



## 3/24/2022 NEICE User Meeting Slide Deck and Minutes

### Meeting Logistics:

**Date:** 3/24/2022

**Time:** 1:00 ET

**Location:** Zoom - [Click here for Youtube recording.](#)

**Next Meeting:** Thursday, April 28, 2022

See the full schedule here – [NEICE Meeting Schedule \(Clearinghouse & CMS MCMS\)](#) Register Here (if you have not already registered) - [Meeting Registration - Zoom](#)

#### Participants:

Lynnea Kaufman	APHSA	Susmitaa Linga	Tetrus
Bertha Levin	APHSA	Julie Rankin	Arkansas
Renee McDonald	Maryland	Yasiria Otero	Connecticut
Tara Williams	South Carolina	Nicole Jamison	Kansas
Carrie Pedersen	Wisconsin	Denise Atkins	Connecticut
April Carlson	Nebraska	Wendy Lautsbaugh	Pennsylvania
Janet Kuntzsch	Kansas	Niesha Robinson	Georgia
Charles Gentemann	Maryland	Scott Boland	Florida
Duane Fontenot	APHSA	Tom Livoti	Tetrus
Mindy Wall	Nebraska	Carissa Decker	Idaho
Sherre Henne	South Carolina	Nikol Layton	Utah
Angie Stackhouse	Florida	Amanda Nowak	Connecticut

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## Today's Agenda

### I. Product Improvements

- Discuss priorities
- Overview of State Assessment
- Polling (identify critical improvements)


### II. NEICE Support Summary

- Upcoming Schedule
- Training data


### III. Onboarding Updates (Tom)

### IV. National Data Report

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# NEICE Product Improvements



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National Electronic Interstate  
Compact Enterprise

## Thank you to the States who participated in the Product Improvement State Assessments

March 2022



- 4 Thank you to the states who completed the State Assessment surveys. The survey responses helped focus the agenda for today and narrow the focus for today's polling process. Thank you to Tetras for organizing and tracking all the of the requests for improvements to NEICE.

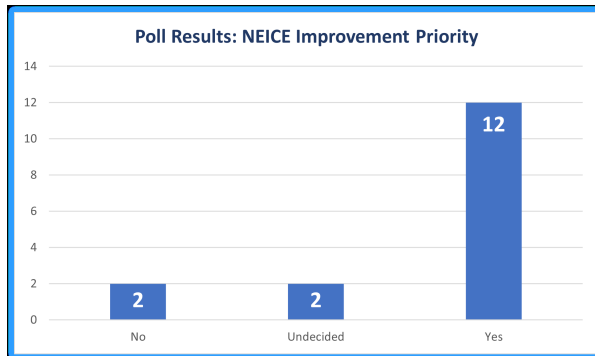
## Product Improvements Implementation Plan



- **State Data Reports initial priority (Consensus Poll)**
  - Plus, any additional product improvements identified as critical.
- **NEICE User feedback is requested to help prioritize the critical improvements:**
  - Quick review of the survey and analysis process
  - Review the 2022 Top Priority List and use polling to identify the critical improvements needed. (See “2022 Top Priorities for Suggested Product Improvements” handout).
- **NEICE Team will review feedback and develop a plan for next steps to gather requirements, if needed.**

5 The meeting attendees voted via polling during the meeting to prioritize.

**Poll Question:** Are you in support of the Data Reports being the priority NEICE improvement?



### Comments following the initial question about reports:

- Georgia noted the NEICE reports do not drill down enough to meet needs for day to day tasks. States need the option to drill down and produce reports to meet their needs.
- Wisconsin echoed Georgia, clarifying these reports are a priority, but may not be higher than other things. So, WI voted undecided.
- From Wendy Lautsbaugh, PA in CHAT to Everyone: *As a unit supervisor, I want better reports always, but my staff who process cases in NEICE, would definitely need other enhancements of day to day work take a priority. I agree with Niesha.*

Here it was clarified that the Product Improvement list does not go away unless it is resolved or folded into another improvement.

## 66 Total Product Improvements



- Tetras tracks suggestions for product improvements made through tickets and meetings.
- *Initially*, there were **62 suggested product improvements**.
- 4 were added for a **total of 66**
- Suggested product improvements were organized into **17 categories**.

Categories	# of Product Improvements (per category)
1. 100 A	2
2. Access	2
3. Add Fields	4
4. Communications	10
5. Dashboard	1
6. Display	8
7. Forms	2
8. Manage Cases	11
9. Notifications	1
10. Printing	1
11. Reports	8
12. Search	3
13. Support Ticket Alert	1
14. System Prompt	1
15. Transmittals	8
16. User Profile	1
17. Validations	2
<b>TOTAL</b>	<b>66</b>

## State Assessment Survey



- (66) Product Improvements were organized by their categories in 7 Microsoft Forms State Assessments
- Clearinghouse Direct State Assessment was added (14 improvements)



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## State Assessment Survey - Areas Assessed



1. Will have impact on largest number of users (across all states).
  - Scored 1-10 with 10 = highest impact
2. How important the request is to the ICPC mission.
  - Scored 1-10 with 10 = most important
3. Rate the priority for your state
  - High to Not needed



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## Calculating Score



- Microsoft Forms provided average numbers and % priority rating.
- The MS Forms Scores were added to the spreadsheet and the % was given a # value.
- The “Score” column then added the 3 scores for the overall score.

