

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



2. **Manage Child** function.



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):

Name	DOB	Source	Source #	Case #	State Name	State Type
Daisy Rubino	10/05/2001	CHILD	86274	2448	FL	Sending
Daffy Duck	09/18/2015	CHILD	86648	2859	MT	Sending
Daffy Duck	09/18/2015	CHILD	86648	2856	MT	Sending
Donald Duck	01/01/1900	HSP	80364	2397	NY	Receiving
Donald Duck	01/01/1900	HSP	80364	2343	NY	Receiving
Donald Duck	01/02/2014	CHILD	85510		ID	

10 items per page 1 - 6 of 6 items

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”):

Manage > Child

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

Last Name	<input type="text" value="duck"/>	First Name	<input type="text" value="First name"/>	DOB	<input type="text" value="MM/DD/YYYY"/>
Gender	<input type="text" value="Select"/>	Race	<input type="text" value="Select"/>	SSN	<input type="text" value="XXX-XX-XXXX"/>
Case Status	<input type="text" value="Select"/>	Sending Agency	<input type="text" value="Sending Agency"/>	Hispanic Origin	<input type="text" value="Select"/>

	NEICE Child #	State Child #	State	First Name	Last Name	DOB	Gender	Race	SSN
<input type="radio"/>	85510		ID	Donald	Duck	01/02/2014	Male	Native Hawaiian / Pacific Islander	***-**-6789
<input type="radio"/>	86050		NE	Daisy	Duck	01/02/2012	Female	Native Hawaiian / Pacific Islander	***-**-3040
<input type="radio"/>	86074		NE	Daisy	Duke	03/02/2013	Female	White	
<input type="radio"/>	86098		NE	Jenny	Duke	02/01/2013	Female	White	
<input checked="" type="radio"/>	86648		MT	Daffy	Duck	09/18/2015	Male	Black / African American	
<input type="radio"/>	86440	1030	OH	Hot	Dog	03/01/2016	Male	White	***-**-1333
<input type="radio"/>	85426	116772	MN	Jeffery	Deshazo	08/07/2003	Male	White	***-**-0163
<input type="radio"/>	86296	121210	NY	Snoop	Dogg	12/12/2010	Male	Unable To Determine	
<input type="radio"/>	85819	1653342	MA	Child One	Duck	10/13/2016	Female	American Indian / Alaskan	***-**-6789
<input type="radio"/>	85374	178931	TN	Mark	Doxey	09/24/2001	Male	Unable To Determine	***-**-2165

10 items per page 1 - 10 of 12 items

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:

Search Master

Search by Name or NEICE Id.

Starts with
 Contains

 Status

Name	DOB	Source	Source #	Case #	State Name	State Type
Daffy Duck	09/18/2015	CHILD	86648	2859	MT	Sending
Daffy Duck	09/18/2015	CHILD	86648	2856	MT	Sending

items per page
 1 - 2 of 2 items

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”):

Name	DOB	Source	Source #	Case #	State Name	State Type
Daisy Rubino	10/05/2001	CHILD	86274	2448	FL	Sending
Daffy Duck	09/18/2015	CHILD	86648	2859	MT	Sending
Daffy Duck	09/18/2015	CHILD	86648	2856	MT	Sending
Donald Duck	01/01/1900	HSP	80364	2397	NY	Receiving
Donald Duck	01/01/1900	HSP	80364	2343	NY	Receiving
Donald Duck	01/02/2014	CHILD	85510		ID	

items per page
 1 - 6 of 6 items

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:

Name	DOB	Source	Source #	Case #	State Name	State Type
Daffy Duck	09/18/2015	CHILD	86648	2859	MT	Sending
Manhattan Uncle	01/01/1900	HSP	81101	2859	NY	Receiving

10 items per page 1 - 2 of 2 items

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:

Name	DOB	Source	Source #	Case #	State Name	State Type
Daisy Rubino	10/05/2001	CHILD	86274	2448	FL	Sending
Daffy Duck	09/18/2015	CHILD	86648	2859	MT	Sending
Daffy Duck	09/18/2015	CHILD	86648	2856	MT	Sending
Donald Duck	01/01/1900	HSP	80364	2397	NY	Receiving
Donald Duck	01/01/1900	HSP	80364	2343	NY	Receiving
Donald Duck	01/02/2014	CHILD	85510		ID	

10 items per page 1 - 6 of 6 items

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.

