Basic Training Guide

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Overview of the AIRS

- The AIDS Institute Reporting System (AIRS) is a relational database system for entry of Client Information and Service Tracking with, Reporting, and Export capabilities.
- Written in Visual FoxPro (VFP) Version 9.0
- Contains over 300 inter-related tables

Prior to Starting AIRS

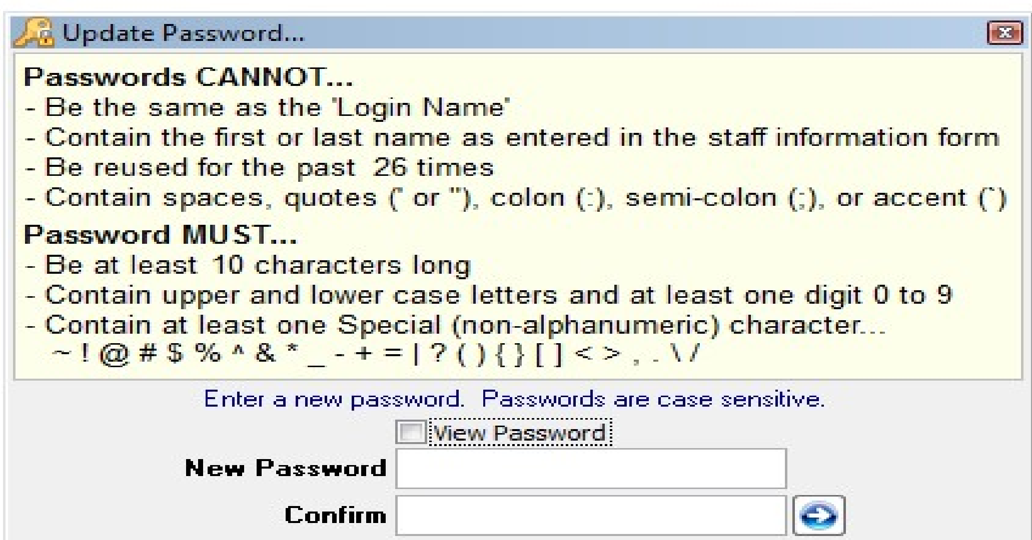
- Shortcut to AIRS: If a shortcut does not exist, run SETUP.EXE to create one for AIRS on your Windows desktop. The program is URS.EXE.

  Note: **In Windows 7 Environments and higher you must Right-Click on *setup.exe* and choose the option "Run as Administrator" to install. Additionally, you must be logged onto the workstation as an Administrator.**

Starting AIRS

- Login/Password combinations are set by the AIRS System Administrator at your agency ***NOT*** NYS-DOH AIDS Institute or Netsmart Technologies, Inc.

- Every user will have to change their Password the first time they log into the new system.



Agency Module

Programs

The screen contains setup information for Programs operated by your agency.

Eligibility Types

Ryan White Eligible programs serve clients who are HIV/AIDS-infected or HIV-affected. Client and Service statistics from AIRS Programs flagged as Ryan White Eligible will be used by the AIRS to generate the Ryan White Data Report, Ryan White Services Report), the AIDS Institute Aggregate Reports, and the PHS Contract Monitoring Reports. Programs identified as Ryan White Eligible will be included in the AIDS Institute Extracts.

HIV Prevention Eligible programs serve individuals at risk for HIV infection as well as HIV positive clients requiring anonymous services or secondary prevention education. Client and Service statistics from AIRS Programs flagged as HIV Prevention Eligible will be used by AIRS in generating the AIDS Institute Aggregate Report used for program monitoring. Programs identified as HIV Prevention Eligible will be included in the AIDS Institute Extracts.

HIV Counseling and Testing Eligible programs serve individuals with Counseling, Testing and Partner Notification services. These programs are now eligible for funding under the Ryan White CARE Act. Programs identified as HIV Counseling & Testing Eligible will be included in the AIDS Institute Extracts.

State Funded Programs that receive funding through New York State Dept. of Health.

Other - Programs flagged as 'Other' usually identifies internally funded programs that an agency chooses to track in the AIRS. These Programs will NOT be included in the AIDS Institute Extracts.

Funding Type

This selection indicates how the Program is funded.

- It is based on the Program's Eligibility Type.
- A Program can be funded by Ryan White (RW) Title I, RW Title II, RW Title III, RW Title IV, HUD, HOPWA, MAI Title I, MAI Title II, MAI Title III, MAI Title IV CDC, State, or Other money depending upon the selected Eligibility Type.

Requires Enrollment

- When the AIRS Program is marked as "Requires Enrollment":
    - Only enrolled clients will be eligible for services in the Program. Therefore, clients must be enrolled into the Program (see Enrollments) before any encounter/services can be entered for clients.
    - The user will not be able to enter services for non-enrolled clients.

- When the AIRS Program is NOT marked as "Requires Enrollment":
    - Users can enter encounter/services in the Program for any active client in the database.

Service Categories Operated By This Program

For each AIRS Program, the types of services rendered are identified here.

- Select all the appropriate AIRS Service Categories for each Program.

- Users will not be able to enter encounter/services for the AIRS Program from unselected Service Categories or ones that have ended.

Agency | Staff Information:

- Staff who need to be entered into AIRS:
    - Any staff member who renders a Service to a client
    - Any staff member who provides Data Entry into the system
    - Any staff member needing access to AIRS for Viewing information, generating Reports, or running Extracts, etc.

- Note: Staff Job Titles are directly linked to Security Schemes.

Client & Service Screens

VIEW MODE

- When you first bring up a client's information, the user will always be in a View Mode until directing AIRS to perform another action (i.e., ADD or EDIT).

CLIENT SELECTION CARRY-OVER from screen to screen

After selecting a client in an AIRS screen, the client information will remain accessible on subsequent screens. To see a different client, open and select another client, which in turn, will be carried to the next menu option/screen.

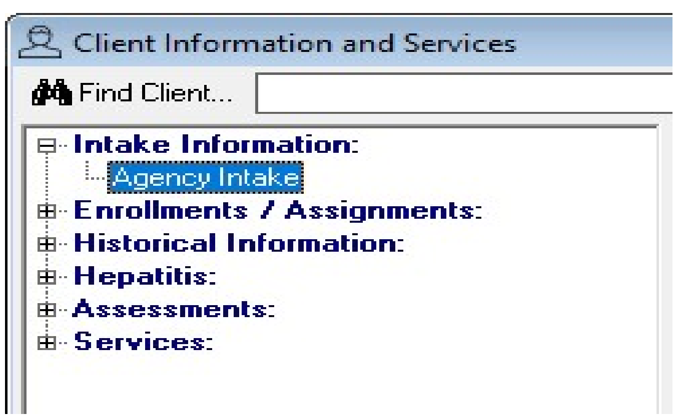
Client Information

Agency Intake

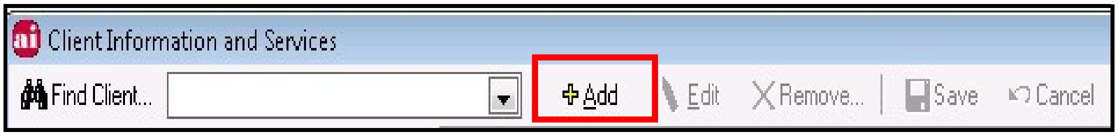
Allows the user to either a) Edit or View existing client information or b) Add a new Client Intake.

Select the Clients & Services module.

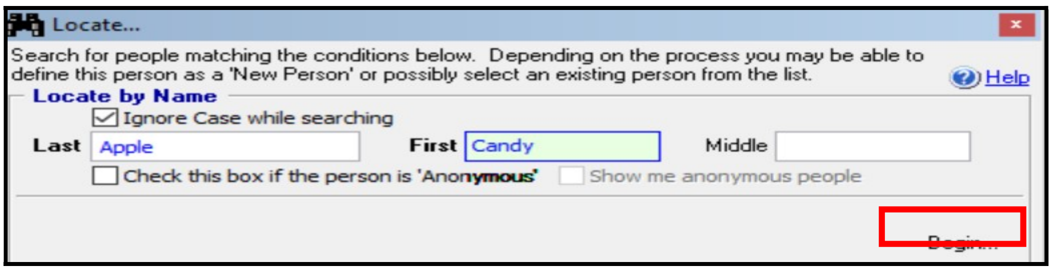
Expand the Intake Information option.



- Select **Agency Intake**.
    - To see existing information for an Existing Client, click on CLIENT.
    - To enter a New Intake, click on ADD.



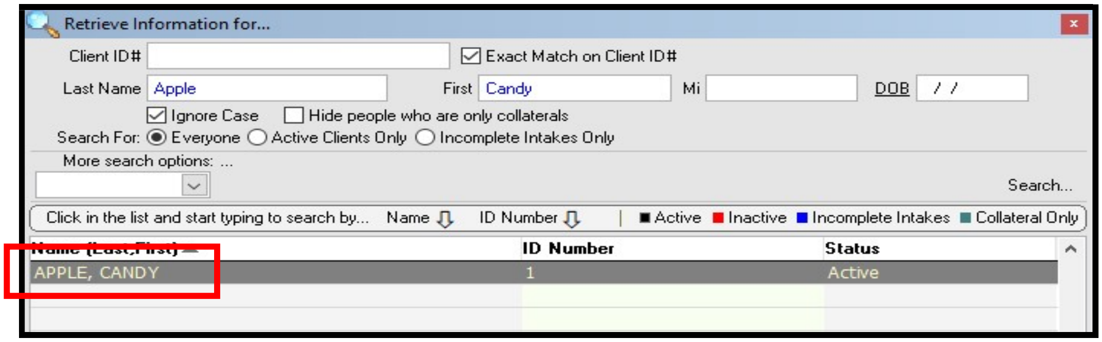
- Enter the **Last Name** and **First Name**. Select **BEGIN**.



- If this is a new person to be entered into the system, select YES to continue.

- If the client information is already in the system, do not proceed with a new Intake. This person already exists in AIRS.
    - This person may already be a client, have an incomplete Intake, or be listed as a collateral to a client.

- Review the information to determine if this is a new person.



- The Agency Intake is comprised of 6 tabs. Each tab contains different information.

1 – Identification:

General Demographic information

2 – More Details:

Race/Ethnicity, Insurance Information, Referral Source information

3– Agency Defined fields:

Additional data entry fields created and implemented by Agency (not used by all agencies) **Note:** Fields are reported in the AIRS Data Extracts.

4 – Enrollment:

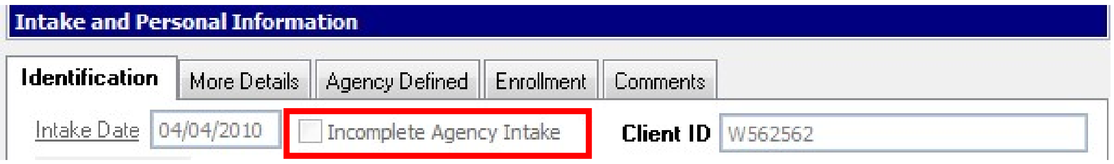
Contains Person Completing Intake, Site Assignment, Program Performing Intake (and enrollment), HIV Status, and HIV/AIDS Risk. This tab is not available for Incomplete Intakes.

- Note: When the Intake record is saved, the HIV Status and HIV/AIDS Risk information become View Only. To edit this information, you need to access the data from the "Historical Information" section.

5 – Comments: Text box for entering comments/notes

Incomplete/Partial Intake

By selecting the “Incomplete Agency Intake” checkbox, it is possible to fill out a partial or incomplete intake for a person. The person only becomes a “client” when the Intake is completed.



- Incomplete Intakes are records without an Intake Date. It is possible to enter as little information as the person’s name, gender and zip code to save the record. This is much less than the numerous required fields associated with a complete intake.

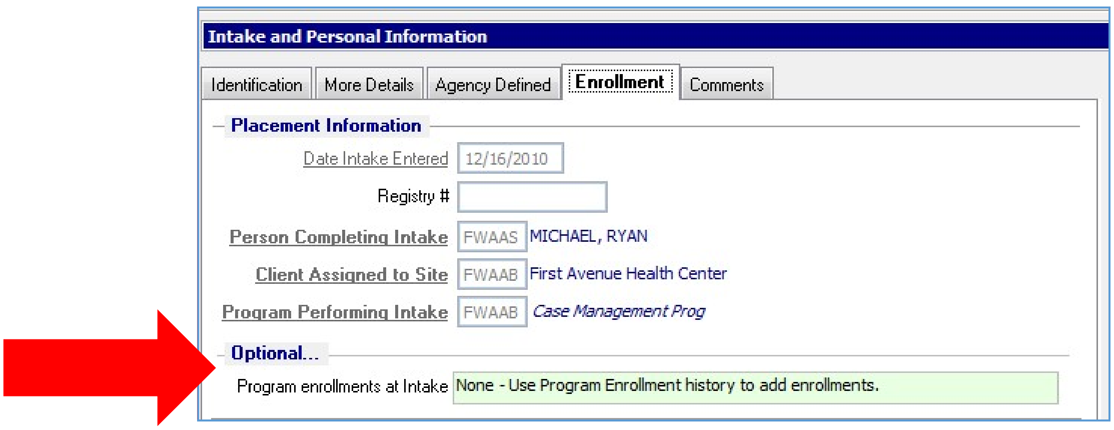
- People with Incomplete Intakes are available to all users in the 'Agency Intake' feature but they do not appear in any other area of the system.

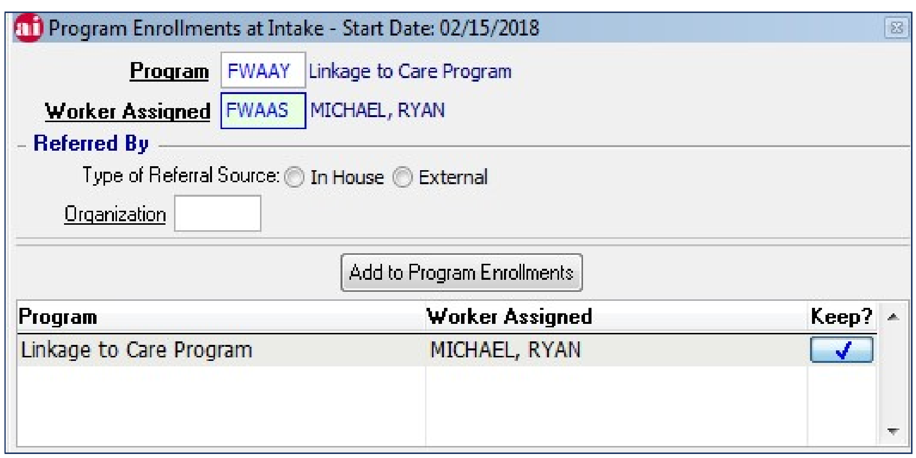
- People with Incomplete Intakes are not counted in any reports as they are only considered clients after an Intake has been completed. A person with an incomplete intake may be made an active client by un-checking the “Incomplete Agency Intake” box and entering all the required information, thereby creating a complete Intake record.

Complete Agency Intake

Please note…

- All required fields must be entered. Required fields are displayed in **bold, black** type.
- Agency ID is a unique agency-assigned ID given to each client.
- When selecting the Person Completing Intake, AIRS will automatically enter the Client Assigned to Site from the selected Staff's assigned Site and Program Performing Intake (if the staff has a default Program identified in the Staff screen) into the next field(s). If needed, the user can change the information in these by clicking on the underlined field labels.)
- Program Enrollments at Intake (Optional) - This feature allows for the creation of one or more program enrollments at the time of intake.





When performing a complete Agency Intake, the HIV Status and Risk History must be entered before saving the record. Right click under the appropriate header to enter the client's HIV Status and Risks. If unknown, enter as such and save. Enter additional client HIV Status and Risk information through the HIV Status and Risk History screens.

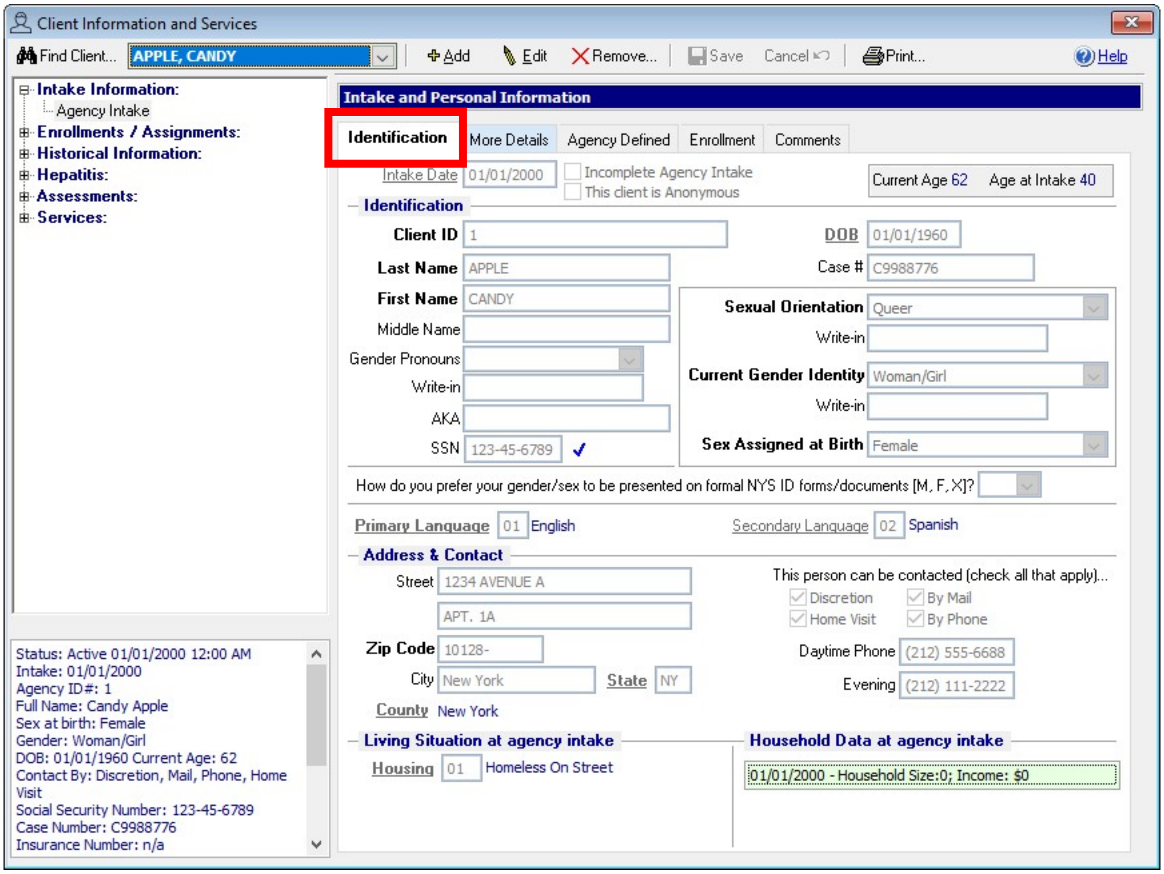
Important Notes:

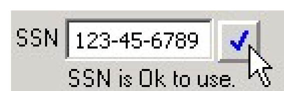
- Remember to update the Unknown HIV Statuses as soon as available. This is especially important for reporting Ryan White clients.

- If Insurance Status is flagged as "Known" (under the More Details tab), the user will be required to enter a record into the Insurance Information screen which is accessible from Enrollment tab. If Insurance is listed as "No Insurance" or "Unknown/Unreported", the user will not be required to enter information in the Insurance Information screen.

- Check with your Contract Manager at the AIDS Institute to see if you are required to enter information into the Substance Use, Pregnancy History, Financial Information, etc. screens. While some fields may not be required to save a record within AIRS, *they may be required based on your agency's contractual obligations.*

Identification Tab



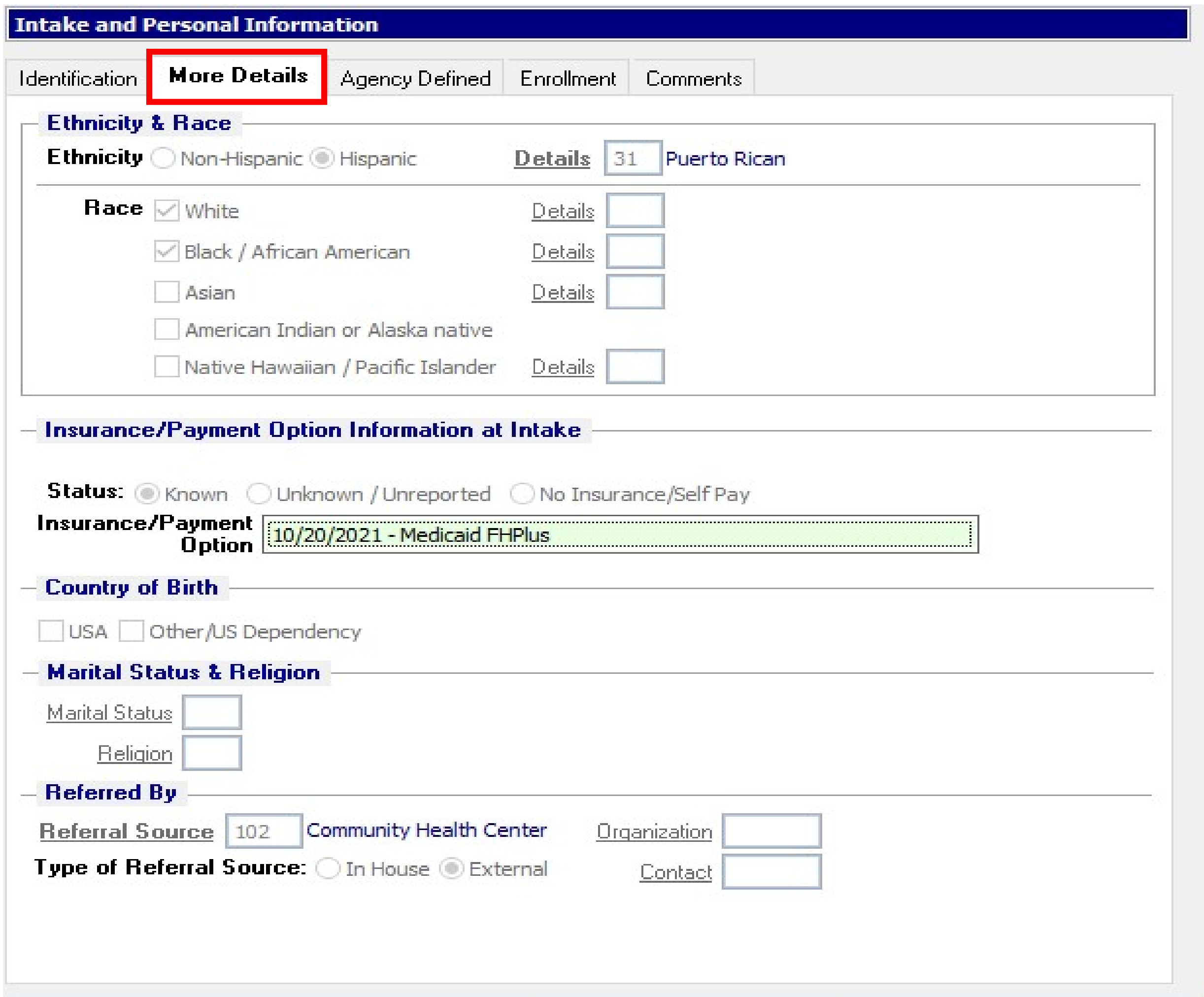


- If entering SSN, click the blue check button to ensure SSN is unique.

- SOGI (*Sexual Orientation Gender Identity)* Optional Write-In Fields are only available when *Not Listed* options are selected.

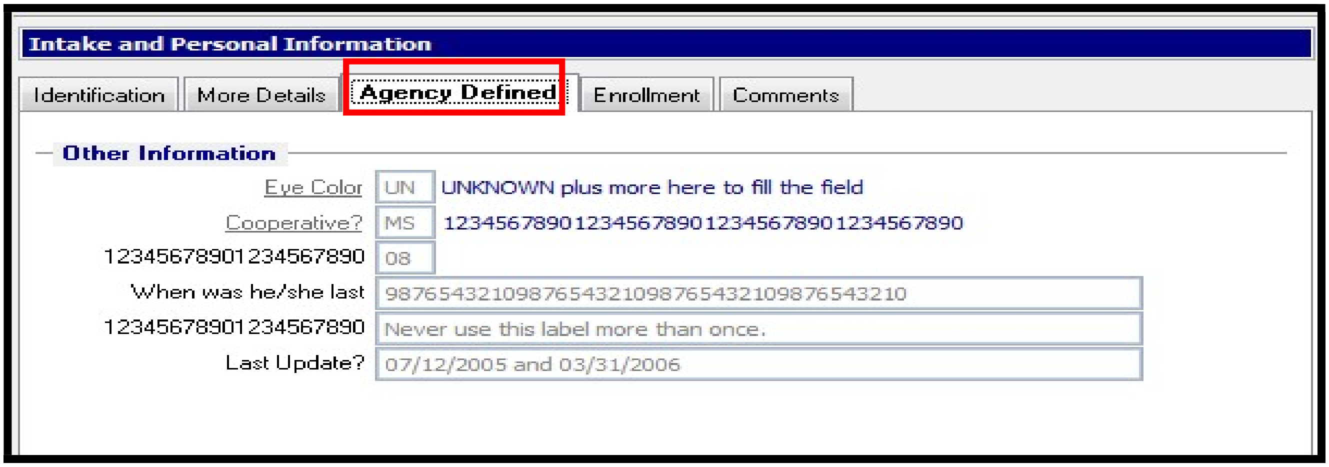
- *Household Data at agency intake* can only be entered during initial data entry of the intake. Updates can be made in the *Financial Information* section of *Historical Information.*

More Details Tab



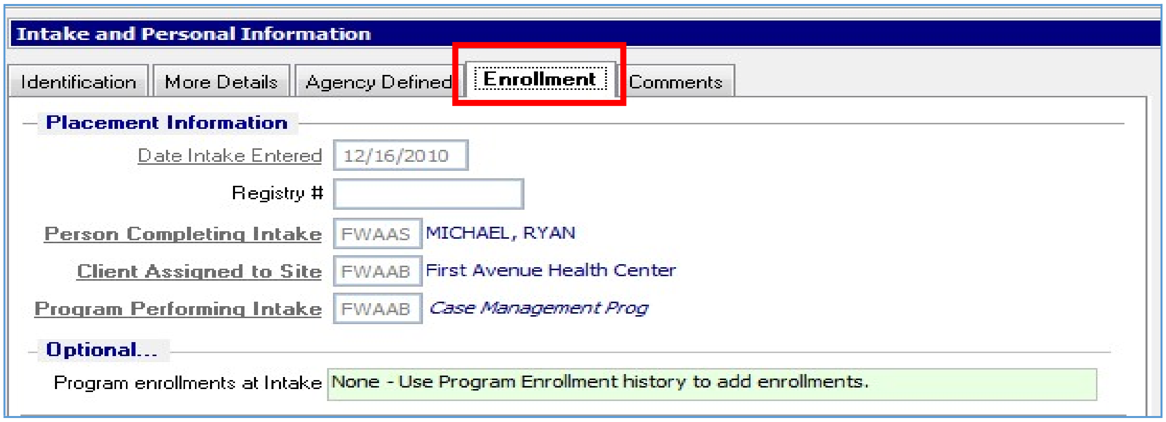
- Clients with Hispanic Ethnicity will be required to complete the *Details*.
- If Insurance / Payment Option is “Known”, you will need to fill out the Insurance Information.
  .

