

WELCOME

NEICE Case Management System / Modular Case Management System User Meeting Kick-Off

September 17, 2020

AAICPC

Association of Administrators of the
Interstate Compact on the Placement of Children

an affiliate of the American Public Human Services Association

Agenda

1. Welcome & Introductions
2. Establish the User Meeting Charter
3. NEICE M/CMS update
4. Special NEICE 2.0 Preview:
Introducing the New Case Wizard
5. Discussion – *questions, issues, best practices*
6. Some Good News about Your Good Work



Nice to meet you!

1. Name and what state you're from
2. How long you've used NEICE
3. Favorite Quarantine Binge Show

NETFLIX

Meet your NEICE support team!



Raghu Govindaraj

• Technical Architect



Tom Livoti

• Customer Service



Susmiitaa Linga

• Technical Support
Liaison



Bertha Levin

• Invoicing



Marci McCoy-Roth

• Director

Additional Members of NEICE Project Team

NEICE Guidance Committee

- Mical Peterson (MN)
- Brad Boucher (IL)
- Christina Libre (CA)
- Vera James (OR)

NEICE Executive Committee

NEICE Technical Advisory Committee (Forming)

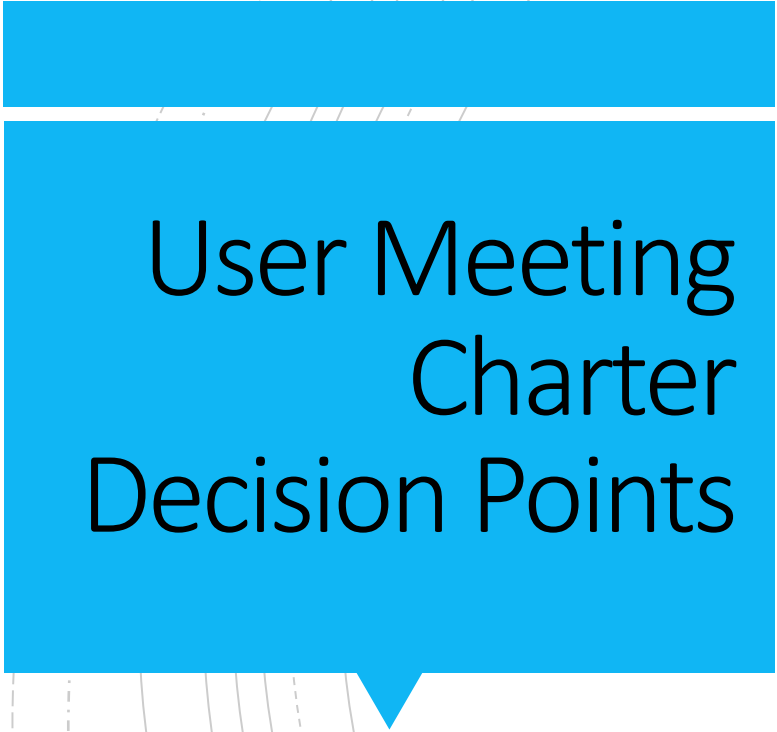
Other APHSA Support

- APHSA COO – Ray Davidson
- AAICPC Secretariat Director – Carla Fults
- Security and System Improvements - Duane Fontenot
- Billing, Financials - Alvin Brown, RSM LLP
- MOU - Anita Light/Tim Reiniger

Why Have a NEICE User Meeting?

PURPOSE: Establish a regular forum for NEICE M/CMS users

- 1) to gather in order to share questions, issues and best practices for using the NEICE system and
- 2) to inform system improvements.

A blue speech bubble graphic with a tail pointing towards the bottom left. It contains the text 'User Meeting Charter Decision Points' in black font.

User Meeting Charter Decision Points

- State representatives – how many, how long
- Meeting frequency
- Who should lead

**FYI - User Feedback Survey
Coming Soon**

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. In the center, there is a blue speech bubble with a white outline and a small tail pointing downwards. The text "NEICE Implementation Progress" is written in white inside the bubble.

