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# *N-FOCUS Major Release*

## *Economic Assistance*

### *December 10, 2017*

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A Major Release of the N-FOCUS system is being implemented December 10, 2017. 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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## General Interest and Mainframe

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### EBT Card Last Mailed to Address (New)

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On the Electronic Benefit Program Case Name Person window, the address to where the last EBT card was sent has been added.

N-FOCUS - Electronic Benefit Program Case Name Person

Master Case 730  
Program Case SNAP  
Name ANNIE WILCOX  
Social Security No 745-89-5467  
Birthdate 08-05-1980

Last Mailed EBT Card Address  
4563 UNIFIED LANE  
LINCOLN NE 68529

Current Address  
4563 UNIFIED LANE  
LINCOLN NE 68529

OK

### Detail Tribal Information (Change)

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The ICWA question on the Detail Tribal Information window has changed to be clearer.

N-FOCUS - Detail Tribal Information

File Actions Help

Person JENNY WILCOX ADD

Does ICWA apply to this child's case? [dropdown]

Determination Date [text]  No Tribal Affiliation

Tribe Name [text] Enrollment Number [text] Add Tribe

Primary Tribe Status [dropdown] Status Date [text] Update

Verification Document Received [dropdown] Signed By [text] Delete

Intervene/Transfer

Tribe Name	Enrollment	Status	Status Date	Primary Tribe Ind
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## CHARTS Referral on Subsidized Guardianship (Change)

CHARTS referrals on Subsidized Guardianship (SG) program cases can now be made in the Master Case with the SG program case. When making the referral in the Master Case with the SG program case, select “DHHS is CP”.

The screenshot displays the CHARTS software interface. The top section, 'Persons Known to Master Case', contains a table with columns: Last, First, MI, Ext, SSN, Sex, and Birth Date. The table lists two individuals: JAMENAME TINABLUE (F, 10-16-1963) and DAVENAME AIDABLUE (M, 08-30-2005). Below the table are checkboxes for 'DHHS is CP' (checked), 'Unknown NCP', and 'Dependent to be an institution'. There are buttons for 'Custodial Party', 'Non-Custodial Party', 'Dependent', and 'Add Non-Custodial Party'. The bottom section, 'CHARTS Referral List', contains a table with columns: Role, Last, First, Ext, SSN, Sex, and Bk. The table lists two roles: 'Non-custodial Party' (TEST, NCP, M, 01-8) and 'Dependent' (DAVENAME, ROEBLUE, D JR, M, 12-1). Below this table are checkboxes for 'Good Cause Claimed' and 'Supplemental Documentation' (Yes/No), a 'Remove Person from List' button, and a 'CHARTS Referral Comments/Narrative' field. The bottom right corner shows the date 10-31-2017 and time 10:49:31.

The referral may also be made from the Master Case with the CFS Program Case if it is open at the time of referral.

## CHARTS Referral (Fix)

The error has been fixed in CHARTS referrals when there was an active Child Care (CC) program case and Aid to Dependent Child (ADC) program case. The status of the dependents in the CC case (ex. one child does not meet the age requirement for CC) will no longer stop the referral of the ADC case to CHARTS.

## ACCESSNebraska Electronic Application

### Forgot/Change Password Characters (Change)

ACCESSNebraska passwords will now be limited to 20 characters for both the registration process and the Forgot/Change password function.

## Electronic/Phone Application (Fix)

With this release, we will require the selection of a person responsible for the utility expense when the Worker/Client selects “Add Another”.

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?  
 JENNY GUMP - 01/01/1980  
*Please fill in this field.*

Type of Utility Expense  
Electric

If other, describe

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

## Sort List by Highest Grade (Fix)

Sorting the list of grades will now be by order attended instead of alphabetical order.

What is the highest grade completed by SUE TEST?

<<Select>>  
Elementary School  
Middle School  
High School  
College-Undergraduate  
Graduate School

Is SUE TEST pregnant?  Yes  No

## Change Report (Fix)

With this release, the complete address will display on the Change Report Nursing Facility Summary.

Nursing Facility Summary	
Was this Medicaid patient admitted or discharged to this Nursing Facility? Did they have some other type of change?	Discharged/Transfer
Who was discharged?	Harry Potter
Date Discharged	08/01/2017
Medicare Payment Begin Date	
Medicare Payment End Date	
Discharged From	ABC Nursing Home 1234 Main Street PO Box 1234 C/O Nursing Home Eagle, NE 68347
Current Residence/Transferred to	Home Harry Potter 123 G St Eagle, NE 68347
Comments:	

## Alerts

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### Alert #399 – LIHEAP Refund (Change)

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When an organization refund is finalized and the program is LIHEAP, this alert will be created for each Program Case that has a budget associated to the refund.

**Note:** Refer to the LIHEAP Changes section in the Expert System for more details.

**Text:**

<Org Name> refunded <dollar amount> from <energy year> <budget type> payment because <refund reason>. Update provider and reissue payment to either new provider or client.

## Correspondence

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### Child Care Family Fee (Change)

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With this release, the Family Fee information will be included in the Child Care Notice. The text will read as follows:

“Starting (Month, Date, Year), your Child Care assistance will begin, and you will pay your child care provider a monthly amount of (Family Fee).”

### Monthly Account Statements for Collections (Change)

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The Monthly Account Statement (formerly Monthly Billing Statement) has been changed to consolidate all Accounts Receivable owed by the same Responsible Party for the same Program on to one statement.

The Monthly Account Statement will list each outstanding Accounts Receivable, any transactions made within the previous 90 days, the current balance owed and the amount due.

If the Repayment portion cannot be fully listed on the first page it will be on a second page so the client has a page to return with their payment.

