



NEICE CMS/MCMS User Group Meeting – (Convenes 1st month of the quarter on the 4th Thursday)

DATE: 1/25/2024 TIME: 2:00 PM ET

REGISTRATION: Register in advance for 2024 meetings using the following link (NOTE this is the same link as the 2023 meetings, there is no need to re-register if you attended meetings in 2023:

https://aphsa.zoom.us/meeting/register/tZ0kd-Gqqj0vE9bkCH5GHXT8U0GWSWVcVp_D

Once you register for one session, you will receive a Zoom link unique to you for the meetings. Unique links are used for Zoom Registration and Participation reporting purposes. Use the same link for additional meetings.

LINK to meeting recording:

https://aphsa.zoom.us/rec/share/z_be266xciRRiRnrftyslb4o1oO_oDosgeUaEAlnCIQuJWbXRehaoAtamBVVCHM.zzS6AS4r6nRo4Om4

HANDOUTS:



NEICE User Meeting
January 2024.pdf

1. Slide Deck

2. Preliminary Home Evaluation job aids are now published on the NEICE Support Desk Knowledge Base:

<https://support.neice.us/support/solutions/articles/6000270529-preliminary-home-study-evaluation-report-by-icpc-case-worker>

<https://support.neice.us/support/solutions/articles/6000270528-preliminary-home-study-evaluation-report-by-icpc-coordinator>

3. Link to training schedule can be found here:

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

4. Link to all training and practice information for all roles:

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

5. NEICE form to submit training questions or suggestions for The LINK newsletter:

<https://app.smartsheet.com/b/form/3ab7a23e7fbf41c7a8049ffbc5d8363a>

Member Attendees:

Present	Name	State	Committee Member	Connection Platform
<input type="checkbox"/>	David Minko	*Arizona	NEICE Guidance Committee (past member - 2023)	MCMS
<input checked="" type="checkbox"/>	Amanda Nowak	*Connecticut		MCMS
<input type="checkbox"/>	Carmen Fuentes	*Connecticut		MCMS
<input checked="" type="checkbox"/>	Katie Churchill	*Connecticut		MCMS
<input checked="" type="checkbox"/>	Maria Genca	*Connecticut	NEICE Guidance Committee	MCMS
<input checked="" type="checkbox"/>	Yasiria Otero	*Connecticut		MCMS
<input checked="" type="checkbox"/>	Margarita Dyer	*Georgia		MCMS
<input checked="" type="checkbox"/>	Jessica Guthery	Kansas		MCMS
<input checked="" type="checkbox"/>	Nicole Jamison	Kansas		MCMS
<input checked="" type="checkbox"/>	Janet Kuntzsch	Kansas		MCMS
<input checked="" type="checkbox"/>	Karen Austin	*Louisiana	NEICE Guidance Committee	MCMS
<input checked="" type="checkbox"/>	John Brown	*Mississippi		MCMS
<input checked="" type="checkbox"/>	April Carlson	Nebraska		MCMS
<input checked="" type="checkbox"/>	Mindy Wall	Nebraska		MCMS
<input checked="" type="checkbox"/>	Brian Thatcher	New Jersey	NEICE Technical Advisory Committee	MCMS
<input checked="" type="checkbox"/>	Wendy Lautsbaugh	Pennsylvania		MCMS
<input checked="" type="checkbox"/>	Kathleen Miller	South Dakota		MCMS
<input type="checkbox"/>	Nikol Layton	Utah		MCMS
<input type="checkbox"/>	Laurie Fuhrman	Utah		MCMS
<input type="checkbox"/>	Regi Daniel	*DC		CMS
<input type="checkbox"/>	Angie Stackhouse	*Florida		CMS
<input type="checkbox"/>	Scott Boland	*Florida		CMS
<input checked="" type="checkbox"/>	Laura Liebling	Hawaii		CMS
<input checked="" type="checkbox"/>	Cara Bockes	Iowa		CMS
<input checked="" type="checkbox"/>	Charles Gentemann	*Maryland		CMS
<input checked="" type="checkbox"/>	Christy Humphrey	Nevada		CMS
<input type="checkbox"/>	Denise Coblish	New York		CMS
<input checked="" type="checkbox"/>	Lyndsi Wickert	New York		CMS
<input checked="" type="checkbox"/>	Onie Whitehead	South Carolina		CMS
<input checked="" type="checkbox"/>	Sherre Henne	South Carolina		CMS
<input checked="" type="checkbox"/>	Carrie Pedersen	*Wisconsin	NEICE Guidance Committee	CMS
<input checked="" type="checkbox"/>	Mitchell George	*Wisconsin		CMS

