NEICE Update AAICPC Annual Meeting

June 2022

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Today's Agenda

I. NEICE Implementation Progress

II. NEICE Support

III. NEICE User Feedback Survey

IV. Product Improvements

V. NEICE Security

VI. National Data Report

VII. Sustainability and the Future of NEICE

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NEICE Implementation Progress

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How did NEICE come to be

NEICE and the AAICPC: Ensuring Safe and Efficient Placements of Children across State Lines

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NEICE Commitment Progress (June 2022)
45 States with signed MOUs

KEY
Dark blue   45 states with signed MOUs
White   7 states that plan to join by 2027 deadline
* original pilot states

US Virgin Islands

Current state status for committing to join the NEICE ICPC interstate
case processing system as of June 2022
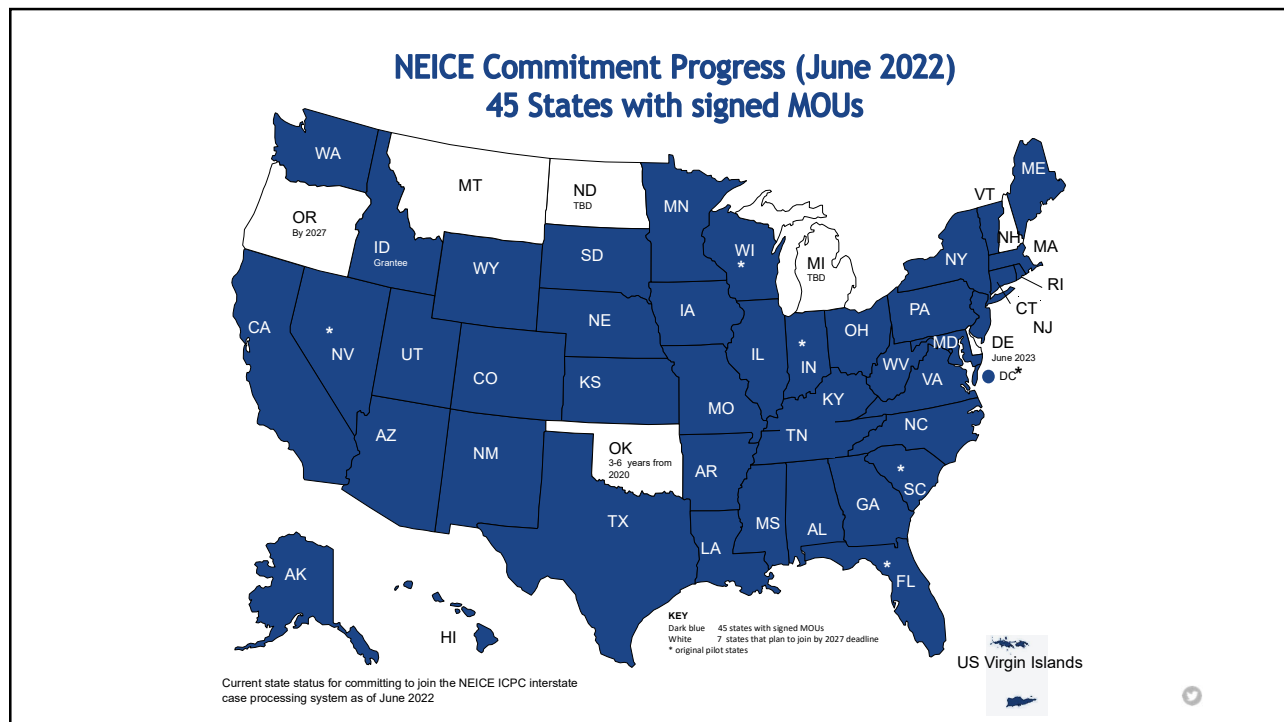
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Onboarding & Transitioning

2022   **Transitioning**
Massachusetts   Alabama
Tennessee   Arizona
Texas   Louisiana
West Virginia   Maryland
Colorado – Secure Document Portal only in 2022

2023
Delaware
Washington

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Way to go AAICPC! YOUR NEICE Accomplishments

- Advocated for NEICE within your state to make it possible for you to join
- Figured out how to implement NEICE in your states or jurisdictions, working with legal, administrative and program teams
- Trained your staff on a new system or process
- Streamlined the ICPC process across states
- Advocated for changes so you can do your work in your state, compromised as needed to fit with other states
- Shortened timelines for children and families to move across jurisdictions
- Laid groundwork for connecting NEICE to other data systems through the use of NIEM standards
- National model for interoperability and data sharing

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NEICE Support

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NEICE 2.0 E-Learning Summary

7,022 Participants in NEICE 2.0 eLearning courses from May 2021 - Present

eLearning Course:	Total submissions	
	#	%
NEICE Overview Course	2,533	36.1
NEICE Security Awareness and Requirements	2,233	31.8
NEICE 2.0 for State Administrators	85	1.2
NEICE 2.0 – Processing Cases as an ICPC Coordinator	192	2.7
NEICE 2.0 – Processing ICPC Cases as a Caseworker	1,943	27.7
NEICE 2.0 for View-Only Role	20	0.3
NEICE 2.0 for the Assignment Coordinator Sub-Role	16	0.2
Total	7,022	100.0

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Training Data – Numbers of Participants

Data: January 1, 2022 – May 11, 2022

2022 NEICE 2.0 Training

NEICE 2.0 Training - Total # Trained (2022)

142
TOTAL # Participated

NEICE 2.0 Training - # Trained by Course

ICPC Coordinator	**37**
ICPC Caseworker	**103**
Assignment Coordinator	**2**

NEICE 2.0 Training - % by Course

- ● # Participated (ICPC Coordinator)
- ● # Participated (ICPC Caseworker)
- ● # Participated (Assignment Coordinator)