This applies to all Accounts Receivable types including Claim Items and Economic Assistance programs benefits.

The Monthly Account Statement is sent when there is no active Recoupment on the Accounts Receivable.

## Document Imaging

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### New Categories

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New Document Imaging categories for EA have been requested, they are

- Fraud/IPV Information-EA
- Drug Felon Status

New main categories and corresponding sub categories have been added for IMFC.

**Main Category:**

- IMFC/IV-E Reviews

**Sub categories:**

- IMFC Opening Packet
- IMFC Permanency Review
- ICAMA Application
- ICAMA Correspondence
- ICAMA Documentation
- Sub Adopt Opening Packet
- Sub Adopt Reviews
- Sub Adopt Increase
- Sub Guard Review
- Sub Guard Opening Packet
- Sub Guard Increase
- Bridge to Independence Opening Packet
- Bridge to Independence Review
- IMFC Age Related Review
- Sub Adopt Age Related Review
- Sub Guard Age Related Review

**Main Category:**

- Mental Health Substance Abuse

**New Sub-Category:**

- Informed Consent

## Expert System

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### Homeless Status Overview (New)

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The Homeless Status must be documented for each ARP in the following instances:

- Homeless status is mandatory for all household members that are pending or active in Child Care (CC).
- Homeless status is a mandatory task for CC in an active or pending status.
- Homeless status is used for the ACF-801 report for CC.

**Note:** The Red **X** will display in the Navigator Task List when Homeless and/or Military status information needs to be documented prior to budgeting.

**Current Tab** – Lists the current status. You can Confirm, Add and Update the status from this tab

**History Tab** - Lists the Homeless status that have ended and the homeless persons who are closed, denied or no longer in the household

**Summary Tab** - Lists the persons who have current or past Homeless status established on the system.

### Adding Homeless Status (New)

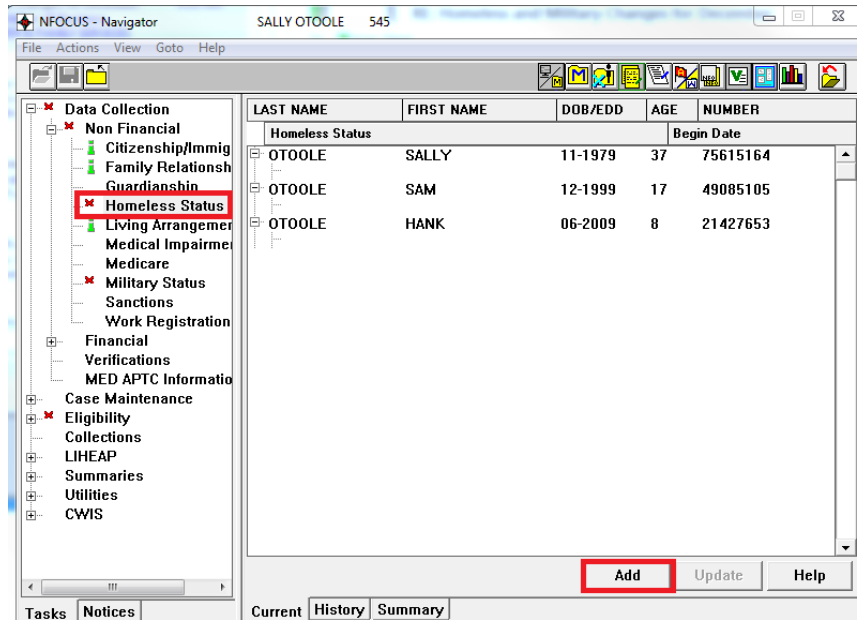
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- Homeless is a mandatory task for CC in an active or pending status.
- Homeless status is used for the ACF-801 report for CC.
- Initial add homeless status will require current date or prior. Updated status will allow future date up to 60 days.
- Homeless status is mandatory for all household members that are pending or active in CC.
- The Red **X** will ONLY appear when there is a Pending Child Care Case with no Homeless information if someone that is mandatory is Pending in Child Care Case.
  - Once all required individuals have homeless information added and the information is Saved, the Red **X** will be replaced by a Green **i**.
  - Workers will not be able to run a budget until the Red X has been cleared.

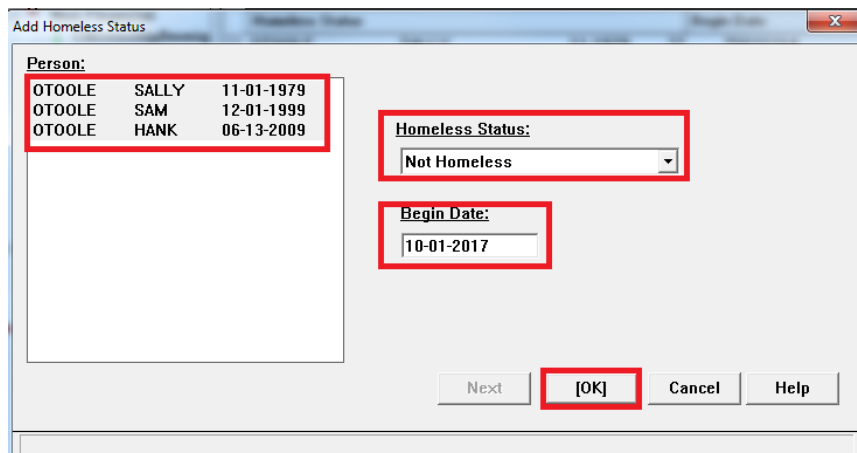
To document the Homeless Status follow these steps:

1. Double-click the Homeless Status Task.
2. Select the Add button.





The Add Homeless Status window will display.

