


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




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**

January 26, 2023



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National Electronic Interstate  
Compact Enterprise

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## Today's Agenda

- I. Celebrations!
- II. Proposal for Quarterly Calls (Poll)
- III. Product Improvements Update
- 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 Marcus Robinson!

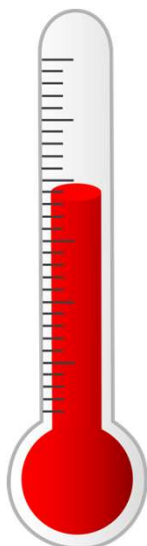
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## NEICE MCMS/CMS Calls Discussion



Idea to discuss:

Consider and discuss shifting the MCMS/CMS NEICE State call to Quarterly

### OPTIONS:

- **First Month of Quarter:** Jan., April, July, Oct.
- **Middle of Quarter:** Feb., May, Aug., Nov.
- **Last Month of Quarter** March, June, Sept., Dec.

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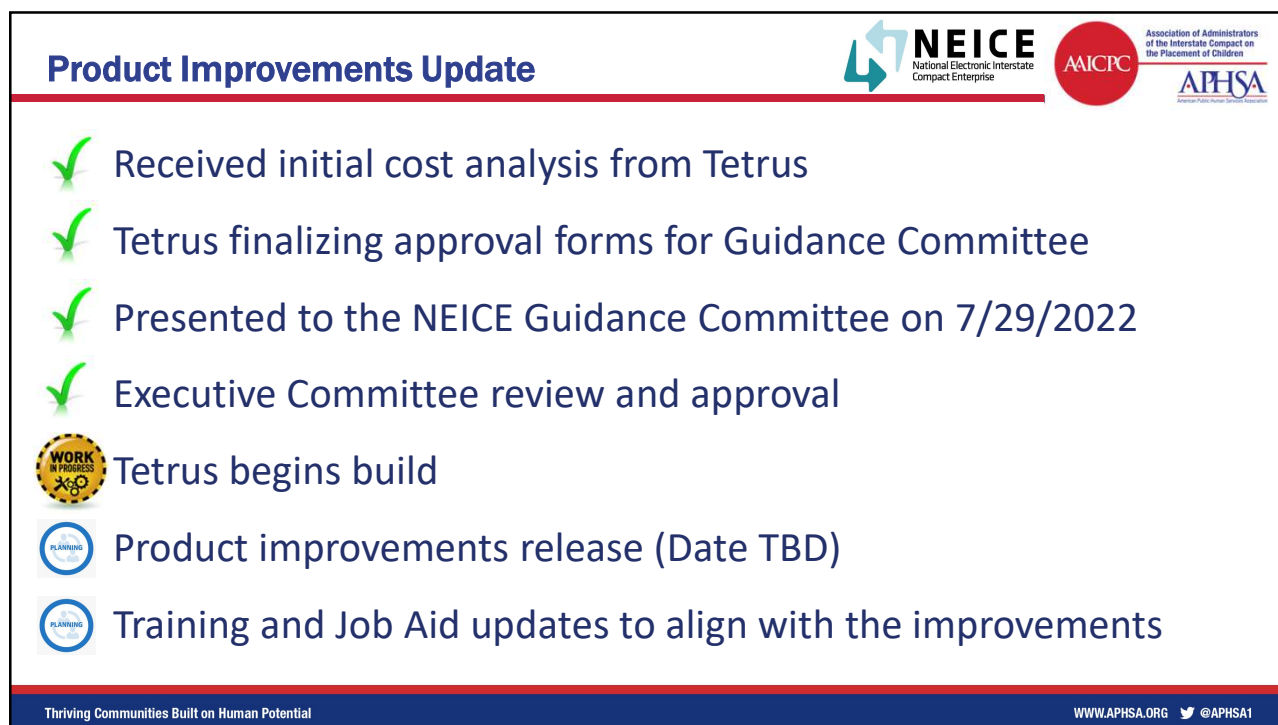
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# NEICE Product Improvements

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Product Improvements Update

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- ✓ 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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## Product Improvement Release Dates



### I. Release 2023-01 (2/6/2023)

- a. Validations
- b. NEICE CMS Home Study Update

### II. Release 2023-02 (End of April)

- a. 18 product improvements




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## 2022 Product Improvements List:




