child Placing Agency.

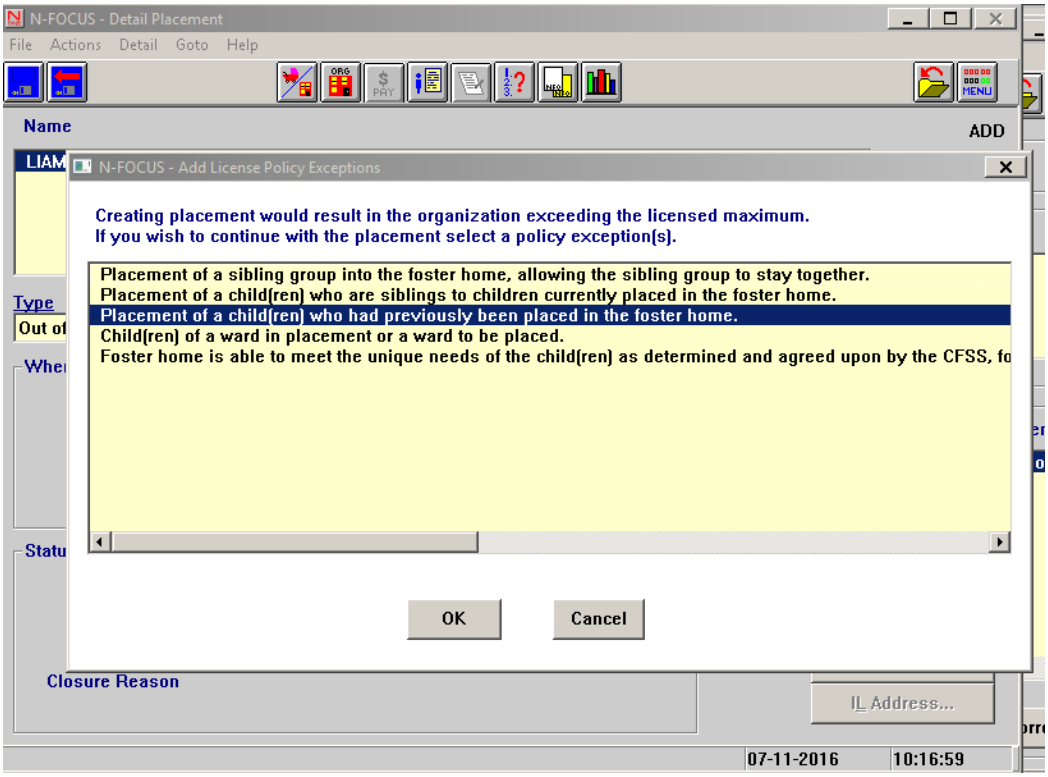
If you select policy exception number 5, they will need SAA approval to proceed with the placement.

1. Create a placement as you normally do. After you select "Activate" in the actions window and save, the "Add License Policy Exceptions" box will display.
2. Highlight one or more policy exceptions at this time. Once the exception is selected the action is complete.

