How to Search for a NEICE Case
Tips from NY ICPC, developed 3/2019

Not all active ICPC cases will show on your “Case List” page in NEICE.

The “Case List” page only displays cases where a home study has not yet been returned. Once the home study is Approved or Denied, the case will no longer be included on your Case List.

This means:
1) Your agency must track, outside of NEICE, those cases where a child is placed or placement is pending (some offices maintain a list or chart); and,
2) You must use the search feature, rather than the Case List, to access a case after a home study has been returned.

You'll need to search to perform case actions, such as:
- Access a case if you have already cleared the notification that alerted you to documents to review.
- Upload Progress Notes
- Request Progress Notes
- Upload a 100B to place a child or close
- Request 100B to close
- Make any inquiry about a case where a child has already been placed.

Reminders:
- Search by name will also return similar names. You may need to try a few different combinations of criteria to get the search results you need (rather than 30 names similar to Roberts, for example).
- Most precise results will come from case number, child ID number, or DOB.
- Each home study request is a “Case” in NEICE and has a unique Case Number (a.k.a. Case #, Case ID, NEICE REF ID), usually 5 digits (e.g. 55555).
- Each child is assigned a unique Child ID (5 or 6 digits), and each Resource is assigned a unique Resource ID (5 or 6 digits).
- There may be multiple home study requests – multiple cases – for a given child. So, if you are trying to access a specific case, it is best to search by the Case ID, as it will take you right to that case. If you search by Child ID, it will return a list of all cases that child is associated with, and you’ll need to take more steps to access the case.

The following topics are reviewed below:
- Two ways to search
- Quick summary for the savvy
- How to search with Search Bar
- How to navigate from Search Bar results to the Case
- How to search with Manage Child
- How to navigate from Manage Child search results to the Case

There are two ways to search for a case (detailed instructions are provided on the following pages):
1. **Search bar** on the top right of every NEICE page

![NEICE New York - Test](image)

2. **Manage Child** function.

![NEICE Wisconsin](image)

**Key Differences**

*Search Bar* allows you to search for case number, child or resource ID number, child or resource full name, child or resource last name, OR child or resource first name – 1 criteria at a time.

*Manage Child* can be a bit more precise, as you can search by child’s DOB as well as the above fields, in combination. However, if you enter *too many* search criteria, any minor typo in your search or the case data entry may not return the case you are looking for. Additionally, NY ICPC has found that, when entering the case through this pathway, it is more common that the case cannot be edited; however, you can find the case number through this method, and then use the Search Bar to search by Case Number.
QUICK SUMMARY FOR THE SAVVY

If your search results look like this (search from Search Bar):

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Source</th>
<th>Source #</th>
<th>Case #</th>
<th>State Name</th>
<th>State Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daffy Rubino</td>
<td>10/05/2001</td>
<td>CHILD</td>
<td>98274</td>
<td>2449</td>
<td>FL</td>
<td>Sending</td>
</tr>
<tr>
<td>Daffy Duck</td>
<td>09/18/2015</td>
<td>CHILD</td>
<td>96648</td>
<td>2659</td>
<td>MT</td>
<td>Sending</td>
</tr>
<tr>
<td>Daffy Duck</td>
<td>09/18/2015</td>
<td>CHILD</td>
<td>96648</td>
<td>2656</td>
<td>MT</td>
<td>Sending</td>
</tr>
<tr>
<td>Donald Duck</td>
<td>01/01/1900</td>
<td>HISP</td>
<td>90364</td>
<td>2397</td>
<td>NY</td>
<td>Receiving</td>
</tr>
<tr>
<td>Donald Duck</td>
<td>01/01/1900</td>
<td>HISP</td>
<td>90364</td>
<td>2343</td>
<td>NY</td>
<td>Receiving</td>
</tr>
<tr>
<td>Donald Duck</td>
<td>01/02/2014</td>
<td>CHILD</td>
<td>95519</td>
<td></td>
<td>ID</td>
<td></td>
</tr>
</tbody>
</table>

If you know the correct Case # (for Daffy Duck: 2859 or 2856), click on the hyperlink to the case number. This will take you to the case.

