NEICE Data and Reports Training Showcase

June 2022

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Showcase Agenda

I. Where to get NEICE help and when?
II. NEICE Support for Reports
III. Brief Overview of Reports/Dashboard in NEICE
IV. Accessing Reports in NEICE (Demo)

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NEICE Support Desk

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Ticket Report

- **849 NEICE tickets submitted (January – April 2022)**
- **40 different states submitted tickets (January – April 2022)**
- **297 unique users submitted tickets (January – April 2022)**
- **Top categories of tickets submitted**
  - Case Closure (N=122, 14.4%)
  - Case Management (creating, cloning, converting, deleting, add child) (N=113, 13.3%)
  - Login Assistance (N=105, 12.4%)
  - Document/Attachment (upload, download, delete) (N=60, 7.1%)

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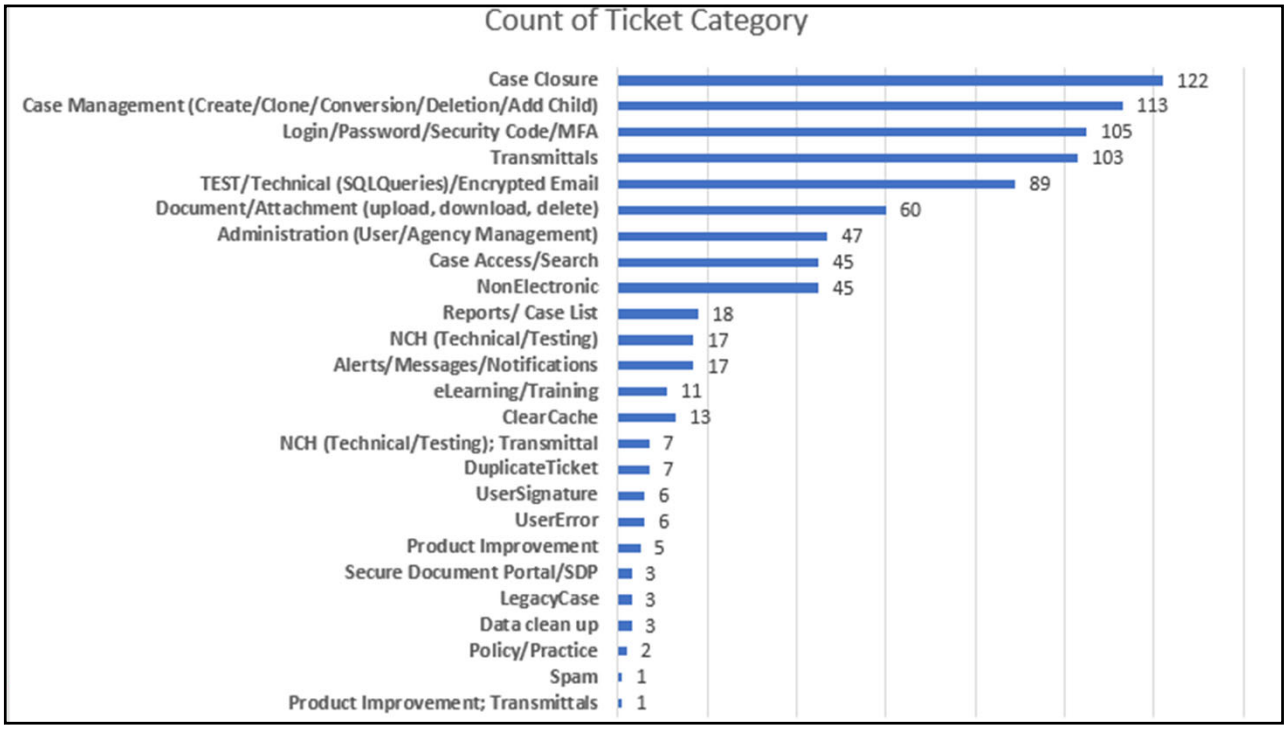

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Where and When to Get Help - The NEICE HELP TIERS:

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

Help starts here.....and moves across the continuum

1. NEICE Support Desk Knowledge Base Desk Aids
   - Resetting Password
   - Security Code – Try Checking spam first.
   - Clearing Cache
   - Dashboard is blank

2. State NEICE Administrator, Supervisor, or Coworkers
   - Example: You need help communicating what your state needs from another state.

