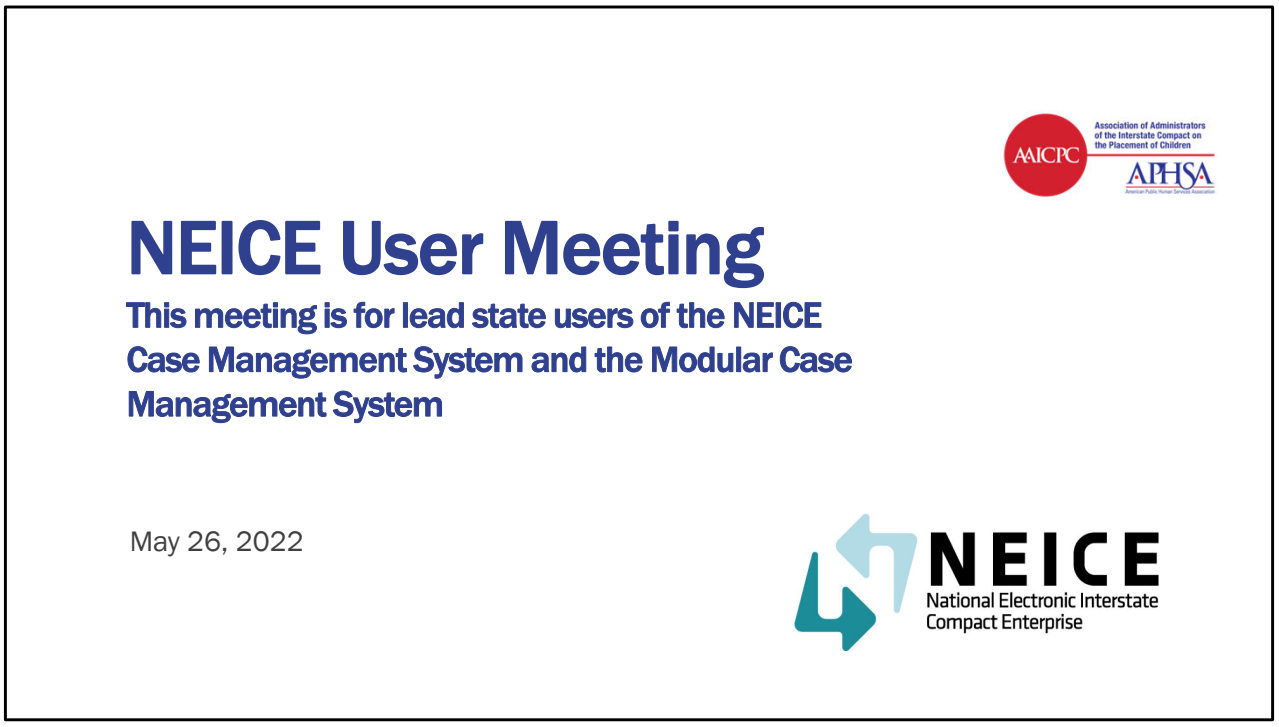
Click here for the recorded session (Length 01:18:29) - https://youtu.be/-6wWRrz5lXY



NEICE User Meeting

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

May 26, 2022

Participants: Lynnea Kaufman, Tom Livoti, Wendy Lautsbaugh, April Carlson, Bertha Levin, Marci Roth, Margarita Dyer, MD - Charles Gentemann (Charles Gentemann), Marlena Allen, Nicole Jamison, Max Daniel, Susmiitaa Linga, Tara Williams, Gilbert Soto, Carrie Pedersen, Raghu Govindaraj, Niesha Robinson, Andrew Tyler, Lisa Marx, Marcus Robinson, Mindy Wall, AMY TAFOYA ,Janet Kuntzsch, Vasoda Singh

CHAT:
12:59:59 From Charles Gentemann to Everyone: Good afternoon. - Charles Gentemann, Maryland
13:00:47 From tom livoti to Everyone: Hi Charles and everyone else
13:00:51 From Marlena Allen to Everyone: Hello, Marlena Allen, New Mexico
13:01:11 From April Carlson to Everyone: Hi everyone - April from Nebraska here :)
13:01:11 From margarita dyer to Everyone: Hi, Margarita Dyer GA
13:01:21 From Janet Kuntzsch to Everyone: Hello everyone, Janet Kuntzsch from Kansas
13:02:25 From Wendy Lautsbaugh to Everyone: Wendy Lautsbaugh in PA

