





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**


December 8, 2022




NEICE
National Electronic Interstate
Compact Enterprise

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Today's Agenda




NEICE
National Electronic Interstate
Compact Enterprise



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

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- I. Celebrations!**
- II. User Feedback Survey Results**
- III. Product Improvements Update**
 - Review Merge Child screens
- IV. NEICE Invoice Update**
- V. NEICE Support Updates**
 - Training Data
 - Upcoming Training Schedule
- VI. Onboarding Updates**
 - Updates from the NEICE Team
 - Opportunity for States to Provide Updates (optional)
- VII. State Topics/Questions**
 - Topic/idea submission form
 - State topics/ideas/questions



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Celebration!



Welcome back Missouri!

Missouri rejoined NEICE on 11/23/2022



Please note a couple of instructions:

1. Sending cases created by the participating states when Missouri was Offline, can be sent to Missouri electronically through NEICE.
2. Receiving cases (Interstate Case ID does not exist) created by the participating states when Missouri was Offline should continue sending the documents by email.
3. Remember **only public cases** may be sent to and from Missouri via NEICE. Currently, this excludes private cases.

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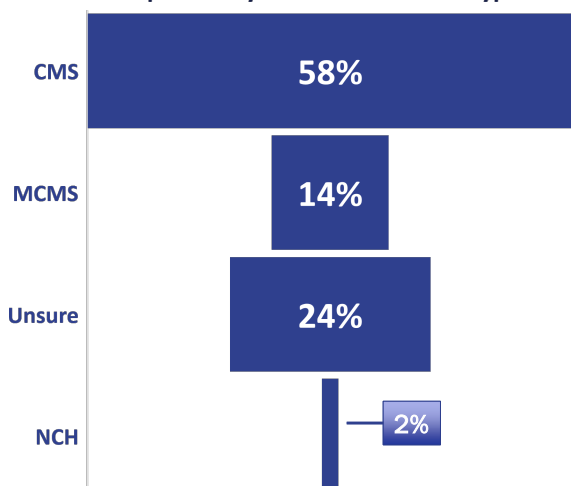


NEICE User Feedback Survey

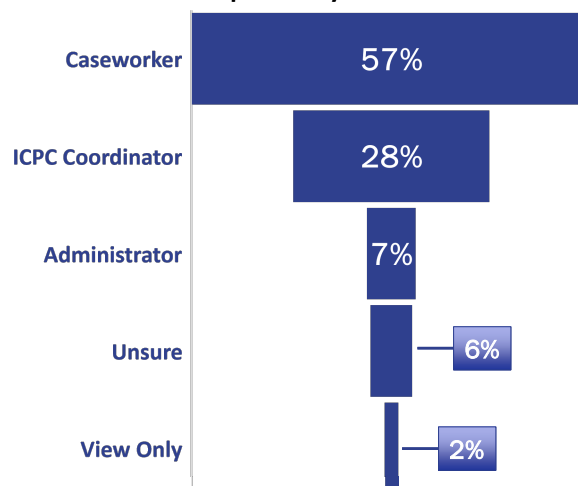


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% of Responses by NEICE Connection Type:



% of Responses by NEICE Role



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Use of Secure Document Portal



Approximately 57 percent (of 82 respondents) had used the NEICE Secure Document Portal (SDP).

Using portal to retrieve:

84 percent reported being *satisfied*

2 percent were *very dissatisfied* or *dissatisfied*

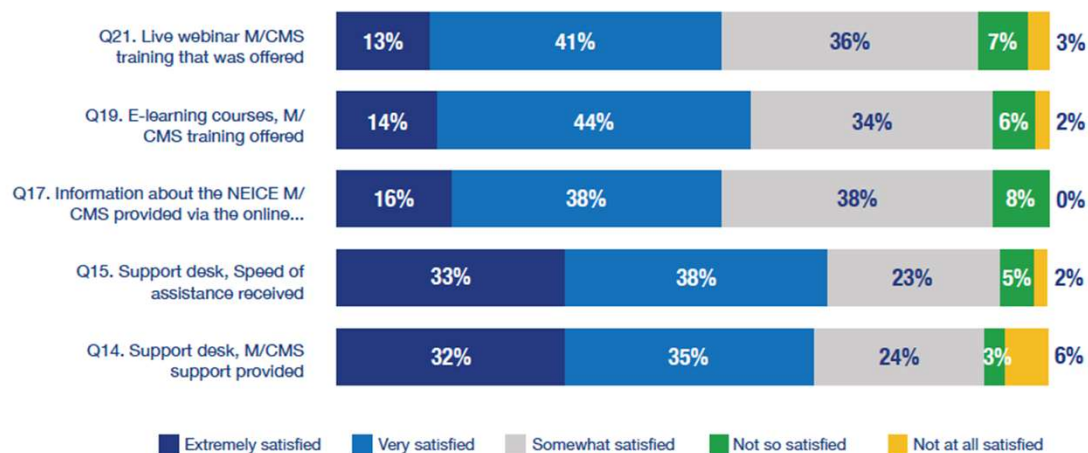
Using portal to send:

