NEICE User Feedback Survey 2022

NOVEMBER 2022

Contents

Description of NEICE Project

The National Electronic Interstate Compact Enterprise (NEICE) is a successful and secure software application that enables the real time electronic exchange of data and documents required by the Interstate Compact on the Placement of Children (ICPC) to place children across state lines. The NEICE meets the purpose and guidelines defined in H.R. 1892—Title VII Family First Prevention Act Sec. 50722 that mandates, by 2027, all states use an electronic interstate case processing system for the exchange of data and documents regulated by the Interstate Compact on the Placement of Children (ICPC).

To facilitate the exchange of information for interstate placements and promote timely placements, the American Public Human Services Association (APHSA) and the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC), supported by the Children's Bureau, collaborated with state ICPC professionals to develop the NEICE. Currently 39 states are fully onboarded to NEICE using either the Case Management System (centrally stored on cloud), the Modular Case Management System (stored locally within a state's firewalls or domain), or through the Clearinghouse Direct method (connecting directly from a state's child welfare information system to the NEICE exchange platform). An additional 4 states are using a Secure Document Portal connected to NEICE to exchange cases with the existing CMS and MCMS states. For more background about the NEICE, see APHSA's website www.aphsa.org/NEICE.

Purpose of the Survey

This survey was conducted to gather anonymous feedback from the NEICE Case Management System (CMS) or Modular Case Management System (MCMS)[1] users to better understand challenges NEICE users may be experiencing with either of these platforms. The survey results will inform NEICE enhancements and product improvements. NEICE Clearinghouse Direct users who access NEICE via their state child welfare information systems and do not use NEICE 2.0, were invited to respond this NEICE 2.0 feedback survey but answered broad questions about the system. NCH Direct states did not respond about the CMS functionality.

A Story of Positive Impact: In Numbers and Words

The NEICE has had significant, positive impact for state and county ICPC professionals in processing cases and speeding up paperwork processing for children and families involved in interstate placements as documented in early evaluations of the project and in anecdotal reports from states. This survey was intended to assess how users rate NEICE specifically regarding its main purpose: to exchange information securely across jurisdictions. Three out of four respondents reported being satisfied or very satisfied with the system's performance on this topic. [Survey question number 39]

Respondents were asked to share examples of how NEICE helped improve the lives of children and families in their state. [Survey question number 43]

> One respondent said,
>
> **"Information and documents get shared between states MUCH FASTER! Case decisions can be made with more time efficiency, thus impacting children's permanency."**
>
> Another respondent highlighted the benefit of having less paperwork, saying,
>
> **"NEICE has helped to eliminate all the paperwork that has been associated with ICPC in the past. We no longer have to request 2 or 3 copies of documents. We can request one copy of the documents and then upload them to NEICE. It has also helped keep up with timeliness of processing cases."**

[1] The CMS is hosted in a central cloud location while the MCMS applications are hosted by individual states on their home servers.

NEICE Performance Analysis

Assessing User Satisfaction Levels with the NEICE CMS and Modular CMS
Satisfaction with the NEICE CMS/MCMS

Overall, users report high satisfaction with using NEICE to exchange ICPC data and documents. A total of 165 respondents provided an answer to the question. Respondents were generally satisfied with NEICE with 38 percent of respondents reporting being *very satisfied* and another 38 percent reporting being *satisfied*. Another 18 percent of respondents reported they were *Neither satisfied nor dissatisfied*. Only four percent of respondents reported being *dissatisfied*. Even smaller, only one percent respondent reported being *very dissatisfied*.

Q39. SATISFACTION WITH USING NEICE TO EXCHANGE ICPC DATA AND DOCUMENTS

Very satisfied	38%
Satisfied	38%
Neither satisfied nor dissatisfied	18%
Dissatisfied	4%
Very dissatisfied	1%