Score	Rate impact on largest number of users (10 highest, 1 lowest)	Rate how important is this request to the ICPC mission (10 highest, 1 lowest)	Please rate the priority of this product improvement for your state (Not needed, low, medium, high)	Low/Med/High/Not Needed Score
10.78	5.22	4.56	44% low	1

Calculation in the “Score” column is

5.22

+4.56

+ 1 = 10.78

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## Analyzing the Surveys



### 2022 Top Priority Product Improvements:

1. Sorted the overall score column Highest to Lowest
2. Pulled out the Top 20
3. Filtered out the product improvements scoring a 3 (highest priority rating).
  - Total of 13 with 10 already in the Top 20. (3 remaining were added)
4. Tetras provided 7 priority improvements they believe will have the greatest benefit for NEICE users.
  - 5 were already in the Top 20. (2 remaining were added)

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# Poll





Rate:

*“Critical - Needed Now”*

*“Low Priority – This can wait”*

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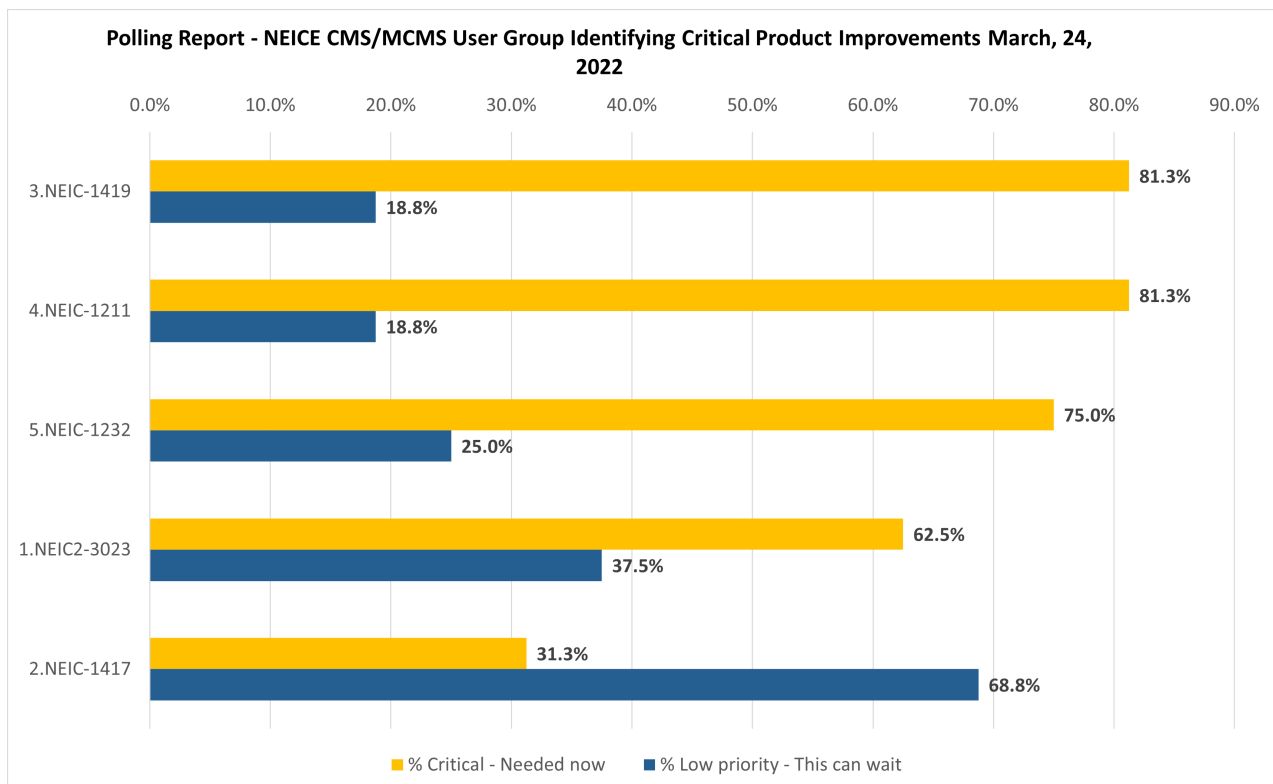
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Zoom polling was used to gather feedback from the 3/24/2022 meeting participants to prioritize the "2022 Top Priorities for Suggested Product Improvements". This document was provided as a handout and is summarized with results below. Results are provided for each section and then all together at the end.

Poll #1				APHSA American Public Human Services Association
#	Score	Average Scores N= Number of responses	JIRA#	Brief Description (**See spreadsheet for more details**)
1	20	Impact = 10 (N=2) Mission = 8 (N=2) Priority = 2 (N=2)	NEIC2-3023	The system should display a visual Identification of Delivery status on Communication / Transmittal page (Case acceptance by the receiving state to the sending state, Home Study assigned to the case worker in Receiving state, Other Case Status).
2	19.72	Impact = 8.43 (N=7) Mission = 8.29 (N=7) Priority = 3 (N=7)	NEIC-1417	System shall have the ability for a user to search Placement Resource by First Name and Last name separately. It would also be helpful to be able to list a couple as the resource; 2 firsts and 2 lasts, showing up on the digital 100A.
*3	19.57	Impact = 8.43 (N=7) Mission = 8.14 (N=7) Priority = 3 (N=7)	NEIC-1419	When we have a case for one sibling that is open and approved and county is talking about placing another sibling in the same home, NEICE should have the ability to add that other child to the case with an updated received date for the case. Currently, when adding another child to the case there is no option to input a new receive date for the new initial request.
4	19.5	Impact = 9 (N=8) Mission = 8.5 (N=8) Priority = 2 (N=7)	NEIC-1211	System shall have the ability to list the cases associated with a Placement resource
5	19.17	Impact = 10 (N=6) Mission = 8 (N=6) Priority = 3 (N=6)	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
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These results are sorted by priority with highest at the top of the chart for this group (1-5). Overall results are at the end, but #3 and #4 did rate overall highest (81.3%) for the ones selected as critical priority.

