



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



NEICE User Meeting

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



NEICE
National Electronic Interstate
Compact Enterprise

Participants (23 state participants)

Lynnea Kaufman, Dawn Gray, Odetta Bulluck, Nicole Jamison, Regi Daniel, Carrie Pedersen, NM-Marlena Allen (Marlena Allen), Margarita Dyer-GA (Margarita Dyer), Tom Livoti, Marci McCoy-Roth (she/hers), Amanda Nowak, Bertha Levin, Janet Kuntzsch, Charles Gentemann - Maryland (Charles Gentemann), Jessica Guthery, Duane Fontenot, Michael Tovey, Yasiria Otero, Scott Boland, Julie Rankin, Susmiitaa Linga, Antonio Tigeleiro, Angie Stackhouse, Gilbert Soto, Renee McDonald, Sharon Curry, Carmen Fuentes, Max Daniel, Katie Churchill, Mindy Wall

12:59:29 From Charles Gentemann to Everyone:

Good afternoon !

12:59:34 From Margarita Dyer-GA to Everyone:

Hi!!

13:00:23 From tom livoti to Everyone:

Hello and welcome to YOUR monthly call.

13:01:58 From Yasiria Otero to Everyone:

Good afternoon from CT! - Yas:)

13:02:03 From odetta Bulluck to Everyone:

good afternoon

Today's Agenda



I. Product Improvements Update

- Update on product improvements
- Requirements for “Cases in *Receiving Status*” report and alerts

II. NEICE Invoices

III. NEICE Support

- Training data
- Upcoming Schedule

IV. Onboarding Updates

- Updates from the NEICE Team
- Opportunity for States to Provide Updates (optional)

V. State Topics/Questions




- Topic/idea submission form
- State topics/ideas/questions



NEICE Product Improvements

Product Improvements Update



- ✓ Received initial cost analysis from Tetrus
- ✓ Tetrus finalizing approval forms for Guidance Committee
- ✓ Presented to the NEICE Guidance Committee on 7/29/2022
- ✓ Executive Committee review and approval
-  Tetrus begins build
-  Product improvements release (Date TBD)
-  Training and Job Aid updates to align with the improvements

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- 23 product improvements submitted to the Guidance Committee and Executive Committee for discussion and approval.
- 19 of the 23 were approved (see attachment for all tickets and decisions)
 - 2 were not approved (safe and timely and extended foster care)
 - 2 were tabled to all for more information on how the changes will impact the Clearinghouse Direct states

