N-FOCUS Major Release
Economic Assistance
April 10, 2016

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

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

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

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

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

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

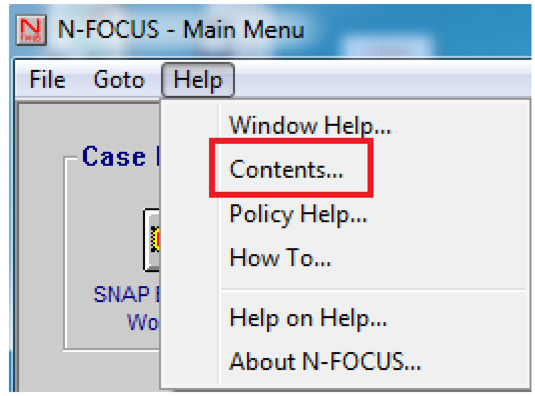
Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert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

Table of Contents

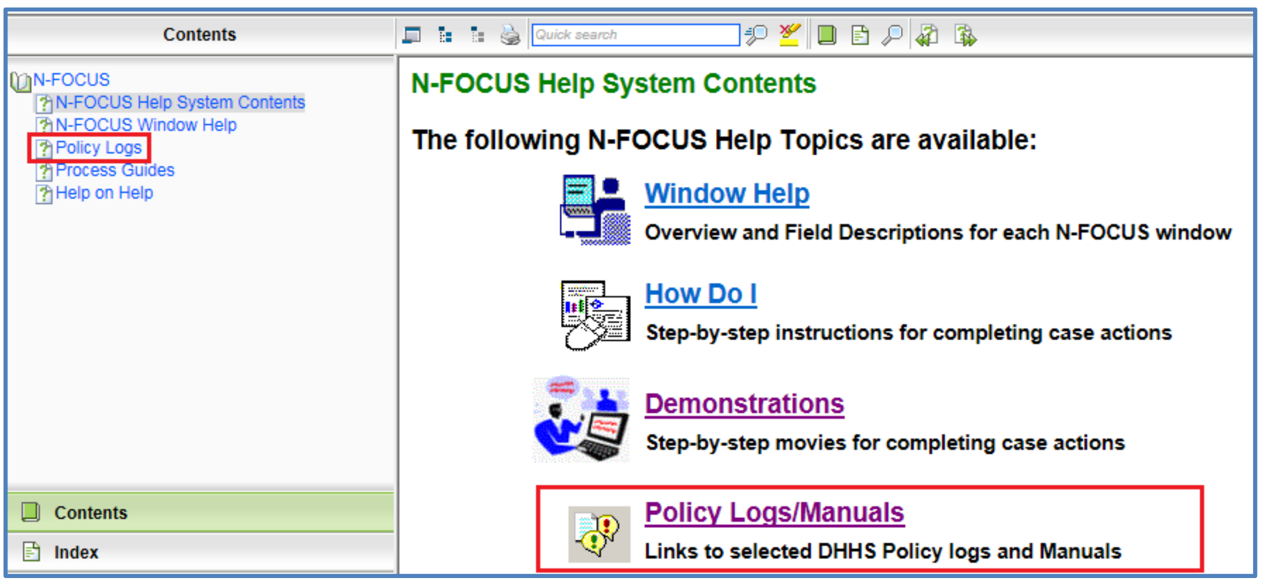
General Interest and Mainframe

Policy Logs/Manuals on N-FOCUS Help

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

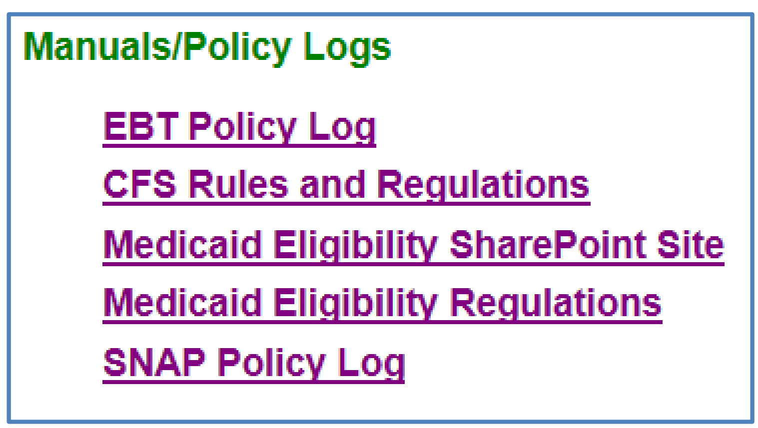


The N-FOCUS Help System Contents window will display.



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

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

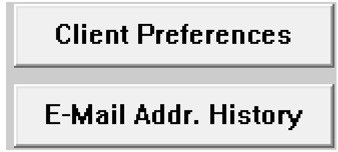


Person Detail Window (Change)

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

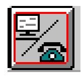
New Action Buttons:

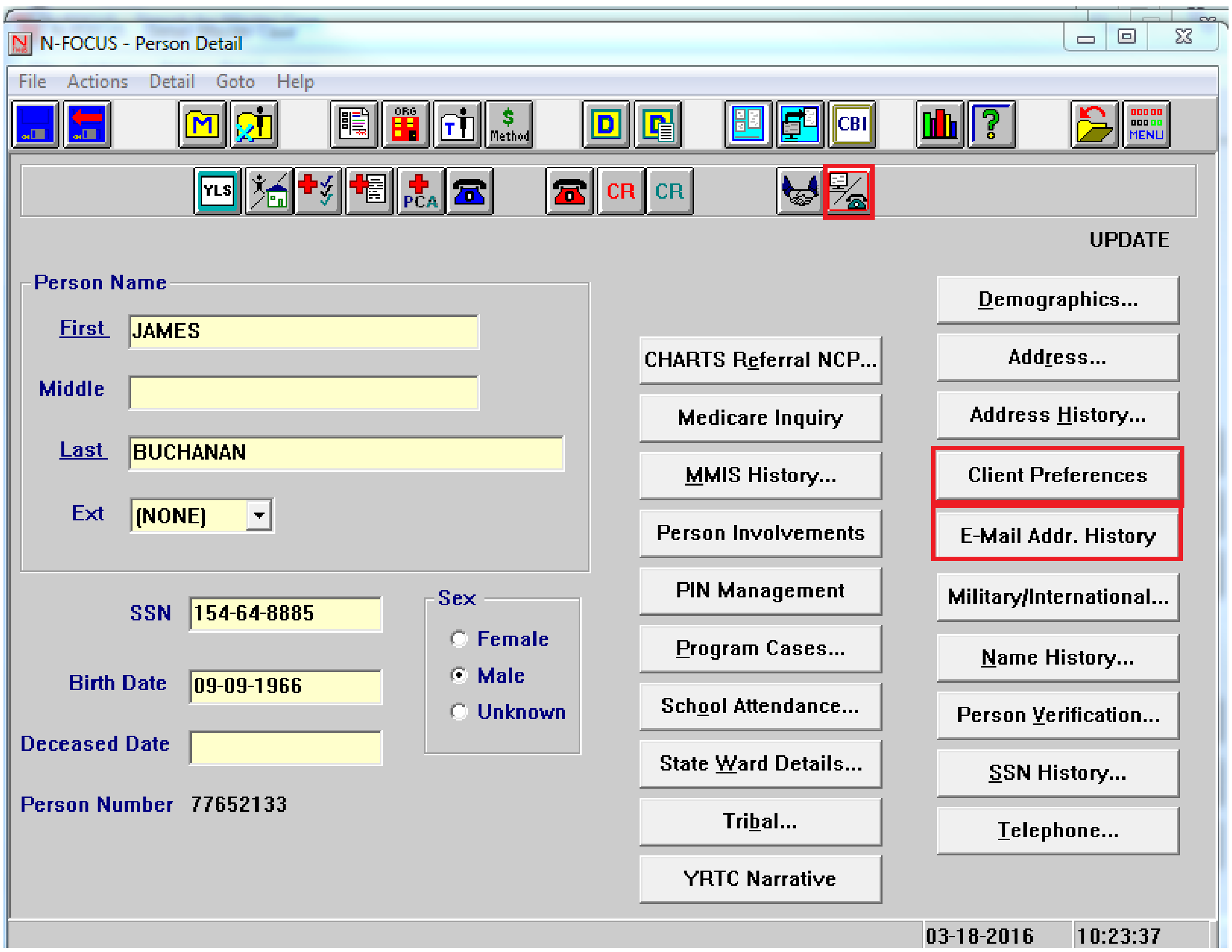
- Client Preferences
- E-Mail Addr. History



New Icon:

- Phone Applications Icon





Phone Application (Change)

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

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

- Main Menu
- Review/Recertification List
- Person detail

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

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

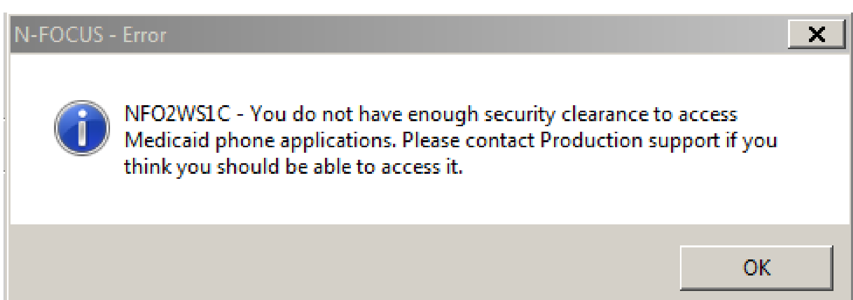
- **Is the contact person an existing ARP?**
  - If yes, launch from Review/Recertification List or Person Detail
  - If no, launch from the Phone Application icon on the Main Menu

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

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

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

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



Search N-FOCUS for the Contact Person

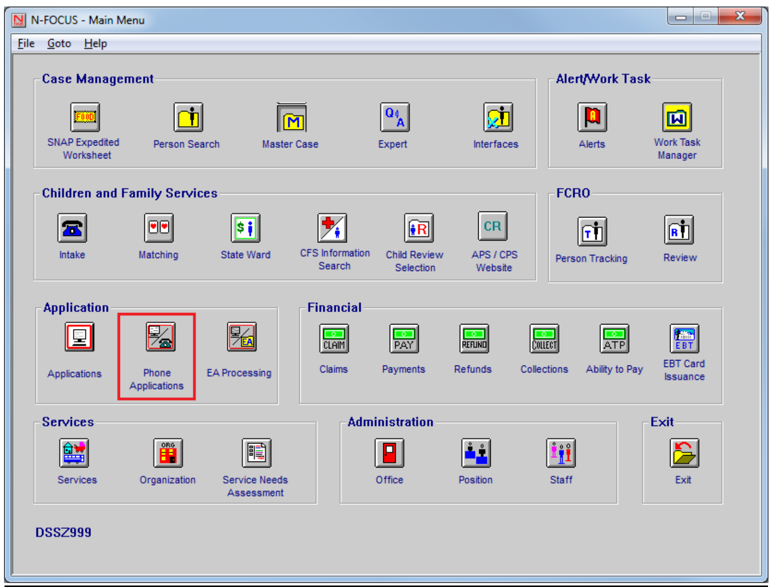
If the contact person is not an existing ARP, the only launch for EA Phone Application is from the Phone Application Icon on the Main Menu. This launch will always be enabled for the security group groups listed above.

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

Launching Phone Application from the Main Menu

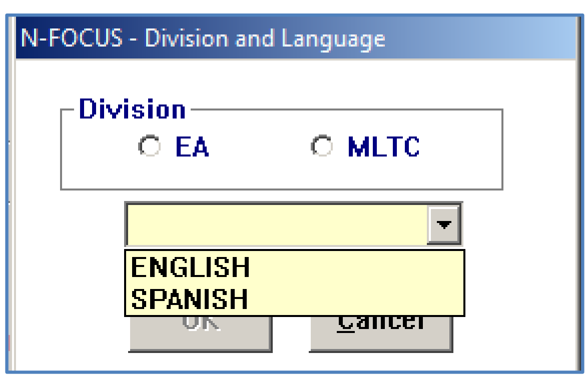
To launch the Phone Application from the Main menu, follow these steps:

1. Select the Phone Application from the Main Menu.

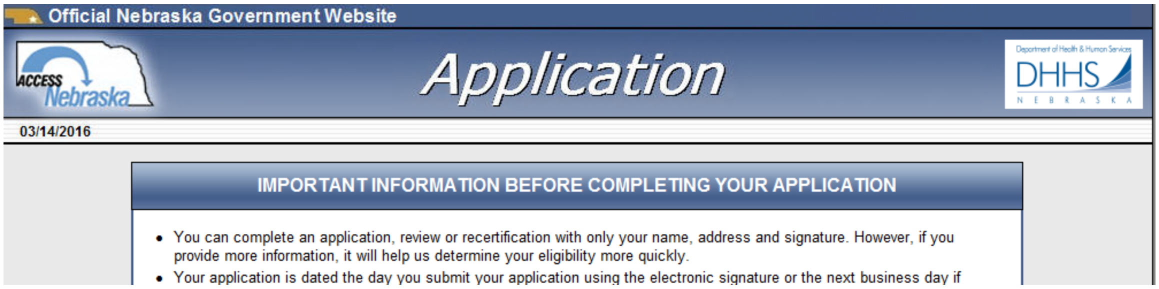


The Division and Language window will display.

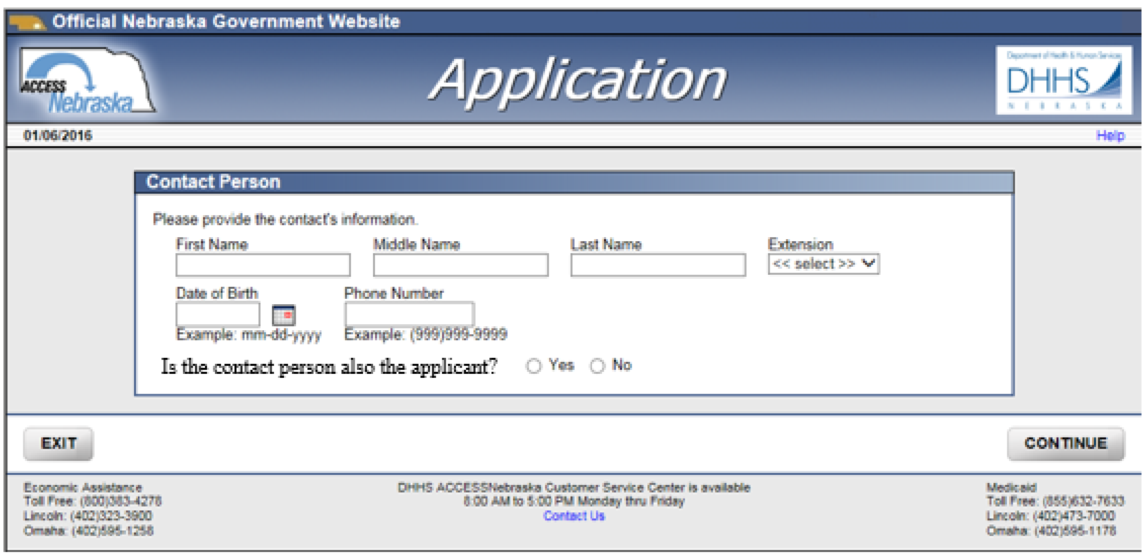
2. Select either EA or MLTC
3. Select the appropriate language from the drop down; English or Spanish.
4. Click the OK button.

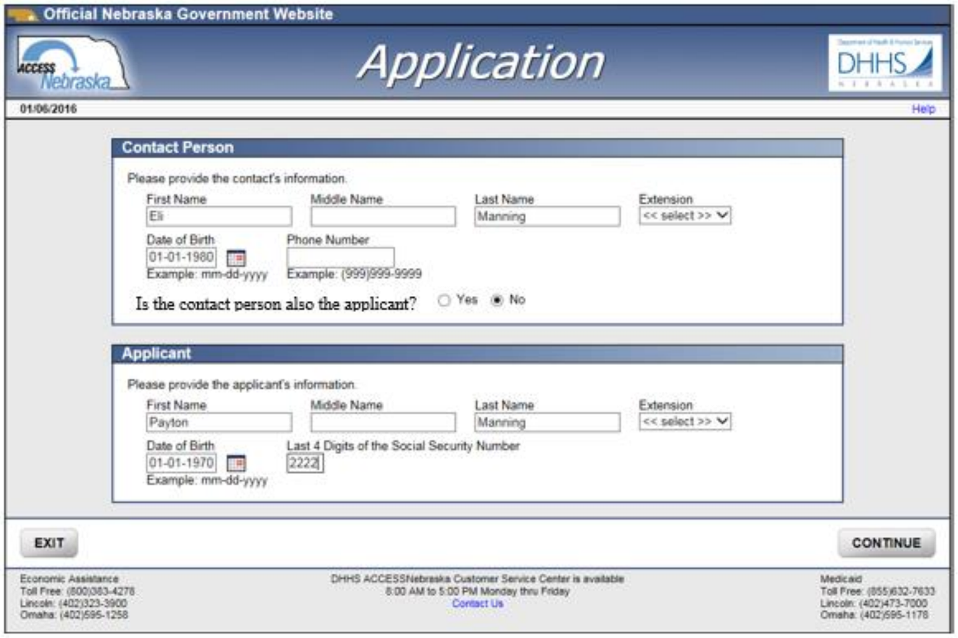


An informational page will display. This page indicates you have transitioned to the web application.



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

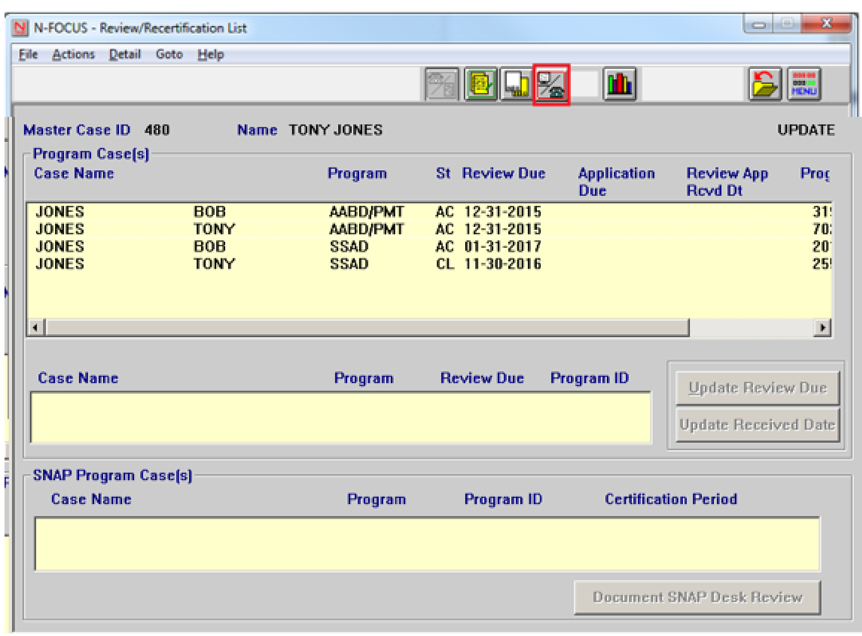




Note: Contact and applicant information is collected early in the phone app process however it isn't saved until the applicant's address is entered on the application itself and continue is selected on that page. Any time after the address page has been saved, the application will be in draft status.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

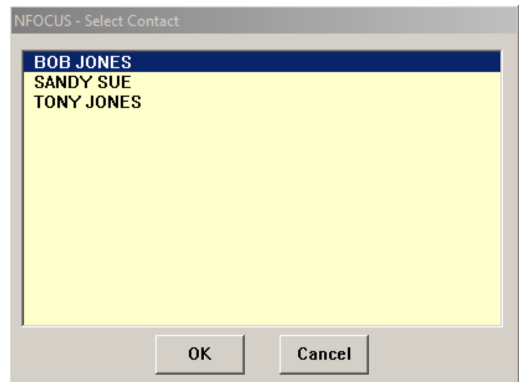
Launching Phone Application from the Review/Recertification List

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



1. Select the EA Phone Application icon.

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



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

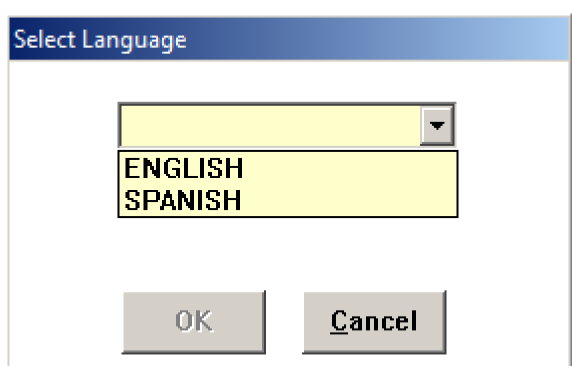
Programs that are due for review for the applicant will prefill based on the Administrative Roles and contact/applicant configuration of the phone application. Additional programs may also be selected once application begins.

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

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

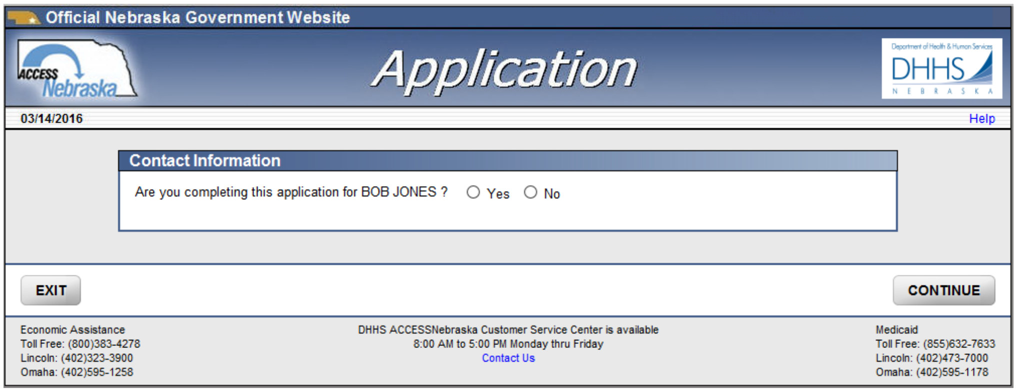
2. Select the person who is the contact person (the person to whom you are speaking to on the phone).
3. Click OK.

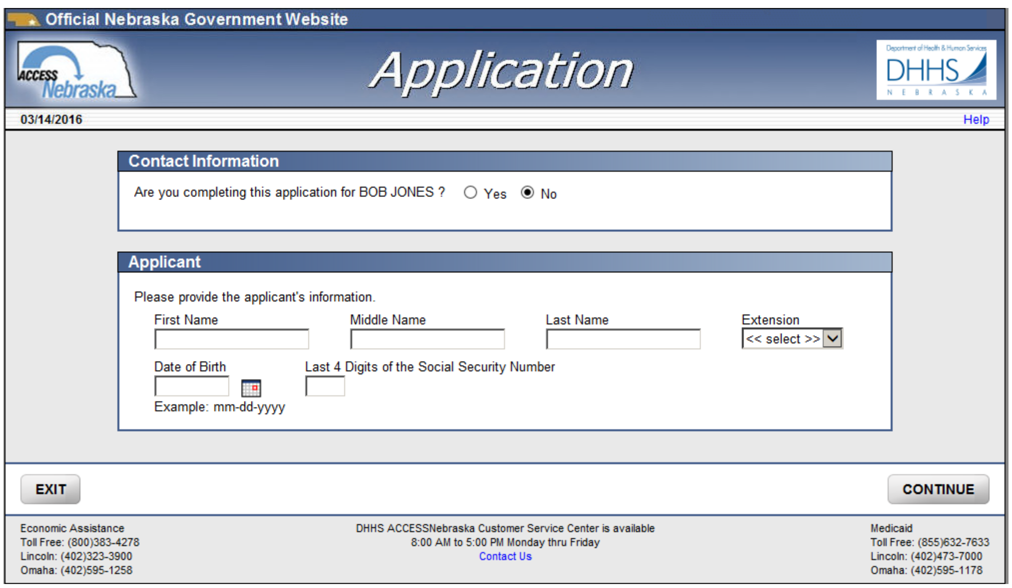
The Select Language pop up will display.