Today's Agenda

NEICE National Electronic Interstate Compact Enterprise

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

APHSA American Public Human Services Association

I. Product Improvements

- Refining Requirements

II. NEICE Support Summary

- Upcoming Schedule
- Training data

III. Onboarding Updates

IV. User Feedback Survey

NEICE
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NEICE Product Improvements

Product Improvements (Refining Requirements)

NEIC – 1232

1. System shall have the ability to identify duplicate person/ cases
2. System shall have the ability to merge duplicate persons/cases and pull the case data to a single case

User Comments: Add functionality to do report that searches for duplicate persons/ cases and offers ability to merge duplicate persons/cases and pull the case data to a single case , automated closure of over 21 cases, etc.

Can we please add this to our list? Could it help with the legacy problem?

Tetrus notes: Could have the system pull up 2 children and the user could select one as the primary. Then could link all the cases to the primary and the 2nd one would be soft deleted.

NEIC - 1232 - How do you want to merge? Raghu explained what they could potentially change in the system: If child is created in NEICE, initially some data elements were missing. Then realize the child is the same. Gives the ability to search and finds all associated and gives the choice to pick a primary child. Decide what data needs to be in the new child. If white in one child and white and black in another. Can actually make consistent and save. Say this will be the primary child moving forward. Once save, the system will link all the cases. What if there is a different jurisdiction? How would you resolve that? System still blocks making a duplication.

Carrie - WI Feel like this could have issues. Merge together cases? No.

Child sent by 2 different states, one had a SSN and the other did not. When sending data, sent with different Child IDs. Now same child with 2 different IDS. Just mark one as no longer valid

Not if seeking placement in 2 different states.

A CA county was not onboarded. A state created a receiving case from CA County. Once the County was onboarded, CA created a case. 2 cases - MD Created and CA created. 2 same children having cases. If had merge child option.

Merge Cases? No

Some states allow multiple requests all at the same time for one child.

Talking more about a child's duplicate record, not the cases.

PA Also noticed 2 different NEICE ID numbers for the same child. Will it fix that issue? Yes, it would fix that.

Product Improvements (Refining Requirements)

NEIC – 716? - System shall have the ability to send a transmittal with both 100A and 100B together for non Reg1 cases.

User Comments: When processing private placements (the parent is sending their child) we often get the 100B placing at the same time as the 100A and other documents. NEICE has an error that won't let us send it all in one transmittal. This is creating a double workload for these cases and double transmittals for the receiving state.

NEIC 716 - How often does this happen? Should this be all reg cases or restricted.

Carrie - Need on Reg 4s. All Reg 4 or just Reg 4 private cases.
April in NE - All of us come across placement violations. Maybe should be able to send all in one; but if in a violation maybe should not be able to send all together.
Carrie - Can it just be Reg 4 and 12? Not necessary with Reg 12.
Charles - Placement should never be done without approval. Out west they permit placements without approval.
NEICE blocks this

System could allow for only private Reg 4.

All CHS are on 1.0 version. Not sure they would be able to send and receive. They would not be able to send that way. Rec. might also be a problem. Maybe survey the states.

13:26:38 From Marci Roth to Everyone:
Also is this a top priority?

April and others indicated it is for those who process Reg 4 private cases.

13:27:28 From Marci Roth to Everyone:
Ok, that's good to know! ☺

Niesha agreement to present to EC.

Product Improvements (Refining Requirements)

NEIC – 833 - Currently, the Reconsideration Request is not handled in NCH and hence users have to create the new case and reference the old case number in Notes section. System shall have the ability to submit a request for reconsideration of a denied home study.

