N-FOCUS Major Release Children and Family Services August 13, 2023

A Major Release of the N-FOCUS System is being implemented August 13, 2023. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

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

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

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

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

Table of Contents

Alerts

Vital Statistic Alerts (Change)

As per state statute and the direction of Vital Statistics and DHHS Legal, only Child Support Enforcement (CSE) workers may access Social Security Number (SSN) data from a birth records. Based on security profile, workers will notice changes to the Vital Statistics Birth Record Search/Details windows, Alerts and Automated Narratives:

The Vital Statistics **VS** interface has been updated from displaying Social Security Numbers (SSNs) from the birth records, as well as removing the SSN search field. The only authorized workers allowed to view an SSN from the Vital Statistics interface file are Child Support Enforcement (CSE) workers.

Note: Economic Assistance, MLTC and Children and Family workers will no longer be able to view an SSN on Birth Alerts.

The Birth-Current Record details page will now mask the SSN for a Child, Mother, and Father, if applicable, except for CSE workers:

The Search by SSN page will have the SSN disabled when the Birth radio button is selected:

IMFC 562- Birth Certificate (Change)

The Birth Certificate Alert has been changed to be set as a Lead only. This is being done because it will no longer use SSN to verify the correct person. The alert will generate based on Name, DOB match and Program Cases with a pregnancy listed for that person.

Note: There could be times that this alert is generated on two people with the same Name, DOB, Program Case and have a Pregnancy. The SSN requested, and the parents SSN have been removed from this alert. The SSN has also been removed from the Birth Certificate Narrative.

IMFC Alert 563- SSN Update (Change)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.

IMFC Alert 578- SSN System Updated (Change)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.
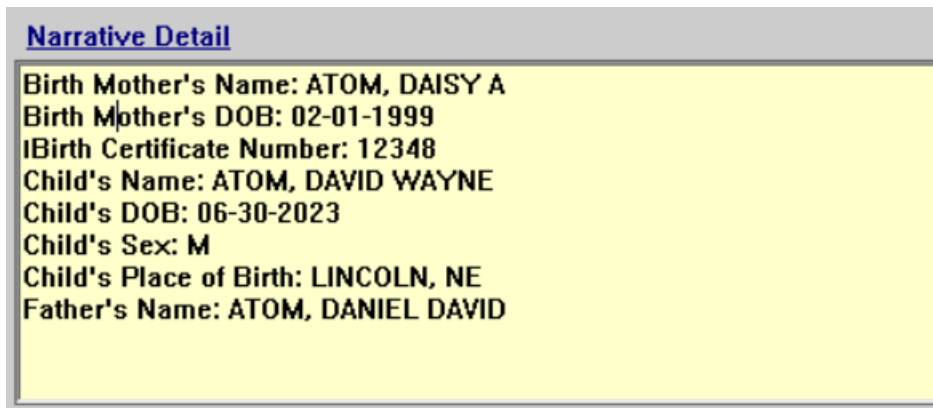
IMFC 579- No SSN (Change)

Alerts workers to a person on the system for more than 90 days without an SSN. This alert will be discontinued and no longer generate.

Narrative

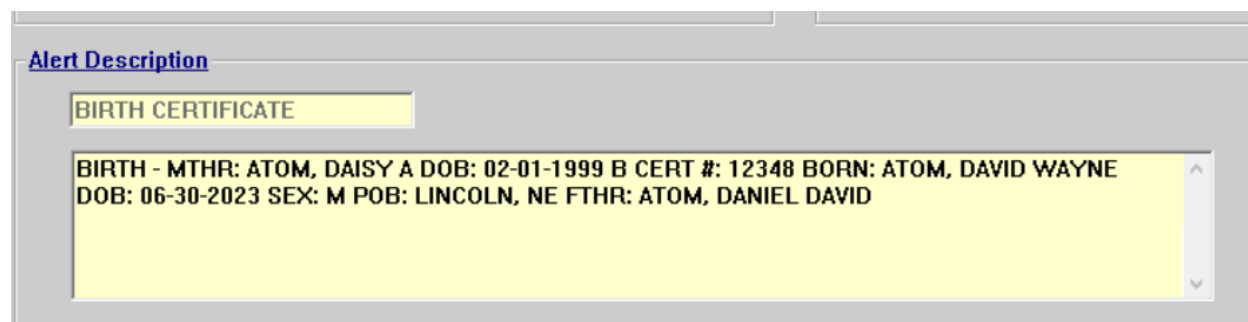## Automated Narrative – Vital Statistics

The Birth Certificate Automated Narrative and Birth Certificate Alerts (EA 240, MLTC 427, IMFC 562) will contain all the information except SSN if SSN was requested for a child.