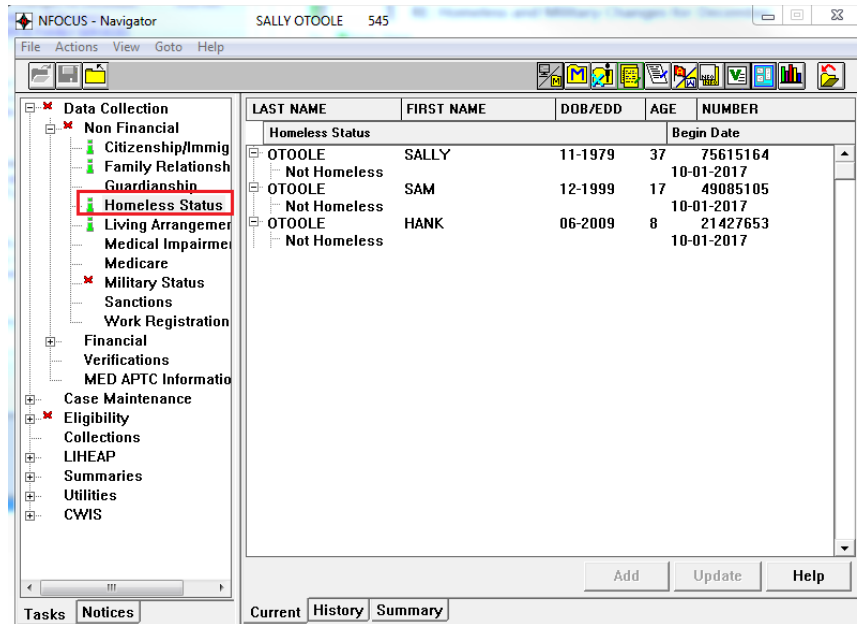


3. Select the Person(s) needing Homeless Status documented.

**Note:** Multi-selection is available if all data is the same. To select multiple persons, use you shift or CTRL key while selecting with your mouse click.

4. Select the appropriate Homeless Status. (Homeless or Not Homeless)
5. Enter the appropriate Begin Date.
6. Select OK.

The Navigator window displays.



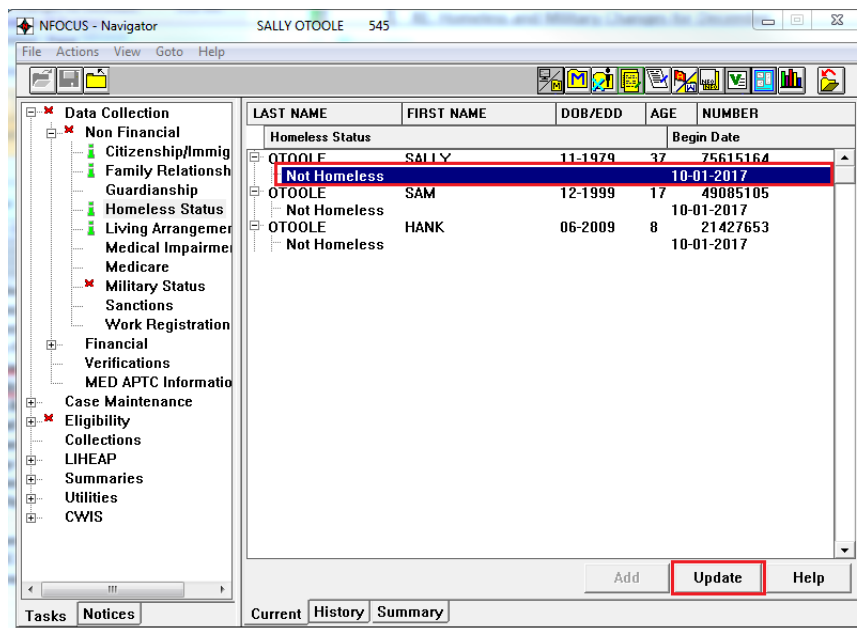
7. Select to Save.

The Red X will be cleared and the Green i will display.

### Updating Homeless Status (New)

To change or update a homeless status, complete the following steps:

1. Select the status to be updated.
2. Click the Update button.



The Update Homeless Status window will display.

Update Homeless Status

Person:

OTOOLE	SALLY	11-01-1979
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Homeless Status:  
Homeless

Begin Date:  
10-15-2017

OK Cancel Help

1. Make the appropriate changes in the Homeless Status or Begin Date fields.
2. Click OK.

The Navigator window will display with the new Status indicated.

NFOCUS - Navigator SALLY OTOOLE 545

File Actions View Goto Help

Homeless Status

LAST NAME	FIRST NAME	DOB/EDD	AGE	NUMBER
OTOOLE	SALLY	11-1979	37	75615164
Homeless		10-15-2017		
OTOOLE	SAM	12-1999	17	49085105
Not Homeless		10-01-2017		
OTOOLE	HANK	06-2009	8	21427653
Not Homeless		10-01-2017		

Add Update Help

Tasks Notices Current History Summary

1. Select the Save icon to save the change.

**Note:** The History Tab shows a history of Homeless status.

## Military Status Overview (New)

The Military Status must be documented for each Financially Responsible ARP in the following instances:

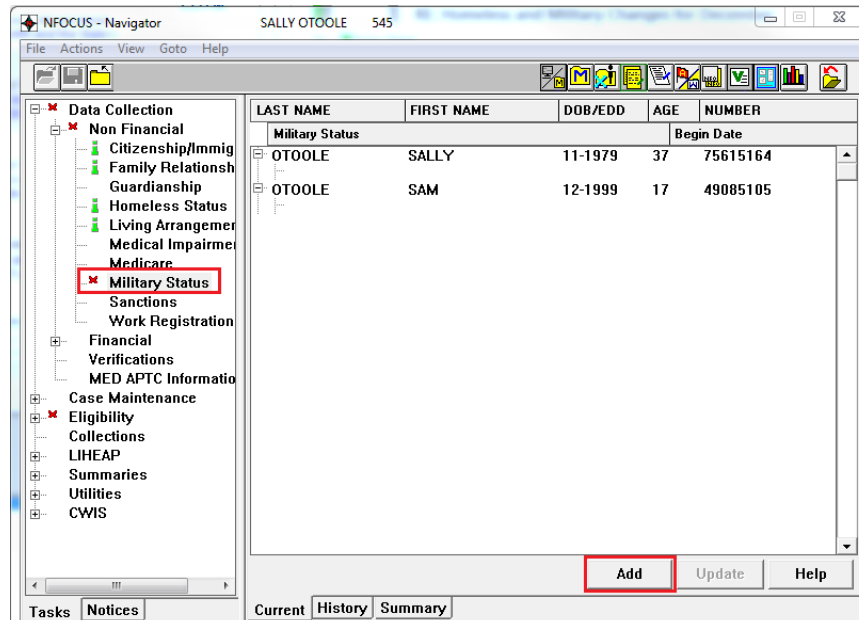
- Military status is a mandatory task for CC in an active or pending status.
- Military status is used for the ACF-801 report for CC.
- Initial add military status will require current date or prior. Updated status will allow future date up to 60 days.
- Military status is mandatory for all Financially Responsible HH members – regardless of age; and participants aged 18 and older.
- Military status is optional for 17 year olds in a participant status. 16 year old FR individuals will default to No.
- The Red **X** will ONLY appear when there is a Pending Child Care Case with no Military information if someone that is mandatory is Pending in Child Care Case or a person becomes mandatory due to age.
  - Once all required individuals have military information added and the information is Saved, the Red **X** will be replaced by a Green **i**.
  - Workers will not be able to run a budget until the Red **X** has been cleared.

## Adding Military Status (New)

- Military Status is a mandatory task for CC in an active or pending status.
- Military status is used for the ACF-801 report for CC.

To document the Homeless Status follow these steps:

1. Double-click the Military Status Task.
2. Select the Add button.



The Add Military Status window displays.

**Add Military Status**

**Person:**

OTOOLE	SALLY	11-01-1979
OTOOLE	SAM	12-01-1999

**Military Status:**  
Active

**Begin Date:**  
04-30-2000

[Next] OK Cancel Help

3. Select the Person needing Military Status documented.

**Note:** Military status is mandatory for all Financially Responsible household members, regardless of age, for participants 18 years of age and older. Military status is optional for 17 year olds in a participant status. 16 year old Financially Responsible individuals will default to No.

4. Select the appropriate Military Status.
5. Enter the appropriate Begin Date.
6. Select Next or OK.

**Note:** If you select the Next button you will remain on the Add Military Status page and you can then enter the status for the next person in the list. If you select the OK button the Navigator window will display.

7. Select the Save icon.
8. The Red X will be replaced by the Green i.

**NFOCUS - Navigator** SALLY OTOOLE 545

File Actions View Goto Help

LAST NAME FIRST NAME DOB/EDD AGE NUMBER

**Military Status** Begin Date

OTOOLE	SALLY	11-1979	37	75615164	
					Active
OTOOLE	SAM	12-1999	17	49085105	04-30-2000

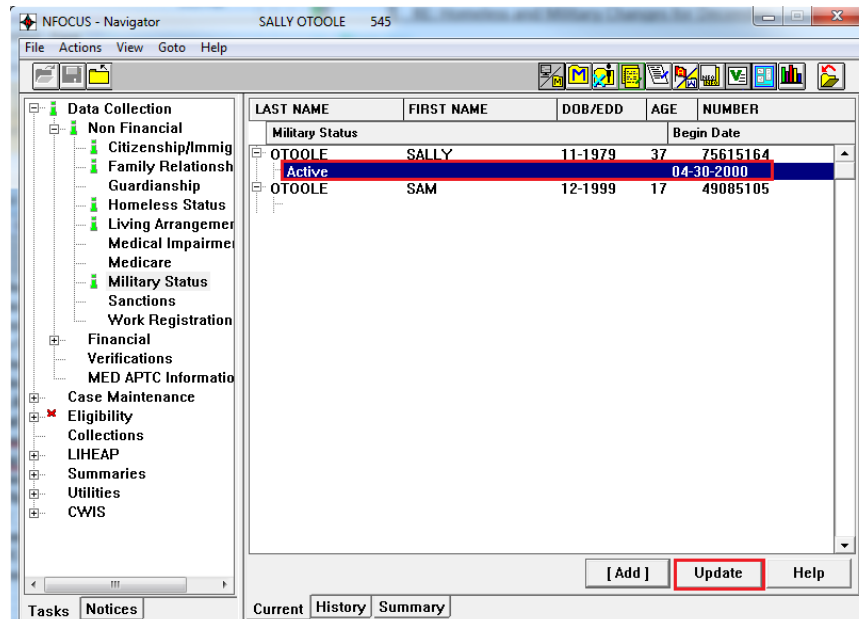
[ Add ] Update Help

Tasks Notices Current History Summary

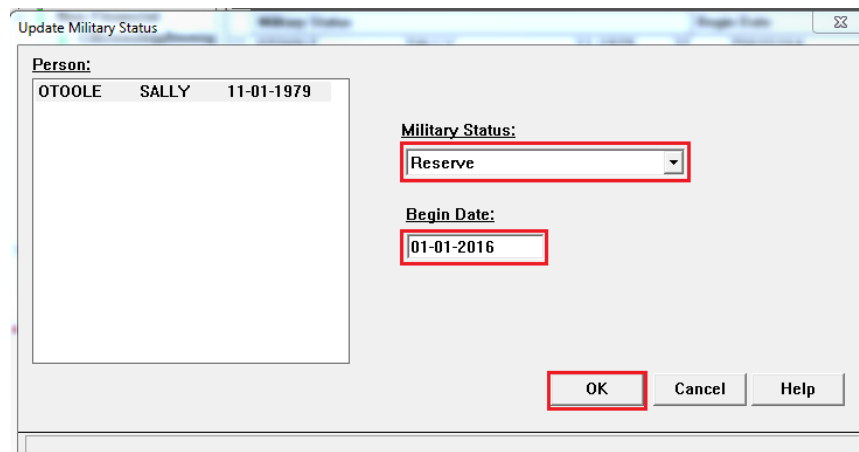
## Updating Military Status (New)