NEIC - 833 - Currently users are sending a new case for a Reconsideration Request. If given the option

What is the business process. Can send a HS update on a case. IF Reconsideration, how will the system id it is a reconsideration?
Charles - Any state can appeal a denial. Compact says they have 60 from the denial date. Can the system be tweaked to

Send anything for the appeal? How will the system know it is an appeal? If the local denies and sends the denial. If the SS has a good reason to appeal the denial. SS local can say what that is. Should be an egregious reason. Wrong resource, there has to be a legitimate reason to ask for an appeal/reason to look at it again. We want you to reconsider your decision

Carroie-90 days. Reconsideration with out an appeal. 2 different - with or without a new HS. Has to be a reason. There was a sex offender in the home and they are no longer in the home. Want to be able to do the reconsideration within the

Niesha - agrees with the term reconsideration.

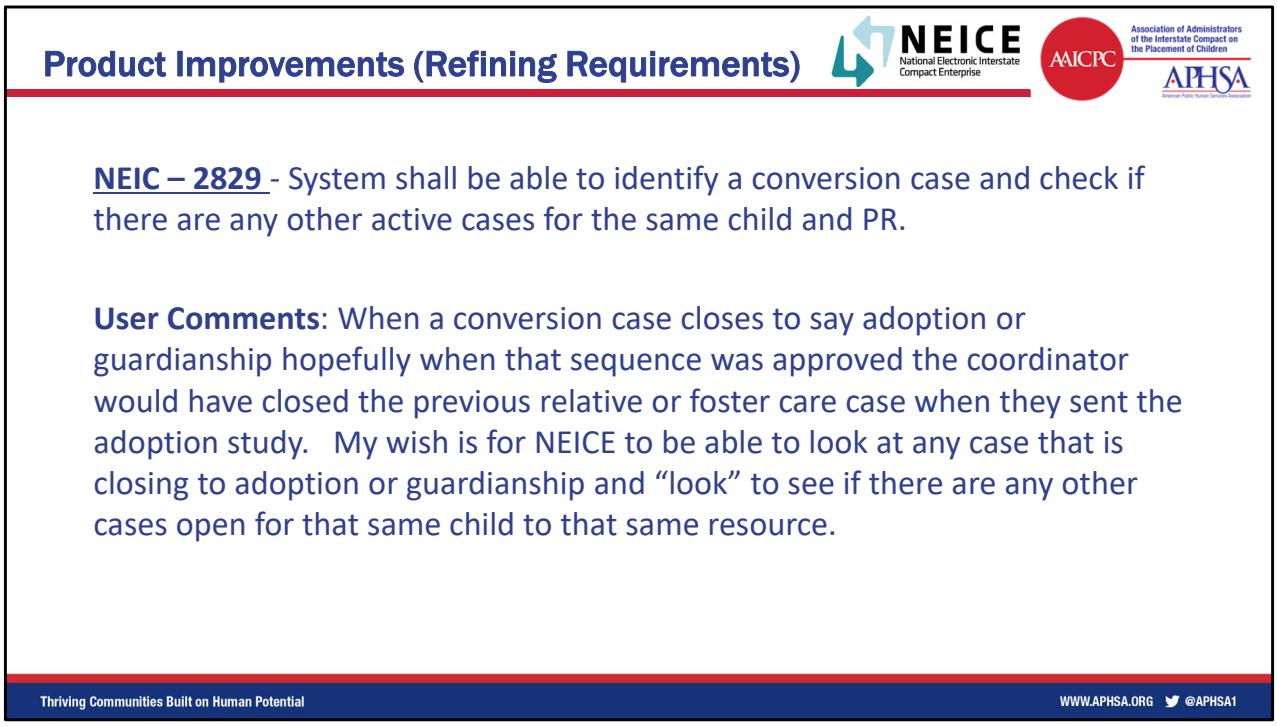
Charles- If gone past 6 months and has not made placement. Should be a way to restudy or reapprove.

Reconsideration - Does the state resend the 100a? NE asks for a new 100A with clean new signatures. If in the system there was a 100A Reconsideration.

If look at 100A, could use that again. GA would require a new 100A. NE - TO show the history of the case, it would be able to show a new entry of the 100A. When open the history could see initial and then reconsideration to help track.

