
N-FOCUS Major Release

Economic Assistance

April 7, 2024

A Major Release of the N-FOCUS System is being implemented April 7, 2024. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

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

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

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

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADC Payment SNAP, LIHEAP, CC, 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

Correspondence

Work Requirement Notices (Fix)

Workers can now future date the work requirement and ABAWD window up to the end of the come-up month and the work requirement notice will generate if the person is mandatory. Prior it would only generate if the WR/ABAWD window was made mandatory on current date. Work requirement notice will continue to generate if one or more required participants are mandatory in either WR or ABAWD in the following instances:

- SNAP is Approved.
- Benefit amount Changed.

OR

- An individual that is currently in the budget is changed to Mandatory.

Work Requirement (WR) Sanction (Fix)

When a Case or Person was denied for a WR Sanction the Notice was displaying the wrong calculation for sanctioned dated. This has been corrected so the Denials are based on Date of Application while Closings are based on Effective Date.

SNAP Replacement Request Notice (Fix)

The SNAP Replacement Request Notice was printing on two sheets of paper. A correction has been made to have it print on one sheet (front and back) to ensure households receive the complete document.

LIHEAP Supplement Notice (Update)

Recoupment wording has been added to the LIHEAP Supplemental Notices generated by System Ran Payments to inform the Household how much they were eligible for and how much they will receive due to an Overpayment. This notice matches the wording already being used for manually run LIHEAP Supplemental Payments Notice.

Expert System

SNAP Sanction – Not in Compliance with Probation or Parole (New)

A new Sanction Type was added for SNAP with the reason of Not in Compliance with Probation/Parole. This new Sanction Type can be added when closing or denying a SNAP Participant or SNAP Program Case.

SNAP Work Requirement Windows (Update)

Several changes have been made to the three (3) SNAP Work Requirements windows in Expert.

A. Work Requirements Window

1. A new question was added above the exemption list for an SSA/SSI pending determination. This new question is mandatory before saving and continuing to the next screen. If the worker selects the 'Yes' radio button, the last question above the exemption list defaults to 'No' and disables, the Work Status defaults to a New 'Waived' Status, and the exemption list becomes disabled. **This new 'Waived' status automatically considers eligible ABAWD participants to be ABAWD exempt due to meeting a Work Requirement exemption.**

SNAP Work Requirements Wizard - Work Requirements

KNOTTTS DON 09-30-1969

Is the individual Work Registered? Yes No

Is the individual currently pending an SSA/SSI disability determination? Yes No

Has the individual refused a job offer or voluntarily quit employment within 60 days before filing a SNAP application, after an app is filed or after the HH certified with earnings of at least 30 hrs/wk or 30 hrs/wk times Federal minimum wage? Yes No

1. Is the individual attending High School at least half time? Yes No

2. Is the individual age 16 or 17 who is not head of HH attending school or enrolled in E&T Program at least half time? Yes No

3. Is the student enrolled at least half time in a recognized school, approved training program or post-secondary education including a refugee training program? Yes No

4. Is the individual physically or mentally unfit for employment? Yes No

5. Is the individual employed/self-employed working at least 30 hrs/wk or equivalent to 30 hrs/wk times Federal Minimum wage? Yes No

6. Is individual receiving or applied for Unemployment? Yes No

7. Is the individual chemically dependent and in a chemical dependency treatment or rehab? Yes No

8. Is the individual 50 or older enrolled at least half time in school, E&T or post-secondary education? Yes No

9. Is the individual subject to & complying with Employment First Work Requirements? Yes No

10. Is the individual a parent or HH member responsible for care of child age 5 or younger or an incapacitated person? Yes No

Work Status: Last Updated: DSSZ921

Work Status Begin Date: 03-14-2024 05-23-2023 11:00

<< Back Next >> Done Cancel

2. If the worker selects the 'No' radio button for the new SSA/SSI question, they will need to manually select the 'Yes' or 'No' radio button for the last question above the exemption list, even if the question had previously been answered. The exemption list will enable, and the Work Status will default to Mandatory. The Work

Status will continue to only default to Exempt if the worker selects one of the exemption reasons when the list is enabled.

SNAP Work Requirements Wizard - Work Requirements

KNOTTS DON 09-30-1969

Is the individual Work Registered? Yes No

Is the individual currently pending an SSA/SSI disability determination? Yes No

Has the individual refused a job offer or voluntarily quit employment within 60 days before filing a SNAP application, after an app is filed or after the HH certified with earnings of at least 30 hrs/wk or 30 hrs/wk times Federal minimum wage? Yes No

1. Is the individual attending High School at least half time? Yes No

2. Is the individual age 16 or 17 who is not head of HH attending school or enrolled in E&T Program at least half time? Yes No

3. Is the student enrolled at least half time in a recognized school, approved training program or post-secondary education including a refugee training program? Yes No

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8. Is the individual 50 or older enrolled at least half time in school, E&T or post-secondary education? Yes No

9. Is the individual subject to & complying with Employment First Work Requirements? Yes No

10. Is the individual a parent or HH member responsible for care of child age 5 or younger or an incapacitated person? Yes No

Work Status: Mandatory Last Updated: DSSZ921

Work Status Begin Date: 03-14-2024 05-23-2023 11:00

<< Back Next >> Done Cancel

3. In December 2020, a mass conversion inadvertently updated several Work Requirement Exempt Participants' exemption statuses to '50 or Older in School'. Many of these statuses have been, or can be, manually updated.