1%
26%
73%
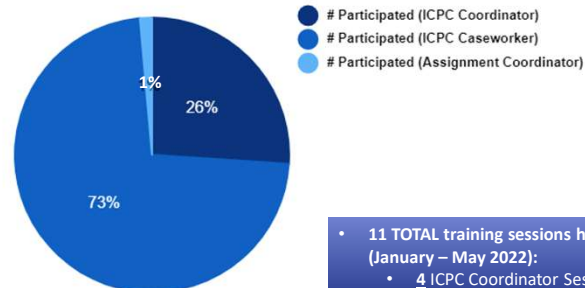
- • **11 TOTAL training sessions held (January – May 2022):** LKD
  - • **4** ICPC Coordinator Sessions
  - • **5** ICPC Caseworker Sessions
  - • **2** Assignment Coordinator Session

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Training Survey Feedback

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*"I think we need a training for people who have been using the system but then has additional questions. Maybe a **question and answer or trouble shooting type training**. Or maybe something for the person who is not quite a beginner anymore but still needs some support to learn those more advance way to use the system."*

NEICE Team is planning and developing an Advanced Training

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Training Schedule

NEICE National Electronic Interstate Compact Enterprise   **AAICPC** Association of Administrators of the Interstate Compact on the Placement of Children   **APHSA**

- **ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
  - Upcoming Session is **6/8/2022, 1:00-2:30 PM (ET);**
    https://aphsa.zoom.us/meeting/register/tZckduGorzwrHdfKiRm870Aul9PkOVpovwtN
- **County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
  - Upcoming Session is **6/15/2022, 1:00-2:30 PM (ET);**
    https://aphsa.zoom.us/meeting/register/tZckduGorzwrHdfKiRm870Aul9PkOVpovwtN
- **Assignment Coordinator Sub-role Training** (Quarterly)
  - Upcoming Session is **8/24/2022, 1:00-2:00 PM (ET);**
    https://aphsa.zoom.us/meeting/register/tZUkfumhrj4pH9Tcv0oTZLwim8bsEh7_Xz3Z

Training Schedule posted here:
https://support.neice.us/en/support/solutions/articles/6000251617-neice-training-schedule

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New Organization for the Job Aids (See Handout):

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

- **Introduction**
- **NEICE Management Information** (Meetings, Release Notes, Data)
- **NEICE 2.0 Training** (Organized by NEICE User Role)
  - Schedule
  - Links to eLearning
  - Webinar Recordings
  - Training Handouts
- **NEICE 2.0 Fundamental Job Aids** (Applicable to all NEICE User Roles)
  - Resources
  - Logging In
  - Troubleshooting (Help Tiers, Dashboard is Blank, Clearing Cache)
- **Job Aids by NEICE User Role** (Administrator, Coordinators, Caseworkers, Assignment Coordinators)
  - Organized by Sending and Receiving tasks
  - Includes Job Aids for each of the NEICE 2.0 Reports

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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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NEICE Support Desk by Type of Request (Top 10 of 25 Categories)
January - April 2022

Category	Percent	Value
Case Closure	14.4%	122
Case Management (Create/Clone/Conversion/Deletion/Add Child)	13.3%	113
Login/Password/Security Code/MFA	12.4%	105
Transmittals	12.2%	103
TEST/Technical (SQLQueries)/Encrypted Email	10.5%	89
Document/Attachment (upload, download, delete)	7.1%	60
Administration (User/Agency Management)	5.5%	47
Case Access/Search	5.3%	45
NonElectronic	5.3%	45
Reports/ Case List	5.3%	18

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NEICE Tickets by Connection Type
Jan. - April 2022 NEICE Support Desk

	# States
CMS	16
MCMS	14
NCH	7
SDP	1
Unknown	1
Offline/Other	6
Totals	45

Pie chart values: Offline/Other 8% (67); Unknown 0% (1); SDP 0% (2); NCH 5% (41); MCMS 32% (268); CMS 55% (470)

