The E-Training Guide for the NEICE 101 for Caseworkers Course

This guide was developed to accompany the E-training Class for Caseworkers Using NEICE

September 2017
E-Class List

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Purpose of E-Training Guide
This E-training guide is intended to accompany the E-Learning Course: NEICE 101 - Intro to NEICE for Caseworkers. You can use this Training Guide to follow along with the online training classes. Each section has a place for you to take notes.

Please note we have updated the online training videos in September 2017 to reflect some new enhancements in NEICE. However, some of the online videos you will see, do not reflect the improvements that have been made. This guide, however, describes the NEICE system and includes the enhancement functionality. You may note slight differences between the two (the guide and the videos) but they should be minor.

Also, some states have different titles or staff assigned to do ICPC cases (other than caseworkers), so you may not be called a caseworker in your state. This guide is for anyone needing to enter or receive information about ICPC cases.
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Class 1: Highlights of ICPC for Caseworkers

By the end of this class, you will:

✴ Understand why ICPC is important;
✴ Be able to describe the ICPC process; and
✴ Be able to describe the most common types of ICPC cases

The ICPC is a statutory agreement among all 50 states, the District of Columbia, and the U.S. Virgin Islands.

The ICPC requires:

✴ A home study to assess a home for safety and suitability of placement of a child;
✴ The sending state to remain legally and financially responsible for a child placed in a receiving state until permanency is achieved; and
✴ Supervision to the approved placement by the receiving state.

Types of Placements Covered in ICPC:

✴ Relatives / Parents
✴ Licensed or approved foster homes
✴ Adoptive placements
✴ Group home or facility placements

Types of Placements NOT Covered in ICPC:

✴ Medical or Mental Health Facilities
✴ Boarding schools, universities, or any other educational facility
✴ Placement from one relative to another relative classified as part of the exempt group AND the child is not under court jurisdiction (see your ICPC Coordinator for more details)

Types of Regulations in ICPC:

✴ **Regulation 1** - Intact Family Unit - child is placed in an approved home, and that household moves across state lines
✴ **Regulation 2** - Relative, foster care, parent, adoptive placements
✴ **Regulation 4** - Group home, facility placements
✴ **Regulation 7** - Priority Placement - expedited placements with parents, relatives (specific list of placements - see your ICPC Coordinator for more details)
✴ **Regulation 12** - Private/Independent Adoptions - not state wards

ICPC Flowchart for Centralized States
**ICPC Flowchart for Decentralized States**

**Important ICPC Timelines**

- **Regulations 1 and 2** - receiving state has 60 calendar days to complete a home study and issue a decision, unless the family is awaiting licensing
- **Regulation 7** - requires receiving state to complete a home study in 20 business days
  - Sending state can also request a provisional decision on placement in 7 calendar days

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Class 2: Highlights of NEICE for Caseworkers

By the end of this class, you will:

- Understand why this system was created;
- Understand the three ways that your state can connect to NEICE; and
- Know who to turn to when you have questions.

**Why NEICE was developed:**

1. FOR THE KIDS!!!
2. A need to have a faster system to condense the timeline for the home study process, approval, and placement of children
3. Be able to track cases in real time - where is that ICPC case currently?
4. Provide data on ICPC process to identify where the system works well and where improvements are needed.

NEICE does not change the required ICPC process - it makes the ICPC process faster to complete and more consistent across states. You can adapt how you use NEICE to fit with your state’s method for processing ICPC cases.

**Two ways a state can connect to NEICE:**

1. NEICE Case Management System (CMS) or Modular Case Management System (M-CMS)
   - CMS is a stand alone system that is web based.
   - You may have to input information into both NEICE and your previous ICPC data system or SACWIS / CCWIS system. But NEICE is designed to eliminate need for duplicate entry.
2. NEICE Clearinghouse
   - You create and send ICPC cases from within your SACWIS/CCWIS and send to NEICE.
   - You do not need to log into NEICE at all. (It’s working in the background!)
   - This requires more start up work by your IT staff.

