N-FOCUS Major Release Economic Assistance June 7, 2020

An Interim Release of the N-FOCUS system is being implemented June 7, 2020. This document provides information explaining new functionality related to the redesign of the Economic Assistance Electronic Application – ACCESSNebraska.

Table of Contents

New and Draft Applications

Public Users and Workers will now be able to either start a new application or work with an existing draft.

- **New Application Button** – select to start a new application.
- **Continue Button** – select an existing draft from the list box and select this button to continue working with the selected draft.

Note: Public Users can choose a draft application and may have more than one draft application from which to choose. To create a new Draft Application, click the New Application button. To continue an existing Draft Application, click the radial button for that application and click Continue.

Searching for Draft Applications – Worker Instructions

Workers can search draft applications they started by searching with the following criteria:

- Applicant First Name
- Last Name
- ARP ID
- Contact First Name
- Contact Last Name
- Contact ARP ID
- Worker's Logon ID

To view a list of all draft applications created by the indicated User Account, leave the fields bland and click the Search button. A of list of all of the current draft applications will display.

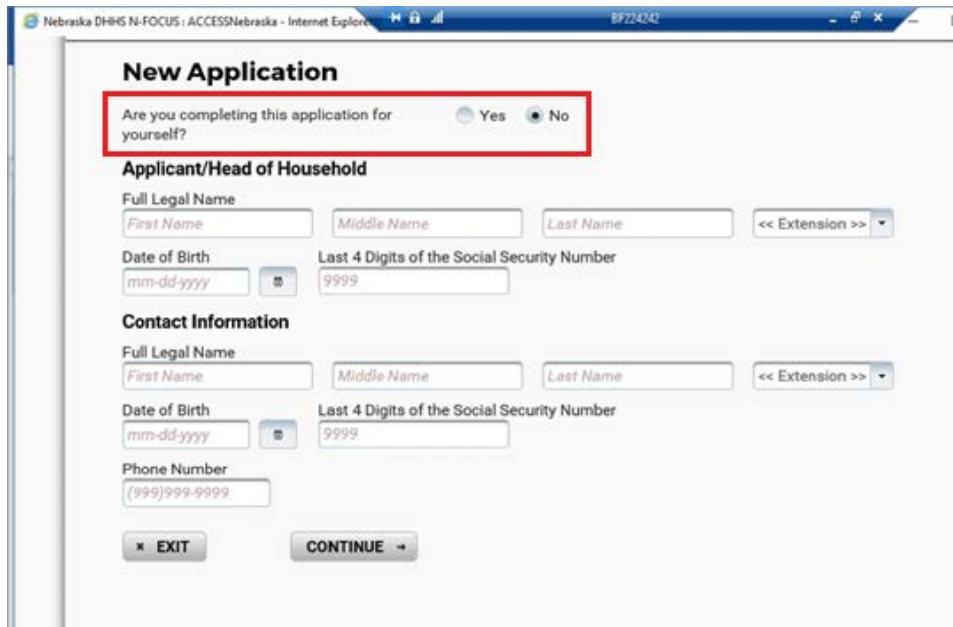| OB	Contact ARP ID	Contact First Name ⇕	Last Name ⇕	DOB	Phone Number	Worker ID	Start Date	Submit By Date
-12-1980		Bruce	Wayne	12-12-1980		DSSZ901	05-26-2020	06-06-2020
-12-1980		Billie	Bob	12-12-1980		DSSZ901	05-21-2020	06-06-2020
-12-1980		Brian	Bob	12-12-1980	(402)555-5555	DSSZ901	05-21-2020	06-06-2020
-15-2020		Amber	Lee	01-15-2020		DSSZ914	05-19-2020	06-06-2020
-01-1984	57275105	CAYLA	DAY	01-01-1984		DSSZ914	05-14-2020	06-06-2020
-06-2020		Andy	Smith	05-06-2020		DSSZ914	05-14-2020	06-06-2020
		tammy	luu			DSSZ914	05-14-2020	06-06-2020

Creating New Application – Client

When creating a new application, the client must answer the questions "Are you completing this application for yourself?"

Note: If the client is completing the application for themselves, there are fewer questions.

Note: If the application is being created by someone else, other than the client, additional questions are needed to be answered. Please review the following screens to see the additional information that is requested.

Applicant/Head of Household Information

The Applicant Head of Household is defined and all information including address and contact information is carried forward to the other household members.

Household Members

Household members are easily defined by simply clicking the Add Household member link.

Adding a household member now consists of adding demographic information for each person.