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

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

4. NEICE Support Ticket

NEICE Support Desk

https://support.neice.us/support/home
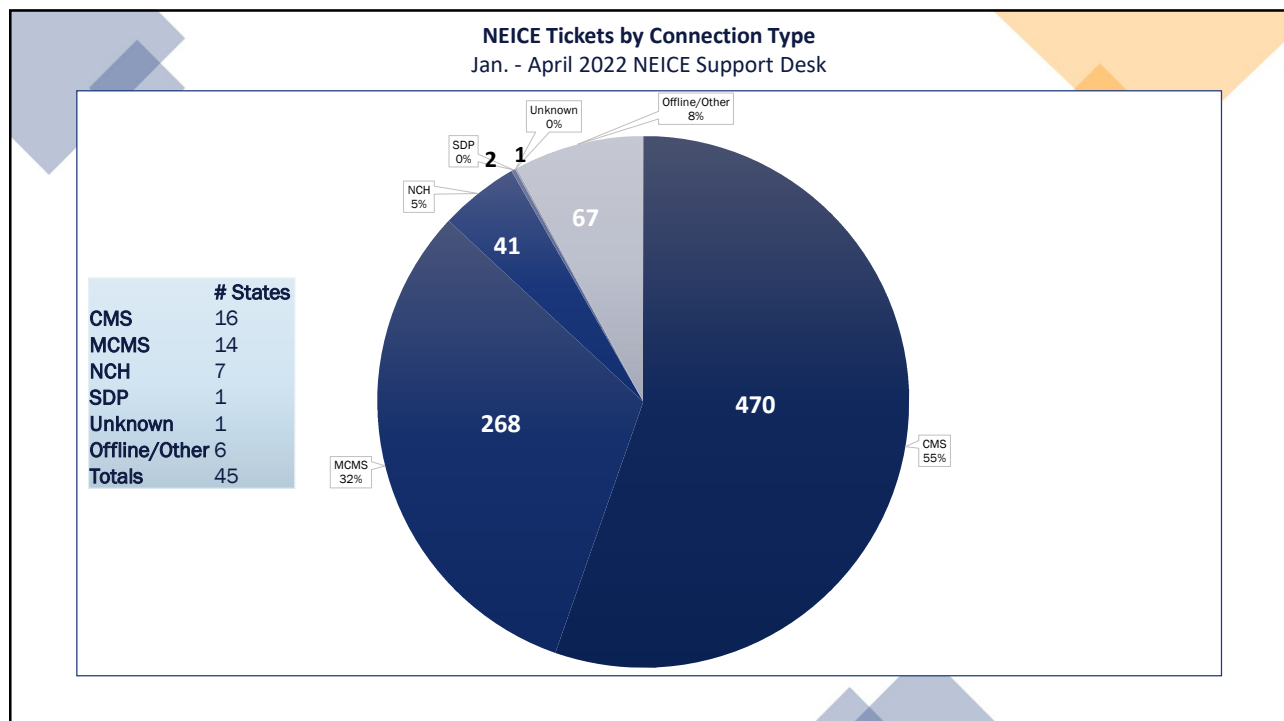
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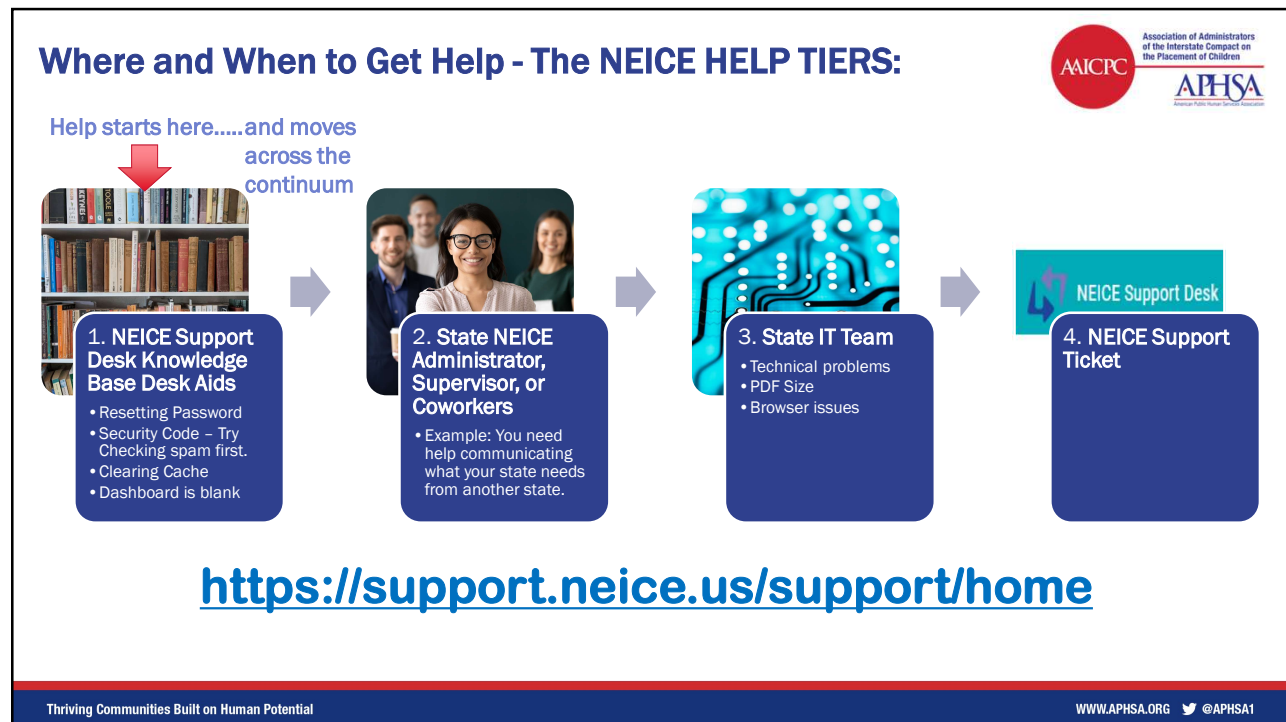
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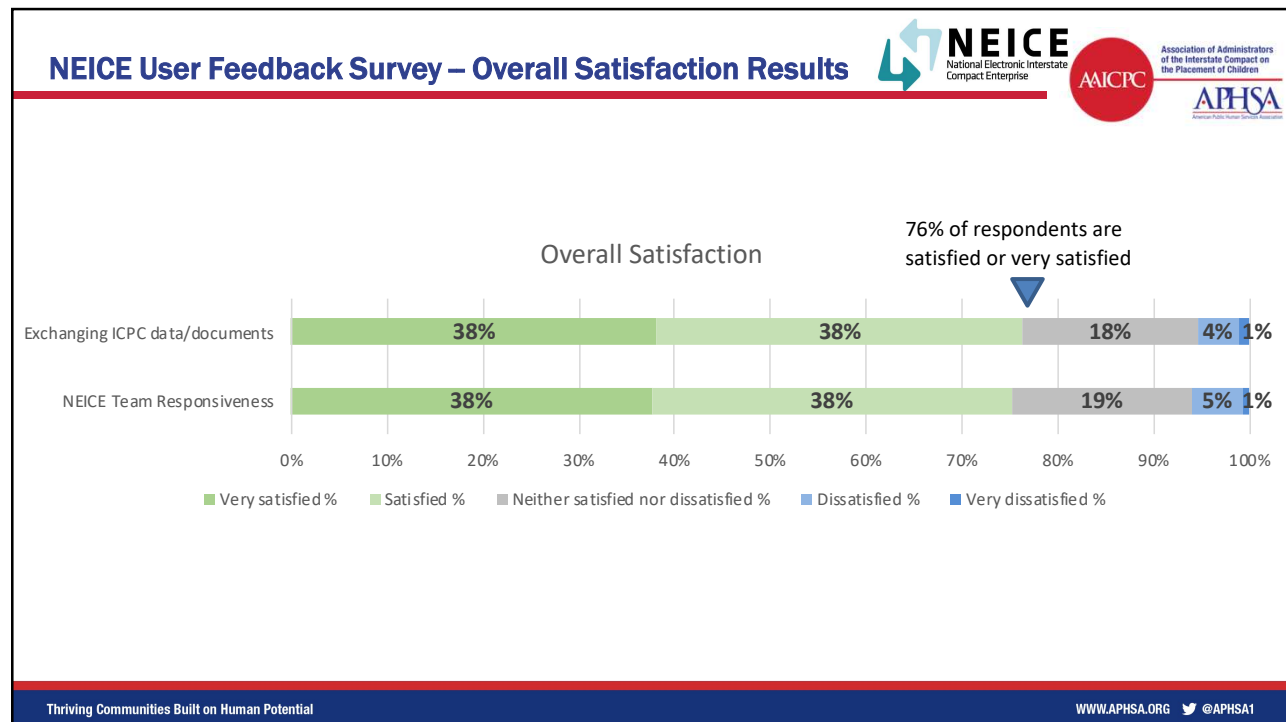## When to Ask NEICE Support Desk for Help