**User Roles in NEICE**

- **Caseworker** - can create child and placement resource information, build a case, manage and edit information, create and upload documents, and send a case to their state’s ICPC Coordinator
- **ICPC Coordinator** - everything the Caseworker role can do, along with being able to approve a case, and send / receive information to another state’s ICPC Coordinator or to their own state’s caseworkers
- **ICPC Coordinator-Delete** - everything that the ICPC Coordinator can do, but is able to delete records in a case, placement resource, child, or an ICPC case created on NEICE
- **State Administrator** - manages Caseworker and ICPC Coordinator user profiles - cannot create or delete an ICPC case
- **View Only** - can view ICPC cases, but cannot add or delete any information

Each user role must have its own email address. If an individual needs to fulfill more than one user role for a state, they must have more than one email address.
NEICE Security Reminders

- NEICE Training Guide
- Page 9
- Caseworker Courses

• The first time logging in and annually, you will need to agree to the “NEICE Rules of Behavior for Users” (shown above)
• Remember to log out each time you leave your desk
• NEICE times out after 40 minutes of no activity
• Do not share your password with anyone
• After 30 days of no activity, NEICE will send you a passcode the first time you log in
• Best internet browser to use is Google Chrome, then either Firefox or Internet Explorer 11 or higher
When to use the Support Desk

The Support Desk is there to:

- Answer your questions. Example: “How do I create a 100B in NEICE?”
- Help you solve a problem Example: “I am missing the Upload Documents button.”
- Gather suggestions for improvement. Example: “It would be really great if NEICE could…”

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Class 3: Navigating through NEICE

Objectives
By the end of this class, users will:

- Know how to access NEICE.
- Know how to create an electronic signature in NEICE.
- Become familiar with the main screens of NEICE.

First, this class teaches you how to log into the test environment of NEICE, which does NOT have any real child or placement data: https://test.neice.us

Enter your user name (email address), password, click on the “I Agree” for the Disclaimer and Security Notice, and click “Login”. (The technical vendor, Tetrus, will provide your password.)
NEICE Rules of Behavior for Users

This policy outlines responsibilities and expected behavior of all individuals with access to the NEICE system as well as the consequences of inconsistent behavior or noncompliance. Every user must review and sign this form to acknowledge the rules and agree to them, before using the system and on an annual basis thereafter.

The intent is to make all users accountable for their actions by acknowledging that they have read, understand, and agree to abide by the rules of behavior. In addition, the technical staff have access to NEICE in order to develop, improve and maintain the system functionality, to test and to audit information, and to debug any errors.

Each state must ensure that all new users have read and signed the Rules of Behavior designed to keep the NEICE system secure and individual information private. Each state administrator is responsible for ensuring that all users with access the system review and sign these Rules of Behavior on an annual basis.

Users must follow these rules:

1. The user may only use the NEICE in accordance with the role he or she has been assigned. There are seven user roles within NEICE:
   - NEICE Administrator
   - State Administrator
   - County Administrator (decentralized states only)
   - ICPC Coordinator with Delete
   - ICPC Coordinator
   - Case Worker
   - View Only

2. Users must ensure their password is stored in a safe place.
3. Users must log out of the system whenever they step away from their desks. The NEICE system will log out users who have not interacted with it for more than an hour.
4. Users must use NEICE Case Management System via one of the supported web browsers.
5. Users may use NEICE Case Management System at home.
6. Users may NOT divulge private information about any child, parent, or placement resource in the NEICE system to any party, unless that party is involved in the ICPC process or has been authorized to work on the case.

APHSA/AAICPC has the option to cancel access for any user who is found to violate these rules. If a user’s access has been cancelled, and the user wishes to re-join the NEICE system, they can write a letter of appeal to the APHSA/AAICPC committee governing NEICE, which will render a final decision.

The user name and signature below indicate their acceptance of these rules of behavior.

If it is your first time logging in, or it has been a year since you first started using NEICE, the “NEICE Rules of Behavior for Users” will appear. Please read, agree, and click “Accept and Continue”. 
**Home Screen**

Let’s take a look at your home screen, when you first log in.

Your home screen will always show the most recent five messages or notifications.

**Getting started: Searching for a child**

You begin by searching for a child, to see if he or she is already in the NEICE system. Let’s take the example Thomas.
How to Get Help in NEICE:

Support Portal
You can find the support panel at the bottom of every screen in NEICE. When you click on it, the screen below should appear.