Agency Defined Tab

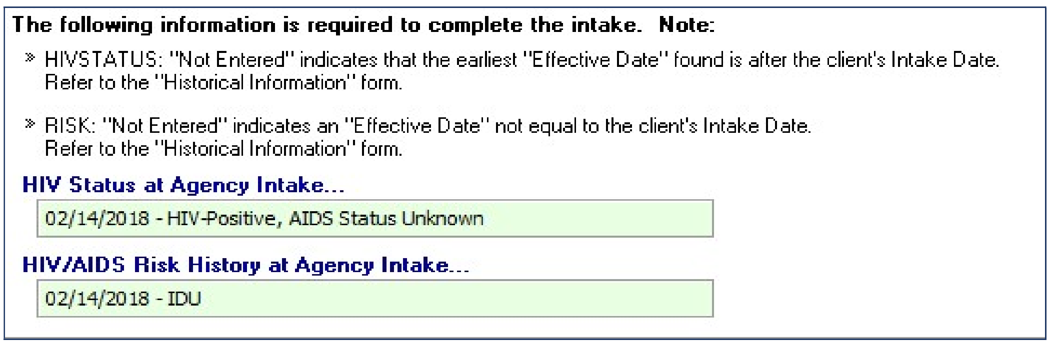


- The Agency Defined Tab are available to agencies to configure for custom reporting objectives.
- Agency AIRS System Administrators are responsible for the content of these questions and drop-down menus.
- The AIRS Data Extracts can be used to report how these questions have been completed.

Enrollment Tab



- HIV Status and HIV/AIDS Risk History are required for a complete Intake.



NOTE: Once entered at intake, any changes and/or additions to HIV Status, HIV/AIDS Risk History, and Insurance Information must be made from the appropriate screens listed under Historical Information.

HIV STATUS INFORMATION

- This HIV Status Information screen is a requirement for every complete Agency Intake and must be entered from the “Enrollment” tab in the Agency Intake form.

- If a client is less than 12 years old, you must fill out the Pediatric Symptoms. *Be sure to update your client’s Pediatric HIV Status to an Adult HIV status when they are 13 years or older.*

RISK HISTORY

This is where the (running) history of the client's Risk Information is entered.

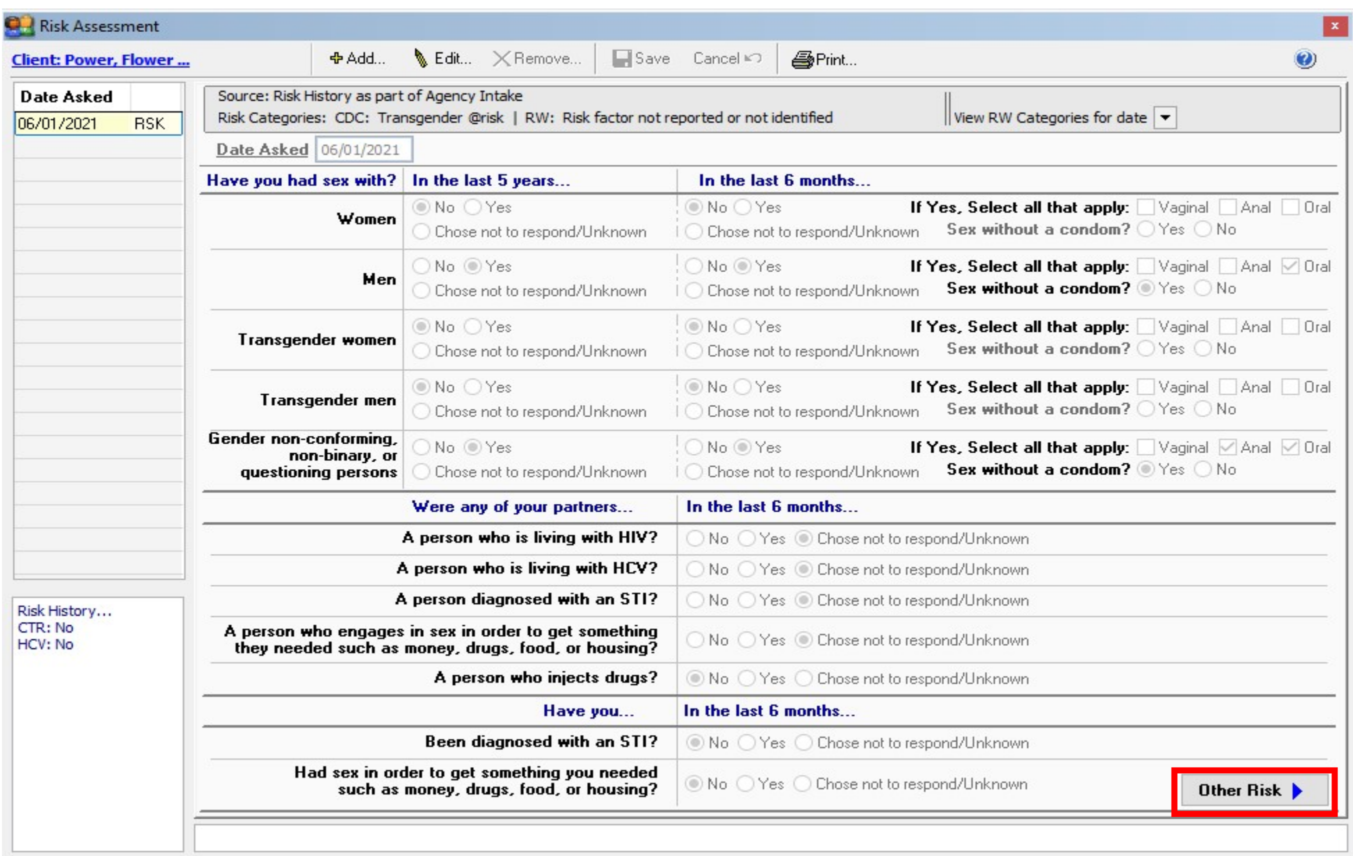
- This Risk History is a requirement for every complete Agency Intake and must be entered from the "Enrollment" tab in the Agency Intake form. The screen includes two sections*:* ***Sexual Risk / Other Risk***. **Note:** **All Questions must be answered!**

- NOTE: Subsequent Risk History entries should occur when the information is updated, the client receives testing results, or as mandated by other funding sources. These updates will be made from the Risk History Screen under Historical information.

- You will be able to view all current and prior Risk Histories while in the screen to detect trends in client behavior.

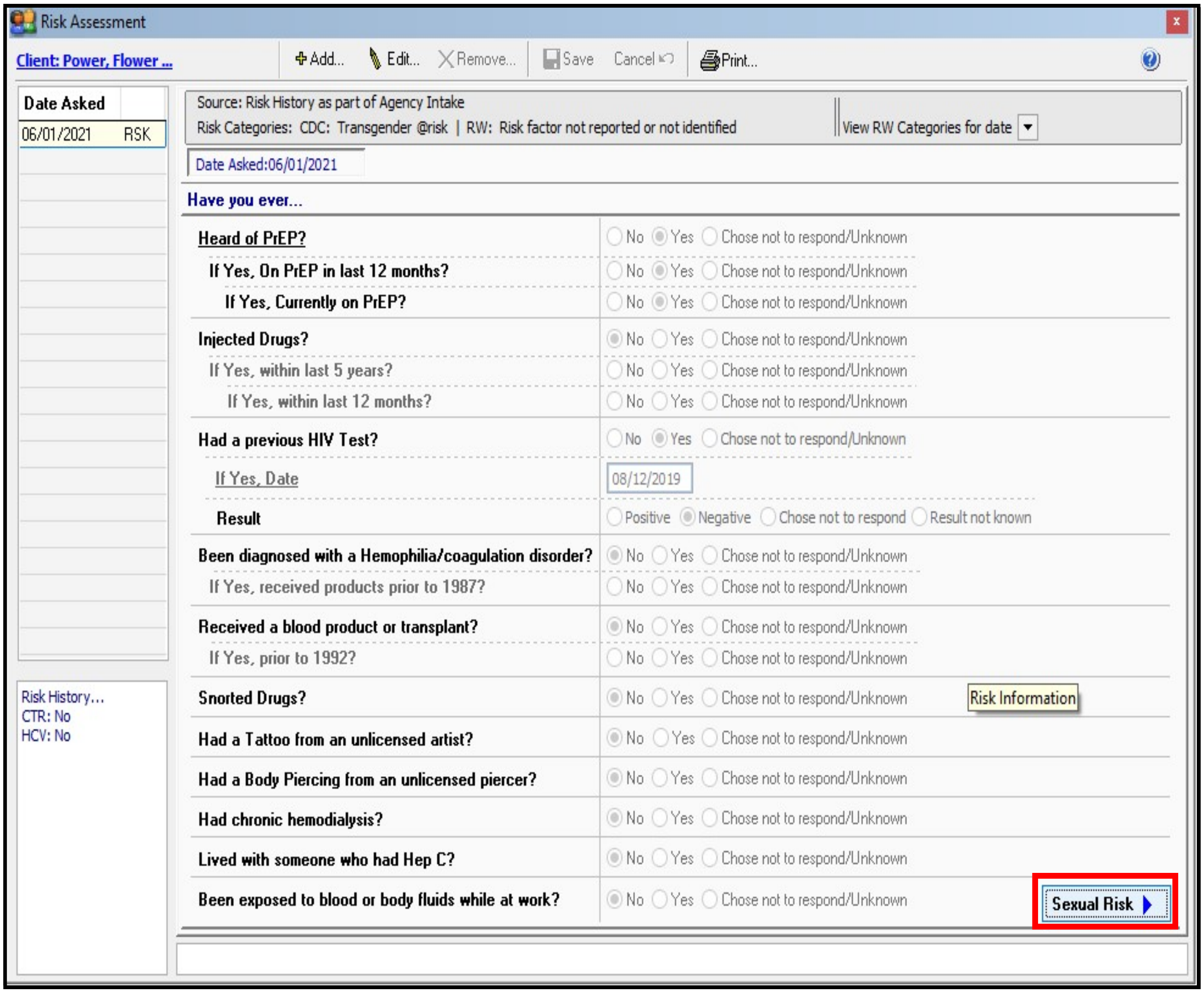
SEXUAL RISK

This section includes questions about the client and their sexual partner's Risk for disease transmission*.* Once completed, Click *Other Risk*



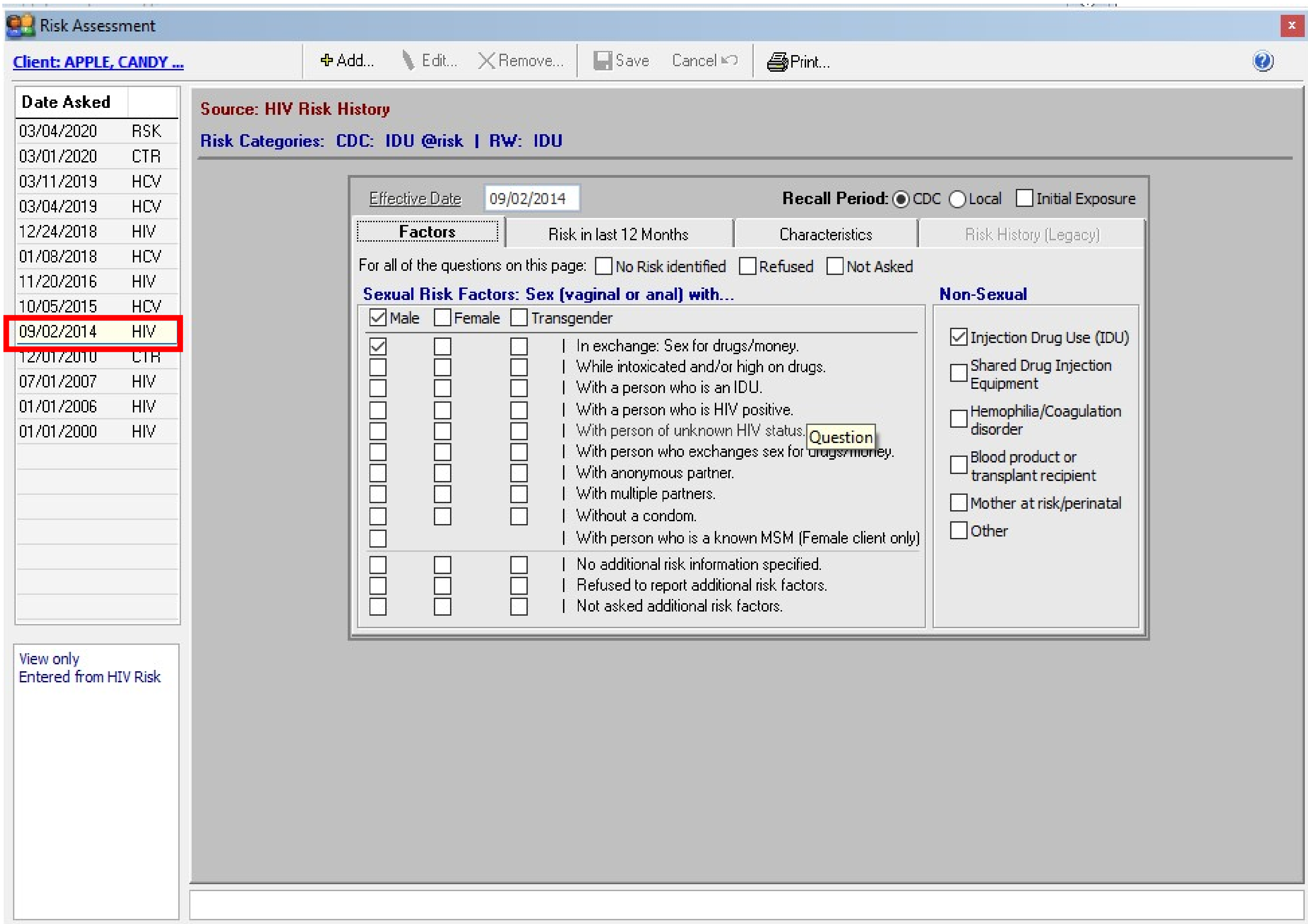
OTHER RISK

- This section includes questions related PrEP, Injection Drug Use, Previous HIV Testing, and risk factors specific to Hepatitis.



HIV/AIDS RISK HISTORY (LEGACY):

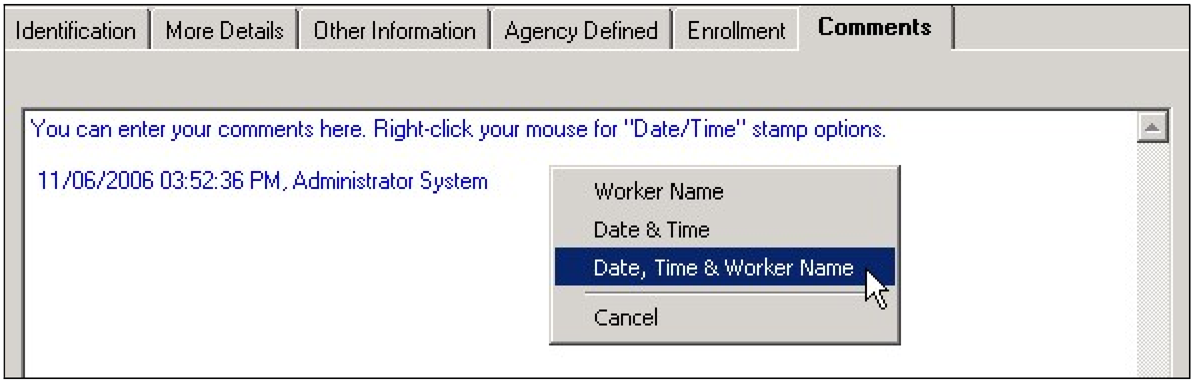
HIV/AIDS Risk records entered prior to v9.0.4 are available for review using the menu on the left side of the screen. This information has different content and format than the current risk information.



- When available, the information will display in a **view-only** mode.

Comments Tab = *Optional*

Enter any comments related to the client here.



Right-click your mouse to select the Date, Time & Worker Name stamp options and spell check.

Enrollments / Assignments

Add or modify client Status in the agency, Program Enrollments, Worker Assignments, Group Enrollments, and Site Assignments.

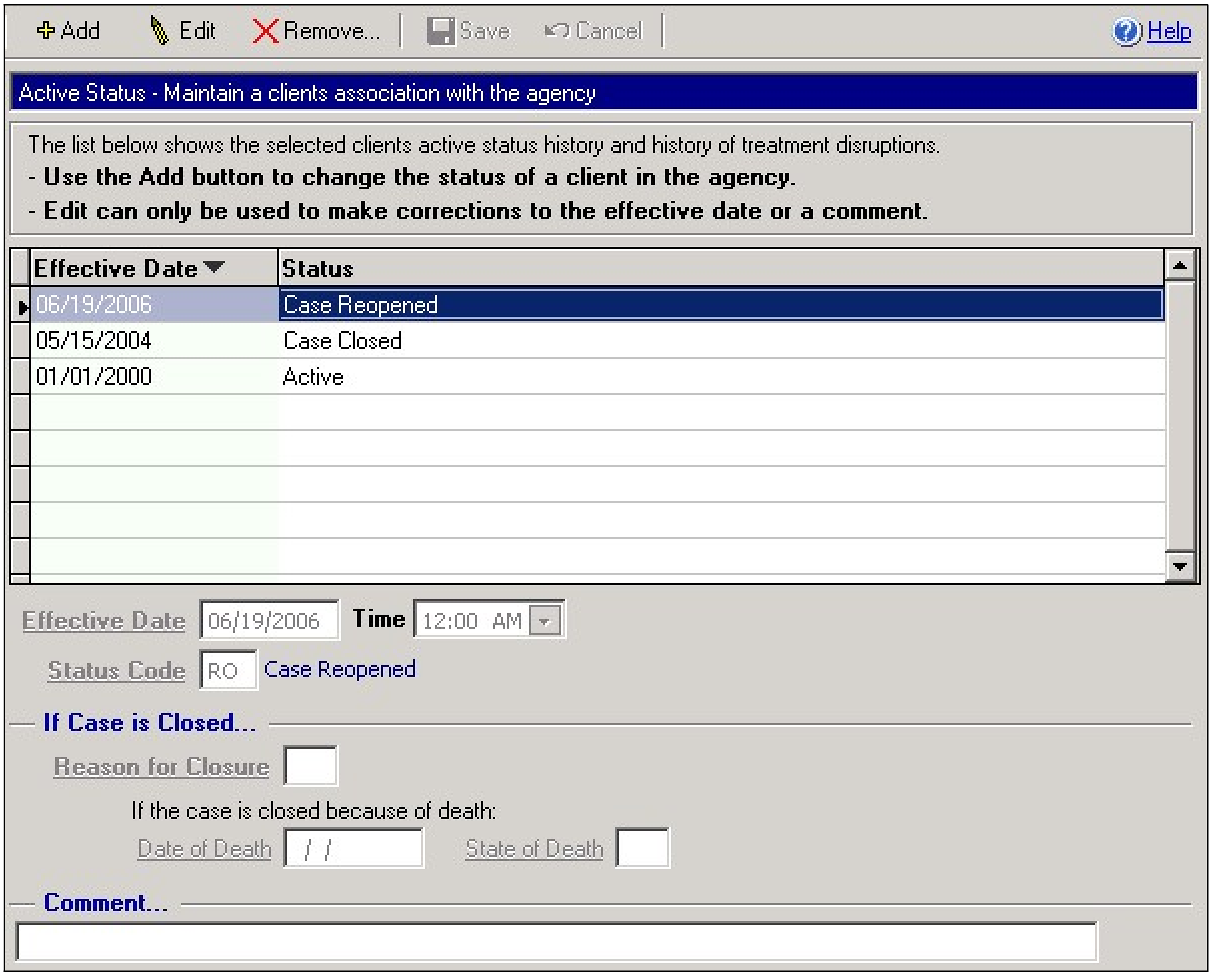
Status Changes

This screen allows the user to add, edit, or remove a client's associated information in regard to their Active or Closed Status in the Agency.

- Adding a *Case Closed* status to a client will automatically end all the client's Program Enrollments and Group Enrollments by adding an End Date to each Enrollment record.

- When adding a change of client Status from *Closed* to *Reopen*, all previous Active Program Enrollments and Group Enrollments will NOT be reopened. The user will have to manually add new Program Enrollments and Group Enrollments that apply.

- Note that every saved record will add a line to the Status History and result in a change of the client's status. In the example below, the client's status changed from *Active* to *Case Closed* to *Case Reopened*.



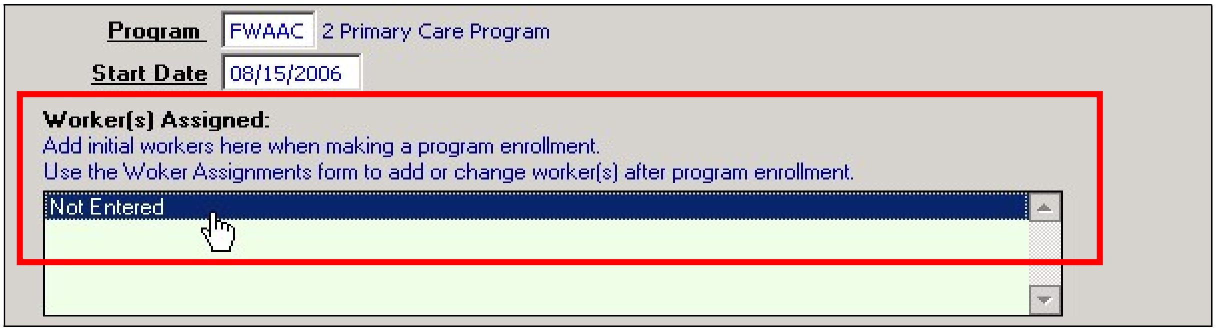
Program Enrollment

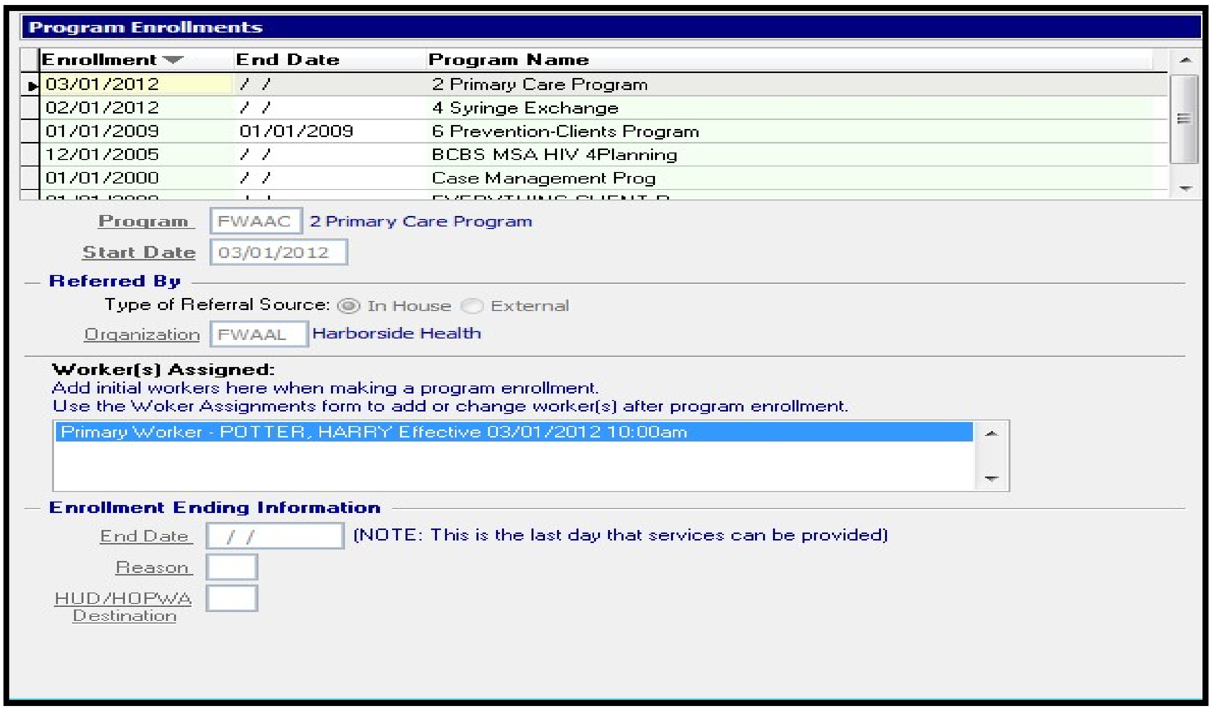
Use this screen to enter Program Enrollments. The name of the Program, Start Date, and assigned Worker must be entered.

For any Program that Requires Enrollment, the client must be enrolled, otherwise the user will not be allowed to select the Program in the Encounter/Service information screen.

- A client can be enrolled in multiple AIRS Programs.

- When ADDING a Program Enrollment, right-click to enter an Initial Worker. After saving, any changes to the Initial Worker Assignment must be made through the Worker Assignment Screen.





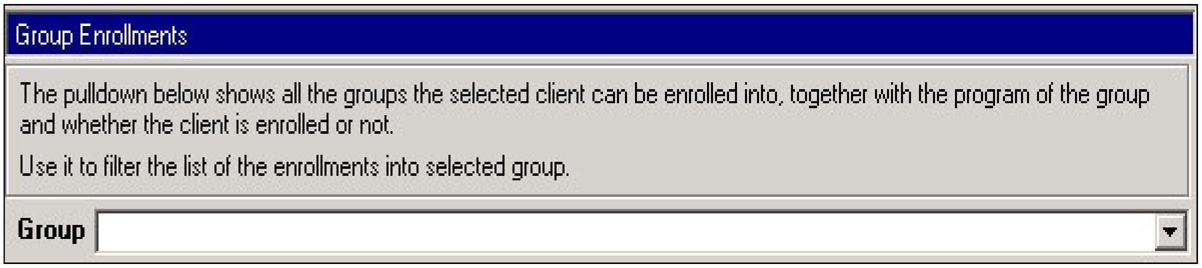
- A client's Program Enrollment can be ended using this screen by editing the Program Enrollment record and adding an End Date. The client, however, remains active in the agency unless closed in the Status Changes screen.

- NOTE: When closing a client in the agency using the Status Changes screen, all Program Enrollments are also ended by the system adding an End Date to each Program Enrollment record.