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

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



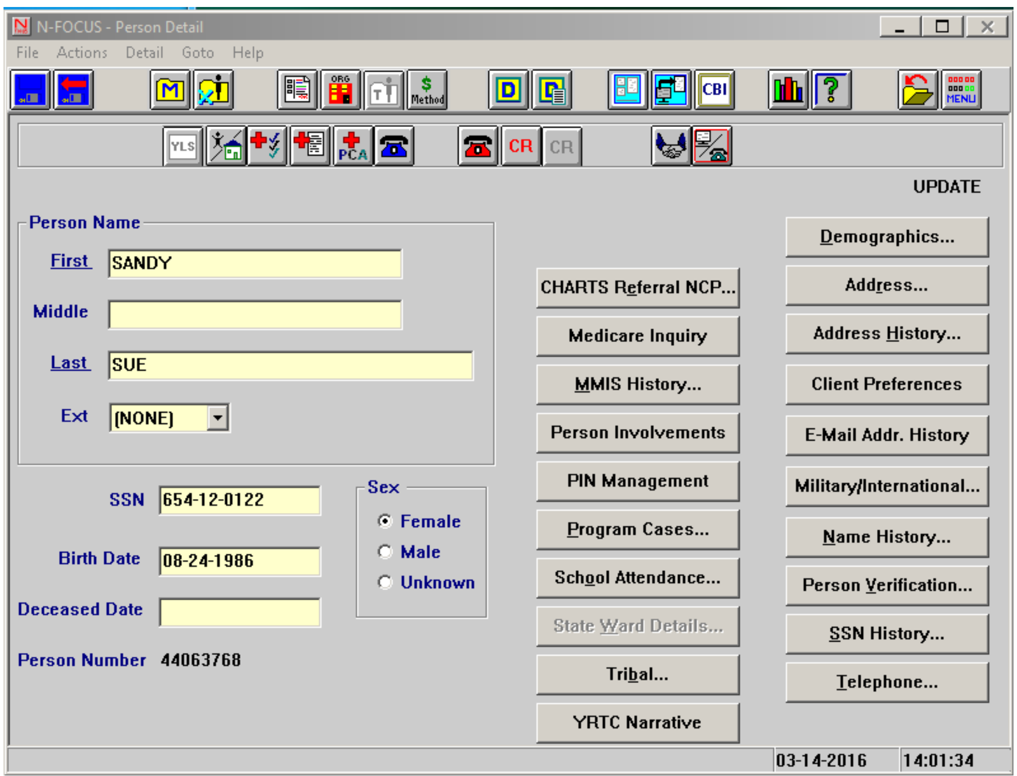


Launching Phone Application from the Person Detail

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

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

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

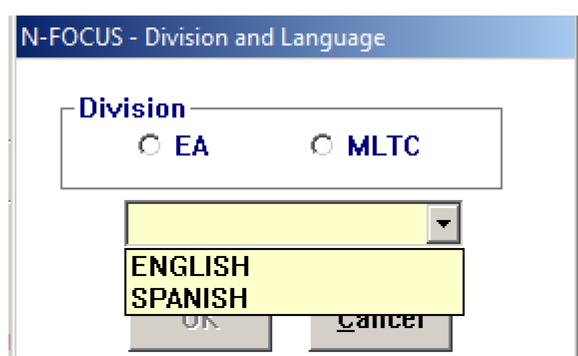


To launch the Phone Application from the Person Detail window, follow these steps:

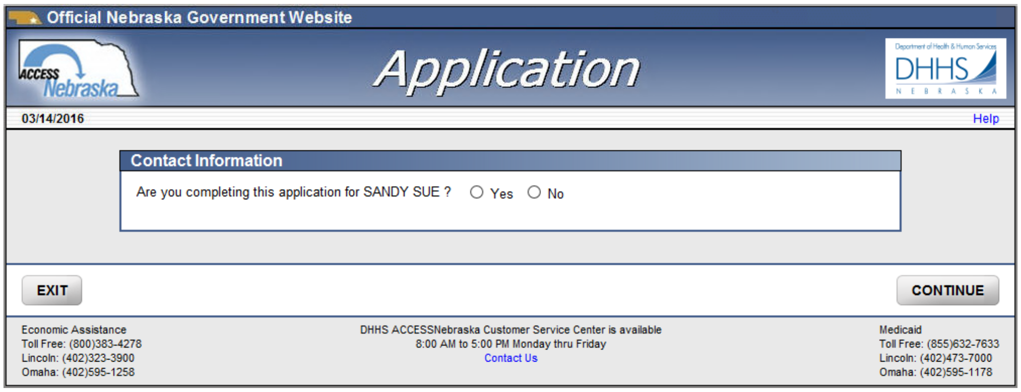
1. Navigate to the Person Detail window.
2. Select the Phone Application Icon.

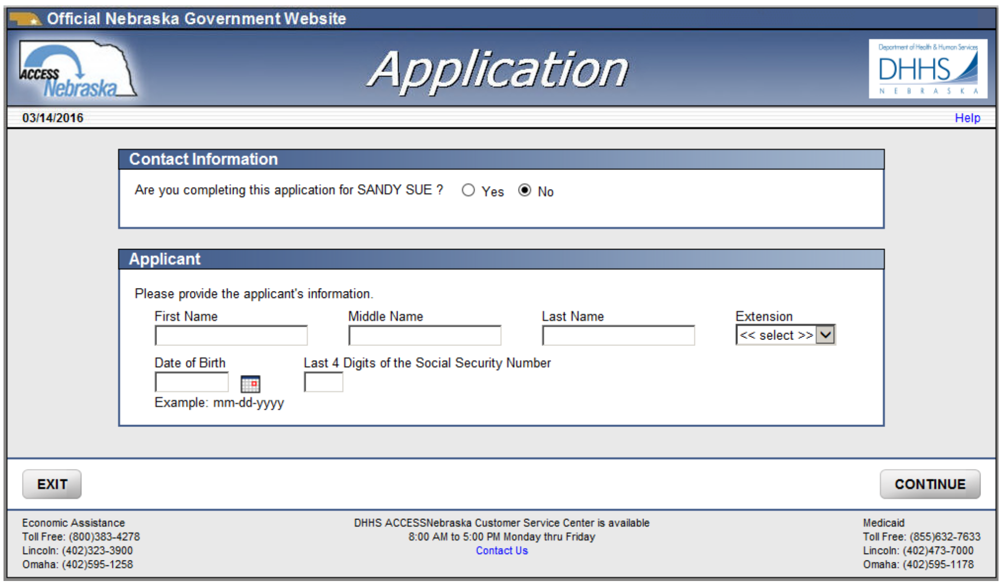
The Division and Language window will display.

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



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





Web Application Launch

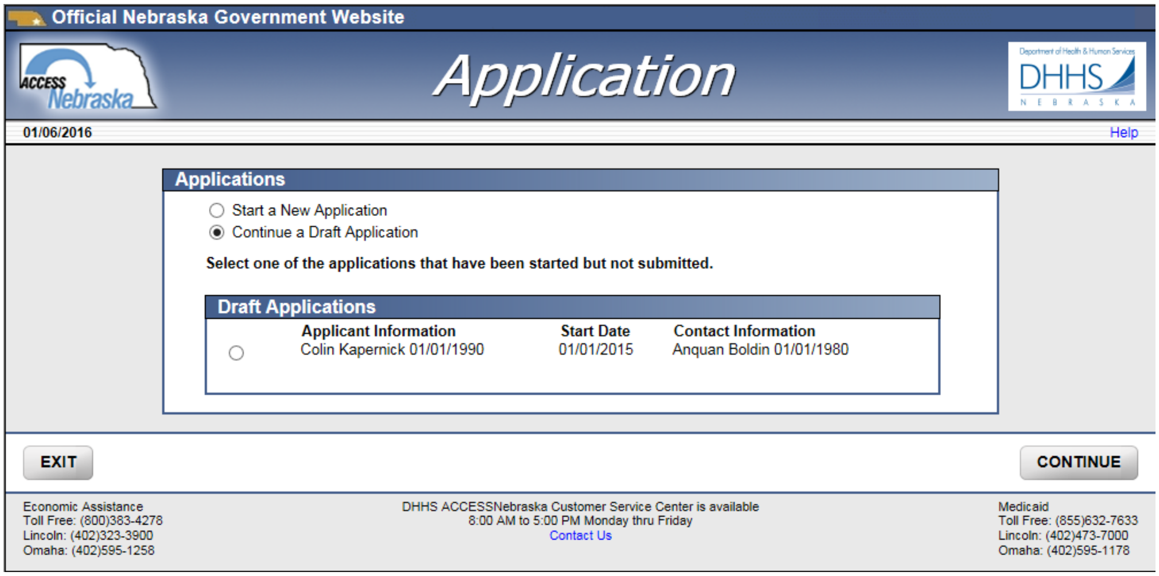
Information Page

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

Draft Applications

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

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



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

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

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

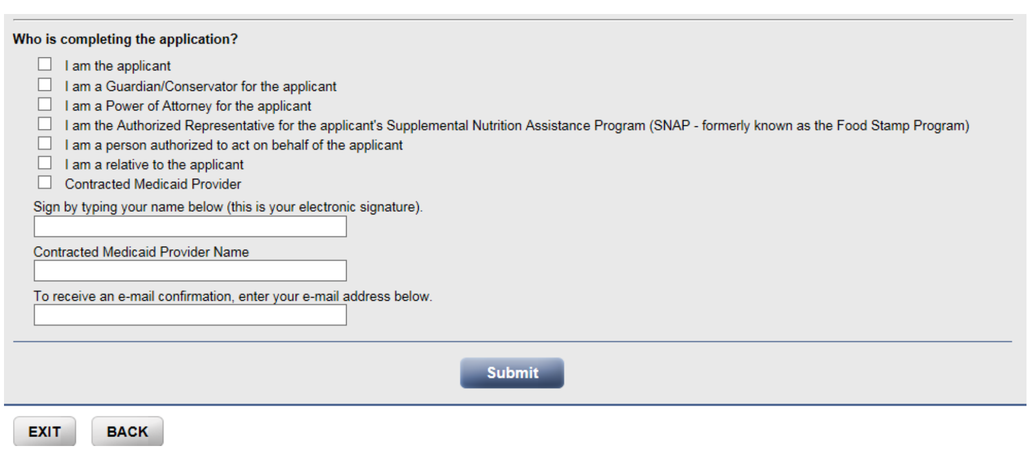
Domestic Violence Protection

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

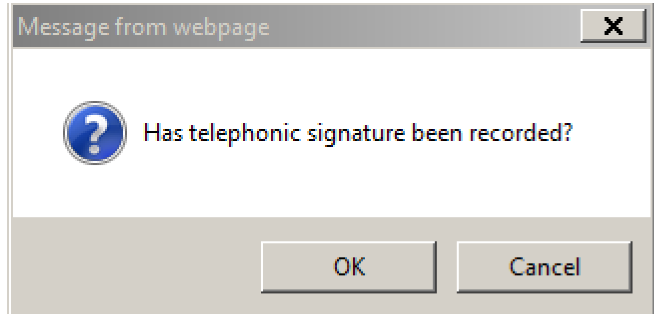
Application

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

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



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



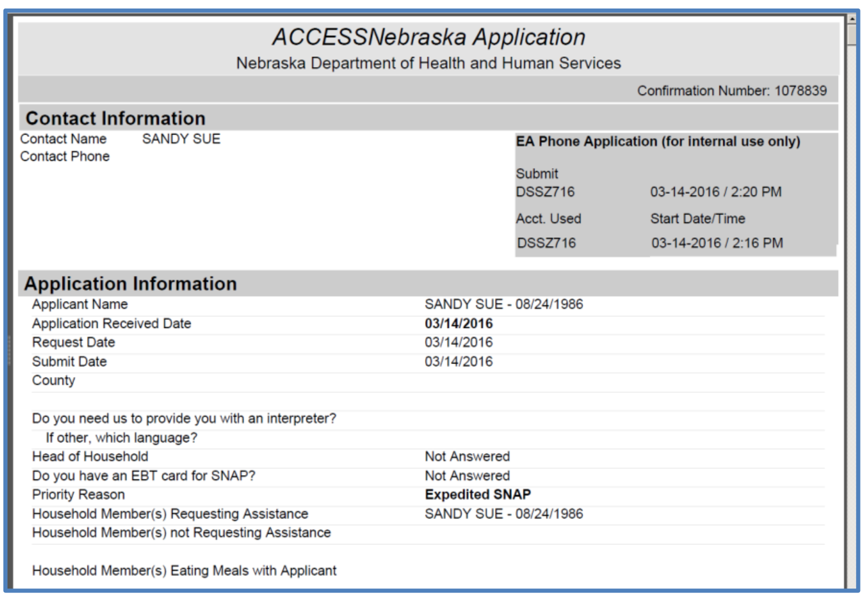
Telephonic Signature

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

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

PDF Changes

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



ACCESSNebraska Application

Nebraska Department of Health and Human Services

Confirmation Number: 1078839

Contact Information

Contact Name SANDY SUE

Contact Phone

EA Phone Application (for internal use only)

Submit		
DSSZ716	03-14-2016 / 2:20 PM	
Acct. Used	Start Date/Time	
DSSZ716	03-14-2016 / 2:16 PM	

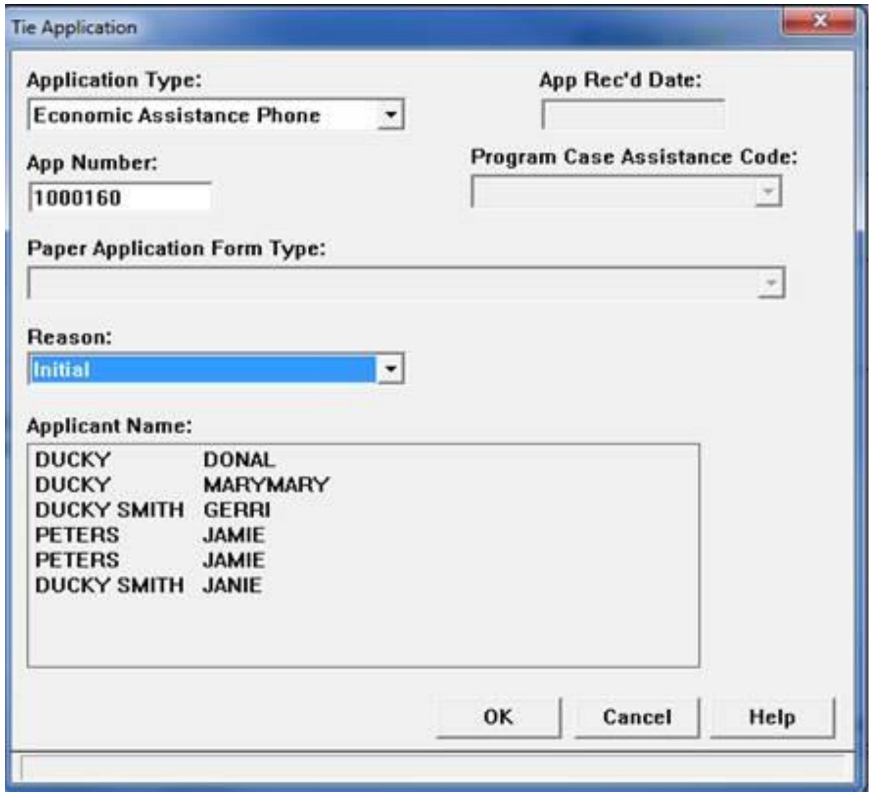
Application Information

Applicant Name	SANDY SUE - 08/24/1986
Application Received Date	**03/14/2016**
Request Date	03/14/2016
Submit Date	03/14/2016
County	
Do you need us to provide you with an interpreter?	
If other, which language?	
Head of Household	Not Answered
Do you have an EBT card for SNAP?	Not Answered
Priority Reason	**Expedited SNAP**
Household Member(s) Requesting Assistance	SANDY SUE - 08/24/1986
Household Member(s) not Requesting Assistance	
Household Member(s) Eating Meals with Applicant	

Pend and Tie

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

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



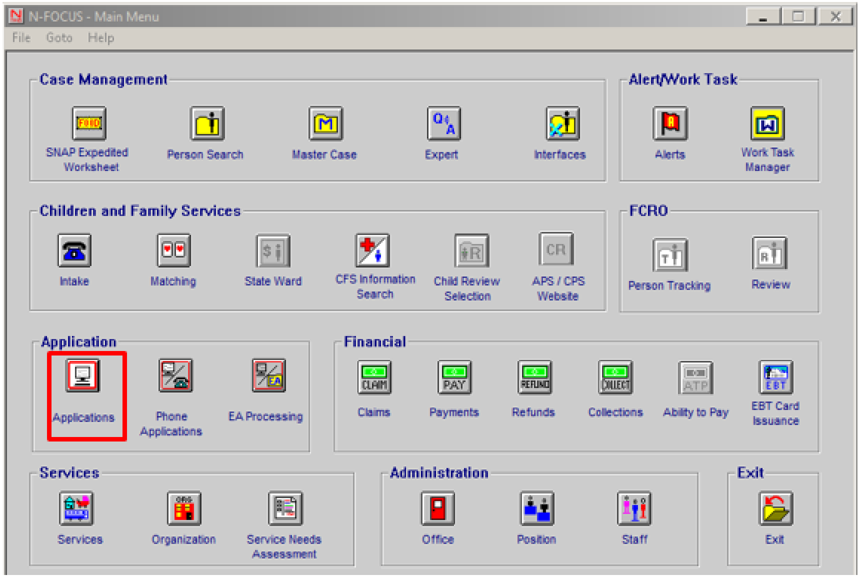
Application Search Window (New):

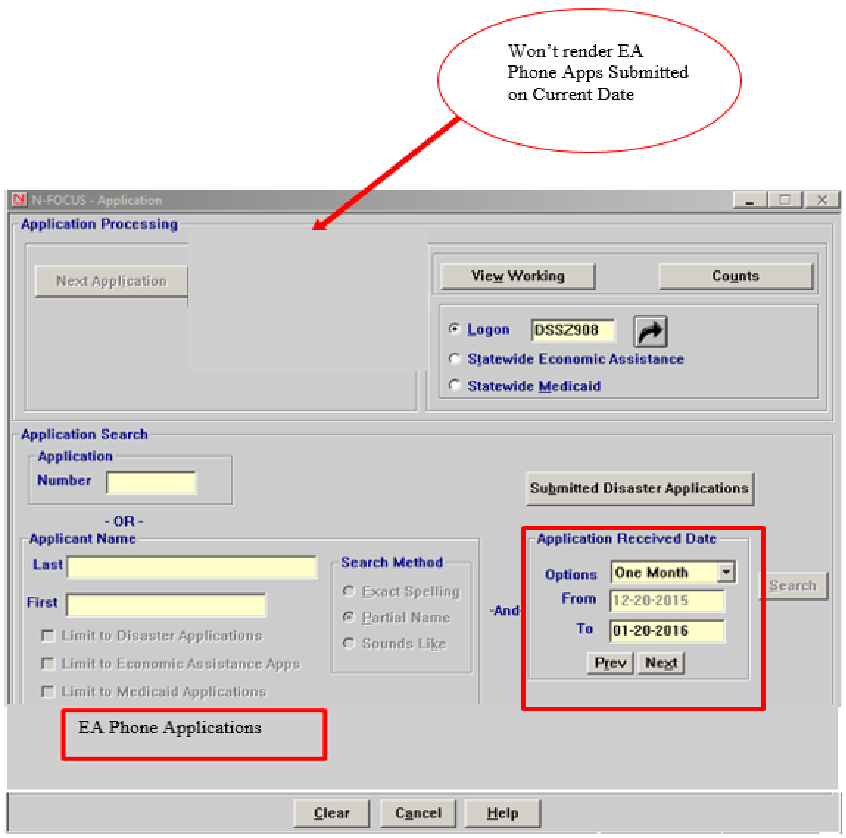
Application upload happens every 15 minutes. Review/Recertification applications that qualify for auto tie will and be placed in EA processing queue in registered status.

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

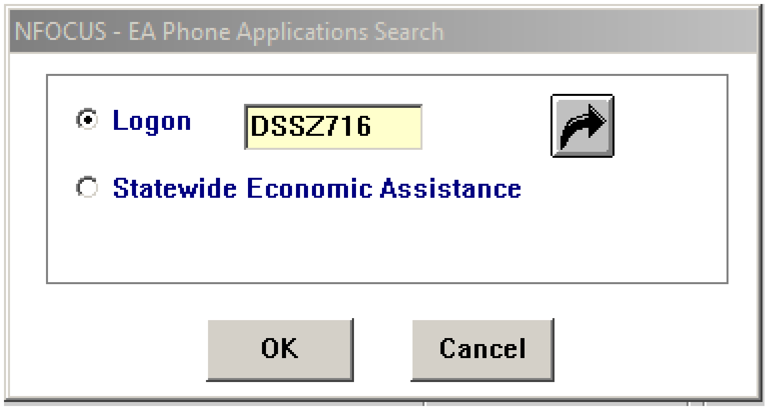
If application is received through the "next application" case will follow the same process of pend and tie and fall into EA processing queue if in change management or be assigned if in assigned mode. To remove the application from an EA processing queue the case will need to be assigned to a case worker.

Refer to the screen prints on the following page.


N-FOCUS - Main Menu
File Goto Help
Case Management
SNAP Expedited Worksheet
Person Search
Master Case
Expert
Interfaces
Alert/Work Task
Alerts
Work Task Manager
Children and Family Services
Intake
Matching
State Ward
CFS Information Search
Child Review Selection
APS / CPS Website
FCRO
Person Tracking
Review
Application
Applications
Phone Applications
EA Processing
Financial
Claims
Payments
Refunds
Collections
Ability to Pay
EBT Card Issuance
Services
Services
Organization
Service Needs Assessment
Administration
Office
Position
Staff
Exit
Exit


Won't render EA Phone Apps Submitted on Current Date
N-FOCUS - Application
Application Processing
Next Application
View Working
Counts
Logon
DSSZ908
Statewide Economic Assistance
Statewide Medicaid
Application Search
Application
Number
Submitted Disaster Applications
- OR -
Applicant Name
Last
First
Search Method
Exact Spelling
Partial Name
Sounds Like
Limit to Disaster Applications
Limit to Economic Assistance Apps
Limit to Medicaid Applications
-And-
Application Received Date
Options
One Month
From
12-20-2015
To
01-20-2016
Prev
Next
Search
EA Phone Applications
Clear
Cancel
Help

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

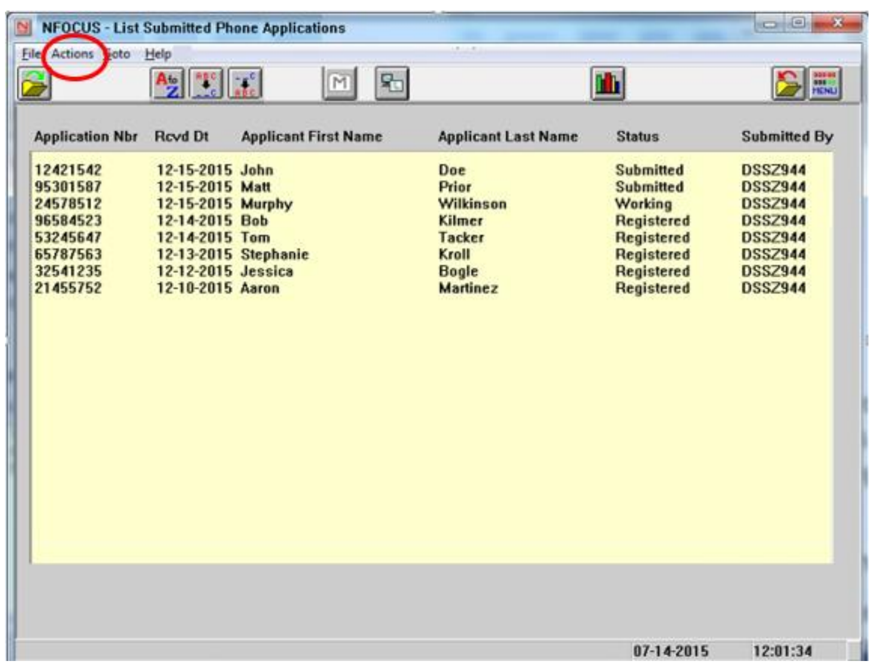


List Submitted Phone Applications Window

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

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

Under “Actions”, the application status can be changed to “Working” status. This is to help eliviate any duplication of work rendering from the get next application from the application management queue if the phone application is not registered by the worker who completed the application the same business day the application is submitted. Status may be udpated by the worker who’s ID it belongs. For example logon ID DSSZ908 and update their list but not DSSZ777.