NEICE Email Support
Or you can email NEICE support by clicking on that link, which opens up a blank email to the support desk.
Navigating through NEICE (Learn What the Top Menu Buttons Do on the Navigation Bar)

Add New Case

Add New Case

Where to start creating an ICPC case

Manage

Creating and managing child and placement resource profiles

For Florida users

Case List

Case List

Messages and transmittals from ICPC Coordinators - Cases in red are priority cases

Notifications

Notifications

View all cases in your “agency” (your agency could be your region in your state)
Viewing your profile:

On your home page, if you click on your name at the top right hand side of your screen, your user profile will pop up.

In this pop up box, you can:

- **change your password** (must be 8 characters and must include 1 uppercase letter, a special character, and a number)

- **create your electronic signature** (you can either scan and email a signature to your admin or create one using your mouse)
What do NEICE Emails look like? A few examples

Email Example #1: “Case Request”
The case is still pending - ICPC Coordinator may need more information before they can send it to the receiving state

Email Example #2: Receiving a new request

A NEW transmittal memo has been created. Please check the docs and transmittal memo for information.

If you have any questions, please contact our office.
Email #3: Case has been updated

Email Example #4: Transmittal Memo
This example shows that you were cc’d in a transmittal for your records and that no action needs to be taken at this time.
Email Example #5: New Case Request

New Case Request (Case ID: 26811).

A NEW CASE request has been created. Please check the docs and messages for information.

If you have any questions, please contact our office.

Regards,

Using the Notifications Page
Now, we’ll learn how to review your notifications on the notification page. Notice the column headers. Each one with a filter is searchable.

Using the Filter Function
Just set the parameters you want. For example, if you want a specific NEICE ID, enter that in the white box. Or if you want to see a last name, enter that in, and then click on filter. This is a helpful tool!
Priority Cases Are Listed in Red (REG 7’s)

Learn the NEICE Action Icons

- **Edit** - takes you into the case and views the message
- **View** - view message and then mark as read, go to case, print or close
- **Print** - print message
- **Forward** - forward message to someone in your agency

To view someone else’s notifications in your agency, on the notifications page, just click on the down arrow to get more staff options. This is helpful for when someone goes on vacation, and you need to check something for the case.

You can use this menu at the bottom of notifications to scroll through pages of notifications or set how many per page.

Notes:  _____________________________________________________________________________________
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Class 4: Entering Child and Placement Resource Information into NEICE

Choose which child will be your primary child in a case (some states choose alphabetically, some by age), and you will use that child when you click on “Add New Case”. To add any other children in the case, use “Manage” and “Child”.

By the end of this short course, users will:

- Know how to enter a child in NEICE.
- Know how to enter placement resource information.

You are able to create the placement resource directly in the case that you are creating or you can use “Manage” and “Placement Resource”.

**How to Create a Child Profile**

To create a child profile in NEICE, you must first search to make sure the child does not already exist in the system. Go to manage and then search.
Type in information to search if there is already an existing child profile. If there is not, you will get the following:

If the child cannot be found, click on “Add New Child”.

A pop-up box will appear:
Users with “Caseworker” functions will only be able to choose “Sending State”, while ICPC Coordinators can choose either “Sending State” or “Receiving State”.

Fill in any information that you have - the red * are required fields:

![Add New Child pop-up box](image-url)
Until the 100A form is changed by the AAICPC, Parent 1 will appear in “Name of Mother” and Parent 2 will appear in “Name of Father”.

Pop-up explanations of fields - just hover your mouse over the field label:

If child exists already, after searching in “Manage” and “Child”, you may see something like this: Click “Open Child” to edit any information in the child’s profile.
Creating Placement Resource Profiles

Search for placement resource to see if they are in the system yet:

If there is an * by the name, this means this person is another individual living in the home. If you need to create a placement resource because there is not yet a profile for them, click “Add New”.

Indicate whether you are creating an “individual” placement resource, or an “organization” placement resource:
**Individual Placement Resource:**

![Individual Placement Resource Form](image1)

**Organization Placement Resource:**

![Organization Placement Resource Form](image2)
The most efficient way to create a case is to enter all the child profiles into NEICE first using the MANAGE function on the top of the navigation bar. You can add a new placement resource profile while you’re in the case.
Class 5: Creating a Case in NEICE

Objectives

- Learn how to enter a child in NEICE
- Learn how to enter placement resource
- Learn how to start a case in NEICE.
- Learn how to create and sign a 100A.
- Learn how to attach other documents to a case.
- Learn how to send a case to the ICPC Coordinator.