81 percent reported they were *satisfied*

3 percent were *dissatisfied* with using the portal to send documents.

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TRAINING BY SATISFACTION PERCENTAGE LEVELS

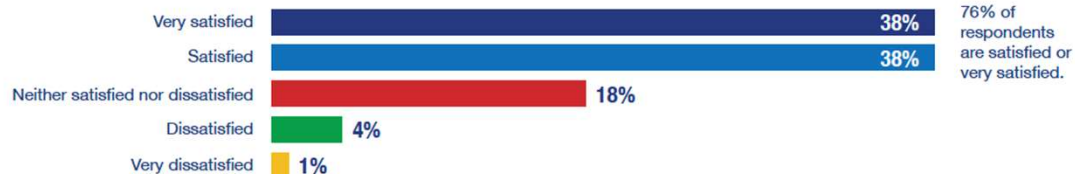


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Using NEICE to Exchange ICPC Data and Documents



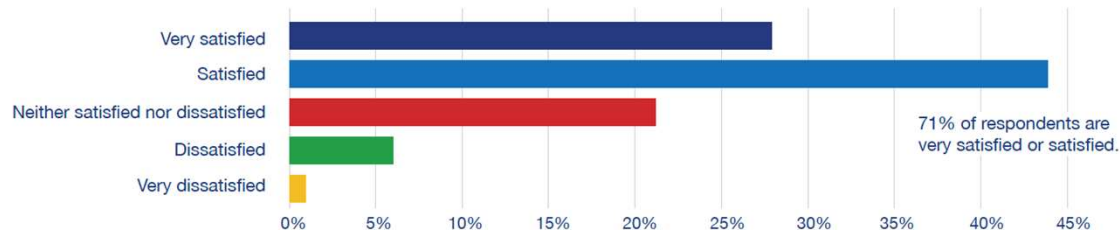
Q39. SATISFACTION WITH USING NEICE TO EXCHANGE ICPC DATA AND DOCUMENTS



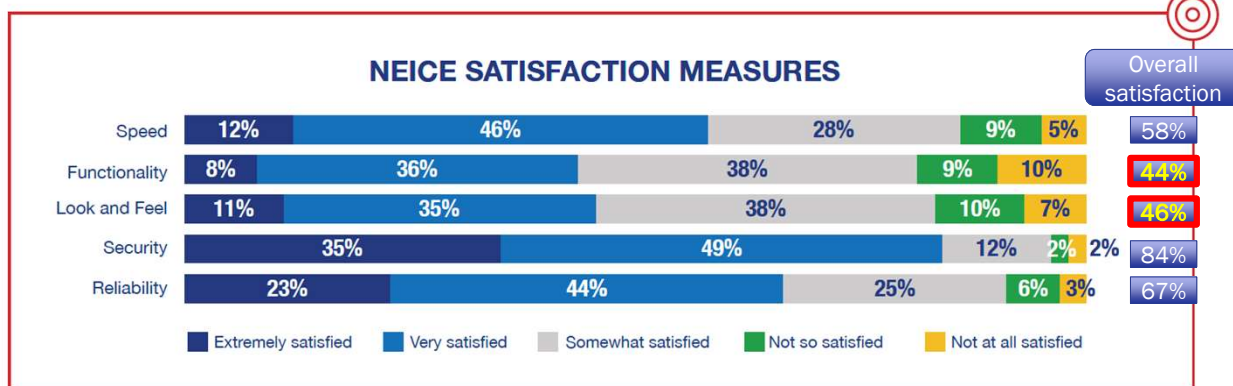
Responsiveness of the NEICE Project Team



SATISFACTION WITH OVERALL RESPONSIVENESS OF THE NEICE PROJECT TEAM TO QUESTIONS AND ASSISTANCE



Satisfaction Measures



Next steps – NEICE improvements for 2023 will focus on the areas identified needing improvement (Functionality and Look and Feel).

