

FOR IMMEDIATE RELEASE

APHSA and AAICPC Announce Partnership with Tetrus Corp, Muze Health, and HHS Connect to Modernize the National Child Welfare Case Processing System

Arlington, VA — July 9, 2026: The American Public Human Services Association (APHSA), serving as secretariat to the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC), together with Tetrus Corporation, announced a new partnership with Muze Health and HHS Connect to update and modernize the National Electronic Interstate Compact Enterprise (NEICE). NEICE is the national electronic case processing system that supports child welfare workers in assessing and coordinating placements of children across state lines.

First developed in 2014, NEICE facilitates interstate foster care placements, requiring coordination between multiple state agencies, compliance with interstate compact regulations, and time-sensitive case processing. The system currently serves caseworkers, supervisors, and compact administrators across 47 states, Washington D.C., and the U.S. Virgin Islands. Through this modernization effort, APHSA and AAICPC aim to increase process efficiency by making workflows easier, faster, and more intuitive, while meaningfully improving the day-to-day experience for caseworkers and other front-end users. In addition, Tetrus, serving as the lead technical vendor, will upgrade the system's underlying platform and infrastructure.

"We're excited to work with Tetrus, Muze Health, and HHS Connect to support NEICE users as they do their essential work placing children in safe and supportive homes across state lines," said Marci McCoy-Roth, Chief Impact and Innovation Officer of APHSA. "The Muze team's experience working with public health and social services programs, HHS Connect's deep expertise in working with states developing Comprehensive Child Welfare Information Systems (CCWIS), and the ongoing dedication and talents of the Tetrus Corporation team are all coming together to support the continued evolution of the platform for our state partners—and the children and families we serve."

"Tetrus has been proud to support NEICE and the child welfare community since the system's early days, and this modernization effort represents an exciting next chapter," said Sharad Rao, President and CEO of Tetrus Corporation. "We're looking forward to working alongside APHSA, AAICPC, Muze Health, and HHS Connect to upgrade the platform's underlying infrastructure while positioning the platform to become more connected and responsive to future needs. The work

that caseworkers do to place children safely across state lines is time-sensitive and high-stakes, and they deserve tools that are equal to that work.”

Muze Health has been selected as the UX product discovery partner for the initiative, bringing expertise in human-centered design and experience with public health and social services programs. HHS Connect will lead coordination with state child welfare information system projects to support alignment between the modernized platform and the broader state technology landscape.

“APHSA has had a profound impact on the health and well-being of children and families across the U.S.,” said Maria Perrin, co-CEO of Muze Health. “APHSA members develop and administer programs that provide access to food, healthcare, housing, employment, and other services that help communities thrive. We are honored to be part of their efforts to help innovate the operation of these programs.”

“Effective interstate placement depends not just on the NEICE platform itself, but on how well it connects with the broader ecosystem of state child welfare systems,” said Carole Hussey, co-Founder of HHS Connect. “States have made significant investments in their own CCWIS systems, and our role is to make sure this modernization effort builds bridges to those systems rather than working around them. We’re grateful to APHSA and AAICPC for bringing us into this partnership, and we share their commitment to reducing the burden on caseworkers so they can stay focused on what matters most—the children and families they serve.”

The NEICE modernization project is part of APHSA’s Impact and Innovation portfolio, which advances person-centered approaches to systems transformation through technology, data, and other drivers of innovation. APHSA’s mission is to advance modern approaches that strengthen public agencies’ capacity to support healthy families and communities, and reducing administrative burden in the interstate foster care and adoptive placement process is a direct reflection of that mission.

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, APHSA works with its



members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

About AAICPC: The Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC) oversees the Interstate Compact on the Placement of Children (ICPC) and establishes uniform legal and administrative procedures governing the safe and secure placement of children across state lines. APHSA serves as the Secretariat to AAICPC. For more information, visit aphsa.org/AAICPC.

About Tetrus Corporation: Tetrus supports human services agencies in modernizing essential operations to better impact lives. Tetrus simplifies workflows, reduces duplication, and enables secure, connected ecosystems, with the goal of delivering better outcomes for individuals, families, and communities. For more information, visit tetruscorp.com.

About Muze Health: Muze Health helps government healthcare and social services programs increase productivity, improve outcomes, and reduce costs with AI-driven platforms and solution design services. Their focus is on modernizing systems and workflows by deploying the latest technologies and human-centered design to reduce unnecessary complexity and administrative burden, helping government programs be more sustainable. For more information, visit muzehealth.com.

About HHS Connect: HHS Connect is a national advisory organization focused on strengthening health and human services systems through modernization strategy, policy-informed design, and workforce-centered solutions. They support HHS agencies in translating complex program and regulatory requirements into enabling technologies that are practical, compliant, and aligned to how the work is performed. For more information, visit hhsconnect.com.

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Disclaimer: NEICE is operated by the American Public Human Services Association (APHSA) with the Association of Administrators of the Interstate Compact on the Placement of Children (AAICPC) and is made possible by grant number 90XA0152 from the Children's Bureau. The contents of this press release do not necessarily reflect the views or policies of the funder, nor does mention of trade names, commercial



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