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| **Meeting Logistics** | |
| **Organizer:** | Marci Roth |
| **Time:** | 2 pm EST |
| **Date:** | 08/26/2021 |
| **Location:** | APHSA Zoom Call |
| **Next Meeting:** | Sept 23, 2021 |

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| **Attendees** |

Marlena Allen NM

Lorinda Trujillo CA

Nellena Garrison AR

Mindy Wall NE

Martha Dolan RI

Brad Boucher IL

Scott Boland FL

Carrie Pedersen WI

Cara Bockes IA

Lisa Marx AK

Janet Kuntzsch IN

Nicole Jamison KS

Vonetta Martin MD

Mercy Butler LA

Jen Barkan NY

Cynthia Outlaw DC

Regi Daniel DC

Lynnea Kaufman KS

Charles Gentemann MD

bertha Levin DC

Susmita Linga NJ - Tetrus Kavya Ramanathan NJ - Tetrus

Swathi Reddy NJ - Tetrus

Duane Fontenot LA - NEICE

tom Livoti VA - Tetrus

Max Daniel VA-NEICE

Duane Fontenot LA - NEICE

Raghu Govindaraj NJ - Tetrus

Marci McCoy-Roth MD - NEICE

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| **Meeting Objectives:** | | |
| * To discuss updates, existing issues, resolutions, product improvement possibilities * Link to Aug 26 2021 - Recording <https://aphsa.zoom.us/rec/share/eoGejUiZNGwt_XTDrUdn9U6QCfZU8HQN9YnBdfDM31GS0kNU1dtN4qp3ZuFVloPv.22x0l9dTSFy2hlYv> Passcode: f2yH&LmC | | |
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| **Agenda** | | |
| 1. Welcome 2. NEICE 2.0 Transition: Latest Build and Kudos 3. Support Summary    1. Tickets    2. Tiered approach    3. Upcoming Training schedule 4. eLearning Summary    1. total completions    2. feedback on eLearning 5. Requested product improvements 6. Update on National data report | | |
| Agenda Item | Discussion | Action Items |
| 1. Welcome |  |  |
| 1. NEICE 2.0 Transition: Latest Build and Kudos | * + Tetrus has released a new build as of 8/28/2021     - Working with MCMS states   + Full Release Notes covered in PTT     - Raghu highlights the following inside       * Collapsible Case Banner       * Notifications for when assigned work is inactive are turned off and routed to all users in agency       * Case Closure issue     - Thanks and kudos to state technical teams and program staff for interfacing with Tetrus and NEICE team       * Seeing significant increase in closing of outstanding cases         + Dashboard contributing to case closure         + Will result in more accurate reporting   + Question from AR : usually going to testing before going straight to production, but these updates are straight to production; why are we doing it straight to prod and not going to test?     - Susmita answers: We can work with you to do whatever process makes sense for your state, just contact us and we can work with you to do test to prod.   + Question from MD: County case workers have some report functionality, but can we get names and placement resources in that report? Also, do we need to keep sending reports to AAICPC?     - Marci answers: will be discussing report functionality in a minute, but continue sending reports to Brad     - Tom answers: county case workers could export results from my cases list, but no formal report at the case worker level     - Marci answers: if that is needed to grant them reports, we can work that into product improvement     - Charles inputs that there is an issue with the export functions to excel and pdf     - Susmita answers: the next build should be able to fix this and should be released next week |  |
| 1. Support Summary | * 1. Tickets      1. Total tickets 1,438      2. Resolved 1,151      3. Unresolved 287   2. Tiered approach      1. Continue following tiered approach to finding help         1. Job aids (support portal)         2. State rollout liaisons         3. State IT         4. NEICE Support desk   3. Upcoming training schedule      1. Posted on support portal at (<https://support.neice.us/en/support/solutions/articles/6000251617-neice-training-schedule>)         1. ICPC Coordinators (Every month, 2nd Wednesday at 1 pm ET) https://aphsa.zoom.us/j/93336464038            1. Sep 8, 2021 01:00 PM Eastern            2. Oct 13, 2021 01:00 PM Eastern            3. Nov 10, 2021 01:00 PM Eastern            4. Dec 8, 2021 01:00 PM Eastern         2. County (or Local) Caseworkers (Every 3rd Wed at 1 pm ET) https://aphsa.zoom.us/j/95828357499            1. Sep 15, 2021 01:00 PM Eastern            2. Oct 20, 2021 01:00 PM Eastern            3. Nov 17, 2021 01:00 PM Eastern         3. Assignment Coordinator Subrole Training (Every other month) https://aphsa.zoom.us/j/98466048424            1. Sep 1, 2021 01:00 PM Eastern Time            2. Nov 3, 2021 01:00 PM Eastern Time      2. Will keep the group up to date on a security briefing that will be later this year, but has not been scheduled yet |  |
| 1. eLearning Summary | * 1. Total completions      1. Overview 2,059      2. Security 1,800      3. NEICE Administrator 71      4. ICPC Coordinator 149      5. Caseworker 1,568      6. TOTAL 5,647   2. Feedback on eLearning      1. Total helpful 4,579      2. Total Neutral 801      3. Total Unhelpful 26      4. Total 5,406 |  |
| 1. Requested product improvements | * 1. Currently tracking Product improvement requests      1. Submit a ticket to the support desk and NEICE team will categorize them      2. Want to use user group meeting to work through product improvement requests and see if they are supported by the larger user base   2. Current User Group Enhancement Requests      1. Case Active – being able to assign         1. Being able to assign case to a caseworker before they are marked active. Currently the system cannot assign a case to a worker before it is marked active      2. Adding local agency to header      3. Adding Receiving State – county agency to header      4. Spellcheck used to be in transmittal comments section      5. Ability to assign case before it is active      6. Another date for case closure – sounded like users don’t need this.         1. Users report that this shouldn’t be prioritized at the moment to keep number of date fields down      7. Caseworker reports      8. Dashboard for Clearinghouse      9. Query Builder |  |
| 1. Update on National report | * 1. Python calculation code being reviewed   2. Once review done, will continue with writing national report   3. Review with states where needed   4. Goal to be done by November |  |