

# NEICE User Feedback Survey 2020

April 2021



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*This report was written by Max Daniel, NEICE Analytics Manager, American Public Human Service Association. The American Public Human Services Association serves as the Secretariat to the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC). Thanks to the members of the AAICPC guidance committee for their review and support, to our technical partners at Tetrus Corporation, and to Bertha Levin, Anita Light, and Jessica Garon for their review and edits.*

## Introduction

### Description of NEICE project

The National Electronic Interstate Compact Enterprise (NEICE) is a successful, secure, and functioning software application that enables the real time electronic exchange of information that is required for interstate placements of children in foster care or adoptive settings. 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 staff to develop the NEICE. For more background about the NEICE, see APHSA's website [www.aphsa.org/NEICE](http://www.aphsa.org/NEICE). 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). Currently 38 states, DC, and the US Virgin Islands are fully onboarded to NEICE, and an additional 6 states are using a Secure Document Portal connected to NEICE to exchange cases with the existing 36 states.

### Methodology

This survey was conducted to gather anonymous feedback from the NEICE Case Management System (CMS) and Modular Case Management System (MCMS)<sup>1</sup> users to better understand challenges users may be experiencing with either of these platforms. The survey results will inform as many improvements as can be managed within our budget and timelines into the new version (NEICE 2.0) scheduled to be released in July 2021. Responses from NEICE Clearinghouse Direct users (who access NEICE via their home child welfare information systems) were not solicited as their experience is not applicable to the enhancements being made in the NEICE 2.0 case management system. Not all respondents answered all questions. The total number of respondents to the user feedback survey was 140 (n=140). Most survey respondents are using the Cloud CMS with 61 percent reporting, while another 12 percent are MCMS users. An additional two percent utilized the clearinghouse direct and 25 percent were not sure how they connected to the NEICE.

More than half of respondents, or 52 percent, reported their main user role as case worker. Approximately 37 percent of respondents reported having the user role of ICPC Coordinator. Eight percent of respondents reported having the administrator role, and one percent reported being a view-only role. The remaining two percent of respondents were not sure what their main user role is. 40 percent of survey respondents were from the state of Virginia, while another 18 percent were from the state of Maryland. Florida had the third highest number of respondents to the survey at 12 percent.

### A Story of Impact

This report reflects the significant, positive impact that the NEICE system has had for state and county workers in processing ICPC cases. However, although quantitative analysis is helpful in pinpointing areas of strength and improvement, it is also important to highlight the real-world impact and successes of the NEICE system for children and families. For survey question number 43, the survey asked respondents to give examples of how NEICE helped improve the lives of children and families in their state.

One respondent is quoted as saying “I have noticed the way NEICE gives all parties involved in the case a voice.” The respondent continues to describe how the NEICE system brings together all the workers and information into a centralized workspace and any placement disruptions they have encountered have been

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<sup>1</sup> The CMS is hosted in a central cloud location while the MCMS applications are hosted by individual states on their home servers.

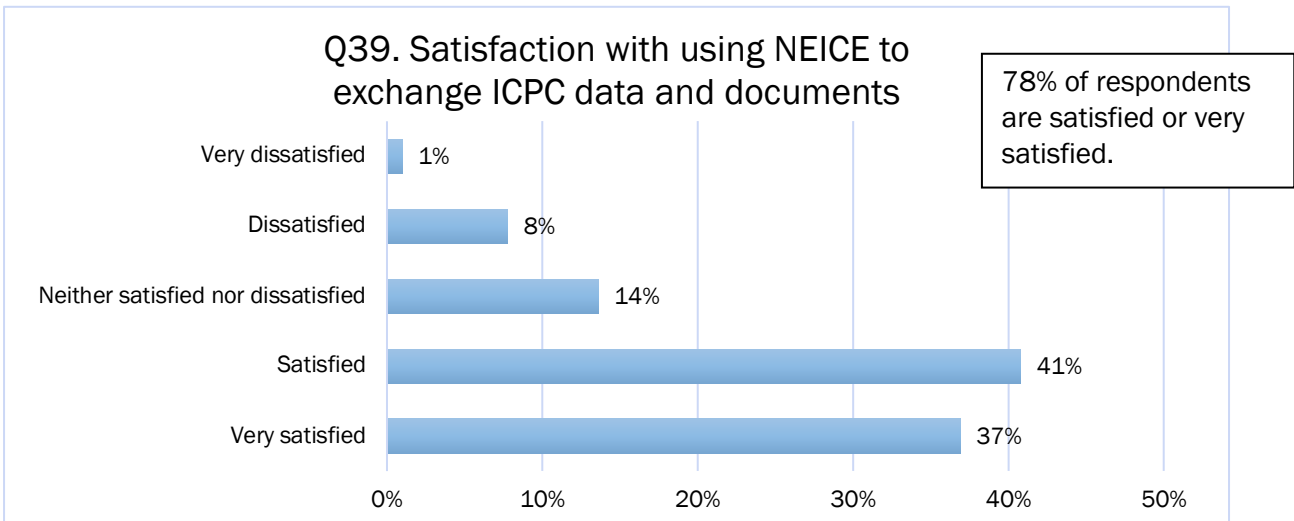
remedied within a day because of how easy and effective communication through the NEICE can be with other states. Processing a case faster, easier, and with less paperwork means improved outcomes for children in this respondent’s state and throughout the nation for states using the system.