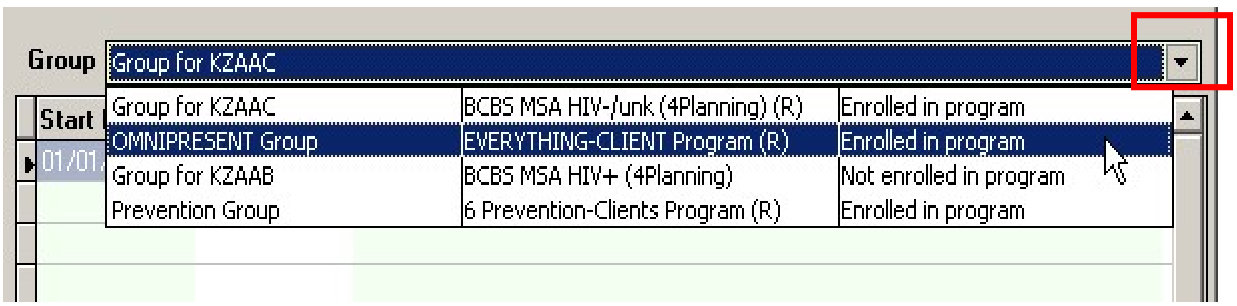
Group Enrollment

This screen is used to enroll clients who are participants of a AIRS Group into the appropriate Group(s).

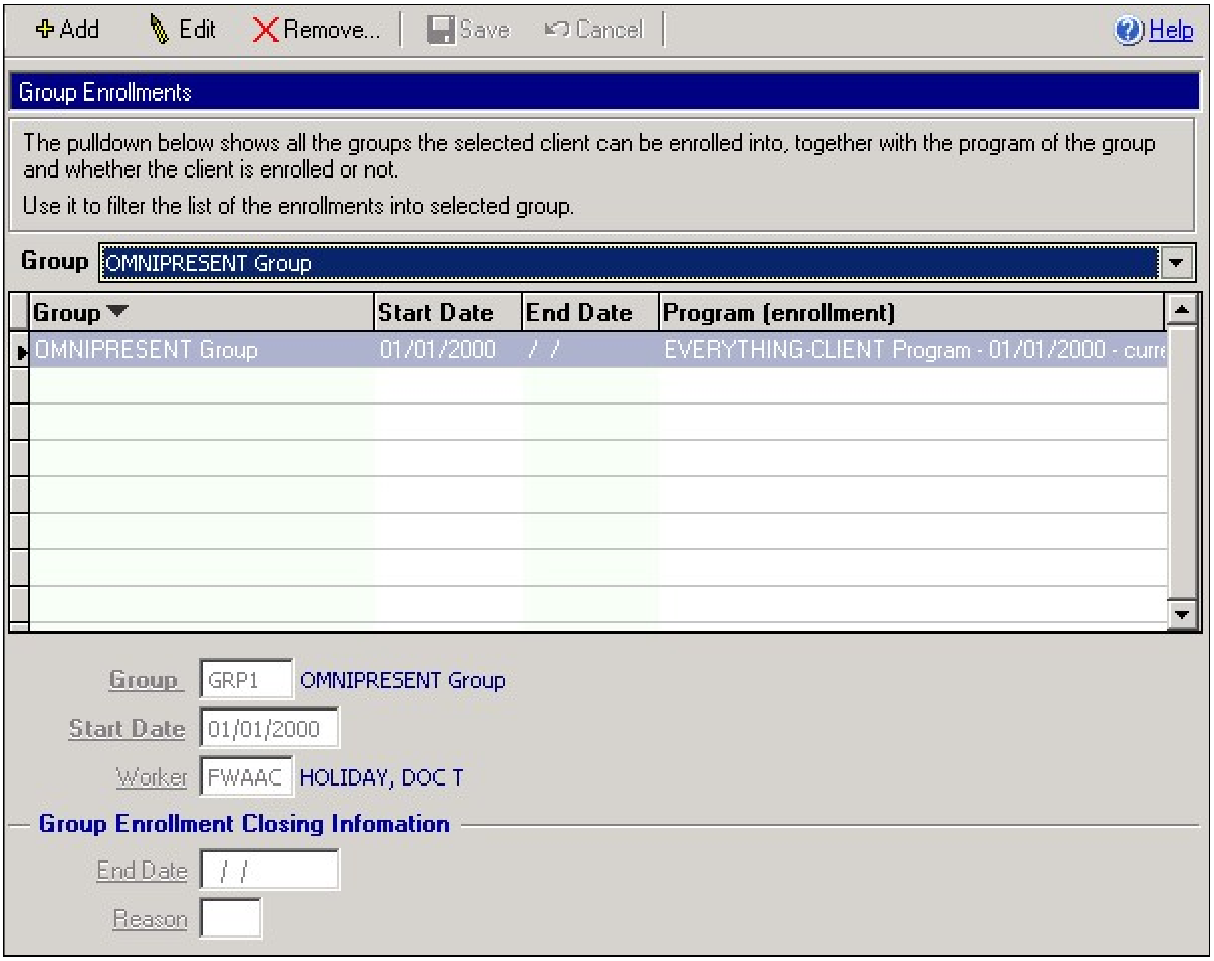
- A client can be enrolled in multiple groups.



- The pull-down feature (identified by a down arrow next to entry field) will display a list of the available Groups (setup in AIRS) for the client. It will display the name of the Group, the Program associated with the Group, and the client's Enrollment status for the Program.



- Select a specific group using the drop-down list. Click on ADD to enter appropriate enrollment information.

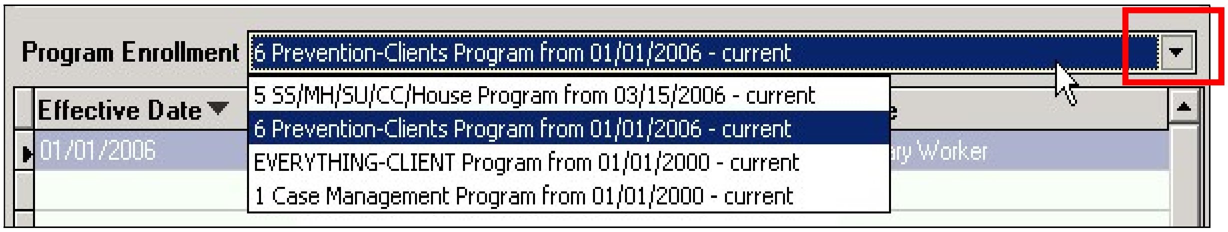


- A client's Group Enrollment can be "ended" using this screen. To end the enrollment, enter an *End Date*. The client, however, remains active in the agency unless their case is closed in the Status Changes screen.

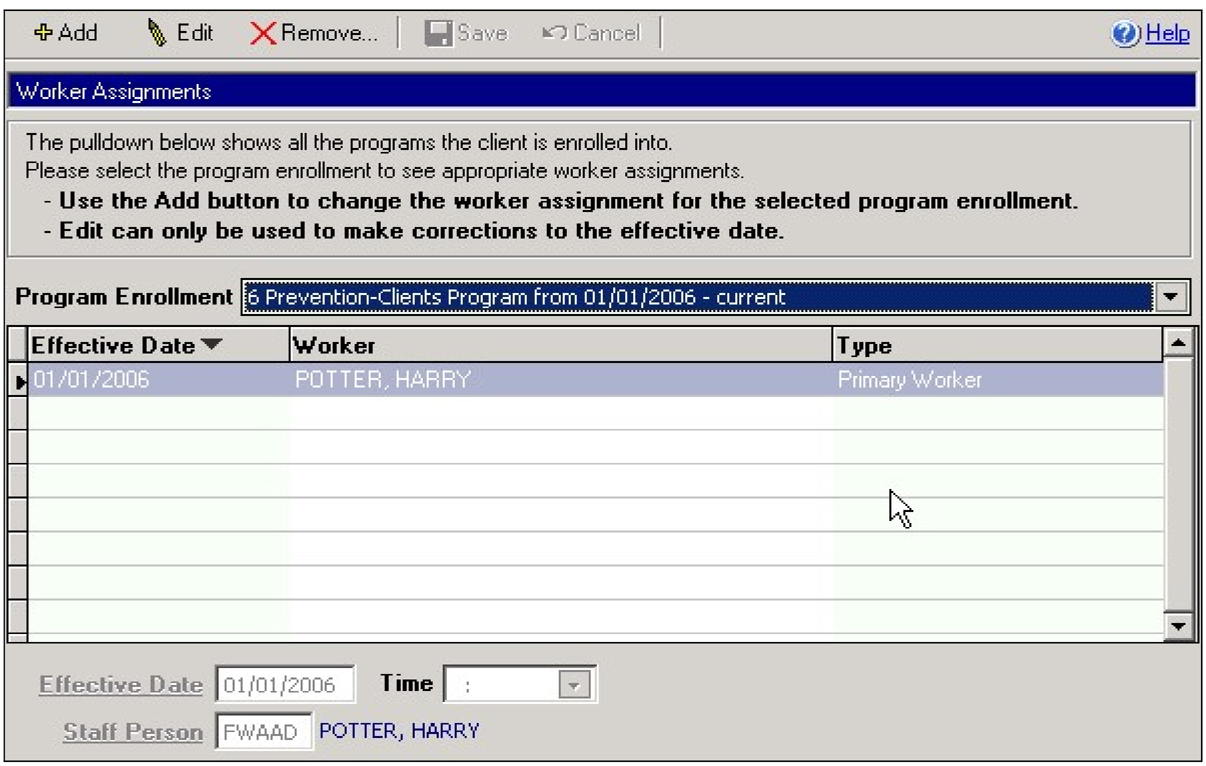
- NOTE: When closing a client in the agency using the Status Changes screen, all Group Enrollments are ended by the system adding an End Date to each Group Enrollment record.

Worker Assignment

This allows the user to Add, Modify, or Remove a client's associated information in regard to their Assigned Worker (related to their Program Enrollments).



- The pull-down feature (identified by a down arrow next to entry field) will display a list of the client's Program Enrollments in AIRS. Select a specific Program using the pull-down list.
- Choose the ADD button to change the worker assignment for the program selected.
- Choose EDIT to make corrections, if necessary, to the Effective Date.

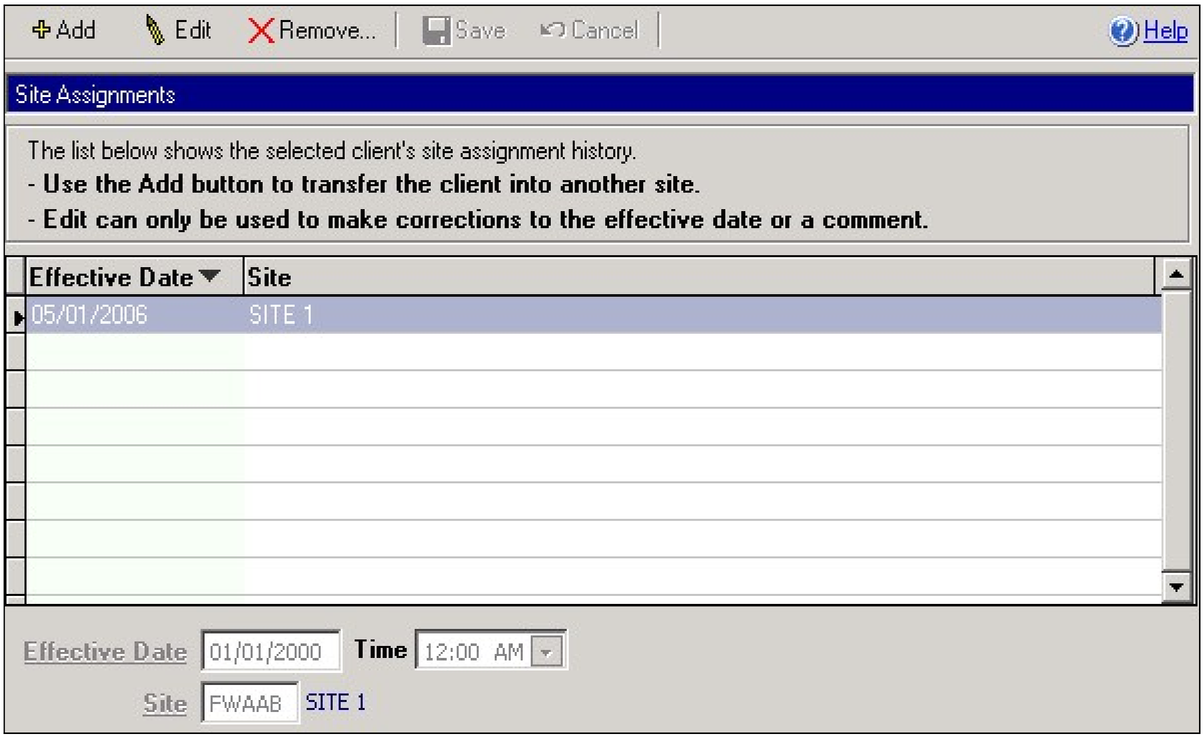


Site Assignment

This allows the user to Add, Modify, or Remove a client's associated information in regard to their Assigned Site.

- Choose the ADD button to move client into a different site.

- Select the EDIT button to make corrections to the Effective Date.



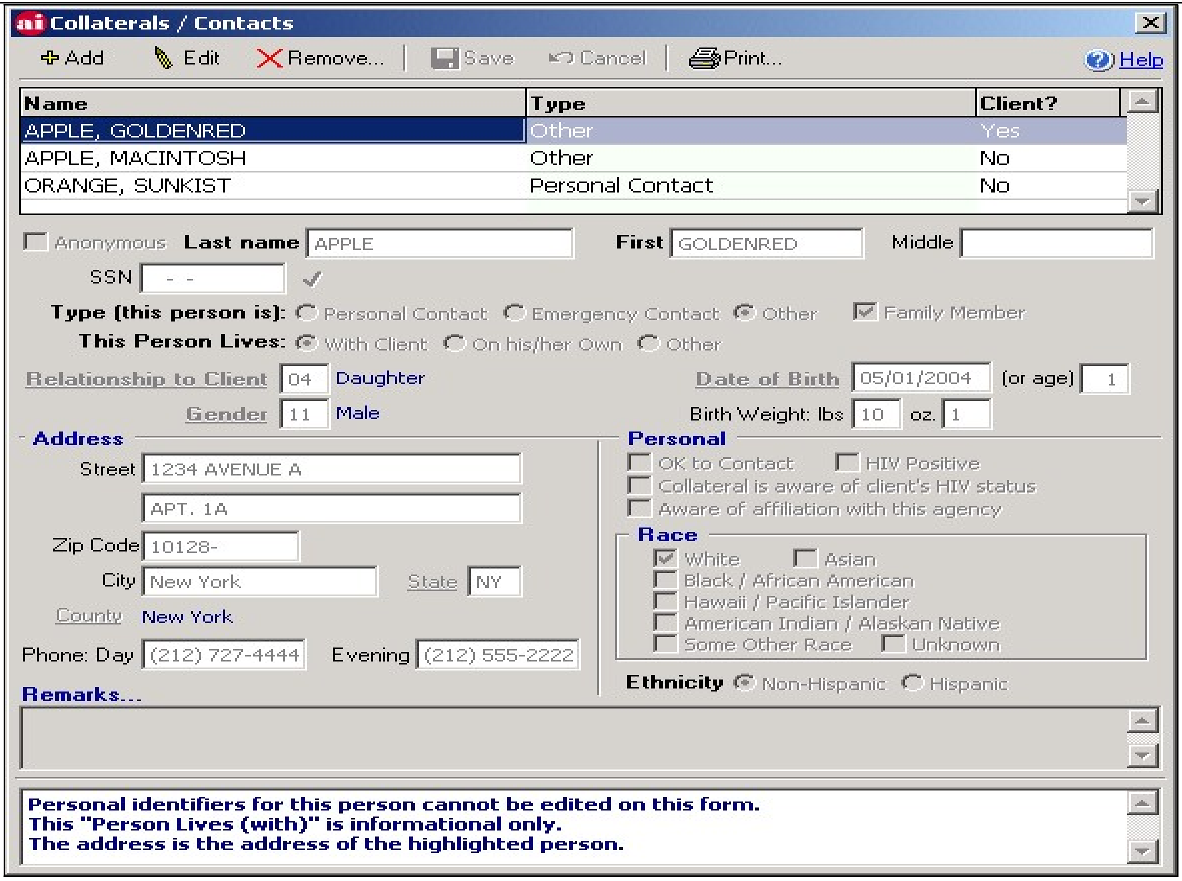
Historical Information

Add or modify client historical information including, but not limited to: Collateral Information, Diagnosis Information, Housing Information, Laboratory Tests, Medication History, HIV Status, Risk History, Insurance/Healthcare Coverage Information, and more.

Collateral Information

Information about people associated with clients is entered here.

- A collateral of a client can be a relative, spouse, friend, significant other, emergency contact, etc.
- If the collateral is identified as a family member, the AIRS will require the entry of DOB, Gender, Ethnicity status, and Race before the record can be saved.
- Each collateral is linked to a client (or multiple clients, if applicable).
- Collaterals can be involved (and entered) in a client encounter.



Collaterals of clients can become clients. (Note the link to the original client will be retained if the directions below are followed.)

Procedure to Make a Collateral a Client

1. Go to the Agency Intake screen.
2. Click on ADD for entering a new client.
3. Enter the person's Last Name and First Name.
4. Click the BEGIN button.
5. You should see the person displayed.
6. Highlight the person that you want to make a client.
7. Choose the SELECT button.
8. Fill in all necessary information so you can SAVE the person as a client.

Diagnosis Information

This screen contains the history of client's diagnoses.

- Select from list of diagnoses. The list includes the AIDS Diagnosis.
- All diagnoses have an ICD9 Code. Only "AIDS Indicator Diagnoses" also have an HIV ICD9 CODE. To display only the AIDS Indicator Diseases (in Pick List and the client's Diagnoses display), click on the box to the left of the AIDS Indicator Diseases located on the top left of the screen.

Drug Regimen History

This screen tracks the client's drug regimens. Currently, ARV, PrEP, and PEP Drug Regimen Histories are recorded in this section.

Financial Information

This screen is a snapshot of the client's monetary situation. It includes the client's Household Size, Total Annual Household Income, and calculation of % of Federal Poverty Level (FPL). A financial assessment is also included with Date of Assessment, Finances, Working Status, Life Insurance, Rent, and other info.

HIV Status Information

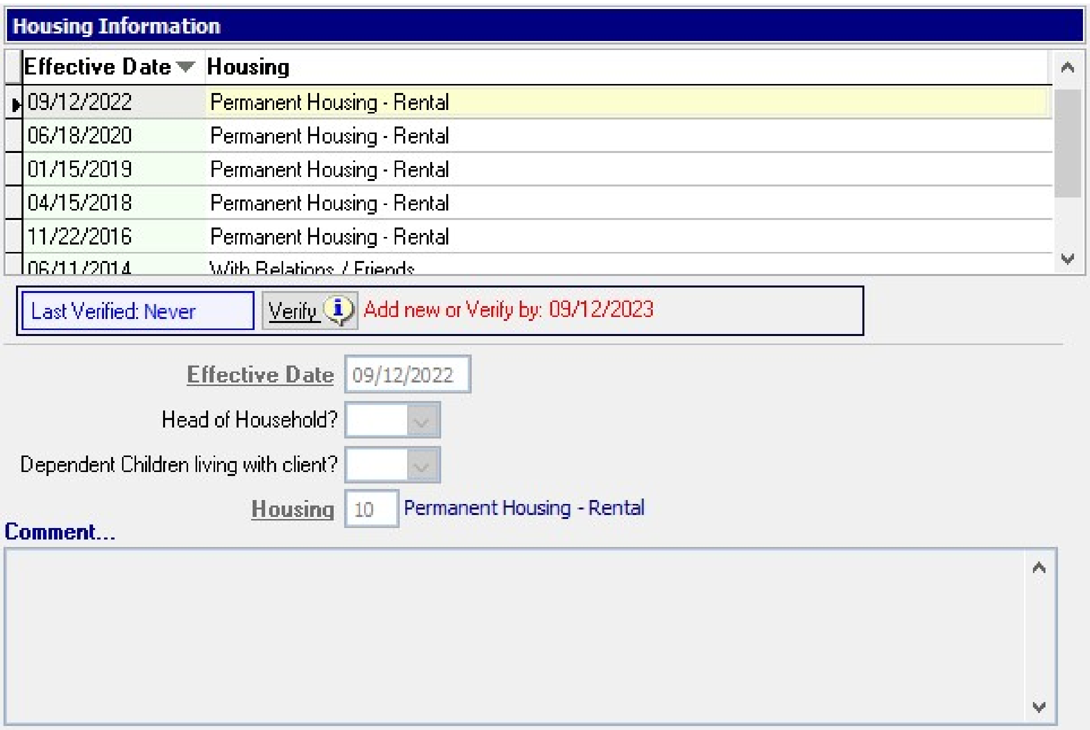
This is the screen where the (running) history of the client's HIV Status is entered. See page **17** for more information

Risk History

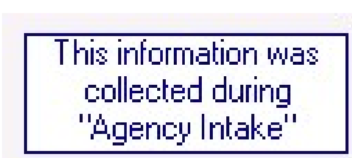
This screen captures risk for all clients and will encompass HIV/AIDS, CTR, HCV, STI, and Drug treatment. The two-page history includes the sections: *Sexual Risk* and *Other Risk*. See pages 18-20 for more information.

Housing Information

- The Client's Housing Information is captured on this screen.
  The following questions are included:
  - *Effective Date*
  - *Head of Household?*
  - *Dependent Children Living with the client?*
  - *Is client inadequately housed?*
  - *Housing Status*

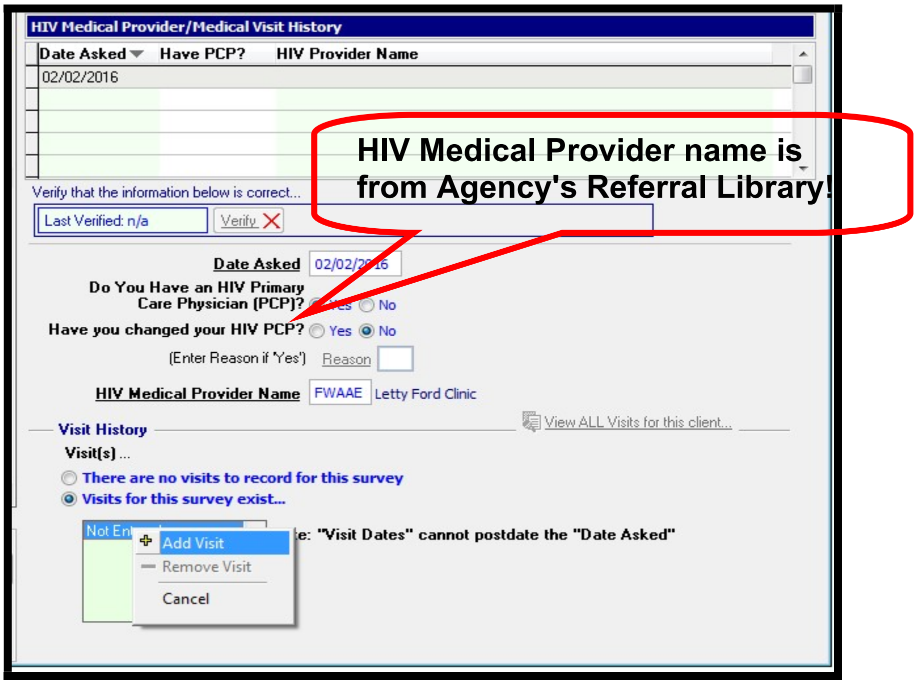


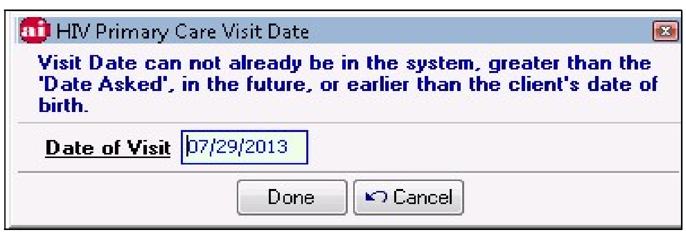
- **Note** The *Housing Status at Agency Intake* will automatically create a record for this screen with the message below:



HIV Medical Provider /Medical Visit History

The screen maintains information regarding a client's HIV Medical Provider. A visit history is also included. Visit dates cannot be previously entered into the system, must occur before the date asked, cannot occur in the future, and must be greater than the client's date of birth.





Insurance / Healthcare Coverage

The client's Insurance and Healthcare Coverage records are entered here.

- If the Status on the Agency Intake is flagged as "Known", the user will be required to enter a record on the Insurance Information screen which is accessible from the Enrollment tab.

- If a client has Medicaid Insurance and the client's Medicaid Number is entered into the Agency Intake screen, a Primary Insurance record of Medicaid is automatically created. The Effective Date will be identified as the Intake Date.

- Any additions or changes to Insurance information must be made from the Insurance Information screen. This includes any modification made to the Medicaid Number.

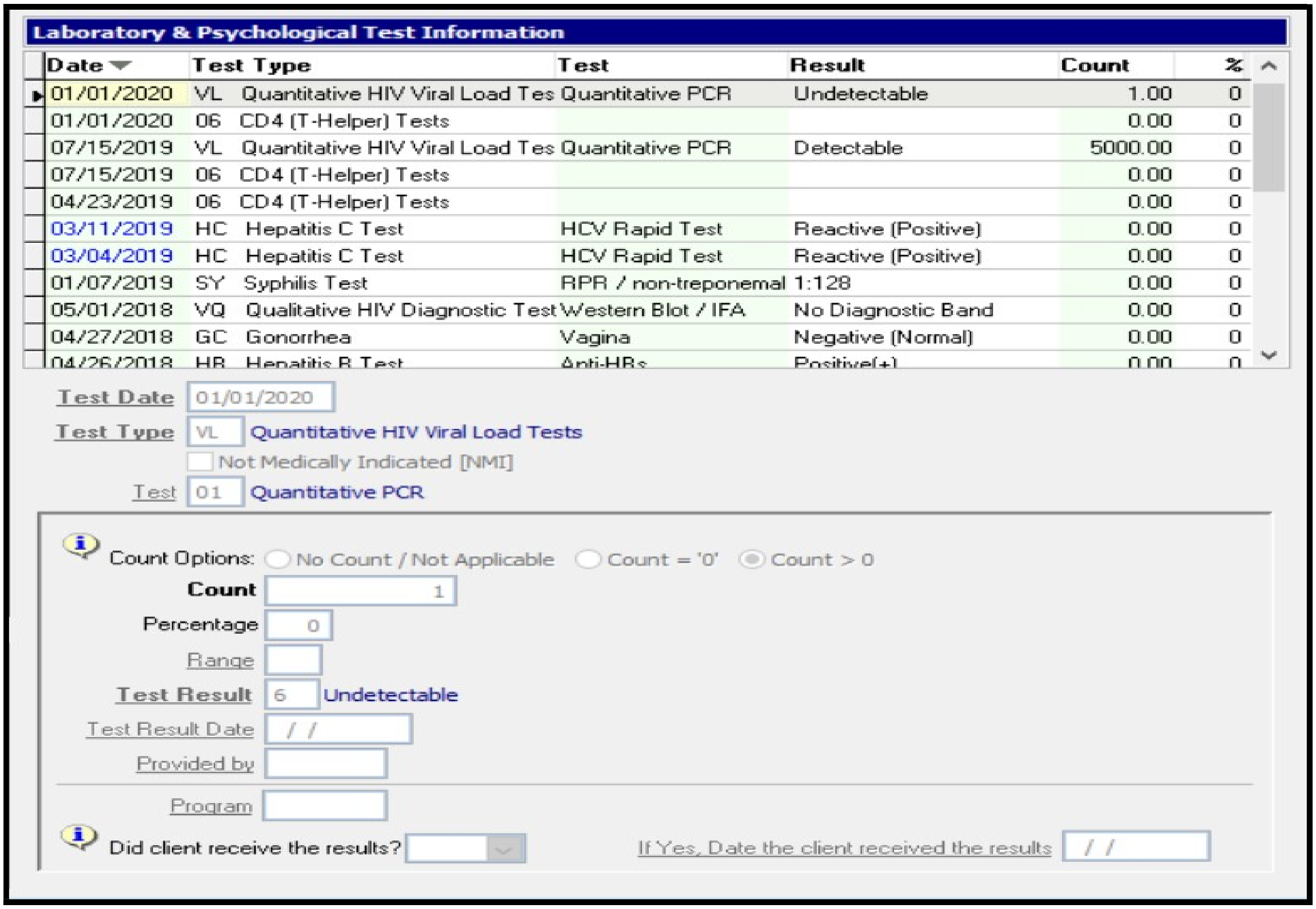
- The Insurance Provider field in the Insurance Information screen is directly related to the first screen of the Billing/Finance | Setup | Payers Setup screen. Without creating this 'library' of payers, insurance agencies may not be available from the Insurance Provider pick list. Therefore, the Name of the Insurer must be entered into the Billing/Finance | Setup | Payers Setup screen prior to client insurance entry.

