

# NEICE User Meeting

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

December 2, 2021



# Today's Agenda

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- I. Support Summary
- II. Product Improvements
- III. NEICE 2.0 Updates
- IV. National Data Report



Association of Administrators  
of the Interstate Compact on  
the Placement of Children



# Support Summary

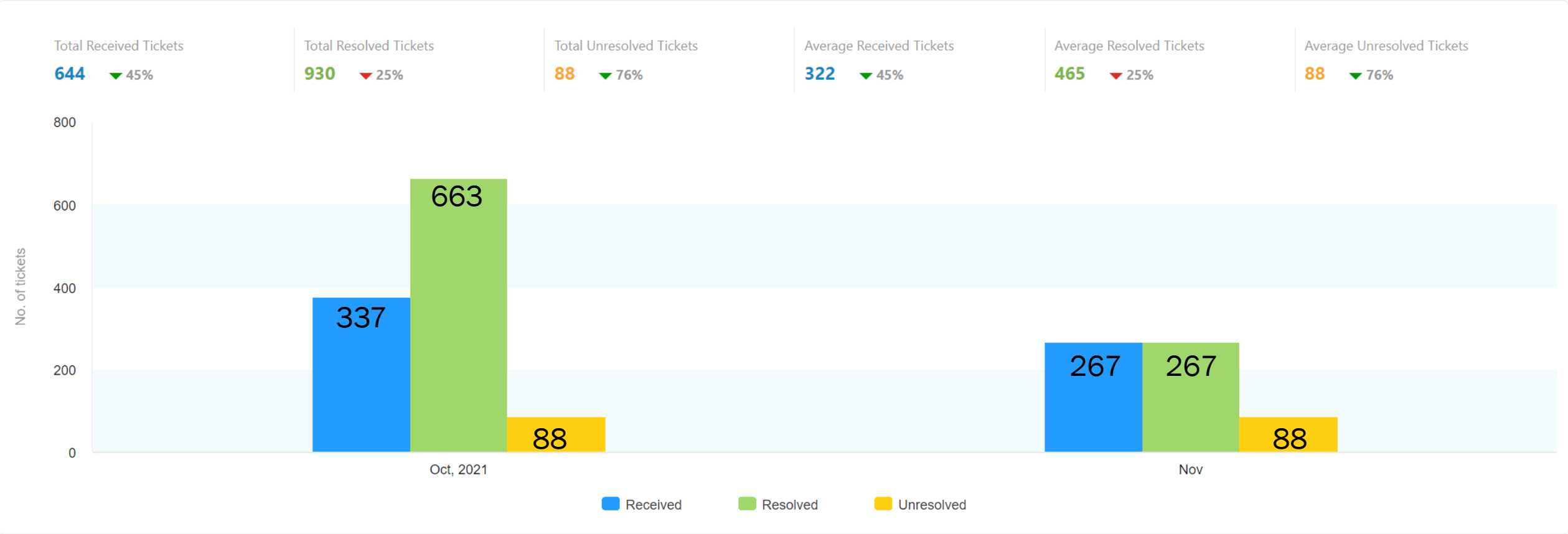


# Ticket Status

October 1 – November 29, 2021

MONTHLY TREND OF TICKETS RECEIVED AND RESOLVED AND UNRESOLVED

Day Week Month Quarter Year



# Training Schedule

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

Dec 8, 2021 01:00 PM Eastern

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

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

2022 Schedule coming soon!

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

## **Assignment Coordinator Sub-Role Training (Every other month)**

2022 Schedule coming soon!

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

## **Training Schedule posted here:**

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

# NEICE Product Improvements

# Steps

1. Review requested change list
2. Prioritize list of items  
(individually by completing an evaluation form which will be shared after this meeting.)
3. At January User Group meeting (January 27 at 2 pm ET, discuss requirements for changes
4. Ask Tetras to provide estimated costs
5. At February meeting (February 24 at 2 pm ET), we will prioritize what's doable within budget



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# NEICE 2.0 Updates





# Outstanding issues and Tips

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- Report exports (final beta testing)
- Job Aid Updates



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# Preparing the National Data report

Reminder: State data coming your way soon





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# Thank you!