However, once a SNAP participant turns 60 years of age, their Work Requirement task defaults to the History tab and cannot be updated.

Logic has been added so that upon case check-out, a scan is completed for participants aged 60 or older to see if any Work Requirement or ABAWD exemption reasons exist. If so, the system will automatically end-date those exemption reasons.

A future request has been submitted to correct the participants under age 16 who also have exemption reasons.

- The word "approved" was added to describe the correct training program for question #3.

1.	Is the individual attending High School at least half time?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
2.	Is the individual age 16 or 17 who is not head of HH attending school or enrolled in E&T Program at least half time?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
3.	Is the student enrolled at least half time in a recognized school, <u>approved training program</u> or post-secondary education including a refugee training program?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

B. ABAWD Window

- With the addition of the new SSA/SSI question on the Work Requirements window, the physically/mentally unfit ABAWD exemption reason has been retired.

SNAP Work Requirements Wizard - ABAWD

COLA CHERI 01-01-1985

Is the individual Less than 18 years of age or greater than 52 years of age? Yes No

1.	Is the individual meeting another Work Requirement?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
2.	Does the individual have any children 17 or younger in the same SNAP unit?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
3.	Is the individual Pregnant?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
4.	Note: <u>This option has been intentionally left blank.</u>		
5.	Is the individual meeting the ABAWD work requirement by working 20 hours per week on an average of 80 hours per month through, paid employment, in-kind income, volunteer work, participation in and compliance with an approved work program, or any combination of these?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
6.	Is the individual residing in Thurston County/Winnebago or Omaha Reservation?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.	Is the individual homeless?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
8.	Is the individual a veteran?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
9.	Is the individual age 24 years old or younger that was in Foster Care under the responsibility of a State on the date of them turning 18 years or higher?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

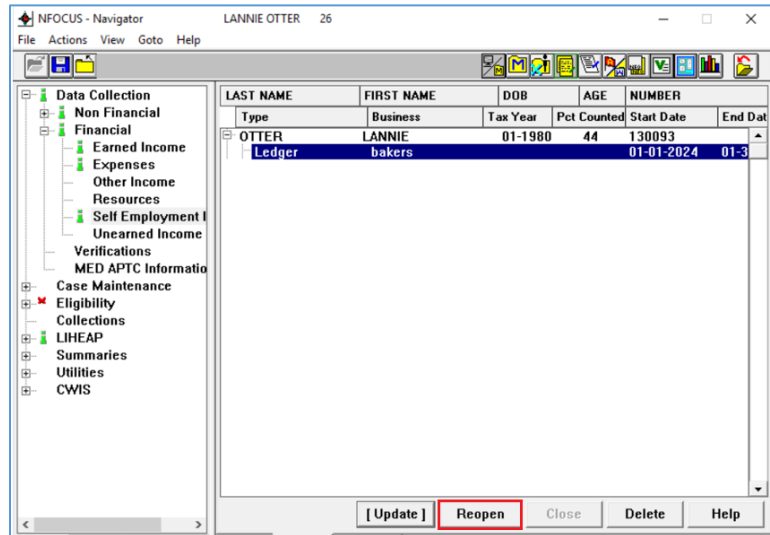
ABAWD Status: Last Updated: DSSZ921

Begin Date: 07-19-2023 11:59

- If a participant has the physically/mentally unfit ABAWD exemption reason selected prior to the April release, the worker will be able to see the retired exemption reason on the Current tab of the Work Requirements task.

Self-Employment Window (Update)

When reopening a closed Self-Employment (SE) Ledger, workers will select the Reopen button.



Note: The Reopen SE Income Ledger window will display the Business Tab. The Update button is disabled.

Reopen SE Income from Ledger

Business | Ledger

Describe the SE Income:

Self Employment from Farming? Yes No

Business has Expenses? Yes No

Close Date:

Business Begin Date:

Business Owner Name:

Business Name:

Business Addr 1:

Business Addr 2:

Business Addr 3:

Business City: Business State:

Business Zip5: Business Zip4:

If an update needs to be made to the Business Name and/or Address it can be done either prior to or after Reopening.

- Select the Update button on the previous Navigator window before selecting the Reopen button,

OR

- Select the Update Button once the SE ledgers are displayed on the Current Tab.

LIHEAP Supplemental Payments Logic (Update)

The LIHEAP Supplemental Payment logic has been updated to no longer issue payments to provider if there is no provider active for the current date.

