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**NEICE Clearinghouse Direct 1.0 to 2.0 Technical Call –** (Convenes Monthly)

**DATE: 4/10/2024 TIME:** 3:30 PM ET

**ZOOM Link to join meetings:** [**https://aphsa.zoom.us/j/88531100681?pwd=PUb7RI3hhfUrHjRGL5WqNJAvnxCR6b.1**](https://aphsa.zoom.us/j/88531100681?pwd=PUb7RI3hhfUrHjRGL5WqNJAvnxCR6b.1)

**LINK to recording:** [**https://aphsa.zoom.us/rec/share/QQPP2I2lLiL4vZLqMieDzSKz\_hUEeSAy01r3xLopscbz425ZYF1oTIyG2r84CAs2.g1l21uIx0bzew25-**](https://aphsa.zoom.us/rec/share/QQPP2I2lLiL4vZLqMieDzSKz_hUEeSAy01r3xLopscbz425ZYF1oTIyG2r84CAs2.g1l21uIx0bzew25-)

**HANDOUTS**: None

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| **State:** | **Present:** | **Members:** |
| **Idaho** |  | Carissa Decker |
|  | Clint Walker |
|  | Siva Adireddy |
| **Indiana** |  | Bob Braun |
|  | Don Travis |
|  | Doug Dicks |
|  | Lester Gram |
|  | Sam Brandenburg |
|  | Waylon James |
| **Kentucky** |  | Dana Radford |
|  | Geeta Dighe |
|  | Lisa Shaeffer |
|  | Sara Lovorn |
|  | Sudharsan PJ |
|  | Saurabh Deshpande |
|  | Tammy Miles |
| **Maine** |  | James Pelletier |
|  | Leigh Anne Bordas |
|  | Mullaguri Naidu |
|  | Robert Blanchard |
|  | Srilakshmi Velineni |
|  | Srini Venkatesan |
| **Minnesota** |  | Ashley Holmes |
|  | Ashley Samba |
|  | Jayson Carrigan |
|  | Mical Peterson |
|  | Mike Palmer |
|  | Natalie Zett |
|  | Rodney Gilbertson |
| **Missouri** |  | Candice Nahler |
|  | Joyce Distler |
|  | Lauren Masterson |
|  | Marissa McTavish |
|  | Michele Ainsworth |
| **North Carolina** |  | Althea Swinson |
|  | Kimaree Sanders |
|  | Naveen Shrimal |
|  | Sivasankari Muthurraja |
|  | Smitha Kakani |
|  | Soujanya Vallapuneni |
| **Ohio** |  | Heather Spencer |
|  | Iroabuchi Arum |
|  | Matt McCullough |
|  | Michele Lidle |
|  | Terah Leonard |
| **West Virginia** |  | Andrea Mitchell |
|  | Casey Perdue |
|  | Dawn Hawkins |
|  | Kevin Bell |
|  | Lacey Cannon |
|  | Nicole Chapman |
|  | Pranusha Yamsani |
|  | Puneet Juneja |
|  | Robert Phillips |
|  | Sandeep Singh |
|  | Sankar Edala |
|  | Satish Mutalik |
|  | Santosh Dash |
| **State unknown** |  |  |
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| **APHSA Staff** | |
|  | Carla Fults, Interstate Affairs and Compact Operations Director |
|  | Marci McCoy Roth, Chief Impact Officer and NEICE Director |
|  | Lynnea Kaufman, NEICE Associate Director |
|  | Marcus Robinson, NEICE Senior Program Associate |
|  | Bertha Levin, NEICE Consultant – MOU and Licensing Fees |
|  | Duane Fontenot, NEICE Consultant – Security Officer |

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| --- | --- |
| **Tetrus Staff** | |
|  | Raghu Govindaraj |
|  | Susmiitaa Linga |
|  | Tom Livoti |

**4/10/2024, Meeting Agenda and Minutes:**

# **Welcome**

Lynnea welcomed all participants, particularly those from states that have successfully converted from 1.0 to 2.0, including Idaho, Indiana, Kentucky, Maine, and Minnesota. We appreciate states who have completed the conversion participating to share lessons learned and successes.

Celebration of states who have completed the conversion. Five of 9 states have been successful: **Idaho, Indiana, Kentucky, Maine, and Minnesota. Congratulations to you all!**

