
N-FOCUS Major Release

Office of Economic Assistance

April 13, 2025

A Major Release of the N-FOCUS System is being implemented April 13, 2025. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release.

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 data entry or eligibility determinations in Expert 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

General Interest and Mainframe	3
Ad Hoc Text for Interview Appointments (New).....	3
Processing Queue Priority (Change)	3
SNAP Replacement Request (Change)	4
SNAP ABAWD Time Limited Tracking (Change)	4
Correspondence	6
Child Care Service Authorizations (Change).....	6
Narrative.....	8
SNAP Work Requirement Additional Narrative Detail Radio Button Default (Change)	8
Redundant Display Issue (Fix).....	9
Printing Format (Change)	10
Expert System.....	10
LIHEAP Crisis Payment Budget Process (Change)	10
RCA Demand Letter (New)	11

General Interest and Mainframe

Ad Hoc Text for Interview Appointments (New)

A new ad-hoc texting campaign has been created for workers to set up interview appointments. The text campaign number is EA908.

The screenshot shows the 'N-FOCUS - Add Text Message Campaign' form. It includes fields for Division (EA selected), Recipient (BOBA FETT), Birth Date (12-15-1980), Person Number (70755991), and Cellular Number ([402]). Below these are tables for Program(s) and Campaign ID. The Campaign ID table has EA908 selected. Further down are fields for Worker Callback Number ([402]736-8641), Customer Service Center (NONE), Date (03-27-2025), and Time (09:30 AM). At the bottom is a Text Message Preview showing a message about an interview appointment.

Program(s)	Program Case Name	St	Program Id
SNAP	BOBA FETT	AC	46447505

Campaign ID	Campaign Name
EA905	Benefits Processed
EA906	Return Call
EA907	Missed Cold Call
EA908	Interview Appointment - Application Assistance

Text Message Preview: Replace ###-###-#### with callback number

NE DHHS EA: An application for assistance has been received. I will call you on 03-27-2025 at 09:30AM to complete an interview. Call 402-736-8641 to complete the interview prior to 03-27-2025. STOP to Opt out.

Processing Queue Priority (Change)

A new prioritization rule has been added to the EA processing queue to prevent older recertification applications from being missed. The new priority for the queue is as follows:

1. Master Case containing Emergency Assistance case assigned to 11111111.
2. Master Case containing Expedited SNAP case assigned to the 11111111.
3. Compare the application received date of the next SNAP application to be delivered and the next review only applications to be delivered. Serve up whichever has the oldest application received date.
4. Among SNAP cases in point 3, use the sequence below to determine the next SNAP case:
 - a. Master Case contains SNAP program case application tied with reason of Initial.
 - b. Master Case contains SNAP program case application tied with reason of Recert-Timely and the certification ended in a previous month.
 - c. SNAP program case application tied with reason of Recert - Untimely and the certification period ended in a previous month.
 - d. SNAP program case application tied with a reason of Late and the certification period ended 2 months ago or more.

- e. Master case contains SNAP program case application tied with reason of Recert-Timely and the certification period ends this month.
 - f. SNAP program case application tied with reason of Late and the certification period ended in last month. Oldest app is prioritized.
 - g. SNAP program case application tied with reason of Recert-Untimely and the certification period ends this month.
 - h. SNAP program case application tied with reason of Recert- Timely and the certification period ends in a future month.
5. If a Master Case has both SNAP and non-SNAP case assigned to the 11111111 position, then the Processing queue priority date will be determined by the SNAP case only. If for some reason the SNAP case is pulled out of the Processing queue and non-SNAP is still in the queue, then the priority date is based on the non-SNAP case only.

SNAP Replacement Request (Change)

With this release, the 'What was the dollar amount destroyed in the freezer(s)' field will now allow an entry of \$0.

SNAP ABAWD Time Limited Tracking (Change)

With this release, the 3-month, Period Month 1 field on new ABAWD tracking records will default to the 36 month period Start Date and will be disabled from editing.

N-FOCUS - ABAWD Time-Limited Tracking

File Actions Help

Master Case Person

Master Case: 10

SSN: XXXXX-0101

Non-Exempt Individual: MONTY MARSHALL

ABAWD Clock

ADD

36 month period Start Date: 01-01-2025 End Date: 12-31-2027

3-month Period

Month 1: 01-01-2025

Month 2:

Month 3:

Additional 3-month period

Regained Eligibility:

Month 4:

Month 5:

Month 6:

Comments:

03-12-2025 13:33:38

For existing active (End Date less than or equal to the current date) ABAWD tracking records, if the user chooses to edit the 3-month, Period Month 1 field, the updated date must match the 36 month period Start Date or an error message will be displayed.