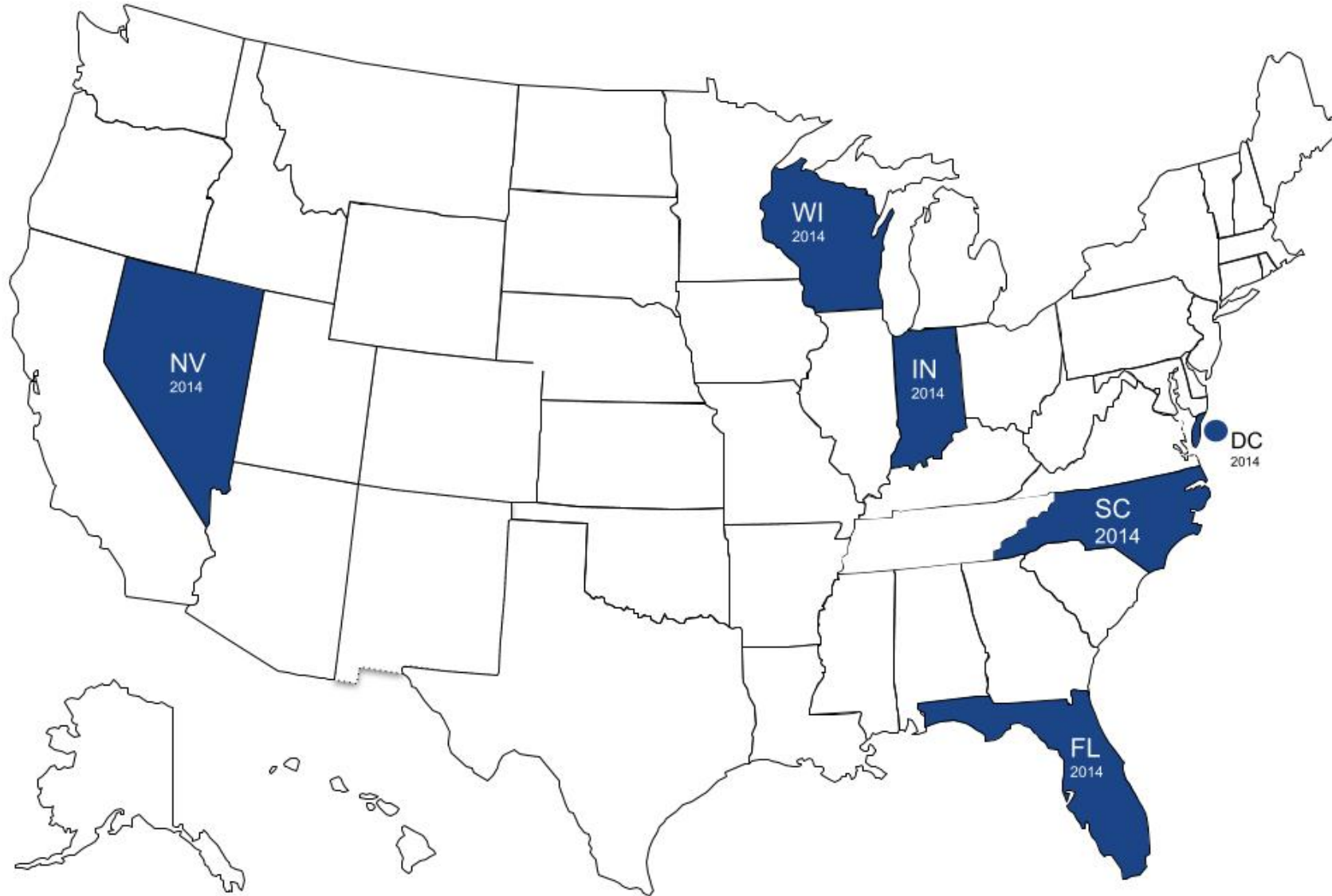
NEICE Implementation Progress

Live in NEICE Map - 6 Pilot States

August 2014

KEY

Dark blue = CMS

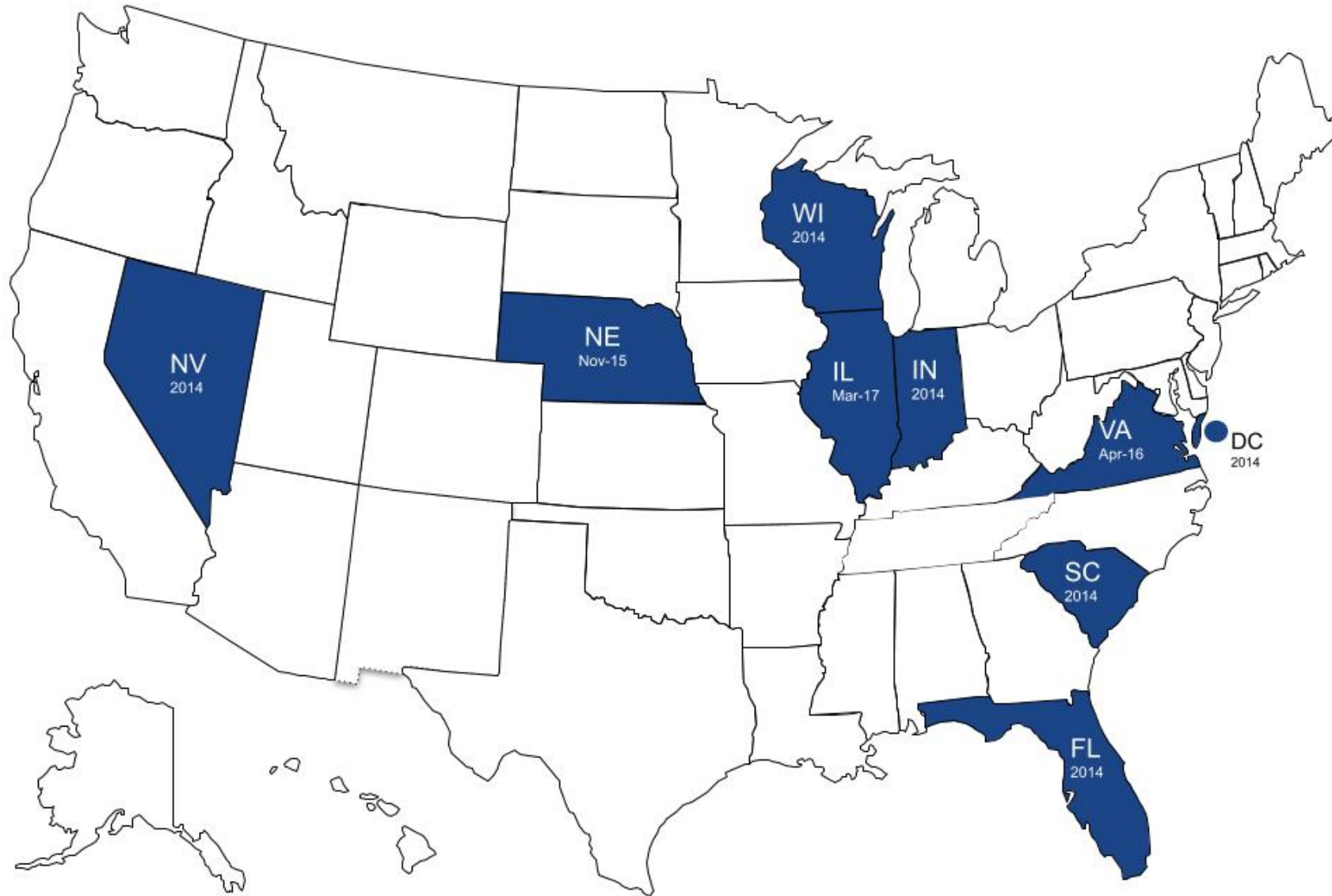


Live in NEICE Map - 9 States

July 2016

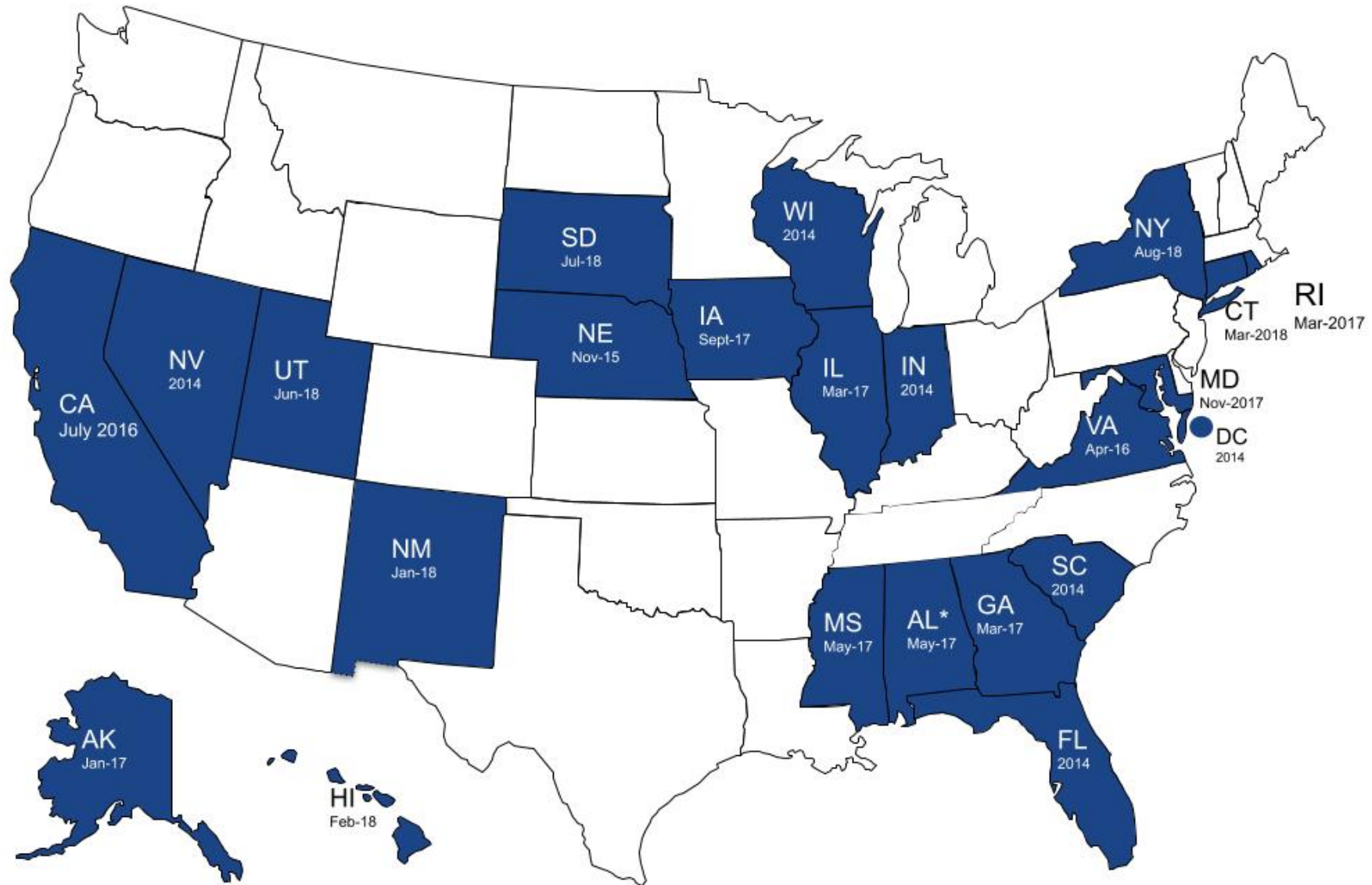
KEY

Dark blue = CMS



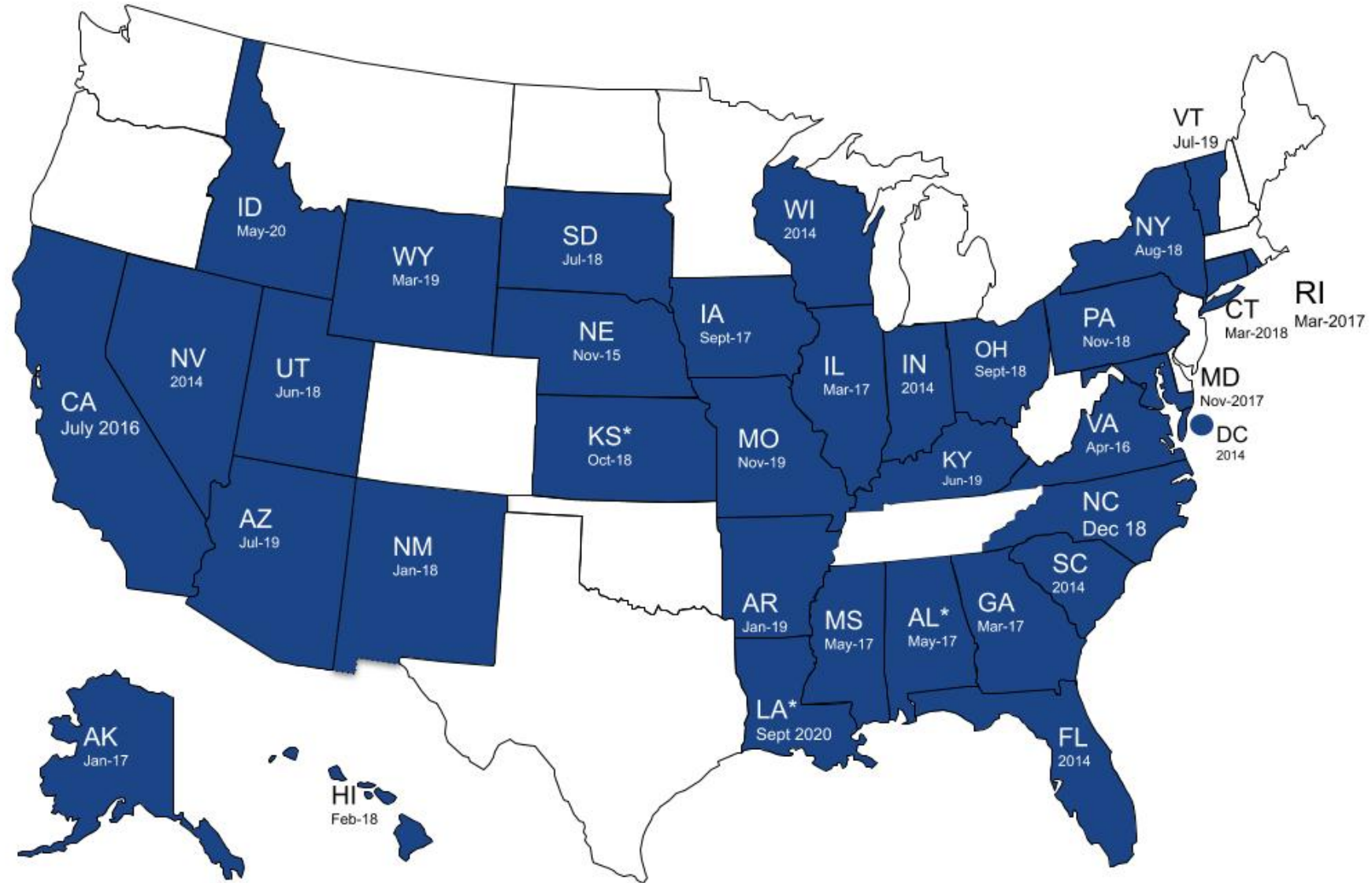
Live in NEICE Map - 23 States

August 2018



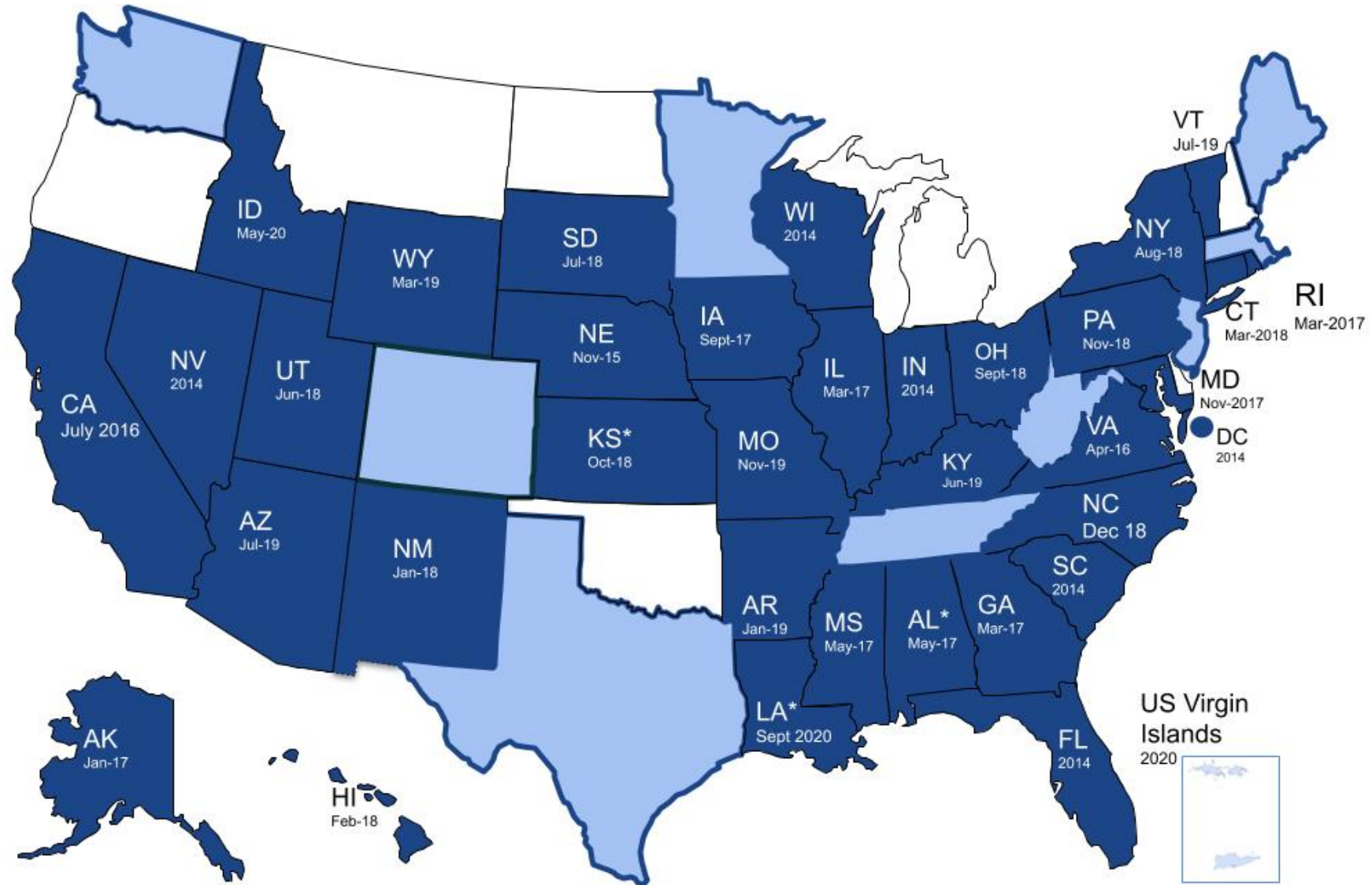
Live in NEICE Map - 35 States

Sept 2020



Live in NEICE Map - 45 States

Committed to join





NEICE 2.0 Timeline



Current timeline

Mar – Jun 2020

Design

June – Dec 2020

IEPD & Development

January 2021

Testing & Training

February 2021

Launch