- Note: Dates of Insurance (of the same Type) cannot overlap.

Laboratory and Psychological Test Information

Lab and Psychological tests and results are entered in this screen.

- Choose from CD4+, Viral Load, Antigen, Hepatitis, STI Tests, and their associated results.



- The Test Date is required, Test Result Date, Program, *Did client receive the Results?* are optional questions. Should *Client receive the results?* be answered **Yes**, *Date client received the results is **REQUIRED.***

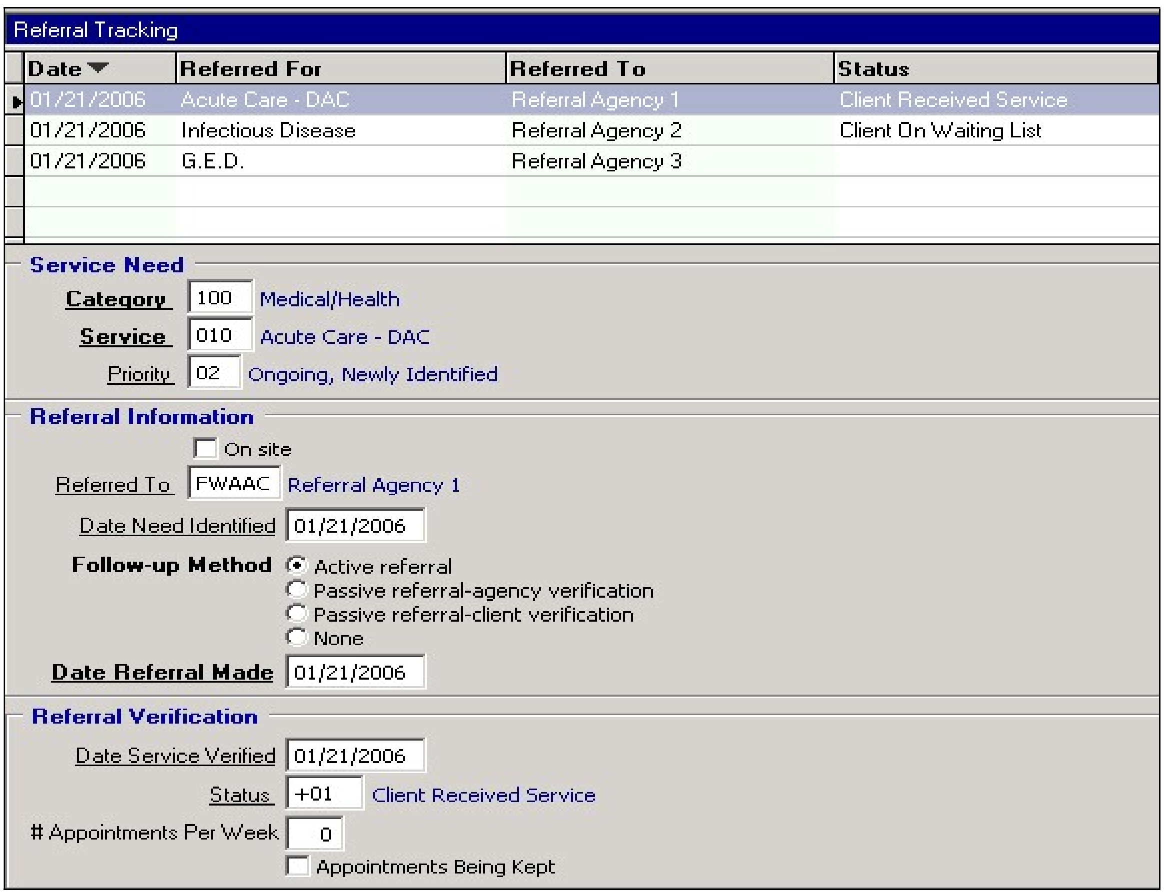
Pregnancy History

This screen maintains the historical records of the client's pregnancies (Female Client's only). Additionally, a record of "Not Pregnant" can be recorded.

Referral Tracking

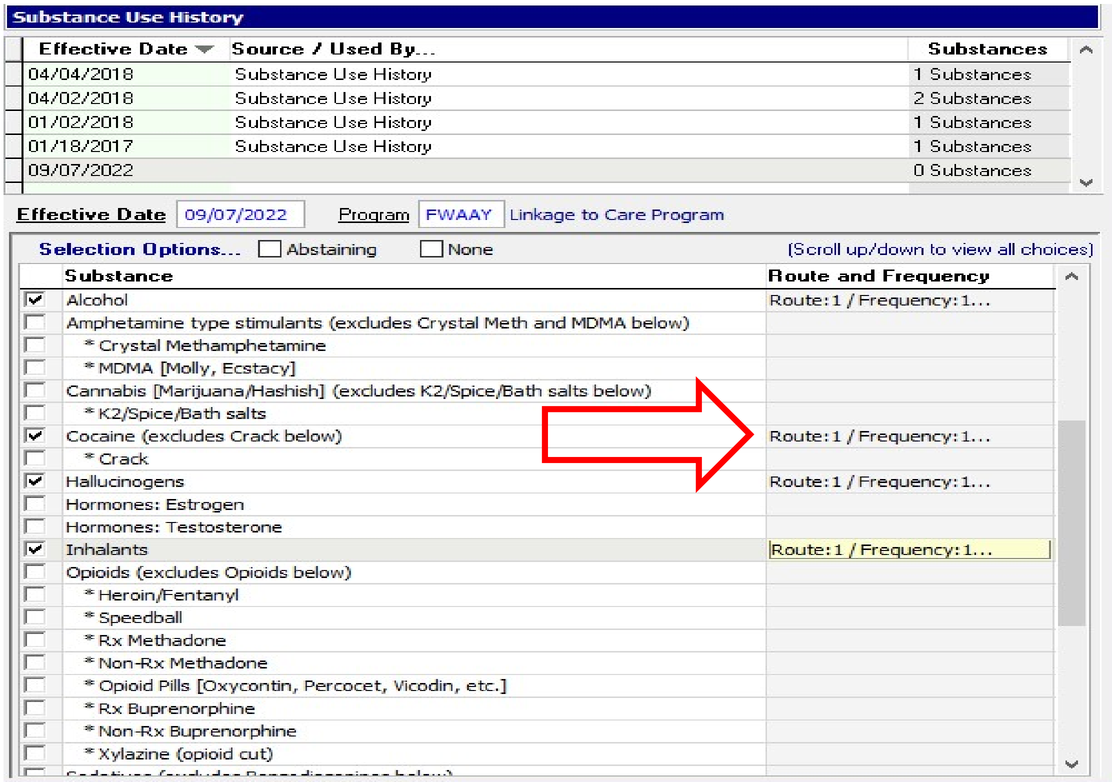
Although ALL referrals are made from the Service Encounters form, the full list of referrals for the client is displayed on this screen.

The user can edit or delete the referral from this screen, if desired. Reasons to edit the referral record include adding information such as the Date Service Verified, Status, # Appointments per Week, and whether the Appointments are Being Kept.

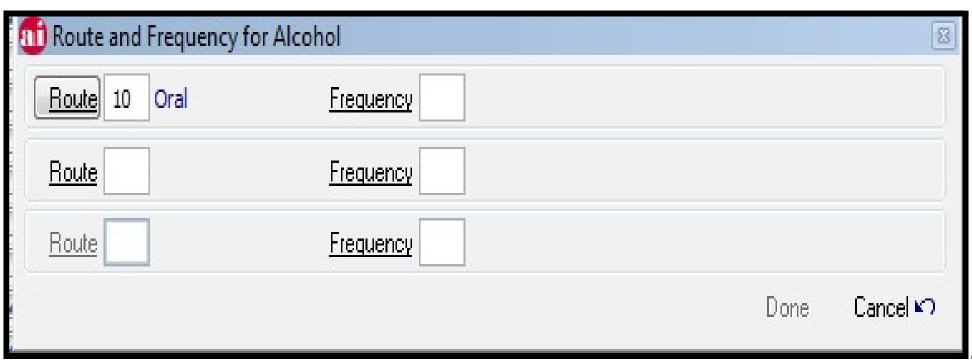


Substance Use History

This screen maintains information and the historical records of the client's substance use.

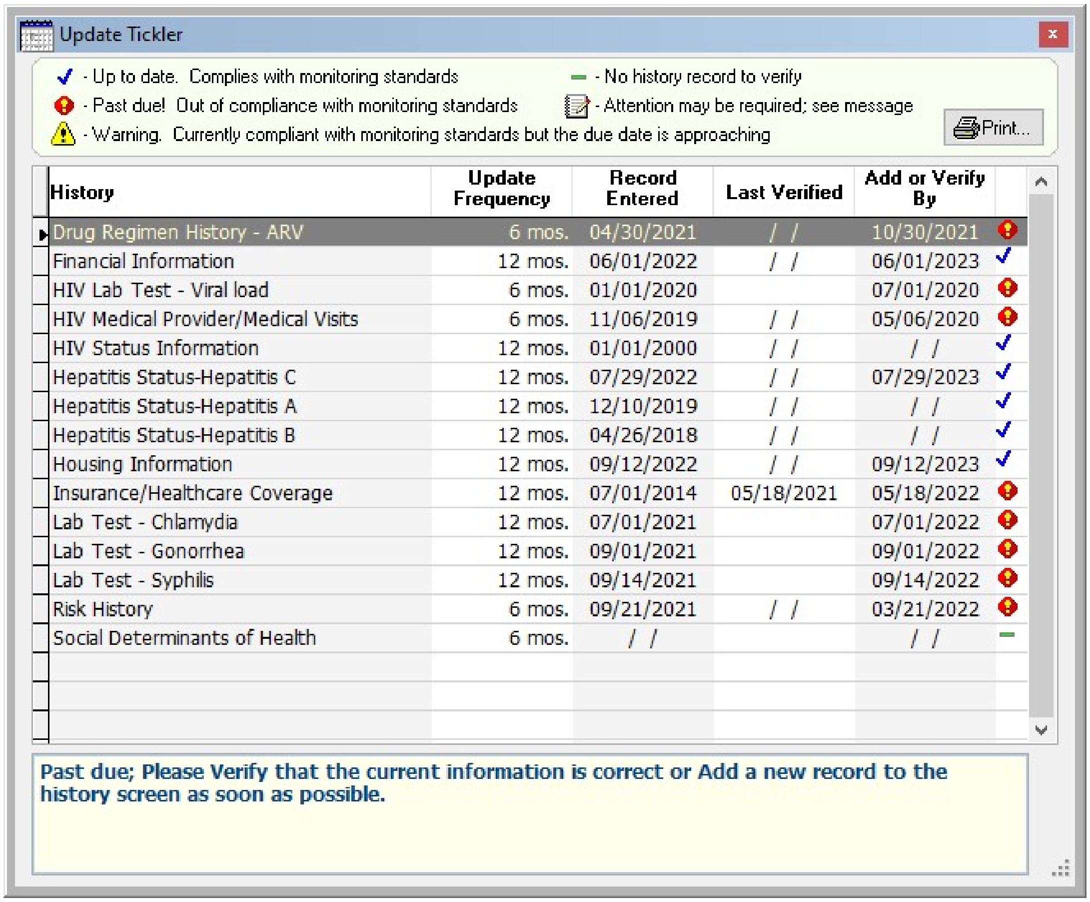


Double-Click to enter Route and Frequency for selected substances



Update Tickler

The Update Tickler contains a summary of the current status of all verifiable historical records. Records are marked as *Up to date*, *Past Due*, *Warning* (for records that are about to go out of date), *OK* (no record) or *Attention required*. This screen can be printed for each client.



Update Tickler

- Up to date. Complies with monitoring standards
- No history record to verify
- Past due! Out of compliance with monitoring standards
- Attention may be required; see message
- Warning. Currently compliant with monitoring standards but the due date is approaching

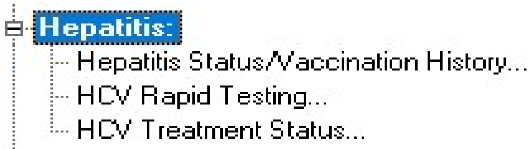
Print...

History	Update Frequency	Record Entered	Last Verified	Add or Verify By
Drug Regimen History - ARV	6 mos.	04/30/2021	/ /	10/30/2021
Financial Information	12 mos.	06/01/2022	/ /	06/01/2023
HIV Lab Test - Viral load	6 mos.	01/01/2020		07/01/2020
HIV Medical Provider/Medical Visits	6 mos.	11/06/2019	/ /	05/06/2020
HIV Status Information	12 mos.	01/01/2000	/ /	/ /
Hepatitis Status-Hepatitis C	12 mos.	07/29/2022	/ /	07/29/2023
Hepatitis Status-Hepatitis A	12 mos.	12/10/2019	/ /	/ /
Hepatitis Status-Hepatitis B	12 mos.	04/26/2018	/ /	/ /
Housing Information	12 mos.	09/12/2022	/ /	09/12/2023
Insurance/Healthcare Coverage	12 mos.	07/01/2014	05/18/2021	05/18/2022
Lab Test - Chlamydia	12 mos.	07/01/2021		07/01/2022
Lab Test - Gonorrhea	12 mos.	09/01/2021		09/01/2022
Lab Test - Syphilis	12 mos.	09/14/2021		09/14/2022
Risk History	6 mos.	09/21/2021	/ /	03/21/2022
Social Determinants of Health	6 mos.	/ /		/ /

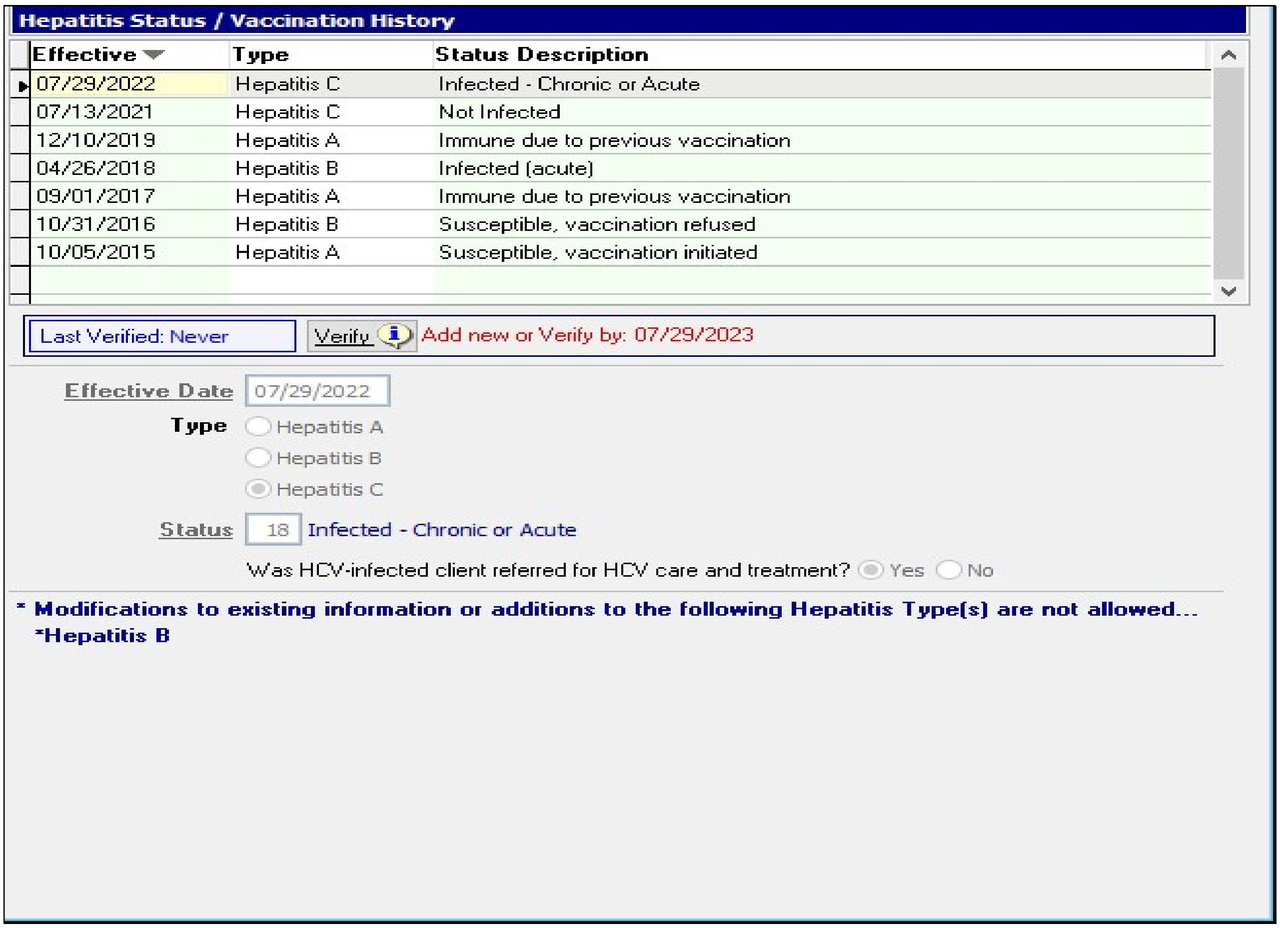
Past due; Please Verify that the current information is correct or Add a new record to the history screen as soon as possible.

Hepatitis

Those agencies with specific reporting requirements for Hepatitis treatment and vaccination need to complete these three screens.

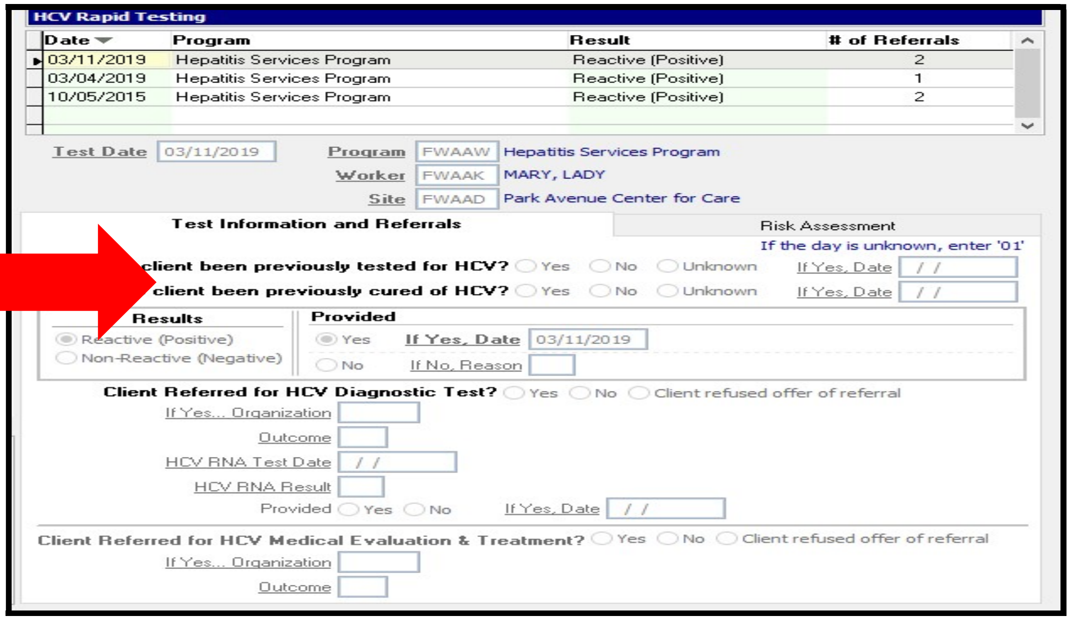


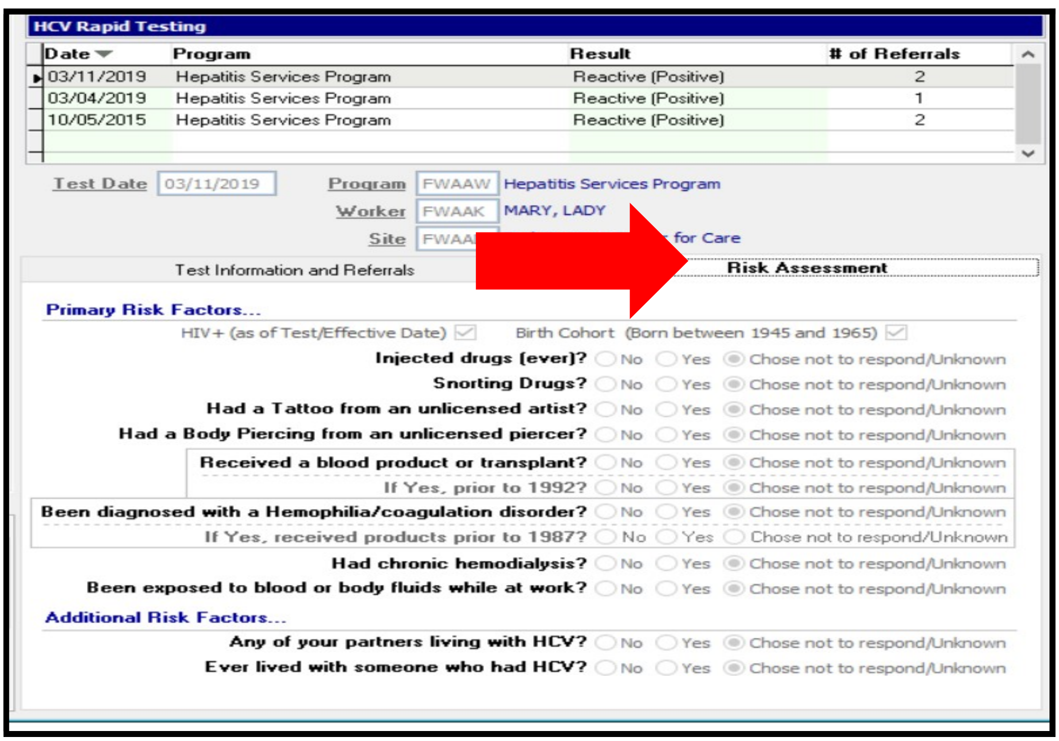
HCV Status/Vaccination History- To record the client's Hepatitis A, B, or C status information for specific dates.



HCV Rapid Testing-

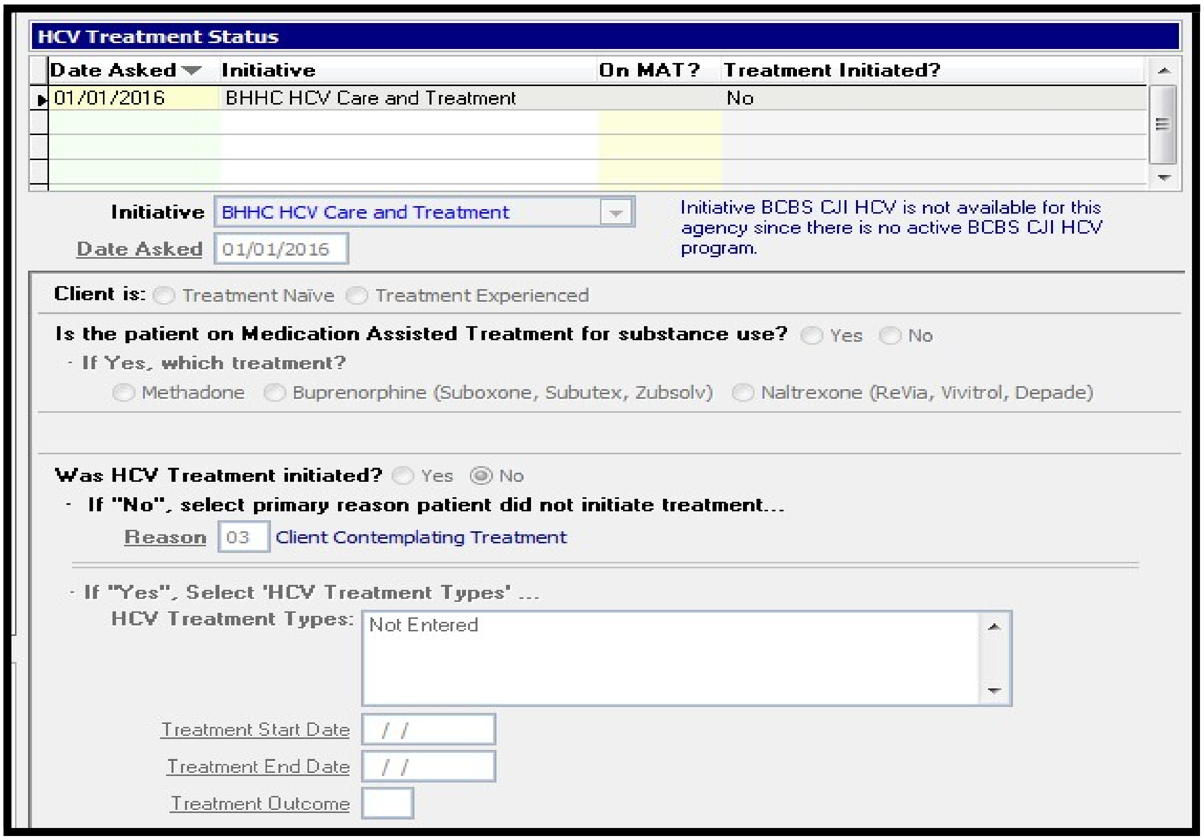
This screen includes *two tabs: Test Information and Referrals and Risk Assessment.*





- Once saved, a record will be created in the client's Risk History including the Risk Assessment.