76% of respondents are satisfied or very satisfied.
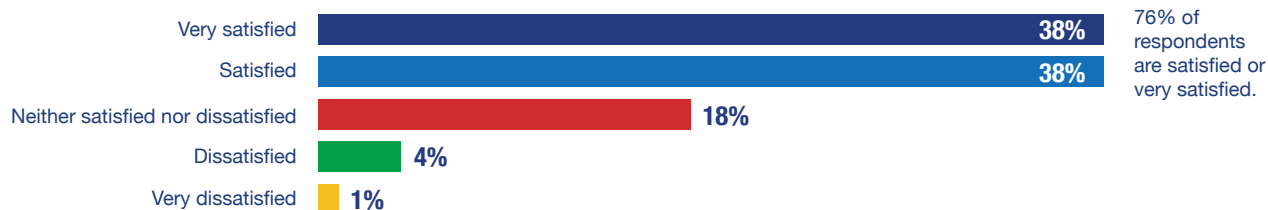
Additional questions explored satisfaction levels with various dimensions of the NEICE. More than two thirds, or 67 percent of respondents were *very satisfied or extremely satisfied* with the reliability of the NEICE system. Only nine percent of respondents were not so satisfied or were not at all satisfied. Similarly, 84 percent respondents reported being *very satisfied or extremely satisfied* with the security of the system, and only four percent of respondents were not so satisfied or not at all satisfied. Regarding the look and feel of the NEICE system, the respondents were more mixed in their assessment with 46 percent of respondents reporting to be *very satisfied or extremely satisfied* with the look and feel while 17 percent of respondents reported being *not at all satisfied or not so satisfied*. In terms of satisfaction with functionality, 44 percent of respondents reported being *very satisfied or extremely satisfied* while 19 percent of respondents reported they were not so satisfied or not at all satisfied. More than half, or 58 percent, reported being *satisfied* with the speed of the system while 14 percent were *not so satisfied* or *not at all satisfied*.

The tables below describe the data around user feedback satisfaction.

NEICE SATISFACTION MEASURES

	Extremely satisfied	Very satisfied	Somewhat satisfied	Not so satisfied	Not at all satisfied
Speed	12%	46%	28%	9%	5%
Functionality	8%	36%	38%	9%	10%
Look and Feel	11%	35%	38%	10%	7%
Security	35%	49%	12%	2%	2%
Reliability	23%	44%	25%	6%	3%

NEICE Staff Responsiveness

Respondents were asked about their satisfaction with the overall responsiveness of the NEICE project team to questions and requests for assistance. The question garnered a total of 115 responses. Out of this total, 71 percent of respondents reported being *very satisfied* or *satisfied*, while 22 percent were *neither satisfied nor dissatisfied*. Six percent of respondents reported being dissatisfied, and only one percent of respondents reported being very dissatisfied.
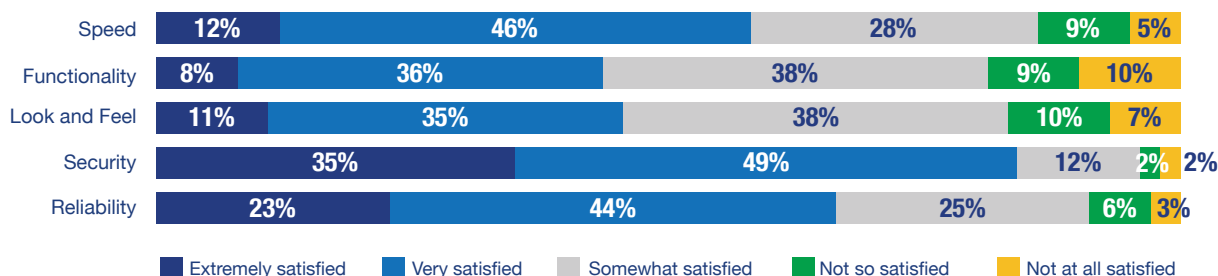
SATISFACTION WITH OVERALL RESPONSIVENESS OF THE NEICE PROJECT TEAM TO QUESTIONS AND ASSISTANCE

71% of respondents are very satisfied or satisfied.

Things Users Liked About NEICE

Respondents were asked to note three things they liked about the NEICE system, and 70 respondents supplied answers. The top three things users liked were that NEICE is fast in speeding up the process of completing ICPC Cases, that it is easy to use and that it facilitates better communication between states and within states regarding ICPC cases. Several respondents noted that they liked the modern design and the dashboards and alerts to help them monitor their cases. Another respondent noted the ability to send documents electronically to different states and the reduction of paper copies. Another respondent noted that the system is a lot faster than the old procedure of sending documents through the US Mail system. Other respondents seemed to agree that the system allowed for quicker coordination between states as well as local to local. The word picture below captures the most frequently reported categories of features and benefits users liked about NEICE.

User Feedback on Reports

Respondents were asked about their experience in using the NEICE reports. Out of the 140 responses that were collected for this question, 20 percent of respondents reported that they use the report functionality while 23 percent of respondents reported that they did not use the reports' function. About half (48 percent) of respondents had no access due to their user role, and the remaining nine percent were unsure whether they had used the reports functionality.