PI Question

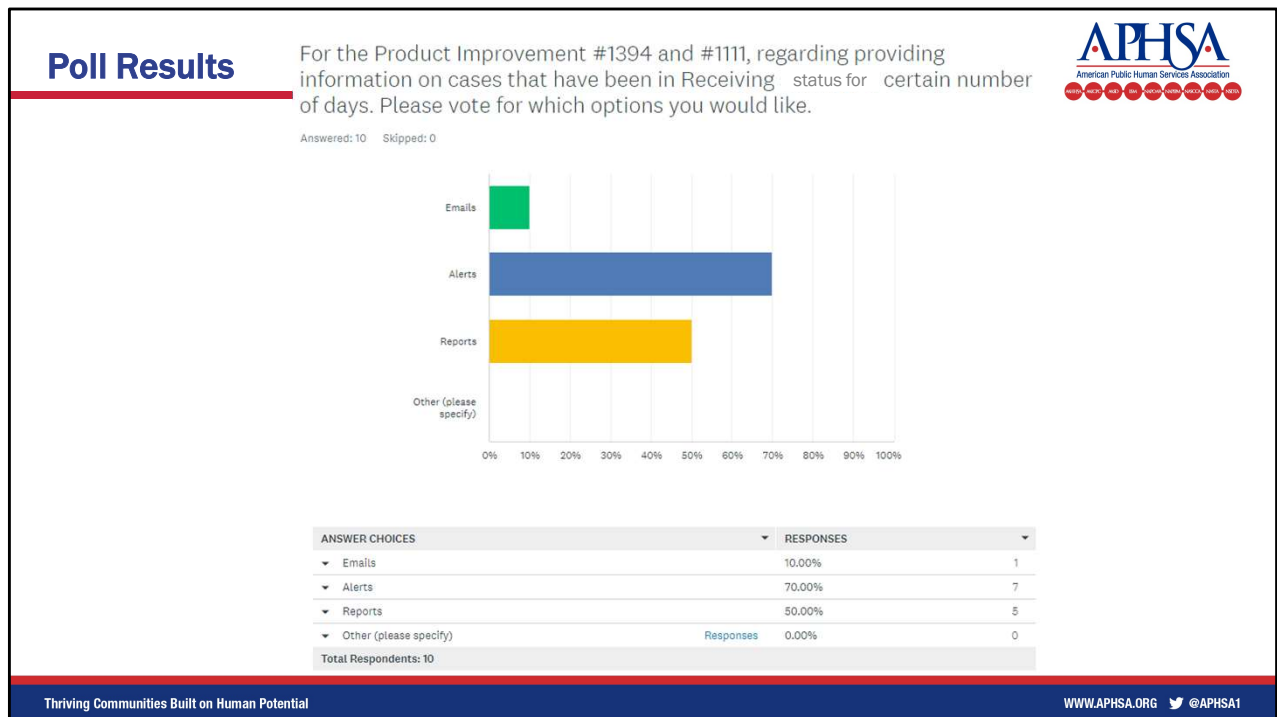


NEIC-1394

NEIC-1111

1. System should have the ability to generate a report stemming from the case status field which would notify users that a case has not changed from Receiving, to Active after **x number of days**.
2. Ideally, it would report a Reg 7 or Reg 12 after 1 or 2 days and a Reg 2 after 4 or 5 days. (POLLING after discussion)
 - a) **When do you want the cases to be displayed?**
 - b) **What about Reg 1 & 4??**
3. Input Criteria: Date Range , Regulation Type, Sending state. Report shall display the following columns: Reg Type, M/CMS Case id, child name, sending state, Days Received (calculated from the 100A Request Received date)
4. And system shall send an email/ Alert if any cases reach this status.
 - a) **Frequency?**
 - b) **Who should receive the email/Alert?**
 - c) **All Cases or just that days?**
5. Name of report?? *Cases in Receiving Status*

The group discussed the proposed product improvement for a report/email/alert when cases remain in “Receiving” status. See following slides for polling results on the questions discussed to develop requirements for this PI.



Participants were polled by SurveyMonkey to determine how they would like to be notified about cases in “Receiving” status (not yet set to Active status). It was determined that alerts and reports were needed but the reminder emails were somewhat overwhelming.

13:16:22 From Marci McCoy-Roth (she/hers) to Everyone:

Could there be a way to mute the alert if you are waiting on paperwork?

13:17:19 From Marci McCoy-Roth (she/hers) to Everyone:

Excellent points, Charles.

13:18:14 From Susmiitaa Linga to Everyone:

we can have the users delete the alert and that will be removed

13:23:49 From carrie pedersen to Everyone:

my vote is no emails

13:25:50 From amanda nowak to Everyone:

No emails

13:26:20 From carrie pedersen to Everyone:

no because you will see it when you go into the case

13:26:21 From Margarita Dyer-GA to Everyone:
No emails

13:26:23 From Angie Stackhouse to Everyone:
no email, no alert only report

13:26:30 From carrie pedersen to Everyone:
what Angie said

13:26:34 From NM-Marlena Allen to Everyone:
No email, no alerts.

13:26:36 From Jessica Guthery to Everyone:
Yes alerts

13:26:37 From Charles Gentemann - Maryland to Everyone:
Makes no difference, yes and no. whatever most want. I don't find it helpful.