Tom, would have to have a new document type? That would be a new document. Maybe just a new purpose of transmittal - Comes from the IEPD. Raghu -
Tom - Sounds like we need to come up with a solution for the reconsideration. Need to determine if
Second HS on the same case. CHS will have a challenge, because they are using 1.0 schemas.

Tetrus will work on ways to make this work and come back to it.



NEIC 2829 - The system prompts a duplicate case if REG type and PR all match. Is this different from duplicate case? Charles - yes. They may ask for a FH, then later ask for relative then adoption. If Adoption case closes but still have the other cases open. Difficult working in cyber space on same case. Multiple cases for same child on same placement resource. When create should the system provide an alert - Carrie - when we close it. Need a tickler to close the others. The others stay open until the Adoption is approved. April - Suggested having some kind of hyperlink - click on child's name and see any cases on that child. Any case on the same child. If adopted, we don't need other cases pending. Prior to electronic these cases sat and were never wrapped up. Lisa Marx agrees there should be a Susmiitaa indicated they can update the child screen to list all the associated cases.

Product Improvements (Refining Requirements)

NEIC – 1164 - 1. Right now, coordinators are only getting due date notifications on Reg 2s. System shall have the ability to add due date notifications on other Reg types too.

2. System shall turn off the urgent red color once a placement decision has been entered, also then any subsequent notification is black like all other Reg types.

3. System shall have the ability for a user to choose certain transmittals of Non-Reg 7 cases so that they can be displayed in red color until a placement decision has been entered.

NEICE 1164 - Good for #1 with 2.0.
#2 - Currently we don't turn off red. Does everyone want? Charles - once Reg 7 - only send to RS - Niesha appreciates the alerts as SS. Once Placement Decision is made, the alerts don't need to be red. Once HS response is sent to the SS, the notifications don't need to be red.
#3 - Non-Reg7 there is an urgent request in the transmittals.
Wendy prefers reg 7 is red until HS decision is made. Other things marked Urgent but in regular font and color. Only wants Reg 7 red. If everything is red, then it will be hard to find Reg 7. Is there a way to make clear in the message. Need some way to know it is urgent. Does it say URGENT? The notification does say it is urgent. Prefer to keep the red for only Reg 7. Does everyone agree with Wendy? Yes.

Product Improvements (Refining Requirements)

NEIC – 2826 - System should have the ability to auto populate the Planning and Financial Responsibility on the 100A from Child Information.

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NEICE 2826 - Is the planning and responsible child always the same for a child, does it change? If trying to place in different states, is the responsibility the same? Normally always with the sending agency. A VPA would make it different - Voluntary Placement Agreement. Currently it is entered on the 100A, can use same as above to prepopulate those. Would it be a good option to capture when creating the child and then auto populate on the 100A. Wendy says it sounds good to her as long as it can be edited on the 100A. If the system auto-populates, 99% of the time it will be the same. It will save input time.

Carrie - WI does not create in NEICE. Will this eliminate the need to type it out in NEICE, or could it pull from the SACWIS? We upload the 100A, and right now we have to

Right now the system doesn't support this. This would be a change to get the information from the SACWIS for the child.