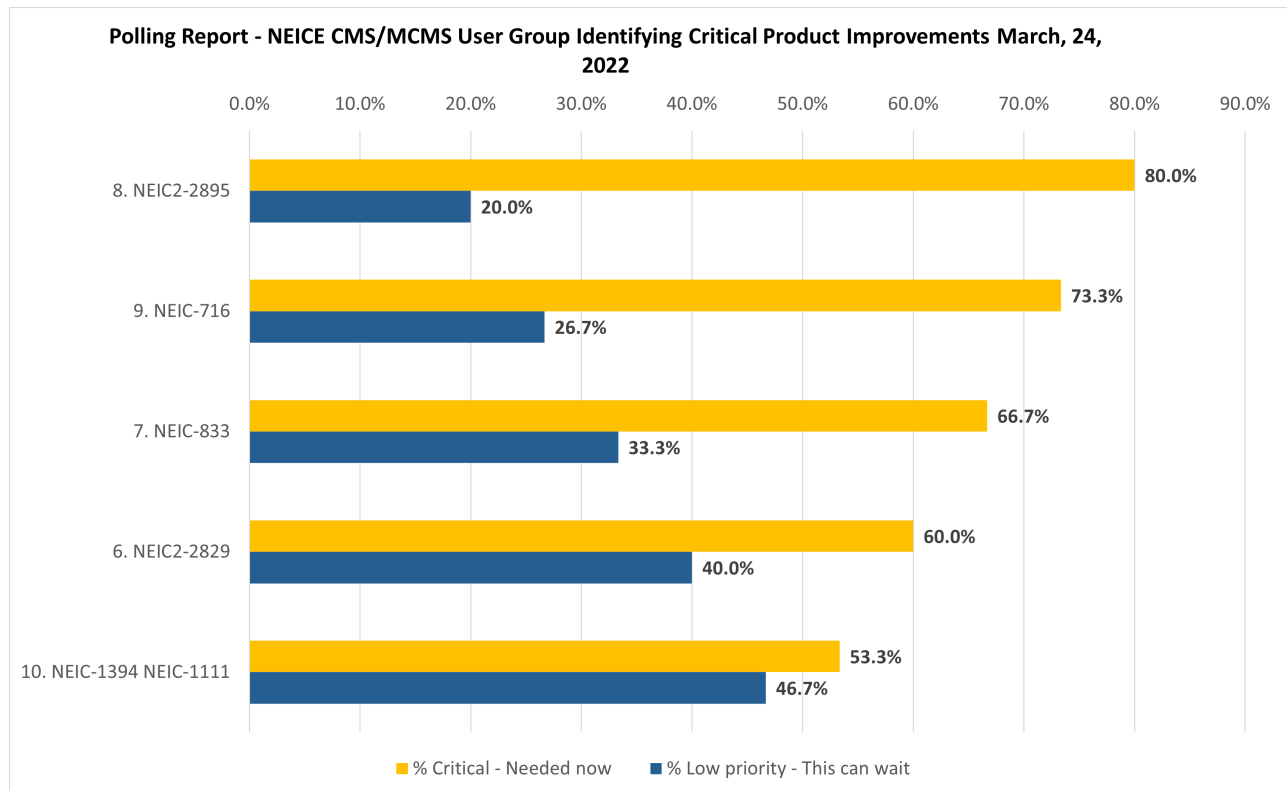


In regard to the program improvement to search a placement resource by first or last name, Tom clarified that a search for placement resource can be conducted by first or last name, but not first and last name together. As requested by attendee, a Job Aid for how to search for a placement resource will be forthcoming. Attendee noted that the Job Aids are extremely helpful. Susmiitaa added the 100A Form does not currently have fields to list both resource parents. This would have to be changed in order to display in the electronic 100A.

Poll #2					APHSA American Public Human Services Association
#	Score	Average Scores N= Number of responses	JIRA#	Brief Description (**See spreadsheet for more details**)	
6	19.14	Impact = 8.71 (N=7) Mission = 8.43 (N=7) Priority = 2 (N=7)	NEIC2-2829	System shall be able to identify a conversion case and check if there are any other active cases for the same child and PR.	
*7	18.88	Impact = 8.38 (N=8) Mission = 7.67 (N=8) Priority = 2 (N=7)	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.	
8	18.67	Impact = 8 (N=9) Mission = 7.67 (N=9) Priority = 3 (N=9)	NEIC2-2895	When Transmittals are marked as "Urgent" there needs to be an identifier to make it prominent for the recipient.	
9	18.56	Impact = 7.78 (N=9) Mission = 7.78 (N=9) Priority = 3 (N=9)	NEIC-716	Currently the system does not allow to send transmittal with both 100A and 100B together in a Home Study Request if it is not a Regulation 1. System shall have the ability to send a transmittal with both 100A and 100B together for non Reg1 cases. (NOTE – This one was also identified by Tetrus)	
10	18.51	Impact = 7.63 (N=8) Mission = 7.88 (N=8) Priority = 3 (N=9)	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. 3. report shall capture Reg Type, case id, child name, receiving state, date range. 4. And system shall send an email/ notification if any cases reach this status.	
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From this group, #8 was the highest (80%).