Of those that indicated they use the reports, the respondents varied in terms of which reports were used. The chart below describes the specific NEICE report ranked by usage:

THEMES	N	%
Requests Sent to Agencies by ICPC Central Office	18	16%
Home Studies Pending/Completed/Overdue	18	16%
Finding Cases Needing Closure	17	15%
Children Placed in State and Out of State	11	9%
Incomplete Requests — Missing 100As	10	9%
Children over the age of majority	9	8%
100B Termination Statistics	9	8%
Cases by Type of Care	7	6%
State System NEICE Comparison Report	5	4%
NEICE Case Statistics	4	3%
AAICPC Data Report	3	3%

Secure Document Portal

The NEICE Secure Document Delivery Portal (SDP) functionality allows secure, electronic exchange of documents between live NEICE states and NEICE states not yet live in the system but having fully executed MOUs. The Secure Document Portal launched June 15, 2020, during the beginning of the pandemic, in order to facilitate the exchange of ICPC information as more and more workers were forced to work from home. The SDP was initially launched with CMS and MCMS states; and Clearinghouse states had the option to implement it, only a few Clearinghouse states are now using it. As a result, not all responders to the user feedback survey would have knowledge about the SDP and some user training is still in progress.

Approximately 57 percent (of 82 respondents) had used the NEICE Secure Document Portal (SDP). Of those, 84 percent reported being *satisfied* with using the portal to retrieve documents, while 2 percent were *very dissatisfied* or *dissatisfied* with using the portal to retrieve documents. Users of the portal reported slightly lower overall satisfaction with sending documents via the portal, with 81 percent saying they were *satisfied*, and 3 percent saying that they were *dissatisfied* with using the portal to send documents.

Training and Support

The survey focused heavily on assessing satisfaction with training and support, containing 18 questions aimed to determine the effectiveness of the NEICE training and the potential need for additional training. This section includes several data descriptions, tables, and charts illustrating the results from the survey.

The survey sought to determine how states were using the national NEICE project training offered to all CMS and MCMS states before going into live production. It is important to note that some of the respondents may be new staff at the state level after the original training conducted statewide for a state when it was initially launched in NEICE. Though these staff have access to the NEICE knowledge base (eLearning, job aides, recorded webinars and help desk) they would need to be directed there by other state staff. The questions garnered 154 responses for
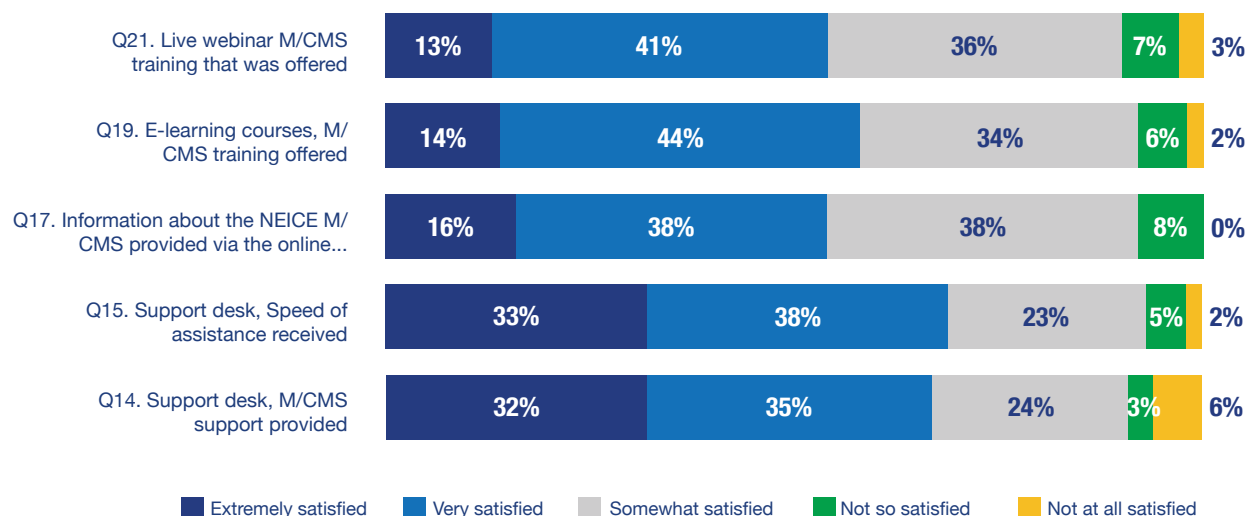
each question. Of those, 113 (73 percent) respondents reported receiving training from their state office, compared with 126 (82 percent) of respondents who reported receiving training from the national NEICE project office. Some respondents likely received training at the state AND national level, which this survey did not differentiate.