Manage > Child

Enter child data

Child's Demographic Details

Child's Last Name*	<input type="text" value="Duck"/>	Child's First Name*	<input type="text" value="Daffy"/>	Child's Middle Name	<input type="text" value="Child's middle name"/>
Child's DOB	<input type="text" value="09/18/2015"/>	Child's Gender	<input type="text" value="Male"/>	Child's SSN	<input type="text" value="XXX-XX-XXXX"/>

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

Jurisdiction Agency System Details

State * County State ChildID [Change Jurisdiction](#) ⓘ

Case List

NEICE ID	Date Created	Send State	Recv State	Placement Resource	Status	Placement Type	Action
2856	7/20/2018	MT	NY	Bronx Grandpa	Active	Relative (Not Parent)	  
2859	7/20/2018	MT	NY	Manhattan Uncle	Active	Relative (Not Parent)	  

10 items per page 1 - 2 of 2 items

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.

Case List

NEICE ID	Date Created	Send State	Recv State	Placement Resource	Status	Placement Type	Action
2856	7/20/2018	MT	NY	Bronx Grandpa	Active	Relative (Not Parent)	  
2859	7/20/2018	MT	NY	Manhattan Uncle	Active	Relative (Not Parent)	  

10 items per page 1 - 2 of 2 items

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

Case

Neice ID: 2859 (Non Electronic) **Created Date:** 07/20/2018
Child: [Duck,Daffy - 09/18/2015] **Status:** Active ⓘ
Placement Resource: Manhattan Uncle **Placement Type:** Relative (Not Parent)

- Case Review
- Case Details
- Documents
- Transmittal

Sending State* County Sending Agency

Status* State Case ID

Home Study Type*

Preliminary Documents Received Completed Request Received

Receiving State* Receiving County* Receiving Agency

Receiving Case Worker Agency *

Notes (Show History)

MANAGE CHILD

The screenshot shows the NEICE Wisconsin ICPC Coordinator interface. The top navigation bar includes 'Home' and 'Logout' links. The user is identified as Rita Shaw, Wisconsin ICPC Coordinator. The main navigation menu has 'Add New Case', 'Manage', 'Reports', 'Case List', and 'Notifications'. The 'Manage' menu is expanded, showing options: Domains, Agencies, State, Placement Resource, Child (highlighted), Cover Sheet, and Zip County. The background displays a list of notifications with dates and subject lines, such as '02/26/2015 Document - Study Request : Rose Cooper (Florida)' and '11/11/2015 1st message - Study Request : Dan M Levine (Florida)'.

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

Manage > **Child**

Enter child search data

Before you add a child, search to see if the child already exists in the NEICE system. Please enter data in one or more fields and select Search.

Last Name	<input type="text" value="Last name"/>	First Name	<input type="text" value="First name"/>	DOB	<input type="text" value="MM/DD/YYYY"/>
Gender	<input type="text" value="Select"/>	Race	<input type="text" value="Select"/>	SSN ?	<input type="text" value="XXX-XX-XXXX"/>
Case Status	<input type="text" value="Select"/>	Sending Agency	<input type="text" value="Sending Agency"/>	Hispanic Origin	<input type="text" value="Select"/>

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:

Enter child search data

Before you add a child, search to see if the child already exists in the NEICE system. Please enter data in one or more fields and select Search.

Last Name	<input type="text" value="duck"/>	First Name	<input type="text" value="First name"/>	DOB	<input type="text" value="MM/DD/YYYY"/>
Gender	<input type="text" value="Select"/>	Race	<input type="text" value="Select"/>	SSN [?]	<input type="text" value="XXX-XX-XXXX"/>
Case Status	<input type="text" value="Select"/>	Sending Agency	<input type="text" value="Sending Agency"/>	Hispanic Origin	<input type="text" value="Select"/>

	NEICE Child #	State Child #	State	First Name	Last Name	DOB	Gender	Race	SSN
<input type="radio"/>	85510		ID	Donald	Duck	01/02/2014	Male	Native Hawaiian / Pacific Islander	***-**-6789
<input type="radio"/>	86050		NE	Daisy	Duck	01/02/2012	Female	Native Hawaiian / Pacific Islander	***-**-3040
<input type="radio"/>	86074		NE	Daisy	Duke	03/02/2013	Female	White	
<input type="radio"/>	86098		NE	Jenny	Duke	02/01/2013	Female	White	
<input type="radio"/>	86648		MT	Daffy	Duck	09/18/2015	Male	Black / African American	
<input type="radio"/>	86440	1030	OH	Hot	Dog	03/01/2016	Male	White	***-**-1333
<input type="radio"/>	85426	116772	MN	Jeffery	Deshazo	08/07/2003	Male	White	***-**-0163
<input type="radio"/>	86296	121210	NY	Snoop	Dogg	12/12/2010	Male	Unable To Determine	
<input type="radio"/>	85819	1653342	MA	Child One	Duck	10/13/2016	Female	American Indian / Alaskan	***-**-6789
<input type="radio"/>	85374	178931	TN	Mark	Doxey	09/24/2001	Male	Unable To Determine	***-**-2165

items per page
 1 - 10 of 12 items

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.