## NEICE Performance Analysis

### Assessing User Satisfaction Levels with the NEICE CMS and Modular CMS

#### Satisfaction with the NEICE CMS/MCMS

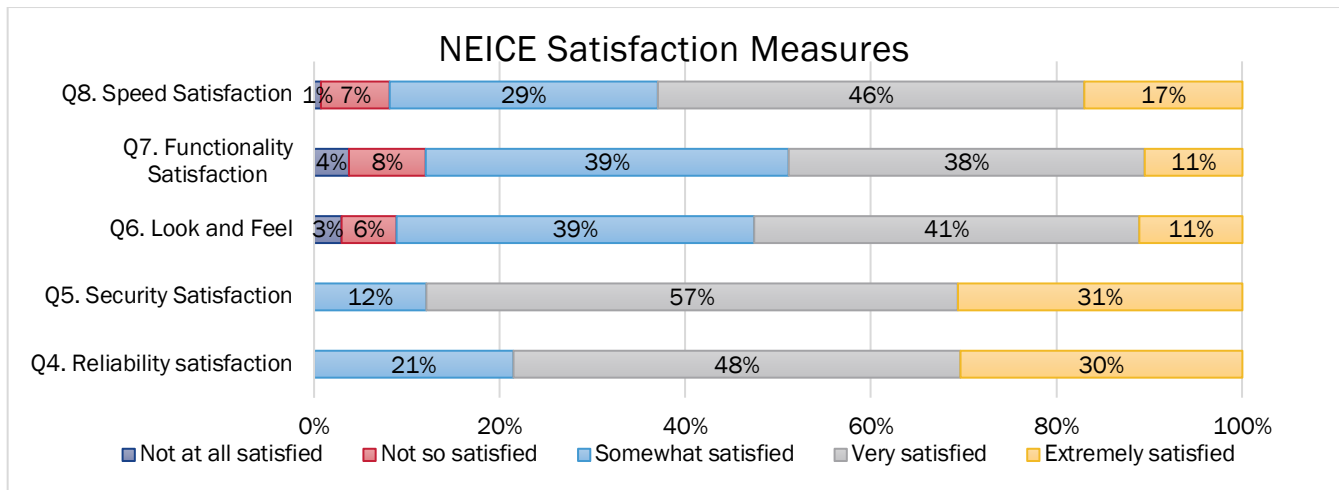
Overall, users report high satisfaction with using NEICE to exchange ICPC data and documents. A total of 103 respondents provided an answer to the question. Respondents were generally satisfied with NEICE with 37 percent of respondents reporting being *very satisfied* and another 41 percent reporting being *satisfied*. Another 14 percent of respondents reported they were *Neither satisfied nor dissatisfied*. Only eight percent respondents reported being *dissatisfied*. Even smaller, less than one percent respondent reported being *very dissatisfied*.



