RELEASE NOTES
N-FOCUS Major Release
NOVEMBER 12, 2007

A major release of the N-FOCUS system is being implemented on November 12, 2007. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into five main sections:

General Interest and Mainframe Topics: All N-FOCUS users 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.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Protection and Safety Programs: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

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

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GENERAL INTEREST AND MAINFRAME

ALERTS

Account Paid In Full (CHANGE)

Alert #145 (Account Paid in Full) has changed to only display for FSP cases that are in active status.

Case Action Taken Medicaid, Waiver, PASS Closed (CHANGE)

Alert #127 (Case Action Taken) is displayed if a Medicaid case is closed and the corresponding waiver case is also closed. The alert advises to reactivate the waiver if there is another type of medical case pending. The alert will now be displayed when a PASS case is closed because of the Medicaid case closing.

CHARTS Change In Court Order (NEW)

Alert #329 (Change in CS Court Order) will be created for workers assigned to Medicaid and Child Care program cases. The alert will be created when CHARTS enters a new judgment or makes a change to a judgment which may affect the income for these program cases. If you receive this alert, check iCHARTS to determine if the payor is actually paying on this judgment. **NOTE: CHARTS will not send data for this alert until their 12/15/2007 release so you will not see any of these alerts until that time.**

Confirm EF Participation (CHANGE)

Alert #119 (Confirm EF Participation) is being redesigned to make it clearer. The short description has changed to "Add EF Participation Hours." The long description will now read, "Add EF monthly participation hours for (name) for the month of (month)." A due date will also be added to the alert which will be the 10th day of the month that the action is required.

Pending License Not Activated (NEW)

Alert # 328 (License Not Active) will display to the RD worker when a pending license is not automatically activated because background checks have not been documented.

Vital Statistics Information Verified (NEW)

Alert #327 (Vital Stats Verification) will display when you have requested Vital Statistics verification and Central Office staff have verified the information. This alert will not display when the request types are for certified copies or out-of-state certificates because the paper copies will be forwarded to you when received. Please see the interfaces section for more information on the new Vital Statistics interface.

ASSIGNMENTS

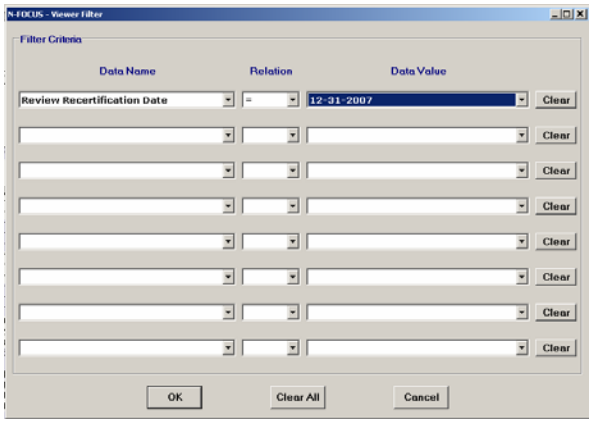
Case Count Printed On Report (NEW)

The case count information found on the List Position Assignments window will now print on the corresponding Crystal Report. You will no longer have to screen print this window.

Create A List Of Reviews/Recertifications (TIP)

It is possible to create and print a list of your reviews and recertifications for any given month via the List Position Assignments window:

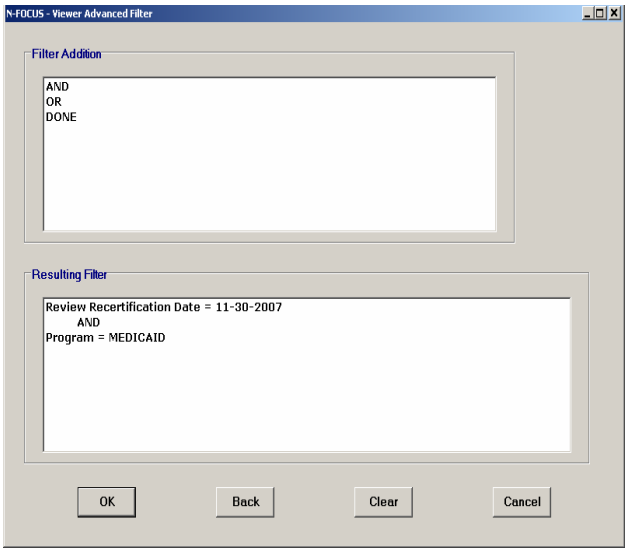
1. Navigate to your Detail Office Position window.
2. Select the Assignments icon to bring up the Search Position Assignments box.
3. Select Search for Program Case Assignments. The Program Case Assignments List Display box appears.
4. Leave the radio option default as View by Master Case. Select OK. The List Position Assignments Program Case window displays.
5. Select the Prepare Report option from the Actions drop-down menu. A list of your current assignments will display in the Crystal Viewer.
6. Select the Basic Filter option from the View drop-down menu.
7. Select Review Recertification Date in the Data Name drop-down.
8. Select the = sign from the Relation drop-down.
9. Select the date you wish to search by from the Data Value drop-down.
10. Select OK. Result: The report will then list all the program cases with the selected review/recertification date.



11. Print the list if desired. You can then go back and select Unfilter from the View drop-down list and enter a new date if desired to bring up a list for a different month.

If you wish to see only your reviews for a certain program:

1. Select the Advanced Filter option from the View drop-down menu.
2. Double-click on Review Recertification Date.
3. Double-click the = sign.
4. Double-click the desired date.
5. Double-click the word AND.
6. Double-click Program.
7. Double-click on the = sign.
8. Double-click on the desired program.
9. Select OK. Result: The report will show only the cases that meet your search criteria.



AUDITING

SVES Requests And Access To Detail Master Case (NEW)

Two new areas of N-FOCUS will be audited:

1. As per SSA audit requirements all SVES requests, including those created indirectly such as by updating a name or SSN, will be logged with the user id and timestamp of the person who took the action.
2. All access to the Detail Master Case window will be logged with the user id and timestamp of the person who viewed the window.

BENEFIT SUMMARY

Icons Added (NEW)

The narrative, alerts, and correspondence icons have been added to the List Benefit Summary window.

CASE MAINTENANCE

Processing Of DD Program Cases (TIP)

If you have not been specifically assigned by DD Administrative staff to handle DD program cases, please **do not** take any action on a DD case. N-FOCUS is designed to automatically handle DD programs that are related to Medicaid eligibility. SSWs are not typically aware of DD related policies. There may be instances where the DD program does not close as you might expect it to. Please communicate with the DD staff when closing a Medicaid case and or if you have any questions about DD programs.

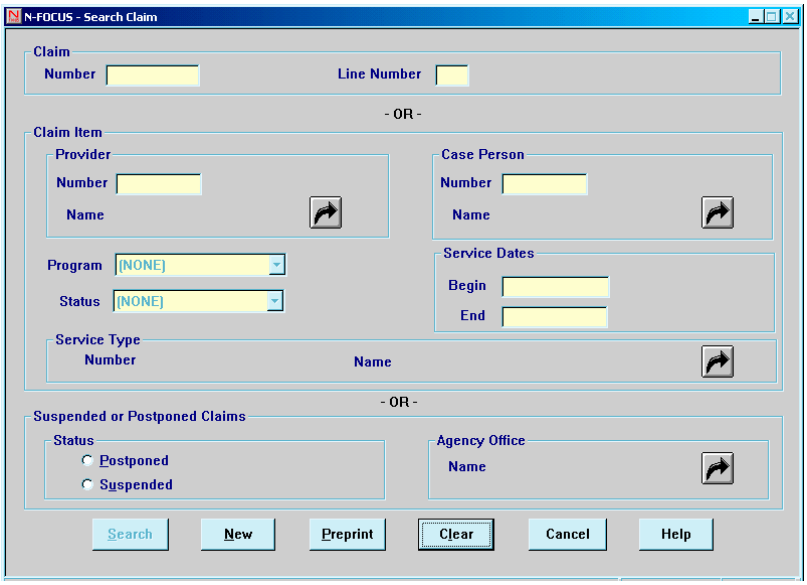
CLAIMS

Search Claim Enhancements (CHANGE)

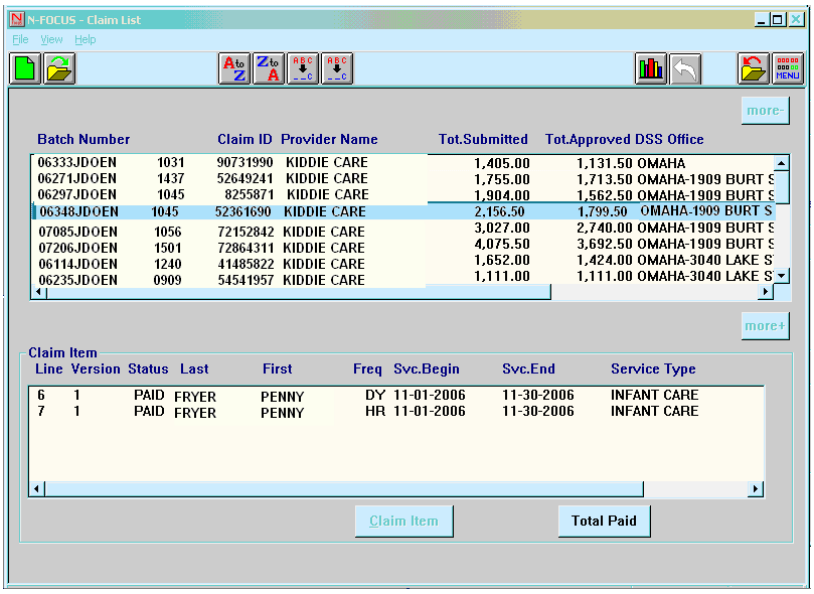
The Search Claim window has a new option when searching. The results of your claim search on the Claim List window also have some changes.

The Service Type has been added as a possible search criterion.

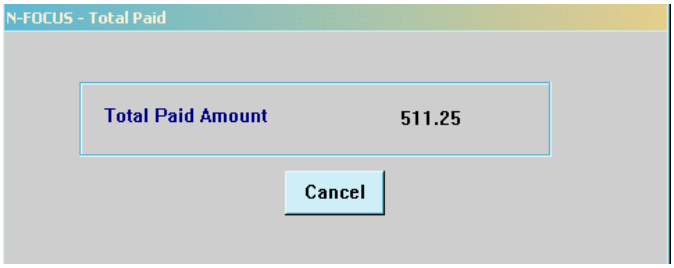
Use the out-select arrow to find the service type. If you know the service type number you may enter that or search for the number by Service Type Name.



NOTE: If your search is by Case Person, the Claim List window will look slightly different. While the top box displays as it did before, the bottom box will be filtered to only show the claim items for the case person identified in the search.



Regardless of your search criteria, a Total Paid button has been added to the Claim List window. Selecting this button will bring up a window that displays the amount paid per the selected claim.



Preprint Form Updates (CHANGE)

Changes have been made to the preprint claim form printed from the Service Authorization window in N-FOCUS. Field 13 was changed from family fee to customer obligation and the agency name on the back of the form was updated from HHSS to DHHS. The back of the form now prints landscape.

CORRESPONDENCE

AABD And ADC Demand Letter Updated (CHANGE)

Effective **11/22/2007**, wording will be added to the AABD and ADC demand letters to notify the client that if the debt is not paid, it may be referred for collection and/or legal action pursued and the information reported to credit reporting agencies.

Additional Correspondence Archiving (NEW)

The process to archive correspondence will continue. More than 1.7 million pieces of correspondence are expected to move from production to archive with this release. Archiving correspondence improves N-FOCUS performance. The following pieces of correspondence will now be archived:

1. Notice of Inactivity of FSP/EBT Account (archived after 3 years)
2. Demand Letter AABD (archived after 1 year)
3. Demand Letter ADC (archived after 4 years)
4. Demand Letter for FSP Overissuance (archived after 3 years)

5. Demand Letter (created before XML print architecture conversion) (archived after 1 year)
6. FSP 45 day notice (archived after 1 year)
7. FSP Notice to HH-Guilty (archived after 1 year)
8. FSP Notice to HH-Not Guilty (archived after 1 year)
9. Generic Notice (archived after 1 year)
10. Medicaid Premium Due Statement (archived after 1 year)
11. Medicaid Premium Paid Notice (archived after 1 year)
12. Medicaid Review for Long Term/Waiver (archived after 1 year)
13. FSP Notice to HH of Disqualified Individual (archived after 1 year)
14. Notice Template (archived after 1 year)
15. Quarterly Report Form (archived after 1 year)
16. Spenddown Met Notice (archived after 1 year)
17. Speednote (archived after 1 year)
18. Supportive Services Letter (archived after 2 years)

The NE Telephone Assistance Program Mailer will now be deleted after printing.