Reminder: Home Study Types:

- **Regulation 1** - Intact Family Unit move
- **Regulation 2** - Placement with a relative, parent, foster family, or adoptive family
- **Regulation 4** - Residential or Group Home placement
- **Regulation 7** - Priority Placement with parent or close relatives

- **Regulation 12** - Private / Independent Adoptions (only ICPC Coordinators)

Enter child search data
Before you add a child, search to see if the child already exists in the NEICE system. Please enter in one or more search terms below.

```
<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Race</td>
<td>SSN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Status</td>
<td>Sending Agency</td>
<td>Hispanic Origin</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**If child is already in NEICE, click on “Open Child”.
“**If child is not already in NEICE, click on “Add New Child” and check out pages 14 - 15 again.
It is possible to open more than one case with the SAME CHILDREN, but DIFFERENT PLACEMENT RESOURCES.
**Step 3: Add New Case**

Scroll to the bottom of the child profile, and click on.

**Add New Case**

**Step 4: Case Review Screen.** Fill out fields from top to bottom. Red * fields are required.
Once you input the receiving state, the placement details will allow you to fill in the placement resource, if the profile has already been made, or to create a new one.

A quick note about placement type in NEICE:

*Foster Care = Licensed Home in ICPC*

**Using the Notes Section:**

Input any notes relevant to the case - the receiving state can also see these notes

Click on “Show History” to view all notes on a case

**Violations:**
ICPC Coordinators can input a violation when one happens.

If you have questions, click on one of these at the bottom:
Adding Additional Children to a Case:
Once you click “Save” at the bottom of the Case Review screen, a button will appear under the “Children placed in the Case” section.

Click on “Add another child to case” and a search screen will appear:
Click on the circle next to the child that is needing to be added to the case, and then click on “Add Child To Case”.

Remember, if you didn’t already add the additional child’s profile for a case, you will need to go to “Manage” and “Child” to create it - see pages 14-15. Once all children have been added to a case, click on “Save & Continue”.
**Step 5: Case Details Screen.** Fill out the placement resource relationship to each child, and the legal status. Most of the time, legal status will be “Sending Agency Custody / Guard” as the child will probably be a ward of the state.

Home Study Decision and Placement Information will mainly be used by ICPC Coordinators. In the Case Details section, you can see when the 100A was sent, when a placement decision was received and made, the placement decision, placement date, and so on. Each child in a case has their own Home Study Decision and Placement Information box, and Court Details box.
**Court Details** section is where you can put a court order number, when the court order was received, when the court order was rendered, and so on. This section can be used for data purposes, or if a judge has view only access and wants to see this information.

If you are not finished with a case, but need to work on something else, all you need to do is click “Save” and then you can come back to your case at a later time. You will be able to find your case later either by going to the “Case List”, or searching for it in your search bar.

![Reminder]

Once complete with this screen, click on “Save & Continue”.

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**Step 6: Documents Screen and Attaching Documents to your case.**

In this step, you’ll learn how to navigate the documents screen and tabs along the top.

**Cover Sheet**

The **Cover Sheet** button is primarily used by Florida. It creates a cover sheet with a bar code.
Copy From

The Copy From button is used when you have a case already with one or more of the same children in the case you are working on, and allows you to copy documentation over from that previous case to the new case.

Click on the child that you want to start with, and then click on the case number in “NEICE ID” that you want to copy documents from. Click on “Search”. Once the documents pull up, click on each document that you want to copy over, and then click “Copy”.

Upload Document

The Upload Document button is used to attach documents that you have already saved to your computer. These documents need to be in PDF form or DOC form (Word Document).
Click on the child that a document pertains to (if the document is for both children, DO NOT SELECT A CHILD’S NAME), click the appropriate Document Type, and then you will Browse for the file you want to upload, click on it and click Save or Choose, depending on your computer. Once the upload is complete, click on Save.

![Upload Document](image)

**Important Note:** If you upload a new document after the case has already been sent to the ICPC Coordinator, remember to send a message through NEICE to notify your coordinator that something new has been uploaded. Otherwise, the ICPC Coordinator will NOT know that this document has been uploaded. See page 40 on how to send a message through NEICE.

**TIP!**

Create 100A