Additional questions explored satisfaction levels with various dimensions of the NEICE. No respondents were dissatisfied with the reliability of the NEICE system, and the overwhelming majority, 79 percent of respondents, were *very satisfied or extremely satisfied*. Similarly, there were no respondents that were dissatisfied with the security of the system with 88 percent of respondents reporting *very satisfied or extremely satisfied*. While there was more concern with the look and feel of the NEICE system, with seven percent respondents reporting being *not at all satisfied or not so satisfied*, an additional 53 percent of respondents reported to be *very satisfied or extremely satisfied* with the look and feel. Functionality satisfaction was still high with 49 percent of respondents reporting being *very satisfied or extremely satisfied* with only 12 percent being dissatisfied. More than half, or 63 percent, reported being *satisfied* with the speed of the system with eight percent being dissatisfied.

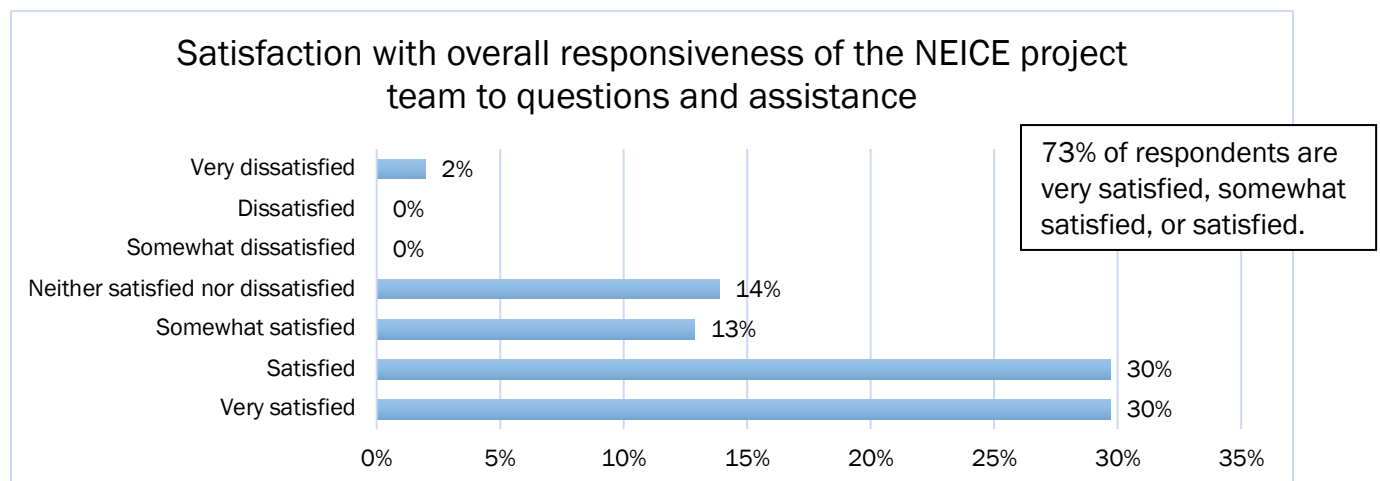
The tables below describe the data around user feedback satisfaction.

# Respondents	Not at all satisfied	Not so satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Total
Q4. Reliability satisfaction	0	0	29	65	41	135
Q5. Security Satisfaction	0	0	15	71	38	124
Q6. Look and Feel	4	8	52	56	15	135
Q7. Functionality Satisfaction	5	11	52	51	14	133
Q8. Speed Satisfaction	1	10	39	62	23	135



### 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 101 responses. Out of this total, 30 percent of respondents reported being *very satisfied*, 30 percent reported being *satisfied*, 13 percent were *somewhat satisfied*, 14 percent were *neither satisfied or dissatisfied*, and only two percent of respondents reported being *very dissatisfied*. There were no respondents reporting being either *somewhat dissatisfied* or *dissatisfied* and 12 percent reported *Not Applicable*.





## Things Users Liked about NEICE

Respondents were asked to note three things they liked about the NEICE system, and 68 survey respondents supplied answers. By and large respondents noted the ease of use, the speed, and the user-friendly nature of the system. One respondent from the survey noted that it was easy to access the system, it was helpful to keep all ICPC information in one location, and that it was easy to use, overall. Another respondent noted the speed at which documents arrive in other states and the security they have knowing that most of the country uses the system and can receive documents in a more efficient manner. The word picture below captures the most frequently reported words for categorizing NEICE features or benefits noted by users.