N-FOCUS - ABAWD Time-Limited Tracking

File Actions Help

Master Case Person

Master Case: 5

SSN: XXXXX-0008

Non-Exempt Individual: ASHLEY MABIN

ABAWD Clock

UPDATE

36 month period Start Date: 10-01-2024 End Date: 09-30-2027

3-month Period

Month 1: 11-01-2024

Month 2: 01-01-2025

Month 3:

Additional 3-month period

Regained Eligibility:

Month 4:

Month 5:

Month 6:

Comments:

03-12-2025 14:46

N-FOCUS Error

✖

NF022W1C - Month 1 Date should be equal to 36 month Start Date

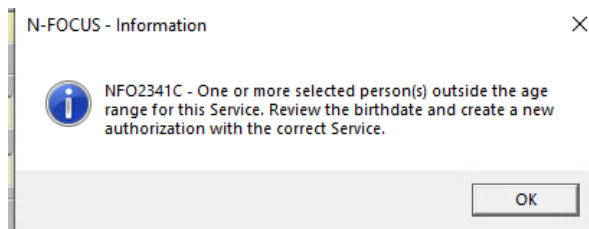
OK

Correspondence

Child Care Service Authorizations (Change)

New Authorizations

When creating service authorizations for Child Care, the system will check the child's age and Begin Date of the authorization. If the child is not in the correct age category for the authorization, a pop-up message will display indicating the child is out of the age range for the service selected.



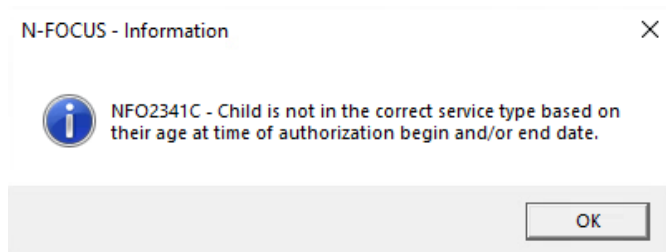
Workers will need to verify the child is in the correct authorization service type, correct age and correct begin date.

Workers will not be able to create the authorization if they are not in the correct age category.

Ex: Child turns 3 on 05/15/2025. A worker is attempting to enter a preschool authorization but enters in a Begin Date of 04/2025. The above pop-up will display requiring the entry of the correct Begin Date based on the child's age/birthdate.

Renew authorization

When creating renewal Child Care authorizations, the system will check the child's age and new end of the authorization. If the services dates overlap with the correct age category, a pop-up will display informing the worker that the Begin or End Date is out of the age category.

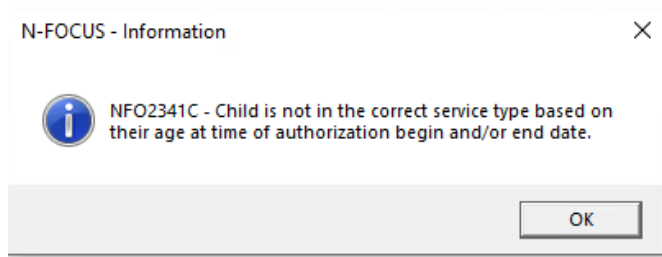


Workers will not be able to renew the authorization if the child is out of the correct age category.

Ex: Child is in a toddler auth and turns 3 on 05/15/2025. The worker renews the Toddler auth with a new end date of 08/31/2025. The above pop-up will display requiring entry of the correct end date for a toddler auth based on the child's age.

Correct Begin Date

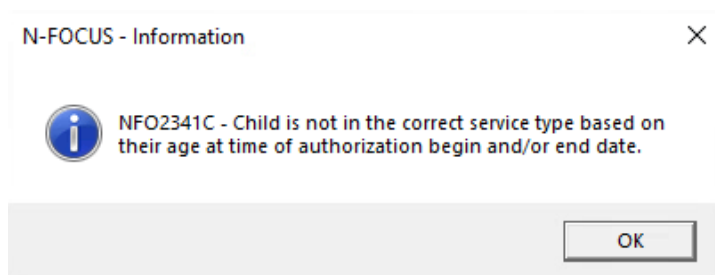
If a worker tries to correct the Begin Date of an existing authorization but the Begin date, based on child's age, puts them in a different age category, the worker will receive a pop-up informing them the Begin/End Date needs to be corrected.



Ex: Child is aged 3 in 05/15/2025. Their preschool authorization started 06/2025. The worker updates the begin date and selects a date prior to their birthdate. The popup will generate. They will be expected to use a correct date based on the birthdate of the child.