1. The system will prompt for missing mandatory information when the case is made Active.
2. Duplicate children will be able to be identified and merged. Reduce duplication and cleaner data.
3. Provides a visual identification for the delivery status on communication / transmittals
4. Urgent transmittals will be easier to identify.
5. Dashboard lists will display the Child's last name and the ICPC state worker.
6. New report for when a case has not changed from Receiving to Active.
7. Select and forward notifications.
8. Searching by placement resource, and ability to add a couple as a placement resource (2 Firsts and 2 Last names) to show up on the digital 100A.
9. Identify a conversion case and check for other active cases for the same child and PR.
10. Display responsible agency with state for decentralized states in the case banner.
11. Urgent red font will turn off once a placement decision is entered.
12. Ability to select All in notifications.
13. Auto-populated HS Approval Date on 'Children in Case' tab
14. System shows in emails when message is High Importance
15. Auto-populates Planning and Financial Responsibility on the 100A from Child Information. Reduces duplication of data entry.
16. Displays Messages and Transmittals on same tab
17. If a case has been created by the local case worker, the ability to convert/ clone the case should be given to the case workers along with the ICPC coordinators. Support Ticket # 2708.
18. Reassigning cases when a user is removed.

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## NEICE Invoices



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## NEICE Invoices

Last month we reported receiving \$450,000 of NEICE licensing fees. You all are doing an amazing job of moving the invoices through your processes!!! THANK YOU!!!!

**2023 NEICE State Invoice Status**

NEICE invoices are sent to states with signed MOUs. There are 45 states with signed MOUs.

2023 Licensing Fee Invoice Data		# Invoices Paid	# Invoices Pending Payment	% Invoices Paid
Amount Invoiced	\$1,100,000.00	32	13	71%
NEICE Fee Received	\$800,000.00			

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# NEICE Support





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Training Dashboard

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

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.

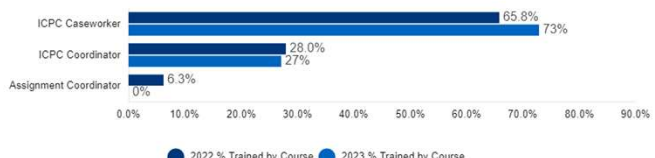
Training Frequency Schedule				TOTAL # of Training Sessions	# ICPC Caseworker Sessions	# ICPC Coordinator Sessions	# Assignment Coordinator Sessions
Training	Day	Frequency	Time	2022	2022	2022	2022
ICPC Coordinator	2nd Wednesday	Monthly	1:00-2:30 PM (ET)	27	12	11	4
ICPC Caseworker	3rd Wednesday	Monthly	1:00-2:30 PM (ET)	2	1	1	0
Assignment Coordinator	On Demand						

NEICE Training Participants

We are training mostly ICPC Caseworkers. In 2022 65% participants attended the Caseworker training.

# Participants Trained by Course		
Course	2022 # Trained	2023 # Trained
ICPC Caseworker	221	78
ICPC Coordinator	94	29
Assignment Coordinator	21	0
<b>TOTALS</b>	<b>336</b>	<b>107</b>

% of Participants by Course



● 2022 % Trained by Course ● 2023 % Trained by Course

Washington DC Metro Area

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## Training Schedule



- **ICPC Coordinators** (Every 2nd Wednesday at 1 pm ET)
  - Upcoming Session is **2/8/2023 1:00-2:30 PM (ET)**;
- **County (or Local) Caseworkers** (Every 3rd Wed at 1 pm ET)
  - Upcoming Session is **2/15/2023 1:00-2:30 PM (ET)**;

**Training Schedule posted here:**

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

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## Onboarding Updates



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### Conversion State Updates:

States in Process of Converting from One Connection Type to Another			
<b>Total Count of States Converting</b>  <b>5</b>	State	Conversion Details	Conversion Target Date
	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	