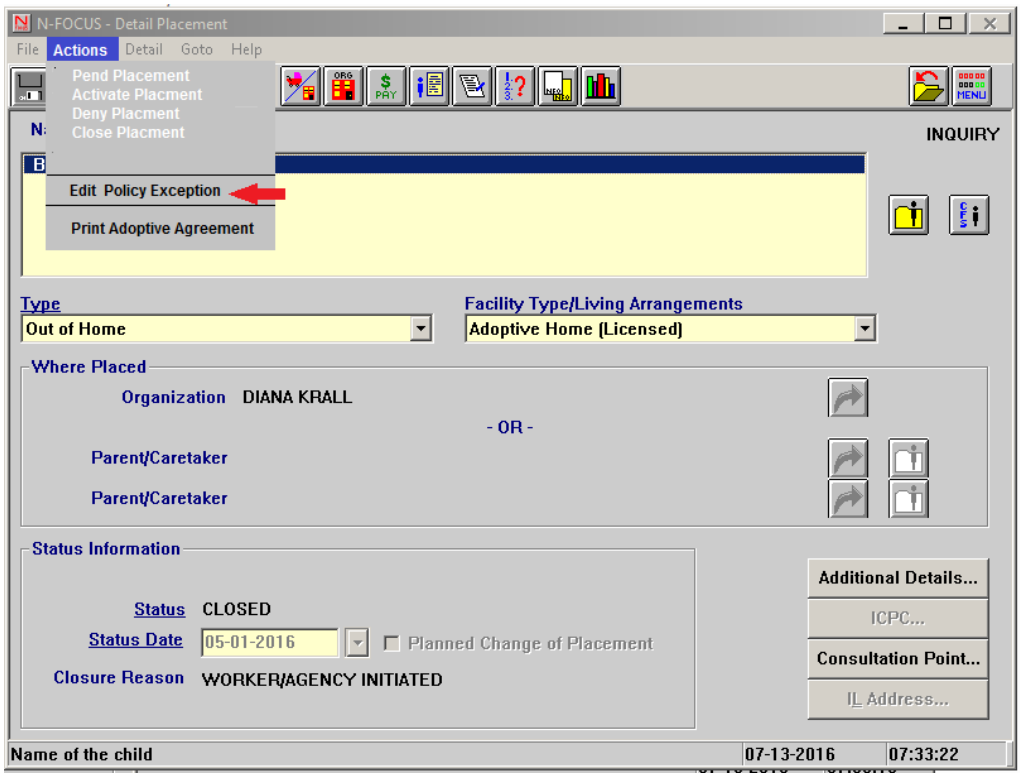
Note: Be advised the placement cannot be made without selecting a policy exception. N-FOCUS will not allow the placement to be completed until a policy exception has been selected. If you select "Cancel" the policy exception window will continue to show up until you select an exception or select a placement that is not overfilled.

3. Once a policy exception is highlighted select "Ok".

The confirm placement box will appear.