- **Notice a bug in NEICE system** (something doesn't attach or work properly)
- **Can't work on a case** (Can't send, can't open, can't attach, can't sign, etc.)
- **Have tried all the other support options**
- **Feature/system improvement request** (please indicate on ticket submission it's a product improvement)
- **Did not receive a case** sent from another or the other state does not receive the transmittal

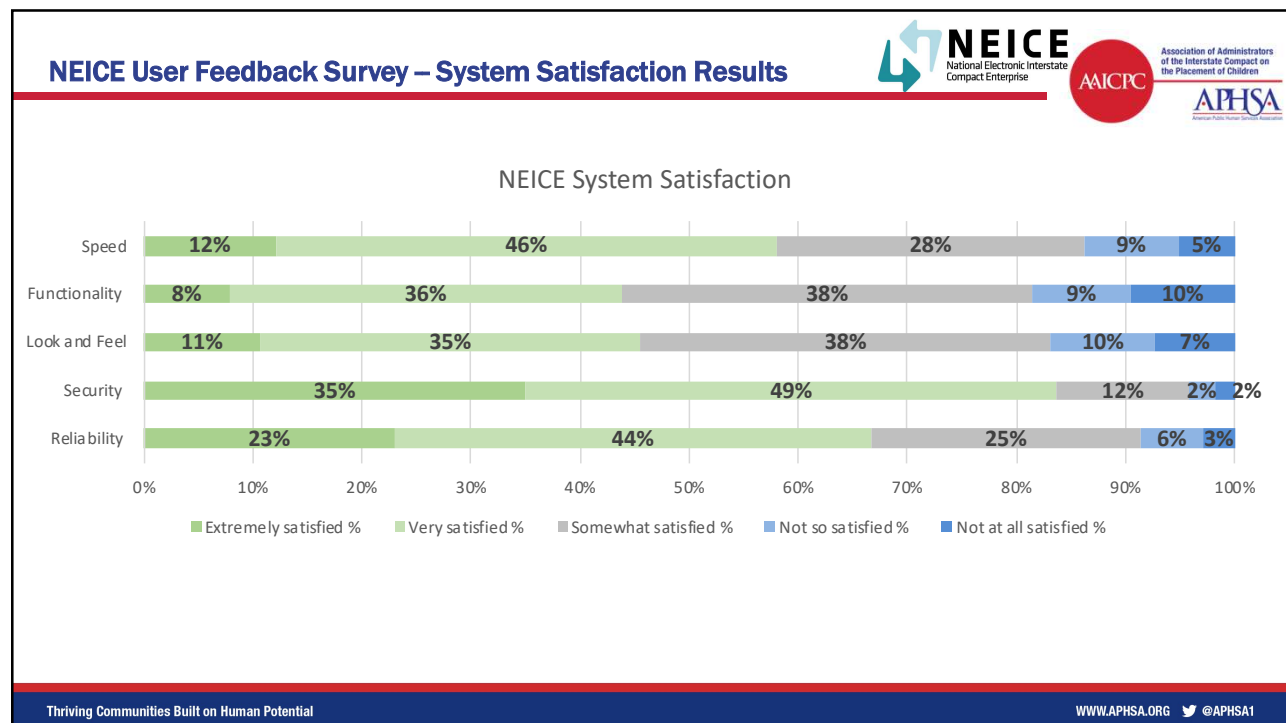Thriving Communities Built on Human Potential

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NEICE User Feedback Survey – Overall Satisfaction Results

Overall Satisfaction

76% of respondents are satisfied or very satisfied

	Very satisfied %	Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %
Exchanging ICPC data/documents	38%	38%	18%	4%	1%
NEICE Team Responsiveness	38%	38%	19%	5%	1%

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NEICE User Feedback Survey – System Satisfaction Results

