N-FOCUS Major Release
Children and Family Services
April 16, 2023

A Major Release of the N-FOCUS system is being implemented on April 16, 2023. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

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

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.

Children and Family Services: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. This 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, CC, FW, IL, MED, and Retro MED should read this section.

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General Interest and Mainframe Topics

On Call Hours for N-FOCUS Production Support 402-326-1279 (Update)

The following are additional hours that have been added to the N-FOCUS Production Support normal hours of 7:00 AM until 6:00 PM:

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

Phone Number 402-326-1279 this is the Cell number to call during the on call hours.

Voice Messages

When you call, leave a voice message, or send an e-mail, please provide the following information:

- BF number if you are not using a laptop
- RA number
- Citrix if you have opened Citrix and then N-FOCUS
- N-FOCUS User ID
- MC Number
- Issue

If you are working before we start for the day and get an error, you can send an E-Mail to DHHS.NFOCUSProductionSupport@nebraska.gov. We will be checking the mailbox.

Staff Meeting

N-FOCUS Production Support Team is in staff meeting every Tuesday and Thursday from 9:00 AM until 10:00 AM – you can leave a voice mail during this time.

Household Status on List Master Case (Update)

The List Master Case window will now display information regarding multiple Master Cases that a person in involved with. Household Status along with the Master Case Begin Date has been added.

To access this window, navigate to the Person Detail and select the Master Case Icon.

Result: The List for Master Case window will display indicating the Master Case Name Household Status, the Master Case Name Person Begin Date and the Search Person Household Status.

Children and Family Services

Change of Placement/Change of Worker Notice (Fix)

A change has been made to the Change of Placement/Change of Worker notice screen. This change involves the Send to options. Previously if a judge was listed in legal actions in two different counties only one of those counties would show up as a selectable option in the Send to box. This change will now allow multiple listings for the judge if he is entered in multiple legal actions in different counties.

Detail FFPSA Provider Window (New)

The Detail FFPSA Provider window has been created to add functionality to indicate a provider as a Family First Prevention Services Act (FFPSA) provider. This can window is accessed from the Detail Organization window Actions Menu> FFPSA Provider option.

- Select Yes or No to indicate whether this is an FFPSA provider.
- Enter the date the status begins.

Note: The end date automatically updates when a new status is entered. Once an end date has been created the record cannot be changed.

If changes affect claims, the following message will display:
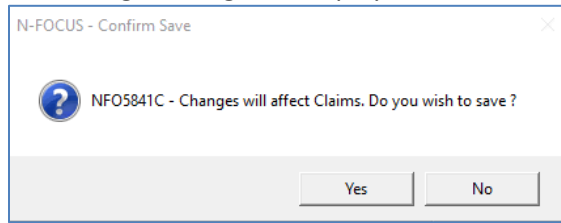
Clicking Yes will save the changes and clicking no will not save the changes.

List FFPSA Provider Window (New)

The List FFPSA Provider window was created to list the history of the FFPSA provider indicator. If there is at least one entry entered this window will appear when you click the FFPSA provider from the action menu on the Detail Organization window.
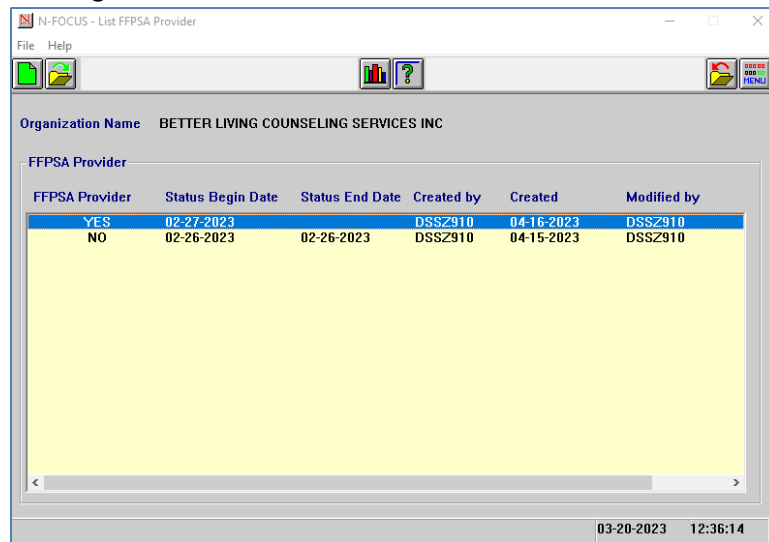
Parenting Time Plan Parenting Behaviors (New)

The Parenting Time Plan Parenting Behaviors window was created to encompass the Encouraged and Discouraged Parenting Behaviors. The window features a multi select list of options for each Encouraged and Discouraged Behaviors as well as a narrative box for the "other" option. Workers can Save and Next or Save and Previous at the bottom or switch Parenting Behaviors from the drop down.