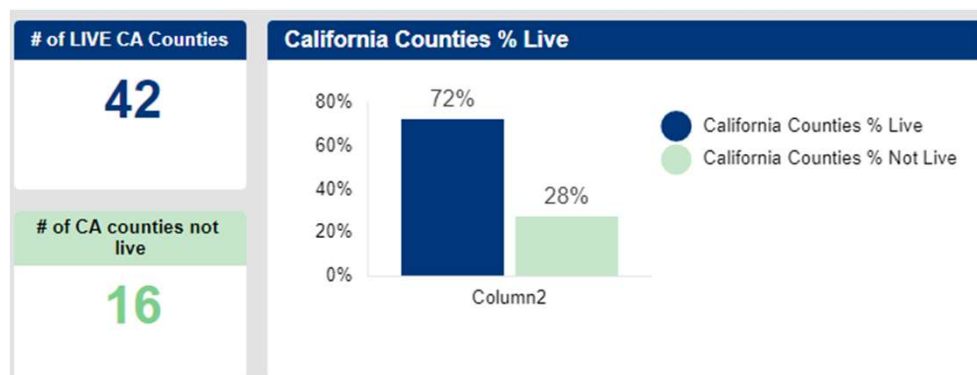
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## California Counties



42 of California's 58 counties (72%) are onboarded!



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## 7 Non-NEICE State Progress to October 1, 2027



- **Montana** is working on the MOU and have a target Go Live date set for 7/1/2023.
- Working on the MOU process this year–
  - **Delaware**
  - **Michigan**
  - **Oregon**
  - **Oklahoma**

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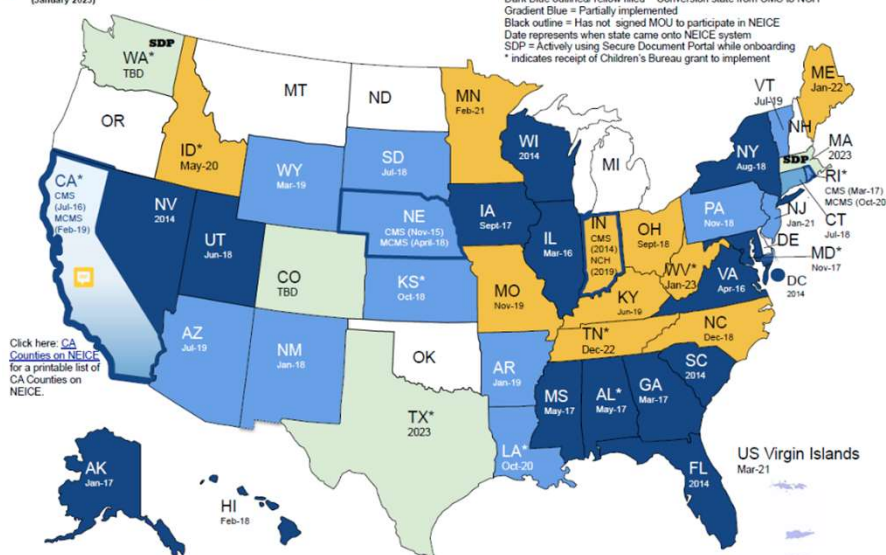
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## NEICE States Updates

- **State updates**  
(opportunity to share successes and updates for your state)

45 ICPC Members with signed MOUs  
41 fully implemented  
2 temporarily exchanging documents only  
(January 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  
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



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## State Topics:



- 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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## All-State NEICE Security Meeting



**\*\*Save the Date\*\***

## All-State NEICE Security Meeting Thursday April 27, 2023, 2-3:30 pm (ET)

The current User Group Zoom Meeting will be cancelled and a new ZOOM Meeting will be sent out.

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## NEXT MEETING



### Next User Group Meeting - *Depending on poll*

[https://aphsa.zoom.us/meeting/register/tZ0kd-Gqqj0vE9bkCH5GHXT8U0GWSWVcVp\\_D](https://aphsa.zoom.us/meeting/register/tZ0kd-Gqqj0vE9bkCH5GHXT8U0GWSWVcVp_D)

**2023 Meeting Schedule will be updated according to poll and will be found on the NEICE Support Desk at:**

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

Date	Time	Duration
Jan 26, 2023	02:00 PM	01:30
Feb 23, 2023	02:00 PM	01:30
Mar 23, 2023	02:00 PM	01:30
Apr 27, 2023	02:00 PM	01:30
May 25, 2023	02:00 PM	01:30
Jun 22, 2023	02:00 PM	01:30
Jul 27, 2023	02:00 PM	01:30
Aug 24, 2023	02:00 PM	01:30
Sep 28, 2023	02:00 PM	01:30
Oct 26, 2023	02:00 PM	01:30
Nov 9, 2023	02:00 PM	01:30
Dec 7, 2023	02:00 PM	01:30

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# Thank you!!!!

**We look forward to connecting with you at the  
AAICPC Annual Meeting  
5/15 – 5/18  
New Orleans**

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