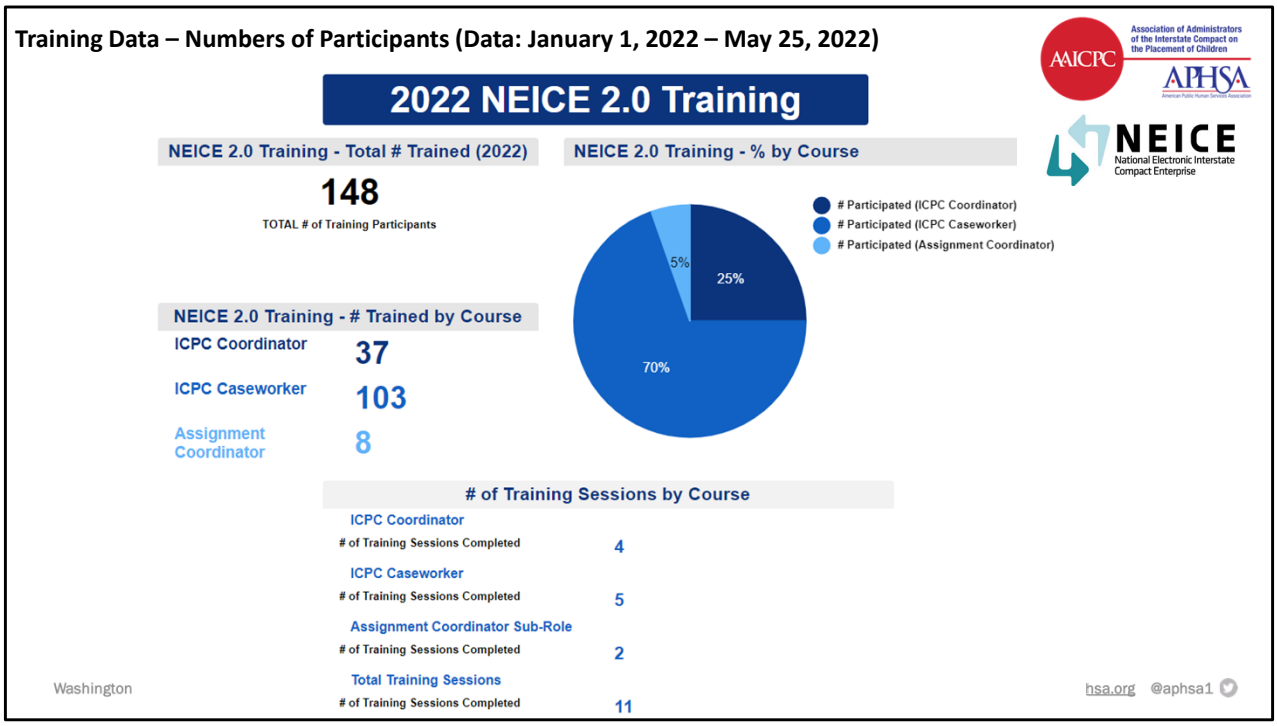
NEICE Support Summary

NEICE 2.0 E-Learning Summary

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

	Total submissions	
eLearning Course:	#	%
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

Training Data – Numbers of Participants (Data: January 1, 2022 – May 25, 2022)



Training Schedule

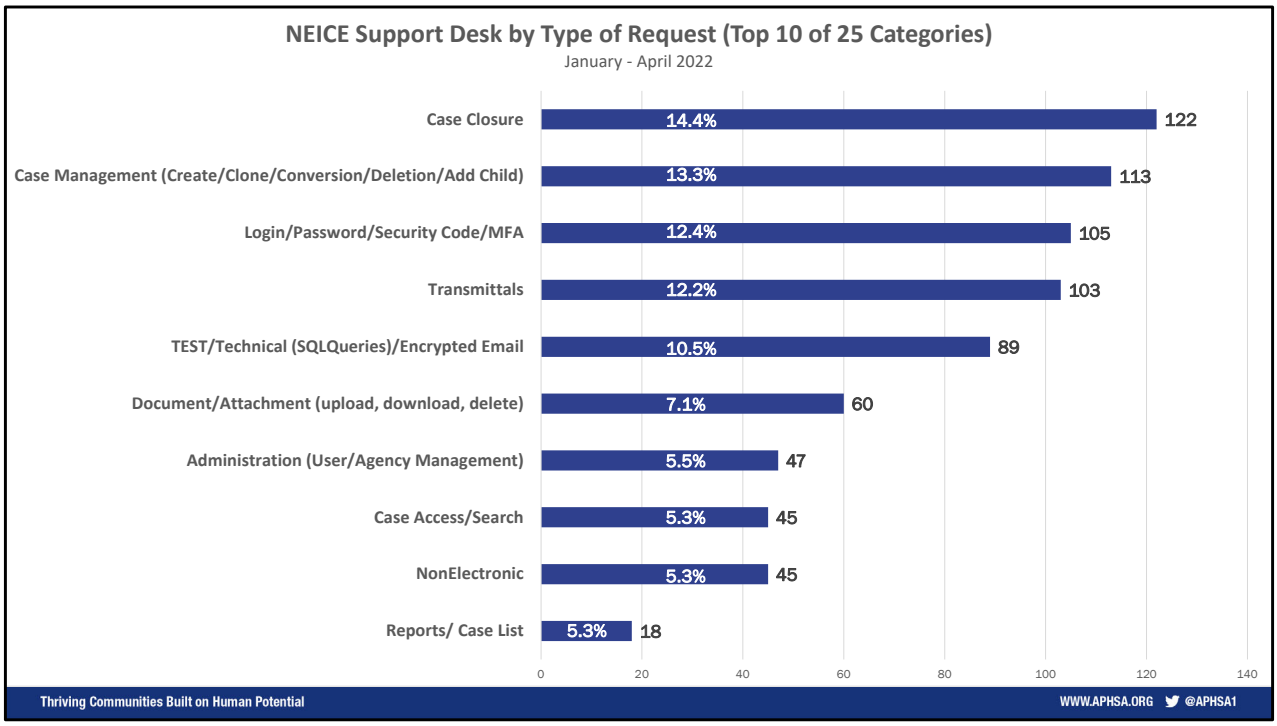
- **ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
  - Upcoming Session is **6/8/2022, 1:00-2:30 PM (ET);** https://aphsa.zoom.us/meeting/register/tZckduGorzwrHdfKiRm870Aul9PkOVpovwtN
- **County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
  - Upcoming Session is **6/15/2022, 1:00-2:30 PM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