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eLearning and Online Job Aids

The NEICE
eLearning
platform can be
used by
CMS/MCMS
states to:

- Train staff!
 - Introduce NEICE to case worker and ICPC Coordinator staff during initial implementation of NEICE
 - Re-train existing staff who may need a refresher course
 - Train new staff on NEICE
- Monitor staff progress in completing the NEICE eLearning course(s)
- Prepare staff for NEICE 2.0

Home

Search my courses



5

courses in progress

0

courses not passed

0

completed courses

4h 16m

training time

1

certifications

Click on Case Worker Courses Below to Begin Course



NEICE 101 - Intro to NEICE for Case Workers

96%

INSTRUCTOR

NEICE 101 Pt2: Uploading NEICE 100A and 100B

100%

INSTRUCTOR



Resume course

NEICE 101 - Intro to NEICE for Case Workers

96%

This is an online course with eight short lessons to introduce you to the National Electronic Interstate Compact Enterprise (or NEICE) Case Management System. These lessons will teach you how to use NEICE! Specifically, NEICE is for sending and receiving ICPC case to and from other states.

You can complete this course at your own pace, and it should take less than an hour. Your state will have likely set a training period of a week or two weeks to complete this course. At the end of the course, you will receive a certificate of completion. Only staff who have completed this training will have access to NEICE.

[read more](#)

Content

- ✓ Lesson 1 - Welcome to NEICE and Objectives
- ✓ Lesson 1 - Welcome video
- ✓ Lesson 1 - What is the ICPC and How Does it Work?
- ✓ Lesson 1 - Quiz
- ✓ Lesson 2 - NEICE Overview and Objectives
- ✓ Lesson 2 - NEICE Introduction video
- ✓ Lesson 2 - What is NEICE and Why Was it Created
- ✓ Lesson 2 - Connecting and Using NEICE
- ✓ Lesson 2 - NEICE Security and Support Desk
- ✓ Lesson 2 - Quiz
- ✓ Lesson 3 - Navigating the NEICE System
- ✓ Lesson 3 - Module 1 - Intro



How can we help you today?

Enter your search term here...