13:26:39 From Margarita Dyer-GA to Everyone:
No alert

13:27:01 From Katie Churchill to Everyone:
no email, yes alerts

13:27:03 From Regi Daniel to Everyone:
yes to alert

13:27:08 From amanda nowak to Everyone:
Yes alerts

13:27:11 From Yasiria Otero to Everyone:
Either is fine

13:27:34 From Gilbert Soto to Everyone:
Report

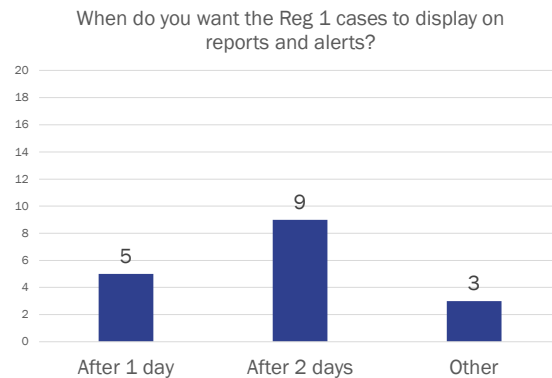
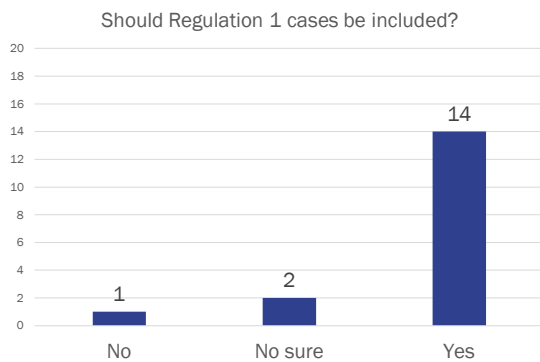
13:29:03 From Sharon Curry to Everyone:
MA is votes for Alerts and the report

13:30:26 From carrie pedersen to Everyone:
this is just talking about marking it active ...correct?

Poll Results for PI to add a report/alert when cases remain in “Receiving” status



Poll results for Regulation 1



Polling resulted to include Regulation 1 cases and display on the report and alert after 2 days.

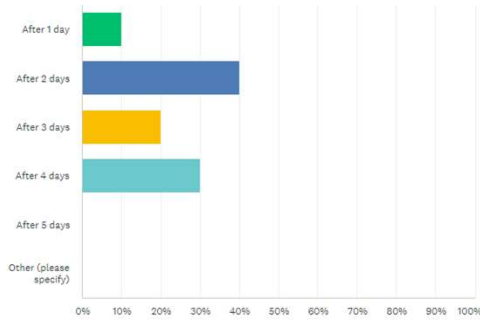
Poll Results for PI to add a report/alert when cases remain in "Receiving" status



When do you want Reg 2 cases to display on reports and alerts

Answered: 10 Skipped: 0

Poll results for Regulation 2



| ANSWER CHOICES | RESPONSES | |
|--------------------------|-----------------|----|
| ▼ After 1 day | 10.00% | 1 |
| ▼ After 2 days | 40.00% | 4 |
| ▼ After 3 days | 20.00% | 2 |
| ▼ After 4 days | 30.00% | 3 |
| ▼ After 5 days | 0.00% | 0 |
| ▼ Other (please specify) | Responses 0.00% | 0 |
| TOTAL | | 10 |

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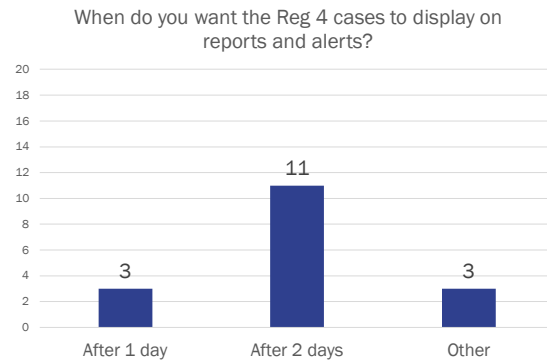
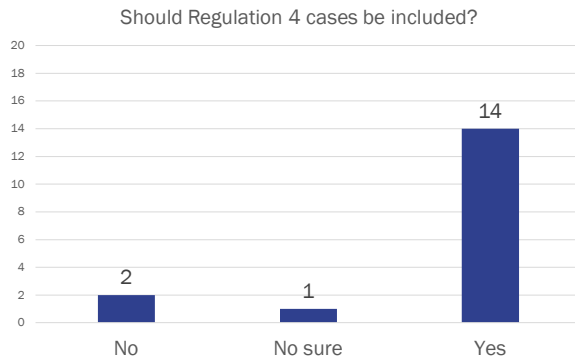
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Polling resulted in Regulation 2 cases to display on the report and alerts after 2 days.