## User Feedback on Reports

Respondents were asked about their experience in using the NEICE reports. Out of the 109 responses that were collected for this question, 19 percent of respondents reported that they use the report functionality. It is worth noting that 19 percent of respondents reported that they did not use the report function. Another 52 percent of respondents had no access due to their user role. About nine percent were unsure whether they had used the report functionality. The chart below describes the specific NEICE report ranked by usage:

<b>Specific Report Usage</b>	<b>N</b>	<b>%</b>
<i>Home Studies Pending/Completed/Overdue Report</i>	21	70%
<i>Children Placed In-State and Out of State Report</i>	19	63%
<i>Requests Sent to Agencies by Receiving State ICPC Central Office</i>	15	50%
<i>Monthly State Data Report</i>	15	50%
<i>Finding Cases Needing Closure Report</i>	14	47%
<i>Missing Home Study Report</i>	10	33%
<i>100B Termination Statistics Report</i>	8	27%
<i>Children over the Age of Majority Report</i>	6	20%
<i>State System - NEICE Comparison Report</i>	4	13%
<i>Violation Statistics Report</i>	3	10%
<i>ICWA Report</i>	3	10%

## 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 Sunday, June 15, 2020, with CMS and MCMS states; some Clearinghouse states are now using it, but a few have not begun using it. One state is working through internal IT issues to allow use of the SDP. 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 55 percent (of 110 respondents) had used the NEICE Secure Document Portal (SDP). Of those, 84 percent reported being satisfied with using the portal to retrieve documents, while 9 percent were less satisfied with using the portal to retrieve documents. Users of the portal reported slightly lower overall satisfaction with sending documents via the portal, with 76 percent saying they were satisfied, and 9 percent saying that they were dissatisfied with using the portal to send documents. Fifteen percent reported being neutral on using the portal to send documents compared with 8 percent of respondents being neutral on using the portal to retrieve documents.

## Training and Support

The survey focused heavily on satisfaction with training and support, with 18 questions aimed to determine the effectiveness of the NEICE training and the potential need for additional training. This section contains several data descriptions, tables, and charts that illustrate 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 117 responses for each question. Of those, 63 percent of respondents reported receiving training from their state office, compared with 54 percent of respondents who reported receiving training from the national NEICE project office.

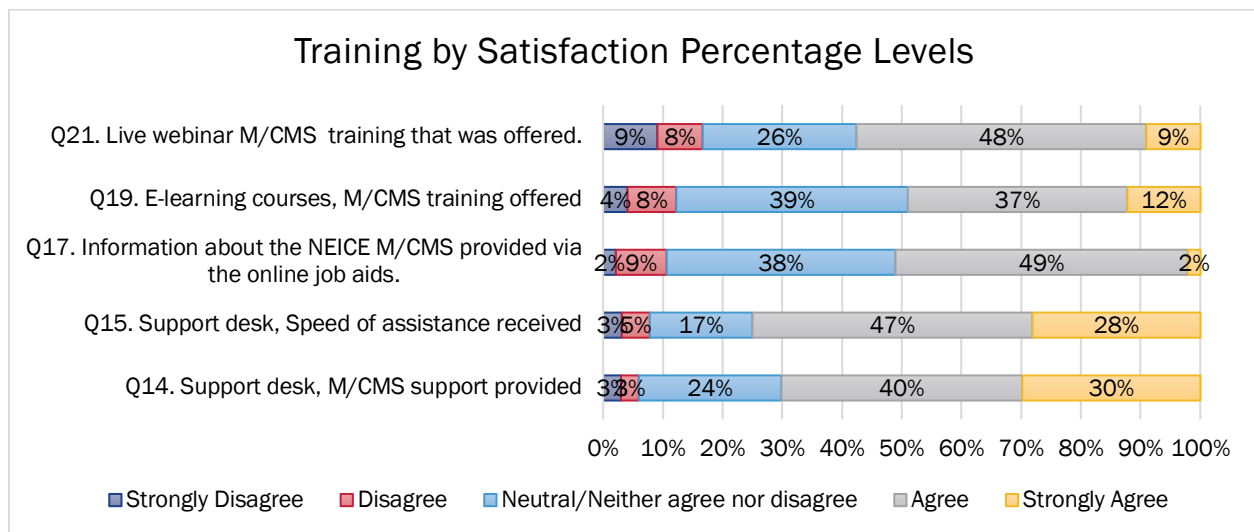
Of those that had received national NEICE project training (n=100), the type of training received varied with 60 percent reporting having taken a webinar, 24 percent who received one-on-one support via the support desk, 15 percent who used online job aids, and 10 percent reported taking an E-learning course on TalentLMS. Another 25 percent reported receiving no training at all. Approximately 38 percent of respondents reported taking a webinar at some point during the last year. Overall, 65 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 70 percent of respondents reported agreeing with the statement “I am satisfied with the M/CMS support that was provided.” Another six percent of respondents reported that they disagreed with that statement.
- **NEICE Support Speed:** About 75 percent of respondents reported either agreeing or strongly agreeing with the statement, “I am satisfied with how quickly I received assistance with my question.” Eight 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 51 percent, reported