New Support Ticket







Check Ticket Status






Knowledge base

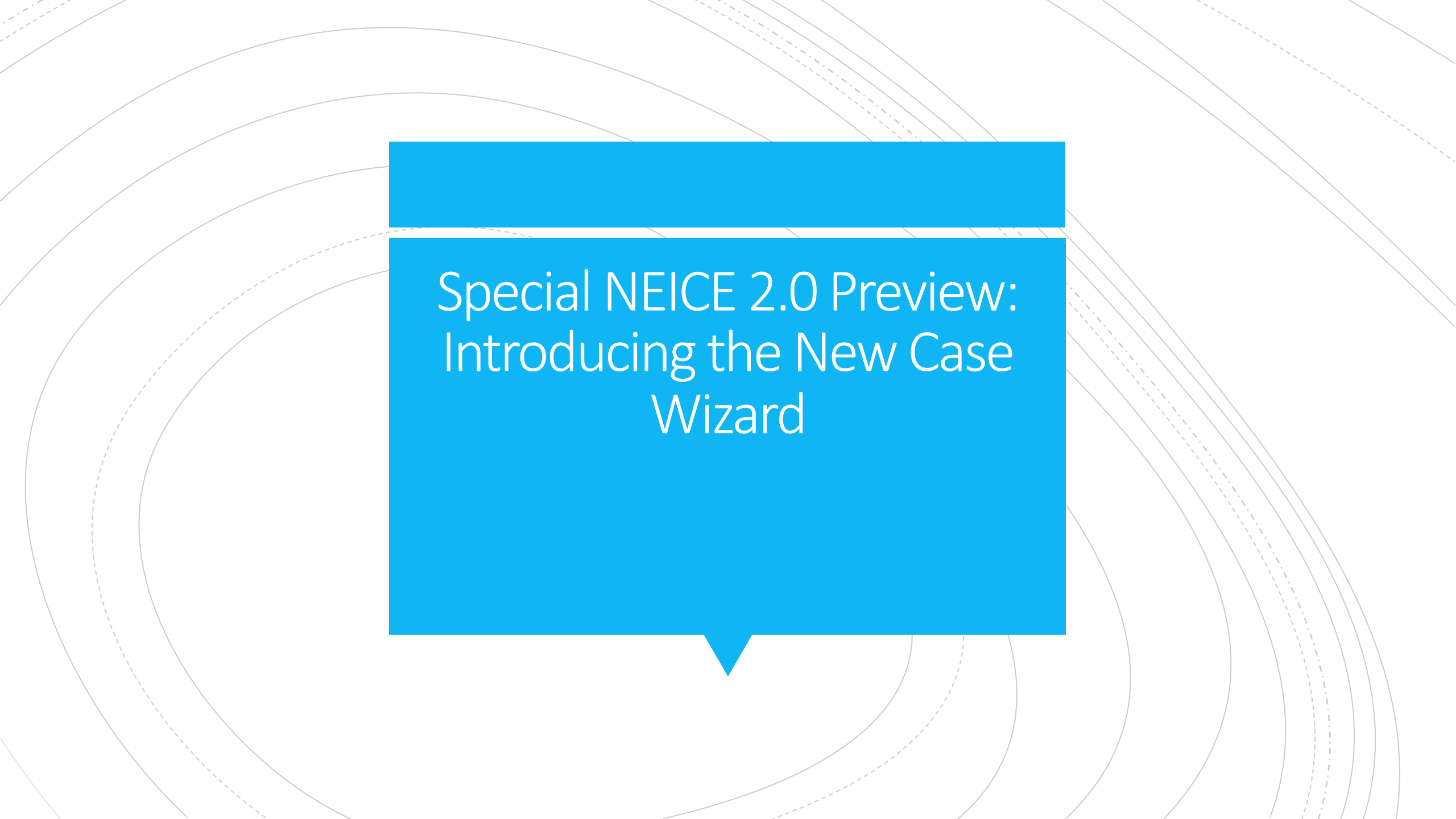
NEICE FAQs and Job Aids

Getting Started: Login Info and Your User Profile (4)

-  Logging into NEICE
-  Reset Password
-  Create Your Electronic Signature
-  What is NEICE?