Certificate Requests Removed (CHANGE)

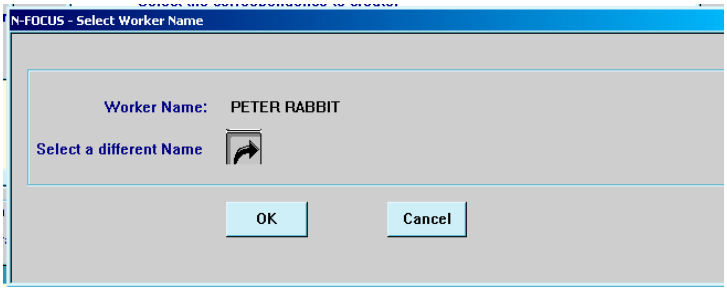
The birth, death, marriage, divorce certificate request form has been removed from N-FOCUS. These requests are now completed through the new Vital Statistics interface. See the interfaces section for more information on the Vital Statistics interface.

Change Worker Name Printed (NEW)

You will have the ability to change the worker who is printed on the correspondence types listed below as long as you create the correspondence via the Detail Master Case window. **If the correspondence is created via the program case window, it will still print the name of the primary worker assigned to the case.** The correspondence types are:

1. Child Care Application
2. Earned Income Verification Request
3. Financial Institution Verification Request
4. Life Insurance Verification Request
5. Notice Template
6. Speednote
7. Tribal Membership Inquiry Form
8. Unearned Income Verification – VA
9. Unearned Income Verification – RR or Civil Service

When you create one of these pieces of correspondence from the Detail Master Case window, a pop-up will appear allowing you to enter a different name. If the worker name listed is correct, select the OK button.



EA Program Included On Notice Template (NEW)

The Emergency Assistance (EA) program is now available on the notice template.

EF Notice Of Failure To Participate (WP-5) (CHANGE)

Because the EF Notice of Failure to Participate (WP-5) is no longer a policy requirement, no new instances of this form may be created on N-FOCUS. You will still be able to view existing forms.

EF Status Change Report (FIX)

The problem with saving information when an address/telephone status change is entered has been corrected.

FSP Notice Of Missed Interview (CHANGE)

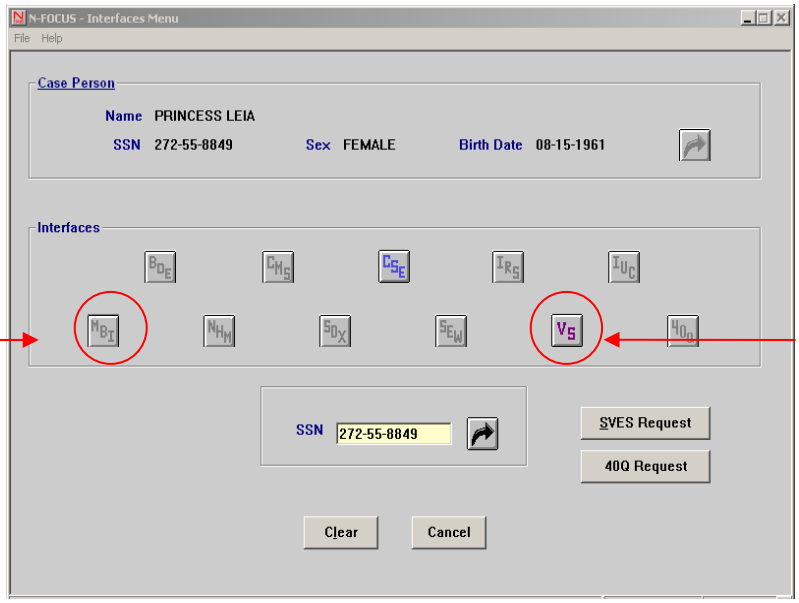
The Notice Template FSP Notice of Missed Interview has been enhanced. You may now add dates of a rescheduled interview. Wording regarding the reschedule interview has also been added to the notice.

INTERFACES

Interface Main Menu Reorganized (CHANGE)

The interface main menu has a new look to allow room for new interfaces that will be implemented with this and future N-FOCUS releases.

Medicare Buy-in interface. This icon will be disabled until the interface is implemented with a future N-FOCUS release. More information about this interface will follow.

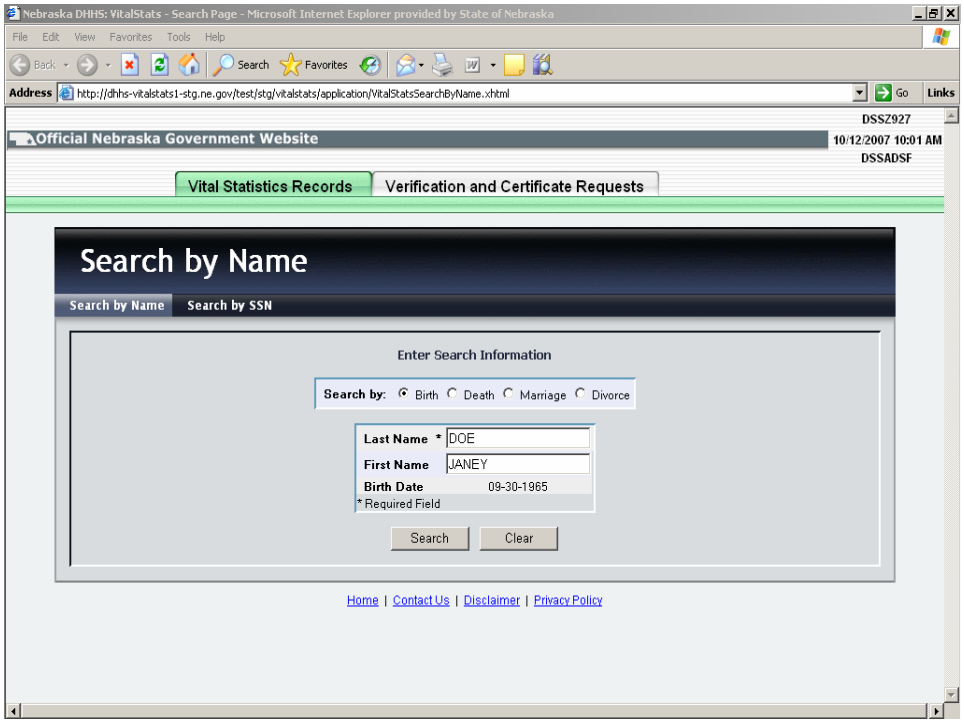


Vital Statistics interface available with this release.

Vital Statistics Information Available (NEW)

Vital Statistics information is now available via the Vital Statistics (VS) icon off the interface menu. You can view records that were received through the nightly interface from Vital Statistics, or you can request verification from Central Office. You can also request a certified copy of a certificate from Nebraska or another state.

Navigate to the VS icon from the Interface Menu. If you have accessed the Interface Menu via a Person's Detail window, you will see two tabs, Vital Statistics Records and Verification and Certificate Requests.



The default placement is on the Vital Statistics Records tab so you can search for a record before requesting a new one. You can identify which tab you are on by the shaded color. If you are on the Vital Statistics Records tab, it will be shaded green. If you are on the Verification and Certificate Request tab, it will be shaded blue.

Viewing Vital Statistics Records Data

Vital Statistics records provide important information about the persons we serve. Birth Records can be viewed to verify citizenship. Birth records can also be viewed to locate a name, SSN and/or date of birth for a parent in order to complete a CHARTS referral. The information may also be helpful for Protection and Safety Workers wanting to obtain information on the parents of state wards. Marriage, divorce and death records can be viewed to confirm marital status.

NOTE: The person must have a role in a program case in order to view a Vital Stat record for the person.

To view Vital Stats records:

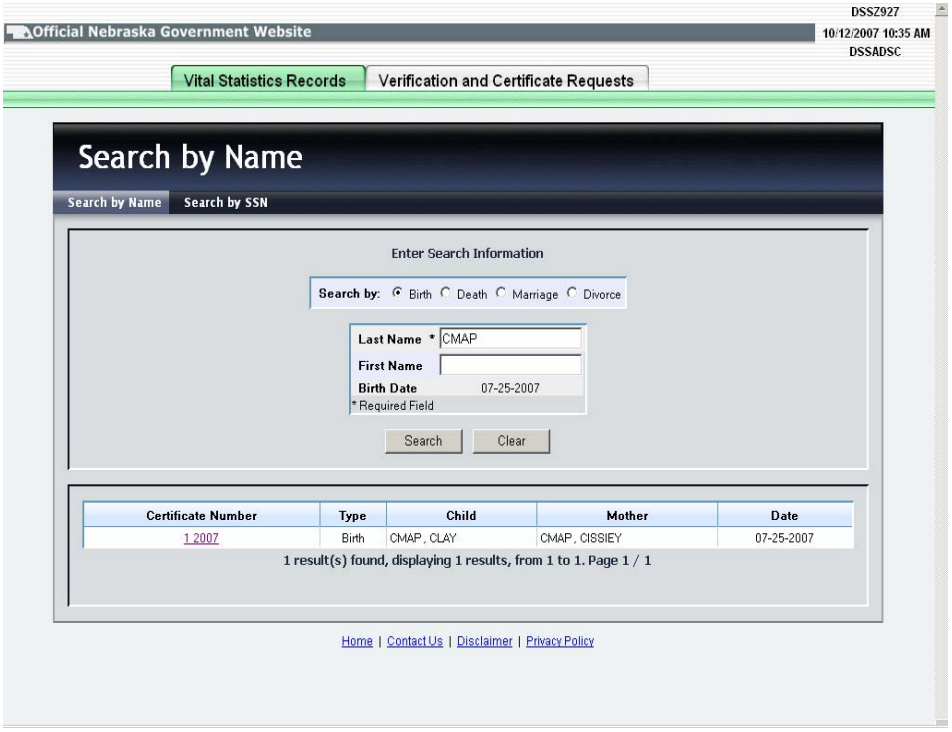
1. Navigate from the Person Detail window to the interfaces menu and select the VS icon. Result: The Vital Statistics Records window will display.
2. Select the radio button next to the type of certificate that you are searching for (Birth, Death, Marriage or Divorce) and select the Search button. Result: A list of persons matching your search criteria will appear. If the person is not found, the message, "No Results Found" will appear at the bottom of the page. You

may then select the Verification and Certificate Request tab to request further information.

Note: The default is Search By Name, but this can be changed by selecting Search by SSN. The SSN is optional. However, it may be necessary to perform searches by both name and SSN in order to retrieve the certificate.

- When searching by name, the name and date of birth will be carried forward from the Person Detail window. You may change the first and/or last name of the individual to allow for misspelled names or maiden names which may match Vital Statistics. If the first and last name entered on the search window does not match the name on the record, no record will be found. If the date of birth along with the name on the search window does not match the name on the record, no record will be found. You cannot change the date of birth from this window. If incorrect, change it on the Person Detail window.
- When searching by SSN, the SSN from the selected person will be displayed. This number cannot be changed. Many documents on Vital Statistics do not have an SSN. If you search by SSN and Vital Statistics does not have the SSN on the record you are searching for, no record will be found.

3. Select the certificate number of the person you wish to view.



Result: The Details window displays showing the requested information. If the person is not found, a message will appear indicating, "No Results Found." Select the Verification and Certificate Request tab to request further information.

Key Points to Remember about viewing records:

- You can view Nebraska Birth Certificates which were issued on or after 1/1/1995.
- You can view Nebraska Marriage, Divorce and Death Certificates issued on or after 7-9-2007.
- Any SSN matches that came through Vital Statistics will be displayed on the birth record.
- Vital Statistics can make changes to a record after it is submitted. Any changes that occur will be stored. The most recent interface record will appear first, but historical records can also be viewed.
- Birth records must match on the child's name and date of birth as it appears on the birth certificate. The name and date of birth will be displayed as it appears on the N-FOCUS Person Detail window. The date of birth cannot be changed on the Vital Statistics search window, but the name can be changed.
- When searching by SSN, the SSN cannot be changed on the Vital Statistics search window. If incorrect, it must be changed on the N-FOCUS Person Detail window.
- Death records must match on the deceased person's name or SSN. No match will occur on the spouse's name on the death certificate.
- Marriage and Divorce records must match on either the bride/groom or wife/husband's name or SSN.

Verification and Certificate Request

It is suggested that you perform both an SSN and Name Search for the person to determine if a record already exists. When the information is not available via the

Vital Statistics Records tab, you may request verification electronically or by certified copy if the information is to be used in court.

To create a request for verification or a certified certificate:

1. Navigate to the Vital Statistics icon via the interfaces icon on the Person Detail window.
2. Select Verification and Certificate Requests tab.
3. Select the type of certificate (Birth, Death, Marriage or Divorce) that you are requesting.
4. Select the Request Type radio button (NE Verification, NE Certified or Out of State).

NE Verification should be selected if the person wasn't on the Vital Statistics Records tab and citizenship needs to be verified. When this information has been verified, you will receive an alert. This process is paperless. **Do not print** this document. You may view it online when needed.

NE Certified should be selected if a Nebraska certified certificate is needed for court or some other authorized purpose. **Do not print** this document. Central Office staff will handle all requests with Nebraska Vital Statistics. The paper document will be returned to you when it is received from Vital Statistics.