*States expressed interest in transitioning

APHSA Staff	
<input type="checkbox"/>	Carla Fults, Interstate Affairs and Compact Operations Director
<input checked="" type="checkbox"/>	Marci McCoy Roth, Chief Impact Officer and NEICE Director
<input checked="" type="checkbox"/>	Lynnea Kaufman, NEICE Associate Director
<input checked="" type="checkbox"/>	Marcus Robinson, NEICE Senior Program Associate
<input checked="" type="checkbox"/>	Anastasia Gentilcore, APHSA Data Analyst

<input checked="" type="checkbox"/>	Bertha Levin, NEICE Consultant – MOU and Licensing Fees
<input checked="" type="checkbox"/>	Duane Fontenot, NEICE Consultant – Security Officer
<input checked="" type="checkbox"/>	Yuxuan Wen, Student Intern, Data Analyst

Tetrus Staff	
<input type="checkbox"/>	Raghu Govindaraj, Vice President of Engineering
<input checked="" type="checkbox"/>	Susmiitaa Linga, Technical Lead
<input checked="" type="checkbox"/>	Tom Livoti, Vice President of Customer Service
<input checked="" type="checkbox"/>	Noor Azeem, Technical Support

1/25/2024, Meeting Agenda and Minutes:

1. NEICE Onboarding –

- **(00:02:12) Goal (Lynnea)** - The goal is we are all using an electronic interstate case processing system by October 1st, 2027. Fun fact: We have a little over 3 years; or 1,345 days.
 - Of the 52 AAICPC members, 49 states have signed the NEICE MOU. Of these 43 are live in NEICE and 6 are onboarding. The NEICE Team is working with three states to sign the NEICE MOU.
 - The up to date NEICE Map is always available on the NEICE Support Desk Knowledge Base at: <https://support.neice.us/support/solutions/articles/6000228357-states-live-on-neice-map-> .
 - 15 CMS states (dark blue)
 - 15 MCMS (light blue)
 - 13 NCH Direct (Canary Yellow).
 - 6 Green states have signed the MOU and are in the process of onboarding; and
 - 3 Non-NEICE states are working to sign the MOU.
- **(00:04:57) Onboarding State Updates (Tom)**
 - **Montana** is working to onboard as a MCMS state, with a target date of 2/12/2024.
 - **California Counties** – 9 remaining counties have a target date to onboard on 3/25/2024.
 - **Delaware** (onboarding NCH Direct) – Bi-weekly technical discussions and exchanging emails to keep the flow of information moving. They are on target to onboard 7/1/2024.
 - **Colorado** joined the Secure Document Portal (12/4/2023). They plan to join NEICE as a NCH Direct state. They do not yet have a target date.
 - **Oklahoma** is exploring their options to join NEICE. They do not yet have a target date.
 - **Oregon** is working to join as a MCMS state with data mapping between NEICE and their state system. We have been meeting with their team 1-2 per month.
 - **Washington** is working to join NEICE in the future. They are still working to explore options.

2. (00:10:15) Technical Update (Susmiitaa)–

- **NEICE NCH 1.0 – 2.0 Conversion** (Clearinghouse Direct states) – Susmiitaa stated the Tetrus team has been working on several projects – conversions, product improvements fixing issues, new releases, and maintenance. They are working with 9 Clearinghouse Direct states who are using 1.0 today, to convert them to 2.0 by May 30, 2024. The slide shows the states with their target dates for complete the conversion. Minnesota has a target date of 1/29/2024.

For all the existing states, this conversion will be transparent, and you won't see any difference. The benefit is that once all the 1.0 states move to 2.0, they will all be using the

updated ICPC 100A and 100B forms. They will exchange with all these States like a 2.0 state with new fields, example the public/private.

Minnesota is targeting for 1/29/2024, and five states are targeting in March. Missouri has targeted for April and Ohio and West Virginia are planning to have the project complete by the deadline of May 30, 2024. A participant asked if Minnesota will now be able to have siblings together in one case? Susmiitaa explained they are working towards this, but they are waiting for all states to be converted to 2.0 before they make the change in their system. Some of the current 1.0 states are having issues when they are sending an updated child in a home study update. Some states are not able to process these. Minnesota cannot group children into one case and send it together. They have a plan to work on it.

