
N-FOCUS Major Release

Children and Family Services

December 10, 2023

A Major Release of the N-FOCUS System is being implemented December 10, 2023. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

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

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

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

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

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General Interest and Mainframe

Organization Facility Types (Update)

The following five Organization Facility Types have been added:

- Crisis Placement
- Crisis Emergency Shelter
- Shared Living Provider (Approved)
- Shared Living Provider (Licensed)
- TriagEA, MLTC, CFS -

Account Receivable (AR) DHHS Request # (Update)

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

Account Receivable	
Number	107166
Responsible Party	DOUBTFIRE, MISSY
Create Date	03-15-2021
Type	Claim Item
Error Type	Non-Fraud
Status	Active
Status Date	03-15-2021
Status Reason	Newly Established
Fiscal Year	
Program	SSAD
Beginning Balance	\$955.00
Current Balance	\$954.00
Non-Active OP Amount	\$0.00

Transactions	
DHHS Request #	Description
533413	TESTING ONBASE REFERENCE NUMBER ENTRY

Nebraska Department of Education Perpetrator Letter (Update)

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

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

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

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

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

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

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

The screenshot shows a web-based form titled "N-FOCUS - Detail Allegation". Key fields include:

- Intake Number: 1400
- Type: Child Abuse/Neglect
- Intake Name: KRIS TILDEN
- Allegation Information: Created By DSSZ915, Created On 10-31-2023, Modified By DSSZ915, Modified On 10-31-2023.
- Incident Date: 10-31-2023
- Incident County: Lancaster
- Alleged Victim: KRIS TILDEN
- Type: PHYSICAL ABUSE
- Alleged Perpetrator: SAM JONES
- Relationship to Alleged Victim: School Resource
- Also Alleged Victim's Foster Parent?: No
- Caretaker of Alleged Victim?: Yes
- School Involved Unknown Perpetrator (highlighted with a red box)

Correspondence

Nebraska Department of Education Perpetrator Letter (Update)

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

The screenshot shows search results for persons and organizations.

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

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

 The roles "School Dist Involved" and "School Involved" in the second table are highlighted with a red box.

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

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

The screenshot shows the 'N-FOCUS - Detail Allegation' window. Key fields include: Intake Number 1400, Type Child Abuse/Neglect, Intake Name KRIS TILDEN, Alleged Victim KRIS TILDEN, Alleged Perpetrator SAM JONES, and Relationship to Alleged Victim School Resource. The 'School Involved Unknown Perpetrator' checkbox is checked and highlighted with a red box.

Expert System

Limit Download of Budgets to 3 Years (Update)

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

The screenshot shows the 'N-FOCUS - Budget Checkout Options' dialog box. It contains a radio button selection for '3 years' (which is selected) and '6 years'. An 'OK' button is located at the bottom.

What to expect:

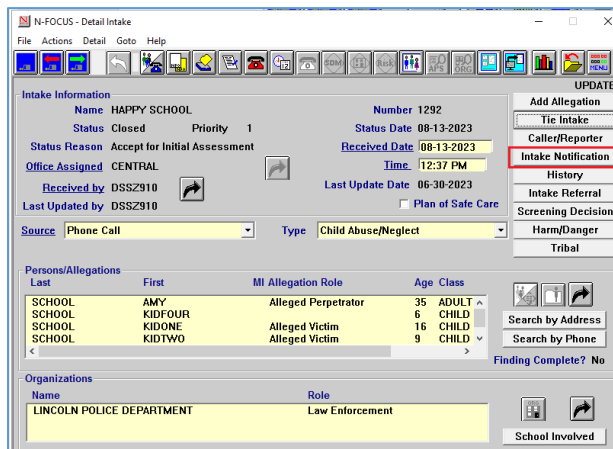
- The 3 years option should improve download performance and reduce number of check out errors caused by large Master Cases when opening into Expert by reducing downloaded budgets.
- Previously, Expert System downloaded 6 years of budget data by default.

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

Children and Family Services

Detail Intake Screen (Update)

The Intake Notification button was returned to the Detail Intake screen, this replaced the A/N Factors button.



Parenting Time Plan (Update)

The error that caused the Parenting Time Plan printing issues is resolved. The Parenting Time Plan should now print without error.

SDM Intake Screening (Update)

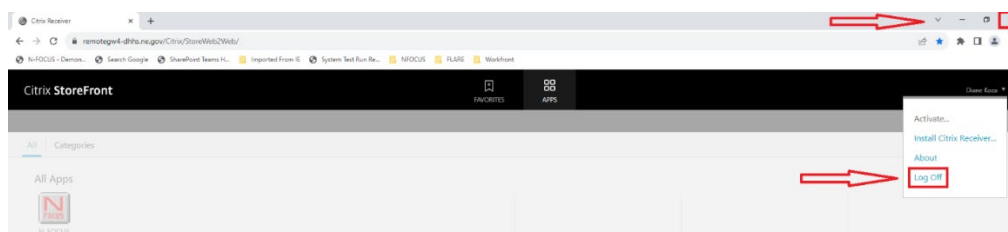
The SDM Intake Screening Policy and Procedures Manual is now available in How Do I Help from the How Do I Screening Decisions topic. This manual can also be accessed from this link:

[SDM Intake Screening Policy and Procedures Manual](#)

NFOCUS Tips

Citrix Users

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



What is my BF Number?

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

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

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

N-FOCUS Production Support Assistance

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

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

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

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

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

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

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

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