To change or update a military status, complete the following steps:

1. Select the status to be updated.
2. Click the Update button.

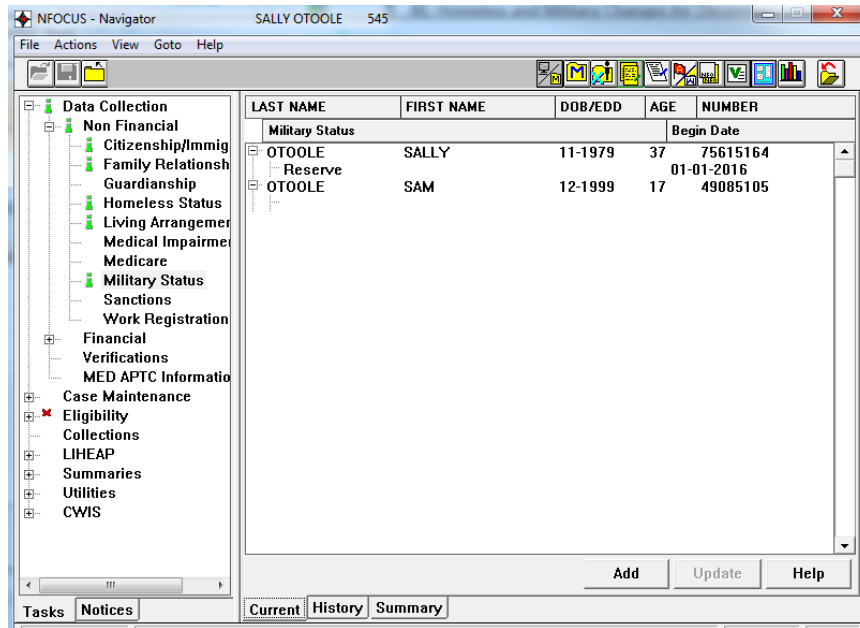


The Update Military Status window will display.



3. Make the appropriate changes in the Military Status or Begin Date fields.
4. Click OK.

The Navigator window will display.



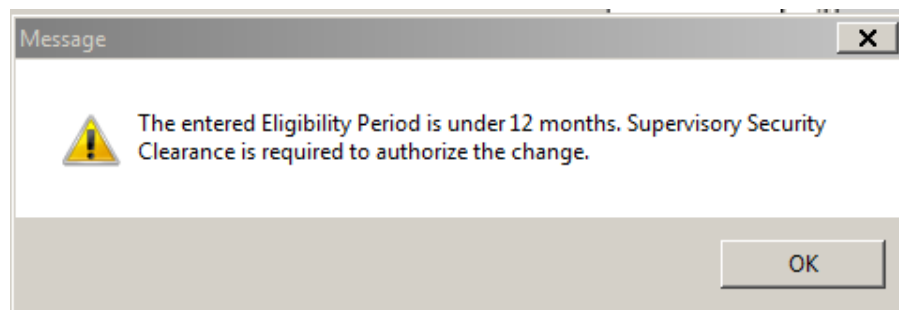
5. Select the Save icon.

**Note:** The History Tab shows a history of Military service.

## Child Care Eligibility Dates (Change)

Supervisors and leads, along with Child Care Policy, will be able to shorten the Child Care eligibility dates between 1-11 months from the state month. Once they have approved a budget with the new dates, SSW's will be able to run consecutive budgets. SSW's will not be able to change the eligibility dates unless they are moving them to months 12-18 from the start month.

Workers that do not have the security to shorten the Child Care eligibility dates will receive the following message:



## Child Care: Benefit Summary (Fix)

Workers will be able to double click on the earned income, in benefit summary, and see what income was used in the calculation.

## LIHEAP (Change)

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### Case Information

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It is recommended that the effective date on the case information window be updated whenever any piece of information on the window is changed.

If the client's utility provider does not participate with the LIHEAP program then mark No to the Pay Provider question.

### Accounts/Provider

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A utility provider is no longer required if the Pay Heating Provider or Pay Cooling Provider indicator is No on the case information window. Budgeting is allowed without a provider. This eliminates the need for the Non-Participating Provider to be added as a provider. The Non-Participating provider, org ID 26981622, can no longer be added as a provider in the Accounts/Provider task.

### LIHEAP Budgeting

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The program case status is now displayed on the LIHEAP Budgeting window.

The Confirm Provider and Dwelling Type window should now always display the most current provider, account number, and address information.

Confirm Provider and Dwelling Type

Program Case  
PERKINS PERSELL LIHEAP 44278620

Budget Type  
Heating

Provider Information

Fuel Type	Pay Prov	Inc Rent	Provider	Account	Begin Date
Propane	yes	no	MIKE'S POWER COMP...	7897	03-01-2015

Dwelling Type  
House

Current Address  
5462 PERCIVAL PLZ  
LINCOLN NE 68505

Is this information correct?  
If not, select Cancel and return to Case Information or Accounts/Provider to make updates.