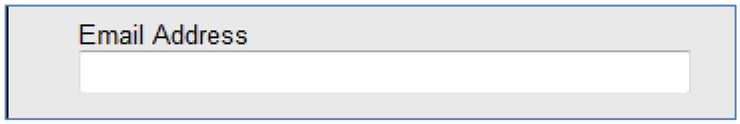
Application Nbr	Rcvd Dt	Applicant First Name	Applicant Last Name	Status	Submitted By
12421542	12-15-2015	John	Doe	Submitted	DSSZ944
95301587	12-15-2015	Matt	Prior	Submitted	DSSZ944
24578512	12-15-2015	Murphy	Wilkinson	Working	DSSZ944
96584523	12-14-2015	Bob	Kilmer	Registered	DSSZ944
53245647	12-14-2015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

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

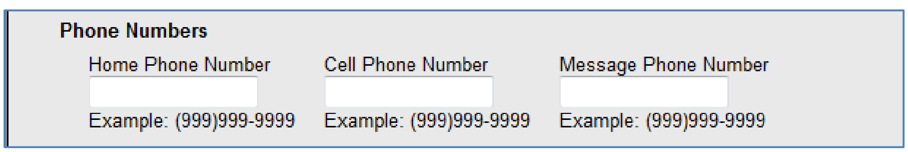
Adding Text/Email Consent and CC Questions

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

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



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



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

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

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

Child Care Resource Declaration

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

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

Email Address and Text Notification/Client Preferences (New)

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

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

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

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

Client Preferences -- Email and Text Notification

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

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

Email

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

Text Notification

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

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

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

These types of Correspondence are:

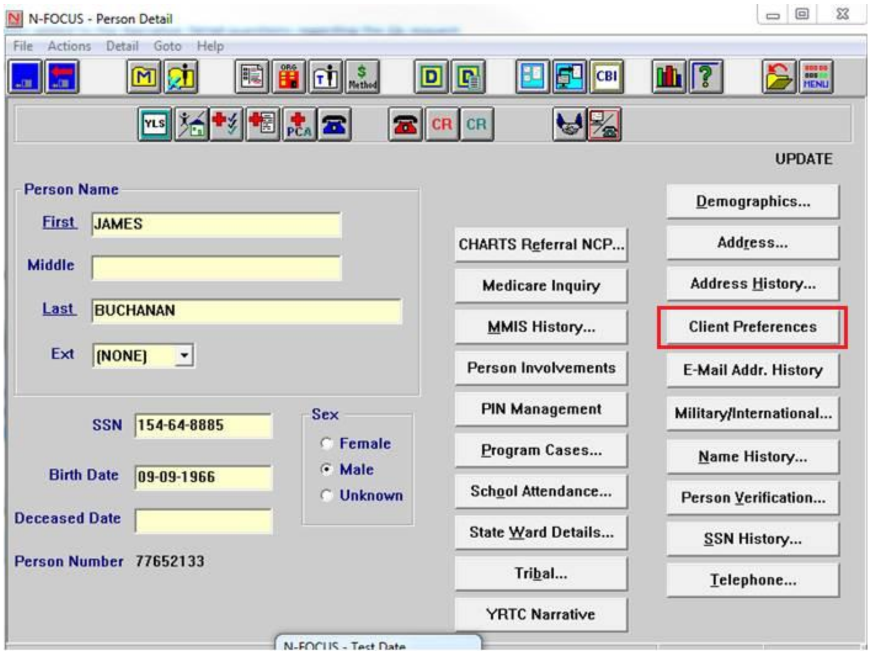
- Expert System Notices
- Verification Request Forms
- Interview Appointment Letters
- ADC 6 Month Earned Income Review Forms
- LIHEAP Supplemental Approval
- LIHEAP Overpayment Notification
- LIHEAP Other Assistance Denial
- Notice Template Notices
- Quarterly Report Forms
- Review/Recert Pre-Populated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

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

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

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

- Navigate to the Person Detail window.



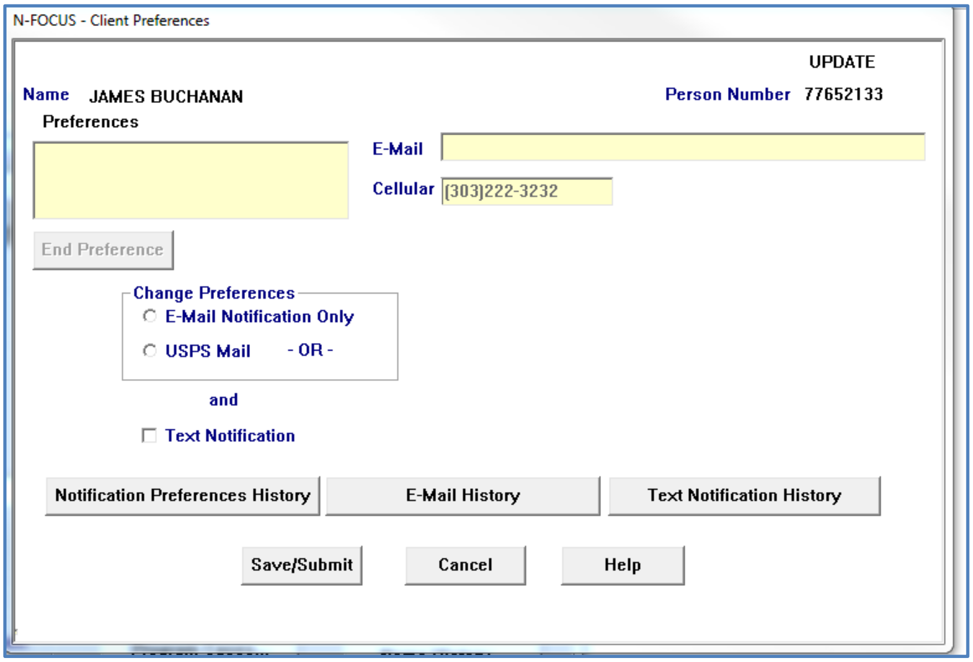
- From the Person Detail window select the 'Client Preferences' button.

The Client Preferences window displays.

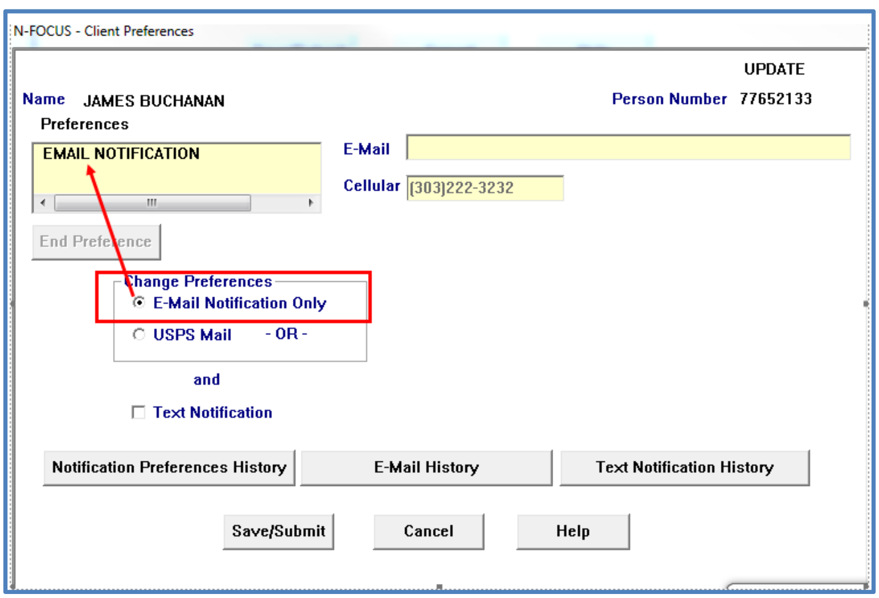
If the client has a **Primary Email Address** existing in N-FOCUS it will display in both Client Preferences and on the Email address window. If they have a Primary Cellular Telephone number it will display both on the Client Preferences window and the Telephone window. The Primary Email address and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

Email Notification Request

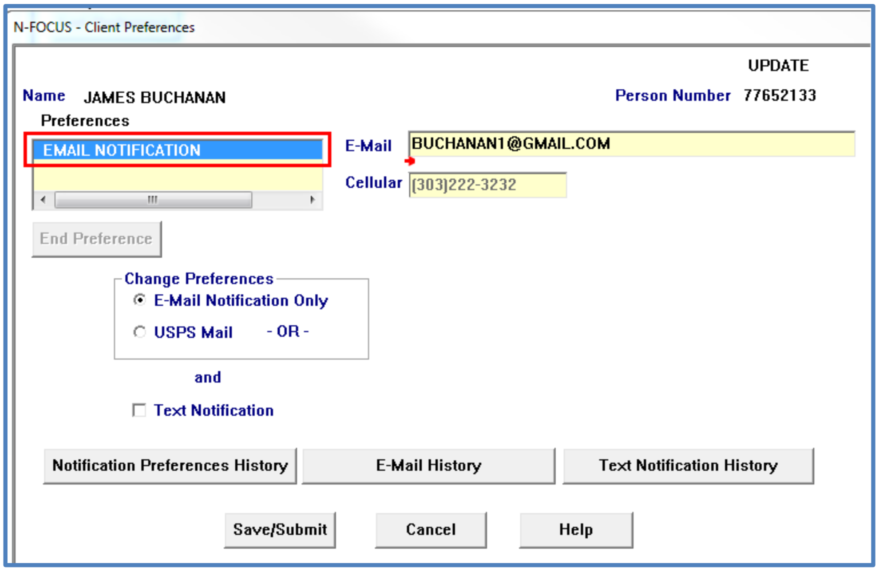
In the following example, James has an existing Cellular phone number but no E-mail address in N-FOCUS.



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

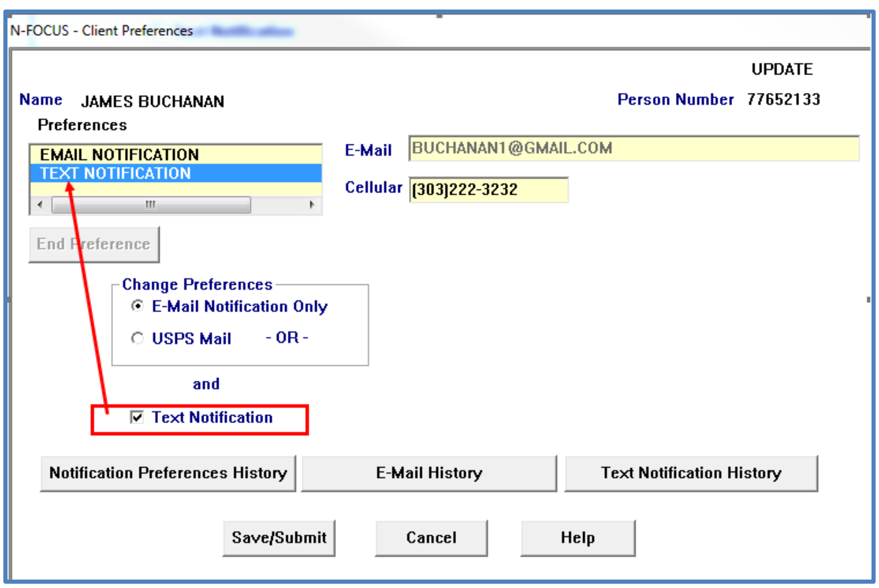


- To add the E-Mail Notification preference select the E-Mail Notification Only button.
  - Email Notification displays in the Preferences box.



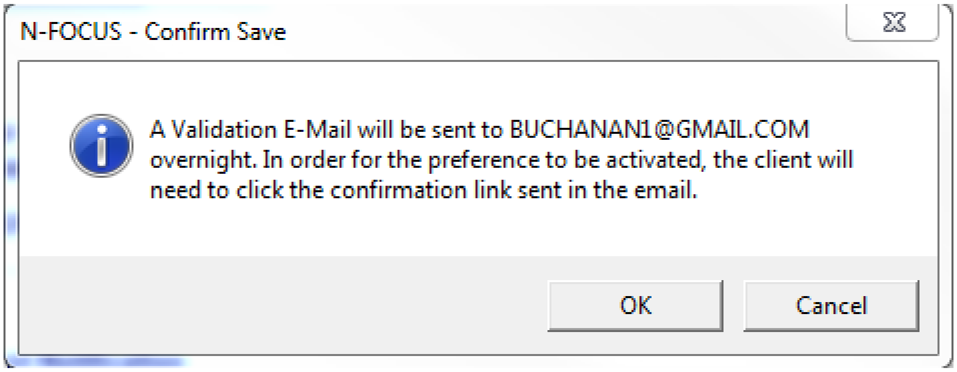
- To Add or update the Email Address select (highlight) the Preference in the box and the E-Mail box will enable.
- Enter the email address

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



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

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



Note: Clients may request the following:

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

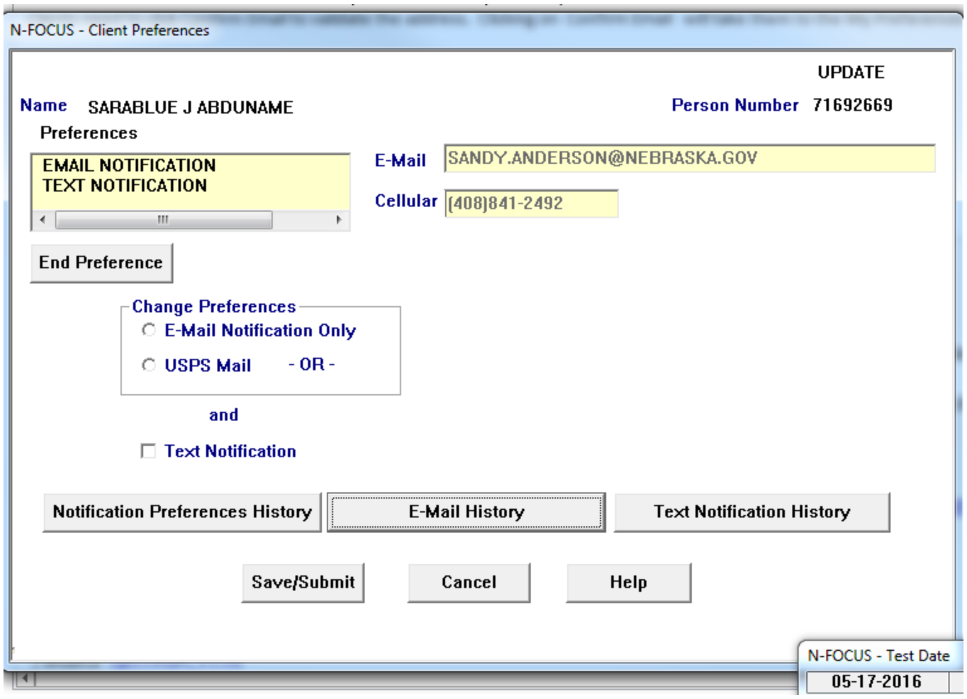
Confirmation Email

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

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

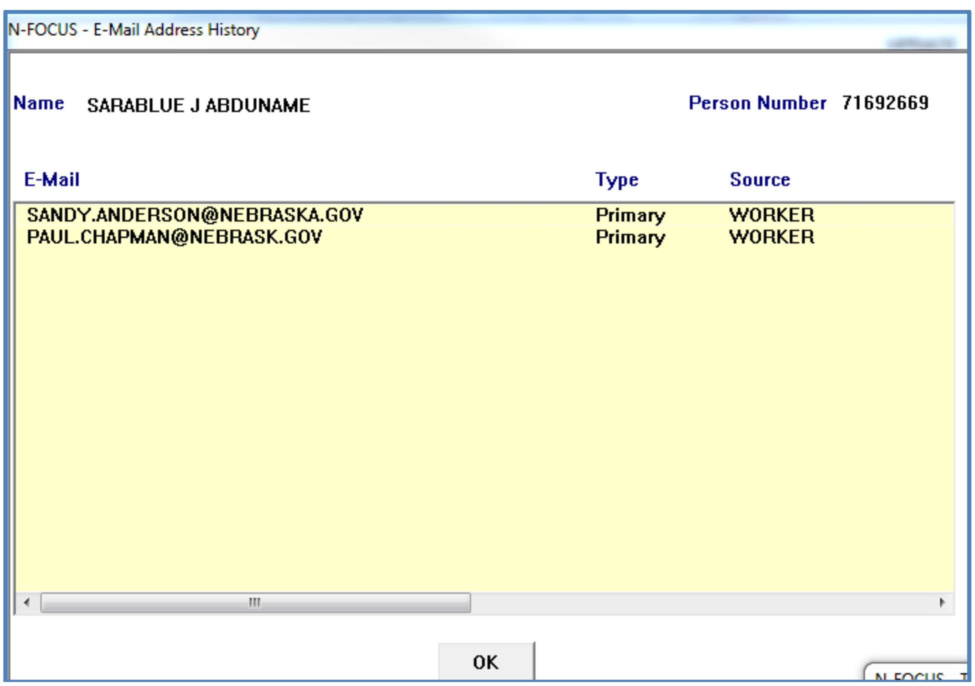
Checking for Email Validation on N-FOCUS

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



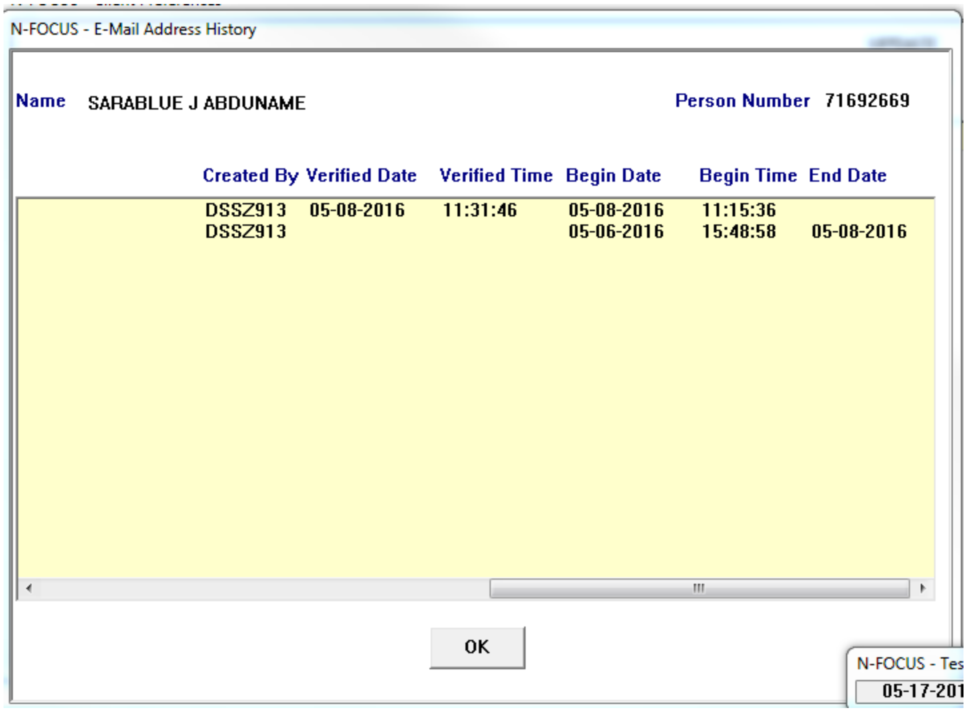
Here you can see the current and past email addresses used. This window also displays the source of the address, either

Worker entry or My Preferences WEB meaning the client entered on the WEB



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

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



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

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

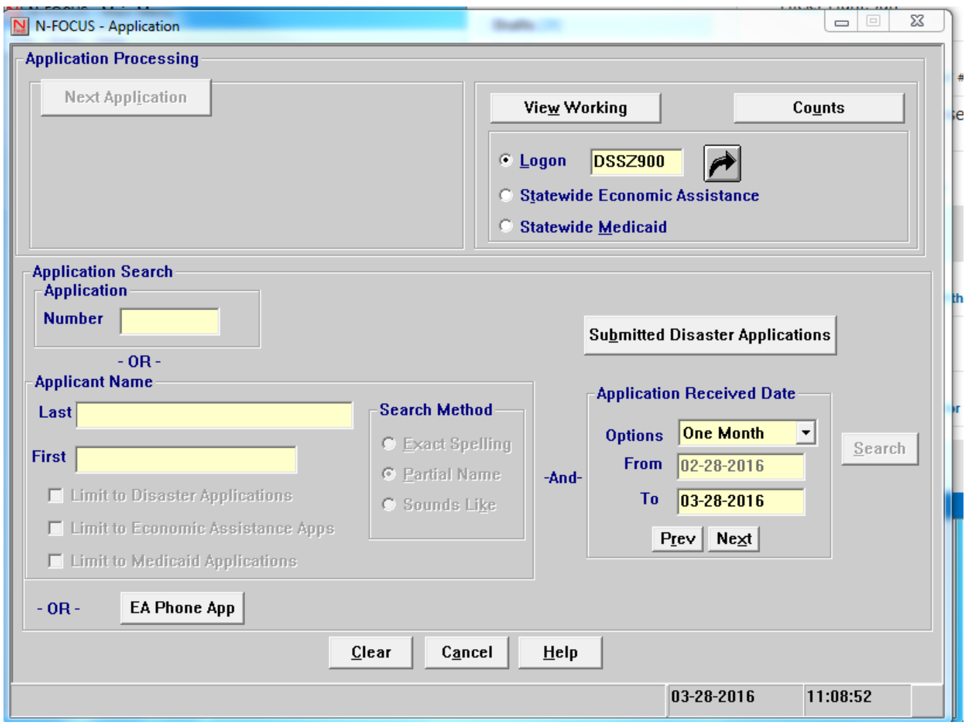
Case Registration (New)

Email address may now be added from the Address window.

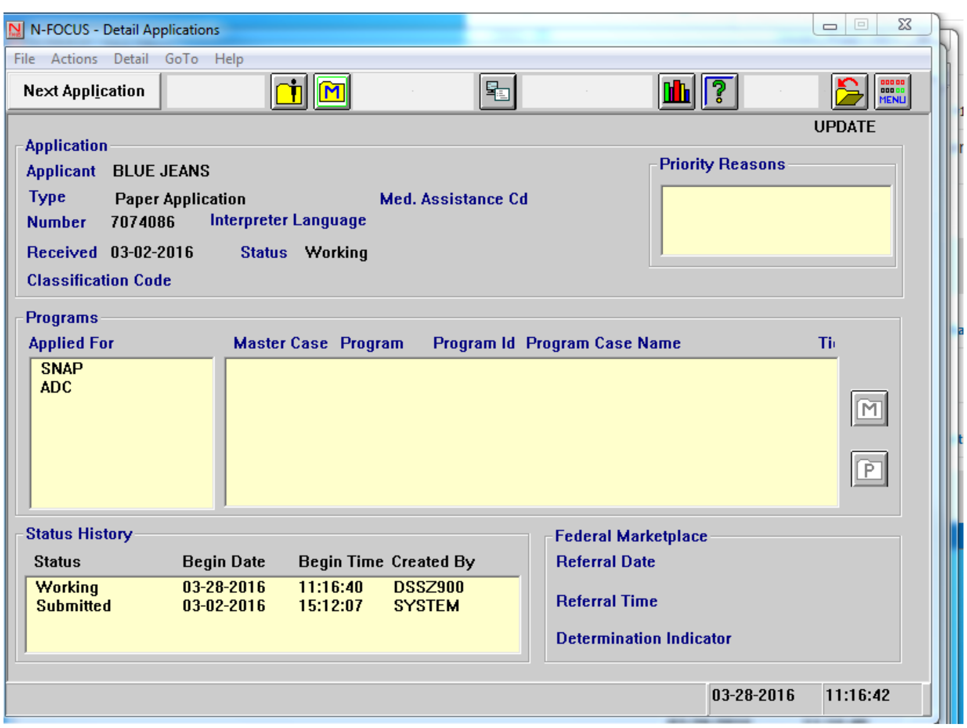
Email address history may now be viewed on the Person Detail window and may be updated in Client Preferences and by the client in MY Preferences on the WEB.