LIHEAP Supplemental Payment Update

The LIHEAP Supplemental payment process has been modified to run in the style of MESA with the ability to reduce supplemental payments by the amount owed from a previous overpayment A/R in the same way that other EA programs collect on A/Rs.

LIHEAP Crisis Budget (Fix)

An error in the Sort function for LIHEAP Crisis budgets with ADC Sanctions has been corrected. A pop-up will now display alerting the worker that a supervisor must approve these budgets.

NFOCUS Tips

Duplicate Person (ARP) Decision Points

How do I know if I should update the DOB and SSN for a potential duplicate person or the information is really someone else?

Two people may share similar or the same name and yet, be different persons.

Before updating an existing person's information, ask the following questions.

- Does the existing person have an SSN?
- Has the SSN been verified?
- Was this person in a master or program case?
 - Yes, to any **ONE** of these questions, consider that this is a different person from who you are searching. Create a new person within NFOCUS with the information provided.
- Does the existing person have an interim SSN?
- Does the person have the same name and DOB?
 - Yes, to any ONE of these questions, consider that this could be the same person from who you are searching. Update information **only if verified** this is the same person.

Production Support has access to program involvement and other systems to assist reviewing current information to come to conclusion to create a new person or to update existing. If in doubt, please call for assistance.

A person in NFOCUS is referred to as an Agency Related Person (ARP) and every ARP in NFOCUS has a unique (ARP) id number. The same person should **never** be in NFOCUS twice.

When a duplicate is created or identified in a Master Case, one of the ARPs must be discontinued to avoid duplicate services. For assistance with identifying the ARP to be discontinued and discontinuing the process, please call NFOCUS Production Support.

EBT Pin

EBT Customer Service 1-877-247-6328

An individual's PIN number is provided in a letter that is included with the EBT card. If a caller does not know their PIN number, then they can use the automated system to change it to a new PIN number.

- Automated system for Clients
 - Change PIN Number
 - Check transactions/balances.
 - Report lost or stolen cards.

EBT Edge Support

EBT Edge Support ebtEDGE.Cardholder.portal@fisglobal.com

- Online system for Clients
 - For assistance or if locked out
 - All contact is done by email.
 - For the caller's security, advise them to only include Name, last four digits on EBT card and description of issue.

ACCESS/iServe Nebraska Portal Support

Access /iServe Nebraska Portal Support <https://iserve.nebraska.gov/>

- If caller is locked out of the online portal and/or needs assistance with their assigned PIN number.
 - FIRST, please confirm that their current email address and phone number are correct in NFOCUS.
 - SECOND, transfer caller to NFOCUS Production Support for assistance.

LIHEAP REMINDERS

- If processing a crisis assistance request and a Case Error is received on authorization, please check if there is an EF sanction. Only supervisors or lead workers have authority to authorize these budgets.
 - If yes, call P&S to reset case and have supervisor or lead worker bypass the EF sanction and approve the crisis assistance if all requirements are met per LIHEAP guidelines.
- A **Supervisor or Lead Worker** can approve refund budgets, if the refund is paid to the provider that originally returned the payment.

- Address Change for LIHEAP Household.
 - Always change the address in the Mainframe before taking any LIHEAP actions in the Expert System.

LIHEAP Refund in N-FOCUS

Previously, only LIHEAP staff could approve a refund budget to issue the refund to the same utility provider that returned the payment. However, updates were made to N-FOCUS to give supervisors and lead workers the authority to approve these refund budgets.

Effective immediately, policy questions should no longer be sent to LIHEAP staff to process these cases. Emails must be sent to supervisors and lead workers to process these cases.

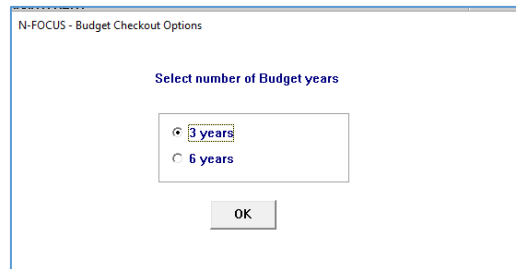
The guidance in the LIHEAP Desk Aid was updated to accommodate the change in the process. Additionally, guidance for supervisors and lead workers, when determining whether a refund should be issued back to the utility provider that returned the payment, was added to the desk aid.

Please send questions to
DHHS.EconomicAssistancePolicyQuestions@nebraska.gov.

N-FOCUS Budget Checkout Options

If the intended work includes processing budget(s) for past months greater than 3 years from current date, the Budget Years needs to be changed to 6 years.

Note: N-FOCUS will not know to process recalculated budgets if the old budgets are not download.



The screenshot shows a dialog box titled "N-FOCUS - Budget Checkout Options". Inside the dialog, there is a heading "Select number of Budget years". Below this heading, there are two radio button options: "3 years" (which is selected) and "6 years". At the bottom of the dialog, there is an "OK" button.