Poll Results for PI to add a report/alert when cases remain in “Receiving” status



Poll results for Regulation 4



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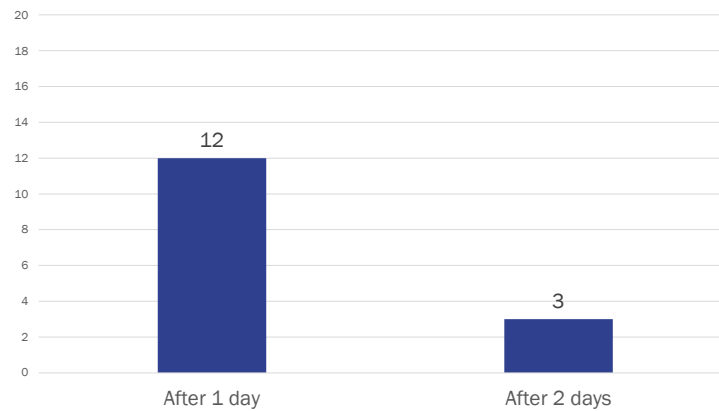
Polling resulted to include Regulation 4 cases and display on the report and alert after 2 days.

Poll Results for PI to add a report/alert when cases remain in "Receiving" status



Poll results for Regulation 7

When do you want the Reg 7 cases to display on reports and alerts?



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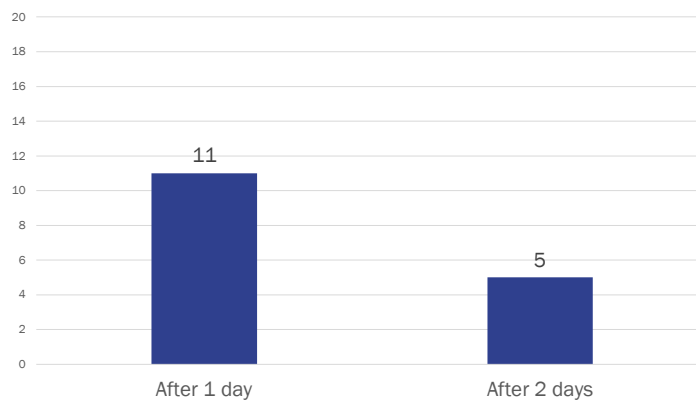
Polling resulted to display Regulation 7 cases on the report and alert after 1 days.

Poll Results for PI to add a report/alert when cases remain in "Receiving" status



Poll results for Regulation 12




When do you want the Reg 12 cases to display on reports and alerts?




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Polling resulted to display Regulation 12 cases on the report and alert after 1 days.



NEICE Invoices



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All the invoices for 2023 have been sent out.

NEICE Support

Training Data – Numbers of Participants (Data: January 1, 2022 – 8/31/2022)

Data from January 1, 2022 - Current

NEICE Training Sessions

NEICE offers a number of trainings for the [various roles in NEICE](#) on a monthly basis. Visit the NEICE Support Desk Knowledge Base - [Training and Practice Section/Training Schedules and Data Reports](#) for a full training schedule and details for enrollment.

Training Frequency Schedule

| Training | Day | Frequency | Time |
|------------------------|---------------|-----------|-------------------|
| ICPC Coordinator | 2nd Wednesday | Monthly | 1:00-2:30 PM (ET) |
| ICPC Caseworker | 3rd Wednesday | Monthly | 1:00-2:30 PM (ET) |
| Assignment Coordinator | 4th Wednesday | Quarterly | 1:00-2:00 PM (ET) |

18

of Training Sessions Completed

ICPC Caseworker

8

of Training Sessions Completed

ICPC Coordinator

7

of Training Sessions Completed

Assignment Coordinator

3

of Training Sessions Completed

NEICE Training Participants

199

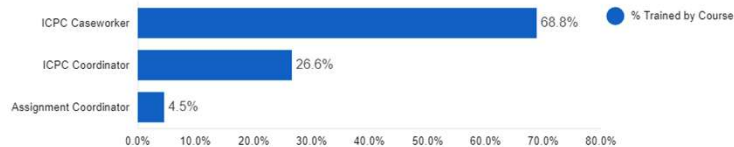
TOTAL # of
Participants Trained

We are training mostly
ICPC Caseworkers,
nearly 70% of the Total
of training
participants attended
the Caseworker
training.