Out of State should be selected if the certificate being requested is from another state. After submitting the request, you will need to open it up and select the print button at the bottom of the page. You must have a signed ASD-46. The ASD-46 must be attached to all requests going to another state. If it is not attached, the request will be returned to you. Route the request and ASD-46 to Central Office. Some states require additional information. A document may be returned to you to attach some additional information if required.

Once created and submitted, the request goes into a pending status until acted on by Central Office staff. Central Office will update the status when they take action on the request.

To view the current status of the request:

1. Navigate to the Vital Statistics icon via the interfaces icon on the Person Detail window.

2. Select the Verification and Certificate Requests tab. From here you will see all requests submitted for the selected person and the current status of those requests.

Request Status

Pending: A request has been submitted, but Central Office has not yet acted on it.

Verified: Verification request was verified. An alert will be created when this status is set.

Mailed to Vital Statistics: Central Office staff sent the request to Nebraska Vital Statistics or another state's Vital Statistics.

Certificate Received from Vital Statistics: Certificate has been received in Central Office.

Certificate Returned to Worker: Certificate has been routed to the worker who requested it.

Request Rejected: Request cannot be processed due to additional information that is required. This status will also have a reason code. Most of the communication regarding rejections will be completed via inter-office communication or e-mail between the requester and Central Office.

Rejected Status Reasons

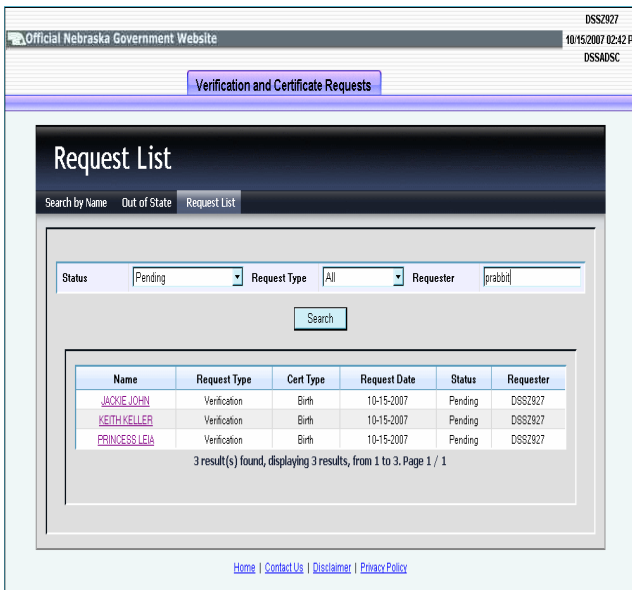
1. ASD-46 not attached
2. Person not found
3. More information required for other state, specified information is on returned document
4. Photo ID for person is required for this state
5. Application for certificate is being returned for client's signature
6. State ward court order is required by the state where the certificate is located
7. Other

You can also pull up a list of requests you have made.

Navigate to the Vital Stats icon via the Interface icon off the Main Menu.

Result: The Verification and Certificate Requests tab displays with a list of all requests you have made. The list may be filtered by status or certificate type. You may also change the name in the Requester field to another worker to view that worker's requests, if needed.

Note: You may click on a name to view the details of the request.



Points to Remember:

- The request function replaces the IM-22 request for verification and certificates as well as the request for Birth, Death, Marriage, Divorce through Correspondence on N-FOCUS.
- You must access the Vital Statistics interface via the Person Detail interface icon in order to create a request for verification, or obtain certified copies of Nebraska and out of state certificates.
- You can view a list of all requests that you made as well as requests made by other workers by accessing the Vital Statistics interface via the Main Menu interfaces icon. You will only see the Verification and Certificate Request tab since no N-FOCUS person was selected. This will default to a list of all requests made by you, but you can change the list if you need to view a list of requests made by another worker.

View CHARTS To Verify SSN (TIP)

When a Child Support Enforcement case is established, CHARTS initiates matching with their Federal Case Registry. One of these matches occurs with SSA. The SSN is displayed on iCHARTS. This may be useful to SSWs if they are waiting on an SSN for a newborn. You can check iCHARTS by going to the CSE icon on the interface menu. Select the Case Information tab, then do a name search on the person whose SSN you are looking for.

ORGANIZATION

Background Check Renamed (CHANGE)

The background check type of “Other” will be changed to “Other (DMV, Other State LE, etc.).”

List Window Display Fax Number (CHANGE)

The organization’s fax number, if it has been entered, will now display on the List Organization window when the organization is highlighted.

Resolution Process For New Organizations (NEW)

An organization resolution process (similar to the existing person resolution process) has been implemented in an effort to reduce the number of duplicate organizations and to meet federal requirements.

Background

In N-FOCUS, organizations document who is a contact, a service provider, an owner of a service approval, or another entity involved in a case. Workers should thoroughly research N-FOCUS organizations before adding a new organization or making updates to an existing organization.

Two new windows are used:

1. Organization Resolution dialog box - begins the process to create a new organization.
2. Organization Resolution List window – lists organizations with duplicate Tax IDs and provides Create New, Update Tax ID, and Use Existing Organization options.

Tax ID is the key

The organization resolution process is based on the Tax ID, aka Federal Tax Identification Number (FTIN). In N-FOCUS, the Tax ID is either an FID (47-xxxxxxx) or an SSN (xxx-xx-xxxx).

Comparing the tax IDs of organizations is key to identifying duplicates and managing the placement of clients and payment for services.

Organization resolution process

The organization resolution process begins for new organizations when the New button is pushed on the Search Organization, List Organization, Search Provider Matching or List Provider Matching windows. The Organization Resolution dialog window displays and requires the user to enter information to continue. The organization resolution process begins for existing organizations when the Tax ID is added or changed on the Detail Organization window.

Whether for new or updated organizations, N-FOCUS uses the organization resolution process to check for other organizations that use the same Tax ID. When no Tax IDs match, the user flows to or continues to work in the Detail Organization window without interruption.

What happens when Tax IDs match?

When an entered Tax ID matches the Tax ID used by at least one other organization, the Organization Resolution List window displays. The user must review the organizations and decide whether to:

- Use an existing organization.
- Request a new organization that uses a duplicate Tax ID.
- Request an update of the Tax ID for an existing organization.

If the user determines that there is a valid reason to create or update an organization with a duplicate Tax ID, the user contacts N-FOCUS Production Support with the request.

When duplicate Tax IDs exist, only N-FOCUS Production Support is allowed to create a new organization or update an existing organization that will use a duplicate Tax ID.

A duplicate Tax ID could be used in the following examples:

- A child caring agency uses one Tax ID for all of its group homes.
- A company uses one Tax ID for all of its branches or stores.

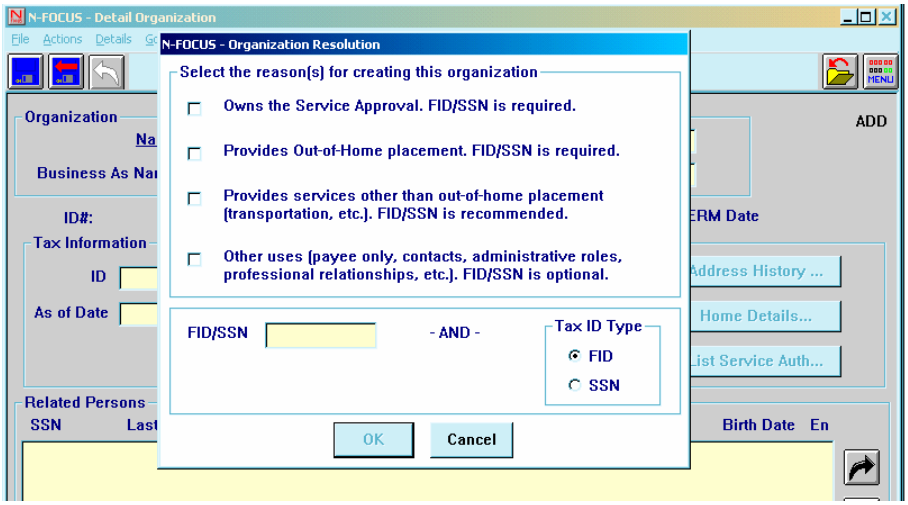
What about organizations existing before November 2007?

Organizations created or updated prior to the November 2007 release will go through organization resolution only if the Tax ID field is updated.

Add a New Organization

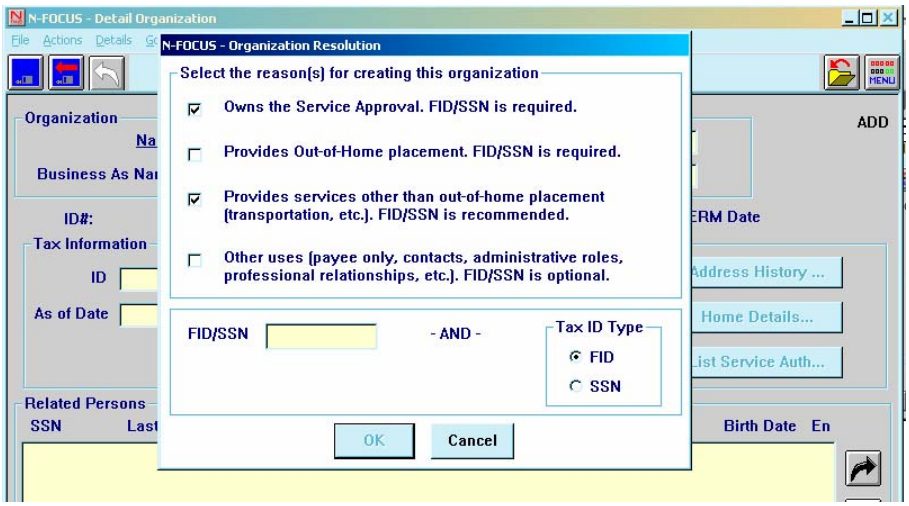
1. On the Search Organization window, click the New button.

Result: The **Organization Resolution dialog box** opens.



2. Select at least one reason.

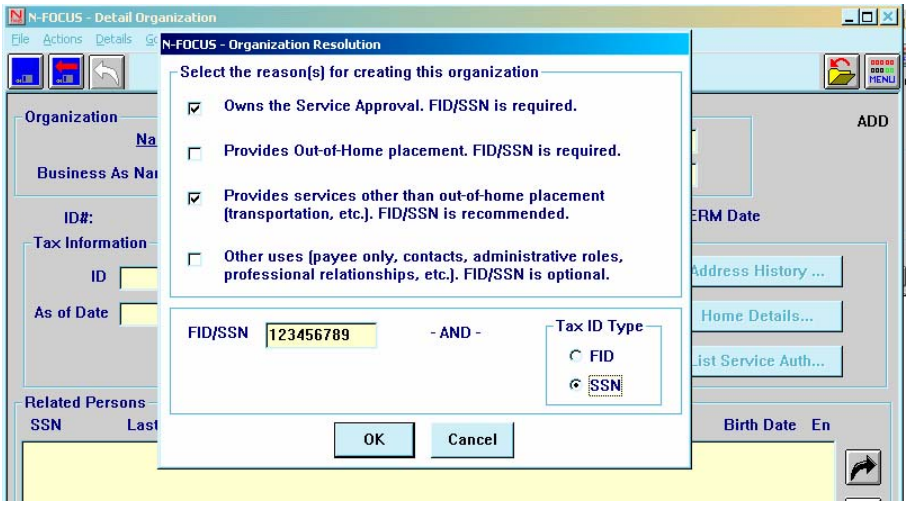
More than one reason can be selected.



When either of the first two reasons is selected, the FID/SSN and Tax ID Type are required.

3. Enter the FID/SSN.

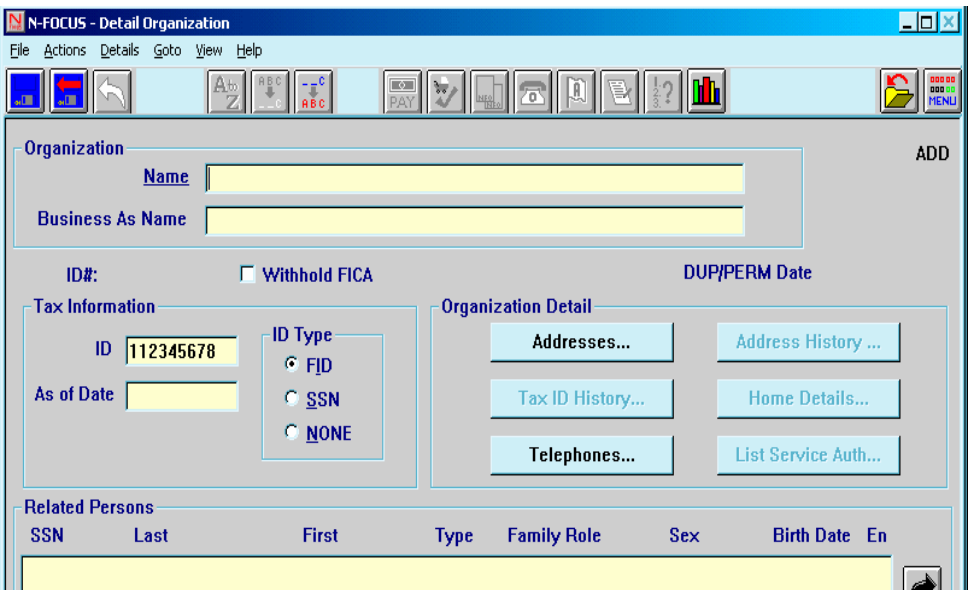
The Tax ID Type defaults to FID; change to SSN if needed.