[OK] Cancel

The Household Energy Status questions, a series of 4 questions asked during budgeting, will not be asked when recalculating a heating budget. The answers on the regular heating budget will be copied to the recalculated budget. The same applies to recalculated cooling budgets. The questions will be asked for regular heating and cooling budgets and for each crisis, repair, or deposit budget.

The calculation method of Heating Budget will be allowed when budgeting other LIHEAP budgets, such as crisis payments. This is only available if there is an authorized heating budget. This eliminates the need to go through the income calculation process again.



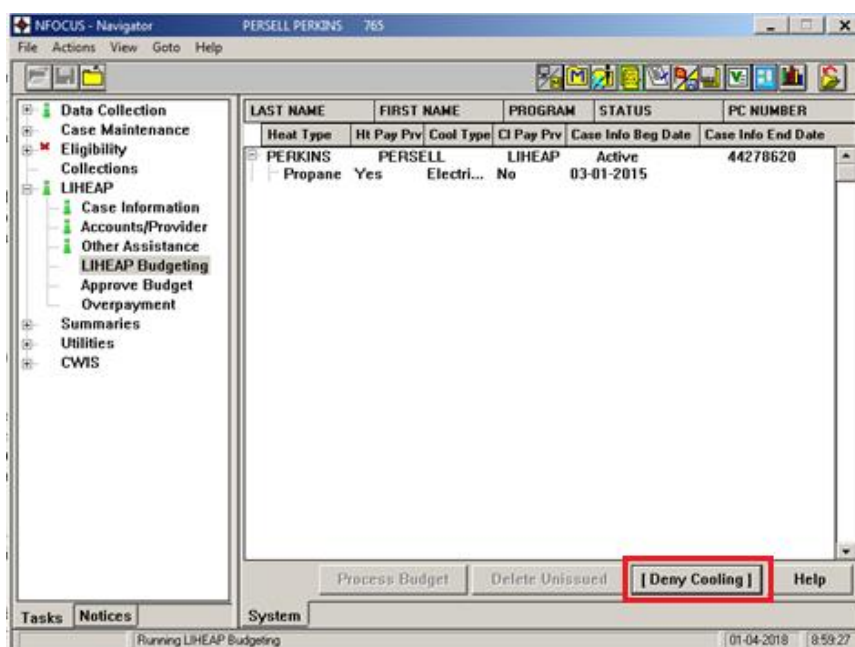
Some restrictions have been removed regarding when the calculation method of Snap Income can be used. The SNAP Income method will be offered more often. It can now be offered when the SNAP budget has self-employment income from tax forms and when the SNAP budget has an active financially responsible person.

Budgets from the previous energy year can be authorized anytime during the current energy year, there is no longer a cutoff date. For example, budgets for the time period of 10/1/2016 through 09/30/2017 can be authorized anytime until 09/30/18.

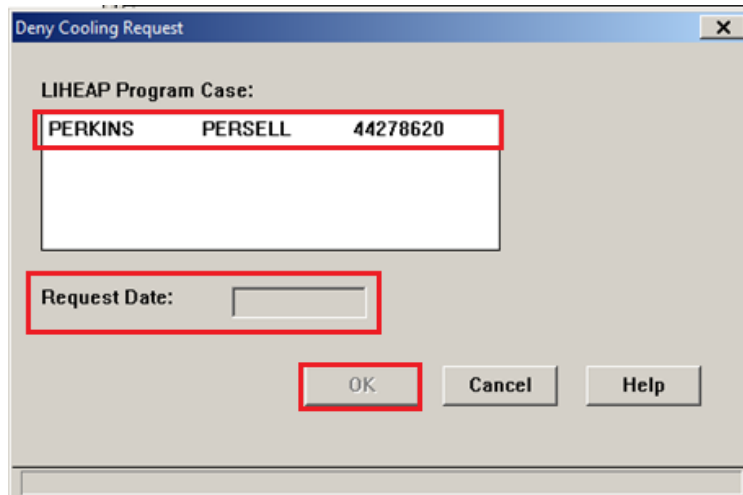
Any budget that is set to pay the client instead of pay provider will go to Pending Approval status. A supervisor/lead worker must approve budgets being paid to the client. The one exception is if a refund from the previous energy year is being reissued to the client. In that situation the worker has the option to send the refund to the client without supervisor approval.

## Deny Cooling

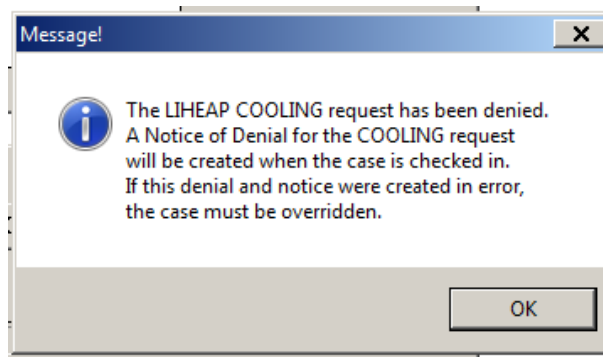
Users now have a way to deny a request for cooling assistance and create a denial notice without closing the LIHEAP program case. This option is only available on active LIHEAP cases. It should be used when the client doesn't meet the non-financial requirements for cooling assistance, such as no one over age 70, no cooling med impairment, etc. A Deny Cooling tab has been added to the LIHEAP Budgeting window.