Tie Paper Application to Program Case Window (Change)

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



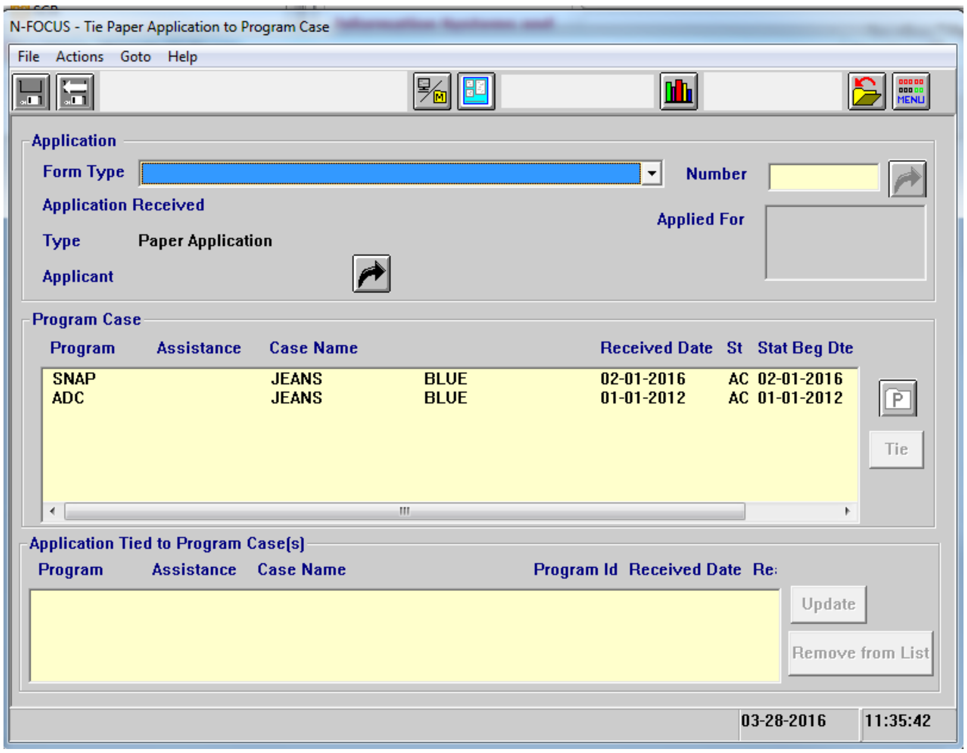
Paper EA-RA applications that could not be automatically tied will come up in the application management queue.



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

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

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

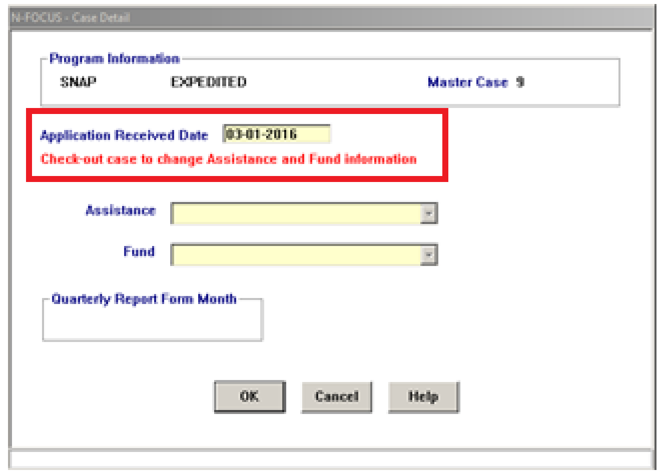


Program Case Assignment (Change)

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

SNAP Program Change Application Received Date (Change)

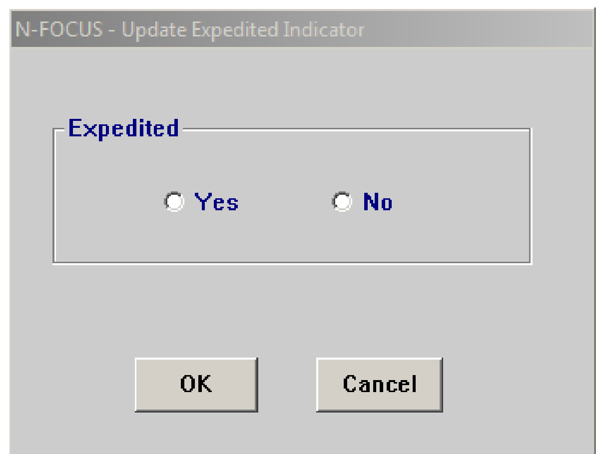
To change the Application Received Date for a SNAP Program case, follow these steps:



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

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

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



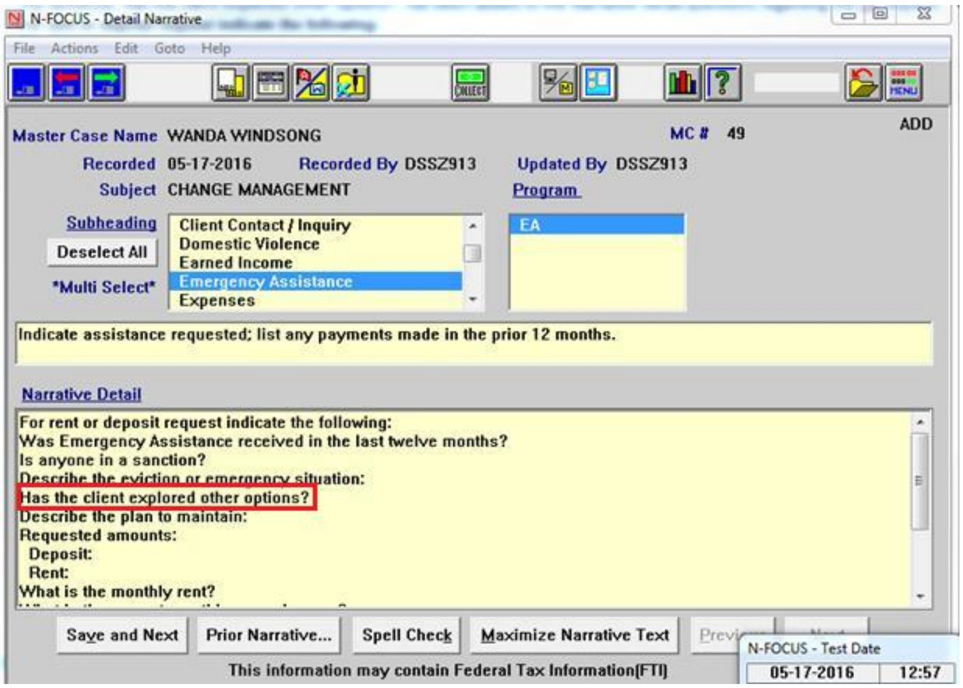
Note: When the expedited status is selected, this will update the Expedited Indicator History Window with the new status. If the Expedited status changes from the status that was selected when the application was first tied to the case, the priority of the application in the EA Processing Queue will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

ADC Denial Reason (New)

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

Emergency Assistance Program Case Narrative (Change)

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

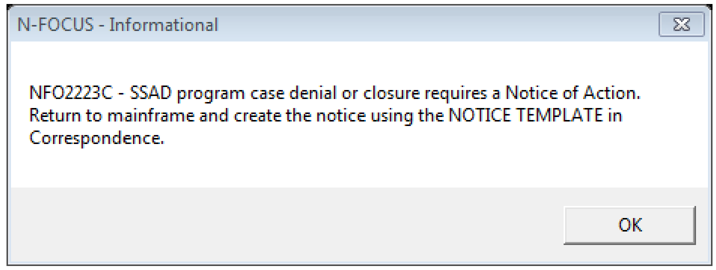


For rent or deposit request indicate the following:

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

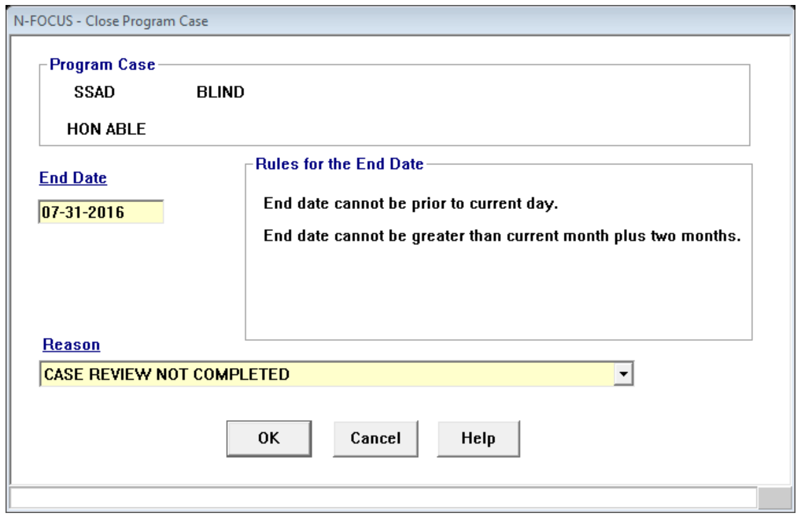
SSAD Closing Notice (Change)

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

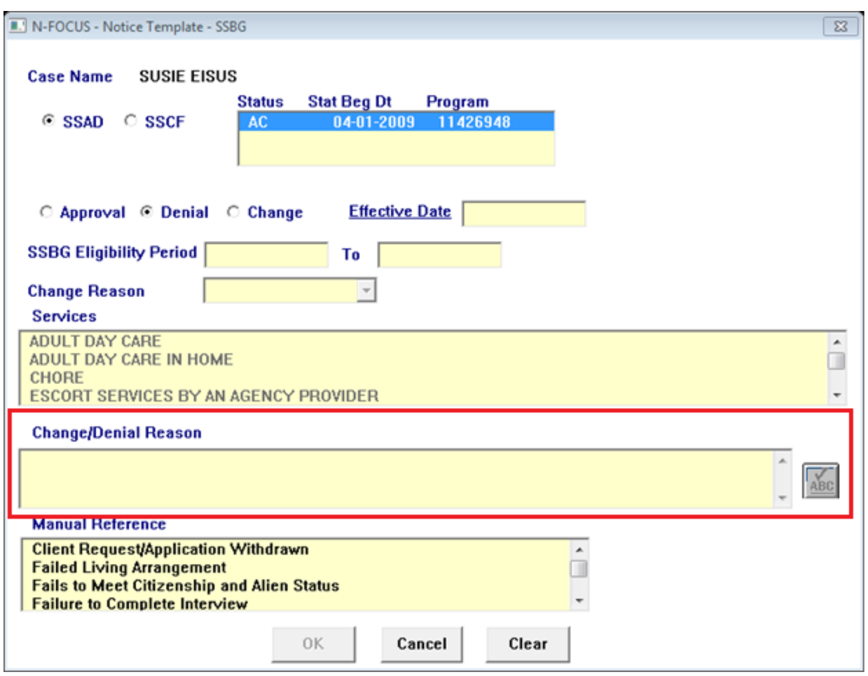


The Close Program Case window will display when Close Program Case is selected from the Actions drop-down menu.

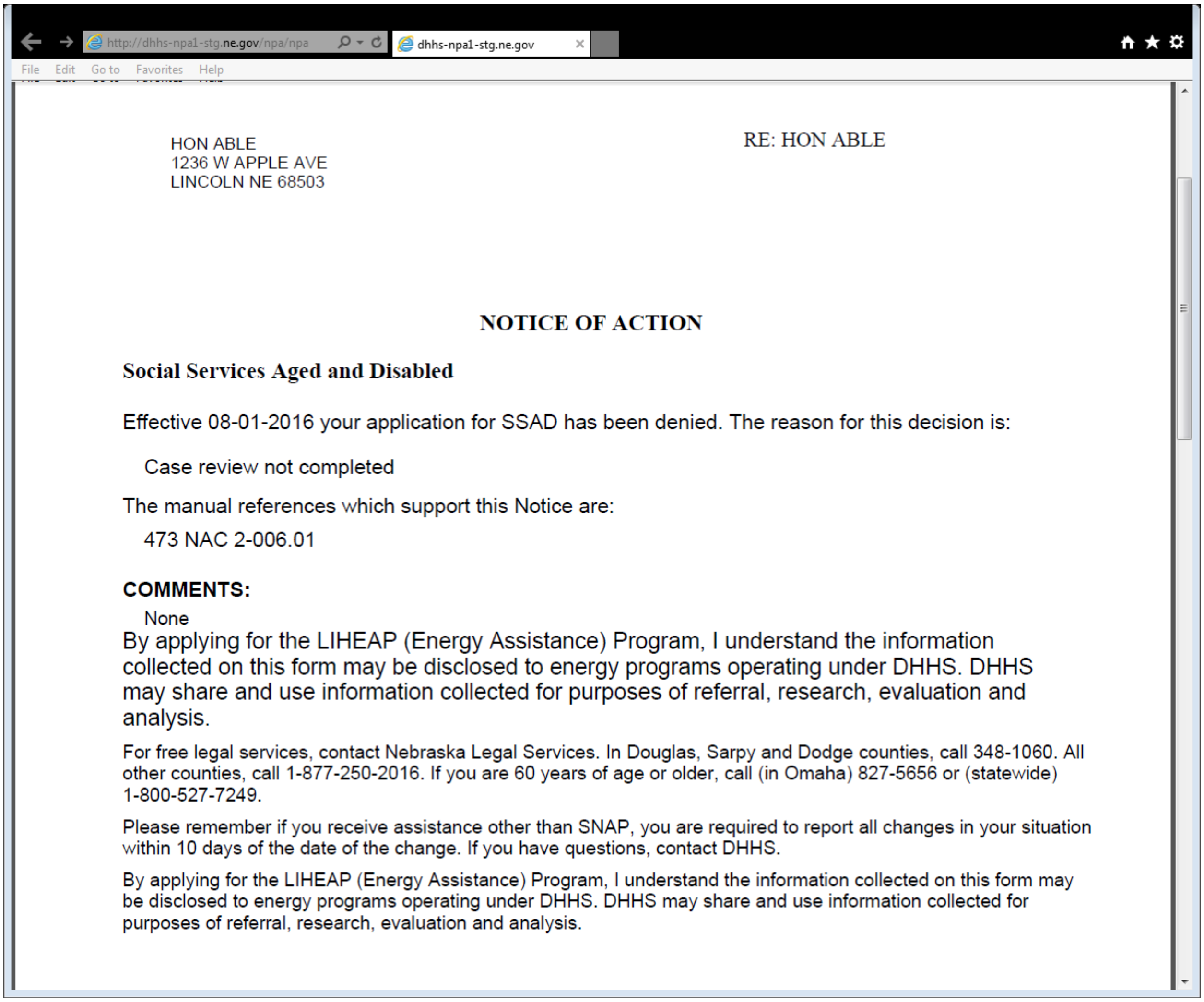
Additionally, the closure reasons in the Services filed of the Notice Template have been revised to include only those services provided by SSAD, and the manual references have been updated.



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



The Notice of Action is shown on the next page.



HON ABLE
1236 W APPLE AVE
LINCOLN NE 68503

RE: HON ABLE

NOTICE OF ACTION

Social Services Aged and Disabled

Effective 08-01-2016 your application for SSAD has been denied. The reason for this decision is:

Case review not completed

The manual references which support this Notice are:

473 NAC 2-006.01

COMMENTS:

None

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.

For free legal services, contact Nebraska Legal Services. In Douglas, Sarpy and Dodge counties, call 348-1060. All other counties, call 1-877-250-2016. If you are 60 years of age or older, call (in Omaha) 827-5656 or (statewide) 1-800-527-7249.

Please remember if you receive assistance other than SNAP, you are required to report all changes in your situation within 10 days of the date of the change. If you have questions, contact DHHS.

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.

Child Care 90 Day Claim Rejection (Change)

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

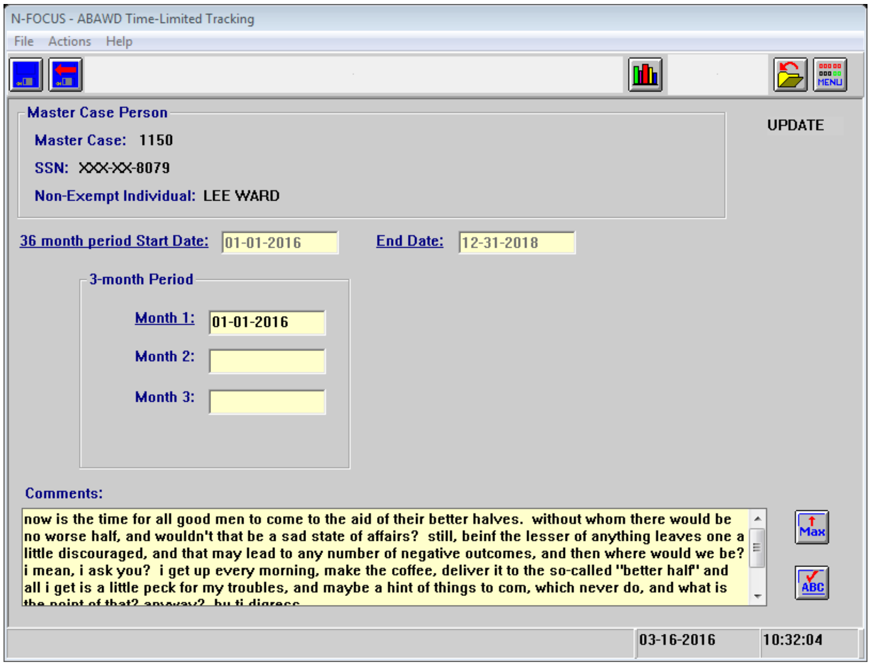
If a provider attempts to submit a claim on the ECM Portal after the 90 days has passed they will be allowed to "submit" the claim line online. When the claim information comes to N-FOCUS the claim will reject for the reason "Child Care Timely Filing Requirements Not Met" and N-FOCUS will send the information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

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

ABAWD Time-Limit Tracking (Change)

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

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



Collections (Change)

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

Child Care Frequency on Service Authorization (Fix)

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

Client Preferences – Email and Text Notification (New)

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

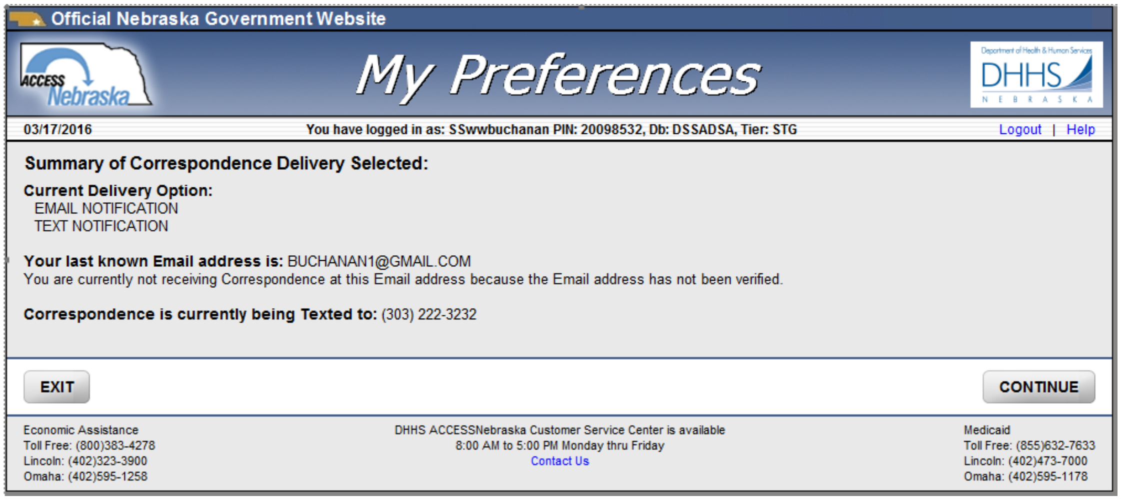
Previously, Medicaid clients could opt for both Email Notification of Correspondence and USPS Mail delivery of Correspondence. As of this release those who have that option will keep it but any new requests will need to be made for either E-mail notification or USPS Mail.

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

Adding and Updating Preferences

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

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

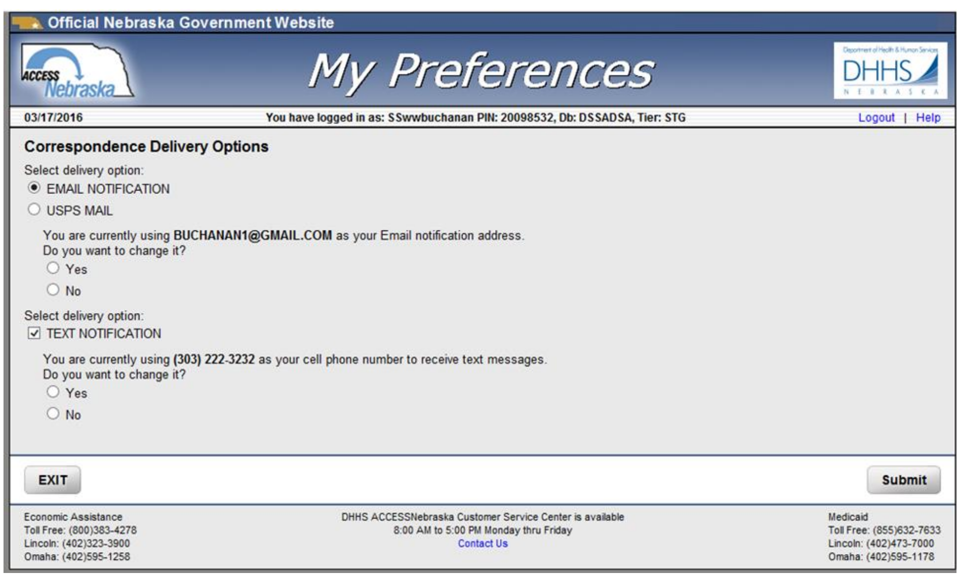


- The client can change delivery options and/or email address and cell phone number on this window.
- Any change in the delivery option made on the Web My Preferences site will be reflected in My Preferences on the WEB.
- Any change in Email address or Cell phone number will also be reflected in Client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

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

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

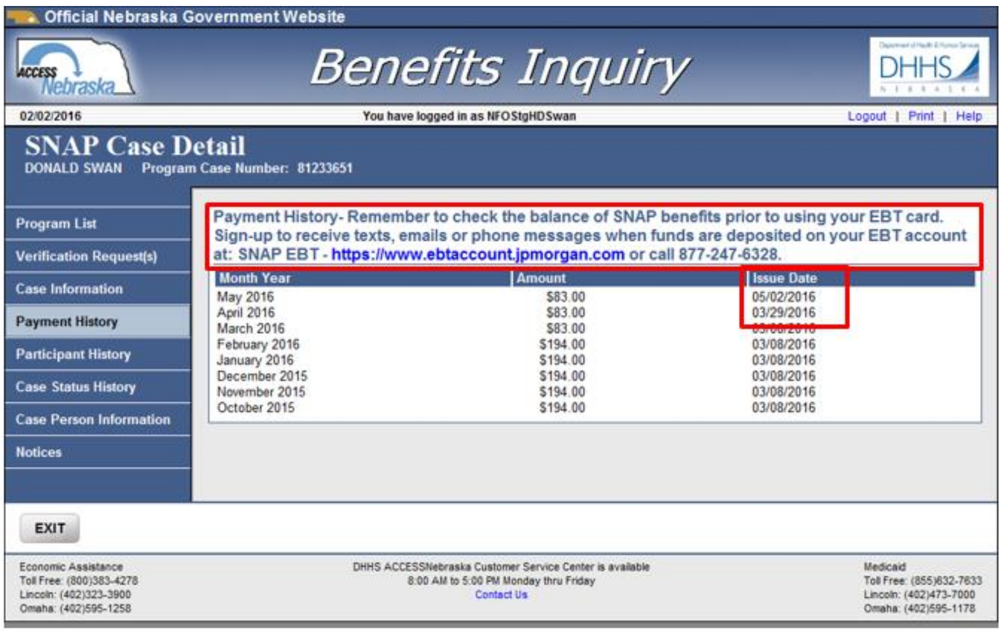
Any change in Email address or Cell phone number will also be reflected in Client Preferences, the Telephone window and the Email Address window in N-FOCUS and the reverse is also true.