## Poll #3

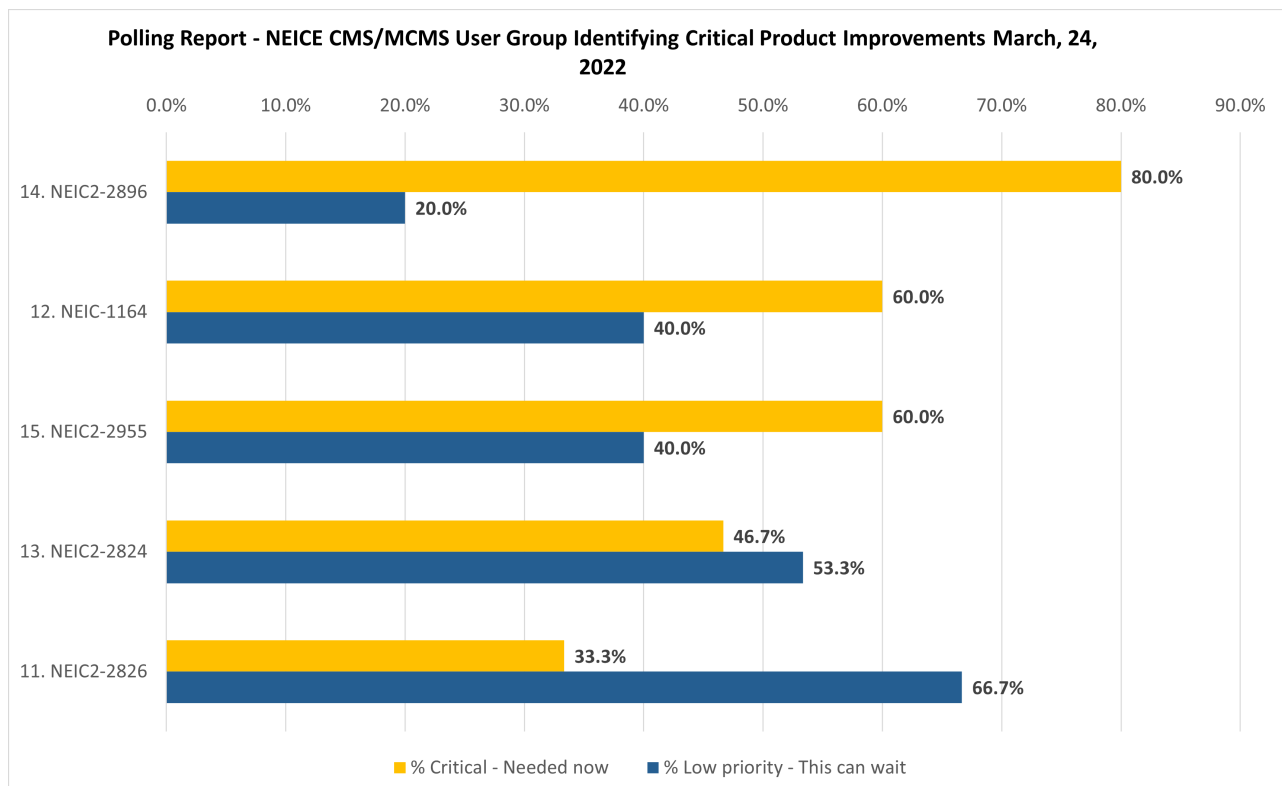
#	Score	Average Scores N= Number of responses	JIRA#	Brief Description (**See spreadsheet for more details**)
11	18.43	Impact = 8.29 (N=7) Mission = 8.14 (N=7) Priority = 2 (N=7)	NEIC2-2826	System should have the ability to auto populate the Planning and Financial Responsibility on the 100A from Child Information.
12	17.88	Impact = 8.75 (N=8) Mission = 7.13 (N=8) Priority = 2 (N=7)	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.
13	17.86	Impact = 7.86 (N=7) Mission = 7 (N=7) Priority = 3 (N=7)	NEIC2-2824	System should display the county name along with the state in the case banner for Decentralized states.
14	17.72	Impact = 7.43 (N=7) Mission = 7.29 (N=7) Priority = 3 (N=7)	NEIC2-2896	When a case is made Active, system shall prompt the user to enter any missing mandatory information in the case.
15	17.71	Impact = 7.57 (N=7) Mission = 7.14 (N=7) Priority = 3 (N=7)	NEIC2-2955	On notifications page, user should be able to select one or more notifications and forward it to another user/s with the same role in the same agency. (NOTE – This one was also identified by Tetrus)

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From this group, #14 was the highest (80%).



