



NEICE User Meeting

This meeting is for lead state users of the NEICE Case Management System and the Modular Case Management System

April 28, 2022



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Today's Agenda

- I. Data Reports Discussion
- II. Product Improvements
- III. NEICE Support Summary
 - Upcoming Schedule
 - Training data
- IV. Onboarding Updates (Tom)



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Data Discussion


Zoom Whiteboard




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NEICE Product Improvements

Assessing Costs



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User Feedback Survey



- Previous NEICE User Feedback Survey was administered in 2020 with a report completed April 2021.
- New NEICE User Feedback Survey will be coming out soon to inform NEICE improvements.



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May 2022 Training Schedule



Training Schedule posted here:

<https://support.neice.us/en/support/solutions/articles/6000251617-neice-training-schedule>

ICPC Coordinators (Every month, 2nd Wednesday at 1 pm ET)

☐ **Wed. May 11, 2022, 1:00-2:30 PM (ET)**

County (or Local) Caseworkers (Every 3rd Wed at 1 pm ET)

☐ **Wed. May 18, 2022, 1:00-2:30 PM (ET)**

Assignment Coordinator Sub-Role Training (Every other month)

☐ **Wed. May 25, 1:00-2:00 pm (ET)**

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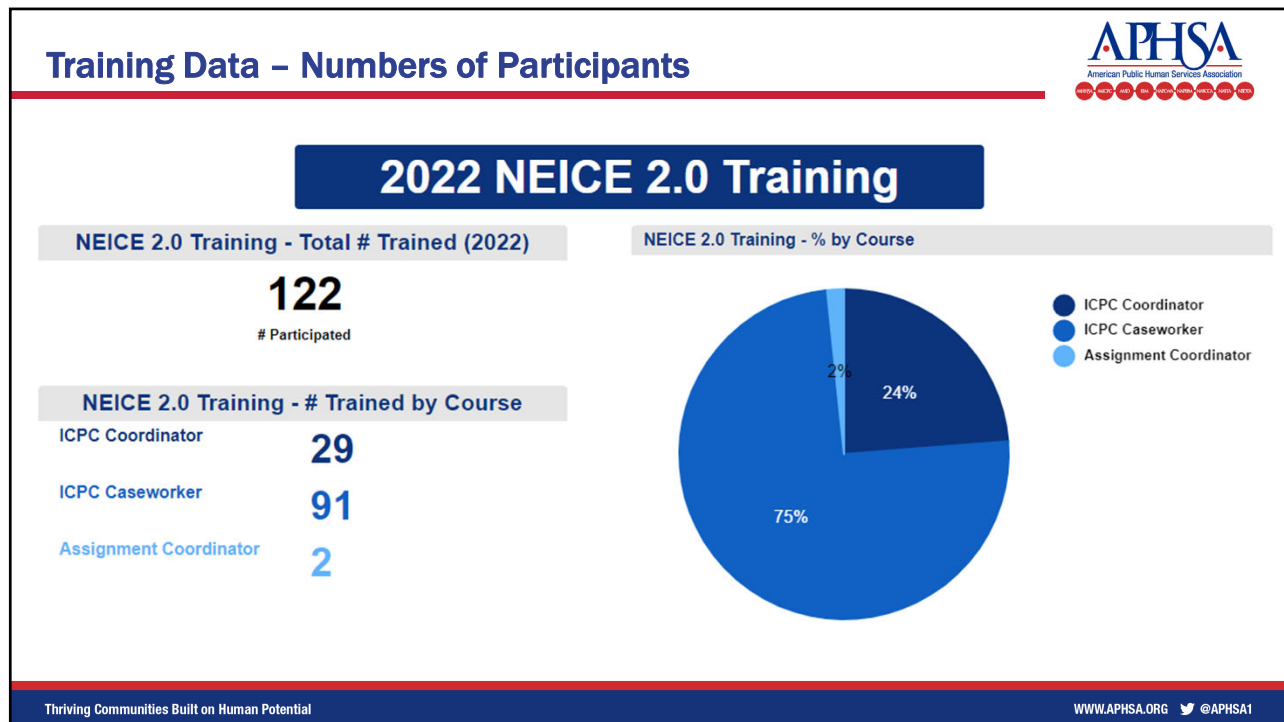
Training Data – Number of Sessions by Course



- 8 training sessions held
 - 3 ICPC Coordinator Sessions
 - 4 ICPC Caseworker Sessions
 - 1 Assignment Coordinator Session


Date	Training
1/12/2022	ICPC Coordinator
1/19/2022	ICPC Caseworker
1/26/2022	Assignment Coordinator
2/16/2022	ICPC Caseworker
3/9/2022	ICPC Coordinator
3/16/2022	ICPC Caseworker
4/13/2022	ICPC Coordinator
4/20/2022	ICPC Caseworker

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What are we working on?