CBI SNAP Issue Date on Payment History Tab (Change)

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

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



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

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

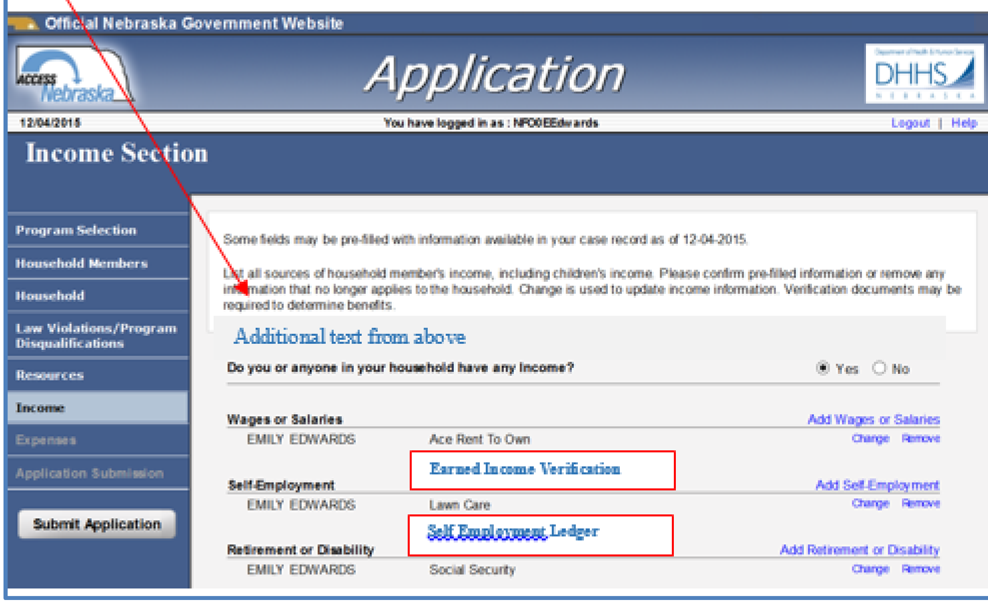
Printable Forms Links to E-Applications (Change)

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

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

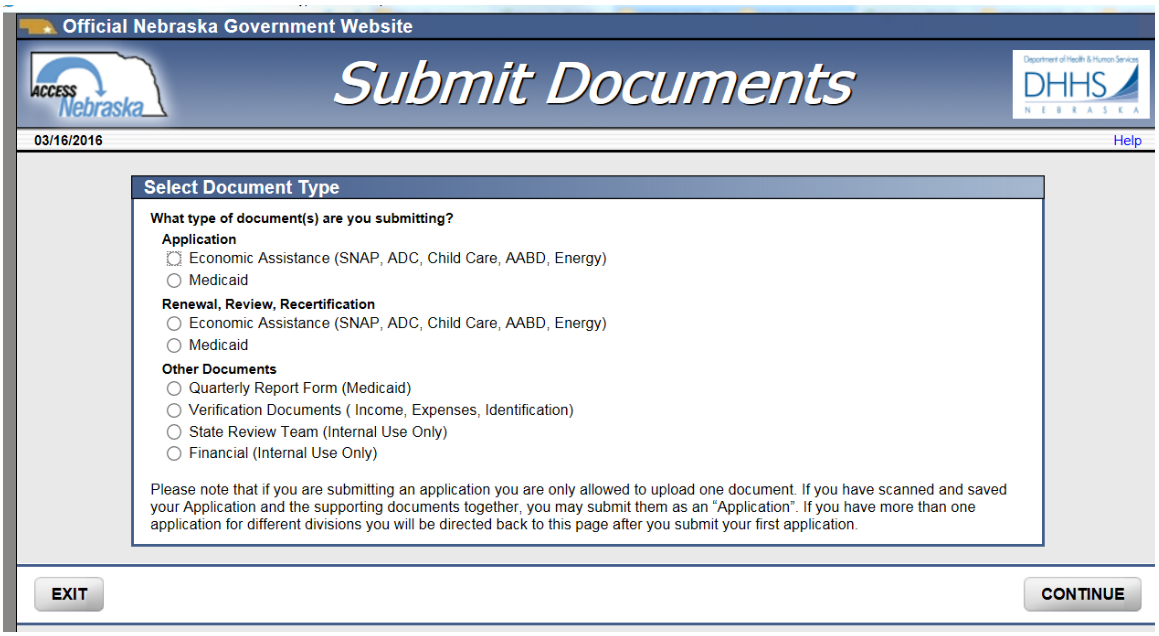
If you have Wages or Salaries, you will need to provide verification of your most current 30 days income. If you do not have paystubs available, please take an earned income verification form to your employer for completion.

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



Submit Documents (Change)

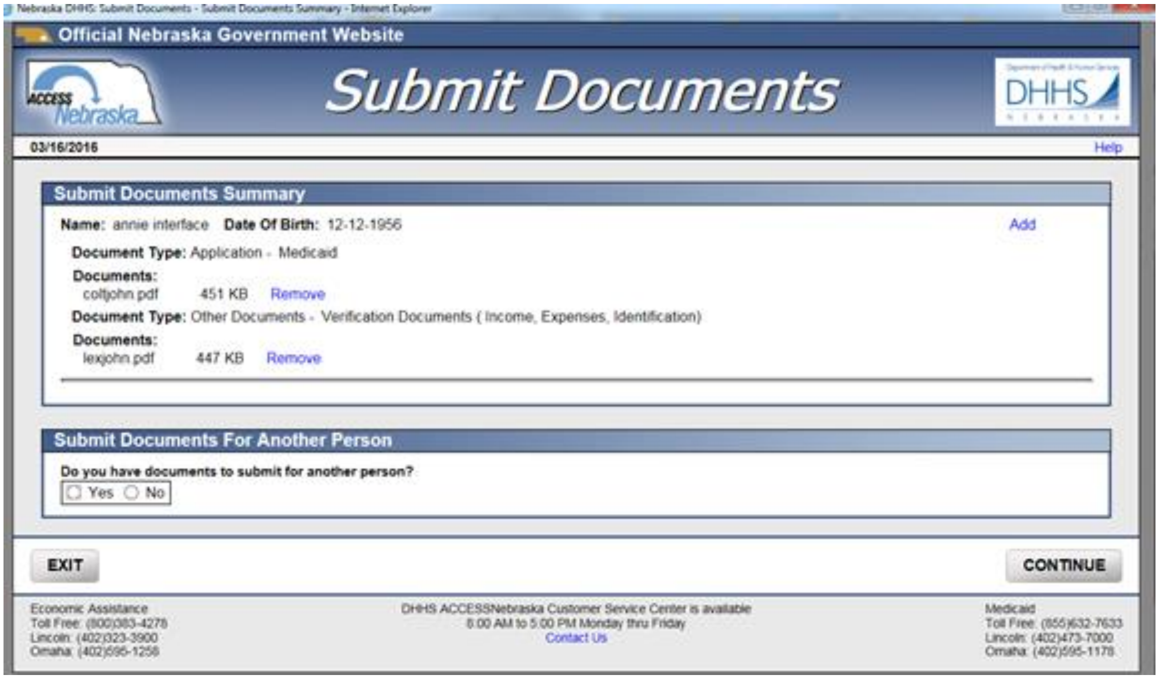
Updates to the Submit Documents function on the ACCESSNebraska website were requested to allow for better processing of client documents based on what type of document the client was submitting online. New features will allow for clients to select what type of document they are uploading and based on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



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

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

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



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

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

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

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

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

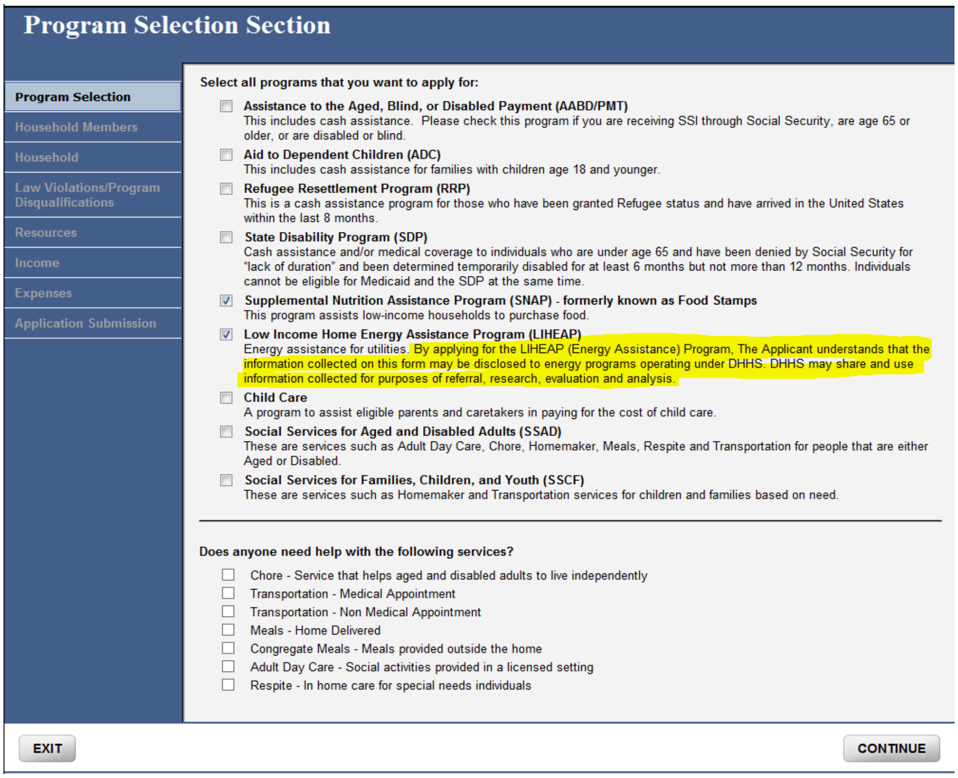
LIHEAP Performance Measures Phase I (Change)

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

Program Selection Section

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

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



Program Selection Section

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

Select all programs that you want to apply for:

- [ ] **Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)**
This includes cash assistance. Please check this program if you are receiving SSI through Social Security, are age 65 or older, or are disabled or blind.
- [ ] **Aid to Dependent Children (ADC)**
This includes cash assistance for families with children age 18 and younger.
- [ ] **Refugee Resettlement Program (RRP)**
This is a cash assistance program for those who have been granted Refugee status and have arrived in the United States within the last 8 months.
- [ ] **State Disability Program (SDP)**
Cash assistance and/or medical coverage to individuals who are under age 65 and have been denied by Social Security for "lack of duration" and been determined temporarily disabled for at least 6 months but not more than 12 months. Individuals cannot be eligible for Medicaid and the SDP at the same time.
- [x] **Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps**
This program assists low-income households to purchase food.
- [x] **Low Income Home Energy Assistance Program (LIHEAP)**
Energy assistance for utilities. By applying for the LIHEAP (Energy Assistance) Program, The Applicant understands that the information collected on this form may be disclosed to energy programs operating under DHHS. DHHS may share and use information collected for purposes of referral, research, evaluation and analysis.
- [ ] **Child Care**
A program to assist eligible parents and caretakers in paying for the cost of child care.
- [ ] **Social Services for Aged and Disabled Adults (SSAD)**
These are services such as Adult Day Care, Chore, Homemaker, Meals, Respite and Transportation for people that are either Aged or Disabled.
- [ ] **Social Services for Families, Children, and Youth (SSCF)**
These are services such as Homemaker and Transportation services for children and families based on need.

Does anyone need help with the following services?

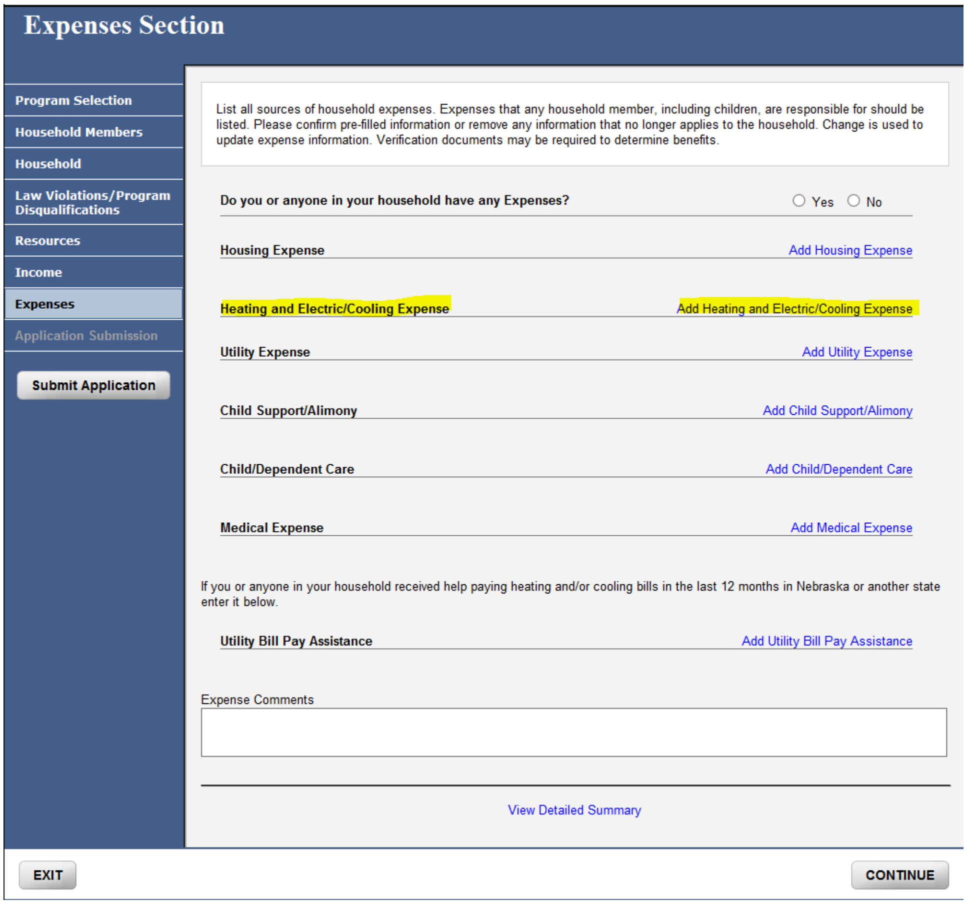
- [ ] Chore - Service that helps aged and disabled adults to live independently
- [ ] Transportation - Medical Appointment
- [ ] Transportation - Non Medical Appointment
- [ ] Meals - Home Delivered
- [ ] Congregate Meals - Meals provided outside the home
- [ ] Adult Day Care - Social activities provided in a licensed setting
- [ ] Respite - In home care for special needs individuals

EXIT CONTINUE

Expenses Section

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

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



Heating and Electric/Cooling Expense Page

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

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

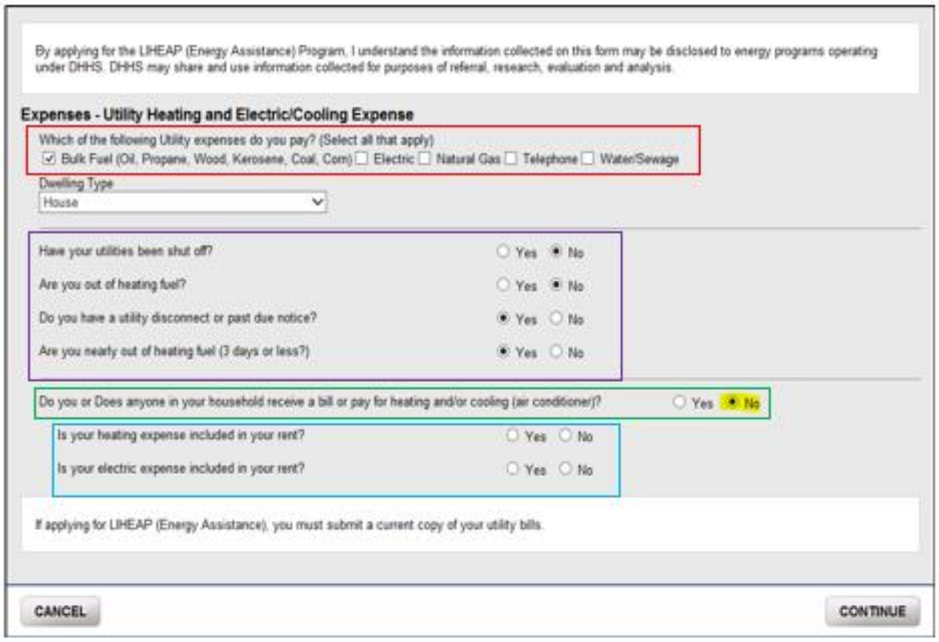
The questions regarding shut off notices and level of heating fuel have been changed and broken out into four questions.

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

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

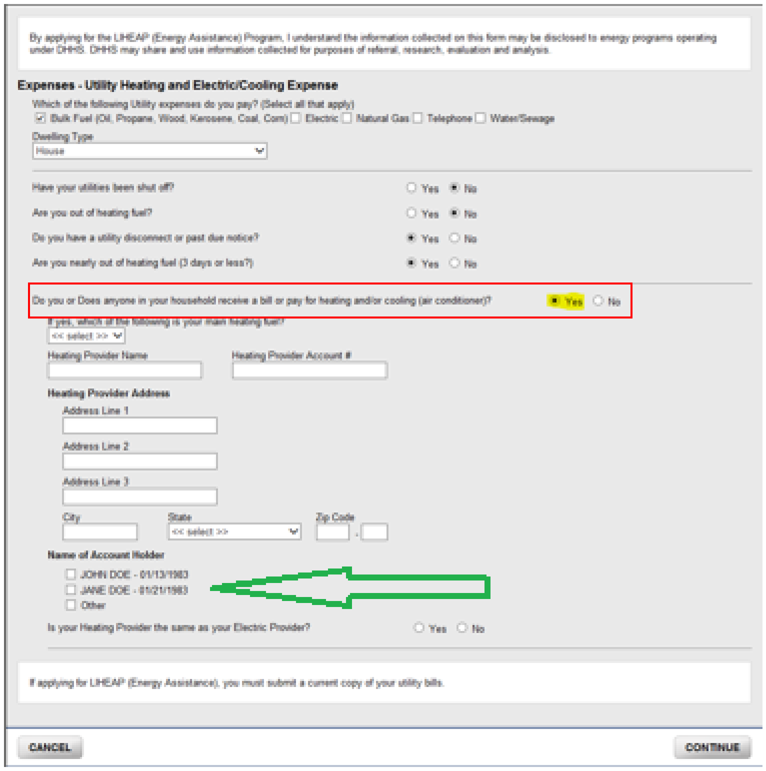
The applicant must mark Yes or No to the four questions. If these questions are not answered they will not be able to continue from this page. They would have to select cancel at the bottom of the page. If Cancel is selected, none of the information completed on this expense page will be saved.

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



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

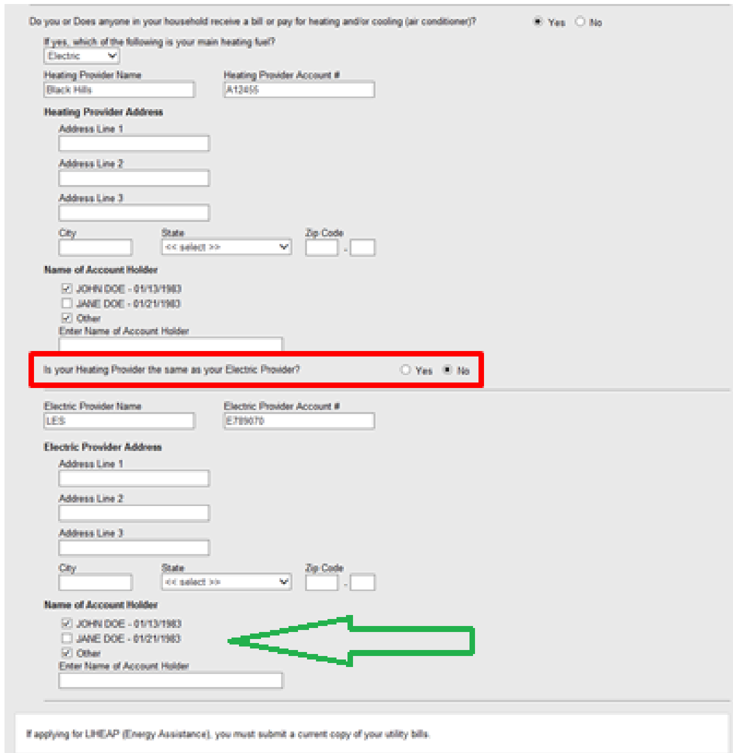
- Provider name
- Account Number
- Providers address
- Account holder name
    - Account holder name will have a list of the Household member's listed on the application and a choice of "other".
    - When "other" is selected, the applicant will have a blank box where they can enter the name of the account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



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

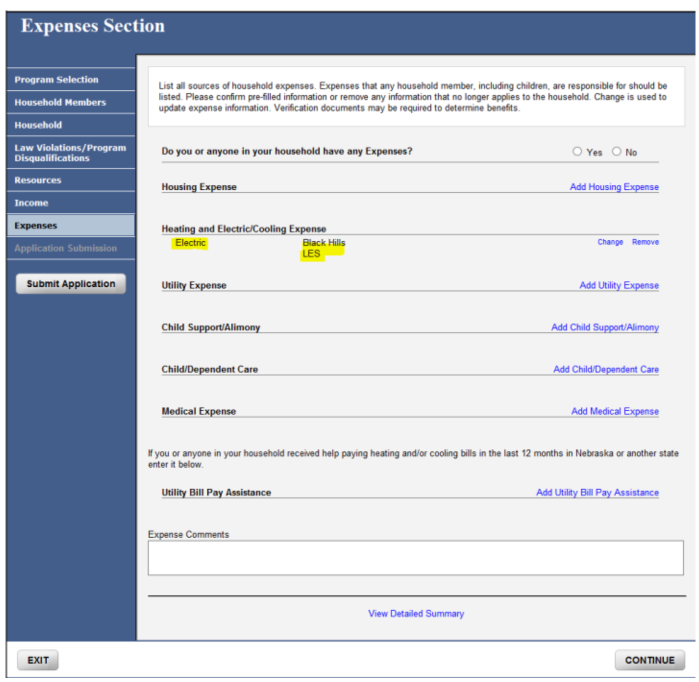
If "No" is selected to the question regarding heating and electric provider being the same, the applicant will be prompted to enter the Electric Provider's information that includes:

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

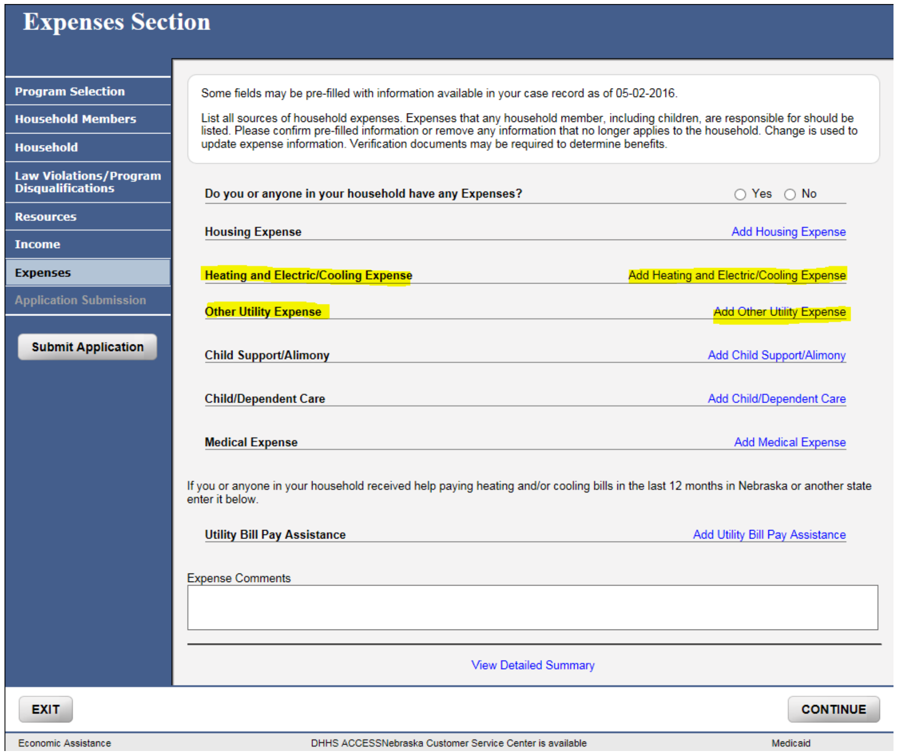


After completing this information, the applicant can select continue to navigate away from this page.