- User feedback (workgroups or focus groups)

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Ideas for Improvements



- More user friendly
- Provide prompts when information is missed
- Offer a visual representation of where they are in the overall process.
- Less replication of buttons that do similar or the same things.
- Simplify the user experience.
- Most say NEICE is speedy, a small number of respondents report system is slow.
- One 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.
- Users would like reports to be able to track cases and children from a supervisory point of view.
- Cases should connect better with each other. Eg., when changes are made to a case or child that these changes can be made from the case itself.

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Glow points



- “In most cases it has sped up the out of state placement process to more quickly achieve permanency for our children.”
- “I’m new to the ICPC process and NEICE, but so far it has 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.”
- “NEICE is an integral part of supporting my ability to ensure mutual family assessments are completed in an informed and timely manner.”

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NEICE Product Improvements

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Product Improvements Update



- ✓ Received initial cost analysis from Tetrus
- ✓ Tetrus finalizing approval forms for Guidance Committee
- ✓ Presented to the NEICE Guidance Committee on 7/29/2022
- ✓ Executive Committee review and approval
-  Tetrus begins build
-  Product improvements release (Date TBD)
-  Training and Job Aid updates to align with the improvements

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Merge Child Demo


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NEICE Invoices



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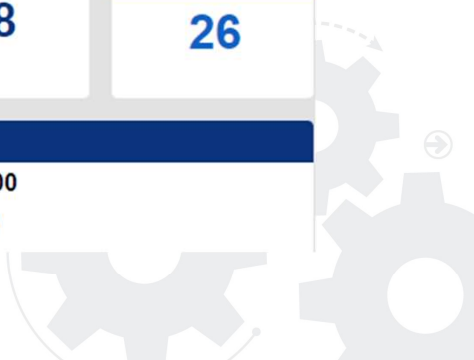
NEICE Invoices

2023 NEICE State Invoice Status

NEICE invoices are sent to states with signed MOUs. There are 45 states with signed MOUs.	% Invoices Paid	# Invoices Paid	# Invoices Pending Payment
	40%	18	26

2023 Licensing Fee Invoice Data

Amount Invoiced	\$1,100,000.00
NEICE Fee Received	\$450,000.00



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NEICE Support



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Training Data – Numbers of Participants (Data: January 1, 2022 – current)

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	On Demand		

22

of Training Sessions Completed

9

of Training Sessions Completed

9

of Training Sessions Completed

4

of Training Sessions Completed

NEICE Training Participants

268

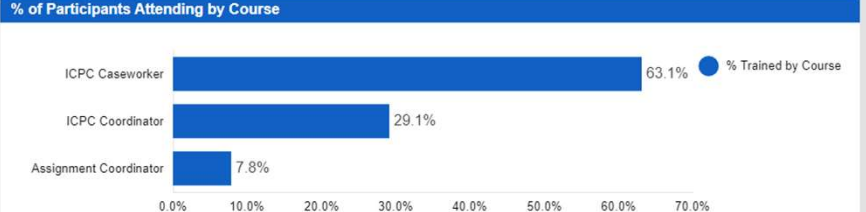
TOTAL # of Participants Trained

We are training mostly ICPC Caseworkers, nearly 65% of the Total # of training participants attended the Caseworker training.

Participants by Course

ICPC Caseworker	169
ICPC Coordinator	78
Assignment Coordinator	21

% of Participants Attending by Course



Course	% Trained by Course
ICPC Caseworker	63.1%
ICPC Coordinator	29.1%
Assignment Coordinator	7.8%

Training Dashboard

Washington DC Metro Area

www.aphsa.org
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Training Schedule



- **ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
 - Upcoming Session is **12/14/2022 1:00-2:30 PM (ET)**;
- **County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
 - Upcoming Session is **12/21/2022 1:00-2:30 PM (ET)**;

Training Schedule posted here (****2022 Dates****):