NEICE System Satisfaction

	Extremely satisfied %	Very satisfied %	Somewhat satisfied %	Not so satisfied %	Not at all satisfied %
Speed	12%	46%	28%	9%	5%
Functionality	8%	36%	38%	9%	10%
Look and Feel	11%	35%	38%	10%	7%
Security	35%	49%	12%	2%	2%
Reliability	23%	44%	25%	6%	3%

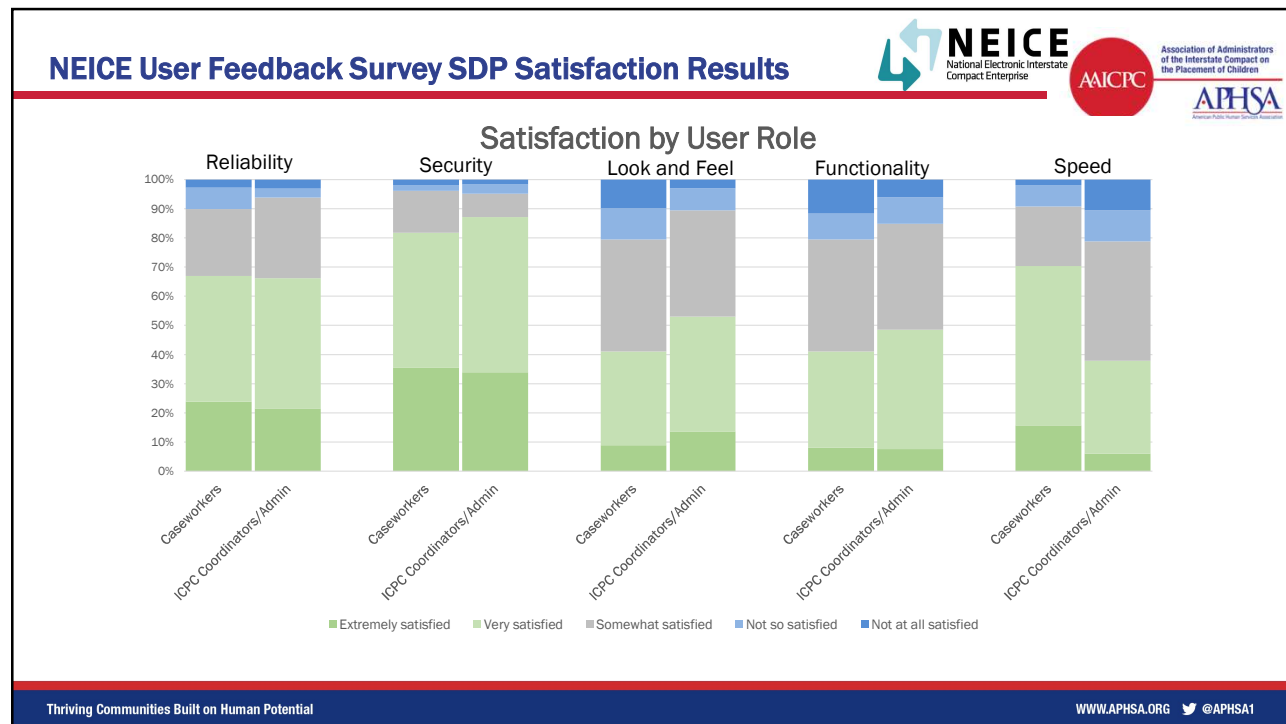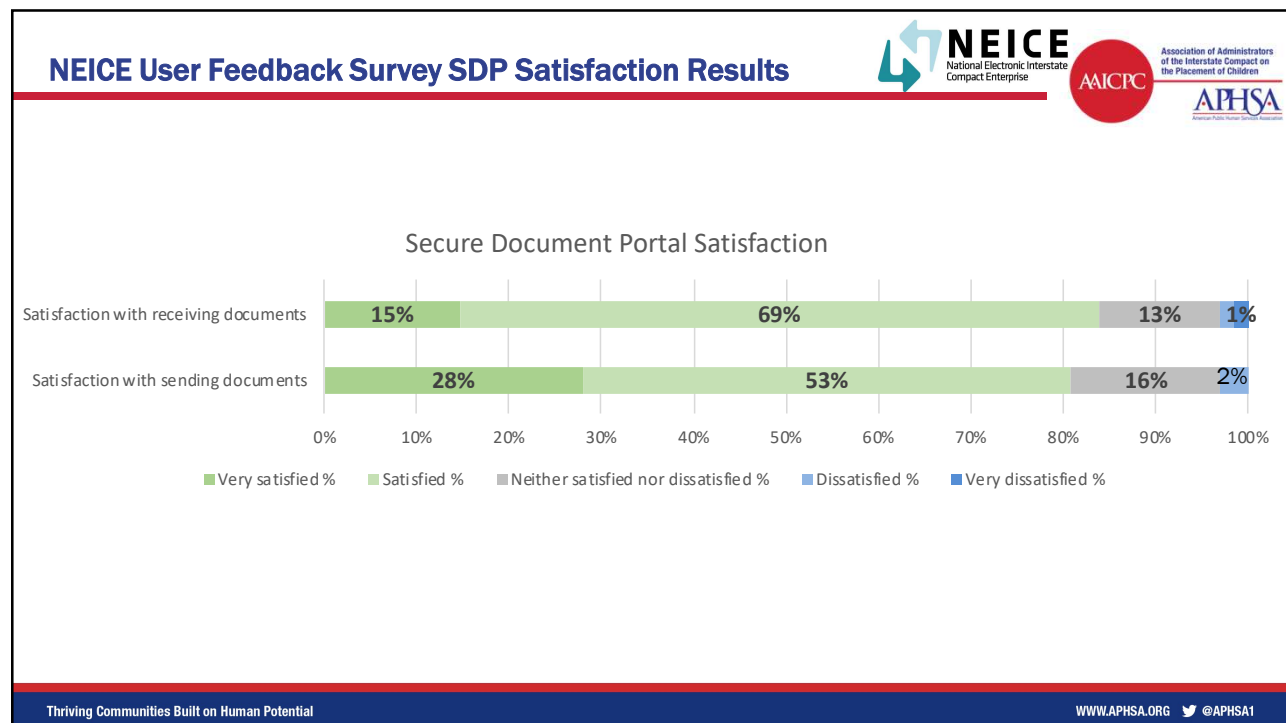Thriving Communities Built on Human Potential

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Next Steps

- Complete analysis and prepare summary report for AAICPC members

- Identify areas for improvement

- Use feedback to inform the product improvements

- Share your thoughts!