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%)


NEICE Support Desk by Type of Request (Top 10 of 25 Categories)
January - April 2022
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
0
20
40
60
80
100
120
140
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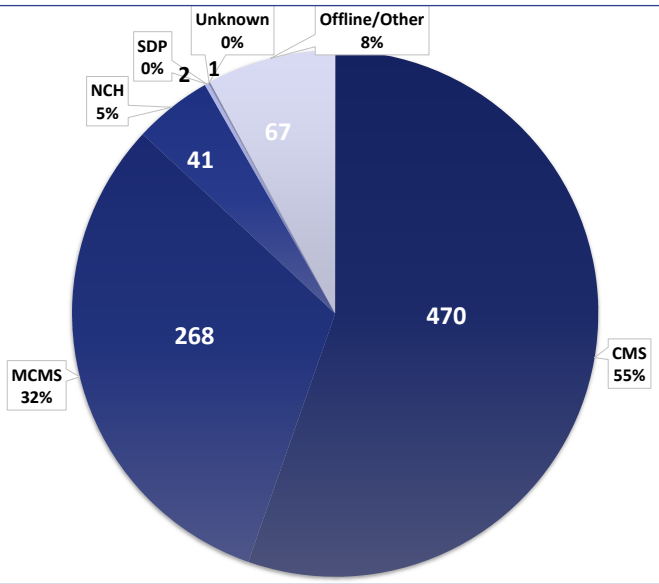
NEICE Tickets by Connection Type

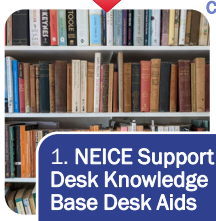
Jan. - April 2022 NEICE Support Desk

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



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

NEICE Support Desk

4. NEICE Support Ticket

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

Onboarding Updates

Onboarding States to NEICE Updates

- Alabama
- California
- Colorado
- Delaware
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Montana
- New Hampshire
- North Dakota
- Oregon
- Tennessee
- Texas
- Washington
- West Virginia
- Wisconsin

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User Feedback Survey

User Feedback Survey

- Previous NEICE User Feedback Survey was administered in 2020 with a report completed April 2021.
- New NEICE User Feedback Survey was completed.
- Report coming soon!
- Thank you to all states who were able to participate!

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Using NEICE: State Concerns and Updates

Using NEICE

Questions and/or issues identified by states

NEXT MEETING

June 23, 2022, 2-4:00 PM (ET)

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

Meetings through December 2022:
July 28, 2022, 2-4:00 PM (ET)
August 25, 2022, 2-4:00 PM (ET)
September 22, 2022, 2-4:00 PM (ET)
October 27, 2022, 2-4:00 PM (ET)
No Meeting in November due to the holiday
December 22, 2022, 2-4:00 PM (ET)

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-