


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




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**

July 28, 2022



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National Electronic Interstate
Compact Enterprise

1



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Today's Agenda

- I. Product Improvements Update**
 - Update on product improvements
 - Enhancement Updates
- II. ICPC Process Questions**
 - 100 B Questions (Susmiitaa)
- III. NEICE Support**
 - Training data
 - Upcoming Schedule
 - Updates and Discussion
- IV. Onboarding Updates**
 - Updates from the NEICE Team
 - Opportunity for States to Provide Updates (optional)
- V. Discuss and spark ideas for these Monthly User Meetings**



2




NEICE Product Improvements



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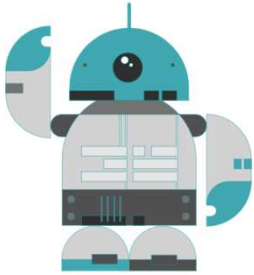
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3

Enhancement Updates

- **Customized Fields**
 - Overview of customized fields (Susmiitaa)
 - How can they be used (Jessica Guthery - KS)
- **Help Bot**
 - Demo of Help Bot
 - Discussion of next steps to deploy the Help Bot (when will it be available?)
- **New Release**



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4

Product Improvements Update








-  Received initial cost analysis from Tetrus
-  Tetrus finalizing approval forms for Guidance Committee
-  Plan to present to the NEICE Guidance Committee on 7/29/2022
-  Executive Committee review and approval
-  Tetrus begins builds with goal for September 2022 implementation
-  Training and Job Aid updates to align with the improvements


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5

ICPC Process Questions



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ICPC Process Questions



Discuss the following and explore what states are currently doing in NEICE; what NEICE allows and whether this is consistent with expectations of AAICPC

- **Is the 100B Closure sent by the Receiving State when:**

- Receive a Home Study Request that is incomplete and the additional information is not received from the other state within the given timeframe?
- The case has been open for more than 6 months but a closure has not been received?
- The request for Home Study is denied because they do not do Residential Placements?
- The placement resource has been upgraded from a Residential placement to a Foster Home which results in a new request, but the previous request needs to close?

- **100 B Placement Change**

- How is the placement change used by M/CMS states?



NEICE Support

NEICE 2.0 E-Learning Summary



7,022 Participants in NEICE 2.0 eLearning courses from May 2021 – July 20,2022

eLearning Course:	Total submissions	
	#	%
NEICE Overview Course	2641	36.09%
NEICE Security Awareness and Requirements	2326	31.79%
NEICE 2.0 for State Administrators	88	1.20%
NEICE 2.0 – Processing Cases as an ICPC Coordinator	195	2.67%
NEICE 2.0 – Processing ICPC Cases as a Caseworker	2031	27.76%
NEICE 2.0 for View-Only Role	20	0.27%
NEICE 2.0 for the Assignment Coordinator Sub-Role	16	0.22%
Total	7317	100.00%

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9



Training Data – Numbers of Participants (Data: January 1, 2022 – 7/20/2022)



Data from January 1, 2022 - Current

NEICE Training Sessions

NEICE offers a number of trainings for the [various roles in NEICE](#) on a monthly basis. Visit the NEICE Support Desk Knowledge Base - [Training and Practice Section/Training Schedules and Data Reports](#) for a full training schedule and details for enrollment.

Training Frequency Schedule

Training	Day	Frequency	Time
ICPC Coordinator	2nd Wednesday	Monthly	1:00-2:30 PM (ET)
ICPC Caseworker	3rd Wednesday	Monthly	1:00-2:30 PM (ET)
Assignment Coordinator	4th Wednesday	Quarterly	1:00-2:00 PM (ET)

15

of Training Sessions Completed

ICPC Caseworker

7

of Training Sessions Completed

ICPC Coordinator

6

of Training Sessions Completed

Assignment Coordinator

2

of Training Sessions Completed

NEICE Training Participants

185

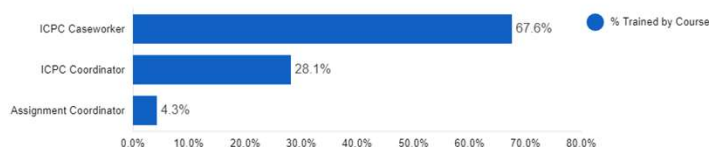
TOTAL # of Participants Trained

We are training mostly ICPC Caseworkers, nearly 70% of the 185 training participants attended the Caseworker training.