- **(00:13:41) Transitioning States Update** – Some existing states are considering/planning to move from one connection type to another. It could be a possibility they want to move from cloud (CMS) to Clearinghouse, or cloud (CMS) to MCMS, or MCMS to Clearinghouse. The states considering transition are listed on slide #12. Arkansas is planning to move to MCMS with a target date of 5/12/2024, Mississippi is looking to transition to NCH with a target date of 6/30/2024, and Wyoming is planning to transition from MCMS to NCH with a target date of 9/1/2024.
- 3. **(00:15:42) NEICE Security (Duane)**– Duane discussed the NEICE team takes security of our data very seriously, and there are a lot of steps that are underway to ensure that we maintain that integrity.
 - **Monthly Security Scans** - We have monthly scans where we use tools to go through and search for vulnerabilities within the system, and things that need to be corrected can be done, and those are currently being shared with 2 States (Virginia and Vermont) monthly.
 - **NEICE Security Training (April 25, 2024) for Security Points of Contact** - Make sure that everyone is available, the primary and backups as well as we go over that training or regarding security on the system. This is in addition to whatever might be taking place in your own organization with regards to security training. Lynnea added this April 25, 2024, date will take the place of the regular quarterly CMS/MCMS User Group Meeting.
 - **Audits (SOCII and APHSA) Q1** - We have a couple of audits that are going to be completed in this quarter the SOC Level 2 audit. This is our first time doing that one, and that will be done this quarter. Additionally, the conclusion of the annual audit for APHSA, which includes all their systems in addition to the NEICE. And just as a point of information, we are still doing, the HIPAA audits on the data as well. The SOCII is a different level audit that assesses an organization's controls related to security, availability, process, integrity, confidentiality and privacy of the systems and services. And this this type of audit has a framework that specifies how organizations should protect their data from unauthorized use. And so, this is a higher level of audit than we've had in the past.
 - **Annual Security Breach Drill (June)** - We have our annual security breach drill, which will be in June. This is an exercise for key staff on our procedures regarding what would we do if there was an event. Procedures are reviewed, and we make updates and corrections as we go. And so, each year we try to look at different possibilities of loss of data and how we would respond to those situations to make sure that our procedures, our communication lines, and all those things that are in place are still credible. These exercises also provide the team experience and practice to know what to do if there was an event.
- 4. **(00:20:11) NEICE Technical Advisory Committee (Duane)**– The NEICE Technical Advisory Committee has been operating a little over a year. The purpose behind it is to advise on technical aspects of the system, and we are required looking to our user base to provide volunteers who

serve on this committee. They bring their technical expertise to the group as well as what we receive from our vendors. The TAC advises and make recommendations to the NEICE Guidance Committee regarding things around software work, products, future directions, and documentation. The recommendations then flow to the AAICPC Executive Committee and Leadership team. The membership is inclusive of all NEICE Connection Types (CMS/MCMS/NCH).

5. (00:22:33) NEICE Training (Tom and Marcus)

- **NEICE Training Reminder** – Tom discussed the three training steps:
 - **eLearning**
 - **Practice** in your test environment with pretend cases. Try out sending a case and receiving a case.
 - **Live NEICE webinar** (or recorded session) for case workers and ICPC Coordinators. Come to ask questions. The trainings are offered the 2nd and 3rd Wednesday of every month. Link to training scheduled can be found here:
<https://support.neice.us/support/solutions/articles/6000251617-neice-training-schedule-all-neice-roles->
- **(00:27:49) NEICE Training Updates (Marcus)** –
 - **eLearning Training Updates** – We will be working to move the e-learning to THRIVE, APHSA's new learning management system. It's a training hub where you can find resources. It is an innovative virtual exchange, and it provides members with access to various resources that interact for E learning courses as well as our online learning community where you can collaborate with other people. We will be meeting with our representatives this week to being the process of implementing THRIVE.
 - **The LINK (NEICE Newsletter)** - One of the ways you can stay tuned is through our NEICE newsletter called The LINK. If you are not a link subscriber, feel free to reach out to me so that we can get you on the email listing. We developed a link to keep the members of the AAICPC connected and up to date. Each quarter of the year, usually the second month of each quarter, the link would deliver pertinent information regarding the NEICE. You can learn more about onboarding updates, Q&A tips, training and meetings and other resources. If you have suggestions for topics for The LINK, please follow this link to a form to complete to make suggestions.
<https://app.smartsheet.com/b/form/3ab7a23e7fbf41c7a8049ffbc5d8363a>
 - **2024 NEICE Training Dates** – Available on the NEICE Support Desk Knowledge Base. Link to training scheduled can be found here:
<https://support.neice.us/support/solutions/articles/6000251617-neice-training-schedule-all-neice-roles->

6. (00:20:56) State Topics – Updates, Questions (All Participants) –

(00:30:48) - John Brown with Mississippi welcomed everyone.