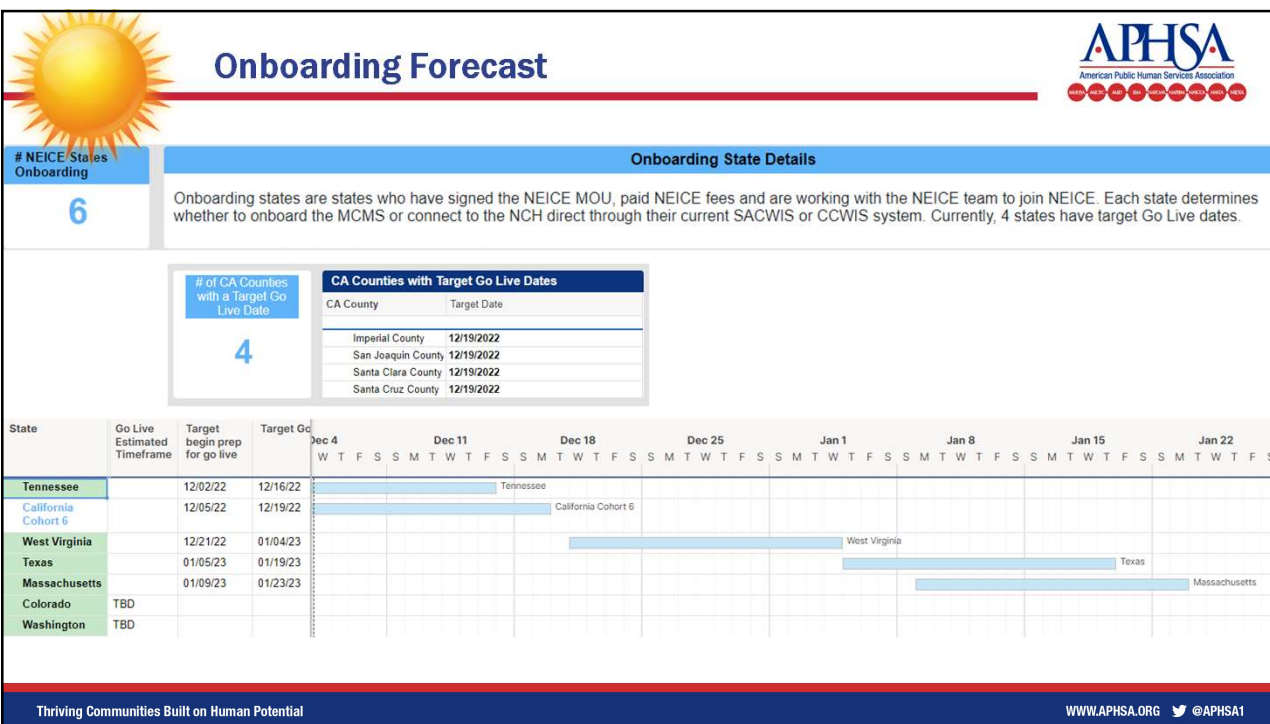
<https://support.neice.us/en/support/solutions/articles/6000251617-neice-training-schedule>

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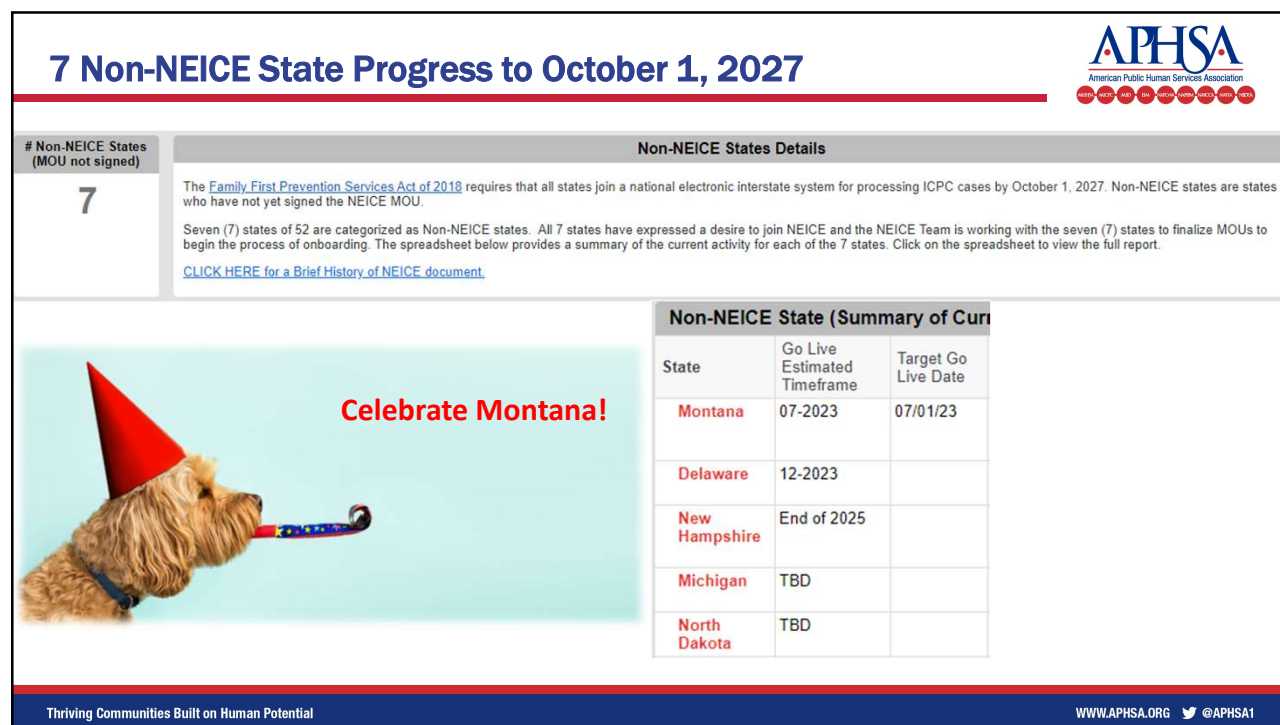
Onboarding Updates