Household Member

Full Legal Name

| | Middle Name | Last Name | << Extension >> ▾ |

Sex
☐ Male ☐ Female

Social Security Number
999-99-9999

Date of Birth
mm-dd-yyyy ▦

Marital Status
<< select >> ▾

Relationship to Applicant
<< select >> ▾

Are you applying for benefits for this person?　　　　　　　○ Yes ○ No

Are you requesting medical assistance for this person?　　　○ Yes ○ No

Does this person buy and/or share food with the Applicant?　○ Yes ○ No

OPTIONAL - Indicate race and ethnic category. Title VI of the Civil Rights Act of 1964 allow us to ask for this information. This information will not be used in determining eligibility for assistance. If you do not provide this information, it will not affect your eligibility. We ask for the information to assure that benefits are distributed without regard to race, color, ethnicity or national origin.

Ethnicity
<< select >> ▾

Race
☐ American Indian or Alaska Native　☐ Asian
☐ Black or African American　☐ Native Hawaiian or Other Pacific Islander
☐ White　☐ Declined
☐ Unknown

Is this person a US citizen?　　　　　　○ Yes ○ No

[● CANCEL]　　[CONTINUE ◄]

Household Information

Yes or No questions are used to determine if clients need to add more detailed information instead of asking questions for individuals.

Household questions have been moved from individual household member pages where they had to be answered individually to a new page titled Household. Before each of these questions were asked when creating the Household member.

Selecting Yes to these question will display an option to add information for members of the household. Some questions will ask for additional information on a Detail page, others will only require selecting a check box next to the person's name.

Household

Question		
Has anyone in the household changed their name or used an alias? Add Previous Names or Aliases	● Yes	○ No
Is anyone in the household pregnant? Add Pregnancies	● Yes	○ No
Do any children in the household have a parent living outside of the home? Add Parent(s) Outside of the Home	● Yes	○ No
Which children are in child care or are in need of child care? Add Child Care	● Yes	○ No
Is anyone in the household a boarder?	● Yes	○ No

Boarders
☐ BILLIE BOB - 12/12/1980 ☐ DSFAFSD FDSAFD - 12/12/2000
☐ FDSAFSD FDSAFSAD - 12/12/2015

Has anyone in the household ever been or is anyone currently in foster care?	● Yes	○ No

Household Member(s) in Foster Care
☐ BILLIE BOB - 12/12/1980 ☐ DSFAFSD FDSAFD - 12/12/2000
☐ FDSAFSD FDSAFSAD - 12/12/2015

Does anyone in the household have a disability? Add Person(s) with Disabilities	● Yes	○ No
Is anyone in the household a member of a Native American tribe?	○ Yes	○ No
Has anyone in the household received commodities through the Tribal Food Distribution Program on Indian Reservations (FDPIR) Program? Add FDPIR Program	● Yes	○ No
Has anyone in the household received assistance from another state? Add Assistance from Another State	● Yes	○ No
Is anyone in the household currently attending school? Add School Attendance	● Yes	○ No
Is anyone in the household currently in active or reserve status in any branch of the United States Military?	● Yes	○ No

Active/Reserve Military
☐ BILLIE BOB - 12/12/1980
☐ DSFAFSD FDSAFD - 12/12/2000

Is anyone in the household a veteran, spouse of a veteran or the minor child of a veteran?	● Yes	○ No

Veteran/Relationship to Veteran
☐ BILLIE BOB - 12/12/1980
☐ DSFAFSD FDSAFD - 12/12/2000
☐ FDSAFSD FDSAFSAD - 12/12/2015

Does anyone in the household have a guardian, conservator, power of attorney or emergency contact? Add Legal Contact	● Yes	○ No
Do you want to designate anyone to use your EBT card on your behalf? Add EBT Card Designee	● Yes	○ No

Detailed Pages

Each section of the application Household, Income, Resources and Expenses are now all answered as Yes or No questions. When Yes is selected, an additional Detail window will display providing the opportunity to enter additional information for the category.

Example: Adding a Wages or Salary is as simple as selecting yes to that Income questions, and then adding information specific to that income.

Example: Adding a Vehicle Resource is as simple as selecting yes to that Resource question, and then indicating whose name is on the Vehicle Title.

Example: A Utility Expense is added by selecting yes to that Expense question of does anyone in the household have a Utility Expense.

Application Submission/Priority Reason

The new Web Application now brings an automated process of assigning a priority status for the application including

- Expediting for SNAP
- Shut-Off Notice for LIHEAP
- Eviction Notice for Emergency Assistance

These priority setting questions are found on the Submission page of the application.

In the case of Expediting for SNAP, if the client enters detailed information into the Income, Resources and Expenses sections of the application, that information will be used to determine the expedited status. If the client does not enter detailed information for Income, Resources, or

Expenses, these questions on the submit page will be used to determine if the application is Expedited.

