ICPC Caseworker Q&A New York
Welcome to NEICE 2.0

June 11, 2021

Today's Agenda

- Welcome to NEICE 2.0

- New York Specific Instructions

- Review of what's new in 2.0

- Case Creation Wizard Demonstration

- Case Management Demonstration

- Q&A: Answer any questions you have based on:
  - Your experience using NEICE
  - Your completion of E-Learning
  - Your review of the Job Aids and Mini-Guide
  - Your practice in https://test.neice.us (For CMS states)

New York State

Instructions for NYS Users

New York State

Steps to Access NEICE 2.0

1) **LEARN**: Complete 3 e-Learning modules
   - Overview, Security, NEICE 2.0 for Caseworkers
   - Complete the form at the end of each to get credit

2) **PRACTICE**: NEICE 2.0 UAT
   - Submit a practice case to NY ICPC following the emailed instructions
   - Explore the new features

3) **REVIEW**: Webinar/Q&A Session

Current NEICE users must complete all of the above by June 30, 2021, or your NEICE access will be suspended until all steps are complete.

NEICE 2.0 goes live July 6, 2021.

New York State

Steps to Access NEICE 2.0
for new users

4) **Review** NYS OCFS policy on NEICE (18-OCFS-ADM-17)

5) **Sign** the Non-Disclosure Agreement (NDA) and **submit** to NY ICPC

New York State

Security & NEICE 2.0

- Security e-Learning module

- Multi-factor Authentication

- Data entry of Social Security numbers is optional
  - OCFS recommends *not* entering SSN as best practice

New York State

NEICE 2.0 Resources

- **Job Aids** in the NEICE Support Portal
  https://support.neice.us/

- **NEICE Guide** – PDF file available in the Support Portal

- Review e-Learning

- Review recording of this webinar

- Live Q&A Webinars from the national NEICE team will be offered once a month - contact NY ICPC for details

New York State

Contact
NY ICPC

ocfs.sm.NYSICPC@ocfs.ny.gov

518-474-9406

https://ocfs.ny.gov/programs/adoption/icpc

Demonstration

- ICPC Caseworker Dashboard/Profile
- Sending State Wizard
- Add Child to Case
- My Cases
- Case Search

Q&A Areas

Case Creation using Wizard

Manage Child and Placement Resource

Case Management

My Cases

Case Search

E-Learning, Practice, Q&A, Provide Feedback

Accessing UAT or Test Environment

Thank you!