Of those that had received national NEICE project training (n=249), the type of training received varied with 41 percent reporting having taken a webinar, 12 percent who received one-on-one support via the support desk, 14 percent who used online job aids, and 28 percent reported taking an E-learning course on TalentLMS. Another 3 percent reported receiving no training at all. Approximately 64 percent of respondents reported taking a webinar at some point during the last year. Overall, 87 percent of respondents reported having taken a webinar training at some point in their training.

Respondents were asked how strongly they agreed or disagreed with statements relating to satisfaction with various NEICE training options.

- **NEICE Support Satisfaction**: About 67 percent of respondents reported agreeing with the statement "I am satisfied with the M/CMS support that was provided." Another nine percent of respondents reported that they either strongly disagreed or disagreed with that statement.

- **NEICE Support Speed**: About 70 percent of respondents reported either agreeing or strongly agreeing with the statement, "I am satisfied with how quickly I received assistance with my question." Six percent either strongly disagreed or disagreed with the statement.

- **NEICE Job Aid Information Satisfaction**: Respondents were asked to rate their agreement to the following statement for question 17, "I am satisfied with the information about the NEICE M/CMS provided via the online job aids." More than half of respondents, or 54 percent, reported agreeing or strongly agreeing with the statement and eight percent reported strongly disagreeing or disagreeing with the statement.

- **NEICE e-Learning Course Overall Satisfaction**: A little over half, or 54 percent, of respondents reported either strongly agreeing or agreeing with the following statement, "I am satisfied with the M/CMS training that was offered." About 8 percent (n=10) of respondents reported strongly disagreeing or disagreeing.

- **NEICE Live Webinar Training Overall Satisfaction:** Finally, respondents were asked to rate their agreement with the following statement, "I am satisfied with the M/CMS training that was offered." For this last question, 58 (54 percent) respondents reported agreeing or strongly agreeing with the statement. Another 10 (9 percent) respondents reported that they strongly disagreed or disagreed with the statement.

TRAINING BY SATISFACTION PERCENTAGE LEVELS

	Extremely satisfied	Very satisfied	Somewhat satisfied	Not so satisfied	Not at all satisfied
Q21. Live webinar M/CMS training that was offered	13%	41%	36%	7%	3%
Q19. E-learning courses, M/CMS training offered	14%	44%	34%	6%	2%
Q17. Information about the NEICE M/CMS provided via the online...	16%	38%	38%	8%	0%
Q15. Support desk, Speed of assistance received	33%	38%	23%	5%	2%
Q14. Support desk, M/CMS support provided	32%	35%	24%	3%	6%

Areas for Improving NEICE

The responses in this report will help inform future insights and upgrades to the NEICE system. Overall, users are highly satisfied with the overall experience of the NEICE system, however, some users also report those certain aspects of the look and feel, as well as system functionality are frustrating. In some written comments, users noted the need to run certain reports to be able to track cases and children from a supervisory point of view. Another user noted that they would like to see cases connect better with each other, as when changes are made to a case or child that these changes can be made from the case itself.

Many aspects of the training process are highly rated; however, some users reported having some difficulty with getting to know NEICE for the first time or while they have already been trained on the system workers don't always spend a large amount of time in the system at once. This leads to the users reporting a need to refresh their knowledge on how to use the system. The NEICE system does have a user manual which is posted on the portal and in the eLearning environment, however, this illustrates a communication need to improve knowledge about the resources available to users.

Users want the system to be even more user friendly than it already is with more prompts when certain information is missed or even a visual representation of where they are in the overall process. One user reported a need to have less replication of buttons that do similar or the same actions. Another noted removing redundancies and simplifying the user experience. While most users report that the NEICE system is very speedy, there seem to be a small pocket of respondents that report searching the system can take a long time to complete. One user also reported that working through a case build can also be a long process. Another person reported that receiving a security code to sign in can be unpredictable; sometimes the code comes across very fast, but other times it can take up to 30 minutes.

