



# NEICE User Meeting

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

February 24, 2022



1

## Today's Agenda

---

### I. NEICE Support Summary


- Tickets
- Training Updates & Upcoming Schedule
- NEICE Support Desk Knowledge Base reorganization

### II. Product Improvements Update


### III. Onboarding Updates (Tom)

### IV. National Data Report

2




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



Association of Public Health  
State Administrators

# NEICE Support Summary



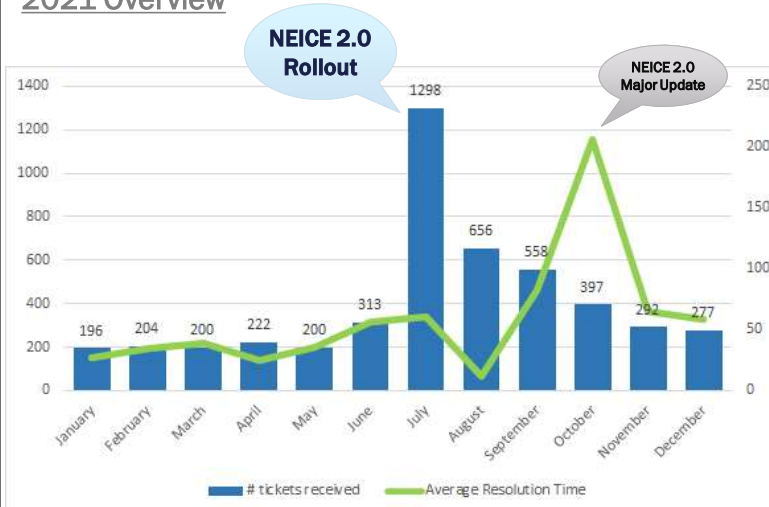
Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

3

## Ticket Status

### 2021 Overview



Month	# tickets received	Average Resolution Time
January	196	~25
February	204	~30
March	200	~35
April	222	~30
May	200	~40
June	313	~50
July	1298	~55
August	656	~20
September	558	~100
October	397	~200
November	292	~50
December	277	~45

### Last Month (Jan 2022)

# tickets received	197
# active NEICE users	2751
Tickets received per active NEICE user	0.083
Average first response time	41m 38s
Percent of tickets resolved upon first response	25%
Average resolution time	101h 33m
Average customer interactions to resolve	2.1

4

## Training Updates

Added in a few interactive methods to enhance engagement during training:

- **Sending reminders out more frequently** (Monthly, and the week of, to registered participants)
- **Handouts provided** (also available on the [NEICE Support Desk Knowledge Base](#))
  - Training Agenda
  - PowerPoint slides document with note taking section made available.
  - Practice Makes Perfect handout with quick references to eLearning links, practice resources on the Knowledge Base and the web-based training schedule/recorded webinars
- **Polling** to learn what the experience level is for the participants
- **Practice during training** – will begin encouraging the participants to sign in to their UAT (test environment) and follow along
- **Surveys** sent out following the session to gather feedback from the participants.

5

## Training Schedule



Training Schedule posted here:

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

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

- February was cancelled
- March is scheduled for **Wed. 3/9/2022, 1-2:30 pm (ET)**

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

- February was held on 2/16/2022
- March is scheduled for **Wed. 3/16/2022, 1-2:30 pm (ET)**

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

- May, **Wed. 5/25/2022, 1:00-2:00 pm (ET)**

6




# NEICE Product Improvements



Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

7



## Product Improvement Steps

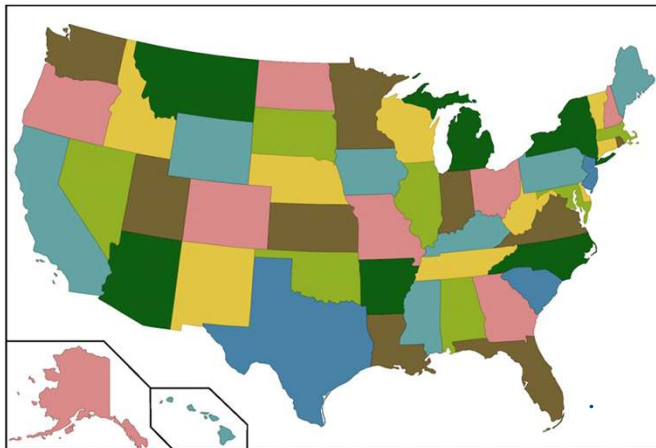
1. Review requested change list (DONE – Recording of the meeting is available)
2. Prioritize list of items
  - IN PROCESS of getting feedback from additional states
  - New deadline to be announced
3. Discuss requirements for changes (Date TBD)
  - Ask Tetrus to provide estimated costs (Date TBD)
  - Prioritize what's doable within budget (Date TBD)

Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

8

## Disaster Map



When there is a disaster, have a tool for a Sending State or Receiving State to be able to pull up a list of children placed in a specific area(s) (State(s), County(ies) or City(ies)).

Maybe the list could provide emergency contacts responsible for the child in both sending (case manager) and receiving states (supervising worker), so right away you know who to contact to ask about the child.

Maybe have a map where you click on the impacted state(s)/county(ies) or city(ies)....

## Narrow Down the Search with a Boundary



Maybe the map could allow the user to draw a boundary to narrow down the search criteria.

review and discuss options.

## Disaster Lists (example)

APHSA  
American Public Human Services Association

- Sending state could check on their children in a state impacted by a disaster (EX. Kansas wants to check on their children placed in the New Orleans area)

SS	Child First Name	Child Last Name	NEICE ID	Placement Date	Resource Name	RS	Placement Resource Address	Placement Phone #:	SS Emergency Contact Information	RS Emergency Contact Information
KS	John	Doe	12345	1/4/2022	Susan Doe	LA	111 Main, Grand Isle, LA	(111)222-3456	Jane Worker, Agency, 913-444-5566, Email@Email.org	Sam Worker, Agency, 666-444-5566, Email@Email.org
KS	Mickey	Mouse	2222	11/15/2022	George Brett	LA	222 1 <sup>st</sup> St., New Orleans, LA	(111)222-3456	Mark Worker, Agency, 785-222-3333, Email@Email.org	Jennifer Worker, Agency, 666-222-3333, Email@Email.org

- OR a Receiving State could get a list of children they need to check on placed in a part of their state impacted by a disaster (Ex. Wichita, Ks. was hit by a tornado and wants to check on children placed in that area)

SS	Child First Name	Child Last Name	NEICE ID	Placement Date	Resource Name	SS	Placement Resource Address	Placement Phone #:	SS Emergency Contact Information	RS Emergency Contact Information
MI	John	Doe	12345	1/4/2022	Susan Doe	KS	111 Main, Wichita, Ks	(111)222-3456	Jane Worker, Agency, 913-444-5566, Email@Email.org	Sam Worker, Agency, 666-444-5566, Email@Email.org
PA	Mickey	Mouse	2222	11/15/2022	George Brett	KS	222 1 <sup>st</sup> St., Wichita, KS	(111)222-3456	Mark Worker, Agency, 785-222-3333, Email@Email.org	Jennifer Worker, Agency, 666-222-3333, Email@Email.org

Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

11

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

APHSA American Public Human Services Association

# Onboarding Updates

Tom Livoti

Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

12

## Onboarding Updates



- California
  - Coming Soon New California chart replacing the County Map.
- Maine

13

## National Data Report



14

## National Data Report



- 2021 data coming soon
- March 30,2022 new deadline for data clean up

15

# Thank you!

16