3. State IT Team
   - Technical problems
   - PDF Size
   - Browser issues

NEICE Support Desk

4. NEICE Support Ticket

https://support.neice.us/support/home

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NEICE Reports Support

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NEICE Support Desk – NEICE 2.0 Reports Job Aids

Knowledge base https://support.neice.us/support/home

Introduction to NEICE 2.0

Welcome to NEICE 2.0 (4)

- Welcome to NEICE 2.0
- What is NEICE?
- A Brief History of the National Electronic Int…
- NEICE Practice Guide

NEICE State Resources (3)

- States Live on NEICE (Map)
- CA Counties on NEICE
- How States Connect to the NEICE System

Definitions (3)

- NEICE 2.0 User Roles
- Understanding the types of NEICE CASE IDs

NEICE 2.0 Reports (1)

- Reports in NEICE 2.0

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NEICE Support Desk – Job Aids for Reports by NEICE Role

NEICE 2.0 Job Aids - Administrator Role https://support.neice.us/support/solutions/folders/6000241250

Administrator - Sending & Receiving State (4)

- Manage Users - State Administrator
- Manage Agencies - State Administrator
- Add a View Only User to a Case
- Private Cases in NEICE 2.0

Administrator - Receiving State (1)

- Manage Case Assignment for Incoming Case…

Administrator - Reports (8)

- 100B Termination Statistics Report
- Incomplete Requests – Missing 100A's Report
- Finding Cases Needing Closure
- Requests Sent to Agencies by ICPC Central O…
- Children Over the Age of Majority

View all 8

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NEICE Support Desk – Job Aids for Reports by NEICE Role

NEICE 2.0 Job Aids - Coordinator Role https://support.neice.us/support/solutions/folders/6000241251

Coordinator - Sending & Receiving State (5)

- Manage Case - Add Documents to Existing C…
- Add a View Only User to a Case
- Manage Child - Add Another Child to a Case i…
- Manage Child - Change Jurisdiction
- Violations

Coordinator - Receiving State (2)

- Add Agency/Case When Receiving Cases Fro…
- Sending Home Study Responses

Coordinator - Sending State (8)

- Sending Case Wizard - ICPC Coordinators
- Manage Case - Clone a Case (Formerly Conv…
- Manage Case - Delete a Case
- Manage Child - Child Deletion
- 100B - Initial Placement using 100B for Appr…

View all 8

Coordinator Reports (8)

- 100B Termination Statistics Report
- Incomplete Requests – Missing 100A's Report
- Finding Cases Needing Closure
- Requests Sent to Agencies by ICPC Central O…
- Children Over the Age of Majority

View all 8

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NEICE Reports Overview

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NEICE Reports Discussion and Showcase

Objectives for review of 14 NEICE Reports and Dashboard:

- Learn who can run each report.
- Understand what information/data each report provides.
- Discuss and showcase ideas for using the reports and the dashboard to support ICPC work. *(This will be used to update the job aids)*
- Learn what reports NCH states use to support ICPC work and how to work with IT to develop these reports.

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Advice from the Field

"Keep playing around with the reports"

- You might have to try entering different parameters to get the information you are needing.
- Suggests adding examples for dates to enter in the job aids.

Wendy Lautsbaugh, Pennsylvania

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14 Reports in NEICE

1. Finding Cases Needing Closure
2. Requests Sent to Agencies by ICPC Central Office (Receiving State Only)
3. Children Over the Age of Majority
4. Children Placed In State and Out of State
5. Incomplete Requests - Missing 100A's
6. 100B Termination Statistics
7. Violation Statistics
8. ICWA Report
9. State System – NEICE Comparison Report
10. Home Studies Pending/Completed/Overdue
11. State Data Report
12. Cases by IV E Eligibility
13. Cases by Type of Care
14. NEICE Case Statistics

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Job Aids for Reports in NEICE

1. Finding Cases Needing Closure

- **Summary:** This report provides a list of active cases that were created prior to the date specified but have had no Transmittals since that date.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** This report may be used for case management to identify cases where there have not been transmittals sent/received since the date selected, to determine the appropriate action needed on the case.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000256935-finding-cases-needing-closure

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Job Aids for Reports in NEICE

2. Requests Sent to Agencies by ICPC Central Office (Receiving State Only)

- **Summary:** This report provides a list of cases that were sent to an agency or all agencies within the state during the specified date range including the Home Study Decision.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** Helps to manage and track cases sent to agencies. If "List" is selected the report provides the Safe and Timely Due Date ("SaTA Due Date") with status of the Home Study Decision to help with monitoring timeliness for each agency.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257626-requests-sent-to-agencies-by-icpc-central-office-receiving-state-only-

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Job Aids for Reports in NEICE

3. Children over the Age of Majority

- **Summary:** This report provides a list of Children who are over the age of majority based on whether the state is Sending or Receiving and the Child's Title IV-E Eligibility.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** This report may help with caseload management to help identify cases for closure and determine when a child is still eligible for Title IV-E funding.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257628-children-over-the-age-of-majority