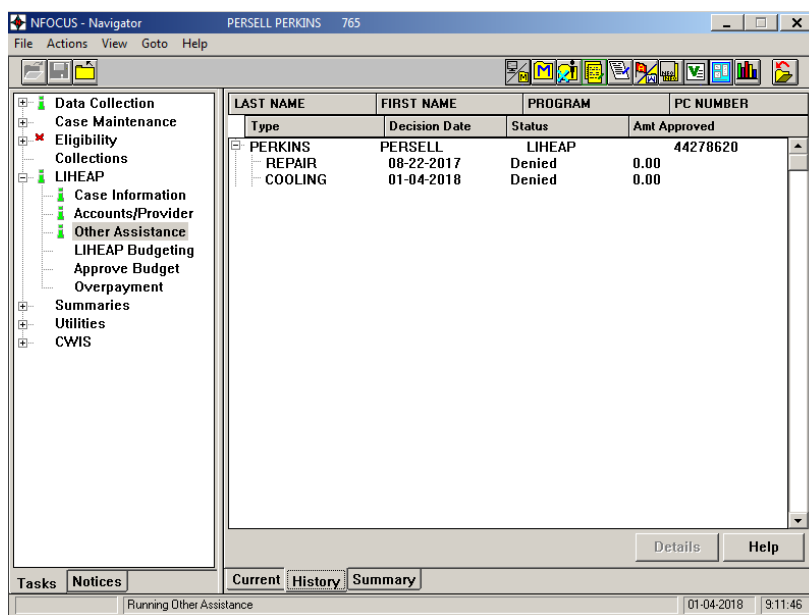
- Select Deny Cooling to open the Deny Cooling Request window (see below)
- Select the program case
- Enter a request date
- Click OK



The notice is created when OK is selected.



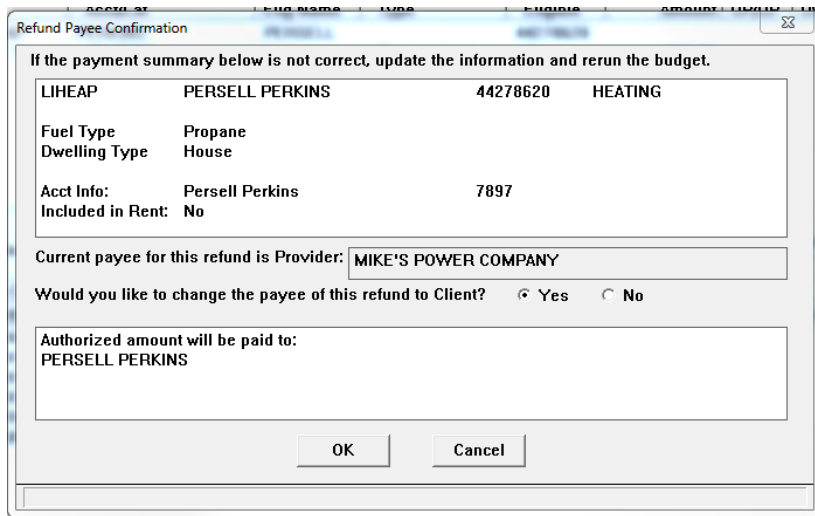
The history of the cooling request denial is automatically created in the Other Assistance task. It can be viewed from the History tab.



## Refunds

The refund Alert #399 has been enhanced to provide more details to the workers. The alert will now include the provider, the energy year involved, and the type of budget involved, and the reason for the refund.

Worker can opt to send refund payments to the client without updating case information if the refund is from the previous energy year. The system will determine if the refund is considered a current year or previous year refund and offer the new option accordingly. After authorizing a budget with a previous year refund the Refund Payee Confirmation window will appear. The window will show the current utility provider for the type of budget. The worker can answer Yes or No regarding paying the client. Workers are allowed to authorize a payment to a client in this situation.



Refund Payee Confirmation

If the payment summary below is not correct, update the information and rerun the budget.

LIHEAP	PERSELL PERKINS	44278620	HEATING
Fuel Type	Propane		
Dwelling Type	House		
Acct Info:	Persell Perkins	7897	
Included in Rent:	No		

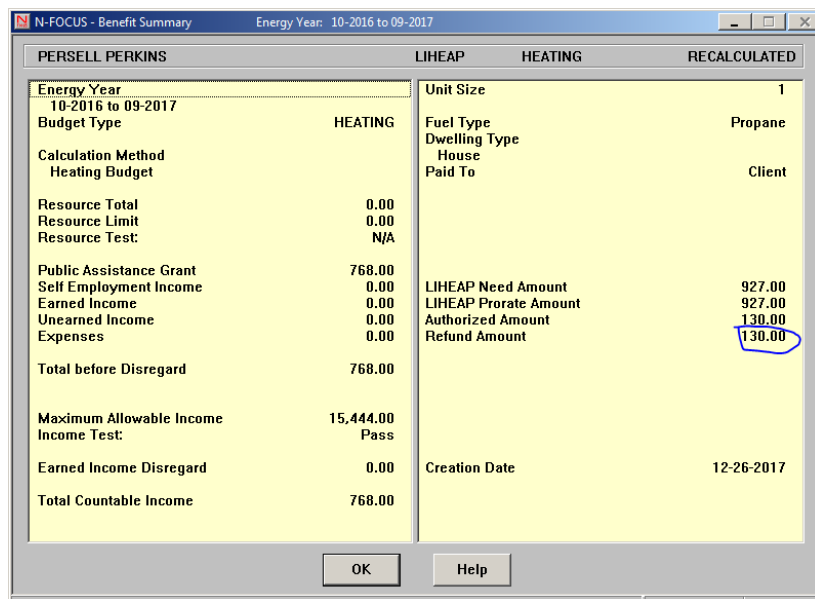
Current payee for this refund is Provider: MIKE'S POWER COMPANY

Would you like to change the payee of this refund to Client?  Yes  No

Authorized amount will be paid to:  
PERSELL PERKINS

OK Cancel

The Benefit Summary will now display the portion of the authorized amount that is from a refund.