HCV Treatment Status—To record the client's treatment information for Hepatitis C as of a certain date. Note: The appropriate Initiative must be selected to begin data entry.



Assessments

The following Client assessments are available in AIRS: Agencies should check with their AIDS Institute contract managers to see which they should be completing.

CJI HIV Treatment Outcome Assessment- This assessment is used by those agencies funded through the Prevention Division's Criminal Justice Initiative (CJI). This assessment will record treatment outcomes for PLWHA who are re-entering the community after incarceration.

RSR Client Completeness- This is a data completeness assessment based on questions 46-66 of the Ryan White Services Report. Note: This assessment will only populate for clients that have received at least one medical service during the selected reporting period.

Social Determinants of Health- This assessment is used by AIDS Institute programs to identify unmet needs of individuals that impact health outcomes. It must be completed at client intake and regular intervals determined by AIDS Institute program guidance.

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Services

Services Form

Add or modify client encounters, services, referrals, progress notes, and more.

The AIRS “Services” is actually a 2-tier record. The first tier is the Encounter. This broad-based category is further detailed with the Service record(s) associated with each Encounter.

All encounters require at least one (1) service to be entered to save the record.

Types of Entry Forms

There are different types of AIRS entry forms for encounter/service data. The individual Client-based forms include:

- Services Form
- Legal Services Form
- Health Hub Drug Treatment
- Counseling, Testing and Referrals (CTR) Form
- Syringe Exchanges – (Found under the “Session-based Encounters” module)

Scheduling Next Appointment

The *Next Scheduled Appointment Date* is a scheduled date in the future that identifies when the client is to return to the agency for the Encounter Type / Service Type identified.

- An encounter with an Actual Date entered can be saved with a Next Scheduled Appointment Date.
    - In this case, the record serves a dual purpose. It contains the entered encounter/service information and is also a future “reminder”.
- This Date field is reported in the Reports / Activities & Services / Scheduled Activities.

CRCS (Comprehensive Risk Counseling and Services, formerly known as PCM)

CRCS are client-based HIV prevention activities with the goal of promoting the adoption of HIV risk-reduction behavior. The clients have multiple, complex problems and risk-reduction needs. CRCS is a cross between “HIV risk-reduction counseling and traditional case management that provides intense, ongoing, and individualized prevention counseling, support, and service brokerage.”

Interventions Delivered to Individuals (formally ILI now IDI)

IDIs are health education and risk-reduction counseling services provided to one client at a time. IDIs assist clients in making plans for individual behavior change and ongoing appraisals. These interventions include skills building activities and facilitate linkages to services in both clinic and community settings in support of behaviors and practices to prevent transmission of HIV. This intervention type may also help clients make plans to obtain these services.

Collaterals

Collaterals involved in an encounter can be entered/added to the encounter (assuming the client’s collateral(s) is entered into the Collateral Information screen) under the Additional Information tab.

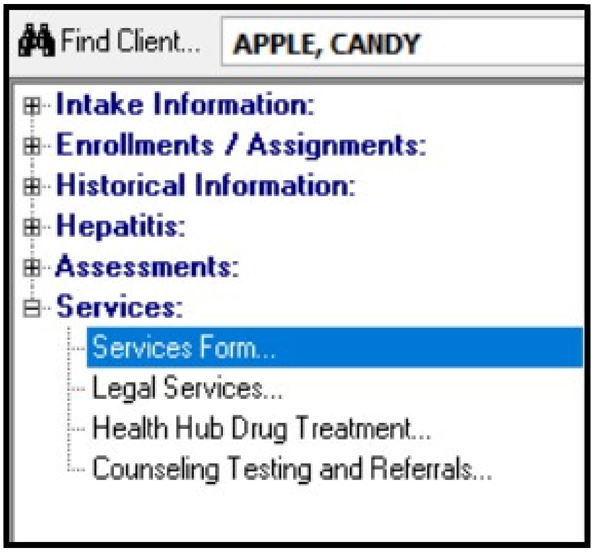
Problems

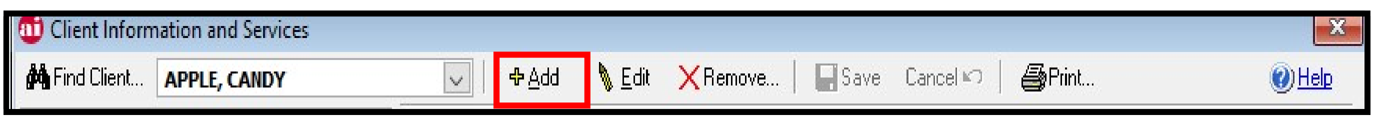
Any problems that are identified during this encounter/service can be entered into the Problems Identified section under the Additional Information tab.

Enter Encounters and Services

Services Form

Select the Services Form

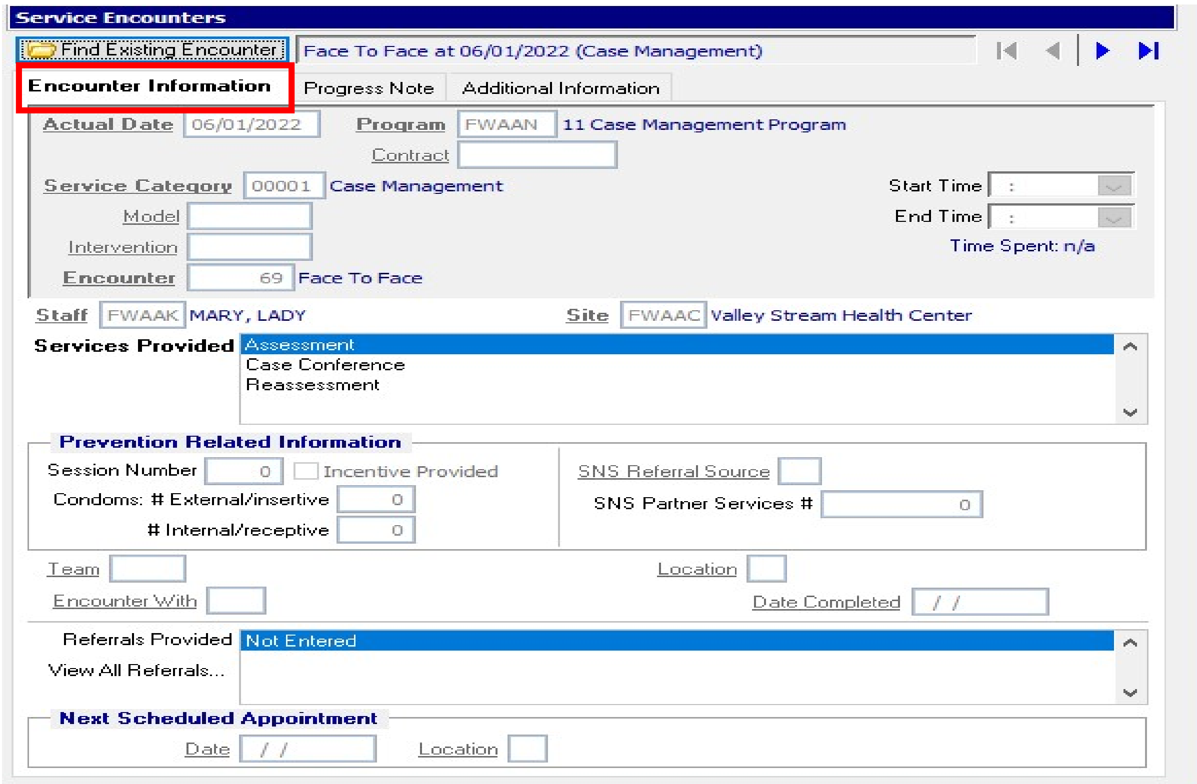




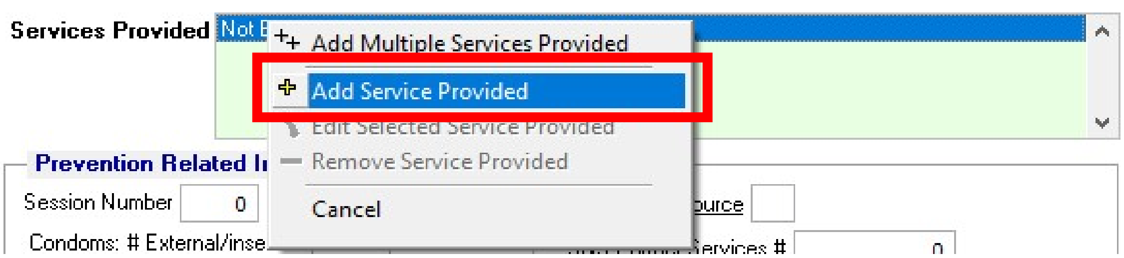
- Select ADD to enter new Encounter Information,
- Select EDIT to modify existing information.
- Enter Encounter and Service data.

Fields that are **BOLD and BLACK** are required fields. See next page.

Encounter Info Tab



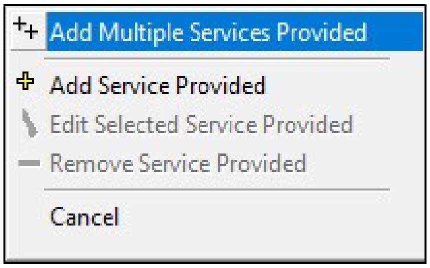
Right-click mouse under 'Services/Activities Provided' for options to add *individual* (Add Service Provided) or *multiple* (Add Multiple Services Provided) services.

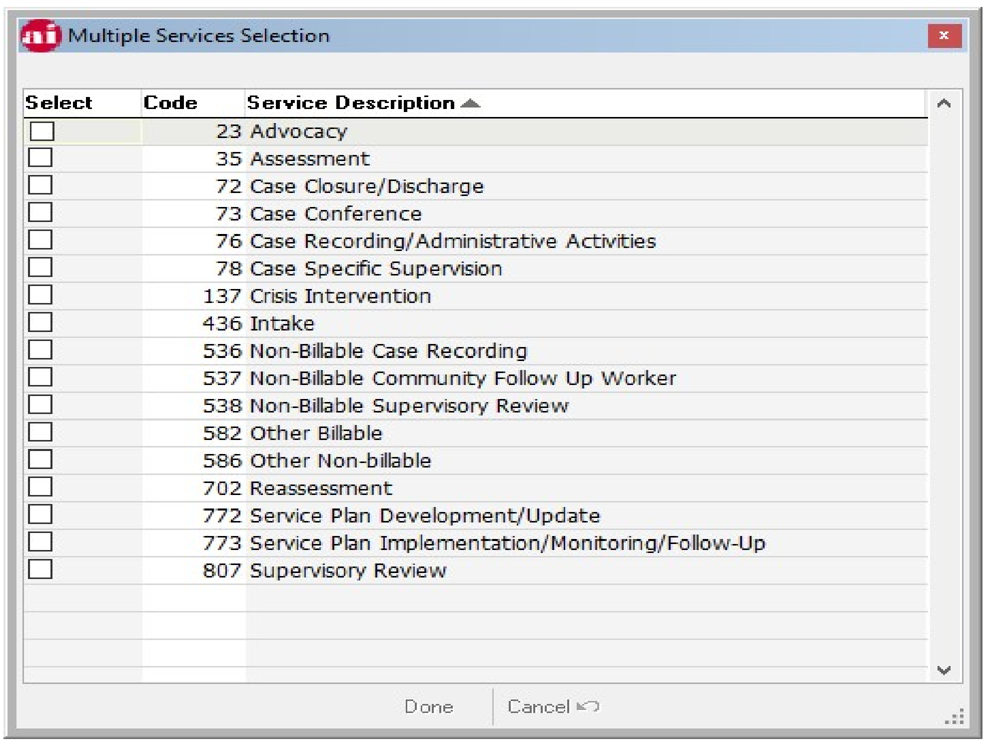


Netsmart Technologies. http://airs.freshdesk.com

SERVICE SCREEN FOR ADDING MULTIPLE SERVICES

Right-click mouse and select *Add Multiple Services Provided*.

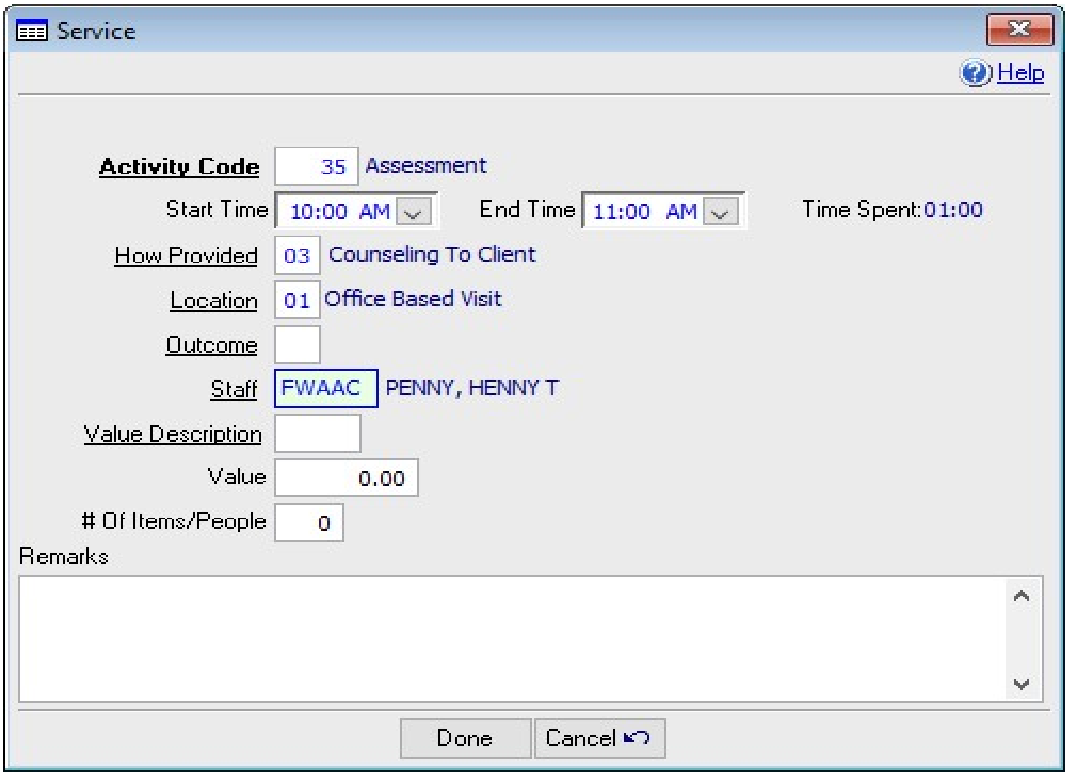




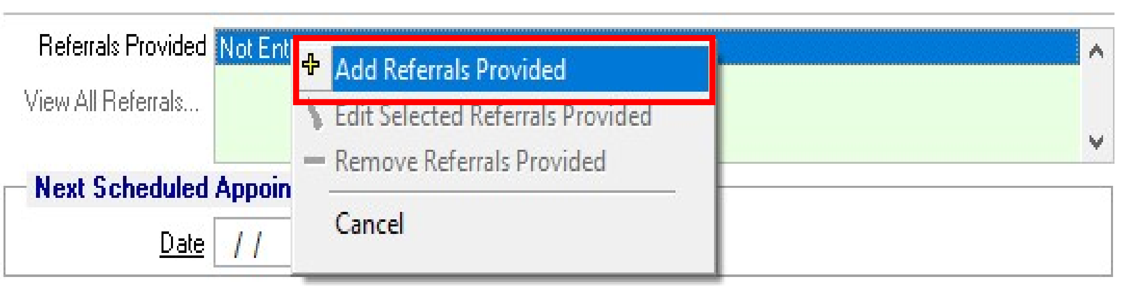
- Check services individually OR right-click to “Select All”.
- Click on “Unselect All” to remove all the checks.
- Click on DONE when finished.

- If you want to add more information to an individual Service selected above (for example, Start Time, End Time, How Provided, etc.), you can edit an individual service when you are back on the Encounter form.

SERVICE SCREEN FOR ADDING INDIVIDUAL SERVICES

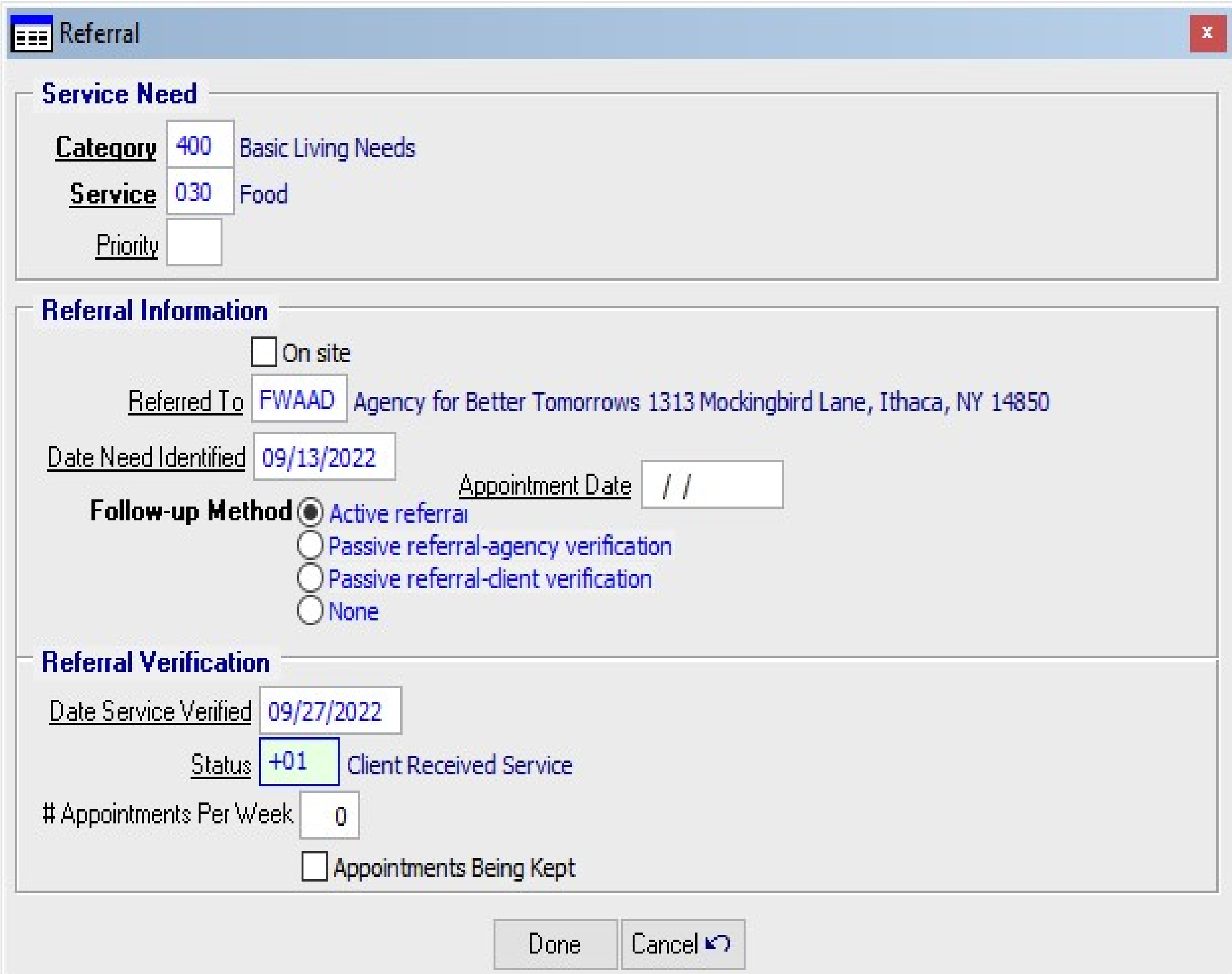


Right-click mouse under Referrals Provided to add Referral Information.



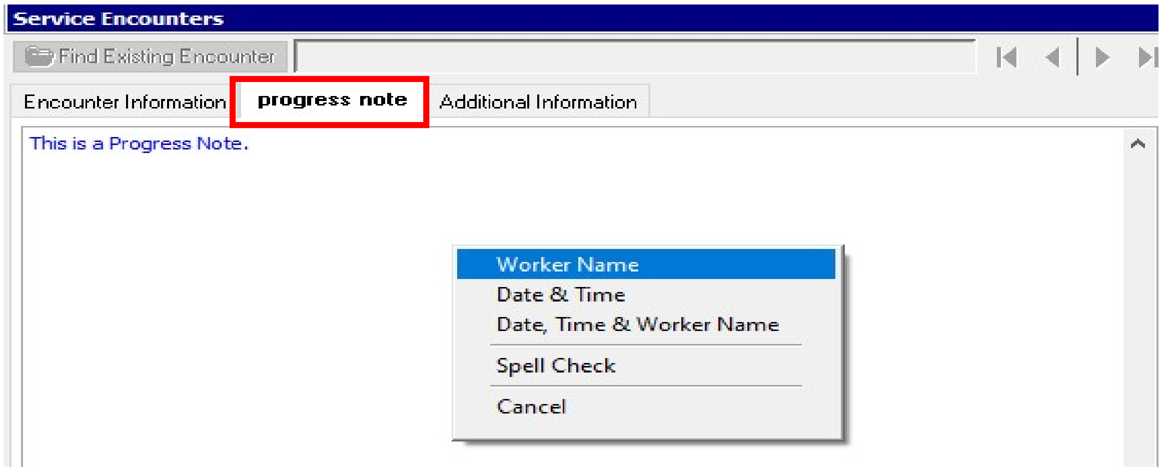
REFERRAL SCREEN

Enter referrals on this screen.



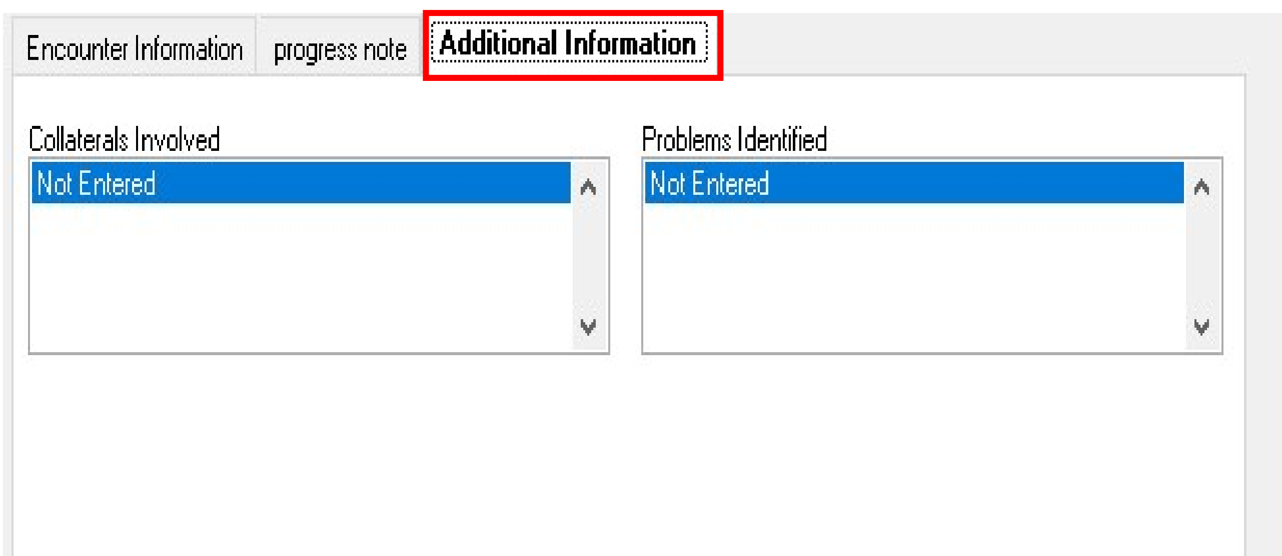
Progress Note Tab

Select the Progress Note Tab to enter Progress Notes, comments or remarks for the client encounter. Right-Click to enter Worker Name, Date & Time, and to perform a Spell Check.



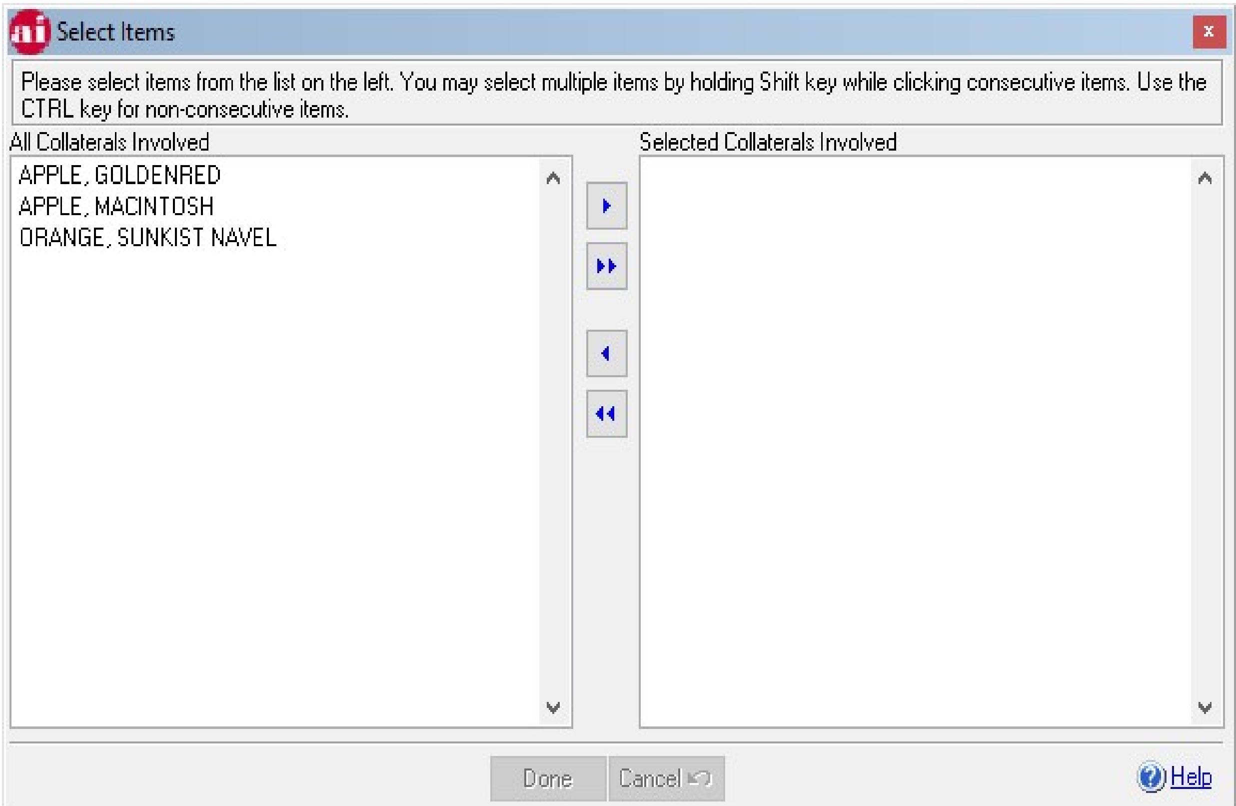
Additional Info Tab:

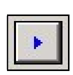
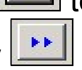
Select Additional Info tab to enter Collaterals Involved in the client's encounter, Problems Identified, and other information.