Lucid spark: https://lucid.app/lucidchart/8b40da36-6813-4be3-ad55-fee806ca4048/edit?viewport_loc=707%2C-681%2C6452%2C2982%2C0_0&invitationId=inv_bc0b6e6d-2fdc-4404-8f60-854b79aa6e89#

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Product Improvements

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Summary of Product Improvements

- 66 Product Improvement Suggestions

- 12/2/2021 NEICE User Meeting – Reviewed and Discussed all 66 PI suggestions

- 12/17/2021 – 3/14/2022 Online Feedback Survey (Rated Impact, Importance to ICPC Mission and State Priorities)

- Initial Analysis from feedback and narrowed to top 25 PI suggestions

- 3/24/2022 Polling during NEICE User Meeting to identify "Critical" vs. "Low Priority"

- Current - Final analysis and selection process

An average of 7 individuals responded to the online surveys

An average of 16 individuals responded to the polling

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Product Improvement Final Analysis

1. Developed an Excel Spreadsheet with all rankings to sort by different rank categories:
   - Most **IMPACT** on most number of states rank
   - Most important to the ICPC **MISSION** rank
   - Highest **PRIORITY** for the states rank
   - Polling from 3/24/2022 user group meeting
2. Ranked the combined average # for all 4 Ranking Categories
3. Ranked the PRIORTY and POLL results combined. (Handout provides the suggested product improvements in this rank order).

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Product Improvement Next Steps

- Developing requirements
  - State assistance
- Cost Analysis
- Final Approval (Executive Committee)
- Target for implementing is Fall 2022

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Proposed
Portal for Interstate Private Adoptions (PIPA)

Supporting Safe and Timely Placement of Children

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NEICE Partner Subcommittee on Private Adoption Functionality

Several of the NEICE state partners volunteered to help think through this functionality:

Thanks to:

- Partners in Virginia, South Carolina, Florida, and Nebraska
- Mical Peterson, AAICPC President
- Carla Fults
- Tetrus team

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Access Requirements for PIPA

1. Only private adoption attorneys/agencies licensed in **NEICE-participating states that choose to participate will have access** to PIPA.
   - Private attorneys/agencies will NOT have access to any NEICE data (even for searches).
2. Attorneys and Agencies would :
   - Need to register with PIPA and submit proof of license with their registration;
   - Be charged an annual or initial fee to join NEICE ($100 attorneys not affiliated with agency/$250 per agency with 2 or more attorneys)
   - Pay a per case fee to submit ($20)

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Benefits for Private Attorneys

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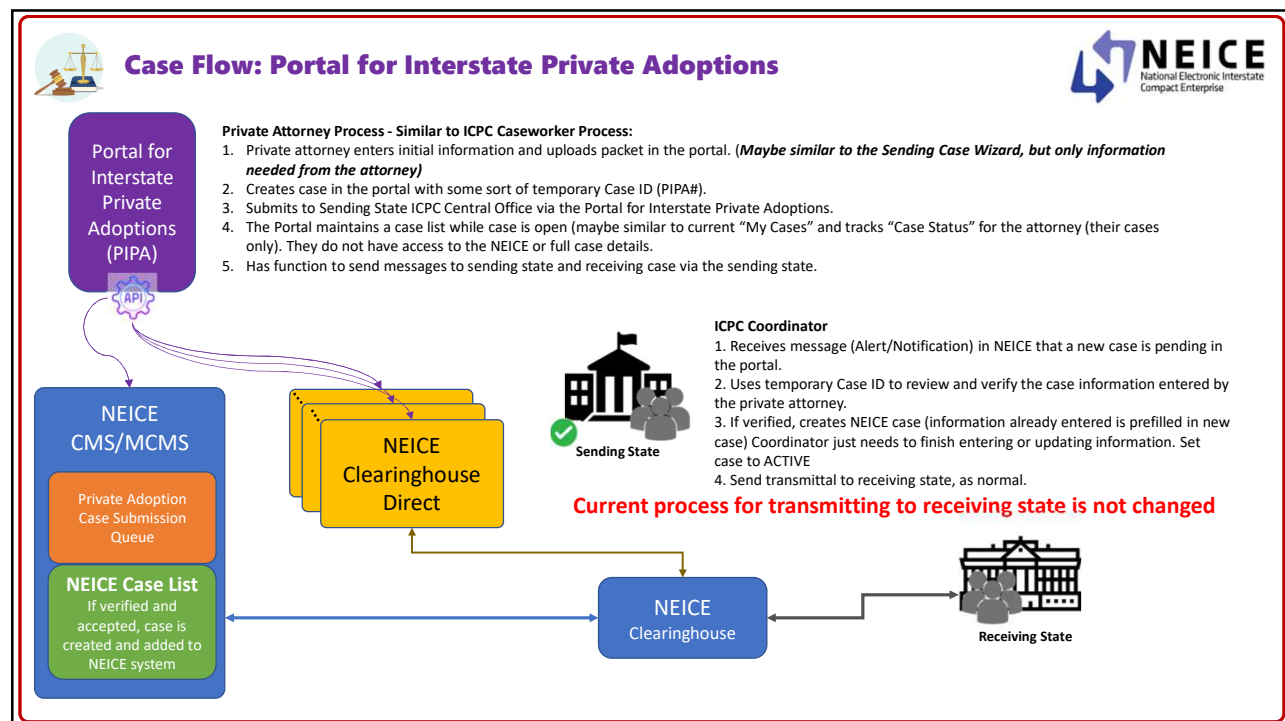
Private attorney/agency can

