NEICE User Meeting

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

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

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

✔ 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

- 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
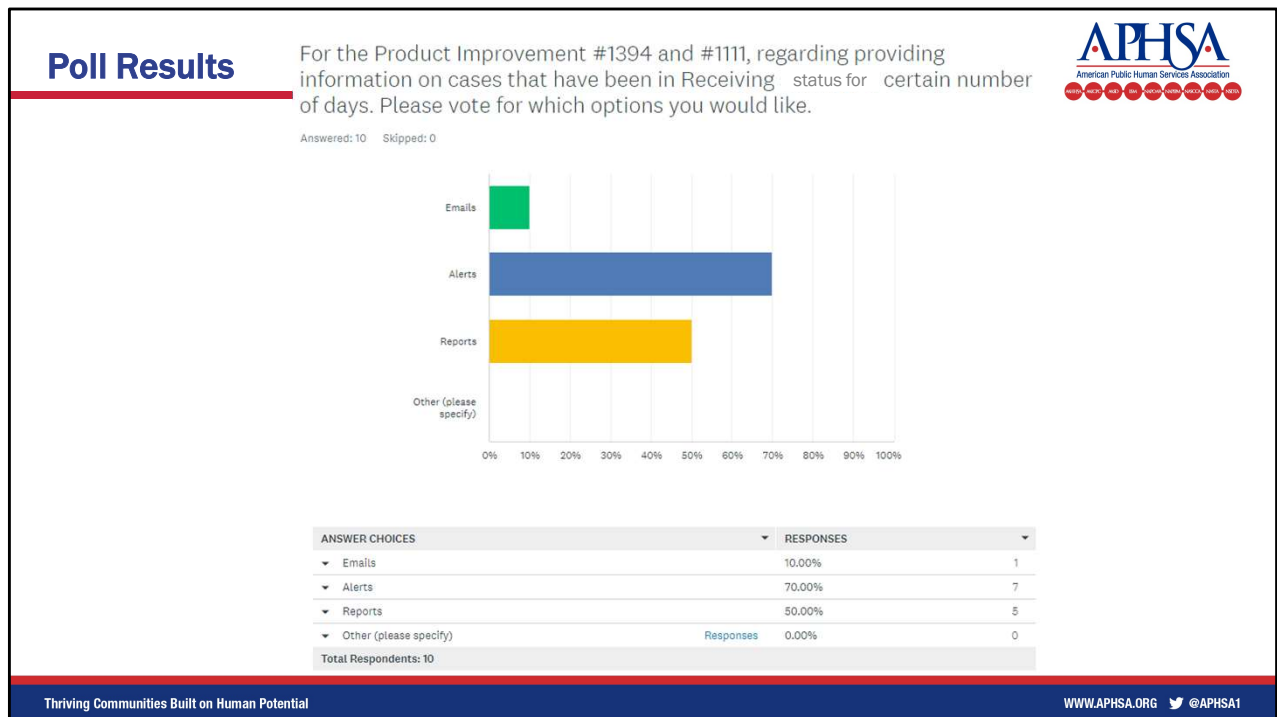
NEIC-1394
NEIC-1111

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?

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

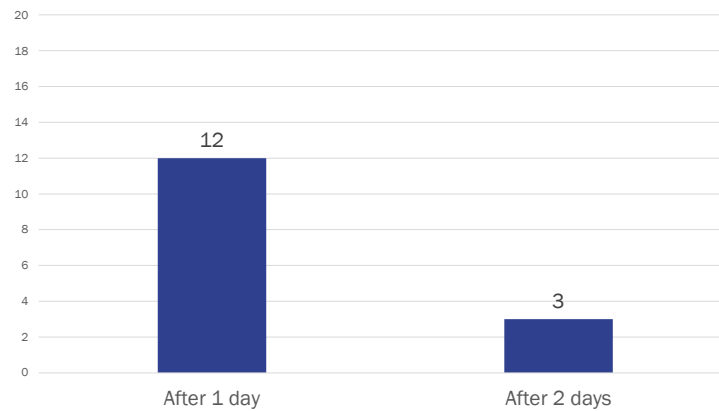Polling resulted in Regulation 2 cases to display on the report and alerts after 2 days.

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

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

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

NEICE Invoices

All the invoices for 2023 have been sent out.

NEICE Support

Reviewed training data.

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

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%

Washington DC Metro Area

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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

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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

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)

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.

The floor was open for participants to share their experiences, with the note that these meetings are meant as an opportunity for the participants to provide updates from their state. No updates this session.

State Topics/Questions

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?

- **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-