Using NEICE - The Basics (5)

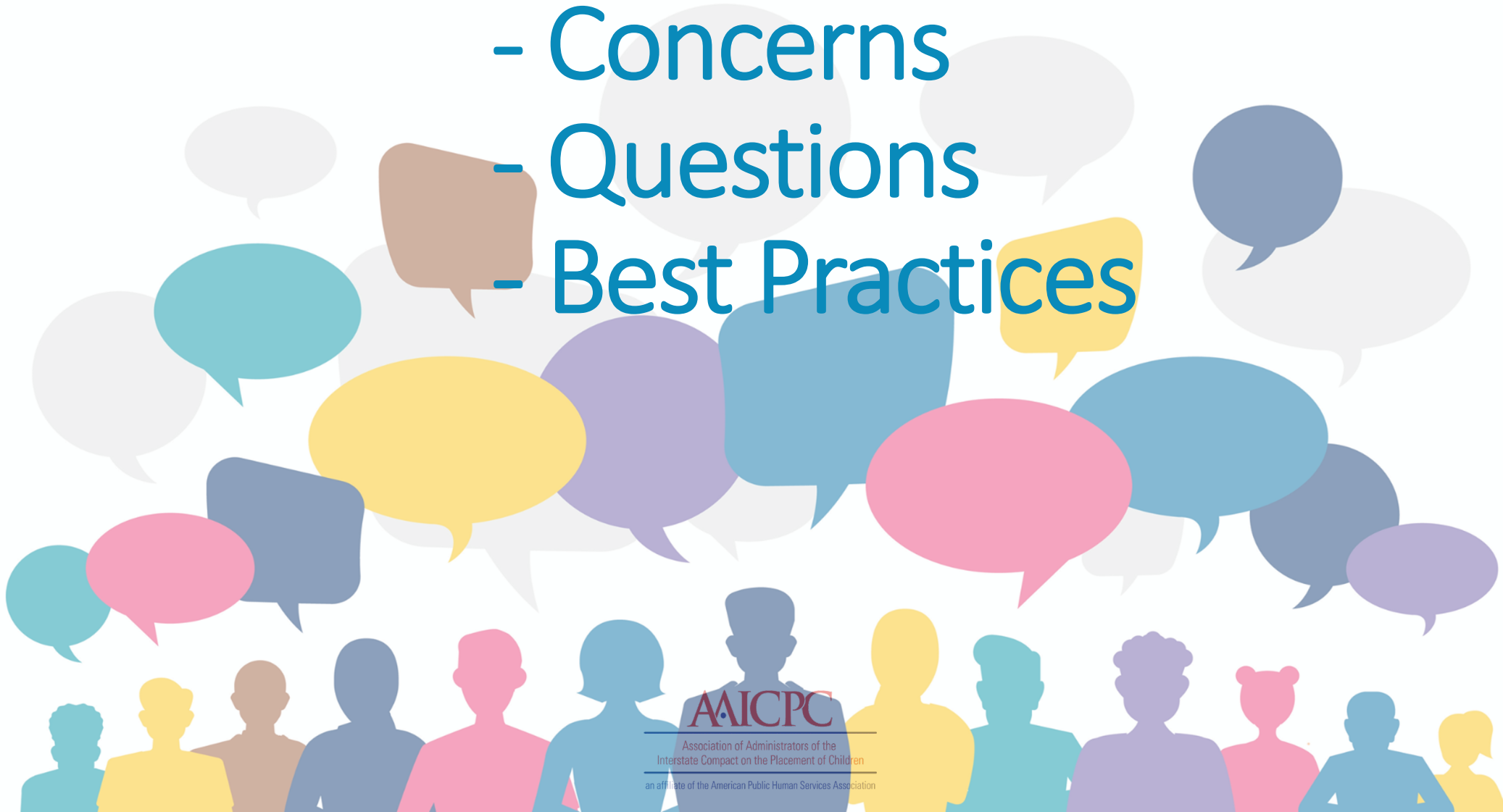
-  NEICE Case IDs
-  Send New Case: From Local Office to State ICPC Coordinator
-  Notifications Generated by Transmittals and Messages
-  Using the Case List to Manage Caseload
-  NEICE User Guide