These findings will be used to inform the next set of product improvements in development for NEICE. The NEICE team will be focused on improved functionality, look and feel, and speeding up the process for submitting and processing cases using the system.

The NEICE user feedback survey revealed high, overall satisfaction with the NEICE system, as well as a few areas for improvements. Most respondents reported that they liked the case management system, and many noted it was user-friendly. Additionally, several respondents reported that NEICE has helped streamline the ICPC process. The survey responses also helped identify several areas for system improvement and further analysis, specifically related to training opportunities and system workflows.

> The user responses highlighted the positive impact that the NEICE system has had on the ICPC process. As one survey respondent put it,
>
> **"In most cases it has sped up the out of state placement process to more quickly achieve permanency for our children."**
>
> One survey respondent highlighted the improved process, commenting,
>
> **"I'm new to the ICPC process and NEICE, but so far at as been smooth and we have been able to place children with family out of the state. In turn children have been placed with family in my county and they seem to be happy, and these placements have been observed to almost always lead to permanency for the child such as Adoption."**
>
> Another respondent commented
>
> **"NEICE is an integral part of supporting my ability to ensure mutual family assessments are completed in an informed and timely manner."**

User Feedback Survey Demographics and Respondent Counts

The total number of respondents to the user feedback survey was 187. Most survey respondents are using the Cloud CMS with 58 percent reporting, while another 14 percent are MCMS users. An additional two percent utilized the clearinghouse direct, and 24 percent were not sure how they connected to the NEICE.

More than half of respondents, or 57 percent, reported their main user role as case worker. Approximately 28 percent of respondents reported having the user role of ICPC Coordinator. Seven percent of respondents reported having the administrator role, and 2 percent reported being a view-only role. The remaining 6 percent of respondents were not sure what their main user role is. Twenty-five percent of survey respondents were from the state of New York, while another 15 percent were from the state of Virginia. Louisiana had the third highest number of respondents to the survey at 14 percent.

Appendix

List of Survey Questions

Q1.   In what state or U.S. territory do you currently work?

Q2.   What is your main user role in NEICE?

Q3.   Which system(s) are you using to access NEICE?

Q4.   How satisfied are you with the reliability of the NEICE M/CMS software? By reliability, we mean being able to rely upon the the system being available when you need to use it.

Q5.   How satisfied are you with the security of the NEICE M/CMS software? By security, we mean the safeguarding of the data and documents within NEICE in terms of privacy.

Q6.   How satisfied are you with the look and feel of the NEICE M/CMS software? By look and feel, we mean the design of the system.

Q7.   How satisfied are you with the functionality of the NEICE M/CMS software? By functionality, we mean the ability to carryout the requirements of processing an ICPC case.

Q8.   How satisfied are you with the speed of the NEICE M/CMS software?

Q9.   Do you have any thoughts on how to improve the NEICE M/CMS software?

Q10.   Have you received training on how to use the CMS or MCMS from your state or local office?

Q11.   Have you received training on how to use the CMS or MCMS from the national NEICEÂ project? Examples of training include online webinars, watching training videos, taking e-learning course, getting support from Support Desk or viewing job aids.

Q12.   If so, what type of training have you received from the national NEICE project? Check all that apply.

Q13.   For the following questions, we are referring to training provided by the national NEICE project or technical vendor, Tetrus Corporation. How recently did you attend a webinar training for the M/CMS system?

Q14.   For those who have used the online job aids, please indicate your level of agreement with this statement: I am satisfied with the information about the NEICE M/CMSÂ provided via the online job aids.

Q15.   Any suggestions for how we might improve the online job aids? (Type N/A if you have not viewed any of the online job aids.)

Q16.   For those who have taken the e-Learning courses, please indicate your level of agreement with this statement: I am satisfied with the M/CMS training that was offered.

Q17.   Any suggestions for how we might improve the e-learning courses? (Type N/A if you have not taken any course via the NEICE e-Learning platform.)

Q18.   For those who attended a live webinar training, please indicate your level of agreement with this statement: I am satisfied with the M/CMSÂ Â training that was offered.

Q19.   Did the trainer give too much detail, too little detail, or about the right amount of detail?

Q20.   Any suggestions for how we might improve the webinar courses? (Type N/A if you have not taken a live webinar training course from the national NEICE project.)

Q21.   Thinking of all the training you've received for NEICE from the national project team, how relevant was the training material to your role?

Q22.   Again, thinking of all the training you've received for NEICE, how effective was the training you received from the national NEICE project?

