

# NEICE User Meeting

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

September 23, 2021



# Today's Agenda

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Release 2.0.6

NEICE Wins an Award

- Award winner! – (Best of NIEM 2021)

Support Summary

- Tickets
- Tiered approach
- Training Website & Schedule

E-Learning summary

- Total Submissions
- State Analysis of Security Training

NEICE Breach Incident Reporting Team

Data Report

- Preview formatting

# Release 2.0.6

# NEICE 2.0 – Issues Addressed in Latest Build

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- Link to 2.0.6 Release notes
  - <https://support.neice.us/support/solutions/articles/6000252300-version-2-0-6-release-notes-09-21-2021->

# NEICE 2.0 – Issues Addressed in Latest Build

## NEICE 2.0 CMS/MCMS

- Case Banner – The Case banner is expanded by default and the users can collapse the banner as needed.
- Case Details page – Save and Save and continue buttons will be enabled when the Placement Resource Information is updated from the Case Details page.
- Idle Timeout – The users will be logged out when the application is left unattended for 40 minutes and the below message is displayed.
- Transmittal
  - Spell check is enabled in transmittal comments
  - Attached documents will be displayed in the enclosed documents section when the ICPC coordinator attaches the documents that are uploaded by the case worker.
- Non-Electronic case: All transmittal types are enabled on the non-electronic case where the sending state of the case is a participating state.
- Reports
  - All reports should be able to export to csv and Print
- Dashboard
  - Notifications and Alerts will be displayed in the descending order
  - Unassigned cases will be displayed in the Case Summary.
- All Grids – Displays the records in descending order (recent on top)
- Optimized the loading process for large number of messages and transmittals in communications tab.
- Alerts – Safe and Timely alerts will not be sent on Closed cases.
- Documents – Users can upload documents with Uppercase file extension (e.g.: PDF)



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# NEICE Wins an Award!



# What is NIEM?



The National Information Exchange Model (NIEM) provides a model framework to support communities exchange data within federal, state, local, tribal, and territorial agencies, both internationally and in the private sector.

NEICE received the 2021 Best of NIEM Award for our use of National Information Exchange Model standards which help translate data moving between participating states for the ICPC.

The best of NIEM award is meant to showcase exceptional examples of NIEM's implementation across these federal, state, local, tribal, and territorial lines.

NEICE is a good example of how agencies can share data across state lines to ensure the safe and timely placement of children.



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# Support Summary





**Ticket Status**  
**(Aug 26 through September 17, 2021)**

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	#	%	Ticket Status	#	%
Resolved	264	66			
Unresolved	136	34	Open	62	15
			Waiting on Customer	73	18
			Waiting on Third Party	1	.25
			Pending	0	0
Total	400				

# Training Schedule

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## **ICPC Coordinators (Every month, 2nd Wednesday at 1 pm ET)**

Oct 13, 2021 01:00 PM Eastern

Nov 10, 2021 01:00 PM Eastern

Dec 8, 2021 01:00 PM Eastern

<https://aphsa.zoom.us/j/93336464038>

## **County (or Local) Caseworkers (Every 3rd Wed at 1 pm ET)**

Oct 20, 2021 01:00 PM Eastern

Nov 17, 2021 01:00 PM Eastern

<https://aphsa.zoom.us/j/95828357499>

## **Assignment Coordinator Subrole Training (Every other month)**

Nov 3, 2021 01:00 PM Eastern Time

<https://aphsa.zoom.us/j/98466048424>

## **Training Schedule posted here:**

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

# NEICE eLearning Summary

## E-Learning Summary

Total Completions	
	#
Overview	2,106
Security	1,840
NEICE Administrator	71
ICPC Coordinator	150
Caseworker	1,604
View Only	11
Assignment Coordinator	9
<b>Total</b>	<b>5,791</b>