4. Click OK. The organization resolution process runs behind the scenes.

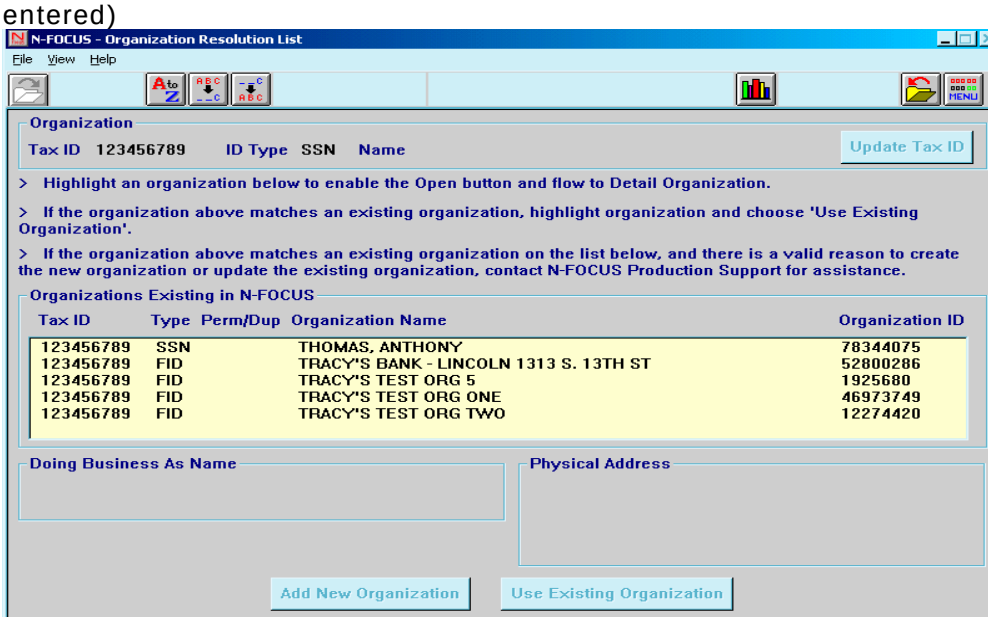
Result A: If no other organizations use the Tax ID, the Detail Organization window opens in Add mode. Finish adding the organization.

Result A – no other orgs use the same Tax ID (112345678 entered)



Result B: If at least one organization uses the same Tax ID, the Organization Resolution List window opens. The information entered in the dialog box is carried forward at the top of the window.

Result B – at least one org uses the same Tax ID (123456789 entered)

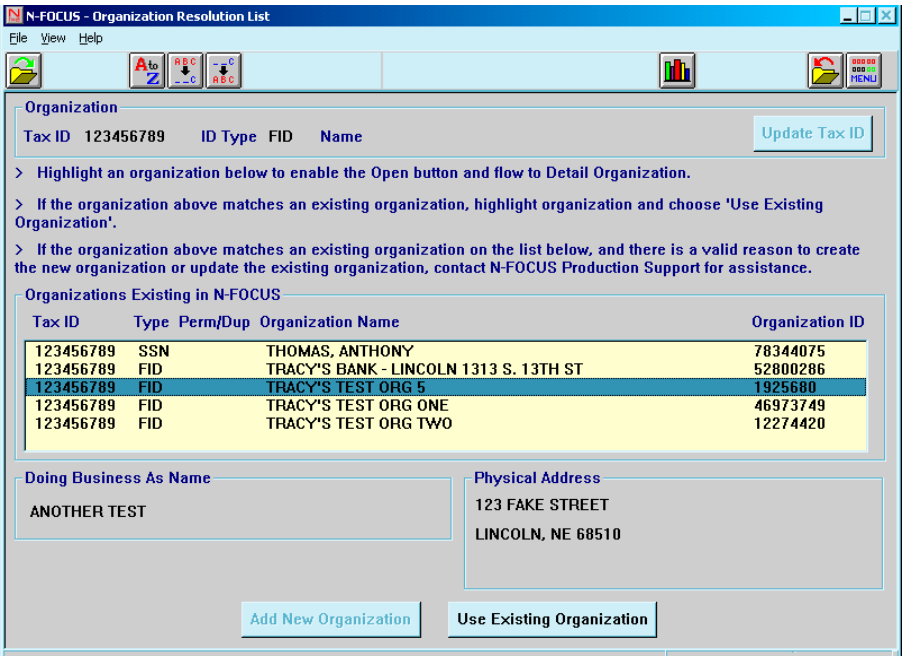


Research organizations on the list.

5. Click on a row.

The DBA Name and Address display.

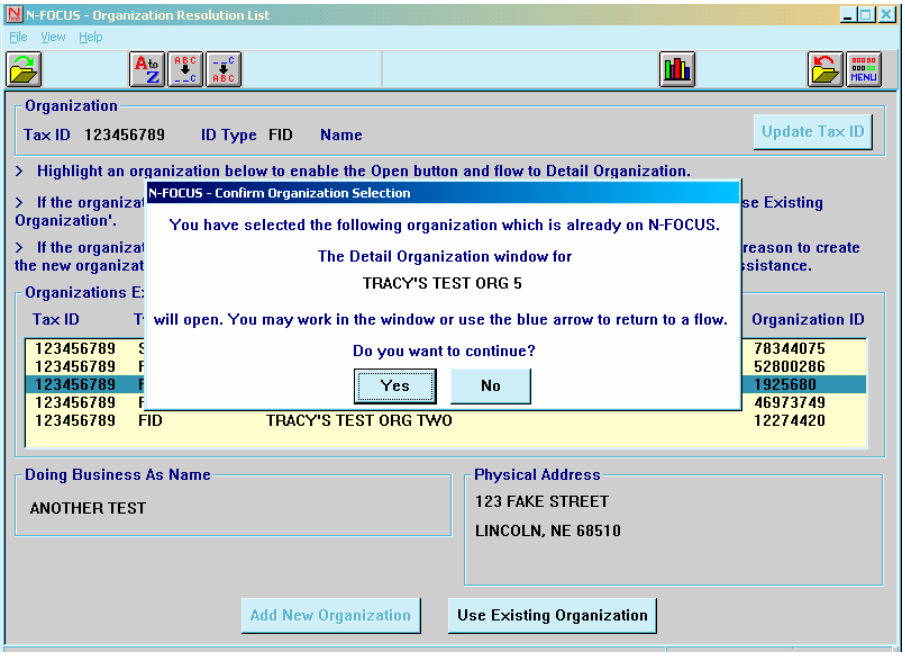
The Open button enables. You can open the selected organization to view more information.



6. If the organization is already in N-FOCUS, click on the Use Existing Organization button.

A confirmation message opens.

7. Click on Yes to open the Detail Organization window for the selected organization.



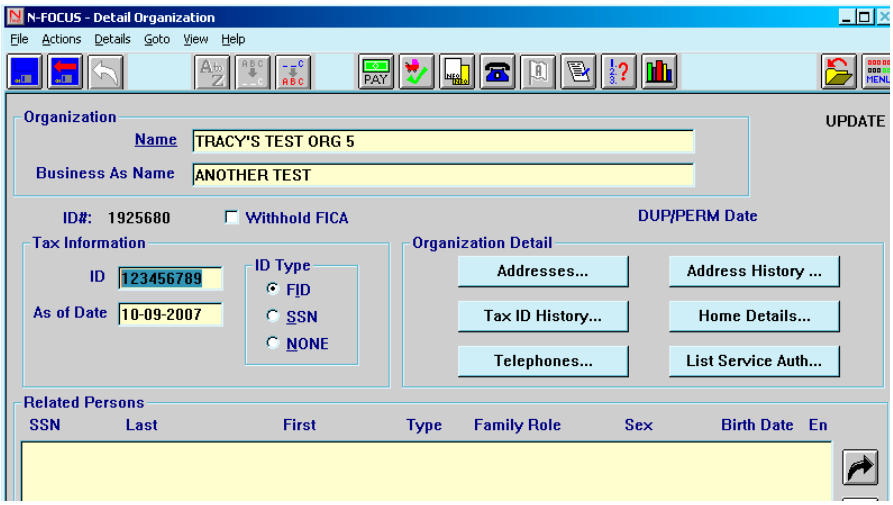
The Add New Organization button is disabled.

8. The Add New Organization button will be enabled for N-FOCUS Production Support. If there is a valid reason to create a new organization with the same Tax ID used by other organizations, contact N-FOCUS Production Support for assistance.

Update the Tax ID for an Organization

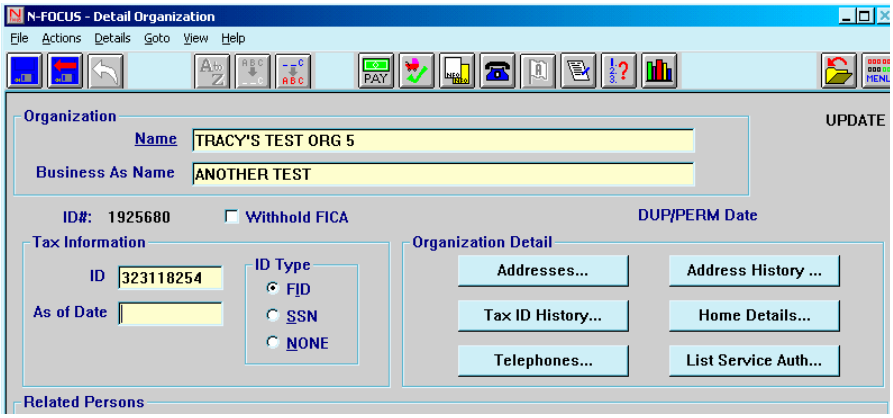
1. On Detail Organization, enter a new Tax ID.

Once the ID is entered, the **Organization Resolution** process automatically runs behind the scenes.



Result A: If no other organizations use the Tax ID, the Detail Organization window remains in Update mode. Finish updating the organization.

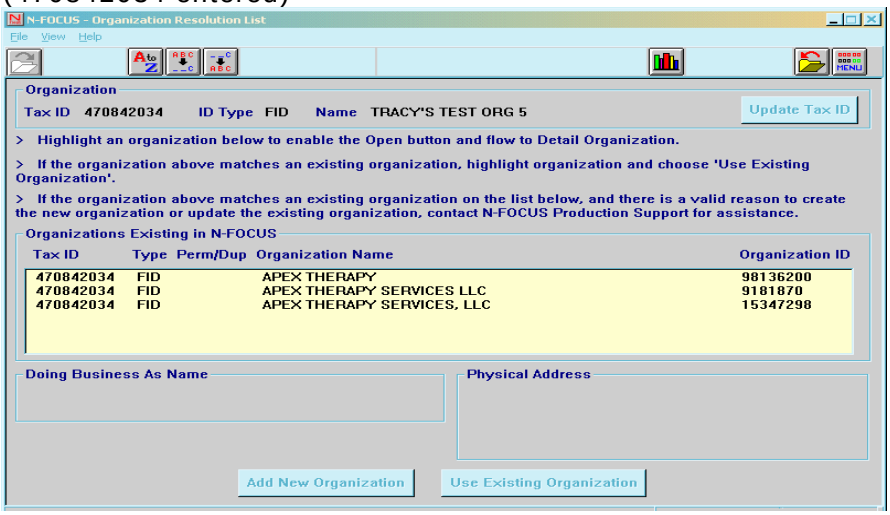
Result A – no other orgs use the same Tax ID (323118254 entered)



Result B: If at least one organization uses the same Tax ID, the Organization Resolution List window opens as soon as the duplicate ID is entered.

The ID entered is carried forward at the top of the List window, along with the existing Tax ID Type and Name.

Result B – at least one other org uses the same Tax ID (470842034 entered)



All the action buttons – Add New Organization, Use Existing Organization, Update Tax ID – are disabled.

The Update Tax ID button will be enabled for N-FOCUS Production Support. Only N-FOCUS Production Support can update an existing organization with the same Tax ID used by other organizations.