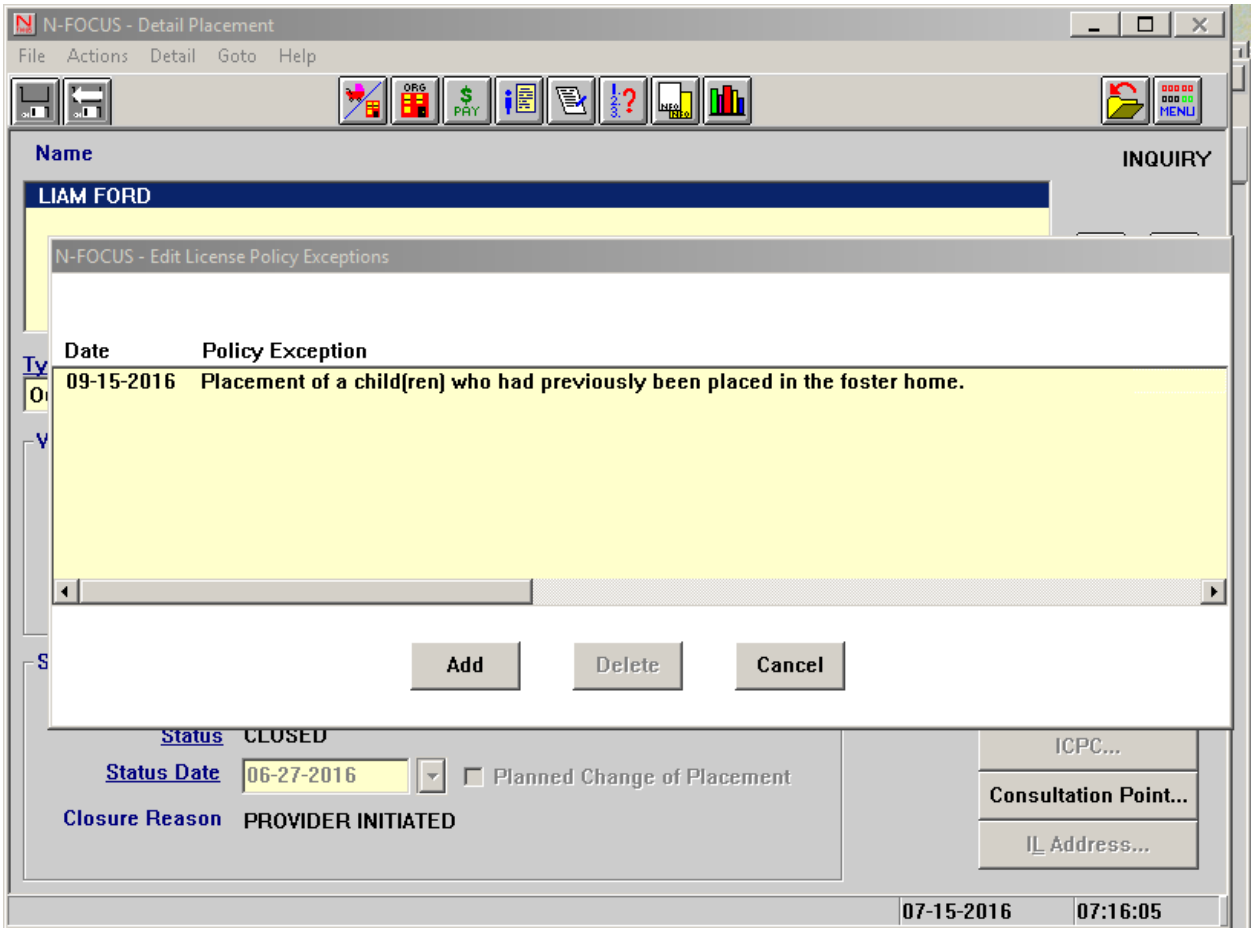


4. To edit a policy exception by adding or deleting on an existing or closed placement go to the Actions Menu and select "Edit Policy Exception."



The “Edit Policy Exception” box will display.

5. Select add, delete, or cancel.
    a. Select “Add” and the “Add License Policy Exceptions” window will display agai. A policy exception can be added by highlighting and clicking “Ok”. Once a policy exception is added and or deleted the window will disappear and the action is completed.



Note: Once a placement is overfilled at least one policy exception will need to remain on the placement. N-FOCUS will not allow a user to delete all of the policy exceptions off of a placement. If you attempt to delete all of the policy exceptions an error box will display. “At least one policy exception must remain on an overfilled placement, please add a new policy exception before deleting the prior exception.”

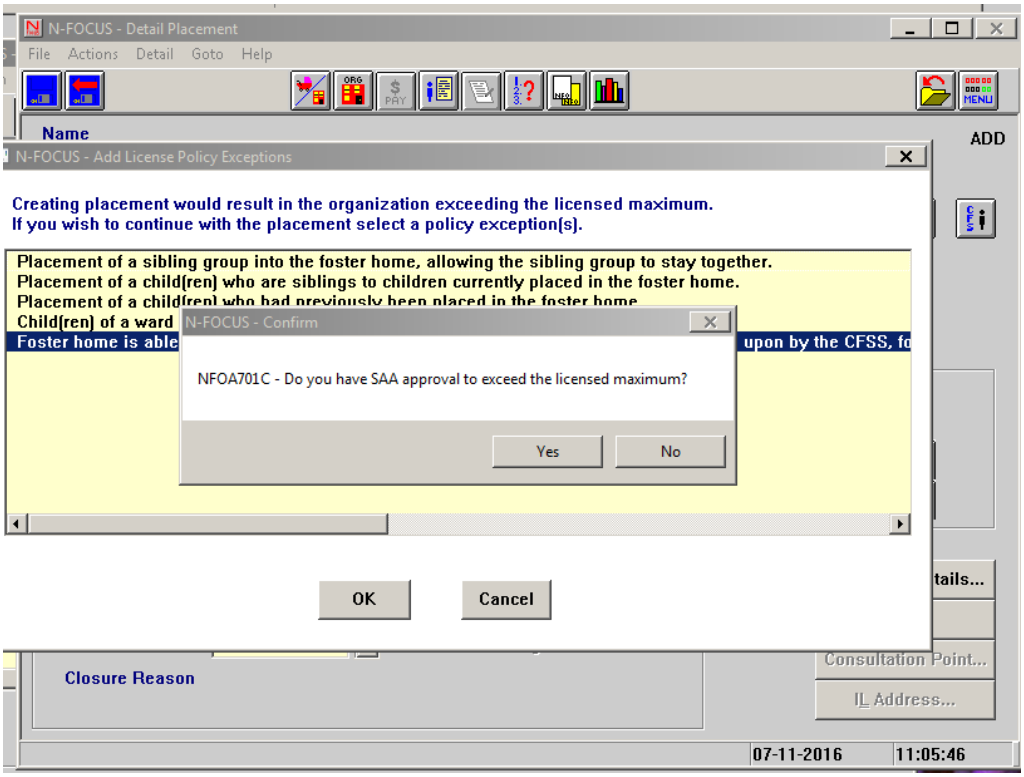
View Policy Exceptions on a Placement

To view policy exceptions that exist on a Placement follow these steps:

1. From the Detail Placement window select the menu Actions>Edit Policy Exception.

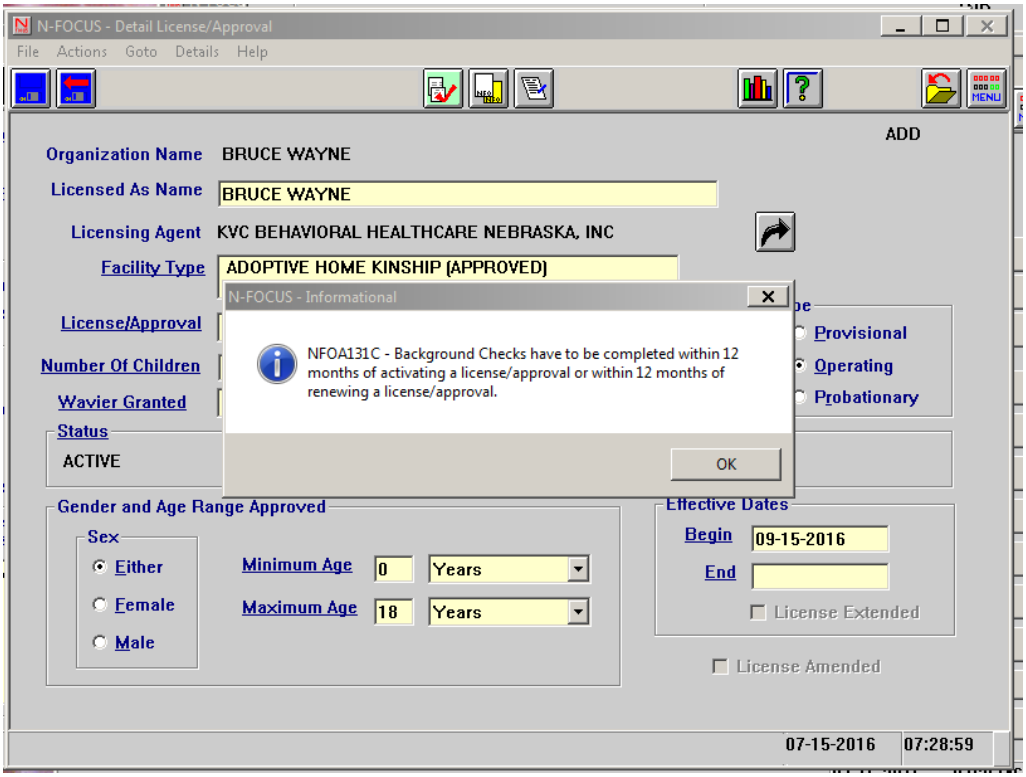
You can view all policy exceptions selected and select “Cancel” to leave the window without making any changes.

2. If you select policy exception number 5, you need SAA approval to proceed with the placement. To select this exception highlight the exception and click "Ok". A new message will display that states "Do you have SAA approval to exceed the licensed maximum?"
    a. Yes – The confirm placement box will display.
    b. No - . The placement will not be created and the window will close without the information being saved.



Note: Currently, the edit policy function is not included in the placement correction window. The policy exception function will be added to the placement correction window in December. To add a policy exception after a placement correction has been made you must go back into the Detail Placement window under the Actions Menu and complete this function.

Background Check Error Messages (Change)

- The background check error message that is displayed when background checks need to be completed when creating a new organization or when changing the License/Approval has been replaced.
- The edit restricting workers from creating an organization or from changing a License/Approval without background checks has been removed.
    - Workers will be trusted to complete background checks and enter the information into the system.
    - A reminder message will appear to assist workers.
- The message, "Background Checks must be completed within 6 mos. prior to the Effective Begin Date" has been replaced with the message, "Background checks have

to be completed within 12 months of activating a License/Approval or within 12 months of renewing a License/Approval”