See screen prints no the following page.

Narrative Detail

Birth Mother's Name: ATOM, DAISY A
Birth Mother's DOB: 02-01-1999
IBirth Certificate Number: 12348
Child's Name: ATOM, DAVID WAYNE
Child's DOB: 06-30-2023
Child's Sex: M
Child's Place of Birth: LINCOLN, NE
Father's Name: ATOM, DANIEL DAVID

Alert Description

BIRTH CERTIFICATE

BIRTH - MTHR: ATOM, DAISY A DOB: 02-01-1999 B CERT #: 12348 BORN: ATOM, DAVID WAYNE
DOB: 06-30-2023 SEX: M POB: LINCOLN, NE FTHR: ATOM, DANIEL DAVID

Expert System

Child Care Without Regard to Income Notices

When Child Care is approved for children in Foster Care placement, and the reason of need is "Support CPS" the approval notice will be sent to the foster placement.

Note: This is only on Child Care that is Without Regard to Income and the need reason is "Support CPS".

Children and Family Services

Detail Intake (Change)

With this release, the Intake notification button has been removed and a new Tribal Button has been added. The Tribal button is only enabled when the Intake is

saved with the Intake Type of Child Abuse/Neglect, Dependent Child, CPS Information/Referral or CPS Courtesy Interview.

Intake Tribal Affiliation (New)

The Intake Tribal Affiliation window was created to capture potential tribal affiliation for the children. This window is accessed from the Detail Intake window and selecting the Tribal push button. This window lists all the children listed in the Intake. Workers can select each child and identify if the child has any tribal affiliation.

If the child has a tribal affiliation the worker will be able to identify which tribes the child may be affiliated with. If there is tribal affiliation but a tribe was not identified the worker can select the "Tribe not Identified"

The worker will answer if the Tribe(s) have been contacted "yes" "no" or "not applicable. If the child is marked no for Tribal affiliation this section will automatically be marked as "Not Applicable". Mistakes can be corrected with the "Update" and "Clear" buttons.

All information, except the Optional Narrative, must be completed to Save or Save and Close. In addition, to close the Intake Tribal Affiliation must be completed for all the children listed in the intake.

See screen print on next page.

Steps to Enter Tribal Affiliation:

To enter Tribal Affiliation, follow these steps:

1. From the Detail Intake window, select the Tribal push button.

Result: The Intake Tribal Affiliation window displays. This window lists all the children listed in the Intake. Workers can select each child and identify if the child has any tribal affiliation.

2. Select the child or children to identify their Tribal Affiliation (Yes or No).
3. From the 'If "Yes" what tribes' select the black Out Select Arrow.

Result: The List Tribal window displays.

4. Select the appropriate Tribe affiliation.

Note: This is a multi-select option window.

5. Select the blue Return Arrow to return to the Intake Tribal Affiliation window.

Result: The selected tribes will display in the 'If 'Yes' what tribes' list box.

Note: If an error is made it can be corrected using the Update or Clear push buttons.

6. Enter Narrative if appropriate.

Note: Entering narrative is not required to save the Tribal Affiliation.

7. Click the Save or Save and Close icons.

SDM Intake Screening (Change)

The SDM Intake Screening window is accessed from the Detail Intake window by selecting the Screening Decision push button. A new Prescreening push button has been added for Child Abuse/Neglect and Dependent Child Intakes.

Note: The Prescreening push button will enable after the Vulnerable Adult Status question has been answered and saved.

Selecting the Prescreening push button will display the SDM Screening Detail window. This is window is a multi-selection option for Prescreening Types.

Note: Only the Intake Notification push button will be enabled until the Prescreening items are completed.


SDM Screening Detail (Change)

The SDM Screening Detail window is accessed from the SDM Intake Screening window by selecting the Prescreening push button. Workers can multi-select the options provided, however, if None Apply is selected, that is the only option that can be selected.