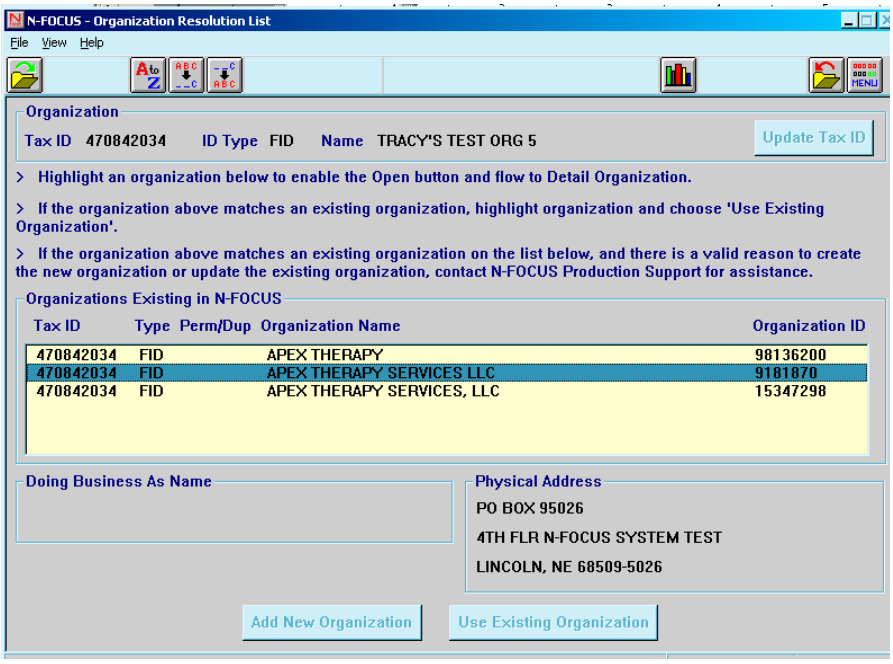
2. Research organizations on the list.

Click on a row.

The DBA Name and Address display.

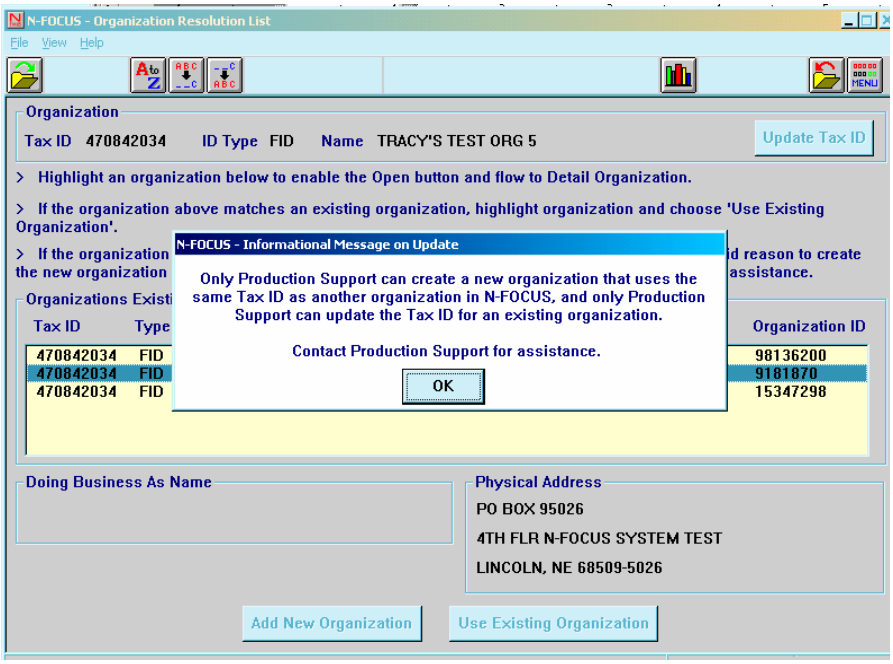
The Open button enables.

You can open the selected organization to view more information.



3. Click on the close button to exit the window.

N-FOCUS advises the user to contact N-FOCUS Production Support if there is a valid reason to update an organization with the same Tax ID used by other organizations.



4. Click the OK button to close the message and return to the Detail Organization window.

Search For Intake Via Detail Organization Window (CHANGE)

When selecting the intake icon off the Detail Organization window, a pop-up will now display requesting a date range for the intake search.

The begin date will default to one month prior to the current date, but may be changed if desired.

Update Related Person Information (FIX)

A problem was discovered in which organization related person information could not be updated if the person was involved with a CFS Goal/Task or Legal Action. This has been fixed.

PERSON DETAIL

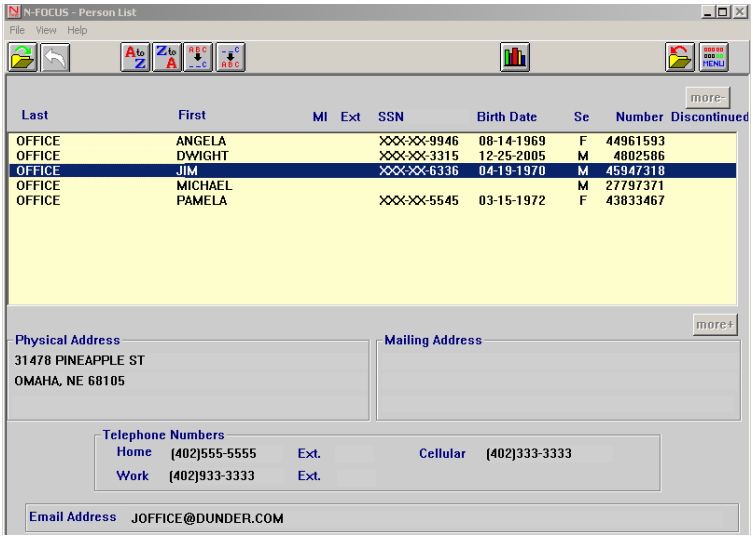
Display User ID Of Who Created An N-FOCUS Person (NEW)

You will now be able to see the user id and timestamp of who created a new person on N-FOCUS. This information will display at the bottom of the Name History window off the Person Detail window.

PERSON LIST

Display Identifying Information Of Selected Person (NEW)

The Person List window will now display the selected person's address, telephone number and e-mail address (if entered on N-FOCUS) to make it easier to find the correct person.



PERSON SEARCH

SEARCH BY PARTIAL NAME AND MMIS NUMBER (NEW)

The ability to search by a partial name as well as by MMIS number has been added to the Person Search window.

REPORTS

CALENDAR AVAILABLE (NEW)

A calendar is now available on the NReports website that lists the schedule for when Case Management/Counts and Economic and Family Support reports are run. To access this calendar:

1. Navigate to the NReports website http://nreports.
2. Open the Economic and Family Support folder. Result: The Reports Calendar is listed at the top.
3. Click on the title to open the calendar.

SECURITY

STAFF PERSON ADD OR UPDATE LIMITED (CHANGE)

Staff person information may now be added or updated only by DHHS Help Desk or N-FOCUS Production Support staff.

SERVICE AUTHORIZATION

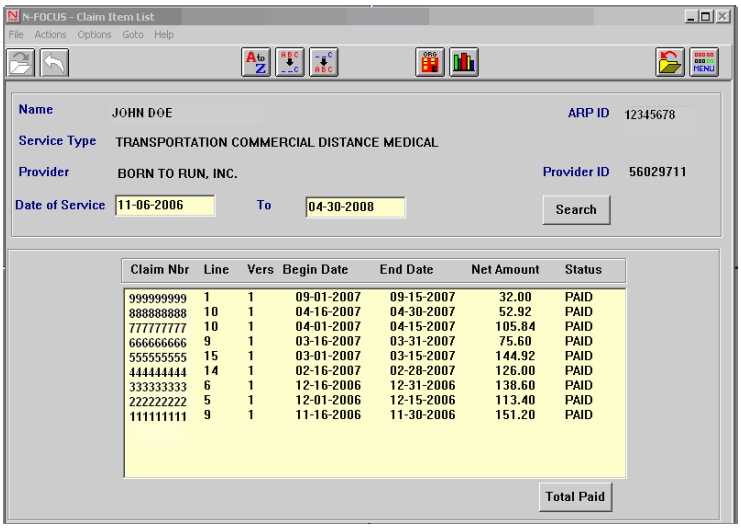
VIEW ONLY CLAIMS ASSOCIATED WITH SELECTED AUTHORIZATION, PRINT LIST FUNCTIONALITY ADDED (NEW)

The claim button off the Detail Service Authorization window now displays information related to that particular service authorization rather than displaying all the information associated with that claim. You will also be able to get a total of all claims paid within a certain time period which can be used to determine the state's portion of Child Care expenses paid.

From the Service Authorization Detail window, select the Claim icon.

Result: The Claim Item List window displays.

This window will display details about the service authorization at the top. The lower part of the window will display all claim items associated with the service authorization.



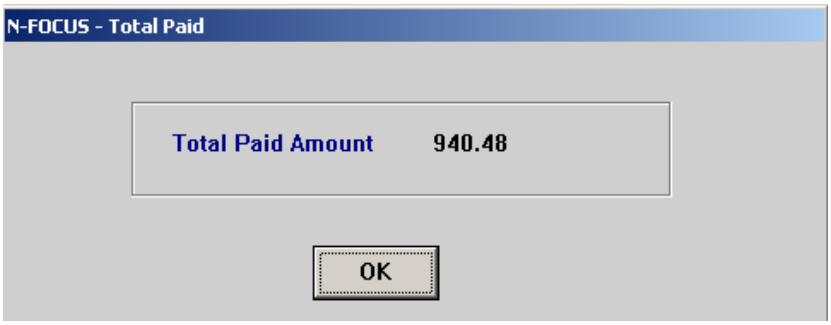
Claim Nbr	Line	Vers	Begin Date	End Date	Net Amount	Status
999999999	1	1	09-01-2007	09-15-2007	32.00	PAID
888888888	10	1	04-16-2007	04-30-2007	52.92	PAID
777777777	10	1	04-01-2007	04-15-2007	105.84	PAID
666666666	9	1	03-16-2007	03-31-2007	75.60	PAID
555555555	15	1	03-01-2007	03-15-2007	144.92	PAID
444444444	14	1	02-16-2007	02-28-2007	126.00	PAID
333333333	6	1	12-16-2006	12-31-2006	138.60	PAID
222222222	5	1	12-01-2006	12-15-2006	113.40	PAID
111111111	9	1	11-16-2006	11-30-2006	151.20	PAID

The claim items will be sorted by claim item begin date in descending order, claim number, line number, version number, and status in ascending/alphabetical order.

Sort and filter functions are available from this window.

The Date of Service fields will default to the service authorization dates. You may change the begin date to narrow your search. After changing the date, hit the Search button to display the requested results.

Select the Total Paid button to get a total of all claims that have been paid within the indicated dates of service.



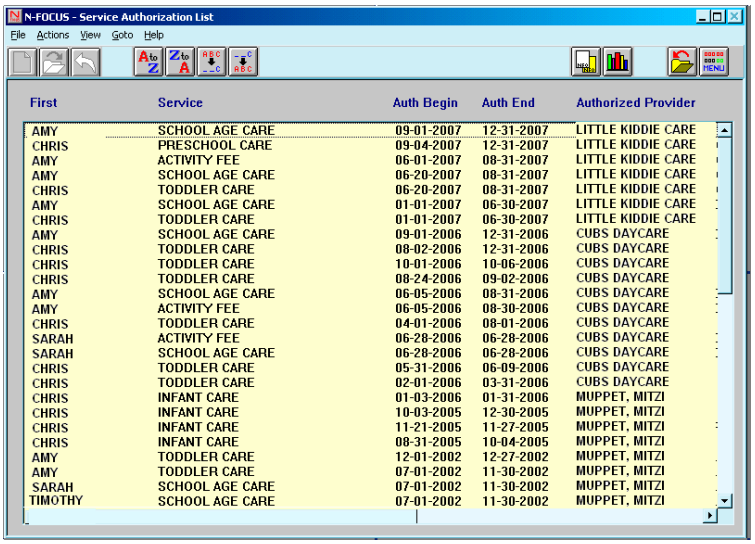
Print List

You may also print a report of the data on the Claim Item List window. Select Prepare Report from the Actions drop-down menu. Result: The Claim Items Report displays in the Crystal Viewer. Sort and Filter functions are available under the View drop-down menu. The report can be printed by selecting the printer icon or Print from the File drop-down menu.

List Window Reorganized, Delete Service Available (CHANGE)

The Service Authorization List window has been reorganized as per N-FOCUS User Group suggestions.

Service authorizations will now be listed by service authorization end date in descending order. If the same end date exists for multiple authorizations, they will then be sorted by person first name in alphabetical order. If authorizations with the same end date and person exist, they will then be sorted by the service name in alphabetical order.



