



NEICE CMS/MCMS User Group Meeting

October 26, 2023



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Welcome from the NEICE Project Team!!

APHSA Staff:

Marci McCoy-Roth, MRoth@aphsa.org – NEICE Director & APHSA Chief Impact Officer
 Lynnea Kaufman, lkaufman@aphsa.org – NEICE Associate Director
 Marcus Robinson, mrobinson@aphsa.org – NEICE Senior Project Associate
 Duane Fontenot, DFontenot@aphsa.org – NEICE Security
 Bertha Levin, bertha.levin@aphsa.org – NEICE MOUs and Licensing Fees
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Tetrus Staff:

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 Tom Livoti, tom.livoti@tetruscorp.com – Vice President of Customer Service



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NEICE CMS/MCMS User Group Meeting

Agenda

- ⚙ NEICE Onboarding Updates
- ⚙ NEICE NCH 1.0 – 2.0 Conversion (Clearinghouse Direct states)
- ⚙ 2023 ISM + PHSA Conference Presentation
- ⚙ NEICE Technical Advisory Committee
- ⚙ NEICE User Feedback
- ⚙ NEICE Data
- ⚙ NEICE Training
- ⚙ State Topics – Updates, Questions
- ⚙ 2024 Meeting Dates



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Current Status of States Onboarding NEICE

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NEICE Onboarding Numbers

NEICE States Onboarded (Live)

States 42
% of States 81%

Connection Types of 42 Fully Implemented States as of March 2023

NEICE CMS States

States 15
% of States 38%

NEICE MCMS States

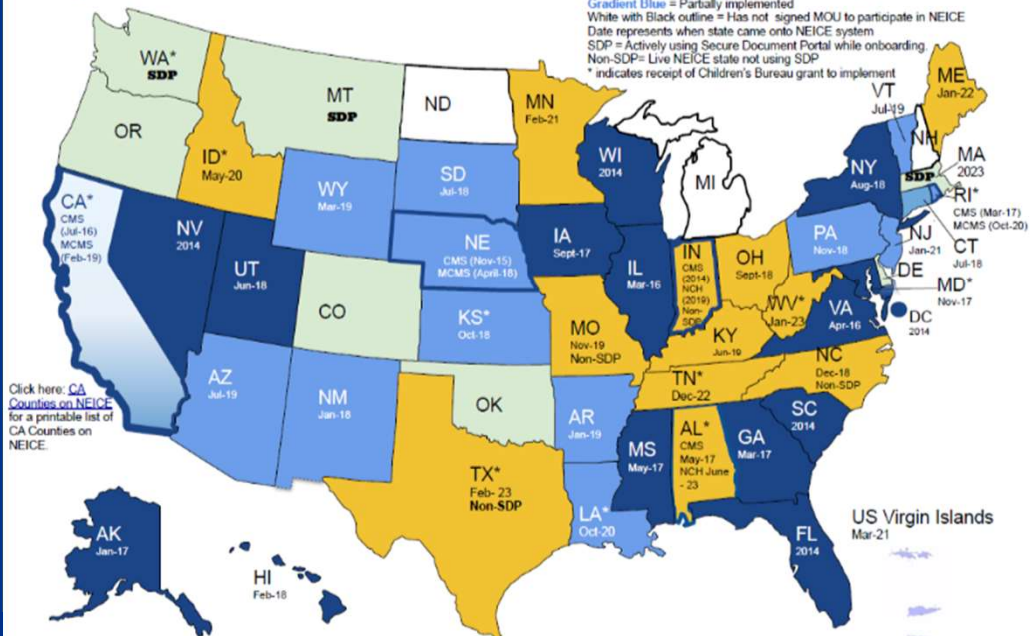
States 15
% of States 38%

NEICE NCH States

States 12
% of States 23%

49 ICPC Members with signed MOUs
42 fully implemented
2 temporarily exchanging documents only
(REV: August 25, 2023)

KEY indicates how states connect to NEICE
Dark blue = Case Management System
Light blue = Modular Case Management System
Yellow = Clearinghouse Direct from SACWIS/CCWIS
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
White with 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
Non-SDP = Live NEICE state not using SDP
* indicates receipt of Children's Bureau grant to implement



Seven NEICE States Working to Onboard

State	Onboarding Connection Type	Target Go Live / Conversion Date
Montana	MCMS	
Oklahoma	MCMS	
Oregon	MCMS	
Massachusetts	NCH 2.0	10/30/23
Delaware	NCH 2.0	07/01/24
Colorado	NCH 2.0	
Washington		



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Three Non-NEICE States Working to Sign MOU and Join

State	Onboarding Connection Type
Michigan	MCMS
New Hampshire	NCH 2.0
North Dakota	



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Seven NEICE States Working to Transition From One Connection Method to Another

State	Connec... Type	Conversion Connection Type Details	Go Live/Conversion Estimated Timeframe
District of Columbia	CMS	CMS to NCH 2.0	Early 2024
Iowa	CMS	CMS to NCH 2.0	TBD
Maryland	CMS	CMS to NCH 2.0	TBD
Mississippi	CMS	CMS to NCH 2.0	Mid 2024
Arizona	MCMS	MCMS to NCH 2.0	TBD
Arkansas	MCMS	MCMS to NCH 2.0	5/20/2024
Louisiana	MCMS	MCMS to NCH 2.0	TBD