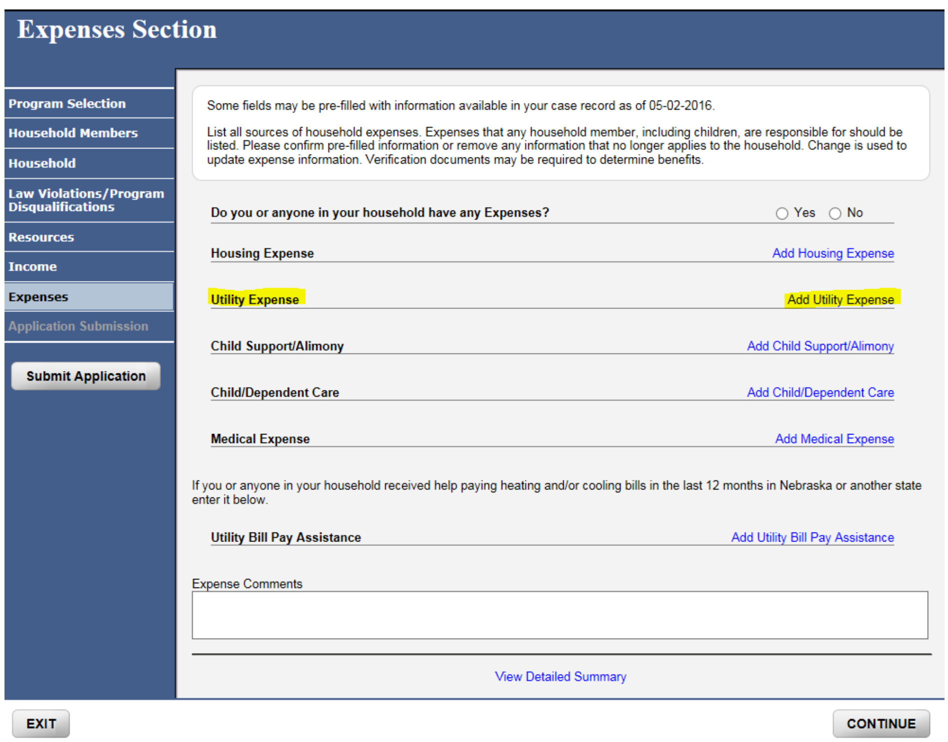
Once Heating and/or Electric provider information has been added and the applicant returns to the Expense Section, the provider name entered will be displayed.



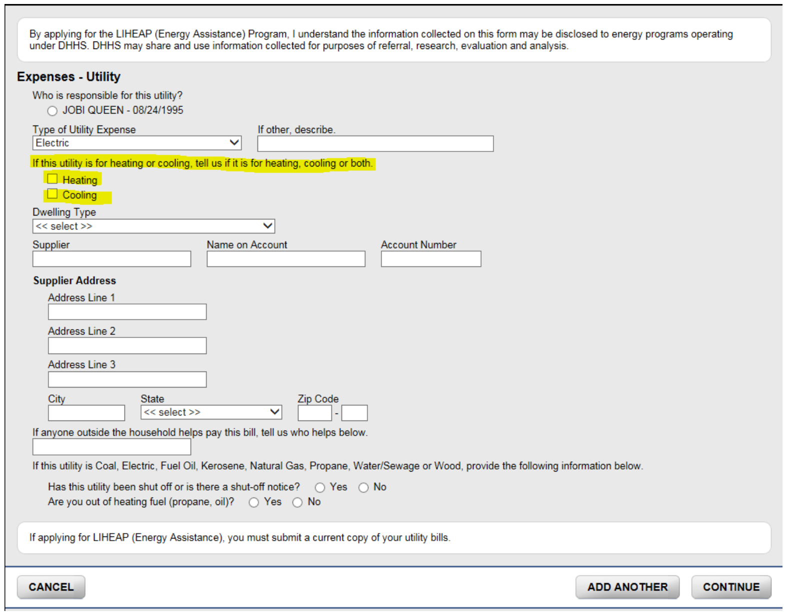
If LIHEAP and SNAP are both selected on the E-App, the applicant will see both Heating and Electric/Cooling Expense and Other Utility Expense.



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



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



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

Do you or anyone in your household have any Expenses?

Housing Expense

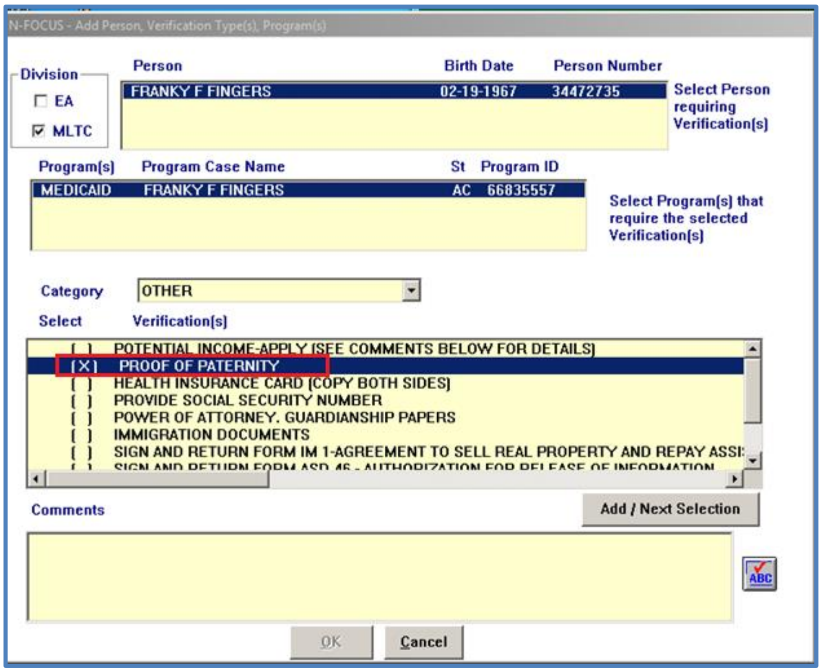
Heating and Electric/Cooling Expense

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

Correspondence

Request for Verification (Change)

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



Childcare Service Authorization Correspondence (Change)

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

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

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

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

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

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

Alerts

EA Alert Changes

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

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

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

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

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

Document Imaging

Categories (New/Change)

New Categories

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

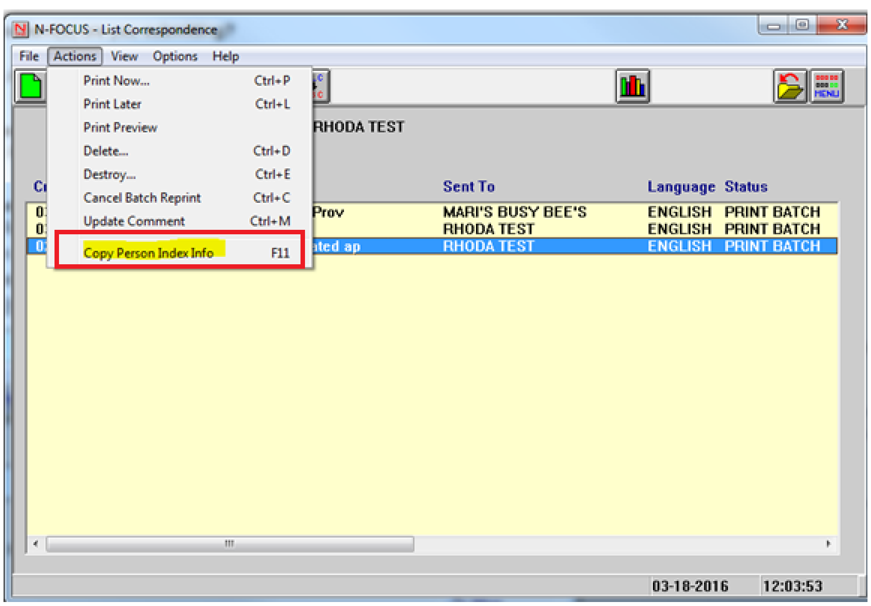
Updates to Categories

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

File Director Auto Tie (Change)

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

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

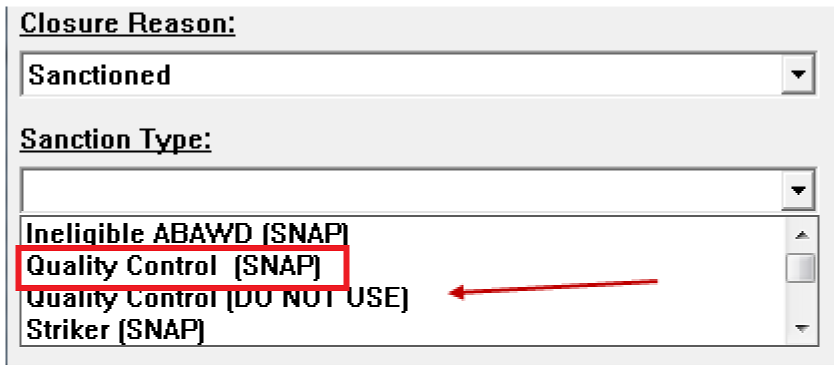


Expert System

Program Specific Quality Control Sanction Types (New)

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

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

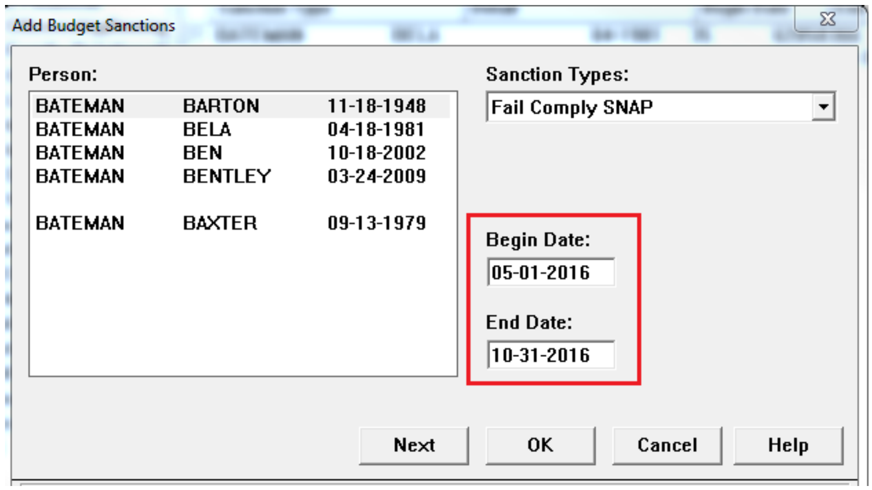


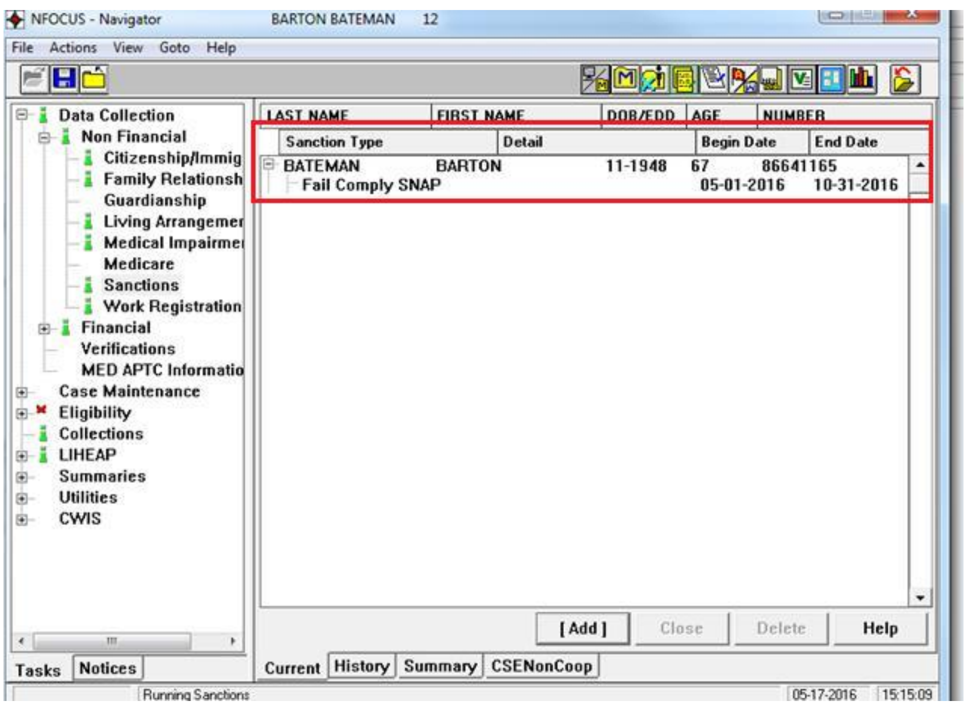
Sanctions Task (Change)

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

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

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





ADC Budgeting Correction (Change)

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

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

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

ADC Budgeting Enhancement (Change)

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

ADC Ineligible Participant(s):

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

Combined AABD/ADC Allocation Mixed Program Configuration

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

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

> **Invalid or Missing Roles(s)**
>
> Unable to run Grant Budget Category.
>
> Persons below are potentially eligible for AABD/PMT, but not all are Active or Pending in an AABD program case.
>
> If the household did not apply for AABD/PMT, go to Case Actions and close all AABD program cases. If the household did apply for AABD/PMT, go to Case Actions and add or reopen all AABD/PMT programs cases for the following.
>
> John Jones 05-19-1970

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

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

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

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

Sanction, Excluding CSE Sanction

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

AABD Budgeting Within ADC

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

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

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

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

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

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

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

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

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

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

Expert System Notice

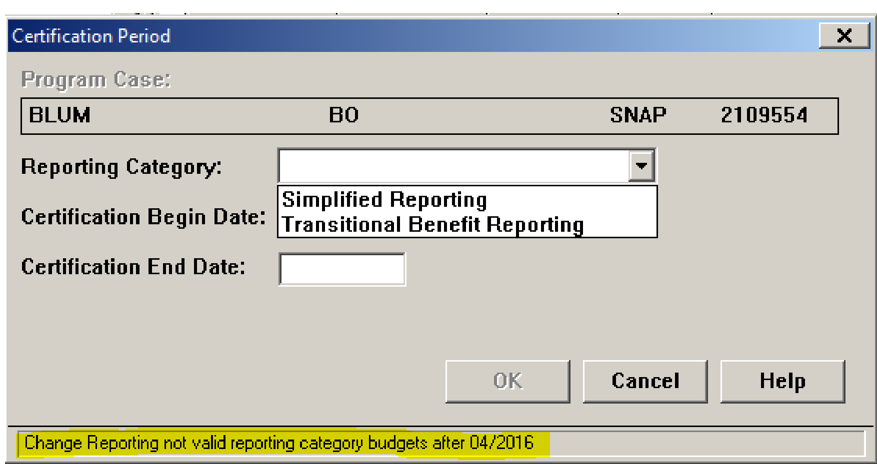
With the November release, ADC ineligible (AABD eligible) participants could not be added to ADC. Therefore, applicants were not receiving notice they were denied or not included for ADC. Currently, those participants are being pended in an AABD program and received notice of eligibility within that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

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

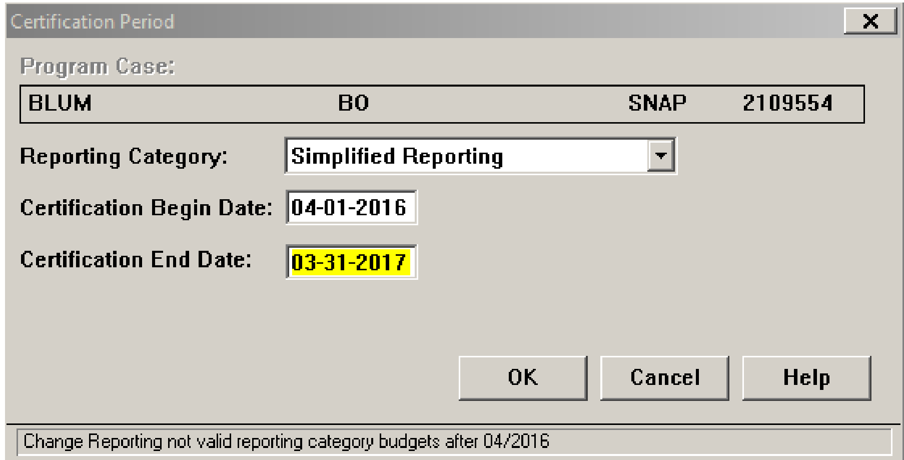
Because the status reason is <u>added</u> to the Financially Responsible or child in related program case, the notice will identify those persons as ineligible and add them as denied for ADC with reason “applying/receiving other assistance”. This new notice logic will not be applied to review application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

SNAP Budgeting Change Report (Change)

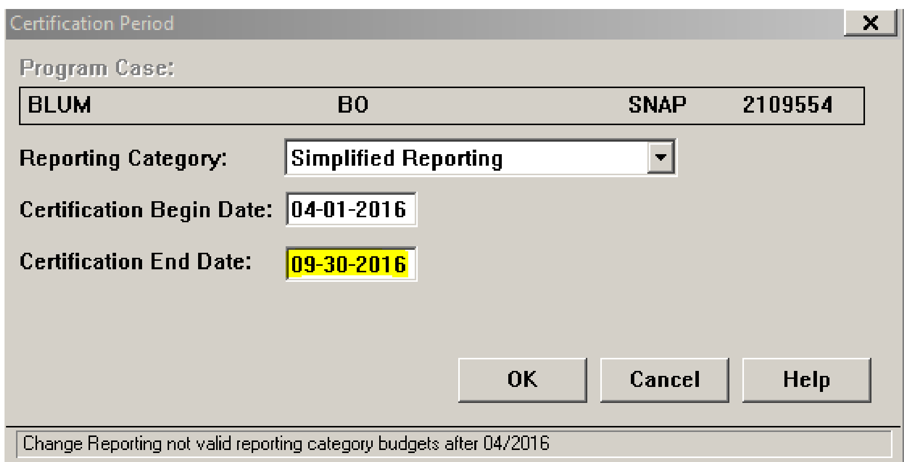
With this release, when authorizing a SNAP Budget, Change Reporting will no longer be a selection for a SNAP reporting category. The only options that will be displayed when selecting a reporting category will be Simplified Reporting (SR) and Transitional Benefit Reporting (TBR).



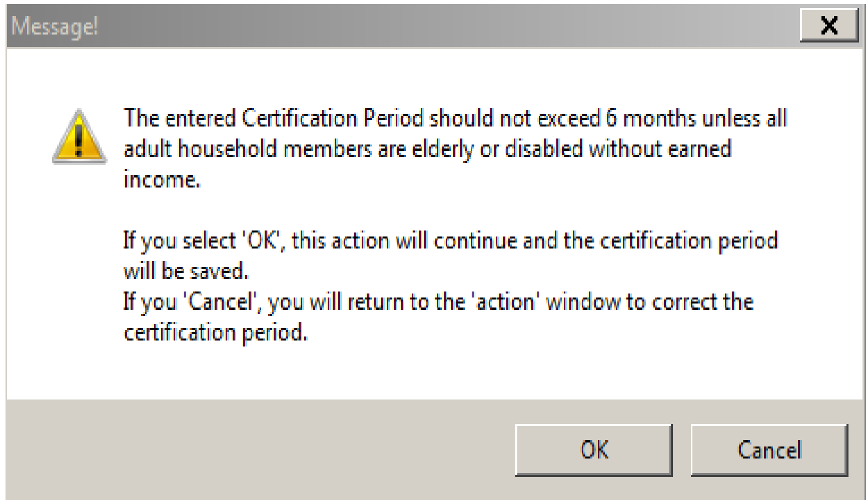
When Simplified Reporting is selected, Expert System logic will review the household members in the SNAP unit and if **<u>all</u>** adult household members (age 19 or older) are Elderly (60 or older) and/or Disabled and there is no Earned Income, Expert System logic will suggest a 12 month Certification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



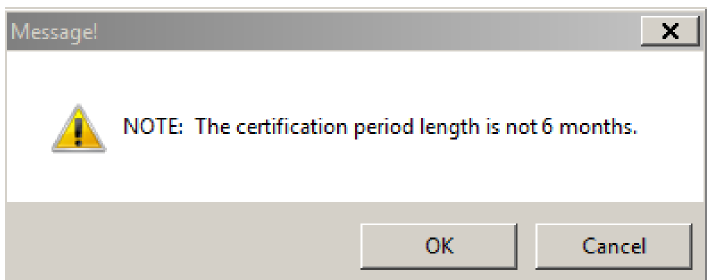
If the SNAP household does not meet those requirements, Expert System logic will suggest a 6 month Certification Period. **(NOTE: The Certification period that is displayed when the reporting category is selected is only a suggestion**.) The Certification End Date can be edited as needed. It is the user's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



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



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



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

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

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

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

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

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

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

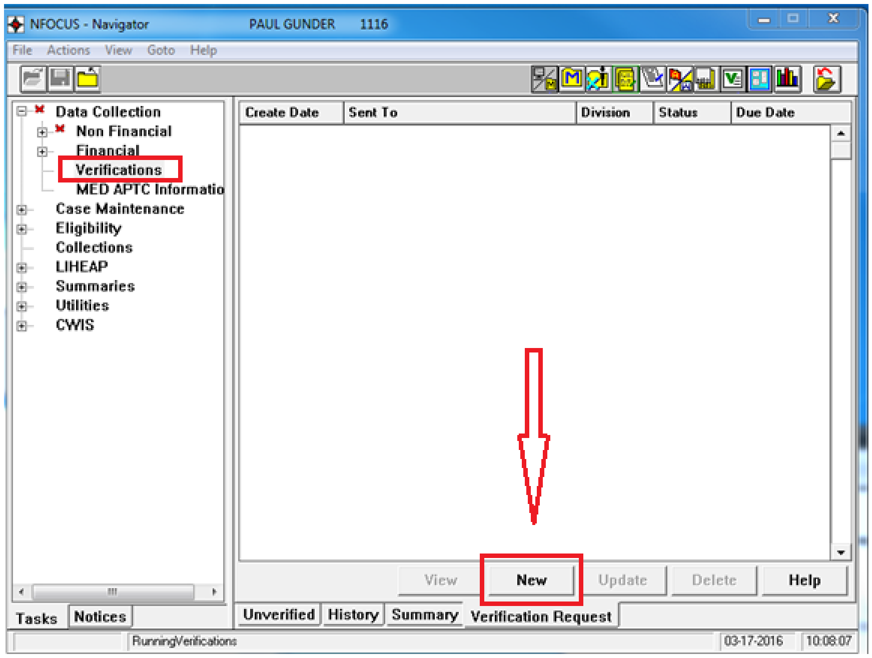
Note: At this time, Self-Employment income and Income listed as SNAP Other are not recognized as Earned Income and Expert System logic will continue to suggest a 12 month Certification Period when those income types are present. Users will need to review the SNAP case to determine if the SNAP Program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

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

Verification Request Tracking (Change)

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

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

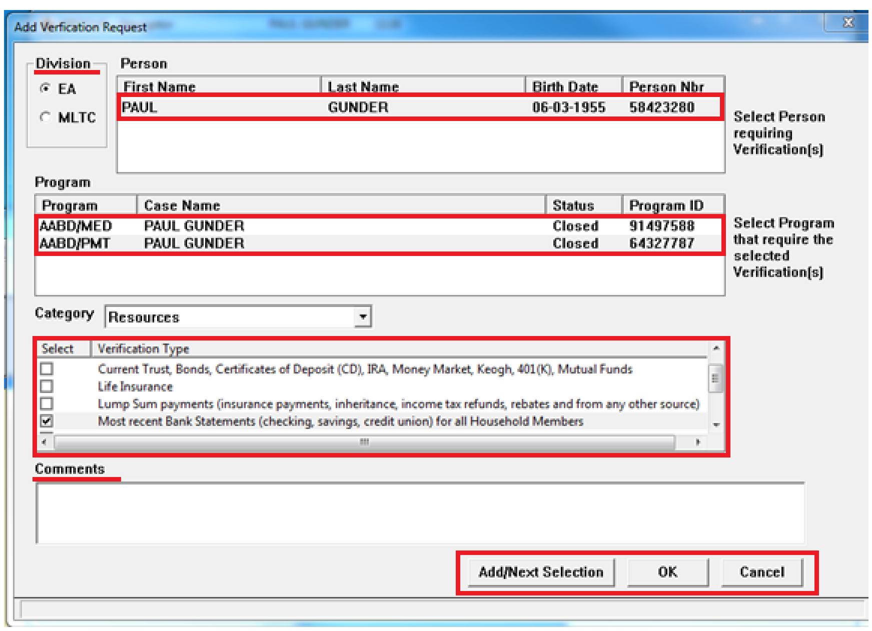


1. Select New to create a request.

   The Add Verification Request window opens.