Application Submission

If the programs you are applying for require an interview, the interview will be held over the telephone. Do you need a face-to-face interview?   ○ Yes ● No

What is your total household income before deductions for this month?
`$0.00`

What is your total cash/savings for this month?
`$0.00`

Is your household's gross monthly income plus your resources less than your monthly rent or mortgage and utilities?   ○ Yes ● No

What is your monthly rent or mortgage you are responsible to pay?
`$0.00`

Do you have an eviction notice?   ○ Yes ● No

Is anyone in your household a migrant or seasonal farm worker whose cash and savings are $100 or less, and whose income has recently stopped?   ○ Yes ● No

Do you have a shut off notice from your heating or cooling provider?   ○ Yes ● No

Do you have a utility disconnect or past due notice?   ○ Yes ● No

Are you nearly out of heating fuel (20% or less)?   ○ Yes ● No

Are you out of heating fuel?   ○ Yes ● No

Do you have a Nebraska Electronic Benefits Transfer (EBT) card for Supplemental Nutrition Assistance Program (SNAP)?   ○ Yes ● No

Do you have a US Bank ReliaCard for LIHEAP, RRP, ADC, and/or AABD?   ○ Yes ● No

What county does the applicant live in?
`Antelope ▼`

For statistical purposes tell us where you are completing this application.
`Computer at home, at a family member or friend's house, or at work ▼`

These are the programs you have selected, or may qualify for, based on the information you entered:

    Supplemental Nutrition Assistance Program (SNAP)
    Low Income Home Energy Assistance Program (LIHEAP)
    Refugee Resettlement Program (RRP)
    Aid to Dependent Children (ADC/PMT)
    Child Care (CC)
    Social Services for Families, Children, and Youth (SSCF)
    Assistance to the Aged, Blind, or Disabled Payment (AABD)
    State Disability Program (SDP)
    Social Services for Aged and Disabled Adults (SSAD)
    Personal Assistance Services (PAS)
    Emergency Assistance (EA)

If you want to add any additional programs before submitting this application go the Program Selection page. Adding a new program may take you through some additional questions that hadn't previously been asked. Review the summary in each section to change the answer to any question. If you would like to apply for an additional program after the application is submitted, you will need to complete a new application.

You must review your application and the Rights and Responsibilities to continue.

Application Summary
☐ Yes, I have reviewed my application summary.
Rights and Responsibilities
☐ Yes, I have reviewed the Rights and Responsibilities.

[× EXIT]   [CONTINUE →]   N-FOCUS - Test Date
                                            05-27-2020 | 15:46

Review/Recert Applications

The EA Review/Recert Application has also been updated to provide a more streamlined experience.   Questions are only going to be displayed if they are needed for review/recert applications.

When accessing the review/recert application from the 'Review/Recertification List' window, and selecting the EA Phone Application Icon, the Select Applicant and Contact pop up window will display.
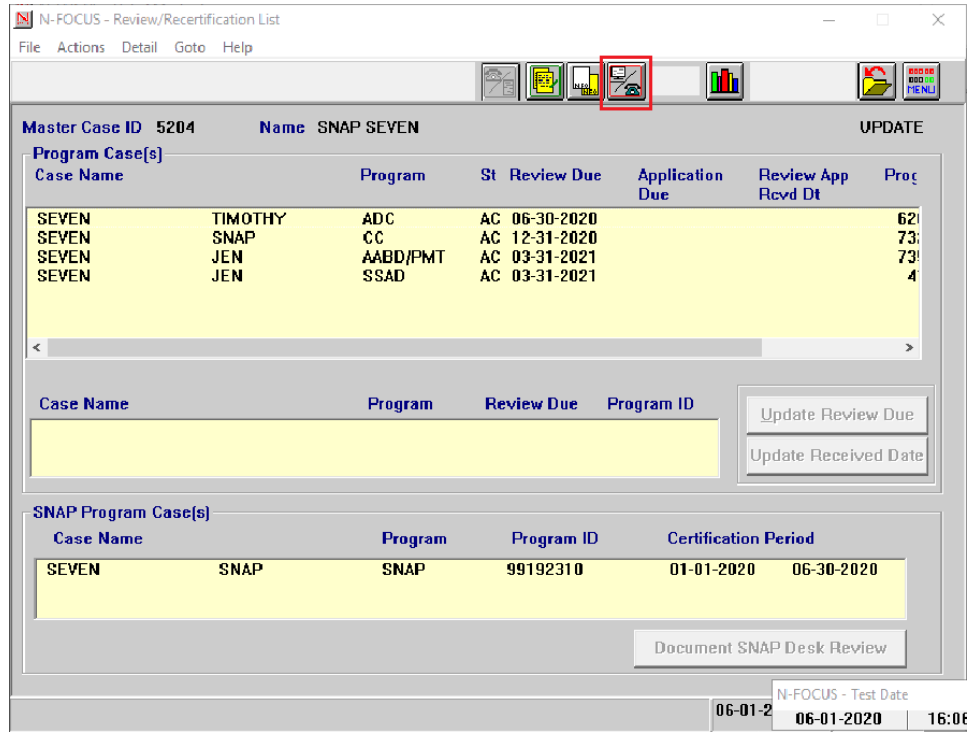
Select both the Applicant and the Contact to start the application. Both the contact and applicant will have information populated into the application.

