



**Looking Back,
Moving Forward**

NEICE Team
April 17, 2018

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American Association of Interstate Compact Councils

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NEICE Project Team

- Anita Light, Principal Investigator, NEICE
- Marci McCoy-Roth, Project Director
- Bertha Levin, Project Associate
- Carla Fults, Director, Interstate Affairs and Compact Operations

Technical Vendor: Tetras Corporation

- Tom Livoti, Director of Customer Support
- Raghu Govindaraj, Vice President of Engineering
- Sharad Rao, President

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Agenda

- Project Accomplishments
- State Contributions to NEICE
- Challenges
- Evaluation
- Sustainability
 - Update on NEICE Onboarding – Signed MOU and Live
 - What remains for states who did not sign the MOU by April 1st ?
 - Ongoing management

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Marci McCoy-Roth, Project Director, NEICE

PROJECT ACCOMPLISHMENTS

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American Academy of Child and Adolescent Psychiatry
National Institute of Mental Health

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National Institute of Mental Health

NEICE Retrospective = WOW!

THE ONLY TIME
YOU SHOULD EVER
LOOK BACK,
IS TO SEE HOW
FAR YOU'VE COME.

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NEICE History

Made possible by a cooperative agreement from the Children's Bureau.

- Oct 2013 - Pilot began
- February 2014 – System development began
- Aug 2014 - System launched
- May 2015 - Pilot ended
- June 2015 - National implementation began
- April 2018 – 32 states with signed MOU:
AL, AK, AR, AZ, CA, CT, DC, GA, FL, HI, IA, IL, IN, KS, KY, MA,
MD, MN, MO, MS, NC, NE, NM, NJ, NV, NY, OH, RI, SC, SD, WI,
VA
- May 2018 – End of Implementation grant

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Administrative Accomplishments

Administrative Accomplishments

- Developed MOU between states and APHSA/AAICPC to participate in NEICE data sharing.
- Current states successfully:
 - Managed process to have MOU and contracts signed
 - Facilitated IT, legal and program sides working together to implement NEICE
 - Ensured ongoing support internally for NEICE including training and IT support as needed
- Created a viable business model for long-term sustainability
- Established security protocols in keeping with NIST and other federal guidance.
- Created E-training courses

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Administrative Accomplishments

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Technical Accomplishments

Technical Accomplishments

- First project in the human services arena to exchange data across state lines between states
- Built, tested and launched a working interstate exchange in 5.5 months
- Used NIEM standards – first project in human services to do so.
- Launched interstate clearinghouse highway for data exchange
- Implemented substantial system improvements
- 19 States using NEICE today

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Technical Accomplishments

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Programmatic Accomplishments

Programmatic Accomplishments

- Cases for over 33,000 children have been processed in NEICE
- 1,600+ users
- 19 states + LA County using NEICE today
- Shortened timeline to permanency for children
- Increased communication between states
- Made ICPC an easier process for case workers to consider
- Opened “review only” for judicial partners

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Programmatic Accomplishments

Marci McCoy-Roth, NEICE Project Director

STATE CONTRIBUTIONS




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Original Pilot States




- District of Columbia
- Indiana
- Florida
- Nevada
- South Carolina
- Wisconsin

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System Improvement Support



- Connecticut
- Florida
- Illinois
- Nebraska
- Virginia
- Pennsylvania
- Tetrus


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AMICPC Peer Training and Support

- Florida
- Nebraska
- Virginia


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AMICPC Fastest onboard in the West (& Midwest)

- New Mexico
- Nebraska

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Marci Roth, Project Director

CHALLENGES



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AAICPC **Challenges facing NEICE Project Team**

- Balancing a systematic Product Improvement process with the need to make changes quickly and efficiently
 - Maturation of the system will necessitate implementing a more formal process for system improvements/changes
 - Formal process should avoid the system downtime as what occurred in January/February
- Supporting the rest of the states in onboarding over the next year
- Transitioning states to MCMS
- Improving online training
- Ensuring sustainability of the budget, given that not all states have joined yet

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AAICPC **Challenges facing the EC**

- Determining an effective process when working with non-NEICE states
 - EC will need to address any ongoing issues that arise between NEICE and non-NEICE states in terms of case processing and responsibilities for each party
- Determining an equitable licensing structure that will ensure sustainability.
- Determining accuracy of data reports to the Feds.

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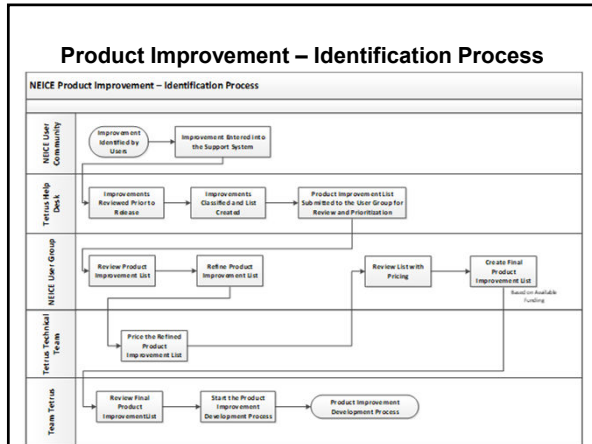
Tetrus Team