## Poll #4



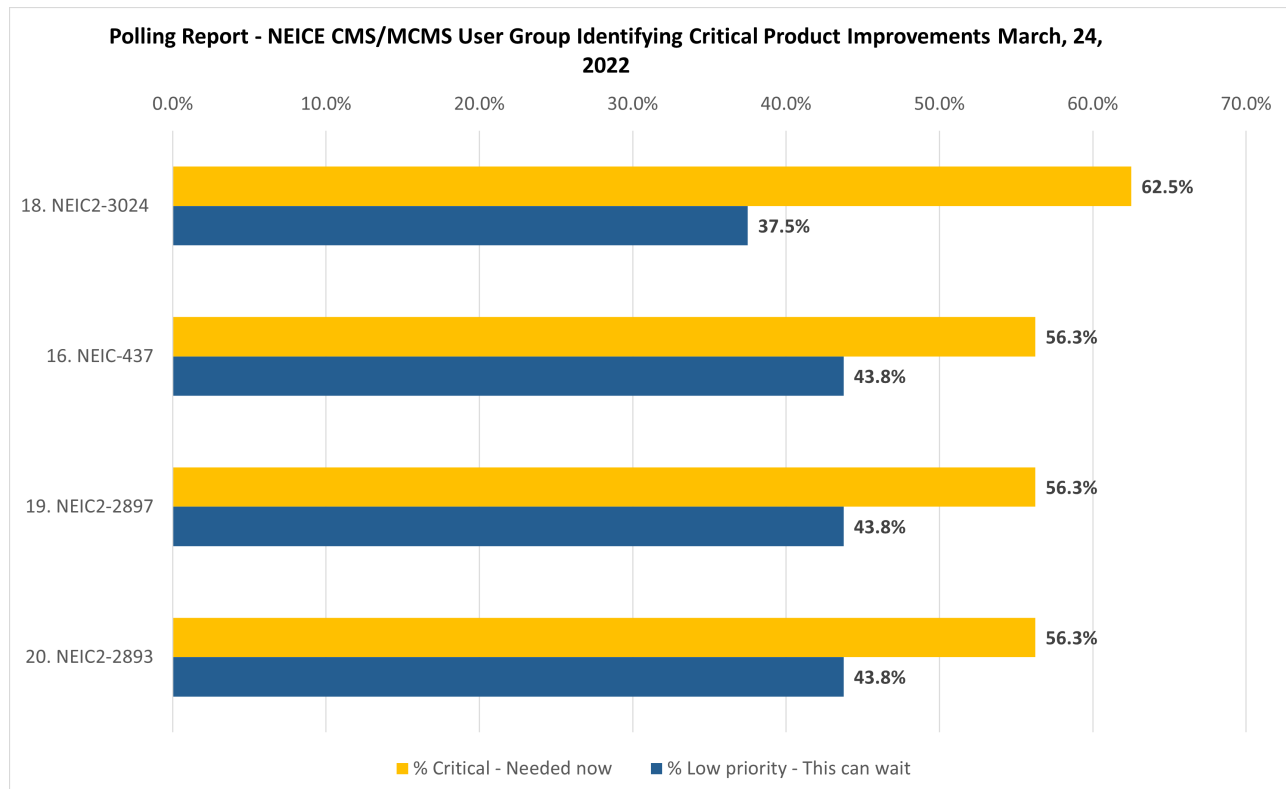
#	Score	Average Scores N= Number of responses	JIRA#	Brief Description (**See spreadsheet for more details**)
16	17.43	Impact = 8 (N=7) Mission = 7.43 (N=7) Priority = 2 (N=7)	NEIC-437	System should have the ability to indicate via email if the message is of High Importance
18	17	Impact = 7.5 (N=2) Mission = 7.5 (N=2) Priority = 2 (N=2)	NEIC2-3024	Users would like to see a feature added that shows the last name of the child when we utilize the dashboard. Ex. clicking on overdue cases-there would be a column with the Child's last name (or at least initial) and a column of the assigned ICPC state worker-so they can sort to see who has cases overdue. The child's last name would also be helpful when clicking on the Unassigned cases in Case summary...so again they can see whose cases these should be.
* 19	16.86	Impact = 7.57 (N=7) Mission = 7.29 (N=7) Priority = 2 (N=7)	NEIC2-2897	System should either stop the S&T clock when transmittal is sent with Document Type as "Safe & Timely Home Study" or this document type should be removed.
20	16.86	Impact = 8 (N=7) Mission = 6.86 (N=7) Priority = 2 (N=7)	NEIC2-2893	Acceptance Criteria: System shall display the Home Study Approval Date on the Home Study Decision page under 'Children in Case,' User Comments Under Children in Case tab, Home Study Decision, can you add a Date field that will be automatically populated? I was looking for a quick way to find the date of approval so that we know the date the approval expires. This used to be on Case Details tab. I do see the date under the 'Other Dates,' button, but that is not intuitive -would be great to have it in same module as the Decision.

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The results of polling is somewhat consistent with the State Assessment survey results. Those scoring lower in the State Assessment were also lower in the priority poll.