- Log in and submit cases
- View the status of open and closed cases (for children they've submitted).
- Send messages to and from sending agency and submit questions to the receiving agency via the Sending agency
- Generate reports, monitor timelines, status.
- See and download copies of the adoption decree.

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Case Flow: Portal for Interstate Private Adoptions

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Private Attorney Process - Similar to ICPC Caseworker Process:
1. Private attorney enters initial information and uploads packet in the portal. (*Maybe similar to the Sending Case Wizard, but only information needed from the attorney*)
2. Creates case in the portal with some sort of temporary Case ID (PIPA#).
3. Submits to Sending State ICPC Central Office via the Portal for Interstate Private Adoptions.
4. The Portal maintains a case list while case is open (maybe similar to current "My Cases" and tracks "Case Status" for the attorney (their cases only). They do not have access to the NEICE or full case details.
5. Has function to send messages to sending state and receiving case via the sending state.

Portal for Interstate Private Adoptions (PIPA)

API

NEICE CMS/MCMS

Private Adoption Case Submission Queue

NEICE Case List If verified and accepted, case is created and added to NEICE system

NEICE Clearinghouse Direct

Sending State

ICPC Coordinator
1. Receives message (Alert/Notification) in NEICE that a new case is pending in the portal.
2. Uses temporary Case ID to review and verify the case information entered by the private attorney.
3. If verified, creates NEICE case (information already entered is prefilled in new case) Coordinator just needs to finish entering or updating information. Set case to ACTIVE
4. Send transmittal to receiving state, as normal.

Current process for transmitting to receiving state is not changed

NEICE Clearinghouse

Receiving State

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The Detailed Process: How Would it Work

1. NEICE staff verifies and authorizes user/agency to use system.
2. Using a Case Wizard in the separate Portal for Interstate Private Adoptions, a private attorney/agency creates and submits an ICPC request to a NEICE sending state ICPC central office (if they have chosen to participate in PIPA). Pays per case fee electronically.
3. The referral request is sent to the participating sending state and is stored in the Private Adoptions Queue.
4. Sending state central ICPC coordinator receives electronic Reg 12 case alert and goes to the Private Adoption Queue area within their NEICE CMS/MCMS application.
   1. Worker reviews for completion, accepts case into NEICE and Transmits to receiving state.
   2. Only states participating in NEICE would have ability to have private attorneys submit through portal.

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Expected Advantages and Possible Challenges

Advantages

1. Smoother processing of private adoptions for children and families
2. Saving ICPC Coordinators' time of entering information into NEICE for private adoptions
   - Currently cases being submitted via secure email must then be entered into NEICE manually.
   - Currently cases being submitted via FedEx or mail must be scanned and entered into NEICE manually
3. Improved communication between Attorneys and Sending State ICPC offices
   o Reduced time spent clarifying information currently being submitted in handwritten format (100As)
   o Attorneys have access to direct information about case status, reducing calls to ICPC Coordinator offices or updates sent via secure mail, which are cumbersome.

Challenges

1. How would this function work in decentralized states like California?
2. Do private attorneys need to receive cases via the Portal? (thinking no)
3. What information is available to the private attorneys and for how long?
4. To save costs, would we want to delete the case after a year?

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Proposal for a NEICE ICPC Child Locator Map

AAICPC — Association of Administrators of the Interstate Compact on the Placement of Children — APHSA American Public Human Services Association

NEICE National Electronic Interstate Compact Enterprise

May 16, 2022

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When disaster strikes, proposed NEICE ICPC Child Locator Map can help

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When there is a disaster, state child welfare agencies would benefit from a tool for identifying where children are currently placed (Active Cases with Placements only):
- State(s)
- County(ies)
- City(ies)
- Zip Code

.

The NEICE ICPC Child Locator Map tool would provide a list of children living in the affected area and could be used by the state which placed the child or the state responsible for the child.

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Information or Data Requests

The NEICE ICPC Child Placement Locator Map tool would provide a list of children living in a specific state or area to assist with different requests for data.

Example: *"How many children does our state have placed in _____ state, county, city or zip code?"*

Benefit – Data is easily accessible in a fast and efficient manner.

Media

State Teams/Leadership

Legislative

Courts

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National Data Report

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Plan for Preparing and Releasing National Report

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✓ Share state snapshots with each individual state
✓ Meet with states on one-on-one basis to review state data
✓ State clean up of data
❑ Run national summary analysis
❑ Draft report (July target)
❑ Executive committee review
❑ Publication (Fall target)

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NEICE Security

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Security in Practice: Security Starts and Ends with Users

To ensure users are aware of security and take utmost care, NEICE:

- Requires all users of the CMS/MCMS application to take an e-Learning training module before using NEICE and posts a job aid on its knowledge base. Each state is responsible for ensuring its users have taken the course.
- requires that all NEICE users agree to assume individual accountability and responsibility in maintaining the security of the NEICE and follow security best practices included in the training module and to their state's own policies and requirements.
- asks NEICE users to sign a user acceptance of the security rules policy annually and attest to follow security protocols each time they log into NEICE.
- provides annual security training for each state's lead NEICE ICPC Administrator/Deputy Administrator and IT staff for NEICE.