# Security Training State Analysis

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	<i>Number of States</i>
No Users Taken Course	3
1 – 5 Users Taken Course	6
6-10 Users Taken Course	5
11-15 Users Taken Course	3
16 and above Users Taken Course	13
<b>Total</b>	<b>30</b>



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# NEICE Breach Incident Reporting Team



# NEICE Security and the Breach Incident Reporting Process



# NEICE Security Breach Incident Reporting Process



- NEICE has extensive security protocols and technology
- Some are internal to the system, and some are protocols and procedures
- Everyone who uses NEICE or works on technology for NEICE should take the Security eLearning course
- If there is a breach or exposure of data, we initiate our **NEICE Breach Incident Reporting** process, to review, investigate and report.
- We will have a security training for each state's lead NEICE ICPC Administrator/Deputy Administrator and IT staff for NEICE in November or December.





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# Preparing the National Data Report



# Plan for Preparing and Releasing Report



1. Share state snapshots
2. Meet with states on one-on-one basis to review state data
3. State clean up of data (if necessary)
4. Run national summary analysis
5. Draft report (November target)
6. Executive committee review
7. Publication (December target)

# National Timeline Examples

## Timeline from home study request to home study decision sent

17-Sep-21

Timeline refers to date Receiving State received Completed HS Request to date they sent Home Study decision back to Sending State

Fields used: RSCompletedRequestReceived to HSDecisionSentOn

### REG 1 – Intact Family Relocation

	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	427	166.0	268	136.0
Denied	132	106.0	98	81.0
Provisional Approval	8	0.0	7	1.0
Withdrawn	39	98.0	64	35.0
Returned	47	-	64	54.5
Grand Total	653	153.0	501	127.0

### REG 2 – Home Study Request

	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	9,667	92.0	9,350	90.0
Denied	9,906	73.0	9,171	75.0
Provisional Approval	22	59.0	31	51.0
Withdrawn	1,194	44.5	1,100	70.5
Returned	1,332	11.0	1,006	64.0
Grand Total	22,121	82.0	20,658	83.0

### REG 4 – Residential Placement

	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	8,740	1.0	9,134	1.0
Denied	31	8.0	28	4.5
Provisional Approval	5	8.0	3	-
Withdrawn	65	3.0	87	0
Returned	35	3.0	39	0
Grand Total	8,876	-	9,291	1.0

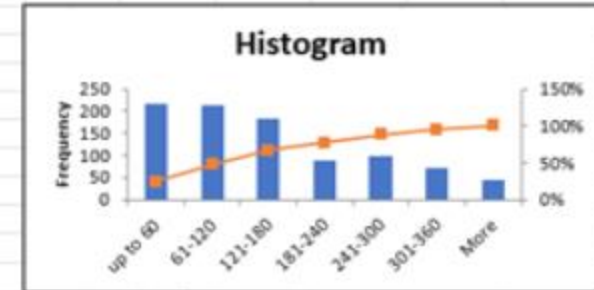
## Timeline from home study request to home study decision sent

21-Sep-21

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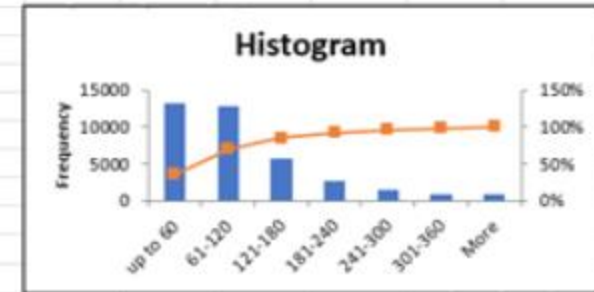
### REG 1 – Intact Family Relocation

Calendar Days	Frequency	Cumulative %
up to 60	216	24%
61-120	214	47%
121-180	182	67%
181-240	90	77%
241-300	98	88%
301-360	70	95%
More	44	100%



### REG 2 – Home Study Request

Calendar Days	Frequency	Cumulative %
up to 60	13194	35%
61-120	12824	70%
121-180	5682	85%
181-240	2722	92%
241-300	1397	96%
301-360	747	98%
More	801	100%



