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

AAICPC

APHSA

American Public Human Services Association

NEICE User Meeting

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

October 27, 2021

NEICE

National Electronic Interstate Compact Enterprise

Today's Agenda

Implementation Update

Support Summary

E-Learning summary

NEICE 2.0

- Updates
- How is it *really* working?

Product Improvements

NEICE All-State Security Meeting

Data Report

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Implementation Update

Implementation Progress: Go states, go!

- Maine is set to go live as a Clearinghouse state on January 18, 2022
- Other states actively working to onboard:
  - Massachusetts
  - Tennessee
  - Texas
  - Washington
  - West Virginia

- States expressing interest in possibly getting started:
  - Colorado (signed MOU, wanting to start using the Secure Document Portal)
  - Delaware
  - Michigan
  - New Hampshire

Support Summary

Ticket Status

	8/26 - 9/17		9/18 - 10/11	
	#	%	#	%
Resolved	384	95	369	94
Unresolved	22	5	22	6
Total	406		391	
Tickets per week	135		130	

Training Schedule

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

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)

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

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NEICE eLearning Summary

E-Learning Summary

	Courses Taken	
	# As of September	# As of October
Overview	2,106	2,202
Security	1,840	1,940
NEICE Administrator	71	72
ICPC Coordinator	150	154
Caseworker	1,604	1,701
View Only	11	13
Assignment Coordinator	9	10
Total	5,791	6,092

NEICE Product Improvements

Steps

1. At our next user meeting (November), we will review requested change list
2. Prioritize list of items together
3. Discuss requirements for changes
4. Ask Tetrus to provide estimated costs
5. At December meeting, we will prioritize what's doable within budget

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NEICE 2.0
Outstanding issues and tips

Outstanding issues and Tips

- Report exports (final beta testing)
- Handling Missouri cases
- Selecting Transmittal Types when sending 100A and 100B
- Closing a Case as a Receiving or Sending State – Mechanism to use is sending 100B Closure– unilateral termination. It's important when a state wants to close a case, you need to notify the other state first.

How are things *really* working?

Not intended to be a negative session but a learning time together.

We want to know how to help.

- What can you tell us about day to day? How is it going?
- Where are the challenges? What we've heard and observed:
  - Challenges closing cases – we've made some changes to make it easier
  - Sending cases created prior to July 7 – Transmission failures, missing information needs to be completed.
- What is working well?
- What else?

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NEICE All-State Security Meeting

November 17th, Link to be shared soon

Preparing the National Data report

Reminder: State data coming your way soon

Thank you!