agreeing or strongly agreeing with the statement, and 11 percent reported strongly disagreeing or disagreeing with the statement.

- **NEICE e-Learning Course Overall Satisfaction:** Approximately half, or 49 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 10 percent (n=6) 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 percent of respondents reported agreeing or strongly agreeing with the statement. Another 17 percent of respondents reported that they strongly disagreed or disagreed with the statement.



The NEICE user feedback survey also assessed training in terms of relevance, effectiveness, and convenience.

**Relevance.** Respondents were asked to rate the training relevance with 114 responding. Out of that total, five percent reported the training to be extremely relevant, 35 percent reported trainings to be very relevant, 15 percent reported somewhat relevant, and three percent reported training to be not so relevant, and an additional two percent reported that the trainings are not at all relevant. An accompanying 40 percent of respondents reported Not Applicable.

**Effectiveness.** For training effectiveness, a total of 97 respondents reported largely being satisfied with training. There were six percent of respondents who reported training to be extremely effective, 32 percent reported training to be very effective, and 33 percent reported somewhat effective training. An additional 13 percent reported the trainings to be not so effective, as well as 15 percent of respondents reporting not at all effective. Observing the data, 71 percent of respondents found training to be effective.

**Convenience.** A total number of 112 responded to the question about the convenience of NEICE training, with 36 percent responding Not Applicable. However, nine percent reported training to be extremely convenient, 26 percent reported very convenient, and 23 percent reported training to be somewhat convenient. Approximately five percent reported training to be not so convenient, and one percent reported training to be not at all convenient.



## 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, certain users also report that certain aspects of the look and feel, as well as system functionality are frustrating. In some written comments, users noted that some layouts and NEICE flows that require moving back and forth across different screens could be improved especially when there are multiple cases or children involved.

Many aspects of the training process are highly rated; however, some users would like more and different types of training aids. One respondent noted the need for in-person trainings rather than virtual. Another respondent suggested the need for a user manual on how to use the NEICE system. The system does have such a manual which is posted on the portal and in the eLearning environment, which illustrates a communication need to improve knowledge about the resources available to users. Noting that many staff are not being trained at the state level, NEICE has scheduled monthly training for new staff or those that want a refresher and is developing additional user guides by role that can be distributed by the state to NEICE users as needed.

Users noted reports should be improved in NEICE, which the NEICE project team is already working on. It is worth noting that reports are only available to ICPC Coordinators, so many of the users in this survey would not have any access to the report functionality.

The user feedback also gave some insight on the need for taking a closer look at the uploading files process. Users reported challenges related to uploading documents of different file types than are listed, the ability to delete files, and the general navigation of multiple tabs. Similarly, there were recurring themes around the text of the transmittal messages being too small to read, as well as the general view of the messages being hard to read due to the size of text.

## NEICE: Making a difference for children and families

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, “It has shortened the wait time for families. It has also helped with the speed of communication with other states to obtain information. We can now get a case the same day and approve it the same day, as opposed to waiting on express mail.” One survey respondent highlighted the improved process, commenting, “Using the NEICE system allowed ICPC to work seamlessly for two foster children in my caseload, who were later adopted by their extended relatives.” Another respondent commented on how being able to see the home study status allows them to keep families up to date about their cases.

