



NEICE Connects the Nation

Launched in 2013, the National Electronic Interstate Compact Enterprise (NEICE) has evolved into a “state of the art” interoperable, highly secure, and efficient system for exchanging child and placement resource information across state lines in compliance with the Interstate Compact for the Placement of Children (ICPC).

Children’s Bureau grants enabled seven new states to join in 2020 bringing the number of NEICE states—states with fully executed memorandums of understanding (MOU’s) with APHSA—to 45. Two of these seven grantee states fully onboarded increasing Live NEICE states to 35 (Live NEICE states are those able to leverage all the benefits of the NEICE). The ten other states, identified as Not-Yet-Live NEICE states, have onboarding plans and access to the NEICE Secure Document Portal (SDP).

Launched in June 2020, the SDP enables secure, electronic exchange of documents between Live NEICE states and Not-Yet-Live NEICE states. The SDP was built in response to users’ requests and needs, and while it does not provide all NEICE benefits, it successfully reduces legacy case issues and helps with remote work challenges.

Though the timeline was modified to allow for the development and implementation of the SDP, plans for the redesign of the NEICE system—NEICE 2.0—moved forward in 2020. The NEICE 2.0 includes technology modernization and incorporates significant case processing improvements based on users’ feedback.

The technology behind NEICE works to streamline service delivery and ease staff workload with the most important test being improved outcomes for the children, youth, and families served. NEICE has been able to document improvements in both process and outcome measures. For example, the timing of placement decisions has been shortened by nearly 40 percent. In 2020, 22,703 home study requests were made for 38,685 children through NEICE.

A critical component of NEICE effectiveness includes ensuring staff know how to use the system proficiently. To this end, NEICE provides a variety of onboarding and ongoing trainings and other resources. The overall support structure includes but is not limited to webinars, job aids, help desk, and eLearning courses. In 2020, in the eLearning component alone, 994 users were trained, and 1,927 courses were completed.

In addition to being an effective tool supporting the vital work of ICPC, the NEICE was designed and built with interoperability-readiness and can serve as a bridge to bring health and human services programs and divisions within government together, as well as achieve data interoperability within their

organization and with external organizations. Some states have already begun leveraging the NEICE across service divisions with Medicaid avoiding delays in health services and, the “view only” function is used by many states and jurisdictions to give authorized users, such as court personnel, access to cases within the purview of their job to expedite permanency for children.