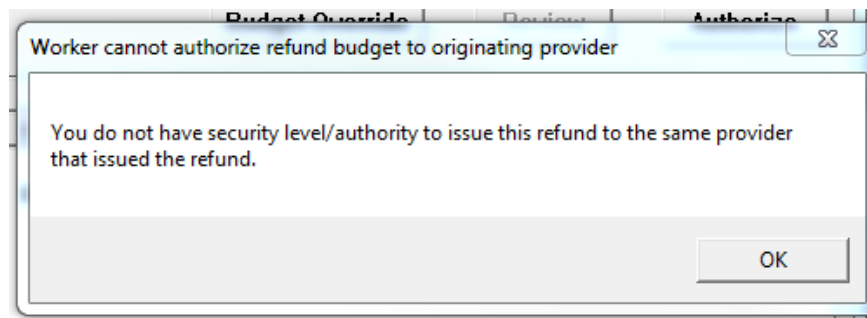


N-FOCUS - Benefit Summary Energy Year: 10-2016 to 09-2017

PERSELL PERKINS	LIHEAP	HEATING	RECALCULATED
Energy Year		Unit Size	1
10-2016 to 09-2017		Fuel Type	Propane
Budget Type	HEATING	Dwelling Type	House
Calculation Method		Paid To	Client
Heating Budget			
Resource Total	0.00		
Resource Limit	0.00		
Resource Test:	N/A		
Public Assistance Grant	768.00	LIHEAP Need Amount	927.00
Self Employment Income	0.00	LIHEAP Prorate Amount	927.00
Earned Income	0.00	Authorized Amount	130.00
Unearned Income	0.00	Refund Amount	130.00
Expenses	0.00		
Total before Disregard	768.00		
Maximum Allowable Income	15,444.00		
Income Test:	Pass		
Earned Income Disregard	0.00	Creation Date	12-26-2017
Total Countable Income	768.00		

OK Help

An edit has been added to prevent refunds from being sent out again to the same provider. Budgeting will be stopped when a budget is being recalculated to reissue a refund if the provider has not been updated. Only central office staff have the security to reissue a payment to the same provider that had submitted the refund. The following message will be displayed. OK the message and cancel from budgeting. Either update the provider information or contact central office staff.



A fix was made so that budgets will no longer get created with erroneous begin and end dates. The bad dating resulted in payments not being issued. The error occurred if a LIHEAP case had been closed and reopened with a gap in active dates and then had a recalculated budget.

## Overpayment

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No security changes, only Central Office staff can add a LIHEAP overpayment.

LIHEAP IPV sanctions are now added through participant actions. Select the participant to close, select the closing reason as sanction and select the sanction type. The sanctions are now displayed in Detail Master Case from the sanction icon and in the Expert System sanction task.

The LIHEAP participants are now listed in order of age on the LIHEAP overpayment task.

There are two overpayment types to select from, either HH error or IPV(LIHEAP).

## Provider Interface

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Every year in early January NFOCUS will process responses from utility providers regarding customer usage. If the utility provider indicates they no longer provide service to a client the system will end the account/provider information and generate an alert to the worker to gather new provider information. The new alert is #604- LIHEAP Provider Closed.

## Verification Request (Change)

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A new option of Sign and Return Form FA-100, Authorization for Direct Deposit has been added to the Other category of the verification request. It is available for EA cases that could receive a payment. It's not available for SNAP and Medicaid.

## Expedited Aggregate Combined Allotment (Change)

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Previously, a household would receive the SNAP application month benefit and the aggregate month benefit (second month) in a combined allotment when all of the following conditions are met:

1. The application month must be expedited;
2. The application date must be the 16th of the month or later; and
3. The household must be eligible for benefits for both the application month and the following month

NFOCUS logic also had the added requirement of the application having to have been processed before the end of the month in which the application was received (so if application was received on 12/31, it would need to be processed for December and January before the end of the day on 12/31, or the aggregate issuance would not occur, even though there were still several days to still meet the expedited processing time frames.

SNAP policy has requested a change to NFOCUS logic to allow has been updated with this release to allow for processing of applications meeting the 3 above conditions which are processed in the month after the application was received in. This will allow for expedited applications received late in the month to receive combined allotments if they are not processed by month's end.

**Note:** Notice language related to expedited/aggregate eligibility will continue to function as designed.

## ADC Eligibility Period (Fix)

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With this release, Supervisors with specific security clearance will be able to change the end date of an ADC eligibility period which has previously been established. The systematic limits on updating the end date for an eligibility period will require that the end date must be at least 1 month after the begin date, and that the end date may not be set to more than 6 months from the begin date (or 8 months maximum for an RRP ADC case).

Policy should be contacted in these instances to confirm the change is appropriate and to determine if new notice should be created/sent.

## N-FOCUS Tips

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### Closing Windows in Expert System

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When you are processing in the Expert System there are two things that you should **NEVER DO**:

- Use the **ALT F4** to get off a window  
OR
- Use the **X** at the top right of any window.

The screenshot shows a dialog box titled "Eligibility Period" with a close button (X) in the top right corner. The dialog box contains the following information:

Program Case:		
ZAVALA GARCIA, LETICIA	ADC	931515

Below the table, there are two date fields:

Eligibility Begin Date: 09-01-2017

Eligibility End Date: 02-28-2018

At the bottom of the dialog box, there are three buttons: OK, Cancel, and Help.

Both of these actions will cause issues with the case that you are processing. You will not notice an issue but certain data for this case will not get set correctly. This then will cause issue for the next person running this case or for our MESA processing.

PLEASE never use the ALT F4 OR the X to leave a window in the Expert System.