First	Service	Auth Begin	Auth End	Authorized Provider
AMY	SCHOOL AGE CARE	09-01-2007	12-31-2007	LITTLE KIDDIE CARE
CHRIS	PRESCHOOL CARE	09-04-2007	12-31-2007	LITTLE KIDDIE CARE
AMY	ACTIVITY FEE	06-01-2007	08-31-2007	LITTLE KIDDIE CARE
AMY	SCHOOL AGE CARE	06-20-2007	08-31-2007	LITTLE KIDDIE CARE
CHRIS	TODDLER CARE	06-20-2007	08-31-2007	LITTLE KIDDIE CARE
AMY	SCHOOL AGE CARE	01-01-2007	06-30-2007	LITTLE KIDDIE CARE
CHRIS	TODDLER CARE	01-01-2007	06-30-2007	LITTLE KIDDIE CARE
AMY	SCHOOL AGE CARE	09-01-2006	12-31-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	08-02-2006	12-31-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	10-01-2006	10-06-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	08-24-2006	09-02-2006	CUBS DAYCARE
AMY	SCHOOL AGE CARE	06-05-2006	08-31-2006	CUBS DAYCARE
AMY	ACTIVITY FEE	06-05-2006	08-30-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	04-01-2006	08-01-2006	CUBS DAYCARE
SARAH	ACTIVITY FEE	06-28-2006	06-28-2006	CUBS DAYCARE
SARAH	SCHOOL AGE CARE	06-28-2006	06-28-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	05-31-2006	06-09-2006	CUBS DAYCARE
CHRIS	TODDLER CARE	02-01-2006	03-31-2006	CUBS DAYCARE
CHRIS	INFANT CARE	01-03-2006	01-31-2006	MUPPET, MITZI
CHRIS	INFANT CARE	10-03-2005	12-30-2005	MUPPET, MITZI
CHRIS	INFANT CARE	11-21-2005	11-27-2005	MUPPET, MITZI
CHRIS	INFANT CARE	08-31-2005	10-04-2005	MUPPET, MITZI
AMY	TODDLER CARE	12-01-2002	12-27-2002	MUPPET, MITZI
AMY	TODDLER CARE	07-01-2002	11-30-2002	MUPPET, MITZI
SARAH	SCHOOL AGE CARE	07-01-2002	11-30-2002	MUPPET, MITZI
TIMOTHY	SCHOOL AGE CARE	07-01-2002	11-30-2002	MUPPET, MITZI

NOTE: This ordering will cause any service selection that does not have a service authorization tied to it to drop to the bottom of the page.

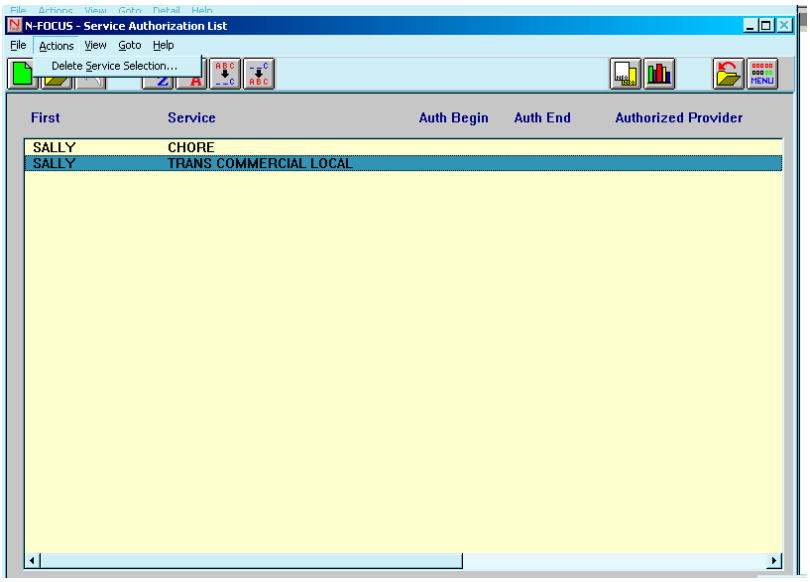
The more + and more- options have been removed and the list will now be on one page. You will use the scroll bar if the information does not fit on one window.

You will also be able to delete any service selections that do not have an associated service authorization.

Highlight the service type.

Select Delete Service Selection from the Actions drop-down menu.

Result: The service will be deleted from the list.



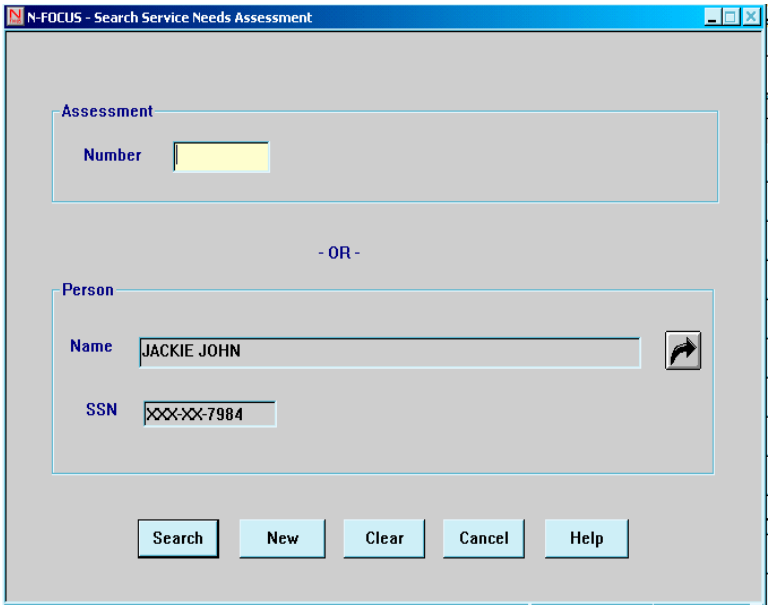
SERVICE NEEDS ASSESSMENT

Access To Service Needs Assessment From Other windows (NEW)

You will now be able to access the Service Needs Assessment windows, and create a new Service Needs Assessment if needed, from both the Service Authorization Detail and Person Detail windows.

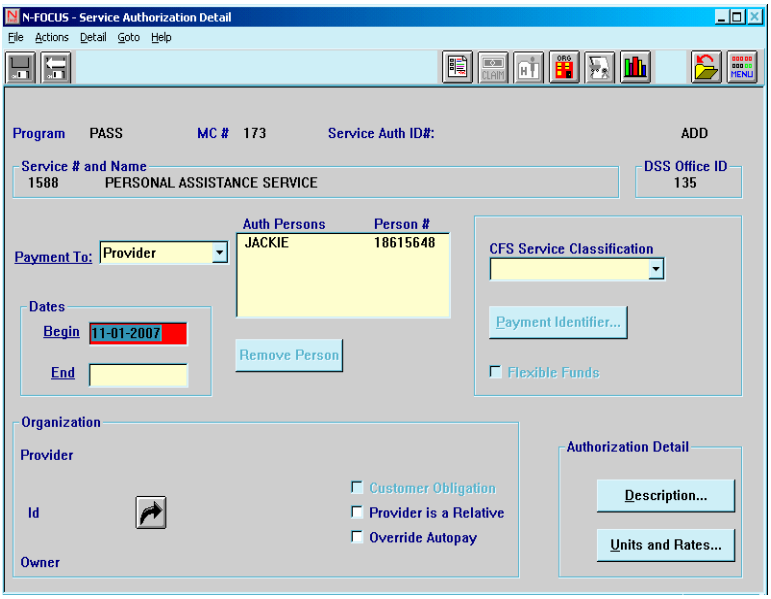
Prior to this release, you could only access an existing Service Needs Assessment from the Service Needs Assessment icon on the Person Detail window. Now, when you click on the Service Needs Assessment icon you will flow to the Search Service Needs Assessment window.

The person's name and last four digits of the ssn will display. Select the Search button to view any existing Service Needs Assessments for that person. If desired, select the New button to create a new Service Needs Assessment.



If you are creating a PAS or SSAD chore service authorization and you receive a message that a Service Needs Assessment is required, you may select the Service Needs Assessment icon at the top of the Service Authorization Detail window to flow to the Search Service Needs Assessment window.

Select the Search button to view any existing Service Needs Assessments for the person. Select the New button to create a new Service Needs Assessment if required. After creating the Service Needs Assessment in approved status, close out of the Detail Service Needs Assessment window and cancel off the Search Service Needs Assessment window to return to the Service Authorization Detail window. Check the begin date of your service authorization and make adjustments if necessary.



SOCIAL SECURITY NUMBER MASKING AND REMOVAL

SSN Removed Or Masked From Windows And Correspondence (CHANGE)

In order to comply with new Social Security regulations, **Social Security numbers will be removed, or all but the last four digits masked, from most N-FOCUS windows and correspondence**. Persons with the appropriate security will still be able to see the full SSN on the Person Detail window. This process will begin with the November release and continue with the March 2008 release.

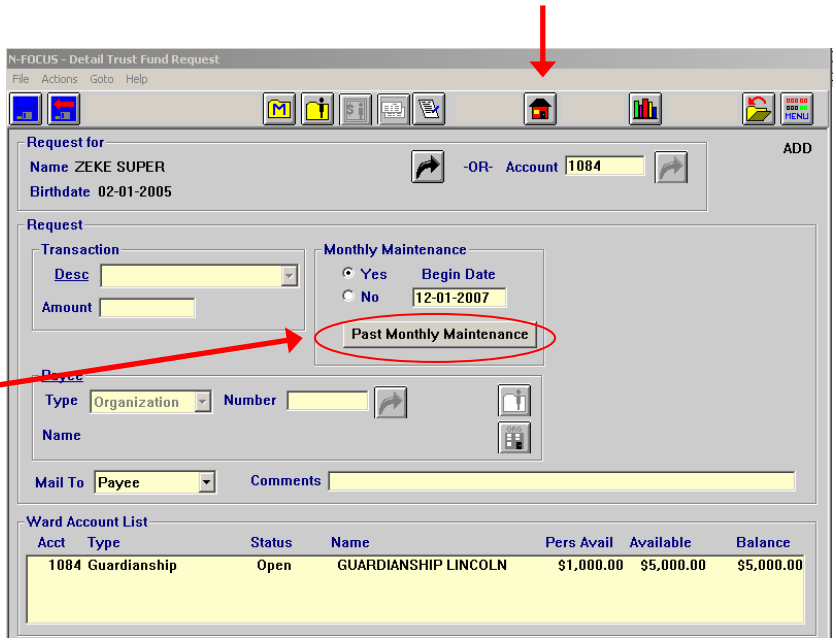
TRUST FUND TRACKING

REQUESTS FOR MONTHLY MAINTENANCE COMBINED (NEW)

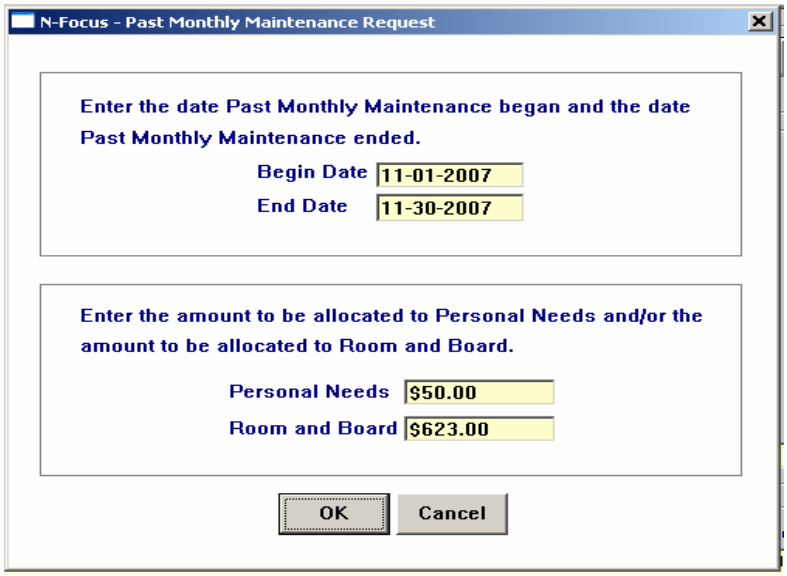
Requests to change the monthly maintenance indicator and request funds for past monthly maintenance personal needs and room and board have been combined into one request.

NOTE: The Placement with parent/caretaker icon has been added to the request window.

When a request to set the monthly maintenance indicator to "Yes" is created and you also wish to request funds for past monthly maintenance, select the Past Monthly Maintenance button on the Request window.



Result: The Past Monthly Maintenance Request window displays.



Enter the dates the past monthly maintenance began and ended.

Enter the personal needs and/or room and board amounts.

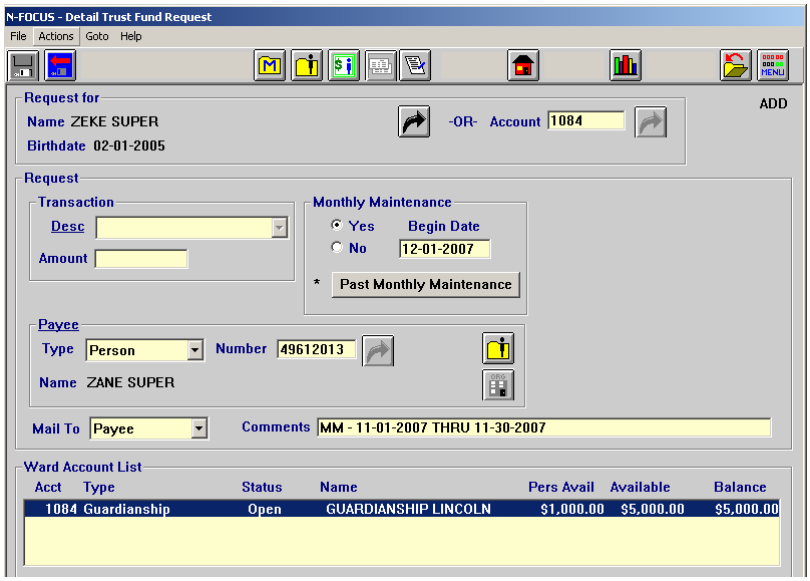
Select OK.