### REG 4 – Residential Placement

Business Days	Frequency	Cumulative %
up to 20	1070	23%
21-40	1400	40%
41-60	760	70%
61-80	458	79%
81-100	365	87%
101-120	142	91%

# Timeline from home Study Request to Home Study Decision Sent

Timeline from home study request to home study decision sent				
17-Sep-21				
Timeline refers to date Receiving State received Completed HS Request to date they sent Home Study decision back to Sending State				
Fields used: RSCompletedRequestReceived to HSDecisionSentOn				
<b>REG 1 – Intact Family Relocation</b>				
	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	427	166.0	268	136.0
Denied	132	106.0	98	81.0
Provisional Approval	8	0.0	7	1.0
Withdrawn	39	98.0	64	35.0
Returned	47	-	64	54.5
Grand Total	653	153.0	501	127.0
<b>REG 2 – Home Study Request</b>				
	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	9,667	92.0	9,350	90.0
Denied	9,906	73.0	9,171	75.0
Provisional Approval	22	59.0	31	51.0
Withdrawn	1,194	44.5	1,100	70.5
Returned	1,194	44.5	1,100	70.5
Grand Total	22,183	78.0	20,658	80.0
<b>REG 3 – Residential Placement</b>				
	2019		2020	
	# of Children	Median Cal Days	# of Children	Median Cal Days
Approved	8,876	1.0	9,134	1.0
Denied	3	8.0	28	1.0
Provisional Approval	5	8.0	3	-
Withdrawn	65	3.0	87	7.0
Returned	35	3.0	39	1.0
Grand Total	8,876	-	9,291	1.0

# National Data Report

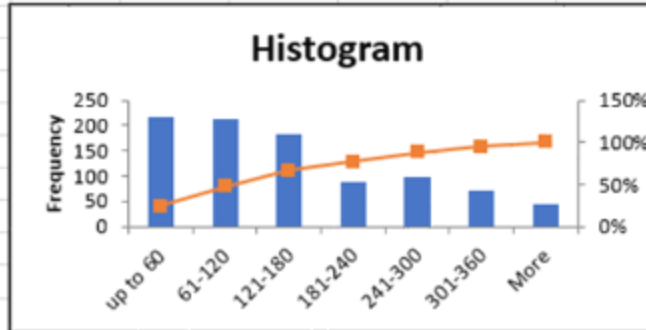
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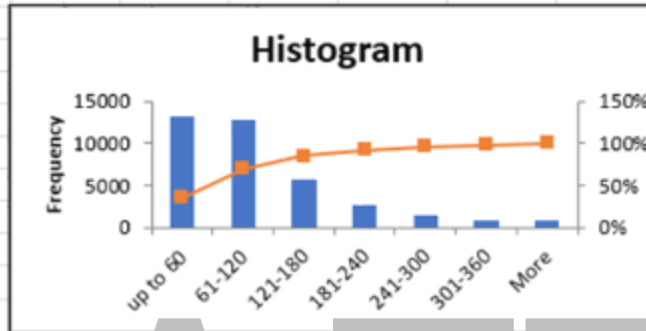
### REG 1 – Intact Family Relocation

Calendar Days	Frequency	Cumulative %
up to 60	216	24%
61-120	214	47%
121-180	182	67%
181-240	90	77%
241-300	98	88%
301-360	70	95%
More	44	100%



### REG 2 – Home Study Request

Calendar Days	Frequency	Cumulative %
up to 60	13194	35%
61-120	12824	70%
121-180	5682	85%
181-240	2722	92%
241-300	1397	96%
301-360	747	98%
More	801	100%



### REG 3 – Priority Placement

Business Days	Frequency	Cumulative %
up to 20	1	1%
21-40	1	53%
41-60	1	70%
61-80	458	79%
81-100	365	87%
101-120	163	91%



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# Thank you!