If you DO NOT know which is the correct Case #, click on the Name “Daffy Duck” (on either line). This will take you to the Child record for Daffy Duck.

Then scroll to the bottom of the child’s page and identify the correct case. On the right side, click the “View” button next to the correct case. This will take you to the case.

If your search results look like this (search from “Manage Child”):

Select the appropriate child by clicking the radio button on the left, then select “Open Child.”

Then scroll to the bottom of the child’s page and identify the correct case. On the right side, click the “View” button next to the correct case. This will take you to the case.
SEARCH BAR

You can enter into the Search window a case number, child ID number, full name, or first or last name only. An example, for a child named Daffy Duck:

You can enter only “Daffy”:

With the following results:

If you enter only “Duck,” the following results are shown, as this appears to be a more common name (in the “Test/UAT” system) for both a Child and a Placement Resource (shown below as Source type “HSP”):

You can also enter the full name, “Daffy Duck”, in the search bar.

How to navigate to the case is covered below.
The most precise way to search is the Case ID, also referred to as Case #, or NEICE Ref ID. If you know that the specific Daffy Duck case you want is case 2859.

Results are limited to just the child and resource associated with that case:

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Source</th>
<th>Source #</th>
<th>Case #</th>
<th>State Name</th>
<th>State Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daffy Duck</td>
<td>08/18/2015</td>
<td>CHILD</td>
<td>86648</td>
<td>2859</td>
<td>MT</td>
<td>Sending</td>
</tr>
<tr>
<td>Manhattan Uncle</td>
<td>01/01/1900</td>
<td>HSP</td>
<td>81101</td>
<td>2859</td>
<td>NY</td>
<td>Receiving</td>
</tr>
</tbody>
</table>

NAVIGATE TO CASE from SEARCH BAR results

Your search results will be a table listing one or more names. Let’s say you want to get to Daffy Duck’s case with Manhattan Uncle, and these are your search results:

This table shows that Daffy (Source # [aka Child ID #] 86648) has two cases: 2856, 2859, both in Montana (MT).

If you know the correct Case # (2859 or 2856), click on the hyperlink to the case number. This will take you to the case.

If you DO NOT know which is the correct Case #, click on the Name “Daffy Duck” (on either line). This will take you to the Child record for Daffy Duck.
Scroll to the bottom, and you’ll see a list of all Cases involving the child.

Here, you should be able to identify which is the case you are looking for, as the Placement Resource and Placement Type are listed.

Identify the correct case and, on the right side, click the “View” button.

This will then take you to the Case, with the familiar bar on the left to navigate to the Documents tab, Transmittals, etc.
MANAGE CHILD

Selecting Manage > Child from the drop down brings you to the following search page:

This search allows you to enter multiple fields at once, i.e. First, Last, and DOB. However, if you enter too many search criteria, any minor typo in your search or the case data entry may not return the case you are looking for. You may need to try a few different combinations to get the results you need.

If you search just for last name = Duck, the result is the below:
This includes our “Daffy Duck,” Child # 86648, as well as other children with that name and similar names. If I search for Daffy’s DOB only, which is recorded as 9/18/2015, the only result is the correct Daffy Duck; in live NEICE, there will likely be more than one result.
If, however, I search for first name Daffy, last name Duck, DOB incorrectly entered as 9/08/2015, gender male: no records are found.

It usually works better to stick to one or two search fields, and then double check for accuracy of data entry.
How to NAVIGATE TO CASE from MANAGE CHILD search results

If the child you are looking for on appears in the list, select the Radio button next to NEICE Child # and select the Open Child button.

This will pull up the child record:

Scroll to the bottom, and you’ll see a list of all Cases involving the child.

Child Daffy Duck has two cases – two home study requests: One for Bronx Grandpa (NEICE ID 2856), one for Manhattan Uncle (2859) (in live NEICE, the resource’s actual name will show, these were test cases).
If you are trying to access case 2859, a request for a home study on Manhattan Uncle, select the View option on the right side of that listing:

This will then take you to the Case, with the familiar bar on the left to navigate to the Documents tab, Transmittals, etc.