Note: If one or more options are selected, the Initial and Final Screening Decision will be Do Not Accept and the remaining buttons on the SDM Intake Screening window will be disabled.

If the None Apply option is selected, the Screening Button on the SDM Intake Screening Window will be enabled.

See screen print on next page.
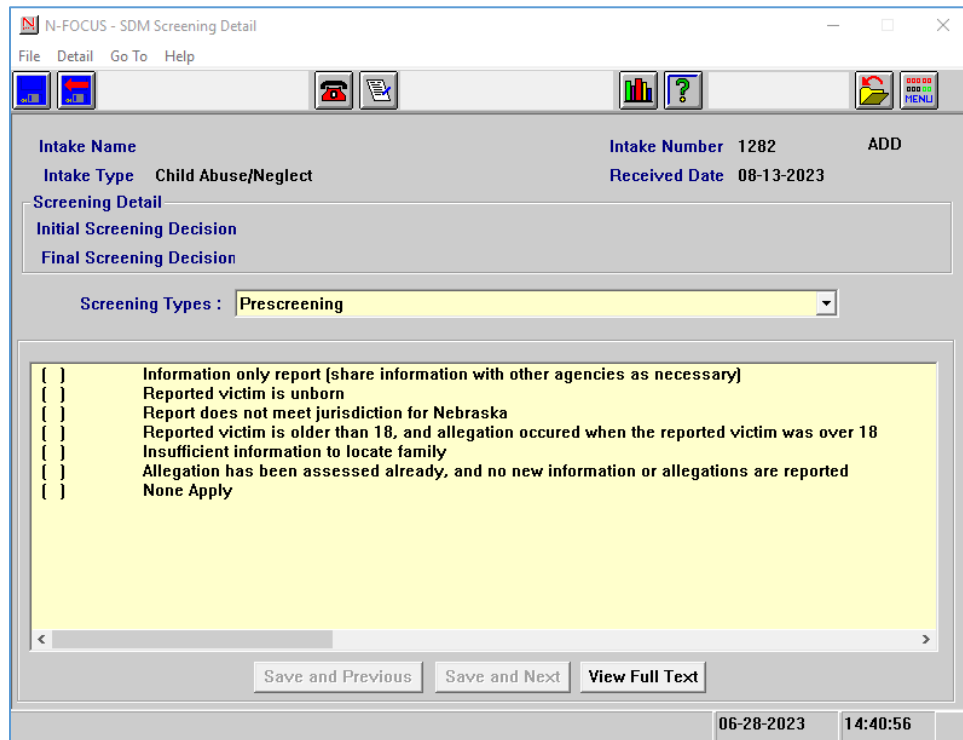
Service Referral (Change)

The new version of the Parenting Time Plan which was released on 4/16/2023 can now be printed.

Only tied Parenting Time Plans will print with the Service Referral if the create dates for both match timeframes.