Note: The Applicant and the Contact may be the same person. Prior to this release, only the contact person was able to be selected and workers needed to enter the applicant information.
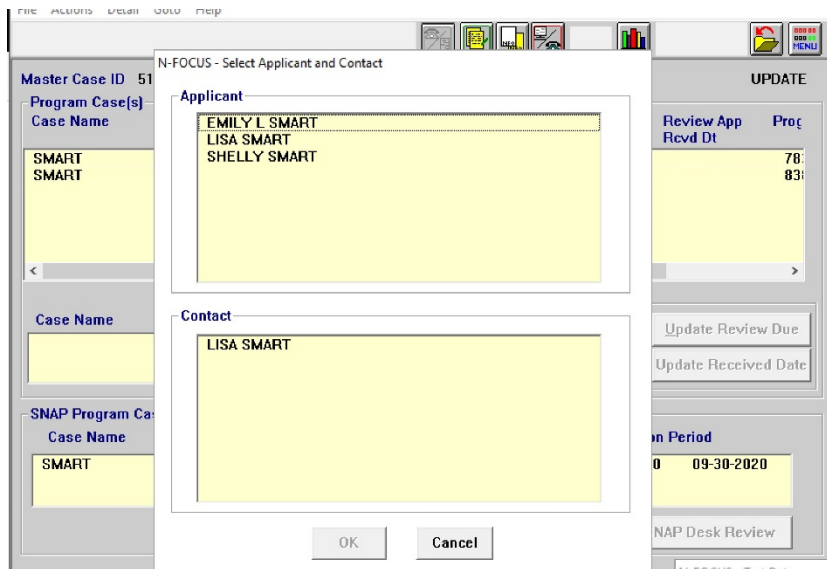
Applicant and Contact Prefill Screen

Pictured here is the capturing of the Applicant and Contact of the phone interview prefilled.

Current Household Members

Information in a review/recert application will need to be confirmed as well as identifying if any current household members are no longer in the household.

Selecting Yes or No will remove or keep the member in the renewal application.

Note: If No is selected, a date the person is no longer in the household will be required.

The Household Members page lists each remaining person within the household.

Note: Each remaining person in the household will need their information confirmed.
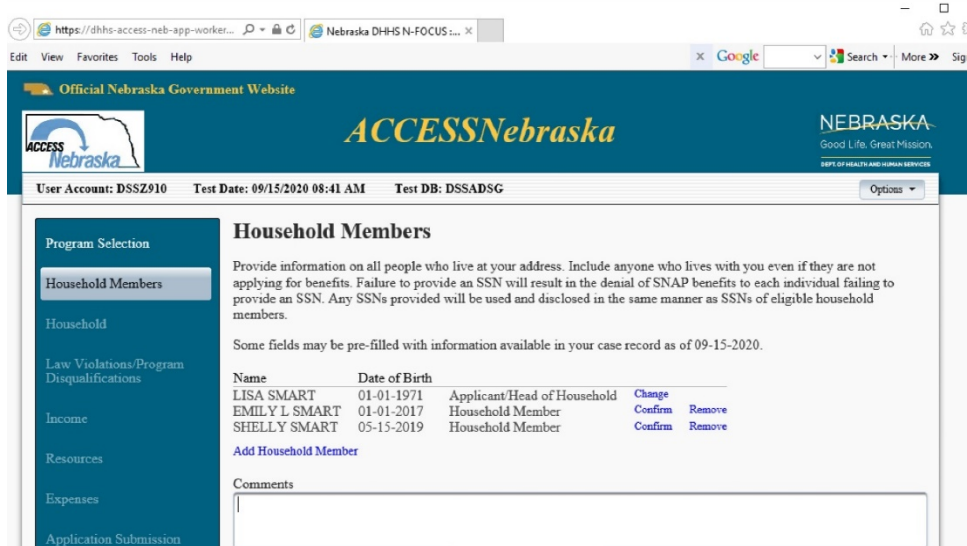
Each Household member will need to be confirmed. The detail page is listed below, but with the new version, only one page of questions is needed to be confirmed/answered.

Program Selection

During the review recert process the programs due to reviewed will be automatically selected. Additional programs can be selected at this time.

Information pulled from NFOCUS for the application will need to be confirmed or removed during the application process.

Confirming Pre-Populated Data

When confirming information, the detailed page displays. From this detail page, updates can be made to the existing employment or the user can click continue and it will be confirmed.

Any changes will be reflected in the completed application.

Example: Confirming Wages or Salary opens the detail window with pre-populated information and the worker or client can update certain pieces of information and click continue to confirm.