Job Aids for Reports in NEICE

4. Children Placed In-State and Out of State

- **Summary:** This report provides a list of Children placed either in the state or in another state during the specified date range based on a selected agency or all agencies in that state.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** May help with caseload management to identify children with regulation types, placement dates and sending state. Could help with monitoring supervision cases.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257732-children-placed-in-state-out-of-state

Job Aids for Reports in NEICE

5. Incomplete Requests - Missing 100As

- **Summary:** This report provides a list of cases created by an agency or all agencies within the Sending State during the specified date range but no 100A has been created.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** Helps with case management to check and make sure there is not a case created the state has not processed/acted on.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/a/solutions/articles/6000256916?portalId=6000060667

Job Aids for Reports in NEICE

6. 100B Termination Statistics

- **Summary:** This report provides a list of cases that have been terminated during a specified date range based on Date of Termination on the 100B.
- **Who has access to run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** Provides a list of closed cases and includes options to sort the total cases by:
  1. Placement type
  2. Reason for Termination
  3. Reg Type
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000256914-100b-termination-statistics-report

Job Aids for Reports in NEICE

7. Violation Statistics Report

- **Summary:** This report provides a list of cases where a state is in violation based on a specified date range and the role of either sending or receiving state in a case.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** May be used to determine the need for additional training, supervision or support.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257629-violation-statistics-report

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Job Aids for Reports in NEICE

8. Indian Child Welfare Act (ICWA) Report

- **Summary:** This report provides children and case statistics for an individual Participant State on how many American Indian/Alaskan Native children and cases are in NEICE and how many children and cases have children with ICWA Eligibility for a given date range.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):**
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257917-indian-child-welfare-act-icwa-eligibility-report

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Job Aids for Reports in NEICE

9. State System - NEICE Comparison

- **Summary:** This report provides a list of NEICE Children either not in the State System/SACWIS or with different data in the State System/SACWIS than in NEICE.
- **Who can run report:** ICPC Coordinator
- **Practice Application (Discussion and Showcase):** This Report is used by states with an interface between NEICE CMS/MCMS and state's child welfare information system to compare the data differences.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257734-state-system-neice-comparison-report

Job Aids for Reports in NEICE

10. Home Studies Pending/Completed/Overdue

- **Summary:** This report provides a list of Home Studies based on whether they are Pending, Completed, or Overdue. The report returns the current status for cases at the time the report is requested.

  The report provides:
  - Home Studies Pending – All Home Studies open during the date range specified with the Home Study Decision status = "Pending".
  - Home Study Decision Completed – All Home Studies who have a Home Study Decision Sent On Date within the date range specified.
  - Home Study Overdue – All Home Studies that have no decision and have passed the due date based on the Regulation Type within the date range specified.
- **Who has access to run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** Helps monitor timeliness of ICPC Home Study timelines.
- **NCH States –** Similar report?
- **Job Aid:** Coming Soon

Job Aids for Reports in NEICE

11. AAICPC Data Report

- **Summary:** This report was requested by the AAICPC to provide eight (8) data points for home studies and placements for a specific year and month for the user's state.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** Used to submit monthly state data to the AAICPC.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257730-aaicpc-data-report

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Job Aids for Reports in NEICE

12. Cases by Title IV-E Eligibility

- **Summary:** This report provides the total cases based on Title IV-E Eligibility to the ICPC Coordinator and the State Administrator.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** This report is used by states to track Title IV E Eligibility status.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257632-cases-by-iv-e-eligibility

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Job Aids for Reports in NEICE

13. Cases by Type of Care

- **Summary:** This report provides the total (Active and Closed) cases based on Type of Care for Sending and Receiving.
- **Who has access to run report:** ICPC Coordinator & State Administrator
- **Practice Application (Discussion and Showcase):** May help with case management and provides a report on cases by type of care (List or Counts).
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257635-cases-by-type-of-care-report

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Job Aids for Reports in NEICE

14. NEICE Case Statistics

- **Summary:** This report provides Case, Home Study, and Children Placement counts and the number of Transmittals Sent or Received for the individual Pilot State.
- **Who can run report:** ICPC Coordinator & State Administrator
- **Practice Application:** This report is used by the state to get the overall statistics of the state.
- **NCH States –** Similar report?
- **Job Aid:** https://support.neice.us/support/solutions/articles/6000257929-neice-case-statistics-report

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Accessing Reports in NEICE (Demo)

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LK0

NEICE Demo

- Dashboard overview
- Accessing the reports from the dashboard
- Exporting to Excel; Sort/Filter
- Pivot Table

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Slide 30

LK0 Ask Tom about presenting on the functionality of the dashboard virtually or doing a recording to share.
Lynnea Kaufman, 2022-05-04T14:49:02.542

Thank you!

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