Question (00:31:17): Carrie Pedersen (WI) asked if there has been any progress from the NEICE Technical Advisory Committee on making a recommendation on the connection type.

Answer: Duane answered the TAC has looked at a couple of presentations from vendors who are not part of the NEICE project to get some feedback and information from them. And the TAC is in the process of making final recommendations. I expect to be a recommendation in the next few months. They will be meeting again to make that recommendation.



Question (00:33:26): Cara Bockes (IA) What would be the major advantages to moving from CMS state to MCMS or clearinghouse?

Answer: Marci and Lynnea stated there may be a document that has been circulated previously. We can send this back out. Marci stated - One of the biggest advantages of switching to the MCMS is that the data are no longer out in a central cloud. But they're in within your own state's data environment. Some states have experienced faster processing speeds with the MCMS being within their own environment. They don't have to go through state firewall in order to access the CMS. Another advantage is you can build a connection to your home system so that you don't have to enter data twice.

With the Clearinghouse direct the main advantage is that you have all the work within your home system so like, if you have a SACWIS or a CCWIS, you can do the entire ICPC process from within your home system, and so your workers don't have to switch between your home system and go into the NEICE.

Some of the challenges with the NCH is making updates to the connection from your state system to the Clearinghouse. State IT have to prioritize the updates needed which can take some time, since they serve more than just ICPC.

Question (00:36:18): Yasiria Otero (CT) asked if the lag was the NEICE Clearinghouse or because they are not making the update on time.

Answer: Marci stated yes, not with the clearing house itself. It's with the State internal team just being able to make the changes that they need to make.

Discussion:

(00:37:46) Marci added for NCH states when they are building their system to think of reports they will want and to make sure they are built in. The CMS and MCMS have some reports and dashboard functionality you might want to consider.

With NCH you would be working directly with you IT partner or vendor to make sure they know the functionality you want to be able to manage your cases. (38:38) Charles Gentemann (MD) added it is potentially a problem getting the vendor to understand what is needed. MD is delayed about a year now.

(00:39:00) Lynnea added that the training for the new system would be with state teams and to make sure to factor that in with planning.

(00:39:56) Wendy Lautsbaugh (PA) discussed Pennsylvania is having a Kickoff meeting today for their new case management system. Their hope is the new system will be able to communicate with NEICE, ICJ and ICAMA. They are discussing user stories, and Wendy thinks it might be beneficial to involve Tetras. The NEICE Team is happy to meet with states to help look at options when their state begins discussions of new systems.

Question: (00:49:20) – Yasiria Otero (CT) asked in chat: What triggers the dates to be filled in for the preliminary HS Decision?

Answer: Susmiitaa answered: If CT is the sending state and you receive a preliminary home evaluation from the receiving state. The Transmittal should be sent as an Additional Information transmittal with the purpose of the transmittal of "Sending Preliminary Home Evaluation". The dates then are auto populated. The Safe and Timely clock stops with the preliminary home evaluation being received.



Further discussion (00:49:59) – Yas asked specifically about an incoming case. Susmiitaa described what CT as the receiving state needs to upload the document and send an Additional Information transmittal to the sending state with the purpose of transmittal as “Sending Preliminary Home Evaluation” and enclose the document in the transmittal. Yas clarified her manager was asking how the date is filled in on the “100A/100B, Court & Other Dates” tab for the Preliminary HS Decision report fields (see screen shot in the [Preliminary Home Evaluation job aids](#) in the handouts section above). She had tried to enter the dates manually and was not able to and they are wondering if this date is automated when something is sent. Susmiitaa clarified, sending an additional information transmittal with the purpose of transmittal as “Sending Preliminary Home Evaluation”, and enclosing the document type of preliminary home evaluation and sending it to the sending state will populate those dates for you. Susmiitaa added there should be a job aid in the NEICE Support Portal. Yas had looked for one, but could not find it. Susmiitaa stated we will send it out. 1:11:44 – Charles added in the chat - *A "preliminary" per AAICPC is a home study, fully completed minus the required pre-service foster parent home study, which does not really exist (i.e., not completed without it) and is a problem for all States under PL 109-239 for 60 day completion for Foster and Adotion home studies.*

7. 2024 Meeting Dates

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