Participants by Course

ICPC Caseworker **137**
ICPC Coordinator **53**
Assignment Coordinator **9**

% of Participants Attending by Course



Washington DC Metro Area

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Reviewed training data.

Training Data – Numbers of Participants by Month

(Data: January 1, 2022 – 8/31/2022)

The NEICE team trained **14** ICPC professionals in August 2022



Washington DC Metro Area

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Training Data – Feedback Surveys

- Began January 2022 sending [feedback surveys](#) to training participants for ICPC Caseworker and Coordinator trainings.
- Returns:

Feedback Survey Data January - Present

| | |
|--|-----|
| # Participated in ICPC Caseworker Training | 137 |
| # Surveys Caseworker Returned | 54 |
| % Caseworker Surveys Returned | 39% |

Feedback Survey Data January - Present

| | |
|--|-----|
| # Participated in Coordinator Training | 53 |
| # Coordinator Surveys Returned | 19 |
| % Coordinator Surveys Returned | 36% |

It was noted that there is a brief survey at the end of each training module for consideration in making changes to the training and/ or creating additional training. APHSA staff is reviewing the survey questions to make suggestions about effectiveness.

Training Schedule



- **ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
 - Upcoming Session is **9/14/2022, 1:00-2:30 PM (ET)**;
- **County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
 - Upcoming Session is **9/21/2022, 1:00-2:30 PM (ET)**;
- **Assignment Coordinator Sub-role Training** (Quarterly)
 - TBD for 2023

Training Schedule posted here:

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

The upcoming dates for NEICE training for Caseworker and ICPC Coordinator roles is avail on the Knowledge Base through 2022. The last NEICE assignment coordinator training for 2022 has been conducted. These will be posted for 2023 and occur on a quarterly basis

Onboarding Updates

Welcome new California Counties to NEICE family!



33 of California's 58 counties (57%) are onboarded!

California Onboarding

California has a total of 58 Counties.

- California is a decentralized state and is onboarding counties incrementally across the state.
- Los Angeles County was the first to onboard in 2018.

California Cohorts:

- California is currently onboarding an average of 4 counties every other month.
- The newest cohort launched on August 29, 2022 with 7 new counties.
- Two (2) counties (Shasta and Yolo) relaunched.

of CA Counties with a Target Go Live Date

0

California Counties by Date Onboarded

| Primary | NEICE Live Date | Count |
|-------------------|-----------------|-------|
| | 06/13/22 | 4 |
| Mariposa County | 06/13/22 | |
| Mendocino County | 06/13/22 | |
| San Francisco | 06/13/22 | |
| Solano County | 06/13/22 | |
| | 08/29/22 | 7 |
| Del Norte County | 08/29/22 | |
| Glenn County | 08/29/22 | |
| Imperial County | 08/29/22 | |
| Monterey County | 08/29/22 | |
| San Benito County | 08/29/22 | |
| Trinity County | 08/29/22 | |
| Yuba County | 08/29/22 | |

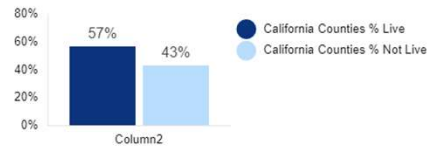
of LIVE CA Counties

33

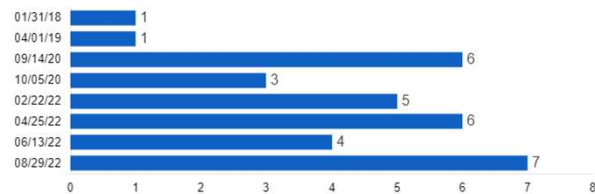
of Not Live CA Counties

25

California Counties % Live



of CA Counties Onboarded by Date



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14:17:15 From Susmiitaa Linga to Everyone:

CA Los Angeles - Private Adoptions

14:19:49 From Susmiitaa Linga to Everyone:

The Agency name is CA Los Angeles County (Private)

Onboarding States to NEICE Updates



- Alabama
- Arkansas
- Maryland
- Oregon
- Tennessee
- Texas
- Vermont
- West Virginia

Tom reported that Tetrus is working actively with states as follows.