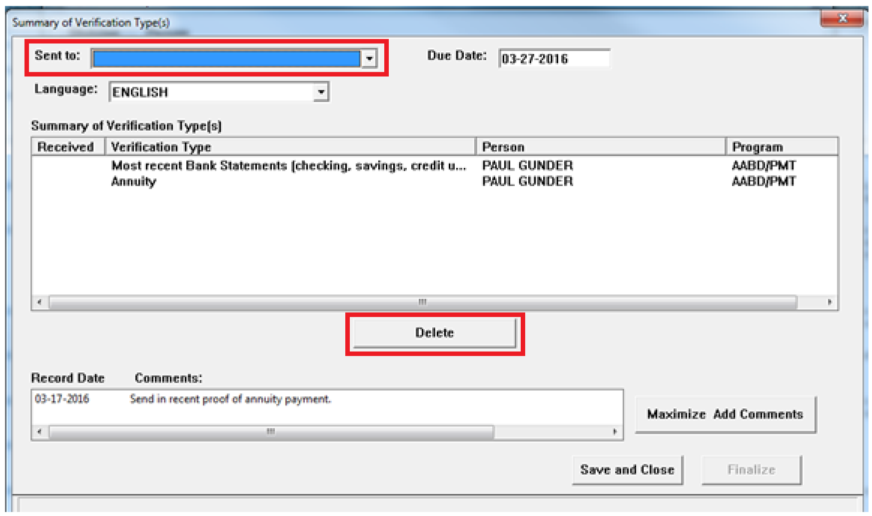
2. Select the Division, person, program, category, and verification type.
3. Add Comments as needed.

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

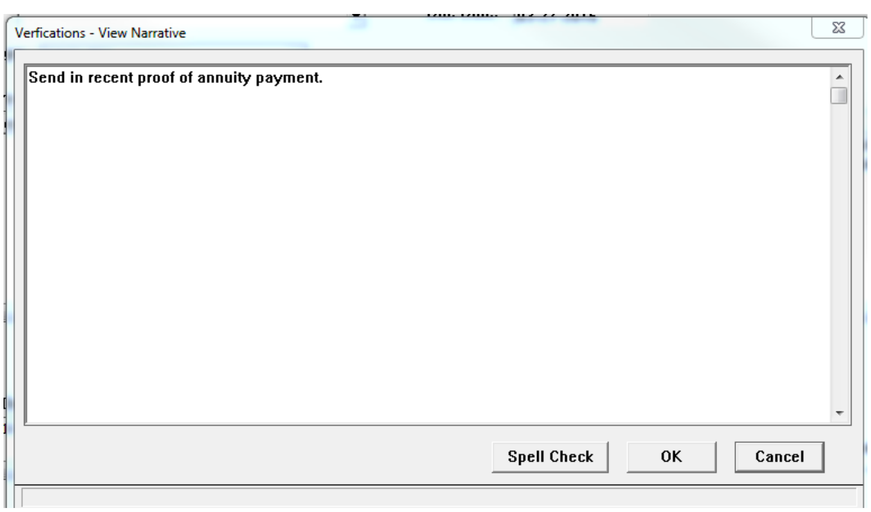


4. Answer the Complete Verification Request question as appropriate.
    a. Answer no if you want to continue processing the case and then come back to the VR to add more items and finalize it later.
    b. Answer yes if you are ready to finalize the request. The Summary of Verification Type(s) window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

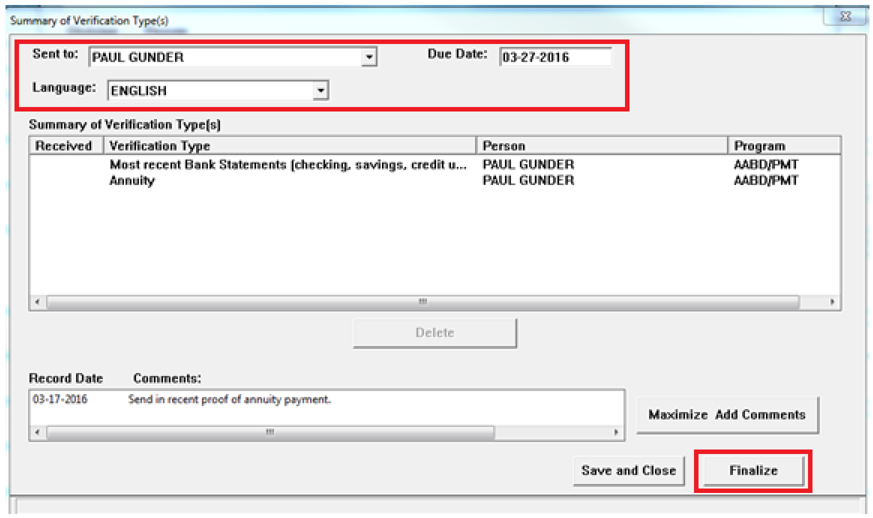
5. A Sent To person must be selected.
6. The due date defaults to 10 days in the future but it can be changed.
7. The language defaults to English and can be changed to Spanish.



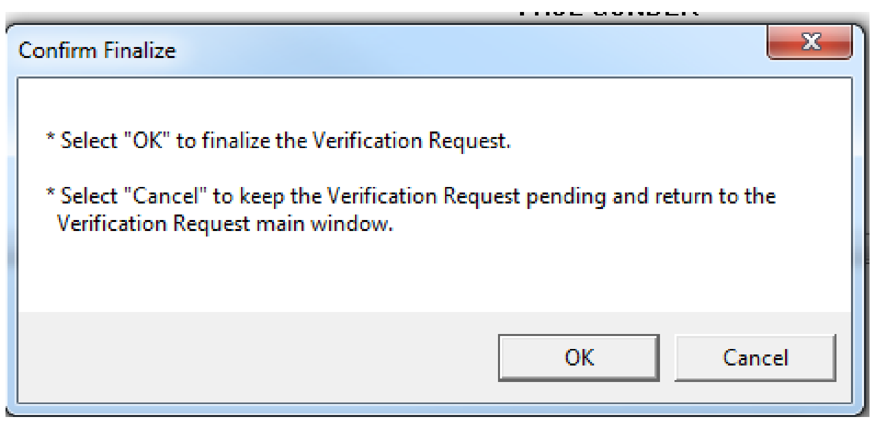
Note: Items can be deleted from the request by selecting an item and clicking the Delete button. Comments can be added by using the Maximize/Add Comments option which opens the Verifications-View Narrative window.



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



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



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

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

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

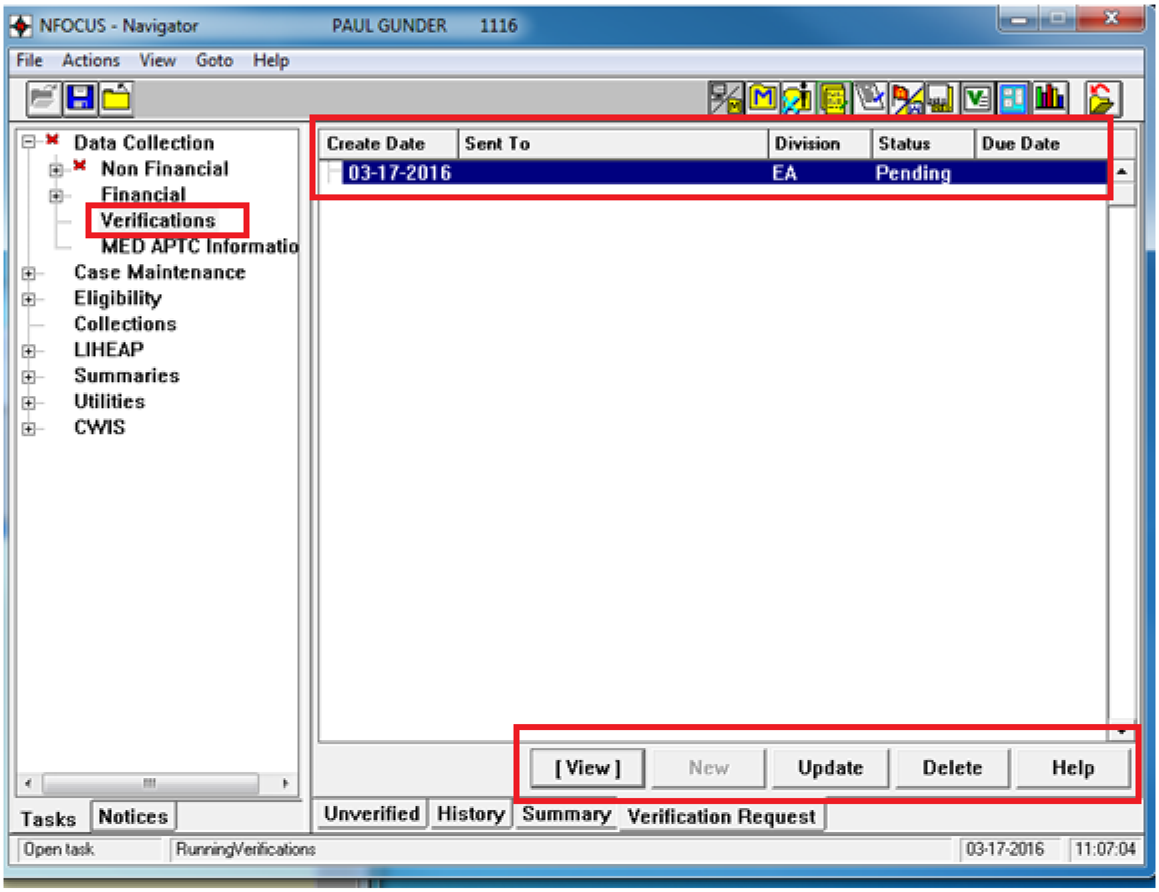
The VR will be in pending status anytime you leave the VR request without finalizing. This happens when you answer no to the finalize question or when you cancel from the Confirm finalize window.

Finalizing a Pending Verification Request

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

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

   The View, Update and Delete buttons are enabled.

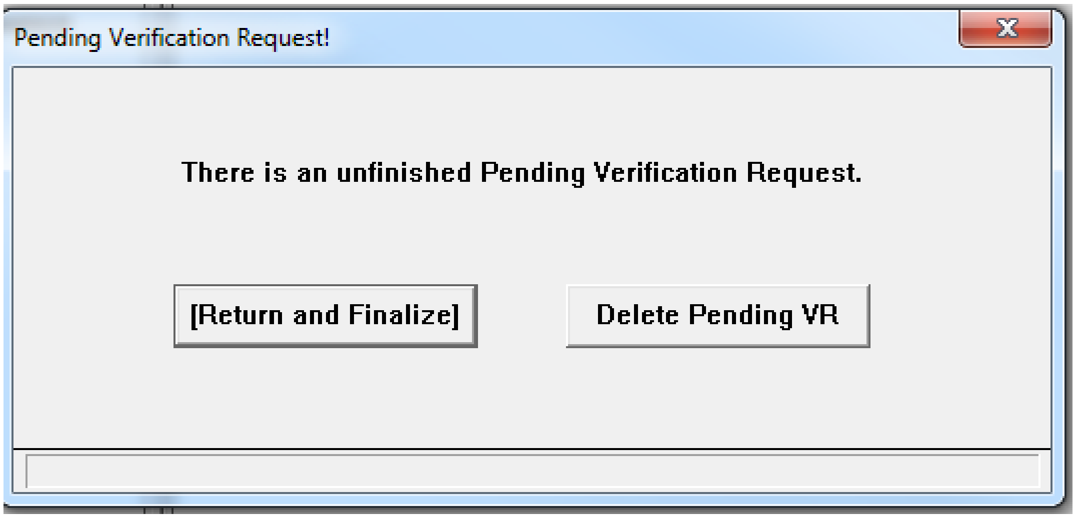


View: is a view only of the entire VR, no edits can be made.
Delete: Will delete the pending VR. Delete cannot be used on a VR in open status.
Update: Will allow you to complete the pending VR. Selecting Update opens the Add Verification Request window. Items and comments can be added.

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

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

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



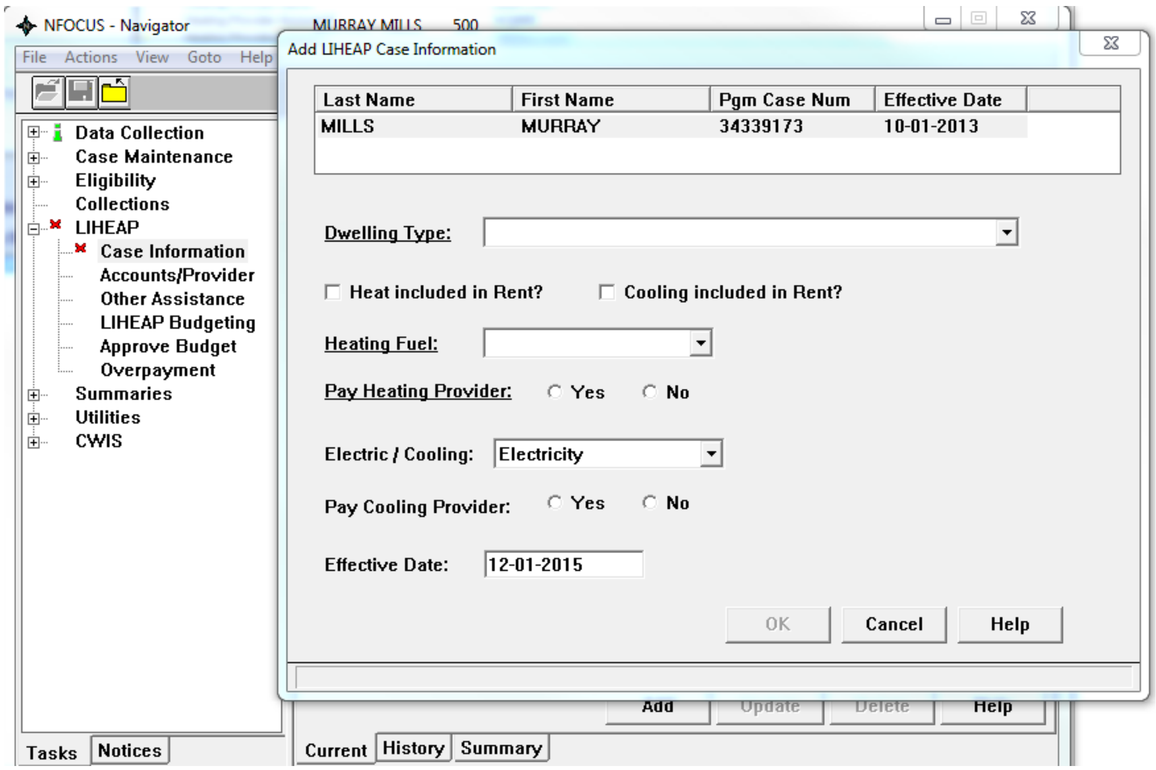
The pending VR can be deleted or you can opt to return to the verification task and finalize the request.

LIHEAP Performance Measures Phase I (Change)

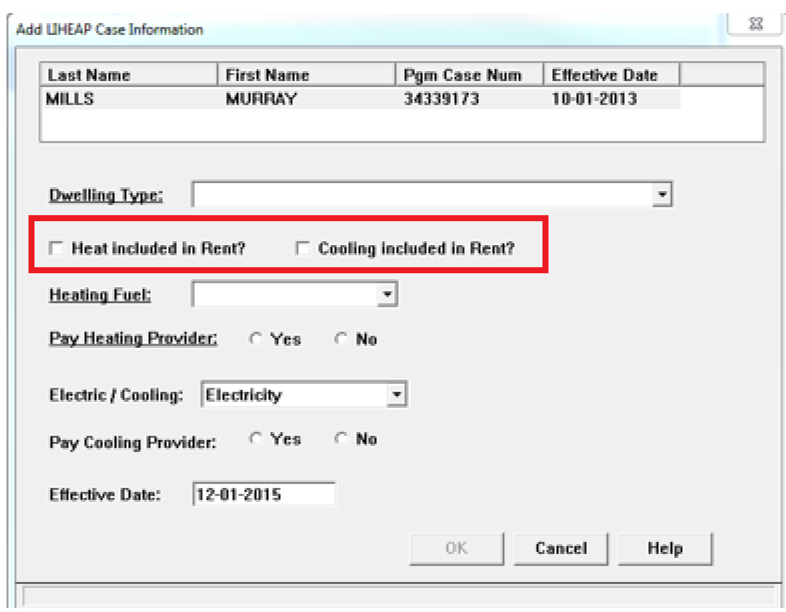
New Federal reporting requirements have been provided to Nebraska. As a result, multiple changes have been required to be made to the E-application and to N-FOCUS in order to gather and store the needed information to allow Nebraska to report out.   The documentation of these changes will appear in both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

LIHEAP Case Information

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



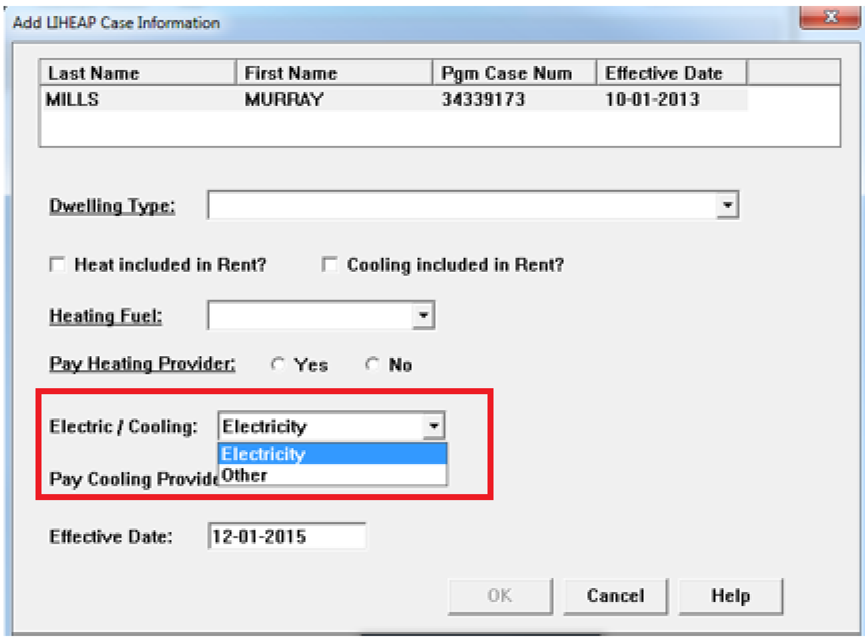
New check boxes have been added to allow recording of situations where certain utility expenses are included in the client's rent expense. If the household pays their heating utility through their rent expense, the "Heat included in Rent?" checkbox should be marked. If the household pays the cooling/electricity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



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

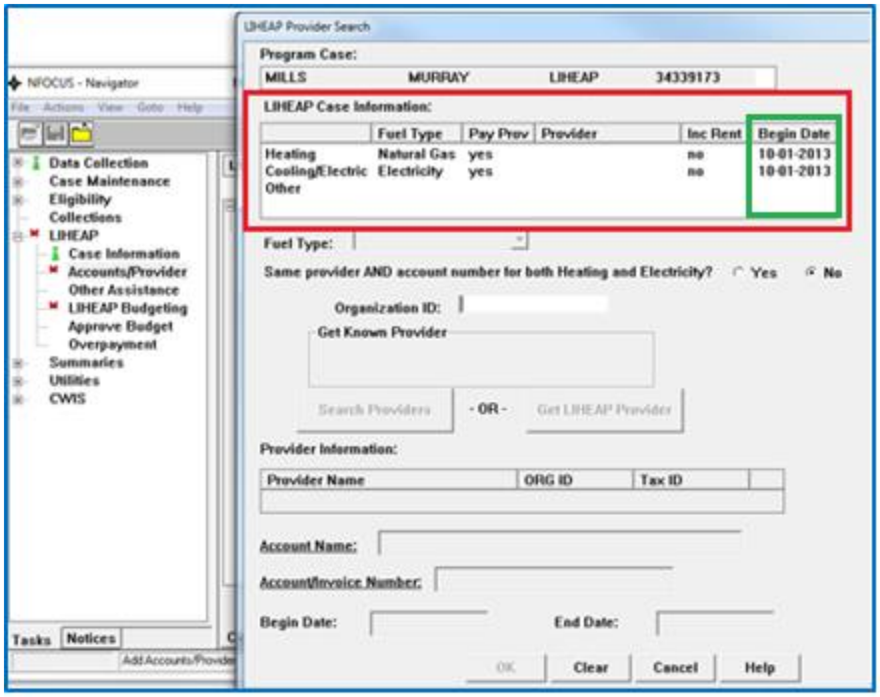
(This auto-selection can be manually changed to YES, but it will be important to ensure that the provider that user is intending to have paid is loaded on NFOCUS as a utility provider for that fuel type.)

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



LIHEAP Accounts/Provider

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

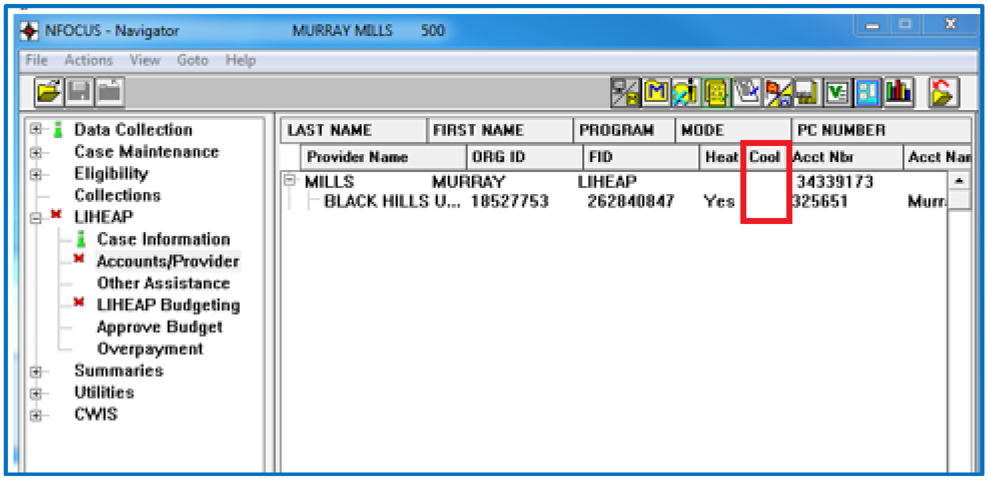


To enter a provider for one of the LIHEAP assistance types, user will need to select one of the type lines in the LIHEAP Case Information section. Once a line is selected, this will enable the "Search Providers" push button.