- **Survey Feedback**
 - *This training was very informative, and it would be helpful to have a **more advanced training** to go over the paperwork being sent through NEICE.*
 - *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.*
- **Short videos**
 - 3 to 5 minutes
 - Distinct activities
 - Coming to Knowledge Base


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Onboarding Updates




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Onboarding Status Snapshot

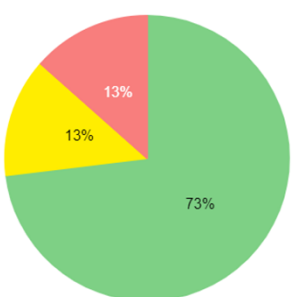


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NEICE State Onboarding Status

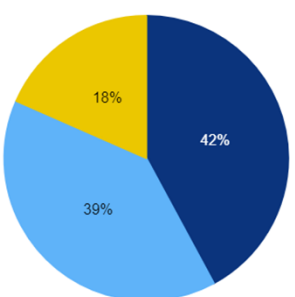
NEICE States Onboarded (Live)	NEICE States Onboarding	Non-NEICE States	NEICE CMS States	NEICE MCMS States	NEICE NCH States
# States 38	# States 7	# States 7	# States 16	# States 15	# States 7
% of States 73%	% of States 13%	% of States 13%	% of States 42%	% of States 39%	% of States 18%

NEICE State Status Summary (52 States)



- NEICE States Onboard - Live
- NEICE States Onboarding
- Non-NEICE States (not yet signed MOU)

NEICE State Connection Type (38 NEICE State Live)



- NEICE States CMS
- NEICE States MCMS
- NEICE States NCH

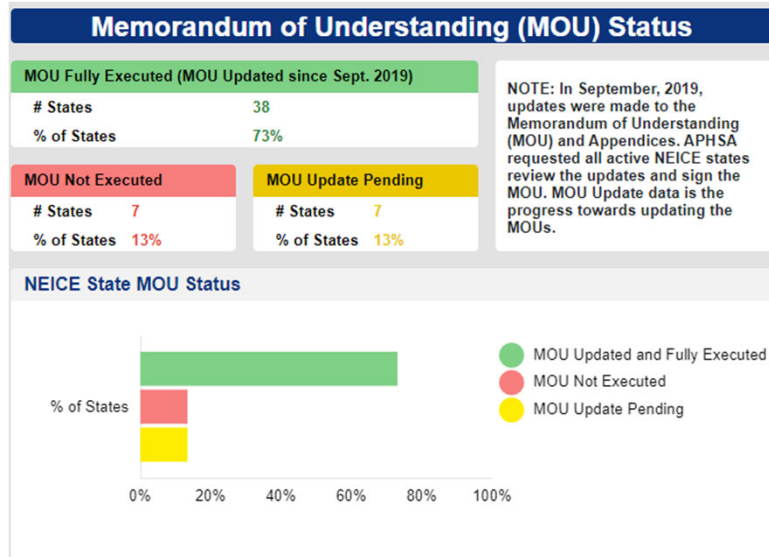
NOTE: The discrepancy between the data in these charts showing 38 Live States and the map with 39 fully implemented states is, one NEICE Live state (fully implemented) is currently offline and is counted in the "7 NEICE States Onboarding" data. Once online the numbers will match.

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Memorandum of Understanding (MOU) Status



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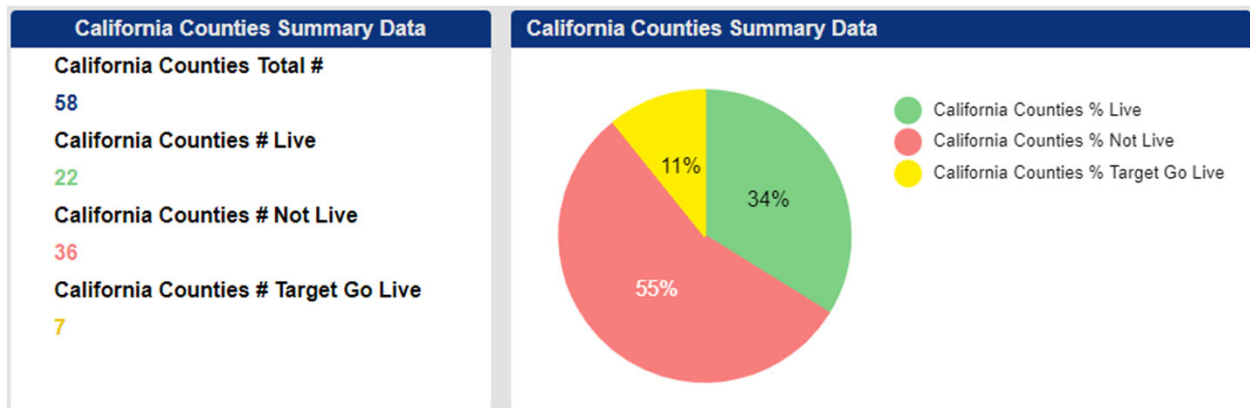
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Onboarding Status Snapshot



- California – Cohort 2 – Go Live April 25 (Amador, Butte, Marin, Merced, Riverside, San Mateo)



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Onboarding Updates



- Colorado – Working on MOU
- Michigan – Inquired about joining
- Montana – Orientation Call completed
- New Hampshire – Kick Off Call May 11
- West Virginia – Extensive NCH Development and Testing
- **Any updates from states?**

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NEXT MEETING



May 26, 2022, 2-4:00 PM (ET)

<https://aphsa.zoom.us/meeting/register/tZwtfu6oqT0pG9QujorP57715J0eqqsn80LV>

Meeting Schedule can be found on the NEICE Support Desk at:

<https://support.neice.us/support/solutions/articles/6000251616-neice-meetings-schedule-clearinghouse-cms-mcms->



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Questions?



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Thank you!!!!



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