- AL is transitioning to the Clearinghouse working testing outgoing cases and has requested an extension and plans to go live in June 2023.
- AK has had a Clearinghouse kickoff meeting and has been provided technical documentation.
- CA has added another 7 counties and refreshed 2. Cohorts will continue to be added gradually.
- MD building to the Clearinghouse and holding monthly meetings.
- OR has had a technical kick off meeting and is in a long-range planning phase.
- TN is on track to go live September 30 which is Friday.
- TX integrating testing and plans to go live at the end of Jan 2023
- VT is working with live data to facilitate migration of data to the new system
- WVA plans to go live January 1, 2023.

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APHSA
American Public Human Services Association

- [illegible]

21

State Topics/Questions

State Topics/Questions



➤ Topic/idea submission form

- Link to submission form: <https://app.smartsheet.com/b/form/067cb7440dcc4d04881d40d6b02a3fc2>
- Complete anytime to add your ideas, questions, discussion topics to this meeting's agenda.
- All ideas shared are added to the User Feedback spreadsheet to track adding to meeting agendas.

| | Name | Email | Date | State | Question or Request | User Meeting Agenda | User Meeting Agenda | Next steps | Done |
|---|------|-------|----------|-------|---|---------------------|---------------------|------------|------|
| 1 | | | 08/30/22 | | I would always like information and training on Private Adoptions | | 09/08/22 | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |

User Meeting Agenda

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A topic/ideas submission form was shared in which participants can share items for the next meeting agenda, experiences, questions etc. It was proposed to share by email, but a participant suggested posting it on the knowledge base where it can be completed at any time.

14:21:49 From carrie pedersen to Everyone:

Can it be added to the Neice support portal?

State Topics/Questions



- **Information and training on Private Adoptions**
 - Is there ongoing training available for states?
 - Discuss sharing resources/ideas

There is an outstanding question about training for private adoptions handled through ICPC. States have different ways of handling these and no one was able to provide information about a general training.

14:23:14 From carrie pedersen to Everyone:

Do they mean specifically for ICPC staff ?

14:23:25 From carrie pedersen to Everyone:

I worked in private adoption for 13 years

14:24:21 From Carmen Fuentes to Everyone:

We just learn it in CT

14:25:19 From carrie pedersen to Everyone:

I think it is helpful to have a basic understanding of private adoption so you understand what is in the packet.

14:26:15 From NM-Marlena Allen to Everyone:

Each state has their own required documents of what need to be included. I think you would have to look up that states children's

code to see what that state indicates.

14:26:59 From Margarita Dyer-GA to Everyone:

GA has a checklist they use.

14:27:36 From Carmen Fuentes to Everyone:

CT has a checklist also

Additional Chat



13:57:05 From Regi Daniel to Everyone:

Question for the Group: when does the safe and timely 60 days clock start? when the receiving state ICPC office makes the case active or date when sent to the local? or when receiving local receives the request.

13:58:35 From Susmiitaa Linga to Everyone:

Regi - The S&T clock starts when the receiving state ICPC office makes the case status to active

14:02:09 From Regi Daniel to Everyone:

Thx Susmita. My local is complaining they don't have the full 60 days

14:08:05 From Susmiitaa Linga to Everyone:

Regi - When is the case assigned to the local? Is it done as soon as the case is made Active?

User Meetings



- Are we covering what you want in these meetings?
- What ideas do you have for upcoming meetings (topics to cover, successes, questions, issues)
- Do you want to be able to add items to the agenda?
 - Example, Agenda sent out in advance with opportunity to add items?

Email thoughts and ideas to: Lkaufman@aphsa.org



NEXT MEETING



October 27, 2-3:30 PM (ET)

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

Meetings through December 2022:

October 27, 2022, 2-3:30 PM (ET)

No Meeting in November due to the holiday

December 22, 2022, 2-3:30 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->

Thank you!!!!