## Poll #5



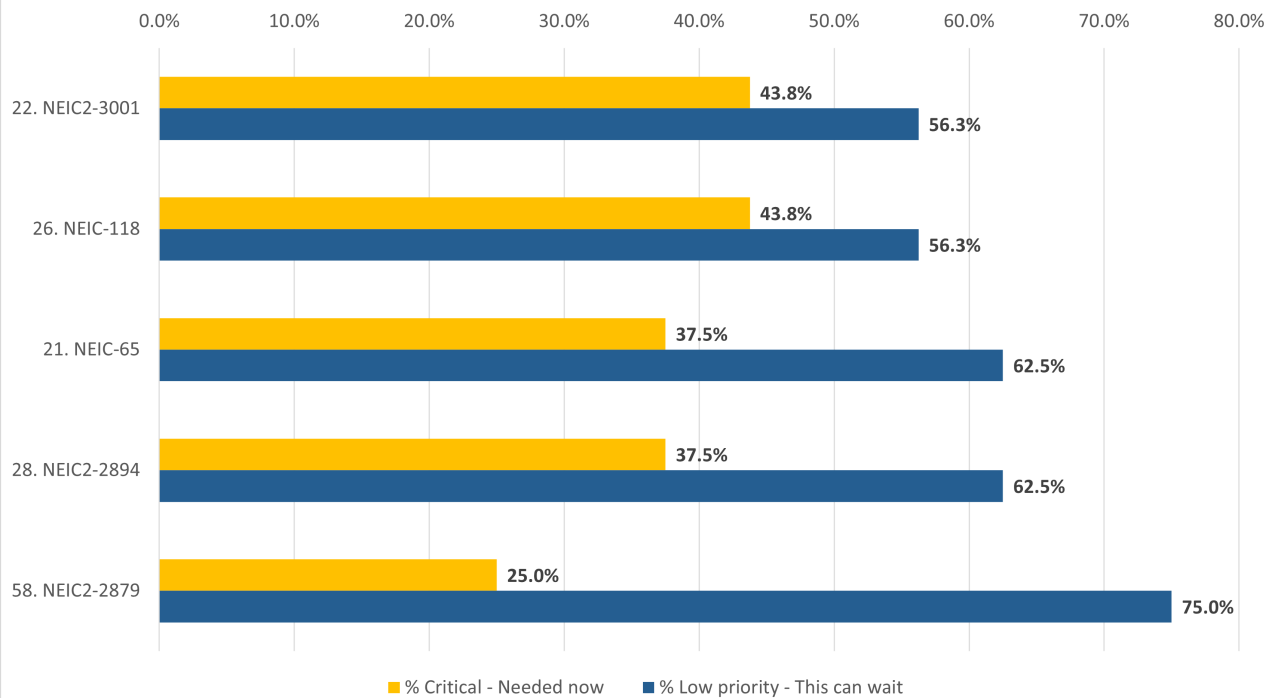
#	Score	Average Scores N= Number of responses	JIRA#	Brief Description (**See spreadsheet for more details**)
* 21	16.63	Impact = 6.63 (N=8) Mission = 7 (N=8) Priority = 3 (N=7)	NEIC-65	State: NE Ticket#2668 A category for those cases in states that have Extended Foster Care, and they go through ICPC to ask for supervision only in the receiving state Support ticket # 2910
22	16.6	Impact = 6.8 (N=5) Mission = 6.8 (N=5) Priority = 3 (N=5)	NEIC2-3001	Requirement: All option should be available in Notifications screen in Notifications for dropdown. When the user selects All option, the notifications for all the users in the logged in user agency should be displayed based on the logged in user role.
28	15	Impact = 6.71 (N=7) Mission = 5.29 (N=7) Priority = 3 (N=7)	NEIC2-2894	System shall display both Messages and Transmittals under the same tab.
26	15.43	Impact = 7.14 (N=7) Mission = 6.29 (N=7) Priority = 2 (N=7)	NEIC-118	If a case as been created by the local case worker, the ability to convert/ clone the case should be given to the case workers along with the ICPC coordinators. Support Ticket # 2708
58	9.33	Impact = 4.33 (N=6) Mission = 4 (N=6) Priority = 1 (N=6)	NEIC2-2879	Whenever a user is deleted, all the assigned cases to the user should be removed

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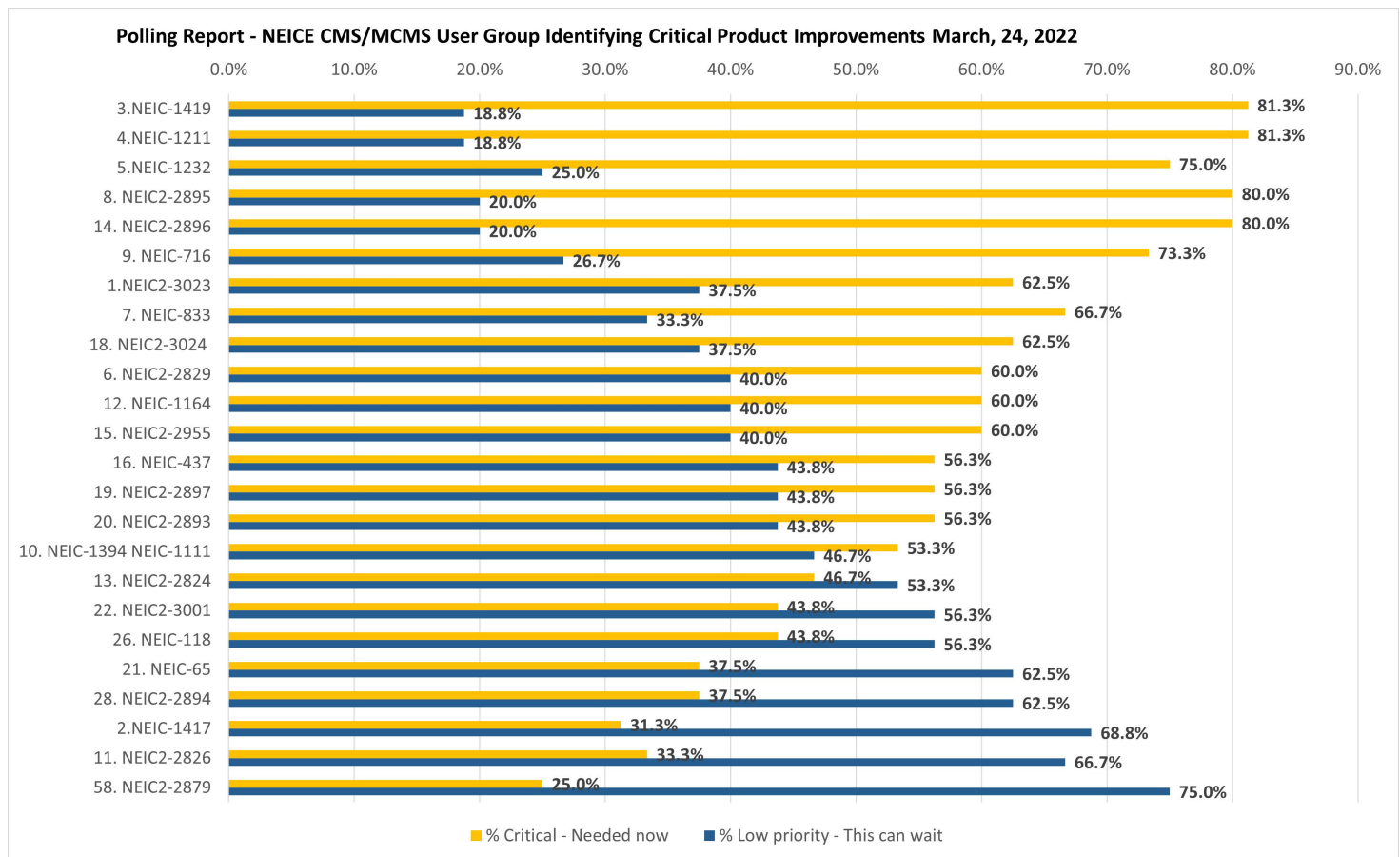
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### Polling Report - NEICE CMS/MCMS User Group Identifying Critical Product Improvements March, 24, 2022