The Create 100A button allows you to create the 100A directly in NEICE, and then use your electronic signature uploaded into NEICE to sign this document. **The 100A document is required for ALL ICPC cases.** See next section.

Create 100B

The Create 100B button allows you to create the 100B directly in NEICE, and then use your electronic signature uploaded into NEICE to sign this document. **This document is used to show placement of a child, change address of placement, or to close an ICPC case.** More about this in the next section.

**Step 7: Creating a 100A and 100B in NEICE**

Click on **Create 100A** Depending on what you have input on the Case Review and Case Details screen, NEICE will automatically fill in some fields for you.

First you will need to choose a child, if you have more than one child in a case:

Once a child is chosen, NEICE will automatically fill in some fields for you.
You will need to fill in the following (also circled in pink above and on the next page):

- Name of Agency or Person Responsible for Planning for Child, Phone, and Address
- Name of Agency or Person Financially Responsible for Child, Phone, and Address
- Initial Report Requested option
- Supervisory Services Requested option
- Supervisory Reports Requested option
- Name and Address of Supervising Agency in Receiving State (only used for private / independent adoptions, or if you have a Border Agreement covering this)
- Enclosed options
Filling out the 100B:

- **Placement of Child** - You will need to check the “Initial Placement of Child in Receiving State” box and fill in the placement date once a child is placed in the receiving state (see pink circle below). Once done, click “Save”.

- **Placement Change** (see green circle below)
  - Placement type (relative home to an adoptive home)
  - Address Change of approved placement
• **Closure of a case** (see purple circle below)
Once all information is filled out, click on “Save”. Yes, you have NOT signed the 100A yet. You can also tell that it is not yet signed by the status of the 100A - it will say “Draft”:

To sign the 100A, click on the view button.
Click on “Add Signature”. Your screen will refresh, and your electronic signature and the date will appear at the bottom of the 100A. Click on “Save Signature”. The status of the 100A now will say “Uploaded”.

**If you have a field that is blank in the form, you will need to go back to “Manage” and “Placement Resource” to input the missing information, before you sign the 100A - see pages 20-22 or 42-43. Once you add the missing information, you will need to first go to the Case Review screen, click on “Change Resource”, and click on the placement’s name again from the dropdown menu. Go back to the Documents screen, and view 100A.”**

OR if you have already created a paper form 100A, and have uploaded it to your computer, you simply need to click on “Upload Document” and use the category, “100A - Initial”.

![Image of 100A form with information filled in and uploaded status indicated]
Step 8: Sending the case to the ICPC Coordinator for Review
Once you are finished uploading the documents for an ICPC case, and you have created your 100A, you will then click on “Continue” or “Transmit to SS ICPC Coordinator”.

Either button will then take you to the Transmittal Screen, although if you click “Transmit to SS ICPC Coordinator” it will also have the “Create Message” screen pop up automatically.

**VERY IMPORTANT:** This Message or Memo is the only way an ICPC Coordinator can access the case once it is created, and also is the only way to alert a user that something has been uploaded to the case.**
Click on the agency, and the specific user, if needed, and type out a message. (If you don't pick a specific user, the message will go to the entire agency.) Click “Send”.

A record of your message will be kept on the Transmittal screen. You can view any messages or print them if needed.

Click on the agency, and the specific user, if needed, and type out a message. (If you don't pick a specific user, the message will go to the entire agency.) Click “Send”.

A record of your message will be kept on the Transmittal screen. You can view any messages or print them if needed.
Class 6: Modifying Child or Placement Resource Information

Only the users with delete authority (or ICPC Coordinator – Delete) can delete child or placement resource profiles. Check with your ICPC office to see who is able to delete profiles for your state.

Objectives:
By the end of this class, users will be able to:
- Edit a child’s information.
- Edit the information for a placement resource.

More Details on Adding or Modifying Child Information
Type in child information to search out the child profile that you need to edit. Once found, click on the circle next to the child’s entry, and click “Open Child”. Edit or add the information that is needed. When finished making changes, click “Save”.