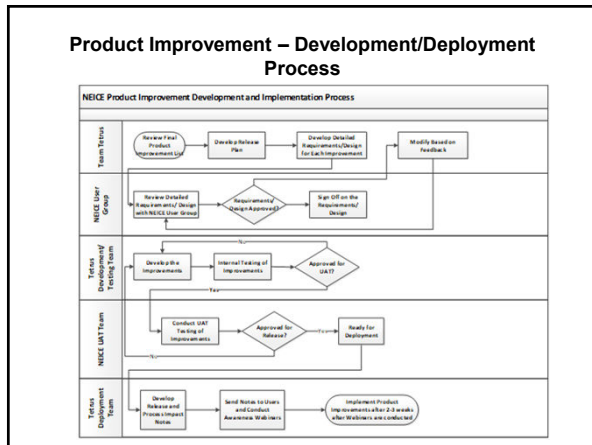
PRODUCT IMPROVEMENTS PROCESSES

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Discussion



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Kristina Rosinsky, Research Scientist, Child Trends



EVALUATION



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NEICE Evaluation Final Results

Kristina Rosinsky, MPP
Child Trends, Inc.
April 2018



Research Questions



1. Is the NEICE being successfully managed and implemented by APHSA and AAICPC?
2. How much does it cost to implement the NEICE? What factors affect costs?
3. How quickly are ICPC cases processed when using the NEICE? What factors affect timeliness? Do states experience other benefits as a result of the NEICE?
4. To what extent does the NEICE interoperate with other relevant data systems in each state by the end of the project period?
5. To what extent is the NEICE sustainable by the end of the project period?

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Is the NEICE being successfully managed and implemented?

Facilitators	Challenges
<ul style="list-style-type: none"> Help Desk/TA Ease of implementation of cloud-based CMS Common state partners using NEICE Sequencing the training of staff 	<ul style="list-style-type: none"> Staffing challenges Double data entry Slow-downs and outages Communication Cost and time of NEICE management

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How much does it cost to implement the NEICE? What factors affect costs?

\$32,000
Average start-up costs
(excluding license fee)

\$3,500
Average annual cost
(excluding license fee)

Number of NEICE users

Type of NEICE implementation

Pre-existing software and hardware

Interfaces with NEICE

State structure and extent of implementation

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How quickly are ICPC cases processed when using the NEICE? What factors affect timeliness? Do states experience other benefits?

Start of process → SS sends 100A:
2 business days

Start of process → placement:
48 business days

- Case timelines are shorter when both states use the NEICE than when only one state uses the NEICE.
- Case timelines decrease once states gain more experience with NEICE.
- Double data entry and NEICE slow downs/outages negatively affect timelines.

SS sends 100A → RS sends 100A back:
38 business days

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To what extent does the NEICE interoperate with other relevant data systems in each state?

- The NEICE is designed to facilitate interoperability and to be interoperable with other systems.
- Currently, the NEICE only interoperates with some state child welfare or ICPC systems; it does not interoperate with any other state data systems.
- This is likely due to many states' systems' not aligning with interoperability standards or current connection between data systems in the same state.

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To what extent is the NEICE sustainable?



Most NEICE states have a plan to continue financing the NEICE.



The Family First Act directs states to join by 2027.



APHSA is confident the NEICE will be sustained by license fees.



Some states are concerned about the license fee.

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Key recommendations

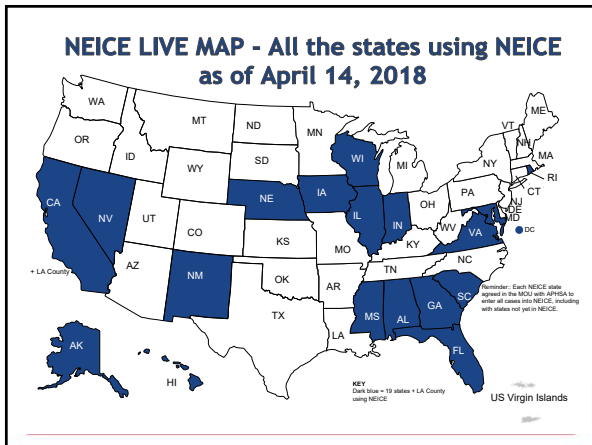
1. Implement a tiered licensing fee structure soon.
2. Work with states to resolve NEICE slow-down and outage problems.
3. Help states move away from double data entry.
4. Continue to move toward nationwide use of the NEICE.
5. As states move toward CCWIS compliance, encourage them to consider interfaces with the NEICE.
6. Help states overcome cost and time challenges associated with the Clearinghouse or Modular CMS options.

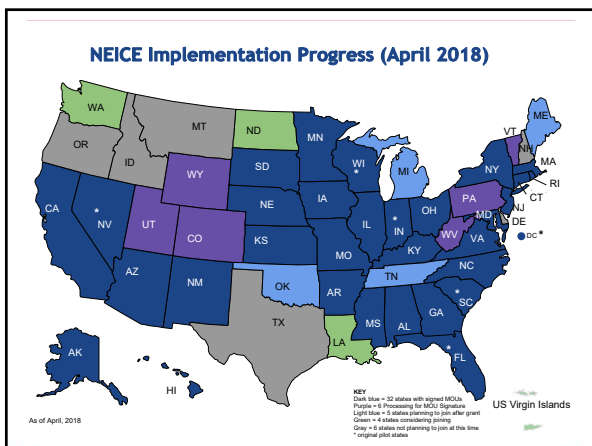


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AAICPC **Implications for States Not Yet Committed to NEICE**

- Connection fee will increase and be paid by the state to Tetras under separate contract
- APHSA/AAICPC time to support implementation will be covered by annual licensing fee
- States with signed MOUs prioritized
- Some NEICE states may be unwilling to accept emailed cases, which are viewed as less secure than the NEICE system.

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AAICPC **On-going Management of NEICE**

Until decision is made about management structure post grant, the EC and APHSA will continue overseeing the NEICE in partnership with each other.

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**NEICE...
Built by the AAICPC
for the children involved in the ICPC**

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More Information



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