Enter child search data

Before you add a child, search to see if the child already exists in the NEICE system. Please enter data in one or more fields and select Search.

Last Name	<input type="text" value="Last name"/>	First Name	<input type="text" value="First name"/>	DOB	<input type="text" value="09/18/2015"/>
Gender	<input type="text" value="Select"/>	Race	<input type="text" value="Select"/>	SSN [?]	<input type="text" value="XXX-XX-XXXX"/>
Case Status	<input type="text" value="Select"/>	Sending Agency	<input type="text" value="Sending Agency"/>	Hispanic Origin	<input type="text" value="Select"/>

	NEICE Child #	State Child #	State	First Name	Last Name	DOB	Gender	Race	SSN
<input type="radio"/>	86648		MT	Daffy	Duck	09/18/2015	Male	Black / African American	

items per page
 1 - 1 of 1 items

If, however, I search for first name Daffy, last name Duck, DOB incorrectly entered as 9/08/2015, gender male: no records are found.

Last Name	<input type="text" value="Duck"/>	First Name	<input type="text" value="Daffy"/>	DOB	<input type="text" value="09/08/2015"/>
Gender	<input type="text" value="Male"/>	Race	<input type="text" value="Select"/>	SSN ?	<input type="text" value="XXX-XX-XXXX"/>
Case Status	<input type="text" value="Select"/>	Sending Agency	<input type="text" value="Sending Agency"/>	Hispanic Origin	<input type="text" value="Select"/>

Record not 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.

	NEICE Child #	State Child #	State	First Name	Last Name	DOB	Gender	Race	SSN
<input type="radio"/>	85510		ID	Donald	Duck	01/02/2014	Male	Native Hawaiian / Pacific Islander	***-**-6789
<input checked="" type="radio"/>	86648		MT	Daffy	Duck	09/18/2015	Male	Black / African American	
<input type="radio"/>	86440	1030	OH	Hot	Dog	03/01/2016	Male	White	***-**-1333
<input type="radio"/>	85426	116772	MN	Jeffery	Deshazo	08/07/2003	Male	White	***-**-0163
<input type="radio"/>	86296	121210	NY	Snoop	Dogg	12/12/2010	Male	Unable To Determine	
<input type="radio"/>	85374	178931	TN	Mark	Doxey	09/24/2001	Male	Unable To Determine	***-**-2165
<input type="radio"/>	86837	50080	PA	Donald	Duck	01/14/2010	Male	White	***-**-6894

10 items per page 1 - 7 of 7 items

Open Child **Add New Child**

This will pull up the child record:

Manage > **Child**

Enter child data

Child's Demographic Details

Child's Last Name* Child's First Name* Child's Middle Name

Child's DOB Child's Gender Child's SSN

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

Jurisdiction Agency System Details

State * County State ChildID **Change Jurisdiction**

Case List

NEICE ID	Date Created	Send State	Recv State	Placement Resource	Status	Placement Type	Action
2856	7/20/2018	MT	NY	Bronx Grandpa	Active	Relative (Not Parent)	
2859	7/20/2018	MT	NY	Manhattan Uncle	Active	Relative (Not Parent)	

10 items per page 1 - 2 of 2 items

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:

Case List

NEICE ID	Date Created	Send State	Recv State	Placement Resource	Status	Placement Type	Action
2856	7/20/2018	MT	NY	Bronx Grandpa	Active	Relative (Not Parent)	  
2859	7/20/2018	MT	NY	Manhattan Uncle	Active	Relative (Not Parent)	  

10 items per page 1 - 2 of 2 items

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

Case

Neice ID:	2859 (Non Electronic)	Created Date:	07/20/2018
Child:	[Duck,Daffy - 09/18/2015]	Status:	Active ⓘ
Placement Resource:	Manhattan Uncle	Placement Type:	Relative (Not Parent)

- [> Case Review](#)
- [> Case Details](#)
- [> Documents](#)
- [> Transmittal](#)

Sending State* Montana	County Lewis and Clark	Sending Agency Montana ICPC Central (DPHHS)
Status* Active	State Case ID SACWIS Case ID	
Home Study Type* REG 2 – Home Study Request		
Preliminary Documents Received MM/DD/YYYY	Completed Request Received 07/20/2018	
Receiving State* New York	Receiving County* New York	Receiving Agency New York ICPC Central (OCFS/BPS)
Receiving Case Worker Agency * Administration for Children's Services		

Notes [\(Show History\)](#)