Note: Workers must Select **at least one** Encouraged and **at least one** Discouraged Parenting Behavior to finalize the Parenting Time Plan.

Parenting Time Plan Visitation Types (New)

The Parenting Time Plan Visitation Types window was created to capture the different information for the types of visitations. The plan items on the window will change depending on the Visitation Type selected:

- Face to Face
- Virtual
- Telephonic

All narratives in the specific type must be completed in order to save the Visitation Type. At least one visitation type must be completed in order to finalize the Parenting Time Plan.
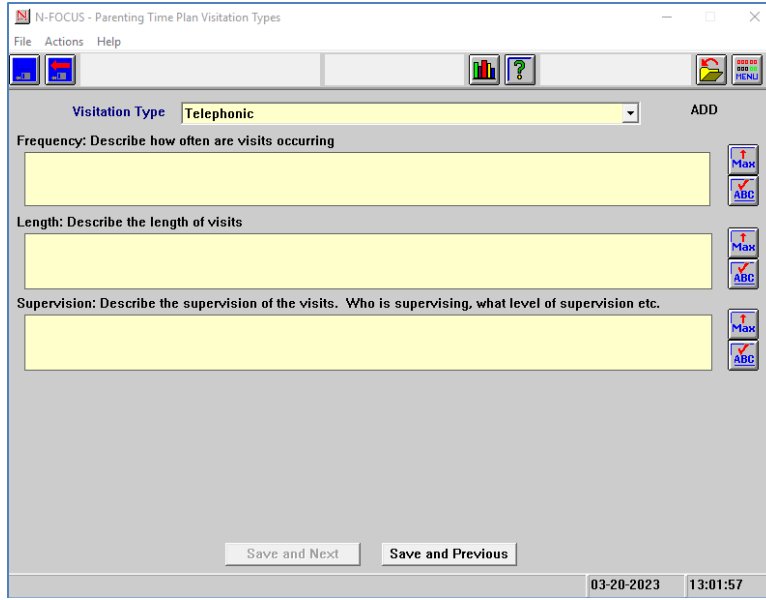
Detail Kin/Relatives Window (New)

The Kin/Relatives window was created to capture Kin/Relatives that are approved to be at the visit. This is accessed through the Approved Kin/Relative button on the Detail Parenting Time Plan window. If no record has been created this pop up appears:
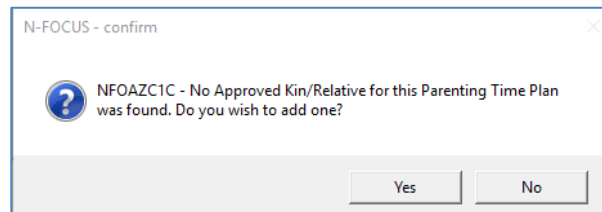
Select Yes to open the Detail Kin/Relatives window.

- Select the black Out Select Arrow to select any Kin or Relatives that have been entered in the List Relative Relationships window in the program case.
- Enter the narrative detail for the person.
- The Begin Date is auto populated with the begin date of the Parenting Time Plan.
- Check the "Approved the Supervise Visitation" so the kin/relative name will appear on the Detail Parenting Time Plan window under the Kin/relative Section.

List Kin/Relatives Window (New)