## Cumulative results with highest Critical Priority at top:



Next steps: The NEICE team will review this feedback and report back out a plan for the 2022 Product Improvements. **THANK YOU all** for you patience and participation in this polling effort. The results seem very interesting, along with your comments and feedback will help with informed decisions.


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Association of Public Health  
State Administrators

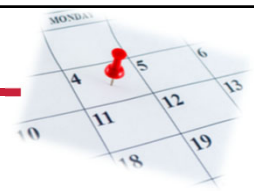
## NEICE Support Summary



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### 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. April 13, 2022, 1:00-2:30 PM (ET)**

**County (or Local) Caseworkers (Every 3rd Wed at 1 pm ET)**  
☐ **Wed. April 20, 2022, 1:00-2:30 PM (ET)**

**Assignment Coordinator Sub-Role Training (Every other month)**  
☐ **Wed. 5/25/2022, 1:00-2:00 pm (ET)**

- 24 The training schedule for the next month was reviewed and also referred to the knowledge base for the schedule. Tom requested to refer colleagues to knowledge base and asked to encourage new staff to take the training, as it is very important for use of the system.

## Training Data

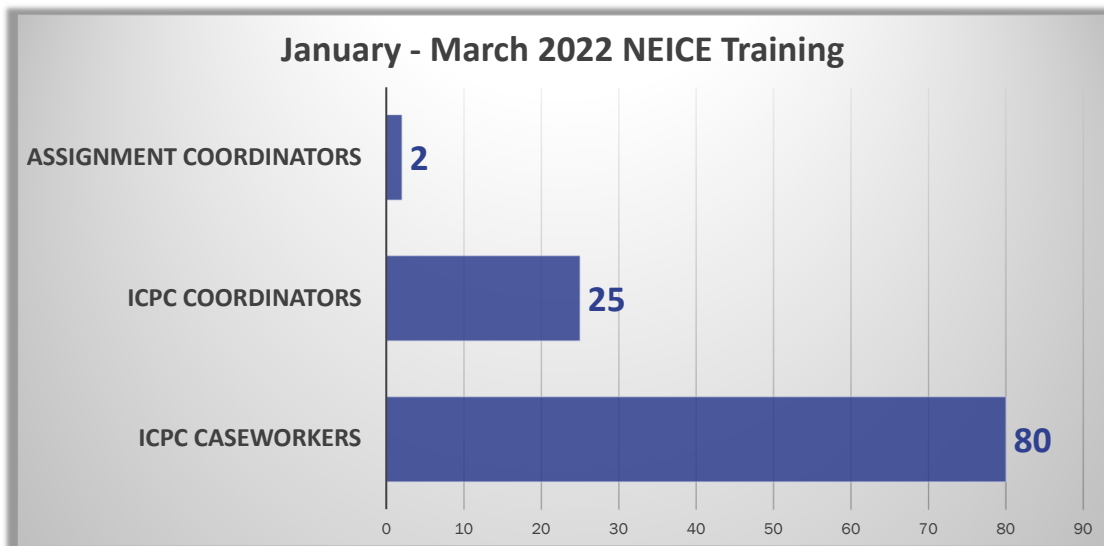


- **Total of 107** ICPC staff have been trained (January- March 2022)