New authorizations when a change in service type is within 90 days

If a worker is creating an authorization and the child will be changing age category sometime between current month plus the next two months, they will receive a pop-up informing them the authorization cannot be created with the dates used. This is because the age change alert will not generate, and this will prevent authorization being created when the next service type is coming up.



Ex: Child is 2 and turning 3 in 05/15/2025. The worker is creating a CC toddler auth for 04/2025 to 07/31/2025. Because the child will be aged 3 prior to July the worker will not be able to create an auth using these dates. The end date will need to be prior to the birthdate.

Narrative

SNAP Work Requirement Additional Narrative Detail Radio Button Default (Change)

The Additional Narrative Detail Oral Work Requirements Notice Reviewed radio button will now default to yes for the sub-heading 'SNAP Work Requirements' under the Subjects of 'Interview' and 'Review/Recert/Renewal'

Master Case Name XAIDA XAIRE MC # 1080

Window Mode
☐ Search ☒ New

Select
☐ All
☐ All Programs

Deselect
☐ All
☐ All Programs

Subjects

- APPLICATION
- APPROVAL
- CHANGE MANAGEMENT
- CLOSED
- CONTRACTOR NARRATIVE
- DELAY
- DENIED
- DEV DISABILITIES
- INTERVIEW**
- REVIEW/RECERT/RENEWAL
- SPECIAL CIRCUMSTANCES
- SUPERVISOR NARRATIVE

Programs

- AABD/PMT
- LIHEAP
- MEDICAID
- PASS
- SNAP**
- SSAD

Subheadings

Master Case Name XAIDA XAIRE MC # 1080

Window Mode
☐ Search ☒ New

Select
☐ All
☐ All Programs

Deselect
☐ All
☐ All Programs

Subjects

- APPLICATION
- APPROVAL
- CHANGE MANAGEMENT
- CLOSED
- CONTRACTOR NARRATIVE
- DELAY
- DENIED
- DEV DISABILITIES
- INTERVIEW
- REVIEW/RECERT/RENEWAL**
- SPECIAL CIRCUMSTANCES
- SUPERVISOR NARRATIVE

Programs

- AABD/PMT
- LIHEAP
- MEDICAID
- PASS
- SNAP**
- SSAD

Subheadings

Keyword(s) Search And

Date Search And

Options From Prev

Master Case Name XAIDA XAIRE		MC# 1080	ADD
Recorded 03-21-2025	Recorded Time	Recorded By DSS2959	Updated By DSS2959
Subject INTERVIEW		Program Type	
Subheading	Expenses	SNAP	
Deselect All	Verifications		
	SNAP Work Requirements		
	Student Status		
	Services		

N-FOCUS - Additional Narrative Detail

Document work requirements for each HH me
Indicate good cause for voluntary quit. Docu

Oral Work Requirement Notice Reviewed

☒ Yes ☐ No

Comment

Save and Next Prior Narrative...

This information

Redundant Display Issue (Fix)

Under certain circumstances, programs in the 'add/remove programs' window would display redundant availability for the same programs. This has been corrected and will no longer display redundant entries.

Before:

N-FOCUS - Detail Master Case

N-FOCUS - Detail Narrative

File Actions Edit Goto Help

Master Case Name ANGELA ADOPTION MC# 20 UPDATE

Recorded 11-17-2023 Recorded Time 13:41:46 Recorded By DSS

Subject APPROVAL Program

Subheading Address/Telephone

Deselect All

Include changes in address and telephone.

Narrative Detail

Updated: Yes - updated 11/15/2023

Available Programs

OK Cancel

Save and Next Prior Narrative... Spell Check Maximize Narrative Text Previous Next

This information may contain Federal Tax Information[FTI]

N-FOCUS - Test Date

11-17- 11-17-2023 13:42

11-17-2023 13:41:03

After:

The screenshot shows the 'N-FOCUS - Detail Narrative' application window. The main window has a menu bar (File, Actions, Edit, Goto, Help) and a toolbar. The main content area displays case information: Master Case Name: CHRIS BROWN, MC #: 8507, Recorded: 03-24-2025, Subject: APPLICATION, and Updated By: DSSZ927. A modal dialog titled 'Available Programs' is open, showing a list of programs: RCA, SNAP, and TBI. The dialog has 'OK' and 'Cancel' buttons. The background window has a 'Subheading' section with a 'Deselect All' button and a 'Narrative Detail' section with the text 'testing narrative'. The bottom of the window has buttons for 'Save and Next', 'Prior Narrative...', 'Spell Check', 'Maximize Narrative Text', 'Previous', and 'Next'.

[Printing Format \(Change\)](#)

Formatting for printing narratives has been updated from 'tumble' to 'duplex' printing.