# **States Sharing That Went Live by April 3, 2024**

## Issues or Challenges with Transition to 2.0

## Lessons Learned for Sharing

**NCH 2.0 States:**

* **(02:40) Idaho** (3/29/2024) – Clint Walker, CCWIS project manager shared they have converted and for the most part, everything went smoothly. The switch took about 30 minutes. Before the switch it was a huge effort in testing. There are so many lessons learned because there are so many minutiae and different permutations that you need to test. That slowed down testing and we delayed our go live because we were having some issues with testing. As we got into more complex scenarios we ran into issues. Clint mentioned they had great support from Tetrus, and he recommended reaching out to Susmiitaa and Raghu if you have a problem. He said they tried to solve the problem themselves, but it took a lot of time and when they reached out, they got answers a lot quicker. They had a good partnership with Tetrus. Post go live it has been smooth. They did have one issue they did not pick up on and he has emailed Susmiitaa. They will work offline on this issue. Overall, they are having fewer issues in 2.0 than they did in 1.0.
* **(05:28) Indiana** (3/29/2024) – Sam Brandenburg echoed Indiana’s experience with the importance of testing a wide variety of situations. There can be a lot of variations in the process (home study response, placement decision, transmittal types for any given placement resource type). Indiana was fortunate their go live date was a state holiday, so they had the whole day to be able to do everything. One thing they had to consider was data migration and moving things around to accommodate some new fields that were added with 2.0. For the actual CMS they had a pretty good level of consideration to make their UI as friendly as possible for the existing 1.0 cases. There are new values (planning party and financially responsible party fields) they did not have to fill out before. So far it is going smooth, and they continue to celebrate.
* **(07:32) Kentucky** (4/1/2024) – Sara Lovorn echoed Idaho and Indiana. Their biggest lesson learned was a bug they did not know about, and Indiana found it while they were in production. Somehow, we missed 3-4 nodes in the HS Response. So, when in production, Indiana was not able to process it because they were missing. Since then, we have done an emergency fix. Sara thanked Sam. They have tested the fix internally and externally with IN and they were able to process test cases. Sara said they just ran out of time and did not get to thoroughly test cases back and forth with Indiana. They did test with Maine and Minnesota and did not catch it. Sara recommends to those still converting to test with those of us who have already converted as much as possible. We all built our systems to our own capacities, and there can be minor differences. So, what works for us with Maine and Minnesota didn't work somehow in Indiana.

Lynnea added how amazing this process has been with everyone helping each other and working together. KUDDOS to everyone for all your hard work!

Raghu added congratulations to everyone and how important testing is.

Lynnea added a SHOUT OUT to the Tetrus team for all their support and hard work! It was amazing to have 4 states all converted over one weekend and it was successful!

* **(11:30) Maine** (4/2/2024) – Leigh-Anne Bordas reported that all things considered, the transition went well. They had a couple of defects right after going live, where if they had done a little bit more robust testing, maybe they would have anticipated. She added their biggest miss was around old cases. They tested new cases and did not use any existing cases. Almost all of the bumps they ran up against were with cases that had already been in flight. She recommended not to forget to test those situations that are already existing. Don't just use clean new cases. Things went really great with clean new cases but things that were already pending were a little bit rockier. They resolved the errors within a couple of days of going live. Their issue had to do with the disposition entry role populating automatically who the compact administrator was. The older cases did not have that, and so they were stuck. They did a data fix.
* **(15:45) Minnesota** (3/18/2024) – Rodney Gilbertson reported things continue to go pretty well. They are having a few minor issues related to new validations in 2.0 that did not exist in 1.0. They are figuring out workarounds to add the validations, so the workers see it before they try to submit it. Overall, it is going well.

**CONGRATULATIONS TO ALL!!!**

# **States Updates Still in Development**

## Conversion Updates and Projected Timeline Status, Testing

## Issues or Challenges Impacting the Timeline

## Lessons Learned for Sharing - Process

**NCH 1.0 States:**

* **(17:33) Missouri** (end of May) – Joyce Distler explained their difficulty has been needing resources external to their team. It has been really difficult getting these resources. They are getting some traction now. They still have a lot to do. They have all their fields in their SACWIS system. They need to bring in the transmittal and apply the data to the new fields in the SACWIS system as well as sending them out. There is a lot of testing that needs to be done, so the timeline is really tight. They are trying to do their best.
* **(20:08) North Carolina** (4/15/2024 or 4/22/2024) – Siva Muthurraja explained NC is doing testing and have completed development. They are in the process of functional testing with new 2.0 test environment. The testing is going well, and they will be testing the old cases as well. She thanked the other states who provided this input. They will definitely do the testing and the new validations required for 2.0. They signed up for April 21 for deployment, and 22nd is the date for their migration. Siva sent an email to ask for next steps. They are on target for these dates. Susmiitaa asked if they need to test with other states, and Siva said yes. Siva requested test cases from other states, 1.0 and 2.0. Clint with Indiana; Sam with Indiana and Michelle in Missouri volunteered.
* **(23:21) Ohio** (5/9/2024) – Michele Lidle reported they have no major updates. They are still in development and making more progress. She added they had a rough start and have been making more progress, so they don’t think they will move their target date yet. The plan is still to convert by 5/9/2024. They have been reaching out to Raghu and Susmiitaa when they need assistance, and they have been very helpful.
* **(24:26) West Virginia** (2nd week of May) - Satish Mutalik reported there is a change in the West Virginia schedule. They will deploy on 5/30/2024 and go live on 6/1/2024. Susmiitaa reported this should be fine for the Tetrus team. She said no later than June 1st. Kevin Bell added they had an unrelated technical issue getting in to SIT and it took a lot of their NEICE resources. This moved everything about 3 weeks to the right. Satish stated their development is complete and they are in the SIT phase now. The first UAT deployment might happen next week. They will check in with their test environment to see if there are old cases to test. They will keep in contact with Susmiitaa on this. Satish will reach out to Susmiitaa to give some state users access to the NEICE CMS. Satish asked if there is a checklist for conversion (environment set up) aside from the Onboarding Validation document. Susmiitaa replied:
  + The environment set up needs to be done.
  + She said they need to send the IP address and she will send the API keys.
  + After that, the onboarding validation document should be sent to the NEICE team before the Go/No Go call to make sure all the basic scenarios are covered in your implementation.
  + During the call we will plan on when to ask states to stop sending transactions to West Virginia and for West Virginia to also stop sending at the same time.
  + Then the WV team will need to clear out all the 1.0 transactions in the queue. This is when Tetrus will upgrade WV to 2.0
  + Lynnea added an email notification will be sent to NEICE states to let them know when to stop sending cases.

(31:25) The meeting ended at 4:01 PM ET.