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23



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Conversion State Updates:



States in Process of Converting from One Connection Type to Another			
Total Count of States Converting	State	Conversion Details	Conversion Target Date
5	Maryland	CMS to NCH 2.0	05/20/23
	Alabama	CMS to NCH 2.0	06/30/23
	Arizona	MCMS to NCH 2.0	
	Arkansas	MCMS to NCH 2.0	
	Louisiana	MCMS to NCH 2.0	

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California Counties



38 of California's 58 counties (66%) are onboarded!

On 12/19/2022, 4 new counties are targeted to onboard bringing the total counties live to **42 of 58 counties (72%) onboarded!!!!**

of LIVE CA Counties

38

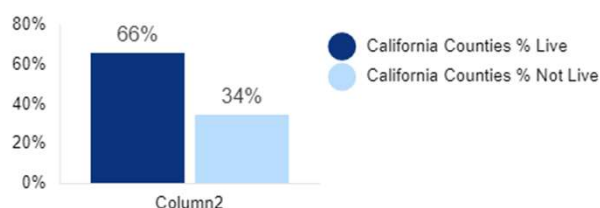
of Not Live CA Counties

20

of CA Counties with a Target Go Live Date

4

California Counties % Live



CA Counties with Target Go Live Dates

CA County	Target Date
Imperial County	12/19/2022
San Joaquin County	12/19/2022
Santa Clara County	12/19/2022
Santa Cruz County	12/19/2022

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NEICE States Updates

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National Electronic Interstate Compact Enterprise

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

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45 ICPC Members with signed MOUs
39 fully implemented
4 temporarily exchanging documents only
(May 2022)

KEY indicates how states connect to NEICE
Dark blue = Case Management System
Light blue = Modular Case Management System
Yellow = Clearinghouse Direct from SACWIS/COWIS
Green = Signed MOU/working to onboard
Dark Blue outlined/Light Blue filled = Conversion state from CMS to MCMS
Dark Blue outlined/Yellow filled = Conversion state from CMS to NCH
Gradient Blue = Partially implemented
Black outline = Has not signed MOU to participate in NEICE
Date represents when state came onto NEICE system
SDP = Actively using Secure Document Portal while onboarding
* indicates receipt of Children's Bureau grant to implement

Click here: [CA Counties on NEICE](#) for a printable list of CA Counties on NEICE.

US Virgin Islands

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State Topics:

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AAICPC
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- Submission Form to Suggest Topics for Upcoming M/CMS User Group Meetings : NEICE Support Desk
- <https://app.smartsheet.com/b/form/067cb7440dcc4d04881d40d6b02a3fc2>
- Shout outs
- Success stories
- Suggestions
- Questions??

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NEXT MEETING



January 26, 2023, 2-3:30 PM (ET)

https://aphsa.zoom.us/meeting/register/tZ0kd-Gqgj0vE9bkCH5GHXT8U0GWSWVcVp_D

2023 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->



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**Thank you!!!!
Happy
Holidays!**



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