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State Points of Contact (POCs)

Alert to NEICE states (also referred to as Participants) in a timely way is critical in event of a breach.

- State Points of Contact (POCs) and Backups are a vital part of the process.
- Each state must have a POC and a back up.
- The state POC and/or Backup
  - ✓ will be responsible for alerting the Information Technology Service Provider (ITSP) of a Breach Incident in Participant's state or jurisdiction and who will be alerted by APHSA in the event of a data breach by either another Participant or APHSA.
  - ✓ will be responsible for alerting the other state or jurisdiction personnel in Participant's chain of Breach Notification protocols.
  - ✓ must update this information as changes occur by notifying mroth@aphsa.org.

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Security Obligations for All States and Users

1. Check to see that all of your users have taken the eLearning Security training
2. Make sure your security POC is up to date
3. If your state or jurisdiction experiences a breach, notify the NEICE Project team within 24 hours.

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Sustainability and the Future of NEICE

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NEICE Sustainability

- Major priority is securing the long-term future of NEICE
- No increase in fees since 2014, budget built on 2015 model
  - Cost drivers include rising technology costs, security and maintaining three platforms (CMS, MCMS and NCH)
- Solvent budget through end of 2022, but will need a plan for meeting budget for the future:
  - In 2023, facing $580,000 deficit
  - In 2024, facing $916,500 deficit
- Has been supplemented by funds from the Children's Bureau.
  - Most recently $1,028,000 grant through September 2022.
  - No guarantee that federal funding will be ongoing.

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Exploring Budget Sustainability Options

1. To make budget in 2023, need additional $12,600 per jurisdiction = $37,600 in 2023.

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2. To meet 2024 budget of $2.16 m, with 46 states, each license fee would be increased overall to $46,700 per jurisdiction
3. Executive committee is studying whether to adjust fees by state size, usage or system type, or some blended model.
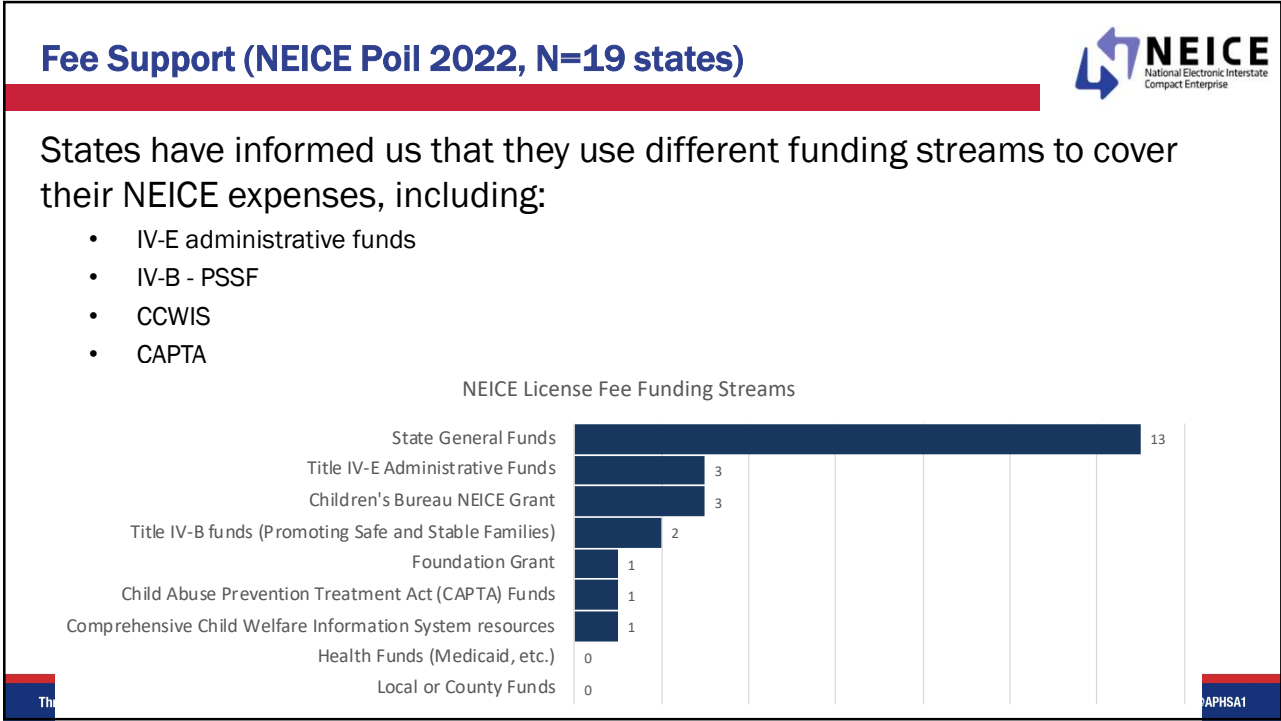
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Fee Support (NEICE Poil 2022, N=19 states)

NEICE National Electronic Interstate Compact Enterprise

States have informed us that they use different funding streams to cover their NEICE expenses, including:

- IV-E administrative funds
- IV-B - PSSF
- CCWIS
- CAPTA

NEICE License Fee Funding Streams

Funding Stream	Count
State General Funds	13
Title IV-E Administrative Funds	3
Children's Bureau NEICE Grant	3
Title IV-B funds (Promoting Safe and Stable Families)	2
Foundation Grant	1
Child Abuse Prevention Treatment Act (CAPTA) Funds	1
Comprehensive Child Welfare Information System resources	1
Health Funds (Medicaid, etc.)	0
Local or County Funds	0

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Discussion

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