Result: The Detail Trust Fund Request window appears. An automatic comment is entered indicating the past monthly maintenance dates.

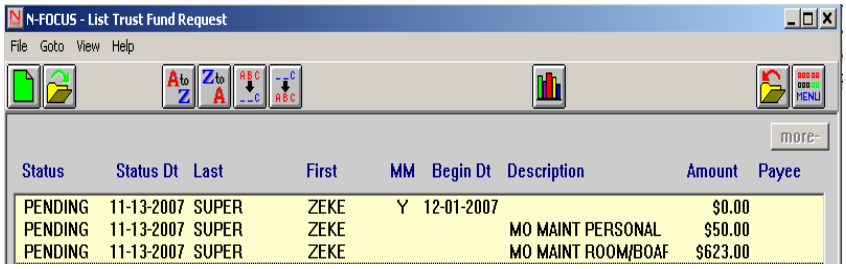
NOTE: If you wish to add your own comments, you must enter them after the automated comments. If you enter them before the automated comments, your comments will be deleted and replaced with the auto comments when you save.

Enter the appropriate payee information.

Save and Close.



Result: The List Trust Fund Request window appears listing three separate requests to change the monthly maintenance indicator to Yes and to forward personal needs and room/board funds.



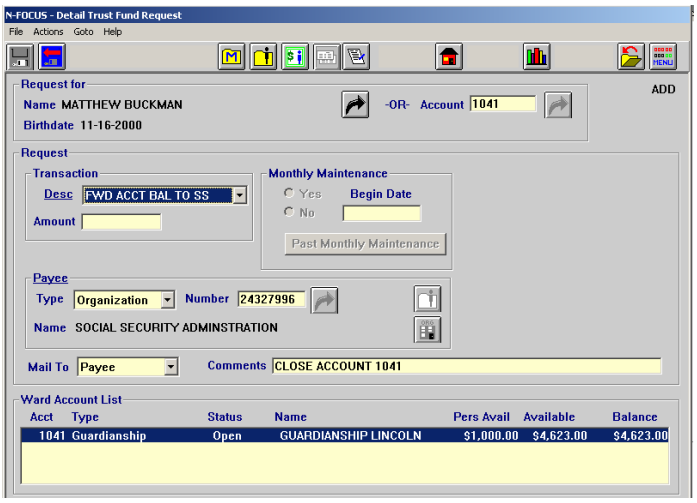
Request To Forward Balances Combined (NEW)

Requests to close an account and forward the personal asset and account balances to Social Security, Veterans Administration or Railroad Retirement will now be combined into one request.

When the request to forward the funds back to the appropriate agency is created, you will now only create a request to forward the account balance. The forward personal asset balance options have been removed from the description drop-down list.

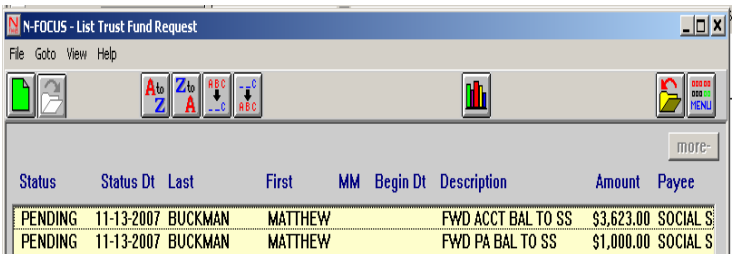
The amount field will be blank because the system will automatically calculate the amount of personal asset balance and account balance.

A comment that the account is to be closed will automatically be entered.



NOTE: If you wish to add your own comments, you must enter them after the automated comments. If you enter them before the automated comments, your comments will be deleted and replaced with the auto comments when you save.

After the request is saved and closed, you will see two requests on the List Trust Fund Request window. One request will be to forward the account balance and the other request will be to forward the personal asset balance.



VOICE RESPONSE UNIT

VRU Now Available (TIP)

The Voice Response Unit (VRU) is now available for customers participating in AABD, ADC, CC, FSP and Medicaid programs. Please refer to the memo sent October 26th from Mike Harris for more information. The memo is available on the Economic Assistance Policy Log.

FOSTER CARE REVIEW BOARD

PLACEMENT

List Detail FCRB Placement Window (CHANGE)

On the List Detail FCRB Placement window, space has been added for the display of the state when the address for the placement provider is displayed. It was previously not displaying both letters for certain states. The tab function has also been changed to that you can manually tab from the list box.

RECOMMENDATION

FCRB Recommendation Report Window (FIX)

A problem was discovered with the FCRB Recommendation Report window in which the 'Number Invited' field was not saved when the value entered in the 'Number Participated' field was zero or blank and the 'Review Verified' box was blank. This has been fixed.

PROTECTION AND SAFETY

INTAKE

Address Search (FIX)

Prior to this release, the address search off the Detail Intake window displayed an error message when more than 50 hits with the same address were found. This has been corrected and all the results will display without error.

Intake Worksheet Perpetrator History (CHANGE)

The Perpetrator History Section on the Intake Worksheet has been renamed History of Previous Intakes. This section will now include a listing of all intakes that a person in the current intake may have been involved with. The intakes are grouped by person. If that person had a role of Perpetrator in the listed intake then the allegation(s), victim(s) name and finding information is listed.

The layout has also changed in an effort to save space and make the document more user friendly. The Intake line now includes intake number, role of the person for the intake listed and the received date for the intake listed.

List Window Enhancement (CHANGE)

The List Intake window will now be one continuous list instead of having to click on the more+ or more- icons. The list will be limited to 500 results sorted by intake number in descending order. You will receive an error message if the search results exceed 500 intakes. If this occurs, narrow the date range.

There was a problem where the finding column was displaying the word “Error” if no specific finding had been selected on the Search window. This has been fixed.

CPS SPECIFIC TOPICS

APS REGISTRY/CPS TRACKING SYSTEM WEBSITE

CPS Enhancements (CHANGE)

Several enhancements have been made to CPS functions within the APS/CPS website:

1. Security Level – A new security level has been added to differentiate between users that have full access to CPS Records and APS Records. This will enable each department to control who will access the reports specific to that area.
2. Perpetrator Search (CPS Only) – This search will now include anyone that is a perpetrator or alleged perpetrator no matter what the finding of the report. The report finding will be included on the search list results.
3. Case Status Determination (CPS Only) – The highest risk or level of finding will display for all cases. The person is considered to be on the central registry in the following instances:
   - Court Substantiated – one or more abuses are Court Substantiated
   - Inconclusive – one or more abuses are Inconclusive but none are Court Substantiated

The person is considered **not** on the central registry in the following instances:

- Unfounded - one or more abuses are Unfounded but none are Court Substantiated or Inconclusive
- Unable to Locate - one or more abuses are Unable to Locate but none are Court Substantiated, Inconclusive or Unfounded
- Not Reported – All three abuse types are recorded as "Not Reported"
- No Finding – If any of the findings is blank and none of the rules above are applicable

4. Expungement Date (CPS Only) - If a person has a role code of "N" (Not Involved) they possibly could have been expunged. If the expungement was entered using the web site the expungement date will reflect in that person's demographics.
5. Search Window – Small changes have been made so that only the fields that are required to be completed based upon the search criteria remain in view on the window. This will eliminate the need to click search twice when searching by SSN.

BUDGETING

Immigration Code (CHANGE)

The CWIS Undocumented Immigrant code has been changed to Ineligible Alien. This change will be reflected on the CFS budget.

CHILD REVIEW

Print Functionality And Corrections (NEW)

You will now have the capability to print a form that reflects the selections and narratives entered for the selected review. This is to assist reviewers that prefer to have something hard copy instead of reviewing from the screen. The review may be printed via the Actions drop-down menu on the Detail Review window.

Users that do not have access to update a review will now receive the message "Review Not Found" when they select the Child Review icon for a selected child that does not have a review in the system.

The child select search list results will now include all active program cases that fit the search criteria. A child could appear on the list more than once if they are an active participant in more than one CFS Program Case. The review only needs to be completed once by whichever Service Area or Supervisor takes responsibility.

CORRESPONDENCE

Conditions For Return (NEW)

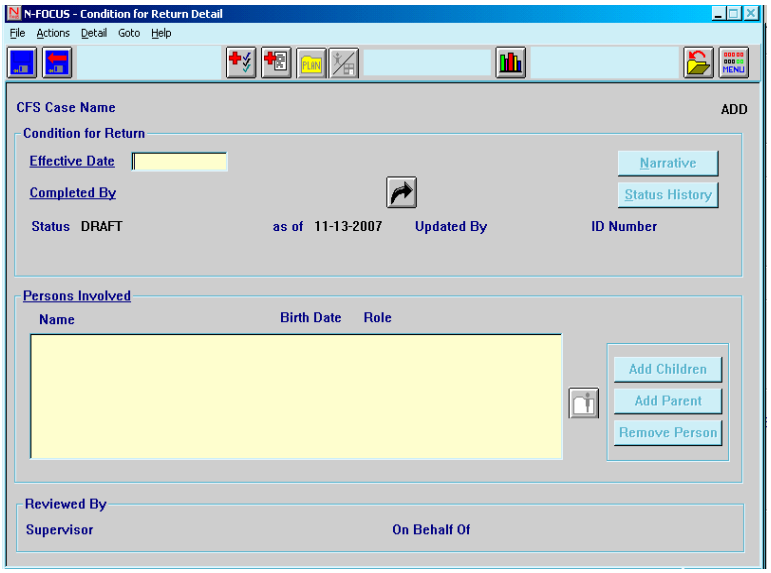
A new correspondence called 'Conditions for Return' is available in N-FOCUS. This form will be used to notify a family why a child was removed and what will need to take place for the child to return.

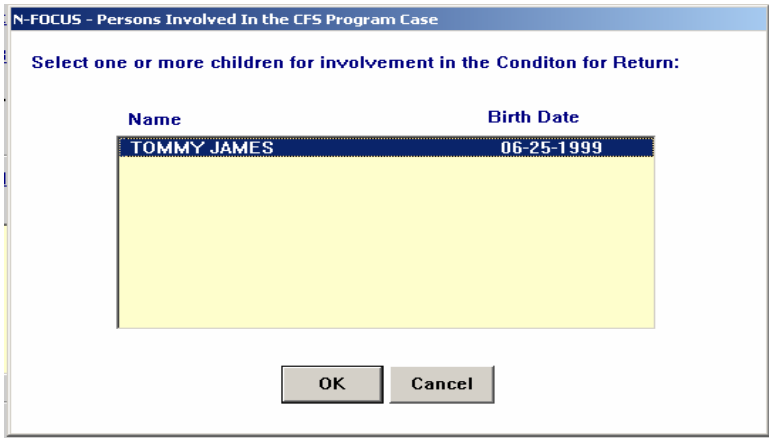
To create the form:

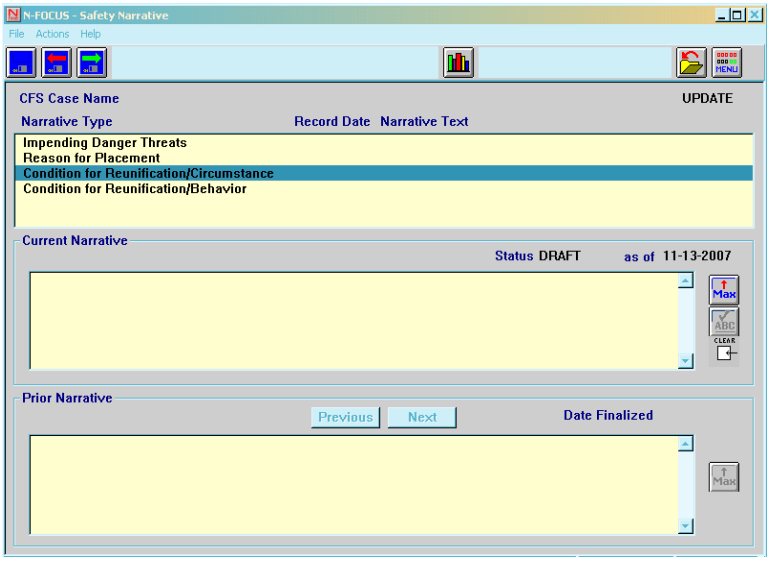
1. Navigate to the CFS case Detail Program Case window.
2. Select the Conditions for Return icon.

Result: The Conditions for Return Detail window displays.