[Expert System](#)

[LIHEAP Crisis Payment Budget Process \(Change\)](#)

LIHEAP crisis payment budget processing has been updated to allow eligibility workers to approve budgets when there is an Intentional Program Violation (IPV) sanction for someone who is no longer in the household. This previously required a supervisor to approve.

RCA Demand Letter (New)

When an RCA issued budget is recalculated and an overpayment is determined, the worker will receive an option to create an accounts receivable.

The screenshot shows a dialog box titled "Overpayment" with a close button (X) in the top right corner. The main text reads: "This is an overpayment budget. Do you want to continue and create an \$93.00 overpayment for RCA?" with radio buttons for "Yes" and "No". Below this, there are two columns of input fields. The left column is labeled "Responsible Person:" and contains an empty rectangular box. The right column is labeled "Type of Overpayment:" and also contains an empty rectangular box. Below these, there is a single line labeled "Reason for Overpayment:" with a dropdown arrow. At the bottom left, there is a label "Overpayment Identified by:" with a dropdown arrow. At the bottom right, there are three buttons: "OK", "[Cancel]", and "Help".

This screenshot shows the same "Overpayment" dialog box, but with data entered into the fields. The "Responsible Person:" box now contains the text "DEMAND... JAMES 01-01-1980". The "Type of Overpayment:" box contains a list with two items: "Agency/Admin (ADC, AABD, ..." and "Household (ADC, AABD)". The "Reason for Overpayment:" dropdown is now set to "Agency Failed to Act on Information". The "Overpayment Identified by:" dropdown is set to "Agency Provider Staff". The "Yes" radio button is selected. The "OK", "Cancel", and "Help" buttons remain at the bottom right.

The collections task will display a red 'x.' Navigate to the collections task and enter the required information.

The screenshot shows a software interface with a left-hand sidebar containing a tree view of data collection categories. The 'Collections' category is highlighted with a red 'x' icon. The main window displays a table with the following data:

PROGRAM	LAST NAME	FIRST NAME	Error Type	OP Status	OP Amount	Elig Month	Create Date
RCA	DEMANDRCA	JAMES	House...	Pending	93.00	03-01-2025	04-15-2025

At the bottom of the interface, there are buttons for '[Create AR]', 'Benefit Summary', and 'Help'. Below these, a status bar shows 'Pending Overpayments' and 'AR Summary'.

The 'Accounts Receivable' dialog box contains the following information:

- Responsible Party:** JAMES DEMANDRCA
- Program:** RCA
- Create Date:** 04-15-2025
- Amount:** 93.00
- Error Type:** Household (ADC, AABD)
- Status:** Active
- Status Reason:** Agency Failed to Act on Information
- Collection Type:** Recoup Elig
- Method:** Agreement
- Frequency:** Perlss/Pmt

There is a section for entering additional values:

Amount:
 -OR-
 Percentage:

Buttons at the bottom: OK, Cancel, Help.

After saving the information and checking the case in, a demand letter will generate for the household with the overpayment information.

Mail Date:

JAMES DEMANDRCA
111 FAKEADDRESS
LINCOLN, NE 68526

DEMAND LETTER FOR REFUGEE RCA OVERPAYMENT

It has been determined that you, or your household, was overpaid \$93.00 more in benefits from the Refugee Cash Assistance (RCA) program. Account Number 21064809 has been established for the amount owed.

Explanation

Your benefits were more than what they should have been because of:

- Agency Failed to Act on Information

This incorrect calculation was caused by:

- Household Error

Your overpayment is the difference between the monthly amount of benefits your household received, and the monthly amount of benefits your household should have received.

Amount Due

Month	Benefits Received	Benefits you should have received	Amount Overpaid
3-2025	\$ 376.00	\$ 283.00	\$ 93.00
Total Account Balance			\$ 93.00

Please call the Social Service Worker listed on the top right corner, to ask about more information on how the overpayment was calculated or records related to your overpayment.

IF THE AMOUNT DUE IS NOT PAID IN FULL WITHIN 10 DAYS OF THE NOTICE OF ACTION MAIL DATE, AND YOU ARE RECEIVING BENEFITS, FUTURE BENEFITS FROM THIS PROGRAM WILL BE REDUCED AT A RATE OF 10% OR MORE, UNTIL THE OVERPAYMENT DEBT HAS BEEN PAID IN FULL.

NOTE: If this debt is not paid in full, it may also be assigned to a collection agency for collection or legal action may be pursued in a court of law. Also, delinquent debts may be reported to national credit reporting agencies that furnish credit reports on individuals.

Making payments towards this debt, or signing the repayment agreement, does not prevent the pursuit criminal or civil action, if warranted.