- If a Service Referral was created on or prior to 04/15/2023 only Parenting Time plans created on or prior to 04/15/2023 and tied to that Service Referral will print.
- If worker ties a Parenting Time Plan created on or after 04/16/2023 to a Service Referral created on or prior to 04/15/2023 this following error will appear when the worker creates the correspondence:
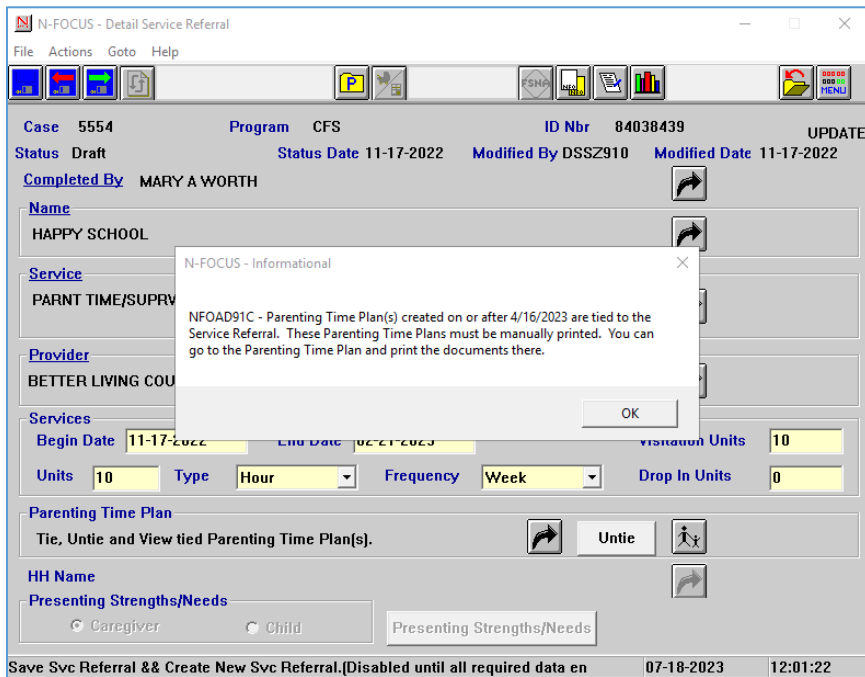
- If a Service Referral is created on or after 04/16/2023 only Parenting Time Plans created on or after 04/16/2023 and tied to the service referral will be printed.
- If worker ties a Parenting Time Plan created on or prior to 04/15/2023 to a Service Referral created on or after 04/16/2023 the following error will display:
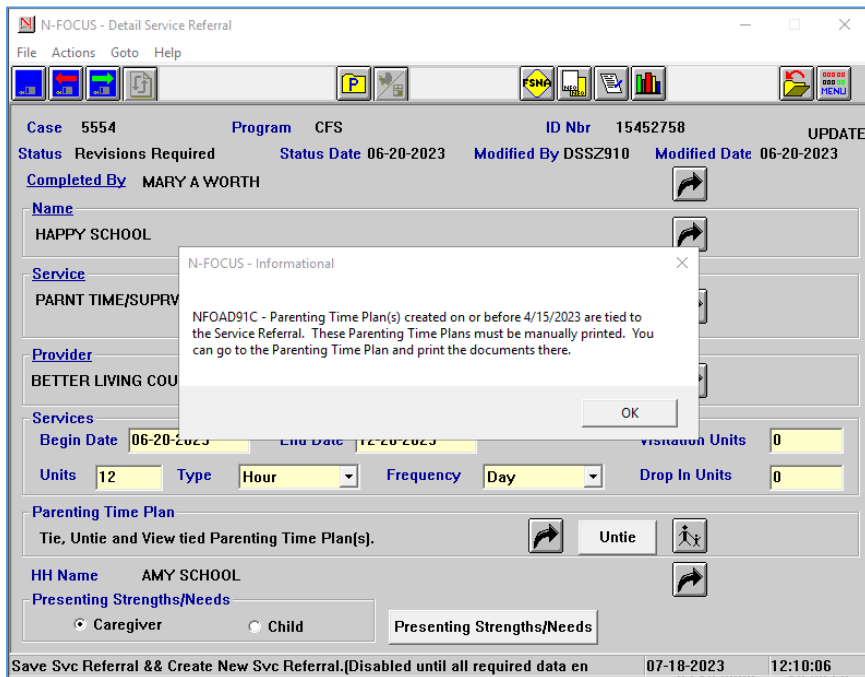
Safety Goal Narrative (Fix)

An error with the Safety Goal narrative that deleted the narrative has been fixed.

N-FOCUS Tips

Reminder

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

On-Call Hours

- • 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.

During On-Call Hours:

- Phone Number 402-326-1279

If you need assistance outside of these times, please call back during the next day or send an email to DHHS.NFOCUSPRODUCTIONSUPPORT@nebraska.gov and we'll respond on the next business day.

Logon

If you log onto N-FOCUS and it gives an error stating the N Drive is missing do the following to set the N Drive:

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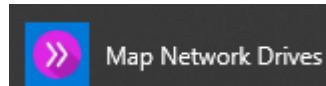
Pregnancy

- If there is already an unborn, check the Expected Date of Delivery.
- If this is for a pregnancy that ended, terminate this pregnancy.
- Add a new pregnancy for the new Expected Date of Delivery.
- Never just change the Expected Date of Delivery for a new pregnancy.

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact N-FOCUS 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 Production Support 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.