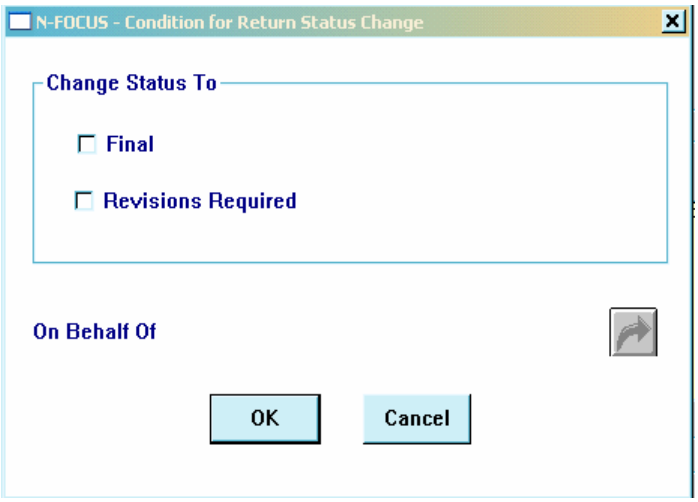
3. Enter the Effective Date.
4. Use the out-select arrow to enter the person who is completing the form.
5. Select the Add Children button. Result: The Persons Involved in CFS Program Case window displays.
6. Select the child(ren). Select the OK button to return to the Condition for Return Detail window.
7. Select the Add Parent button. Result: The Persons Involved in CFS Program Case window displays.
8. Select one or more adult/caregivers. Select OK to return to the Condition for Return window.
9. Select the Save icon. Result: The Narrative and Status History buttons enable.
10. Select the narrative button. Result: The Safety Narrative window appears.







11. Highlight a narrative type and enter the appropriate narrative in the Current Narrative box. NOTE: Any previously entered narrative in finalized status will display in the Prior Narrative box below. If there is more than one Prior Narrative, you may use the Previous and Next buttons to view.
12. Use the Save and Next icon to save the narratives and move to the next narrative. When Save and Next is no longer enabled, select Save and Close to return to the Condition for Return Detail window.
13. Select Update Status from the Actions drop-down window. Result: A confirmation message will appear notifying you that the status will be changed to Ready for Review. NOTE: Before this correspondence can be printed in final status, it must be reviewed by a supervisor. A supervisor must then update the status to Revisions Required or Final status. This is the same procedure used for the new Safety Assessment, Safety Plan and Protective Actions.
14. Supervisors will select Update Status from the Actions drop-down menu and set the status to either Final or Revisions Required. If not the assigned supervisor, use the out-select arrow to indicate who you are approving the status change for.
15. Select Enter Conclusion from the Actions drop-down menu when you wish to End Date the Condition for Return document. Select the appropriate reason (Child Returned, New Conditions for Return Documented, Alternate Plan of Permanency, or Not All Children Returned/New Conditions Created.)



Court Report Listing Of Parents (CHANGE)

The Court Report form will now only pull in persons listed as parents who are in the CFS case from which the report is being created.

Early Development Referral (NEW)

The Early Development Network Referral form has been added to N-FOCUS. It is created via the Correspondence icon on the CFS case Detail Program Case window. The referrals go to local Educational Service Units for Children requiring this service as per CAPTA (Child Abuse Prevention Treatment Act). Moving the form to N-FOCUS allows the state to track and provide supporting documentation that we are in compliance with the requirements of CAPTA.

You are asked to no longer use the hard copy form. When creating the form in N-FOCUS, the required information automatically pulls in if it has already been entered

in N-FOCUS. The referral is printed along with a cover letter to the selected Educational Service Unit.

HOME DETAILS

Critical Error When Updating Facility Type Status (FIX)

A view overflow error was occurring when trying to update a facility type and there were 50 or more instances of facility type history. This problem has been fixed.

LICENSING

License Not Set To Active Without Background Check (CHANGE)

A foster care license in pending status was previously set to active status overnight. This will no longer occur if the required background checks have not been entered. You will receive an alert if the system does not set the status to active due to missing background checks.

NARRATIVE

Automated Narrative CHARTS Or Vital Stats Alerts (NEW)

An automated narrative will now be created on CFS cases when an alert is created from either CHARTS or Vital Statistics. Information from the alert will be displayed in the narrative.

SAFETY ASSESSMENT

Printing Assessment With Kinship Narrative (FIX)

A problem was discovered in which a Safety Assessment could not be printed if a Maternal Relative Kinship narrative was entered, but a Paternal Relative Kinship narrative was not entered. This has been corrected to allow the Assessment to be printed regardless of which Kinship narratives are entered.

Update Contact Narrative (FIX)

A problem was discovered in which you were not able to make updates to Contact Detail narratives if you didn't also update the Location narrative. This has been corrected and you will be able to make the necessary updates without having to enter any additional information in the Location narrative.

SAFETY PLAN

Policy Updates (CHANGE)

The new Safety Plan was updated as per input from Protection and Safety policy staff:

1. The 'Strengths' narrative will no longer be used. All existing instances will be deleted.

2. You can now only have one Action Item per Safety Plan.

3. The Action Item Plan narratives 'Outcomes' and 'Needs' will no longer be used and have been deleted. The Action Item Plan narrative headings have been reformatted.

5. There will now be only one 'Threat' narrative per Safety Plan. A conversion was run to merge multiple Threat narratives in one Safety Plan to one narrative. The narrative now says 'Safety Threat: What is making the children not safe? Describe in terms within this family and what specifically must be controlled.'

6. There will now be only one 'Strategy' narrative per Safety Plan. A conversion was run to merge multiple 'Strategy' narratives in one Safety Plan to one narrative. This narrative has moved into the second box and now says 'Who is going to do what and when to help the children be safe (prevent and manage this threat)? 24 hours a day-7 days a week?'

7. There will now be only one 'Monitoring' narrative per Safety Plan. A conversion was run to merge multiple 'Monitoring' narratives in one Safety Plan to one narrative. This narrative has moved to the third box and now says 'What will the caseworker do to make sure this plan is being followed?'

8. Actions to Report Concerns has moved from the Narrative window to the Action Plan window and has changed to 'Who should the family, children, or safety plan participant call in an emergency or if a new safety threat happens (24/7)?'

9. A new narrative entitled 'Contingency Plan' was added. The heading reads, 'What is the backup plan if someone (a safety plan participant) cannot do what they agree to do in the plan?'

10. The 'Allowed Parent Contact' narrative has moved to the Action Plan window and the heading changed to 'What contact is allowed between parents and the children?'

11. A new narrative called 'Family Participation' was added. The heading reads, 'Did the family, children and everyone that will help with the plan participate in the plan's development?'

12. A new narrative was added called 'Justification for Out of Home Safety Plan.' This narrative will be accessed through the narrative pushbutton.

13. You will be required to print the Safety Plan when it is finalized so that it may be shared with NCJIS.

YLS ASSESSMENT

Special Characters In Narrative (FIX)

The problem with special characters in a YLS narrative causing an empty scoring response has been corrected.

EXPERT SYSTEM

BUDGETING

FSP Farm Loss (FIX)

Food Stamp budgets have been corrected so the Farm Loss rules will not apply when the amount on Schedule F Line 11 is zero or a loss.

FSP Native American Payments Disregard (FIX)

A problem was discovered with the $2,000 disregard applied to certain Native American payments in a FSP budget. This has been corrected.

TMA-G Issued In Error (FIX)

A problem was discovered with the September Interim release in which a transitional grant was getting issued even if a full ADC grant was issued. This TMA-G was supposed to offset the ADC overpayment, but not issue an additional grant. This has been fixed.

DD Waiver Share Of Cost Calculation (CHANGE)

The share of cost budgeting change for MED participants receiving DD waiver services has been implemented in N-FOCUS.

PASS Cases Activated Like Waiver (CHANGE)

PASS cases tied to an Expert System Medicaid case will be activated and closed through the Expert System Medicaid actions similar to how waiver programs work. If the PASS case is tied to a mainframe Medicaid case, it will continue to be activated and closed in the mainframe.

Review Date Not Being Set (FIX)

A problem was discovered in which the updated Review date was not being set when the date was updated via Budgeting in the Expert System. This has been fixed.

CASE ACTIONS

Apply FSP FTC Sanction When Closing FSP Or ADC (NEW)

When an ADC case is closed with the reason of Non-Coop with EF, or a FSP case is closed for Worker Requirement # 1, 2 or 3, you will now receive a pop-up message asking, “Do you also want to apply a FSP Failure to Comply sanction?” If you select yes, the FTC sanction will be added.

Closing Unborn, Allow For Post Partum (TIP)

Closing an unborn out of a Medicaid case with the reason of death is a two-step process. First, update the mother’s pregnancy information with the termination date. Second, check the case out and close the unborn out of the Medicaid making sure you allow for the 2-month post-partum period.

Cases Set To Close Rather Than Denied (FIX)

A problem was identified in which pending cases that were denied were being set to closed rather than denied status. This has been fixed.

FSP Prorate Date (FIX)

When a FSP case is reopened, you will no longer be able to enter a prorate date that is earlier than the application date.

CITIZEN/IMMIGRATION

Citizen Documentation Combined With Immigration (CHANGE)

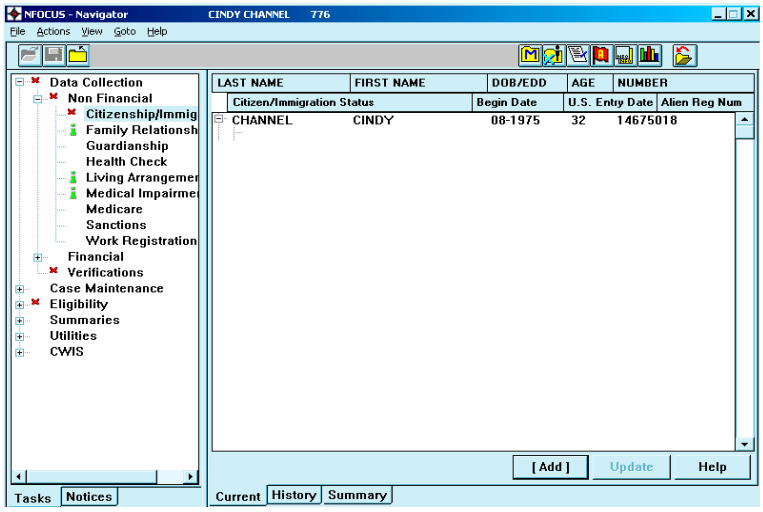
The Immigration task has been changed to the Citizenship/Immigration task. You will now need to enter citizenship status on every Expert System program person. Citizenship must be verified for all ADC, AABD and Medicaid program persons. The immigration status types of Ineligible Immigrant, CWIS Undocumented and Non-Citizen are no longer available for selection. The type 'Ineligible Alien' has been added and should be used instead of the previous three types. The type 'Human Trafficking Victim' has also been added.

All current cases that previously had a verified US Citizenship status will now have US Citizenship marked "Yes." If an immigration status of "Naturalized Citizen" was previously entered, this will also be marked as US Citizenship "Yes."

You will need to enter Citizenship information for new cases or persons with unverified US Citizenship.

1. Double-click on the Citizenship/Immigration task.
2. Select the Add button.

Result: The Add US Citizenship/Immigration window displays.

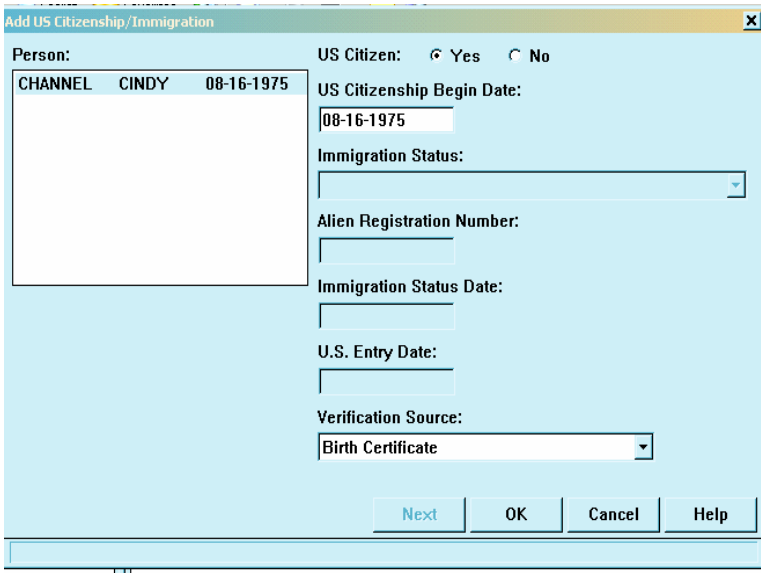


3. Select the appropriate Yes or No radio button to record whether the person is a US citizen.

NOTE: If the person is not a US citizen, enter the appropriate details (this functionality has not changed).

4. If the Yes radio button is selected, the US Citizenship Begin Date will default to the person's birth date. Change this to the appropriate date if the person is a naturalized citizen.

5. Select the OK button.



NOTE: You will still be required to go to the Verification task to verify identity.

REVIEW/RECERTIFICATION

Adding New Persons To FSP Case (FIX)

A problem was introduced with the September Interim release in which an error occurred when attempting to add persons to a FSP case who were not previously a part of the case. This has been fixed.

UNEARNED INCOME

Add Child Support (TIP)

When adding Child Support income, the income should be loaded with the dependent as the owner. This allows the income to be counted in the correct medical budget.