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Special NEICE 2.0 Preview: Introducing the New Case Wizard

Discussion

- Concerns
- Questions
- Best Practices



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Good News!

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NEICE Numbers So Far (2014-2020)

	#
Total Cases Processed	65,449
Total Home Studies Processed	88,818
Children Involved in ICPC Considerations	68,722

****Includes data for non-NEICE States included on the CMS**

Descriptive Data from 2019 (N=18,669)

	#	%
Children with ICWA Eligibility	483	3
Children with IV-E Eligibility	7,091	39

****Between NEICE states, for cases created during the year.**

Home Study Decisions (2014-2020)

Home Study Requests	2014-2020	2019
Approved	42,871	8,300
Denied	24,691	3,231
Processing/Pending	11,903	6,475
Provisional Approval	273	11
Returned	3,922	44
Withdrawn	5,158	8
Total Home Study Requests	88,818	18,069
Children	68,722	31,349

Percent of Regulation Requests by Decision Status (2019)

	Approved		Denied		Pending		Other		Total N	Total %
Regulations	N	%	N	%	N	%	N	%		
Reg 1 - Intact Relocation	68	20%	36	11%	235	69%	2	1%	341	100%
Reg 2 - General	2,626	25%	2,797	27%	4,986	48%	45	0%	10,455	100%
Reg 4 - Residential	3,995	87%	8	0%	600	13%	2	0%	4,605	100%
Reg 7 - Priority	399	31%	390	30%	488	38%	6	0%	1,283	100%
Reg 12 - Private Adoptions	1,212	88%		0%	166	12%	7	1%	1,385	100%
Grand Total	8,300	46%	3,231	18%	6,475	36%	11	0%	18,069	100%

Total Cases by Regulation and Placement Type Requests (2019)

Placement Type	#	%
Reg 1 - Intact Relocation	347	2
Parent	82	0.4
Fictive Kin	73	0.4
Foster Home	138	0.7
Foster Adoptive	54	0.3
Reg 2 - General Placement	10,880	58
Parent	2,080	11
Fictive Kin	3,366	18
Foster Home	3,767	20
Foster Adoptive	1,667	9

Placement Type	#	%
Reg 4 - Residential Placement	4,629	25
Foster Group Home	1,182	6
Residential Treatment Facilities	3,447	18
Reg 7 - Priority Placement	1,334	7
Parent	559	3
Fictive Kin	775	4
Reg 12 – Private Adoptions	1,479	8
Grand Total	18,669	100

Thank you!

Disclaimer: NEICE is operated by the American Public Health Services Association (APHSA) with the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC) and is made possible by grant number 90XA0151 from the Children's Bureau. The contents of this presentation do not necessarily reflect the views or policies of the funder, nor does mention of trade names, commercial products or organizations imply endorsement by the U.S. Department of Health and Human Services. This information is in the public domain.