Alabama Lessons Learned

09 21 2023 Alabama explains how their system was designed and implemented

Technical Update for Clearinghouse Direct States

- Nine of the Clearinghouse States are using a soon to be obsolete Microsoft connection.
- This update will improve the transmittal process between NCH Direct and CMS/MCMS states.
- Deadline to convert to 2.0 is May 30, 2024

State	Target Go Live / Conversion Date
North Carolina	02/26/24
Idaho	03/04/24
Maine	03/25/24
Indiana	03/29/24
Ohio	03/31/24
Kentucky	04/01/24
Missouri	04/29/24
Minnesota	
West Virginia	



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Information Technology Solutions Management for Human Services (ISM) and the Public Human Services Attorneys (PHSA)

Conference for human services IT leaders and attorneys September 10-13, 2023.

Bridging Interstate Placements with NEICE:

September 13, 2023

Carla Fults, Director of Interstate Affairs and Compact Operations, APHSA
 Duane Fontenot, Technical Advisor to NEICE
 Raghu Govindaraj, CTO of Tetras Corporation and Lead NEICE Architect
 Tim Reiniger, Legal Counsel to NEICE



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ISM + PHSA

Bridging Interstate Placements with NEICE:

- How the ICPC & NEICE Help with Permanency Outcomes for Children
- Technical Structure
- Information Governance Legal Framework
- NEICE Information Privacy
- NEICE Information Security
- Revision of the ICPC



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NEICE Technical Advisory Committee



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NEICE Technical Advisory Committee

Charter

Purpose: The purpose of the NEICE Technical Advisory Committee (TAC) is to advise the NEICE Project on technical aspects of the system in each of its versions. The committee will advise and make recommendations on questions and decisions related to the technical content of the software, activities, work products, future direction, and technical documentation.

Structure: The NEICE TAC will make recommendations to the NEICE Guidance Committee, Executive Committee and Project Leadership Team. These recommendations will need approval from the AAICPC Executive Committee before implementation.



NEICE Technical Advisory Committee

State Members

7 members from a variety of connection types

State Name:	NEICE Connection Method
Louisiana	MCMS
Maine	NCH
Maryland	CMS
New Jersey	MCMS
Ohio	NCH
Washington	Onboarding
Wisconsin	CMS



NEICE Technical Advisory Committee

Activities

- ⚙ April 21, 2023, virtual introductory meeting
- ⚙ June 29, 2023, virtual meeting
- ⚙ September 10, 2023, In-person meeting
- ⚙ October 18, 2023, virtual meeting



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NEICE User Feedback



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NEICE User Feedback

How User Voices Are Heard

- ⚙ Yearly User Feedback Survey
- ⚙ Quarterly User Group Meetings
- ⚙ NEICE Support Tickets
- ⚙ Survey for Report to Congress
- ⚙ NEICE Training Feedback Surveys
- ⚙ Focus Groups

How User Feedback Informs NEICE Improvements

Process for reviewing and moving forward

- ⚙ Pull all feedback from the different surveys
- ⚙ Review and determine how to address (add to training, develop a job aid, develop a short instructional video or add to the list of product improvement suggestions)
 - Product Improvements (process of review and approval by the AAICPC by considering priority, impact and cost).
- ⚙ Informs the Technical Advisory Committee



Areas for Improvement

- 22 **APHSA**
American Public Health Services Association

NEICE Data

- Finalized National data and working on way to provide all states access.
- Finalizing State data to begin sending each state their own data.



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NEICE Training



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NEICE Training Reminders

- ⚙ Reminder to ensure new ICPC staff complete all three training steps **before** using NEICE:

1. Take eLearning courses (links available on the NEICE Support Desk Knowledge Base in the Training and Practice section)
2. Practice in your state's test environment
3. Attend or view a recording of a NEICE training webinar

<https://support.neice.us/support/solutions/6000140327>



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NEICE Training Updates

- ⚙ The Link – NEICE Newsletter
- ⚙ Training questions and suggestions submission process
- ⚙ 2024 Training Dates – coming soon on the NEICE Support Desk Knowledge Base



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NEICE User Topics

State Updates and Questions



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2024 NEICE CMS / MCMS Quarterly User Group Meetings

The 2024 dates for the NEICE CMS / MCMS Quarterly User Group Meeting Schedule have been created and updated on the [NEICE Support Desk Knowledge Base](#).

The registration link is the same and there is no need to re-register.

2024 QUARTERLY NEICE CMS/MCMS User Group Meeting Schedule:

Thursday, January 25, 2024, 2:00-3:00 ET

Thursday, April 25, 2024, 2:00-3:00 ET (NEICE Annual Security Training)

Thursday, July 25, 2024, 2:00-3:00 ET

Thursday, October 24, 2024, 2:00-3:00 ET



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Thank you!

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