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

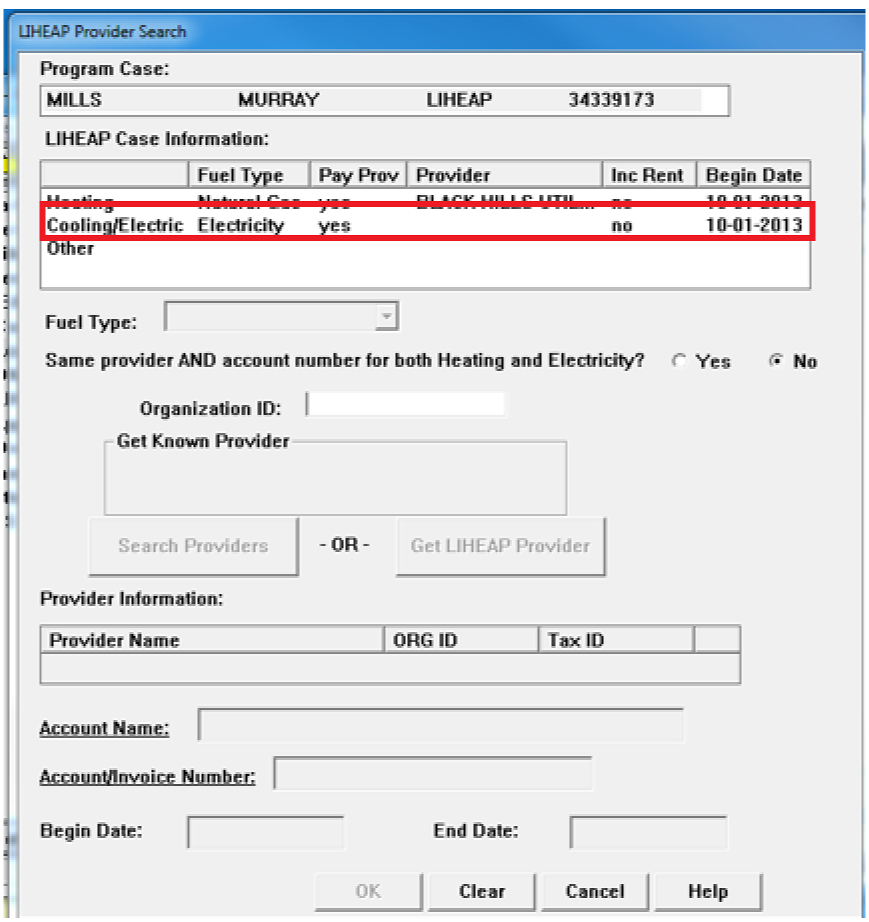
Note: The system will require that a provider be entered for all dates from the "Begin Date" shown in the LIHEAP Case Information box. In the example above (see green box), if user is trying to enter a Natural Gas provider and enters a begin date of 1/1/2015, the Accounts/Provider Task will continue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

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

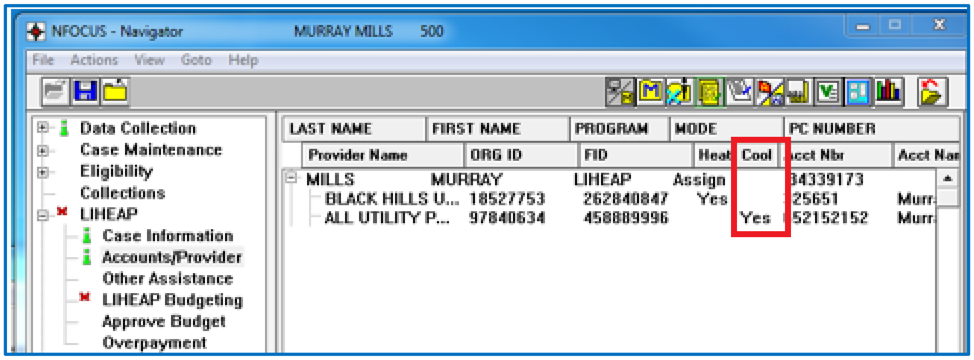


DHHS's Federal reporting requirements require collection of account information for both the Heating utility provider/account as well as the Cooling/Electric provider/account for all LIHEAP participants. As a result, N-FOCUS logic will require entry of a provider for both Heating and Cooling/Electric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

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



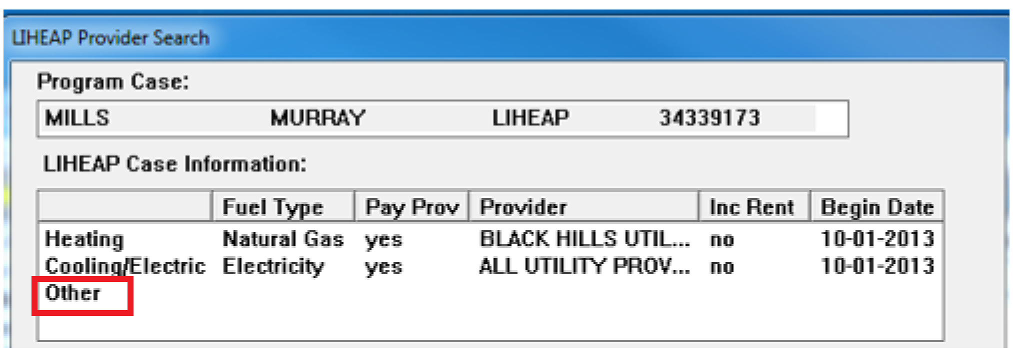
Cooling/Electric provider now entered as YES is displayed under both Heating and Cooling columns.



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

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

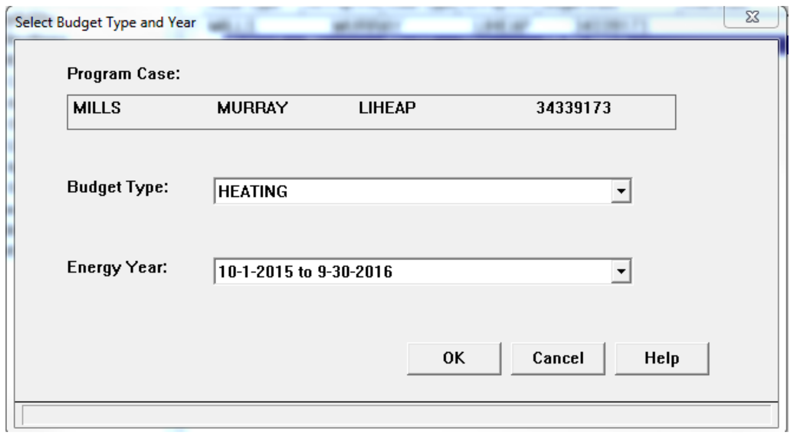
Entry of a provider for the 'Other' type is only required if the user is needing to run budgeting for a fuel type that is different from the fuel type that is associated with the Heating or Cooling/Electric providers which were entered.



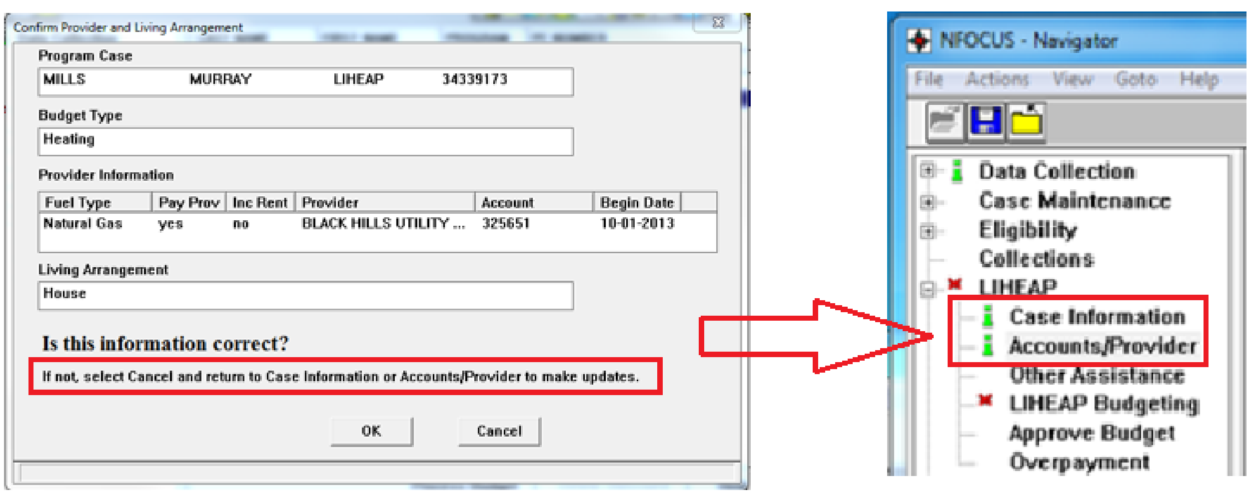
Note: In the example above, budgeting could be run for fuel types of Natural Gas or Electricity.

LIHEAP Budget (Change)

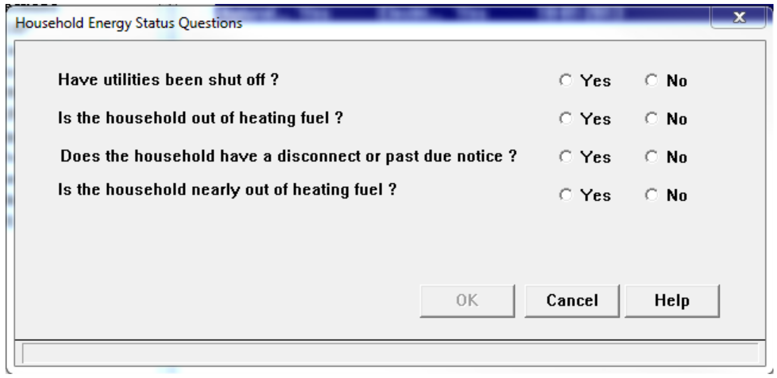
There have been a couple of notable changes made within LIHEAP Budgeting. The entry and functioning of the “Select Budget Type and Year” (below) window remain as they previously were.



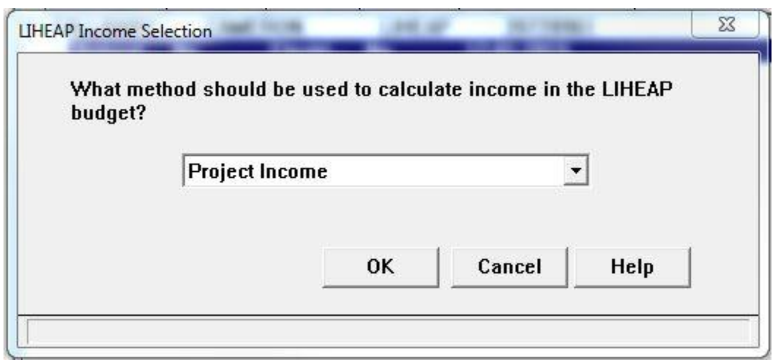
Upon selecting ‘OK’ you will then be prompted to confirm provider, account and living arrangement information. If the information is found to be incorrect, (as the last statement on the window below states) the user may choose to “Cancel” from the window. This will stop budgeting and allow the user to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

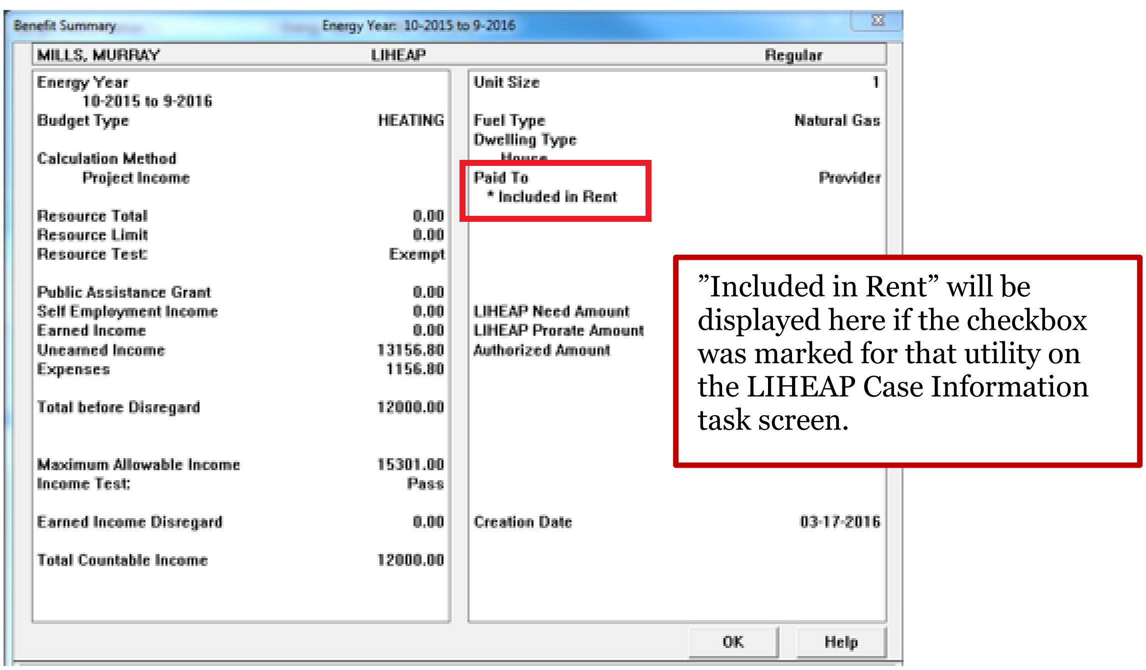


When the user selects ‘OK’ on the Confirmation Window, the Energy Status window will be presented. The user will be required to select a Yes/No response to each of the 4 household vulnerability questions with regards to the applicant household’s current situation on each budget that is run (not including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



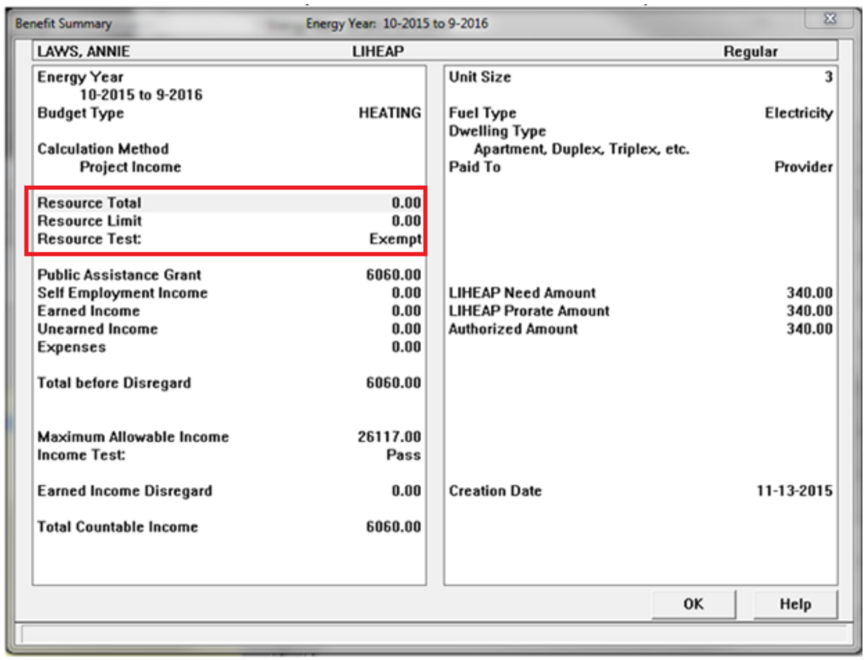
The user is next presented with the "LIHEAP Income Selection" screen. This functionality remains the same.





Resource Limit (Change)

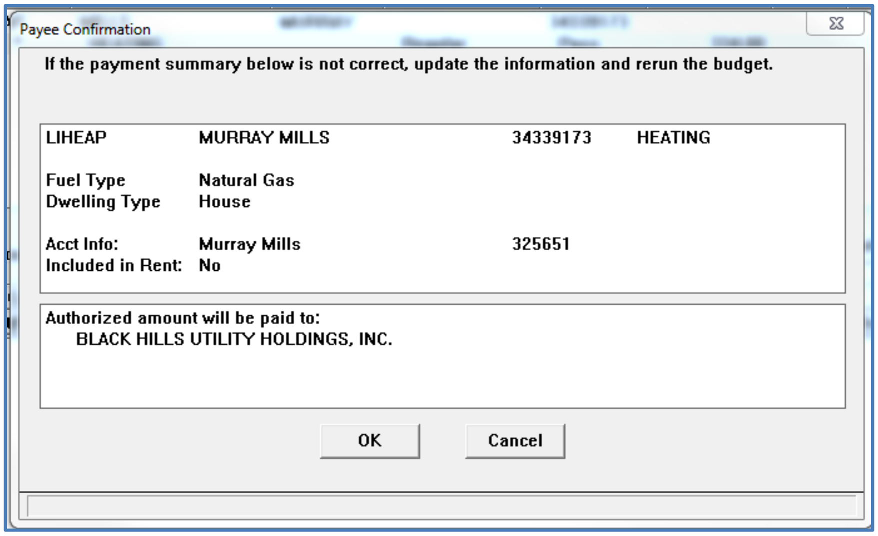
LIHEAP will no longer have a Resource Limit. The Resource total will show $0.00 and the Resource Test will be Exempt.



LIHEAP Unit Size Details (Change)

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

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



LIHEAP Notices (Change)

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

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

LIHEAP Spell Check (Change)

Spell check has been added to the following LIHEAP windows:

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

OPPD Credit

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

Document Imaging Category (Change)

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

AABD Exclude Supplemental Payment From Over Payment (Change)

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

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

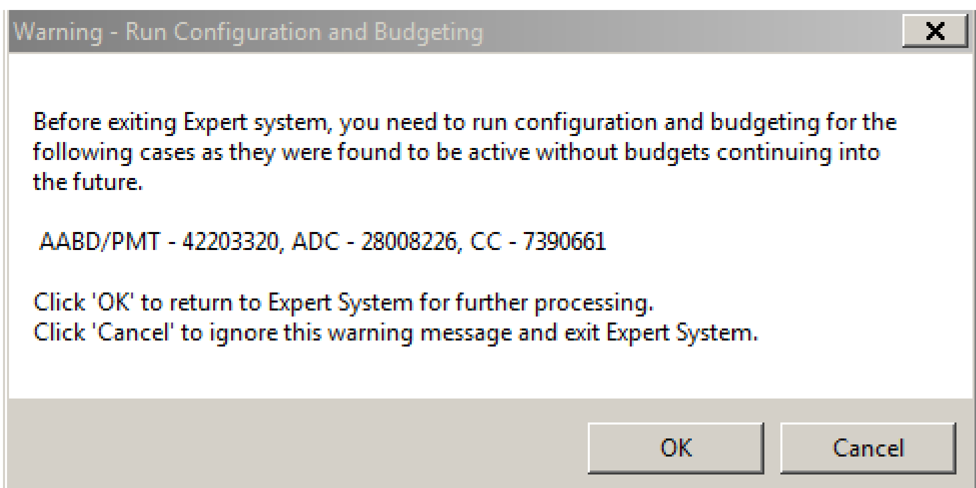
Child Support and Parent Receiving SSI Income (Fix)

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

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

Exit Message (New)

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

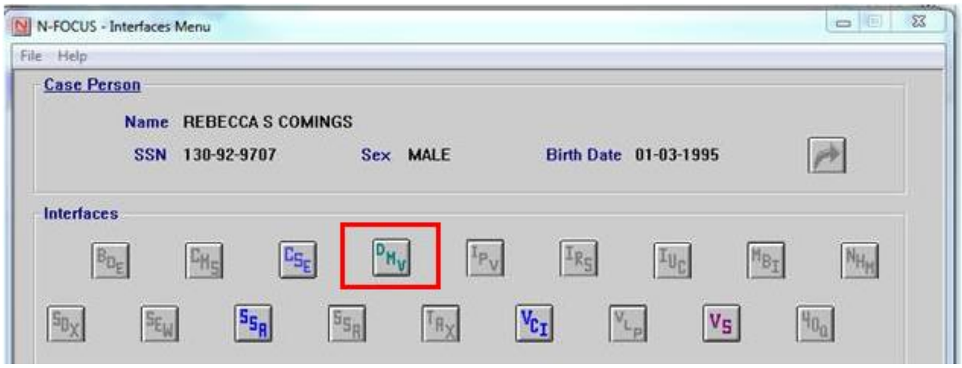


OK - will return to the navigation window. The budgeting buttons will not appear until "Budgeting" is double clicked. However any selection on the tree list may be made.

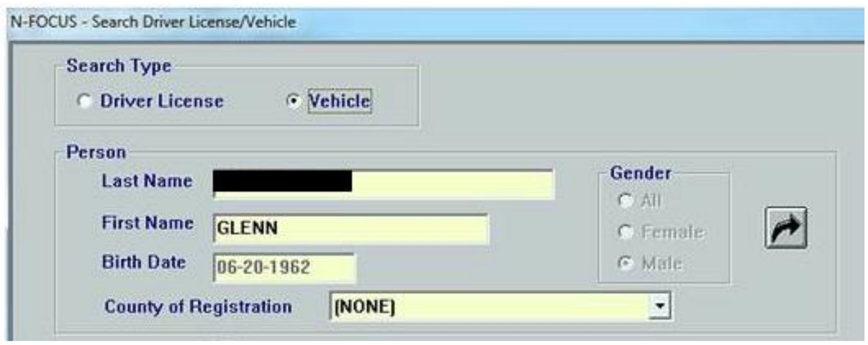
Cancel - will navigate to notices.

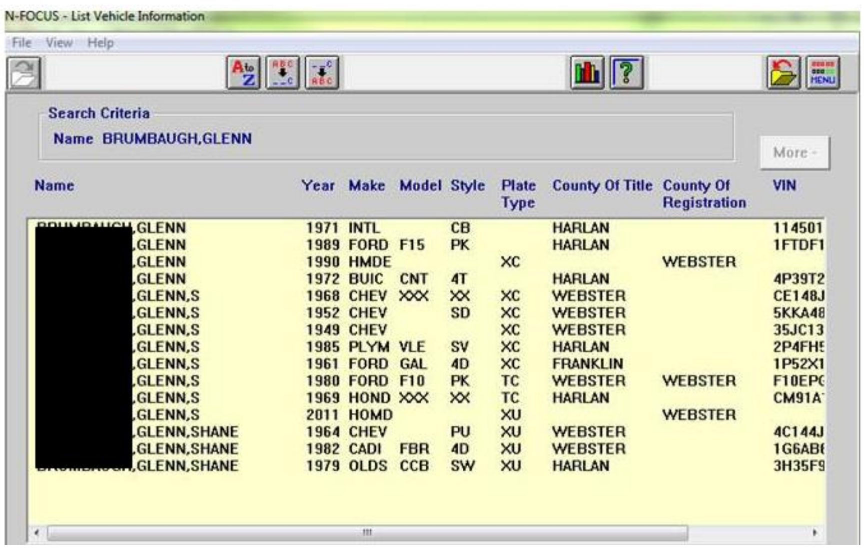
Note: Existing budgets will not delete. For example if a program is a processed through the come up month, a change is noticed and SSW goes back to a prior month to close a participant, the future budgets will still be available and not pop this message. If any change is made retro months, budgeting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

Department of Motor Vehicles Interface



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





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