# NEICE USER MEETING

April 22, 2021

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## OVERVIEW

NEICE 2.0 Update
- Beta Testing
- Question for users on transmittal
- The 3-step path to a successful transition
- NEICE rollout timeline

Demo of two features
- Receiving Case Wizard
- Access function

Special Request to All States

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NEICE 2.0 UPDATE
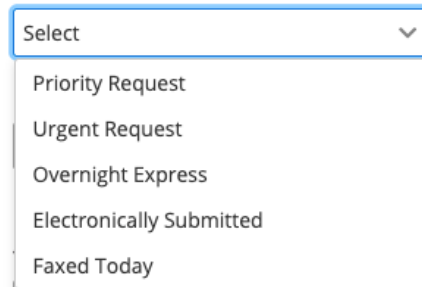
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NEICE 2.0 BETA TESTING

- Eight states participated in beta testing, providing a great deal of useful feedback.

- We have made some adjustments to the system based on their feedback and will make additional changes in the next round of product improvements.
  - Font was too small on transmittal
  - Preview didn't work
  - Freeze wizard progress bar so it's easier to tell you're within the wizard.

- Reorganize and rename some fields on left menu bar.

- Make how to approve a placement easier to find.

**Left menu bar:**

ACTIONS ∨
- Dashboard
- Sending Case Wizard
- Receiving Case Wizard
- My Cases
- Case Search
- Notifications

MANAGE ∨
- Child
- Placement Resource
- Domain
- Agency
- State

TOOLS ∨
- Zip County

ADMIN ∨
- Case Assignment ▶
- User

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## QUESTIONS FOR USERS ON TRANSMITTAL

**Currently says this:**

Sent as:

| Select | ⌄ |
| --- | --- |

Priority Request

Urgent Request

Overnight Express

Electronically Submitted

Faxed Today

**Should we remove or add anything?**

**Do we need an option for regular request?**

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# SYSTEM AND TRAINING ROLLOUT

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## THE 3-STEP PATH TO SUCCESS IN NEICE 2.0

**3 Steps to A Successful Transition to NEICE 2.0**

1. All users take eLearning courses
2. All users practice sending and receiving at least one case in UAT.
3. All users attend one of the live Q&A webinars hosted by Tetrus (or watch one of the recordings.)

Once a user has completed all three steps, they should easily make the transition to NEICE 2.0

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## SYSTEM ROLLOUT - TECHNICAL SIDE

**By May 17**

· **NEICE team sends MCMS packages to state IT teams**

· **UAT site becomes available**

· **Job aids available**

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| Action | Timeframe | |
|---|---|---|
| Users complete e-Learning Users practice in UAT | May 17 – June 18 | |
| State Admin Training ***All state admins trained during this timeframe | May 24, 2 pm ET May 25, 10 am ET May 26, 2 pm ET | |
| Rollout Liaison ICPC Coordinator Intensive Training | May 27 10 am OR 3 pm ET | |
| ICPC Coordinator Training | June 1, 2 pm ET June 2, 10 am ET June 3 2 pm ET June 4, 10 am ET June 7, 2 pm ET | |
| Case Worker Q&A Webinars | June 9, 2 pm ET June 10, 10 am ET June 14, 2 pm ET June 15, 10 am ET June 17, 2 pm ET June 18, 10 am ET | June 21, 2 pm ET June 22, 10 am ET June 24, 2 pm ET June 25, 10 am ET June 28, 2 pm ET June 29, 10 am ET |
| Go live for ALL states | July 6, 2021 | July 6, 2021 |

# TRAINING ROLLOUT TIMELINE

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# POST LAUNCH TRAINING SCHEDULE

Monthly training for case workers Third Wednesday at 1 pm

Monthly training for ICPC Coordinators fourth Wednesday at 1 pm

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## DEMO

- Receiving Case Wizard by NY's Jen Barkan

- Access tab
  - Assign third agency to a case
  - Assign user to a case

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SPECIAL REQUEST

Please?

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## WHAT WE NEED FROM YOU ASAP

An email list with the following:

1. State Admin name and email

2. Contact for who will oversee your state's Training (AKA Rollout Liaison) name and email

3. Technical Liaison name and email

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