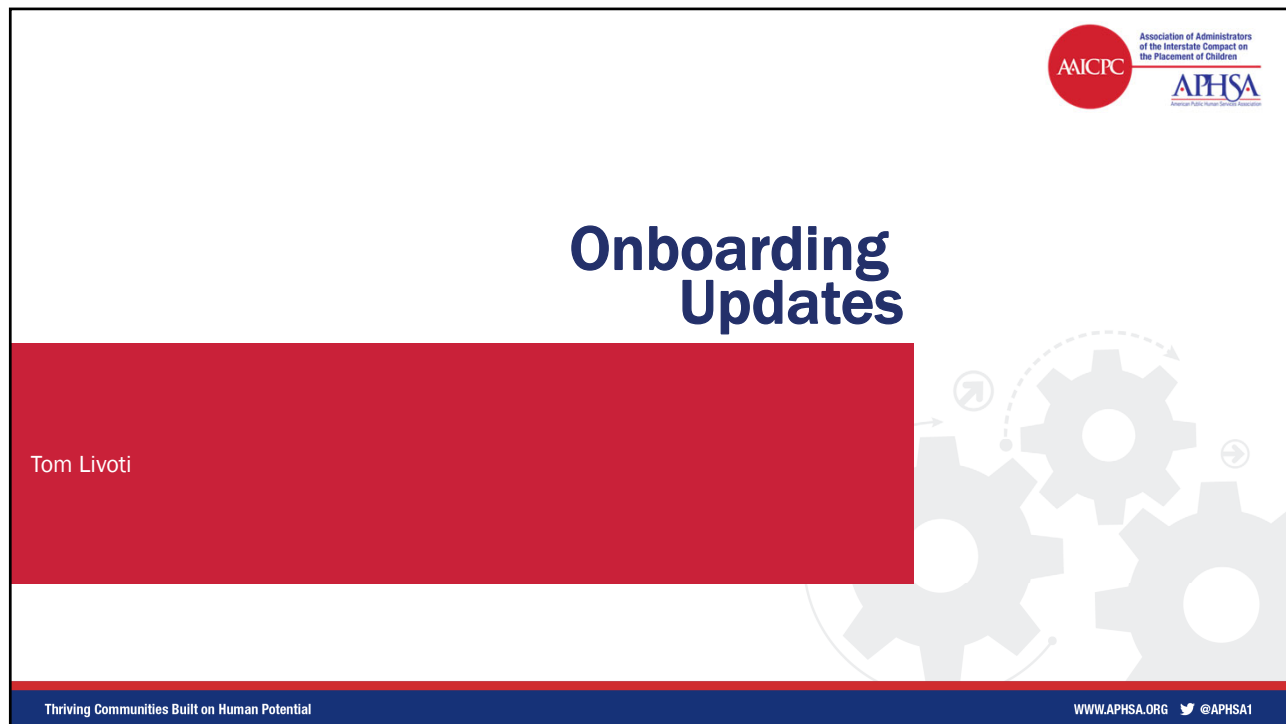
Date	Training	Registered	Participated
1/12/2022	ICPC Coordinator	8	8
1/19/2022	ICPC Caseworker	42	34
1/26/2022	Assignment Coordinator	2	2
2/16/2022	ICPC Caseworker	55	31
3/9/2022	ICPC Coordinator	24	17
3/16/2022	ICPC Caseworker	30	15
<b>TOTALS:</b>		<b>161</b>	<b>107</b>

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## Participants by NEICE Role



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# Onboarding Updates

Tom Livoti

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## Onboarding Updates

- California
  - Second cohort is coming on in April 11, 2022
- Missouri
- Tennessee
- Texas

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28 **Onboarding Summary:** Eleven states are in the progress of onboarding or transitioning to a different platform. In response to query, the states transitioning were identified as: Maryland, Alabama and Louisiana. Also, Michigan is considering onboarding in the MCMS and transitioning later. It was noted that live states have been very helpful to those onboarding with lessons learned. It looks promising for Missouri to be fully using the system shortly.



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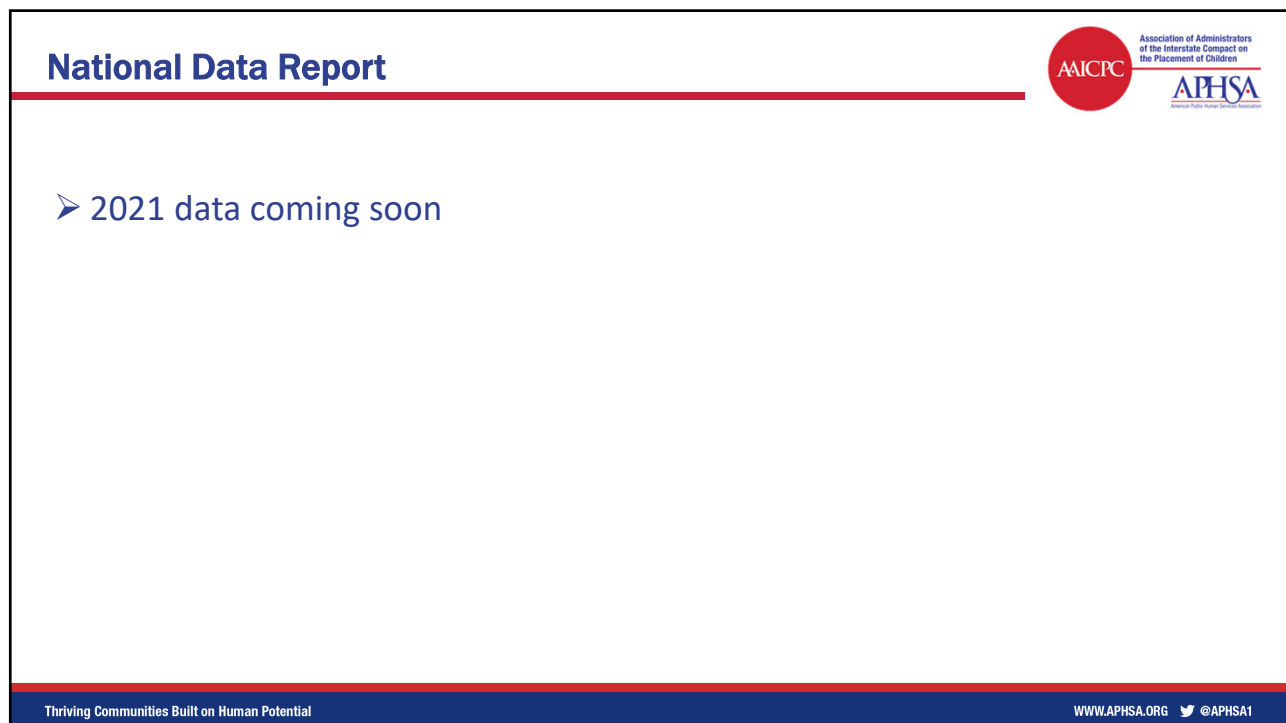
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# National Data Report

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## National Data Report

➤ 2021 data coming soon

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30 **National Data:** 2021 data will be out soon. There were no questions from the group about the data, but the attendees were informed that questions can be directed to Marci or Max via email.





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