Participants by Course

ICPC Caseworker	125
ICPC Coordinator	52
Assignment Coordinator	8

% of Participants Attending by Course



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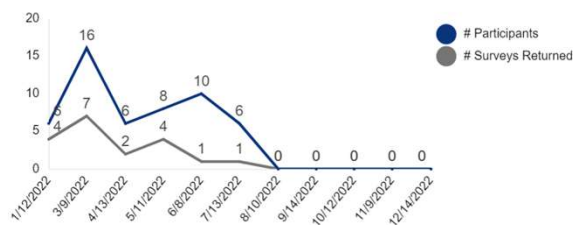
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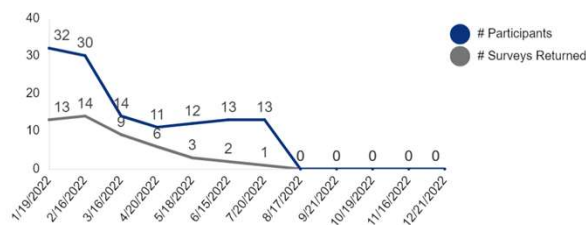
Training Data – Numbers of Participants by Month (Data: January 1, 2022 – 7/20/2022)



ICPC Coordinator Participation & Survey by Month



ICPC Caseworker Participation & Survey by Month



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11



Training Data – Feedback Surveys



- Began January 2022 sending feedback surveys to training participants.
- Returns

Feedback Survey Data January - Present

# Participated in ICPC Caseworker Training	125
# Surveys Caseworker Returned	48
% Caseworker Surveys Returned	38%

Feedback Survey Data January - July 2022




# Participated in Coordinator Training	52
# Coordinator Surveys Returned	19
% Coordinator Surveys Returned	37%

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12

Training Schedule

- ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
 - Upcoming Session is **8/10/2022, 1:00-2:30 PM (ET)**;
- County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
 - Upcoming Session is **8/17/2022, 1:00-2:30 PM (ET)**;
- Assignment Coordinator Sub-role Training** (Quarterly)
 - Upcoming Session is **8/24/2022, 1:00-2:00 PM (ET)**;

Training Schedule posted here:




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

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13

Training Updates & Discussion






- Short videos
- Poll time:** Discuss some type of forum to ask questions and share tips
 - Helpful?
 - Frequency scheduled?
 - Content or open forum?
 - Record for those who missed?
 - Other ideas?
 - NEICE User Forum/Discussions/Brown Bag/Lunch Bunch/Coffee Break (Name?)


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14




Onboarding Updates



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Onboarding States to NEICE Updates

- Alabama
- Arkansas
- Arizona
- **California** – Adding 10 counties August 29th, 2022
- Louisiana
- Maryland
- Massachusetts
- Missouri
- New Hampshire
- Oregon
- Tennessee
- Texas
- Virginia
- Vermont
- Washington

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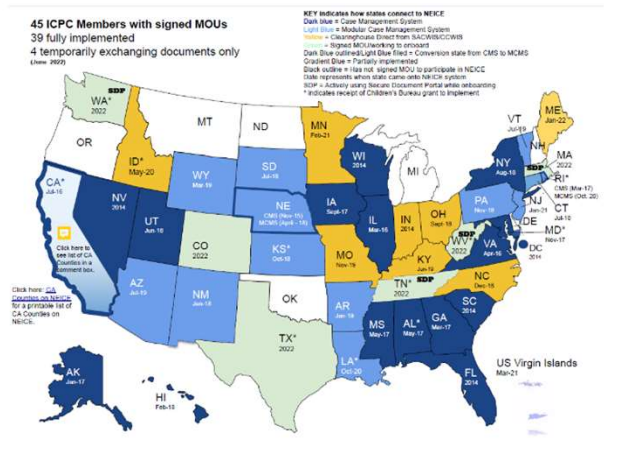
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16

NEICE States Updates



- **State updates**
(opportunity to share successes, questions, or other updates for your state)



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17

NEICE User Meetings



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18

User Meetings



- Are we covering what you want in these meetings?
- What ideas do you have for upcoming meetings (topics to cover, successes, questions, issues)
- Do you want to be able to add items to the agenda?
 - Example, Agenda sent out in advance with opportunity to add items?

Email thoughts and ideas to: Lkaufman@aphsa.org



NEXT MEETING



August 25, 2022, 2-4:00 PM (ET)

<https://aphsa.zoom.us/meeting/register/tZwtfu6oqT0pG9QujorP57715J0eqqsn80LV>

Meetings through December 2022:

September 22, 2022, 2-4:00 PM (ET)

October 27, 2022, 2-4:00 PM (ET)

No Meeting in November due to the holiday

December 22, 2022, 2-4:00 PM (ET)

Meeting Schedule can be found on the NEICE Support Desk at:

<https://support.neice.us/support/solutions/articles/6000251616-neice-meetings-schedule-clearinghouse-cms-mcms->





Thank you!!!!



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