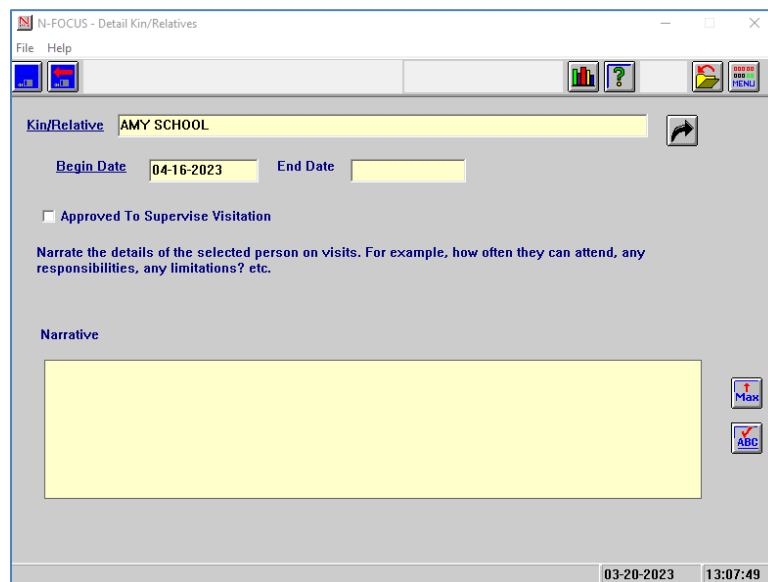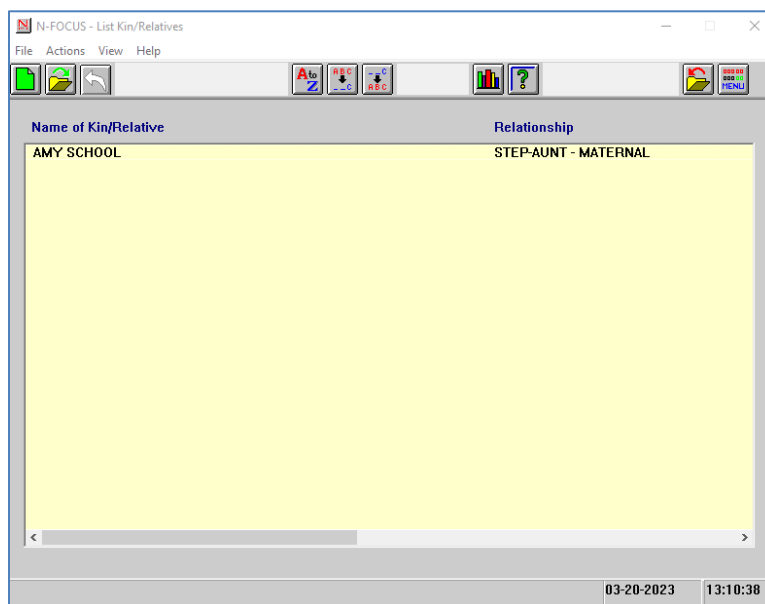This new window as created to show all the Kin/Relatives that were added to the Parenting Time Plan. It shows the name of the Kin/relative, their relationship to the child(ren) as well as if they are approved to supervise, begin/end dates and who created and modified it last.

Note: Supervisors and Administrators have been given the ability to switch the parenting time plan from Final to Draft Status and Status history is now being tracked under the Detail Menu for Parenting Time Plans created on or after 04/16/2023.

NFOCUS Tips

Selecting Training Dates Schedule

A training class cannot be scheduled on dates that span the weekend of a Major Release. The following dates are the scheduled times for the 2023 Major Releases:

- 4-16-2023
- 8-13-2023
- 12-10-2023

ADD Image when N-FOCUS is open through CITRIX

In order to add Images to Document imaging on Citrix, you will need to do the following:

1. The images must be saved to your H: drive.
2. The images can then be selected with Browse inside N-FOCUS to add to Document Imaging.

To save an image to your H: drive, please click on the folder icon on the bottom of your computer in the task bar shown below.

In the window that opens, left click on the H: drive on the left part of the window shown below.

After opening the H: drive, you can right click, on the right side of your window, to create a new folder in your H: drive for Documents to be added. Follow the screen shot below to add a new folder.
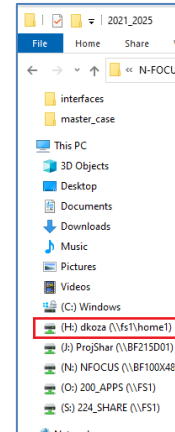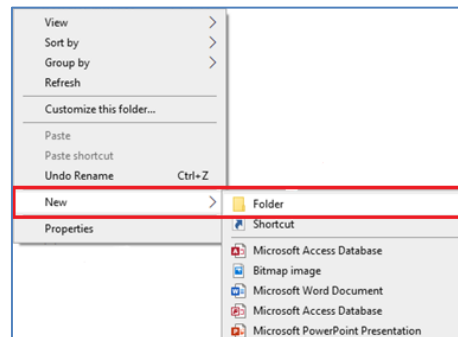
Document Imaging Error Message

Document Imaging (DI) is connected to the LAN password, not the N-FOCUS password. When LAN passwords are updated/changed, the following error message will occur if the new password is not connected to Document Imaging:

An error occurred retrieving FileDirector index information.

After updating/changing the LAN password, logoff/back onto the LAN to get the password to connect to DI.

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue.

Each person on N-FOCUS is assigned a unique number. The same person should *never* be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

Call P&S to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list
- Duplicate person is removed from all active programs; administrative roles and participation are closed
- Duplicate person is discontinued with the permanent person number

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.

Missing N Drive

If you log on to N-FOCUS and it gives an error – N Drive is missing, do the following:

- Go to the Start Menu
- Run the Map Network Drives

Error Cases

Error Cases that have not been reset during the day will be overridden at night so they would be ready to be worked the next day.

Locked out of Lan or Outlook

If you get locked out of LAN or Outlook, use password station.

https://passman-dhhs.ne.gov/AIMS/PS/