COLLATERALS INVOLVED

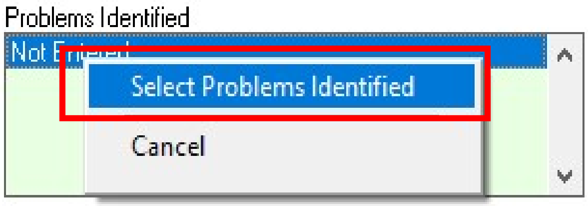
To enter Collaterals Involved, right-click the mouse and select the client's collaterals.

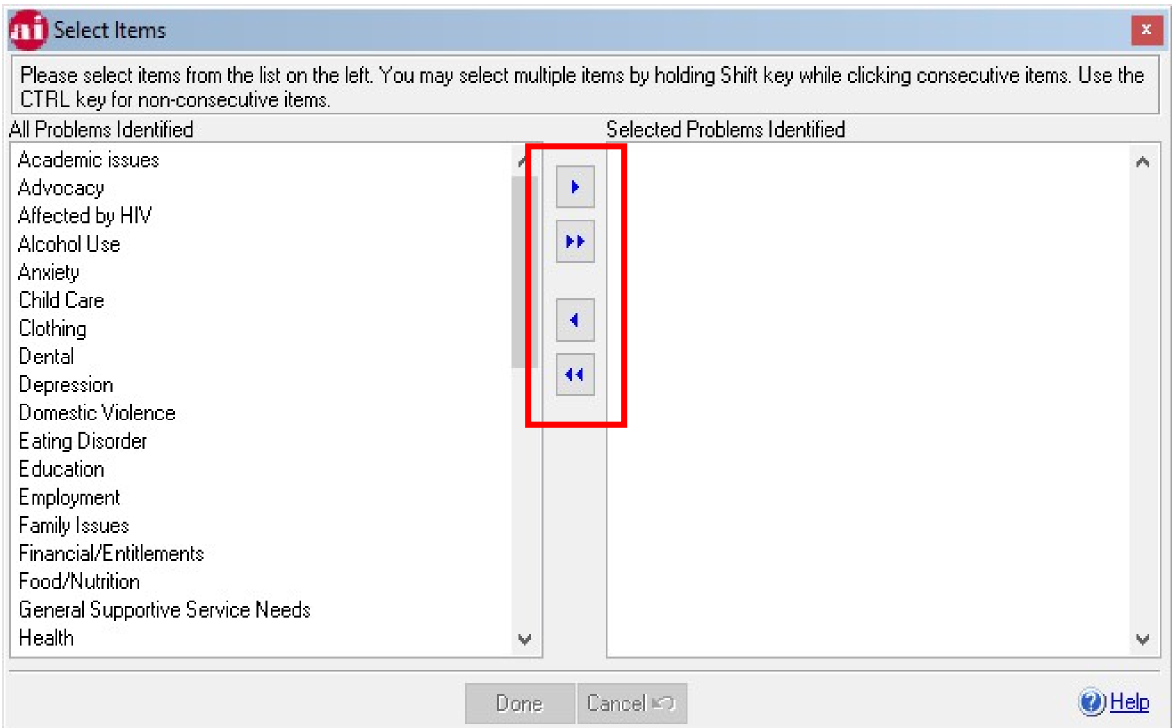


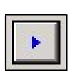
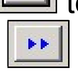
- Highlight the Collaterals Involved from the list on the left.
    - You may select multiple consecutive names by holding the [SHIFT] key while clicking first collateral and the last.
    - Use the [CTRL] key to select non-consecutive items.
- Move the highlighted Collaterals.
    - Click the single arrow  to add the selected items.
    - Click the double arrow  to add all items.

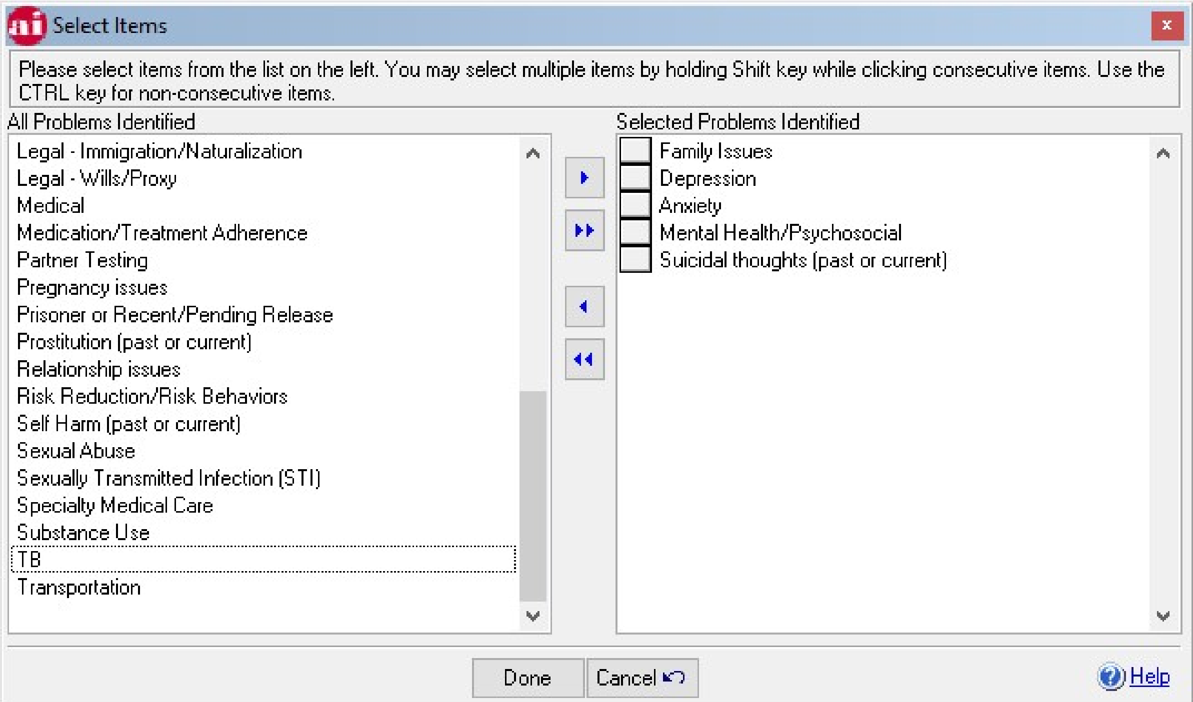
PROBLEMS IDENTIFIED

- To enter Problems Identified, right-click the mouse and select the Problems Identified.

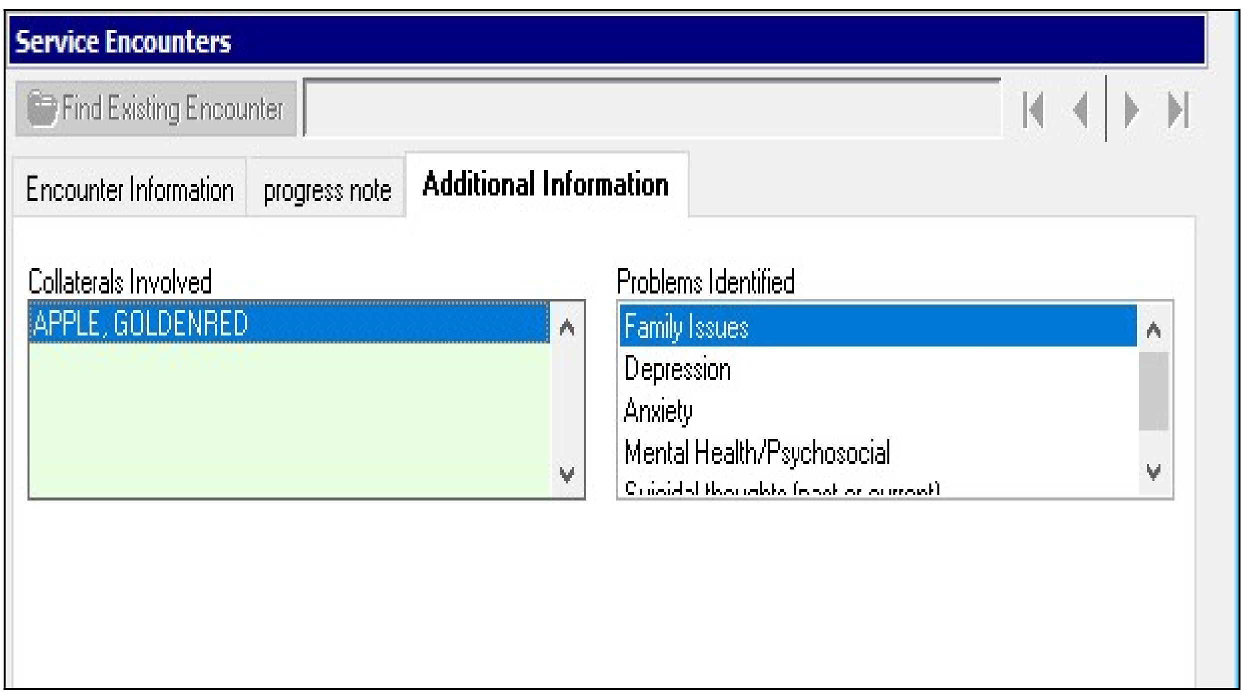




- Highlight the Problems Identified from the list on the left.
    - You may select multiple consecutive Problems by holding the [SHIFT] key while clicking first Problem and the last.
    - Use the [CTRL] key to select non-consecutive items.
- Move the highlighted Problems.
    - Click the single arrow  to add the selected items.
    - Click the double arrow  to add all items.

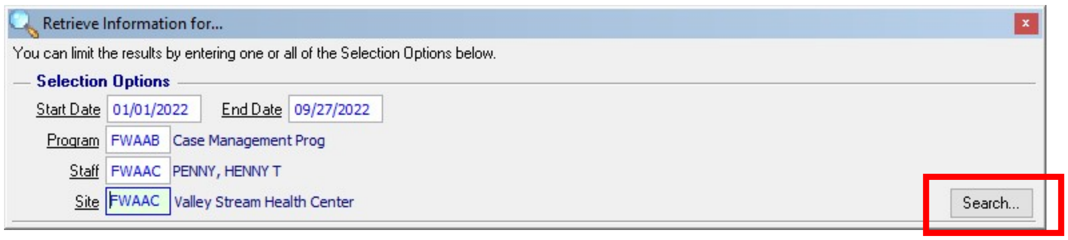


- Click [Save] to save the encounter and all associated information (Services, Referral Information, Progress Note, Collaterals Involved, Problems Identified, etc.)

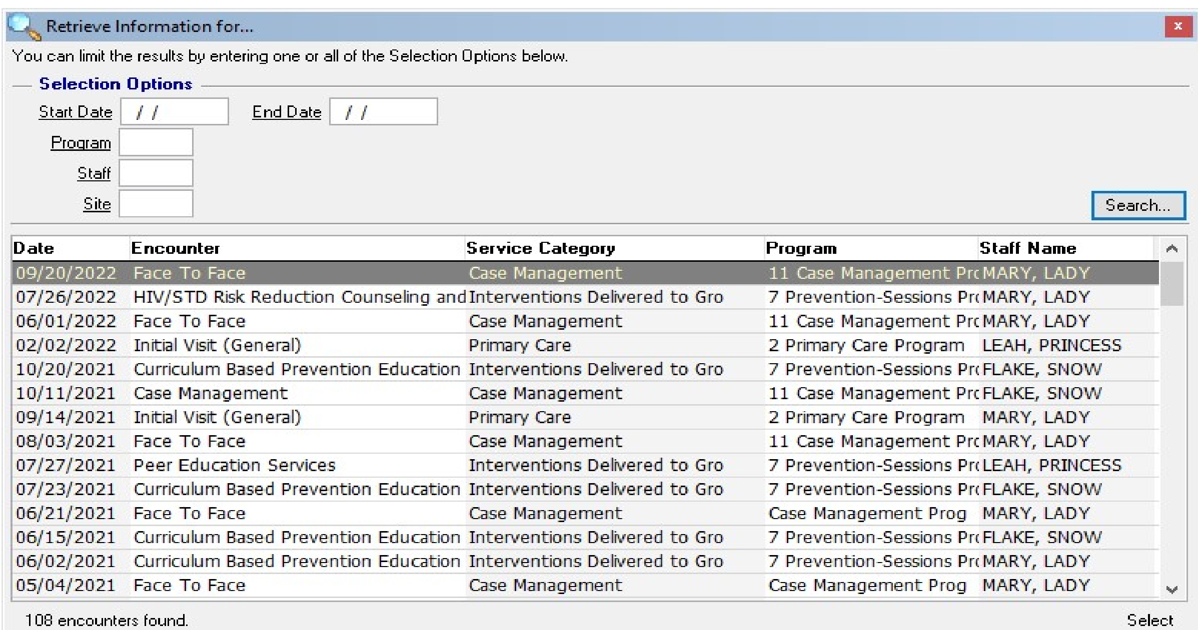


Find an Existing Encounter

Search for an existing encounter by clicking the [Find Existing Encounter] button.

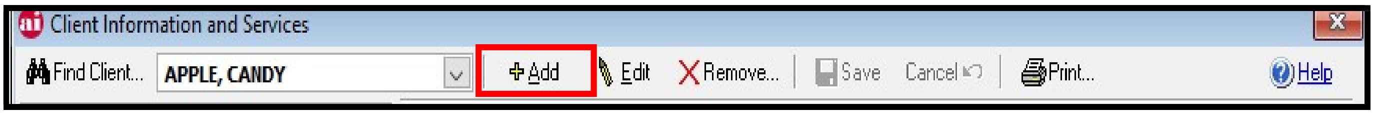


- Select SEARCH to see all encounters and services for a client.



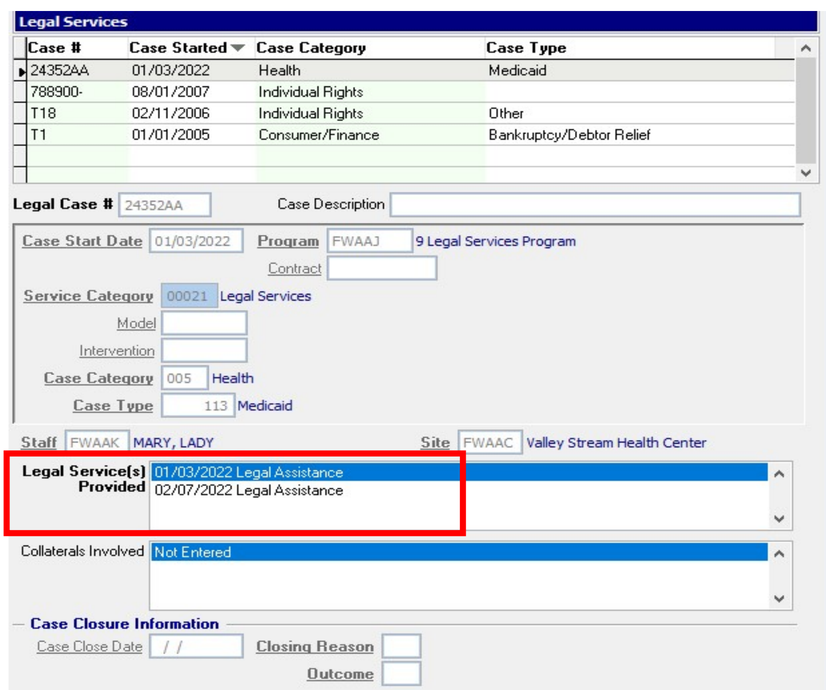
- You may add criteria such as date range, Program, Staff, and/or Site to limit your search results. Note that the more criteria, the fewer results.
- Highlight an Encounter record and click 'Select' to view or edit the specific record

- Click ADD to enter a new Case.

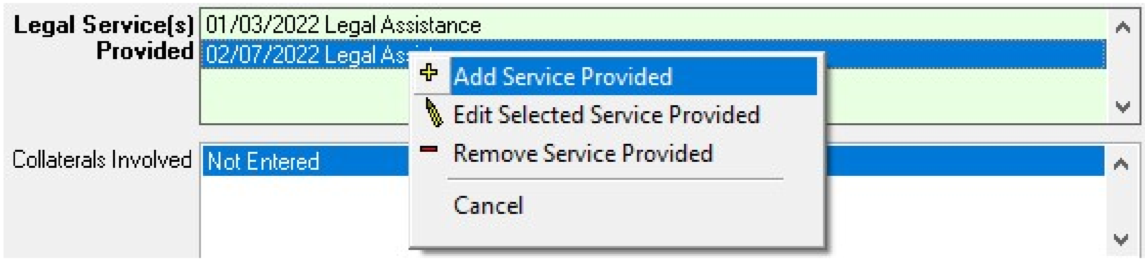


- Important Note: Each Case is entered into AIRS only once and the Case Number must be unique.

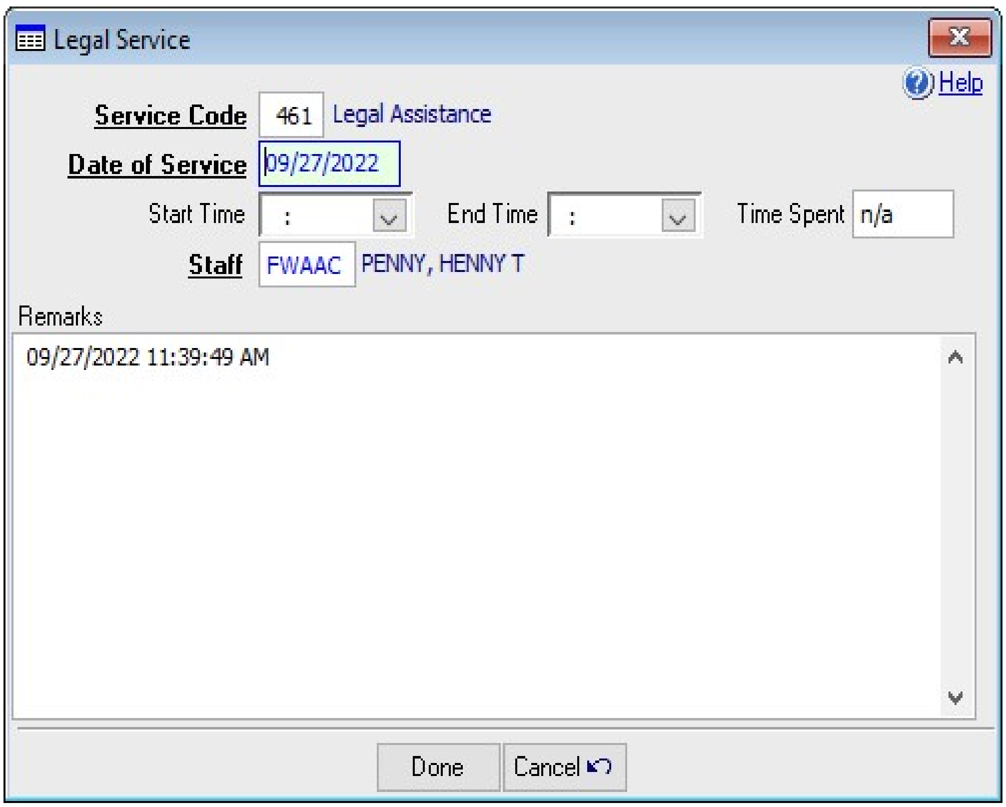
- Click on EDIT to enter additional Legal Service information for each Case, modify existing information, or enter the Case Closure Information.



Once the selected CASE is in EDIT mode, right-click mouse under Legal Service(s) Provided to ADD/EDIT/REMOVE additional services.



<u>LEGAL SERVICES PROVIDED SCREEN:</u>

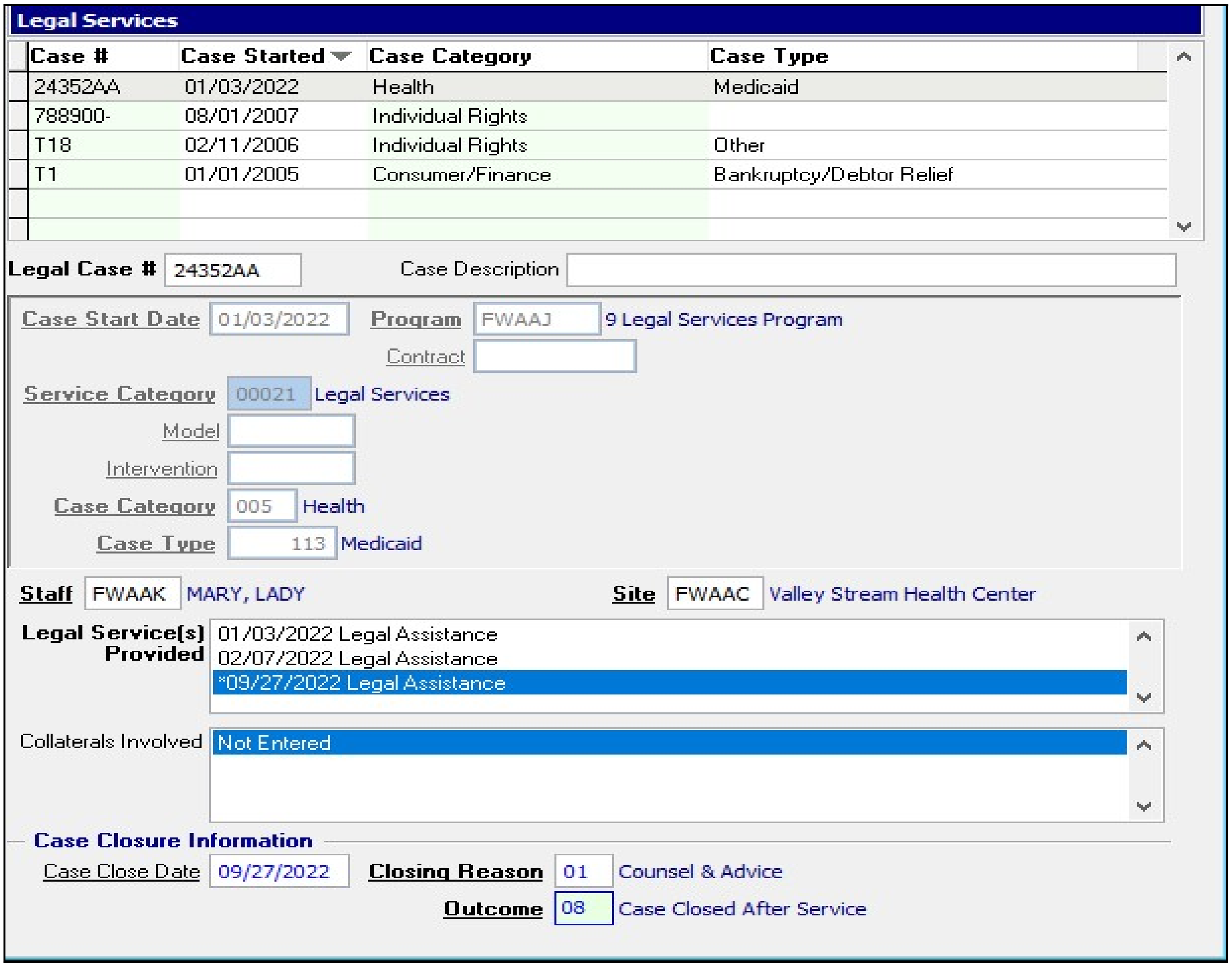


- When finished, select DONE.
- Click SAVE to save the Legal Services record.

LEGAL SERVICES SCREEN WITH CASE CLOSURE INFORMATION

- When a case is closed, enter the Case Closure Information. The Case Close Date must be on or after the last Legal Service date.

- When the Case Close Date is entered, you must select a Closing Reason and Outcome from the pick lists.

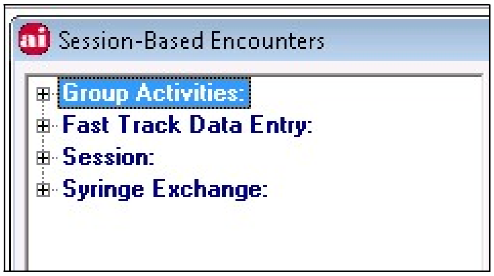


Counseling, Testing & Referrals (CTR)

This is for agencies that need to enter CTR information. Please see the CTR documentation for instructions on entering this data.

Session-Based Encounters

There are different types of AIRS entry forms for Session-Based Encounter data.



When the menu is expanded, you see the following.

Group Activities

Used for entering Group Activities, Interventions Delivered to Groups (IDG), and Adult Day Health Care (ADHC)-Group data.

(IDG) Interventions Delivered to Groups (formally GLI) are health education and risk-reduction counseling sessions that shifts the delivery of service from one client to groups of clients. IDGs use peer and non-peer models involving a wide range of skills, information, education, and support.

Each agency sets up the Groups in Agency module of AIRS.

For Groups associated with Programs that Require Enrollment:

a) Clients not enrolled in the Program cannot be enrolled in the associated Group.

b) Closing a Program Enrollment will automatically close the client out of the Group

For Groups associated with Programs that do Not Require Enrollment:

a) All clients active in the agency can be enrolled in the Group.

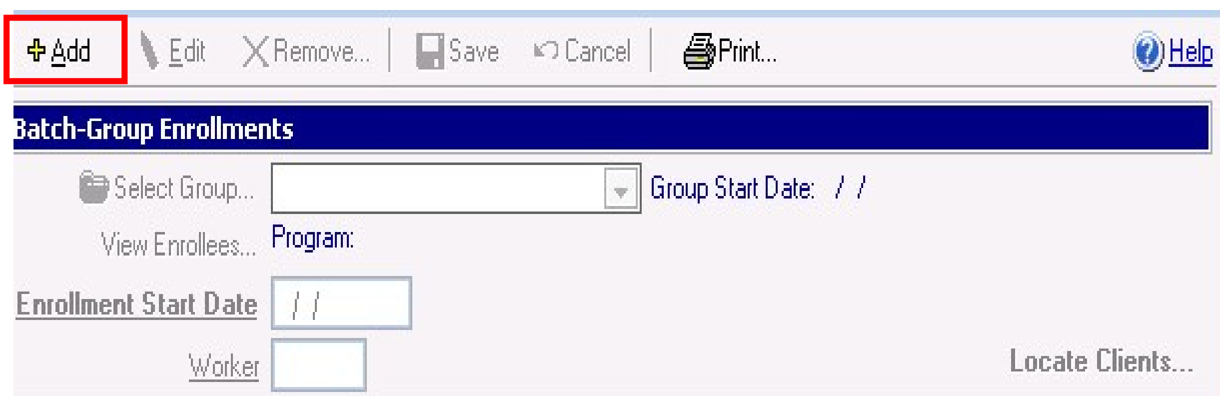
- After clients are enrolled, the user enters the Group Activity and marks attendance with a “Yes” or “No” (default).

