

NEW YORK STATE
OFFICE OF CHILDREN AND FAMILY SERVICES
INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN (ICPC)

National Electronic Interstate Compact Enterprise (NEICE):
Tips from New York ICPC for NY Agencies

Uploading Documents for New ICPC Requests

- Collect and prepare all documents following the guidelines in [19-OCFS-ADM-08](#) and Checklist [OCFS-5050](#) (home study requests) or [OCFS-5050g](#) (residential treatment center placements). **Review for accuracy and completeness.** Ensure all forms that require a signature have been signed by the appropriate individual(s).
- Use the NEICE Case Wizard to create a separate 100A for each child in the case. You may generate a digital 100A or upload a 100A PDF.
- If there are **multiple children** connected to one home study request, documents should be collected and uploaded **in one (1) packet**.
 - When uploading a document that is relevant to multiple children, do not select a child's name from the drop-down list; just **leave the name field blank. This indicates the document applies to all children in the group.** It is not necessary to upload a document multiple times because it applies to multiple children.
 - If you have lengthy documents that apply to **just one child in the sibling group**, such as an IEP or Psychological Assessment, you may wish to upload that as a separate document, associated to just the relevant child. Select the appropriate child from the drop-down list. This is optional.
- **Compile a single packet** with all required forms and documents and **create a single PDF scan**, if possible. The maximum file size for NEICE documents is **30 MB**.
- Upload the packet to NEICE as Document Type "INITIAL HOME STUDY REQUEST PACKET." You can upload more than one "INITIAL HOME STUDY REQUEST PACKET," if necessary. **Cases that contain many, single document uploads will be returned to the local agency.** Adjusting scanner settings (e.g., reducing resolution, using the Compress PDF tool) may allow more pages to be scanned together.

Submitting New Requests

- After you upload and double check all documents, **submit to NY ICPC** and use the NEICE message function to notify the New York ICPC Central Office you have submitted your case. THE NY ICPC OFFICE WILL NOT KNOW YOU ARE REQUESTING A NEW HOME STUDY (OR SUBMITTING AN ADDITIONAL DOCUMENT) UNTIL YOU SEND THIS MESSAGE.
- Always send the message *to the agency* "New York ICPC Central (OCFS/BPS)." Do not submit to a single user in NY ICPC. The case will be automatically assigned to a NY ICPC worker for review and triaged based on request type and date of receipt.

Existing Cases

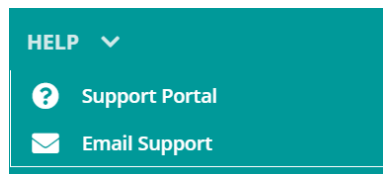
When you have home studies, progress notes, or other documents to provide, or would like a status update related to an **existing case**:

- Use the NEICE Search bar (top center of any screen) or “MANAGE” function (left side menu) to search for the name of the child or placement resource. If you find the case and have access to the case, upload the documents and send a message to the agency “New York ICPC Central (OCFS/BPS),” as described above. You may also make any inquiry about the case using the message function. NY ICPC will take appropriate action upon receipt of your message.
- REMINDER: If you do not send NY ICPC a NEICE message in the case, we will not know you have uploaded new documents. This will cause unnecessary delay in case processing.
- *Please note: The My Cases page only displays cases where a home study has not yet been returned.* This means: 1) your agency must track separately those cases where a child is placed or placement is pending and, 2) you must use the search feature, rather than the My Cases page, to access those cases.

Technical Support

The NY ICPC office will continue to provide support with the *content* of ICPC requests, but will not provide NEICE technical support, as support is available via the following resources available on the NY [ICPC website](#) and [NEICE Support Portal](#).

- **NEICE Training:** Online trainings for the various roles in NEICE are offered monthly. Check the [NEICE Support Portal Training Schedule and Registration](#) page.
- **NY Caseworker Orientation:** [Recording of presentation made on 6/11/21.](#)
- **NEICE Support Portal:** Job Aids and Other Resources. Click the [Support Portal](#) link found at the bottom left side menu on any NEICE screen. See below.
- **NEICE Practice Guide:** Provides an overview of NEICE.
- **Email support from Tetrus:** Click the “Email Support” link at bottom left of any NEICE page or writeto support@neice.us.



NY ICPC has found that technical issues are often avoided and/or resolved by using a Chrome browser, frequently clearing your cache, using the Refresh button on any NEICE screen, and logging out and back in to NEICE. If these steps do not resolve your issue, please utilize the above resources.

Please share with NY ICPC your suggestions and any best practices you’ve developed for working in NEICE. Contact: 518-474-9406 or ocfs.sm.NYSICPC@ocfs.ny.gov

Thank you for your efforts on behalf of the children and families of New York State!