**More Details on Adding or Modifying a Placement Resource**

**As long as a case hasn’t been transmitted to another state, the case worker is able to modify the placement resource to show the correct information. Once a case has been transmitted to another state, you will need to contact an ICPC Coordinator to change a placement resource's information in a NEICE case.**
Search for the placement resource that you want to edit. Once the placement resource is found, you will need to click on edit.

Notes: _____________________________________________________________________________________
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(*) Search result based on Other Individuals living with Placement Resource
Class 7: Using NEICE as a Receiving State Caseworker

Objectives
- Learn how you will be notified of an incoming case.
- Learn how to document a home study.
- Learn how to send a home study back to the ICPC Coordinator.

Understanding Notifications as a Receiving Caseworker
You will receive a notification if you have been assigned a home study, and your email inbox will also receive an alert - see pages 16 - 17. The notification may look something like this: Click on view to see the transmittal about conducting a home study.
Don't click “Mark as Read” until you are ready to take it off your Notifications list.

Opening a Case to Edit Directly from a Notification
If you click the edit button, NEICE will take you into the case and to the Transmittal page.
Other notifications when viewed may look like this:

By clicking on “Go to Case”, NEICE will take you directly into the ICPC case.

By clicking on “Close”, this will close the Memo and take you back to your Notifications page.

**Attaching the Completed Home Study or other Documents**

Go to Case List or use the search bar to find the NEICE case that the home study, or other documentation, such as an initial report, pertains to. Once in the NEICE case, click on the **Documents** tab.

Using the **Upload Document** button, choose the category:

- **Document Type**: **COMPLETED HOMESTUDY** for a complete home study report
- **Document Type**: **PRELIMINARY HOME EVALUATION** for an initial home study report

Once the document has been uploaded, don’t forget to send it to your ICPC Coordinator in the Transmittal screen using “Create Message”.
Safe and Timely Notification

For Reg 2, the Safe and Timely Interstate Placement of Foster Children Act of 2006 requires states to “complete and report” home studies requested by another state within 60 calendar days. NEICE sends a notification to alert users when there are 10 calendar days left before the home study is due, and then sends another alert when the home study is overdue.

NEICE Sends An Alert When 10 Calendar Days Are Left
NEICE Sends an Alert When the Home Study is Overdue According to Safe and Timely
Class 8: Ongoing Case Management in NEICE

Completing a 100B

Click on [Create 100B]. Depending on what you have input on the Case Review and Case Details screen, NEICE will automatically fill in some fields for you.

First you will need to choose a child, if you have more than one child in a case:

Once a child is chosen, NEICE will automatically fill in some fields for you:
Indicate the Purpose for Completing the 100B:

- **Placement of Child** - Check the "Initial Placement of Child in Receiving State" box and fill in the placement date once a child is placed in the receiving state (see pink circle above). Once done, click "Save".

- **Placement Change** (see green circle above)
  - Click on placement type (relative home to an adoptive home)
• Address Change of approved placement

• **Closure of a case** (see purple circle above)

<table>
<thead>
<tr>
<th>Child ID</th>
<th>Child Name</th>
<th>Type</th>
<th>Status</th>
<th>State</th>
<th>Uploaded</th>
<th>Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>86137</td>
<td>Mister Darling</td>
<td>100B - Placement</td>
<td>Draft</td>
<td>NE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*****Yes, you have NOT signed the 100B yet in all of the above different types of 100Bs. You can also tell that it is not yet signed by the status of the 100B - it will say “Draft.”*****

**Signing the 100B – Two Steps (View and Add Signature)**

To sign the 100B, click the view button.
Click on “Add Signature”. Your screen will refresh, and your electronic signature and the date will appear at the bottom of the 100B. Click on “Save Signature”. The status of the 100B now will say “Uploaded”.

Next, go to the Transmittal Page to send the 100B to your ICPC Coordinator using Create Message.

**History Icon** - clicking on this icon shows all versions of the 100A or 100B.

**Submitting Progress Reports / Supervision Reports**

Go to Case List or use the search bar to find the NEICE case that the supervision report pertains to. Once in the NEICE case, click on the Documents tab.

Using the Upload Document button, choose the category for a supervision report.

Once the document has been uploaded, don’t forget to send it to your ICPC Coordinator in the Transmittal screen using “Create Message”.

[Image of the NEICE Training Guide page 58 showing the Transmittal Page and the History Icon]
You have now had your initial training in NEICE. We hope it was helpful, and wish you the best as you go into the test environment and begin using the system.

Thanks for all the good work you do every day for our children and families!