- Once saved, the associated encounter/service(s) are then automatically entered into the Service Encounter form for each client who attended the Group. The information can be viewed afterwards by navigating to the client’s Service Encounter form.

Group Activity: Batch Group Enrollment

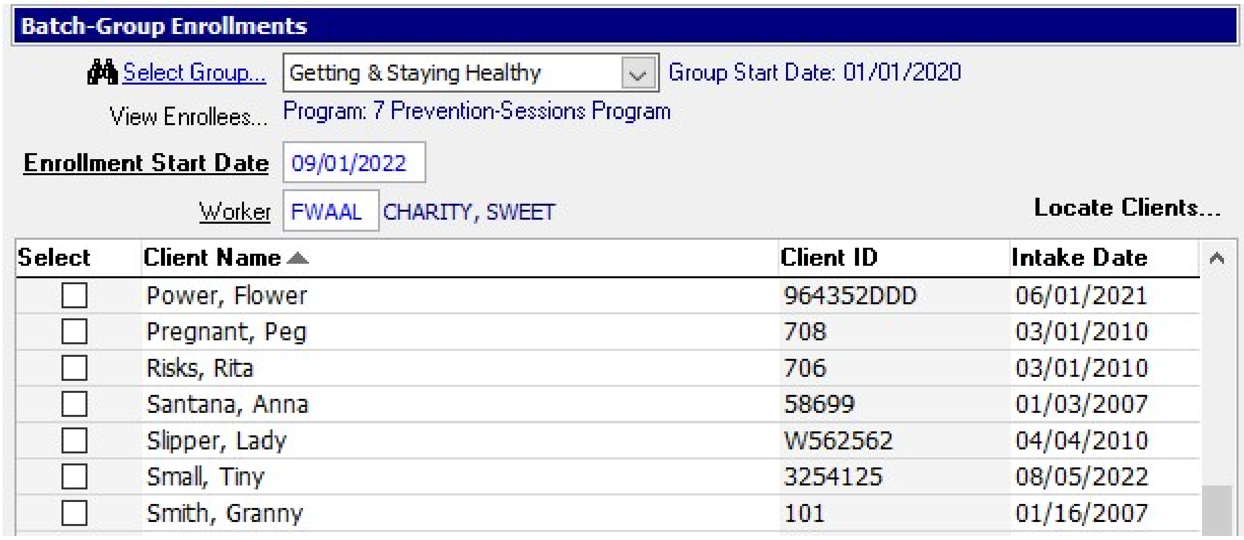
- This option allows for multiple clients to be enrolled into a particular group at the same time.
- A list of clients eligible for enrollment will be displayed based on the enrollment *Start Date* entered. Eligibility can be based on intake date or program enrollment date (if program enrollment is required).

- To begin click ADD



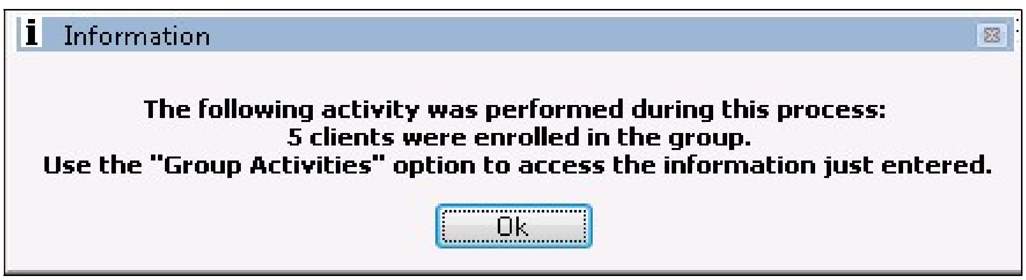
- Select Group by clicking on SELECT GROUP button. Enter the *Enrollment Start Date, Worker (Optional),* and click *Locate Clients.*

- Displayed are the clients eligible for the group selected.



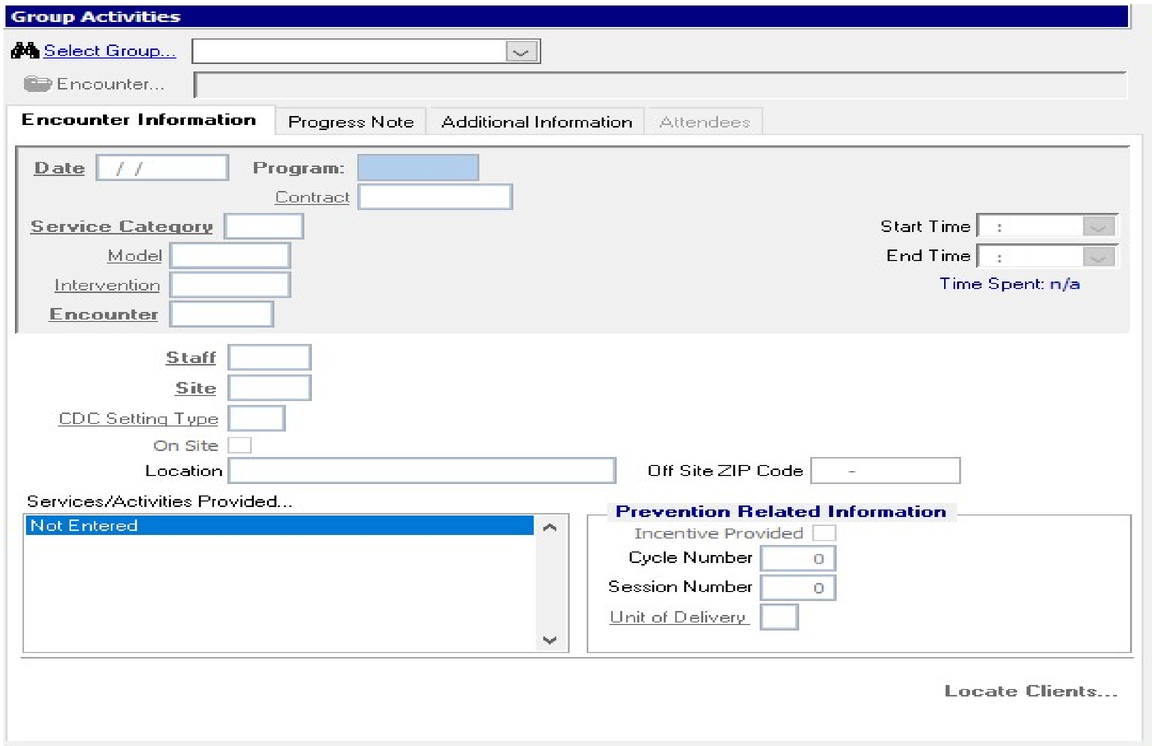
- Place a check in the box next to the Client Name.
- Click SAVE

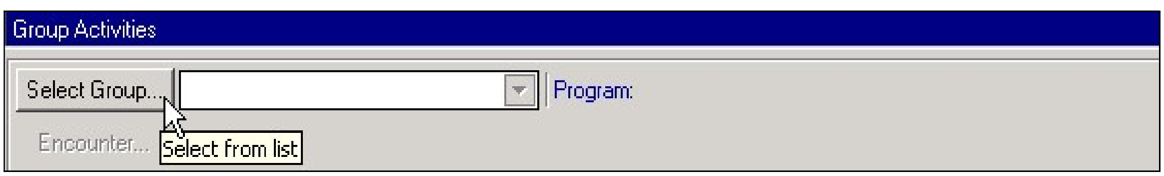
A message will display confirmation the enrollment was complete



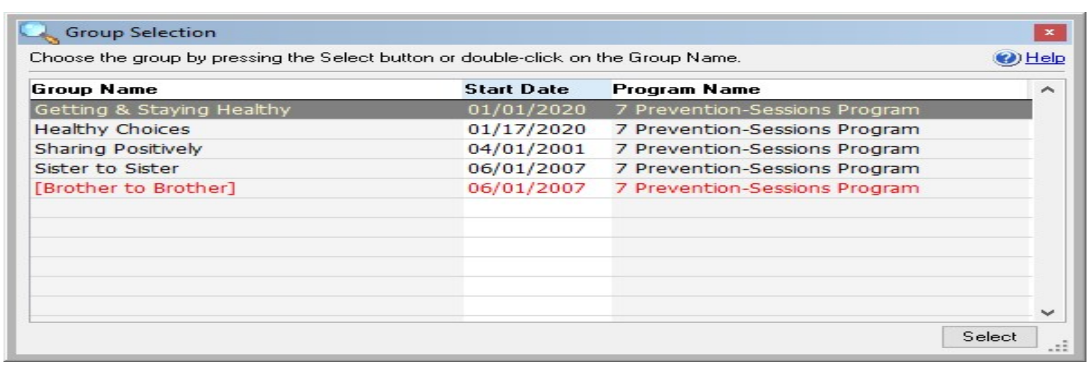
Group Activity: Add A New Activity OR View An Existing Activity

Select a group by clicking on SELECT GROUP button.

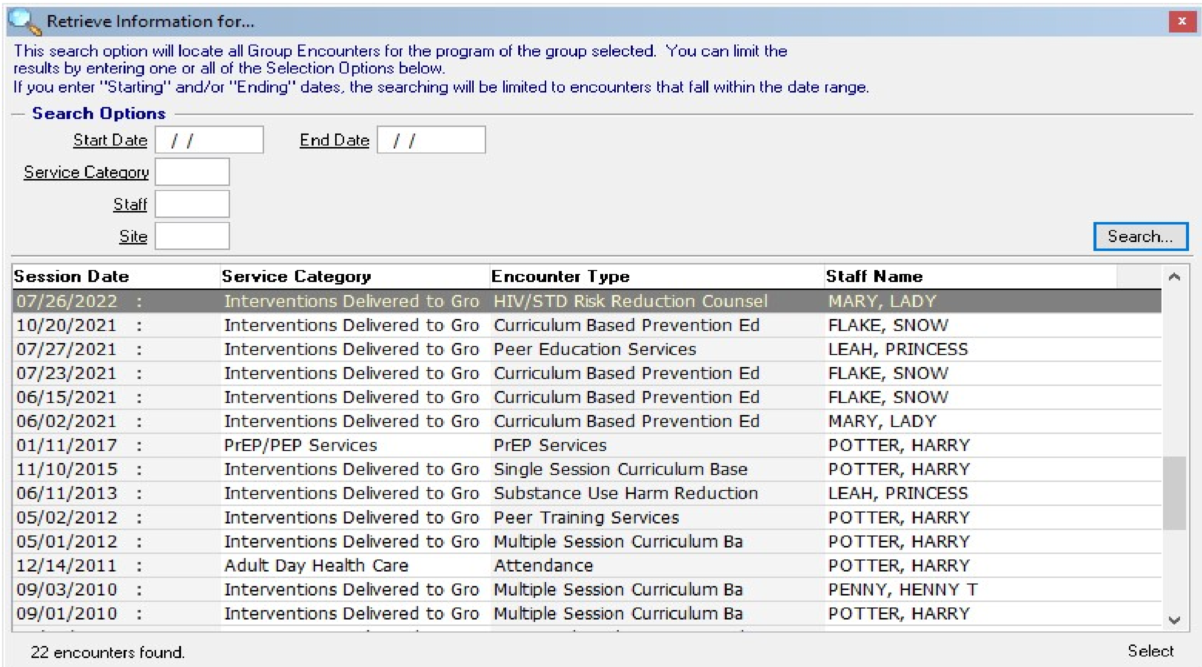




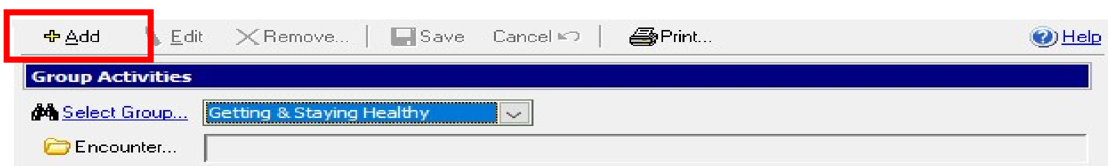
- Highlight the Group and click on the SELECT button.



To VIEW Previously Entered Activities: Click on the Encounter button and select the Group Activity.

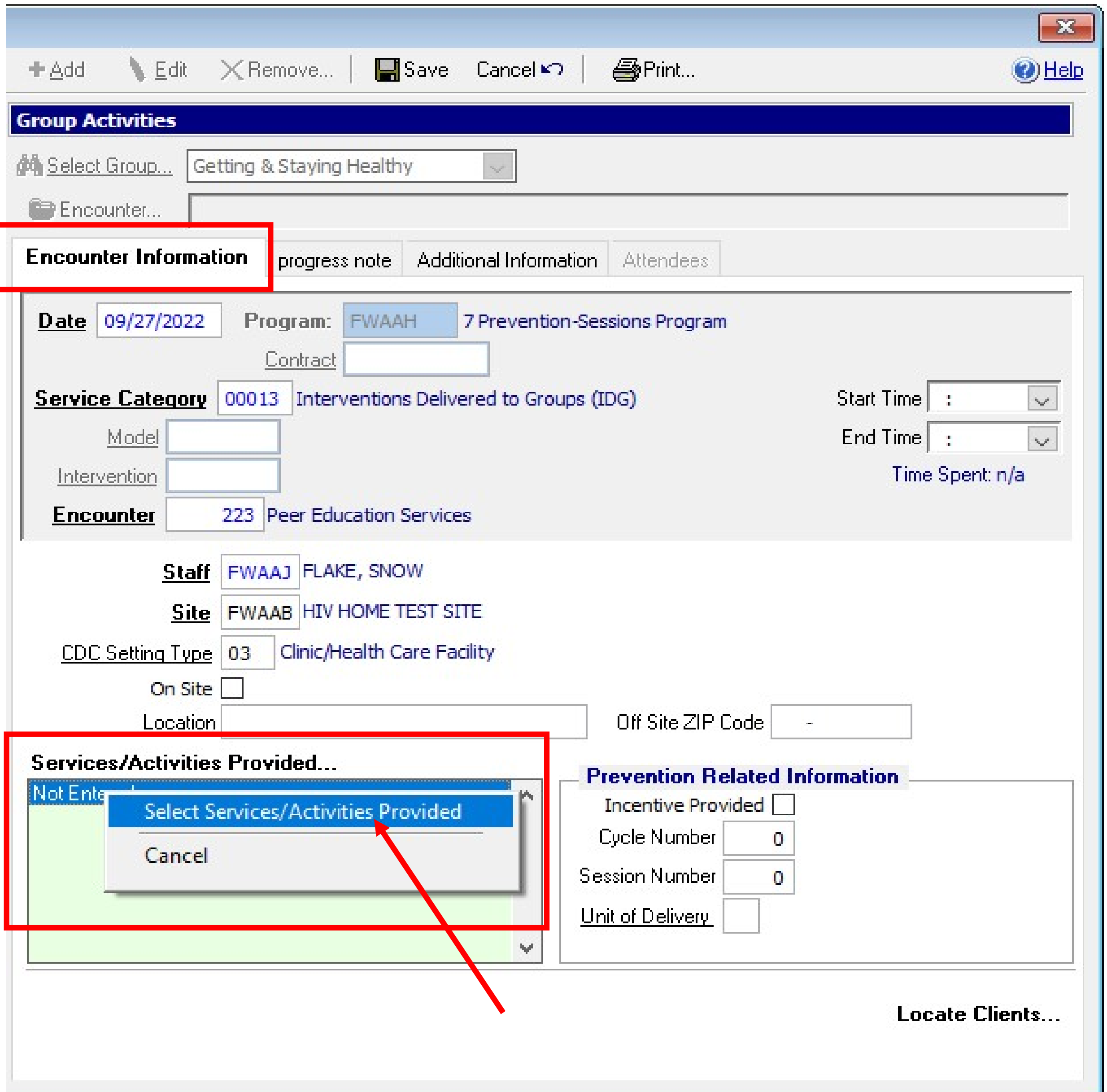


To ADD: Select ADD to enter new information

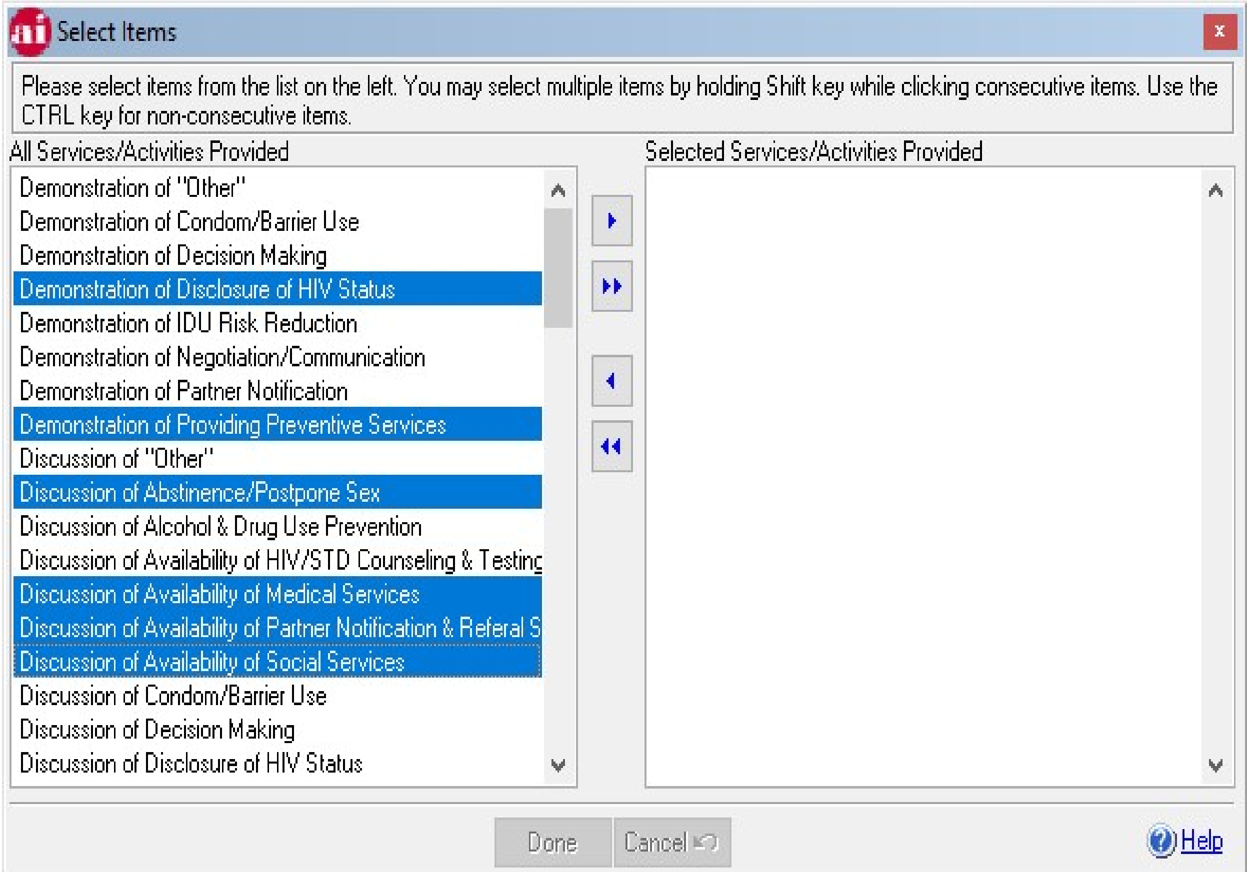


Enter appropriate information.
Required fields are bold and black.
At least 1 Service is required.
When all required information has been entered, the Locate Clients button will become active.
Clicking on the Locate Clients button activates the Attendees tab and brings the user to it.

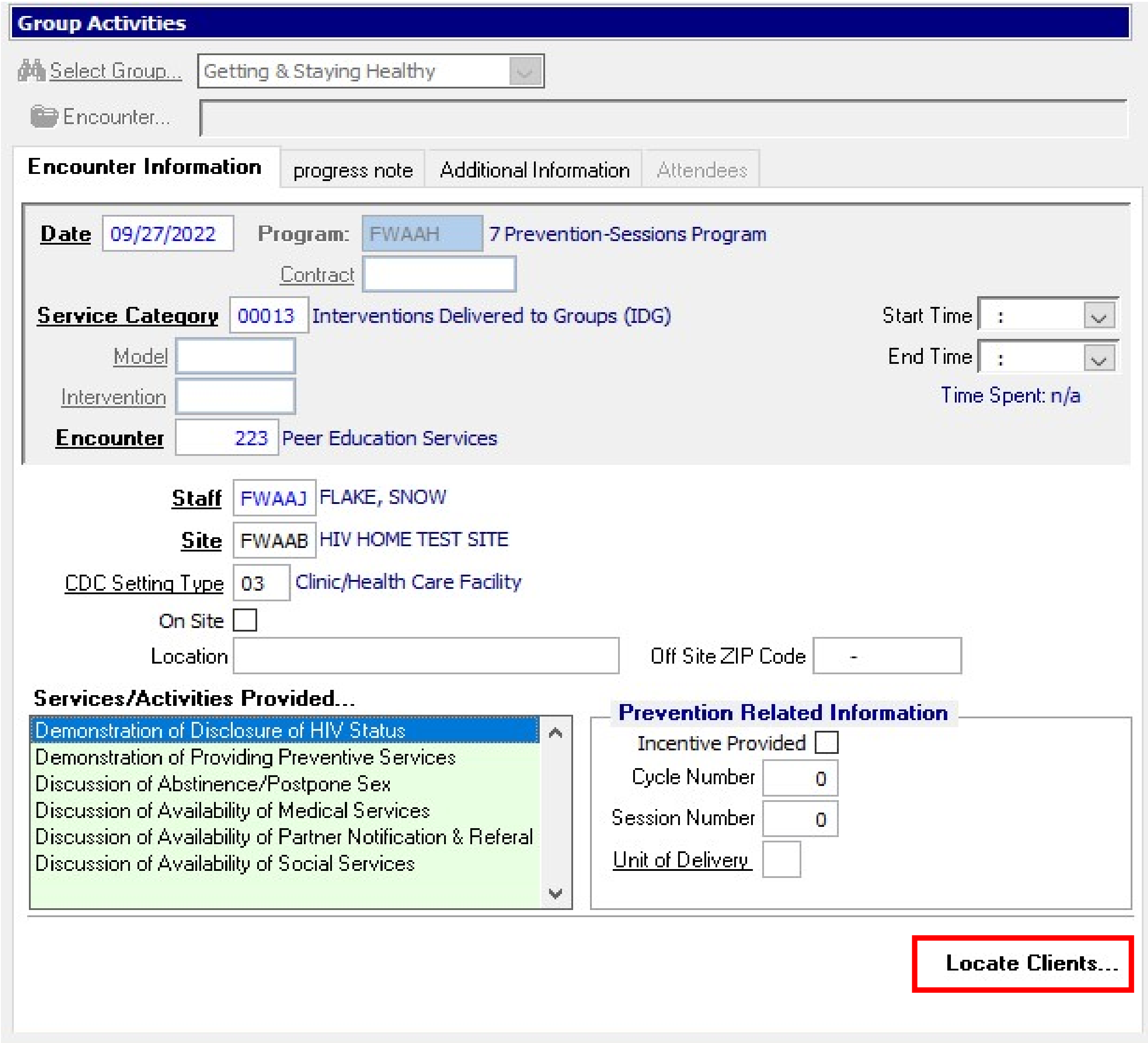
Encounter Information Tab



Right-click mouse to enter Services/Activities Provided.



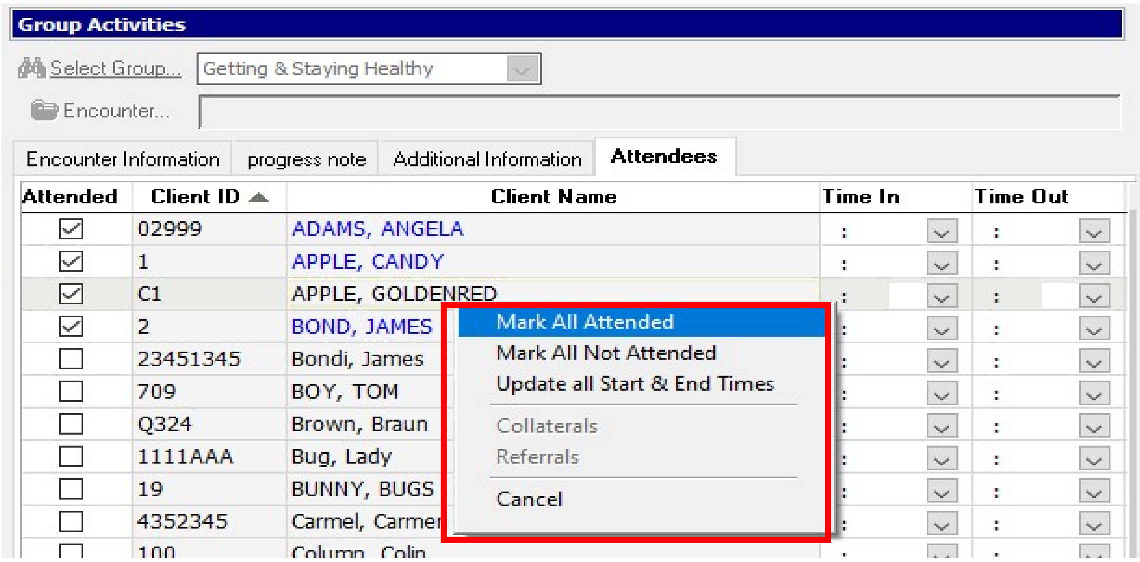
Highlight the Services/Activities from the list on the left and move to the right. Select individually, consecutive [SHIFT], or non-consecutive [CTRL] items.



Select *Locate Clients* to mark attendance for the Group. You will be brought to the Attendees tab.

Attendees Tab: Marking Attendance

You may select individual check boxes under the "Attended" column to mark attendance or you may right-click for more options, such as Mark All Attended.

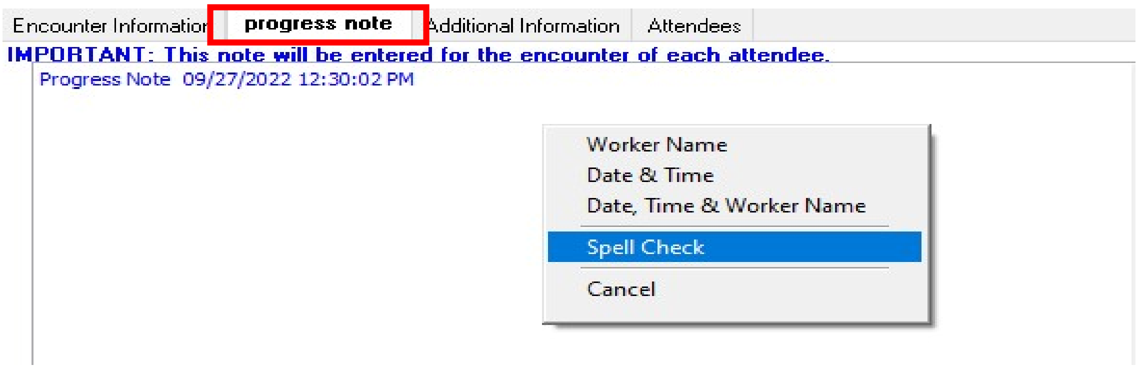


The user can either:

- Enter Progress Notes and Additional Information from the tabs. See next pages.
  OR
- Click on **SAVE** to save the Group Activity (to create records in the system).
  - If the Group Activity is saved, Collaterals Involved can be entered. See page 66.
  - If the Group Activity is saved, Referrals Made can be entered. See page 72.