## Appendix

### List of Survey Questions

- 1 Which system are you using to access NEICE?
- 2 In what state or U.S. territory do you currently work?
- 3 What is your main user role in NEICE?
- 4 How satisfied are you with the reliability of the NEICE M/CMS software? By reliability, we mean the system being able to rely upon the system being available when you need to use it.
- 5 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.
- 6 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.
- 7 How satisfied are you with the functionality of the NEICE M/CMS software? By functionality, we mean the ability to carry out the requirements of processing an ICPC case.
- 8 How satisfied are you with the speed of the NEICE M/CMS software?
- 9 Do you have any thoughts on how to improve the NEICE M/CMS software?
- 10 Have you received training on how to use the CMS or MCMS from your state or local office?
- 11 Have you received training on how to use the CMS or MCMS from the national NEICE project? Examples of training include online webinars, watching training videos, taking e-learning course, getting support from Support Desk, or viewing job aids.
- 12 If so, what type of training have you received from the national NEICE project? Check all that apply.
- 13 For the next questions, we are referring to training provided by the national NEICE project or technical vendor, Tetras Corporation. How recently did you attend a webinar training for the M/CMS system?
- 14 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.
- 15 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.
- 16 Any suggestions for how we might improve the online support provided via the Support desk? (Type N/A if you have contacted the online Support Desk.)
- 17 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/CMS provided via the online job aids.
- 18 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.)
- 19 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.
- 20 Any suggestions for how we might improve the e-learning courses? (Type N/A if you have not taken any via the TalentLMS NEICE e-Learning platform.)

- 21 For those who attended a live webinar training, please indicate your level of agreement with this statement: I am satisfied with the M/CMS training that was offered.
- 22 Did the trainer give too much detail, too little detail, or about the right amount of detail?
- 23 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.)
- 24 Thinking of all the training you've received for NEICE from the national project team, how relevant was the training material to your role?
- 25 Again, thinking of all the training you've received for NEICE, how effective was the training you received from the national NEICE project?
- 26 How convenient were the training options provided by the national NEICE project team?
- 27 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?
- 28 Do you receive information directly from the NEICE project team or do you receive it from your state ICPC office?
- 29 Would you like to hear more or less frequently from the national NEICE project team?
- 30 How can we improve NEICE communications to users?
- 31 Anything else to share about NEICE communications?
- 32 Do you use the NEICE Reports functionality (Only available for ICPC Coordinators or state administrators)?
- 33 Which reports do you use? Mark all that apply.
- 34 Are there any reports that you wish could be run in NEICE? Please describe if so.
- 35 Have you used the NEICE Secure Document Portal?
- 36 If so, how satisfied are you with Secure Document Portal for delivering documents and information to the state you are sending to?
- 37 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?
- 38 Any suggestions for how we could improve the Secure Document Portal?
- 39 How satisfied are you with using NEICE to exchange ICPC data and documents?
- 40 How satisfied are you with the overall responsiveness of the NEICE project team to your questions and requests for assistance?
- 41 If you could wave your wand and change anything about NEICE, what would you change?
- 42 What are three things you like about NEICE?
- 43 We are seeking short examples of how NEICE has helped you and your state improve the lives of children and families, if you feel it has. Please share one or two anecdotes of how NEICE has made a difference. We are also seeking stories of how NEICE improves the ICPC work for staff. Thank you!
- 44 Anything else you'd like us to know?



## NEICE User Feedback Survey 2020

### For more information, please contact:

Marci McCoy-Roth

*Director of Interoperability and System Strategies*

[mroth@aphsa.org](mailto:mroth@aphsa.org)

(202) 866-0547

[www.aphsa.org/NEICE](http://www.aphsa.org/NEICE)

### 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 with health and human services leaders, we focus on generating pragmatic solutions that advance the well-being of individuals, families, and communities.

APHSA's members are experts in administering, overseeing, and aligning programs that build resilience and bolster the well-being of people through access to food, health care, housing, employment, child care, community support, and other key building blocks. Our members are also leading experts in performance measurement and data analysis, health and human services IT systems, workforce development and training, and the legal dimensions of the field.

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 other fields. APHSA also helps members build capacity for their teams through our professional education and development conferences, technical expertise, publications, and 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.