Q23.   How convenient were the training options provided by the national NEICE project team?

Q24.   Is there anything you'd like to add about the NEICE training, or recommendations for how we can change or improve training opportunities for our NEICE users?

Q25.   Do you use the NEICE Reports functionality (Only available for ICPC Coordinators or state administrators)?

Q26.   Which reports do you use? Reports are available for Coordinators or State Administrators at this time, and are indicated in the parenthesis. Please mark all that apply.

Q27.   Are there any reports that you wish could be run in NEICE? Please describe if so.

Q28.   Have you used the NEICE Secure Document Portal?

Q29.   If so, how satisfied are you with Secure Document Portal for delivering documents and information to the state you are sending to?

Q30.   If you have used the portal to retrieve documents, how satisfied are you with the Secure Document Portal for retrieving documents and information from another state?

Q31.   Any suggestions for how we could improve the Secure Document Portal?

Q32.   Did you have any challenge in answering the security questions (CAPCHA) to use the Secure Document Poral?

Q33.   Do you receive information directly from the NEICE project team or do you receive it from your state ICPC office?

Q34.   Would you like to hear more or less frequently from the national NEICE project team?

Q35.   How can we improve NEICE communications to users?

Q36.   Anything else to share about NEICE communications?

Q37.   How satisfied are you with using NEICE to exchange ICPC data and documents?

Q38.   How satisfied are you with the overall responsiveness of the NEICE project team to your questions and requests for assistance?

Q39.   For those who have contacted the online support desk for one on one help, please indicate your level of agreement with this statement: I am satisfied with the M/CMS support that was provided.

Q40.   For those who have contacted the online support desk for one-on-one help, please indicate your level of agreement with this statement: I am satisfied with how quickly I received assistance with my question.

Q41.   Any suggestions for how we might improve the online support provided via the Support desk? (Type N/A if you have NOT contacted the online Support Desk.)

Q42.   What are three things you like about NEICE?

Q43.   Please share an example of how NEICE has helped you and your state improve the lives of children and families if you feel it has. How has NEICE made a difference? We are also seeking stories of how NEICE improves the ICPC work for you or your staff. Thank you!

Q44.   If you could wave your wand and change anything about NEICE, what would you change?

Q45.   Anything else you'd like us to know?

NEICE User Feedback Survey 2022

FOR MORE INFORMATION, PLEASE CONTACT:

Marci McCoy-Roth
Director of Interoperability and System Strategies
mroth@aphsa.org | (202) 866-0547
www.APHSA.org

About APHSA

The American Public Human Services Association (APHSA) is a bipartisan national membership association representing state and local health and human services agencies, and the subject matter experts that help execute their mission to improve outcomes for people nationwide. Building on our long-standing relationships across the human services field and direct connection to the in-depth knowledge of leaders who administer them, we focus on generating pragmatic, community-wide solutions that advance well-being.

APHSA connects its members to national policymakers and human-serving organizations across a wide circle of stakeholders in the health and human services sector, as well as key partners in education, housing, employment, and others. APHSA also helps members build more capacity for their teams through access to our professional education and development conferences, technical expertise, publications, and our Organizational Effectiveness practice.

Vision
Thriving communities BUILT on human potential.

Mission
APHSA advances the well-being of all people by influencing modern approaches to sound policy, building the capacity of public agencies to enable healthy families and communities, and connecting leaders to accelerate learning and generate practical solutions together.

About AAICPC

The Interstate Compact on the Placement of Children (ICPC) establishes uniform legal and administrative procedures governing the interstate placement of children and is statutory law in all fifty-two member jurisdictions and a binding contract between member jurisdictions. Established in 1974, the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC) was given the authority to carry out the rules and terms of the Compact more effectively.

Vision
We envision protecting all children who fall within the jurisdiction of the Interstate Compact on the Placement of Children by ensuring that their interstate placements are made into safe and nurturing environments, and that they are fully supported for the duration of their placements.

Mission
It is the mission of the Association of Administrators of the Interstate Compact on the Placement of Children to ensure that children who require interstate placements receive the care and supervision in those placements that will allow the children to develop and thrive in protective and stable environments. Moreover, we dedicate ourselves to achieving the execution of those placements as expeditiously as possible in the manner that will ensure that they are safe and in nurturing placements. Our efforts will apply equally to children of all cultural backgrounds and to children from any jurisdiction that has adopted the Interstate Compact on the Placement of Children.