Progress Note Tab = *Optional*

Select the Progress Note tab to enter Progress Notes. When the Group Activity is saved, the information will be associated with the Group Activity and each attendee's Service Encounter record.

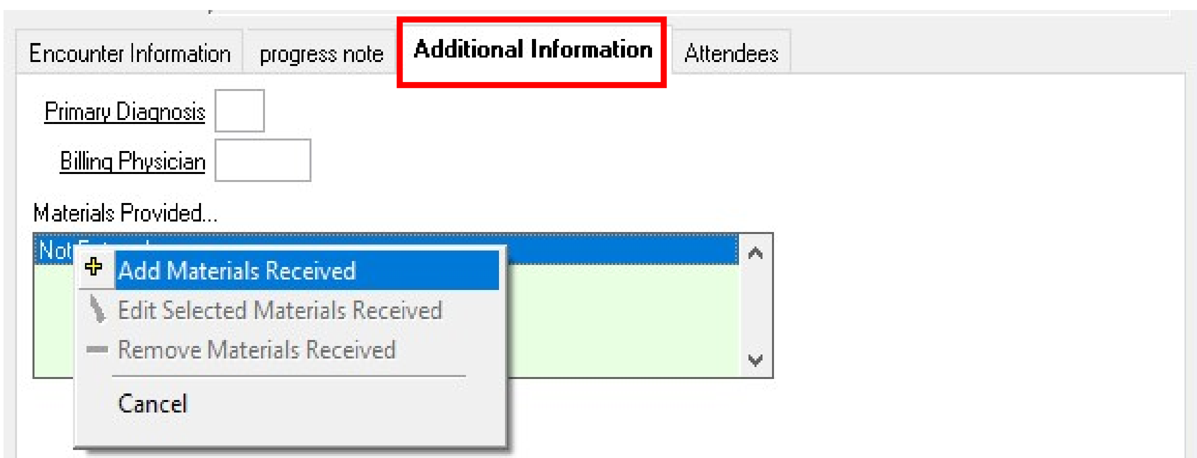


If you are now finished with the Group Activities, click on SAVE.

NOTE: After saving, any changes or additions to the Progress Note will only be seen/associated with the Group Activity (and not seen on the clients' Progress Notes).

Additional Information Tab = *Optional*

If needed, select the Additional Information tab to enter Primary Diagnosis, Billing Physician and Materials Provided.



Right-click mouse to enter Materials Received.

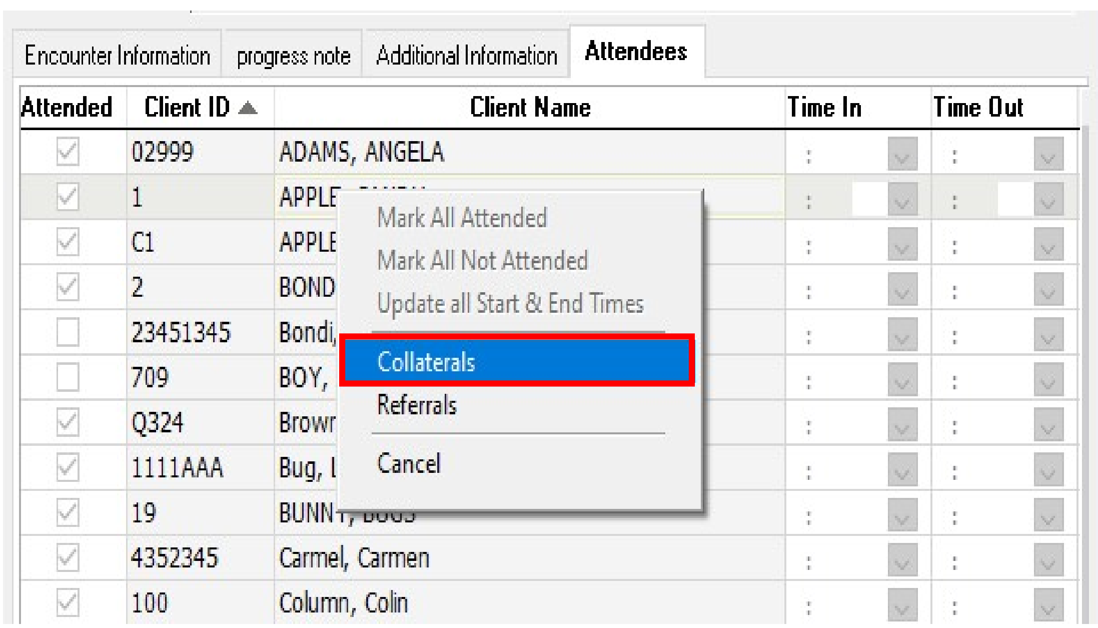
Select DONE to complete the Materials Received entry.

If you are now finished with the Group Activities, click on SAVE.

Attendees Tab: Entering Collaterals Involved and/or Referrals (*Optional*)

COLLATERALS (OPTIONAL)

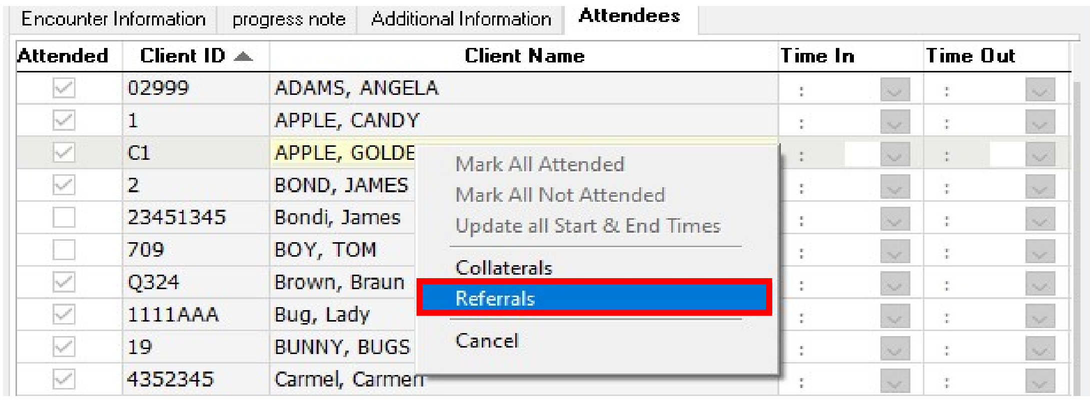
- Accessible from the Attendees tab only after saving the Group Activity record.
- You may then highlight a specific client, right-click, select the Collaterals option, and enter collateral information.

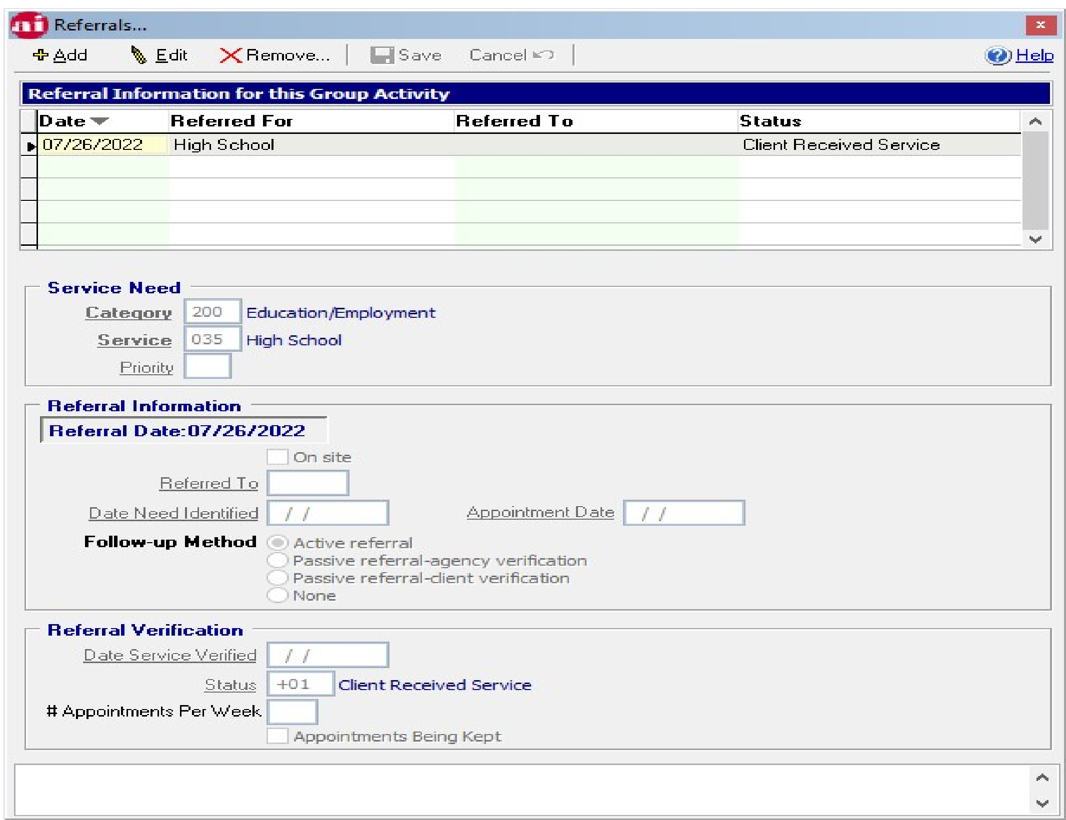


REFERRALS (OPTIONAL):

- Accessible from the Attendees tab only after saving the Group Activity record.

- You may then highlight a specific client, right-click, select the Referrals option, and enter referral information in the Referral tracking screen.





Fast Track Data Entry

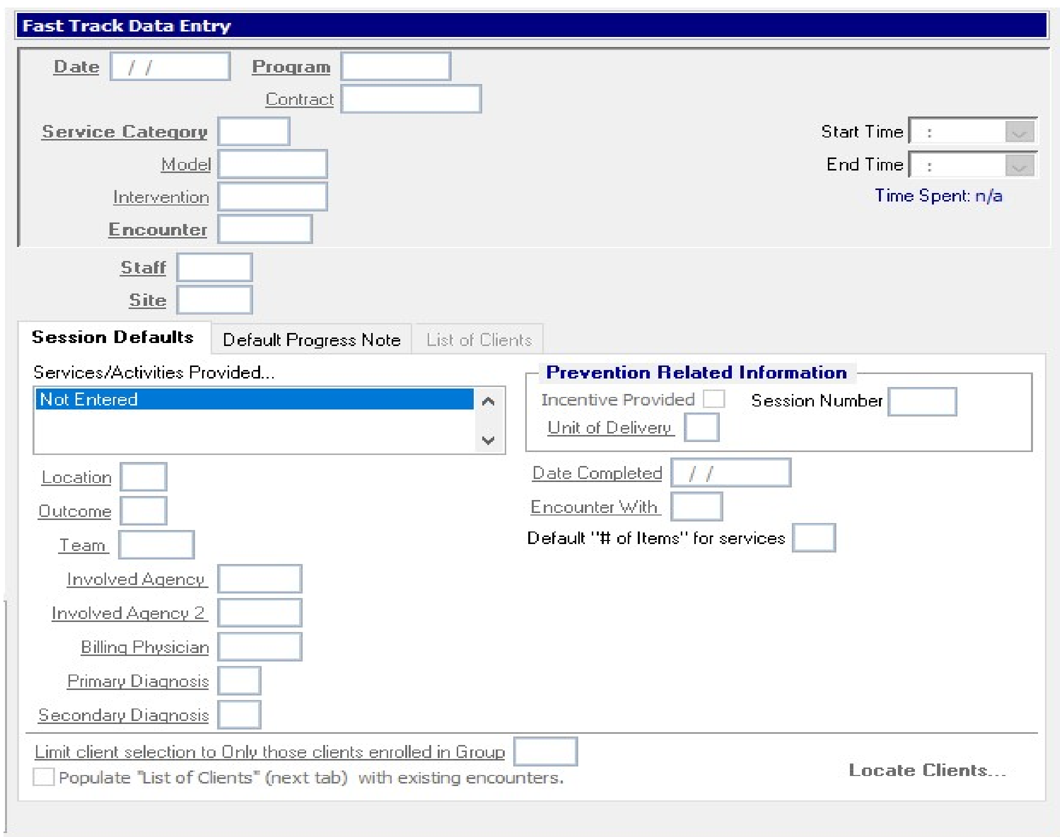
Used for batch adding of individual client encounters and services. It is very important to understand the procedures for using this. We therefore, strongly suggest this not be used without full understanding and/or specific guidance from Defran Systems, Inc.

Fast Track Form

- This is an extremely powerful utility allowing batch entry of similar or "like" Encounter/Services for multiple clients.
- This data entry interface is used for a single Program and Encounter Type provided by one Staff person at one Site on a particular Date.

  Fast Track cannot be used for entering Case Management, CTR (Counseling, Testing & Referrals), or Syringe Exchanges.

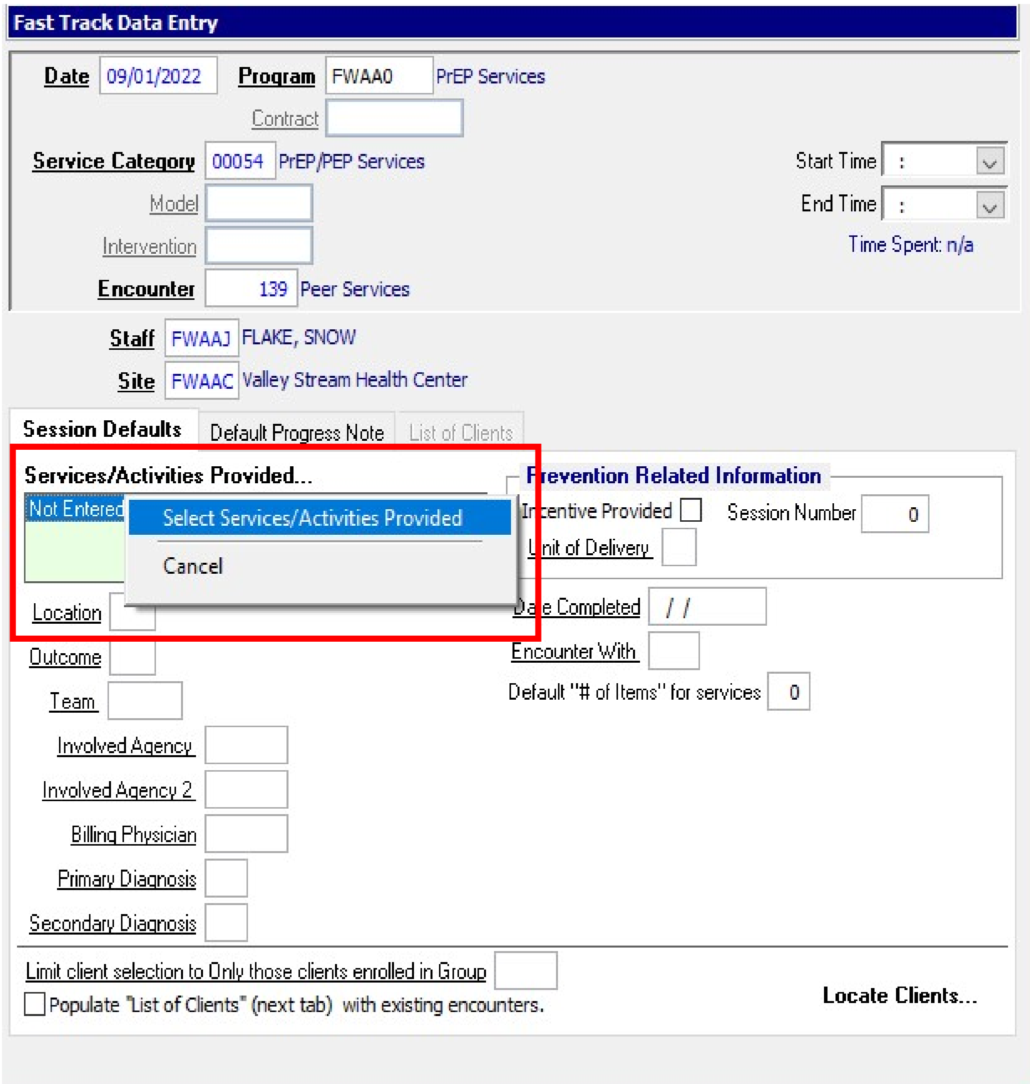
  To start, enter the information above the tabs.



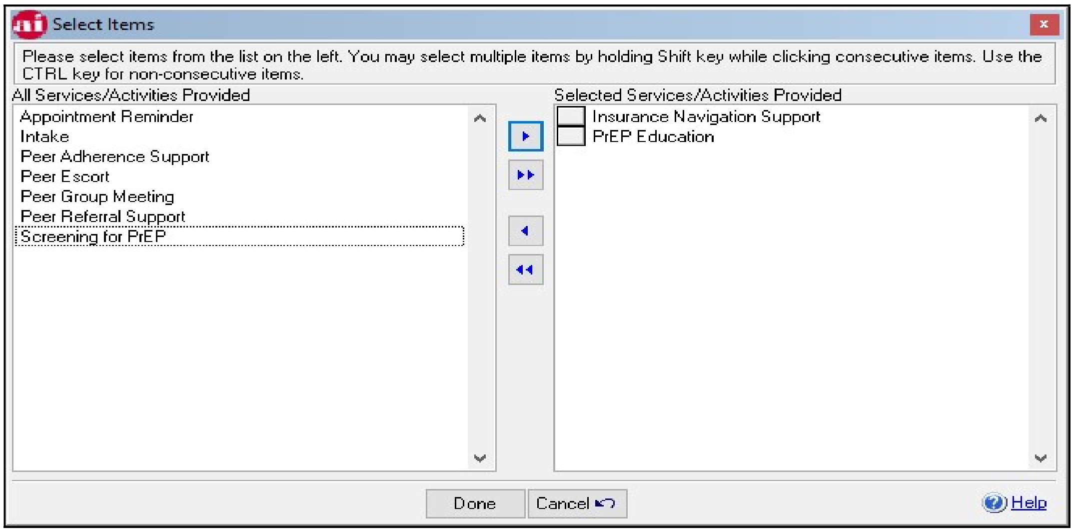
Session Defaults Tab

This contains a variety of information that includes the Services to be entered.

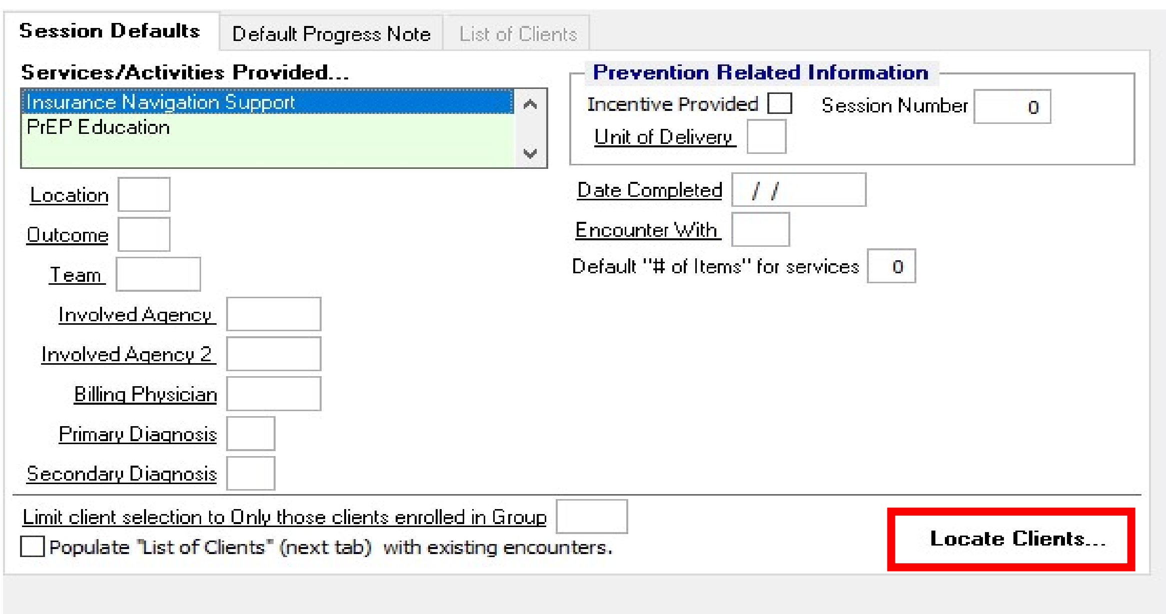
Right-click over the Session/Activities Provided to add Services.



After selecting, the complete list of associated services is displayed.

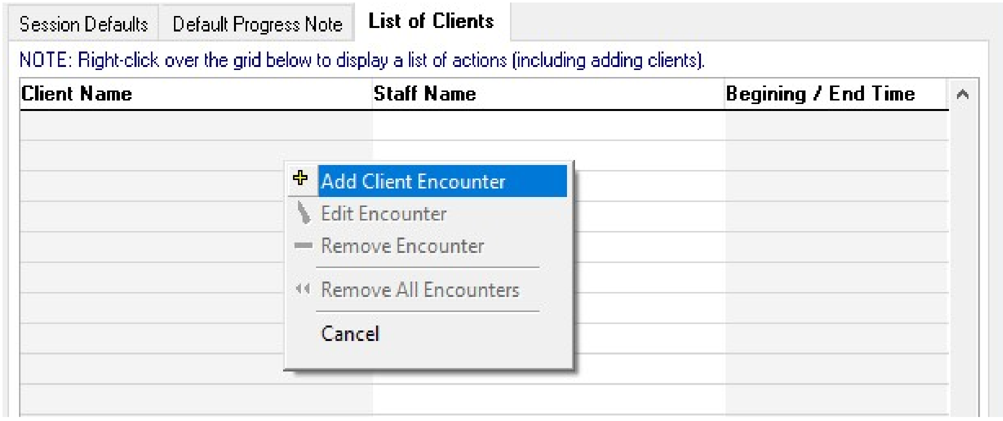


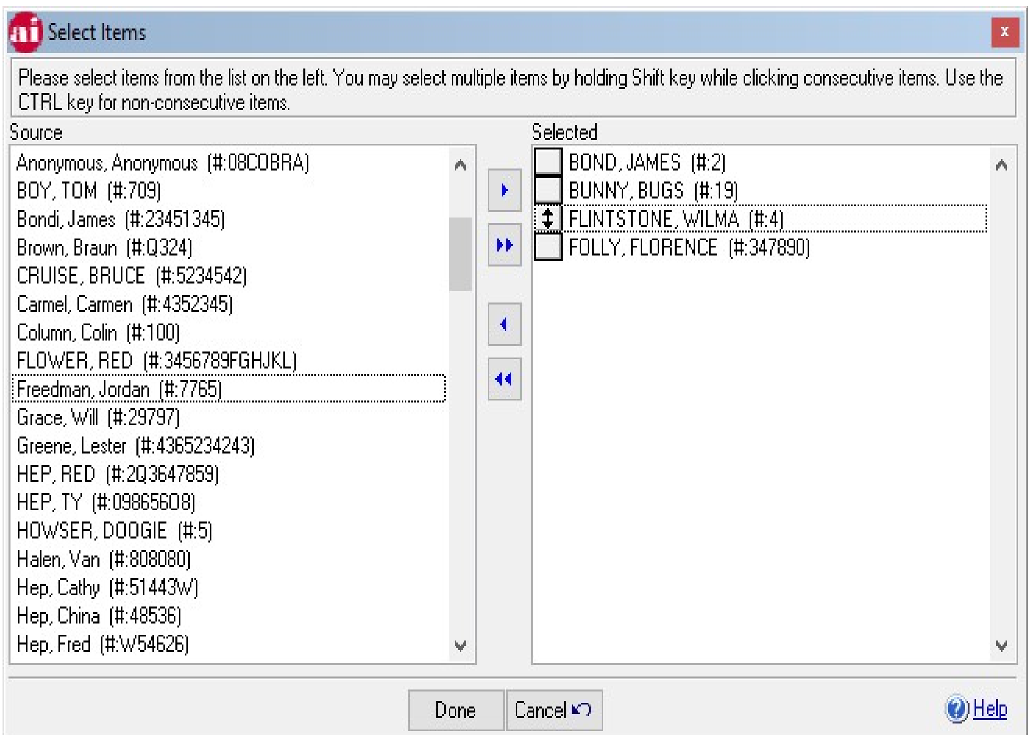
- Select and move the actual Services Provided to the right column.
- Click on DONE when finished.
- After entering appropriate information, click the Locate Clients button. You will be brought to the List of Clients tab so that you may to select clients receiving this Encounter and Service(s).



List of Clients Tab

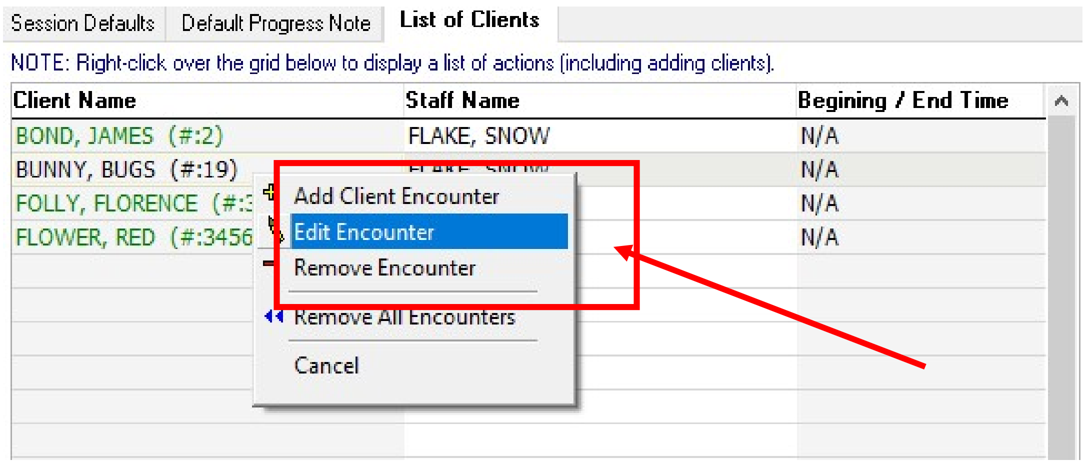
- Right-click mouse over the grid to add clients.



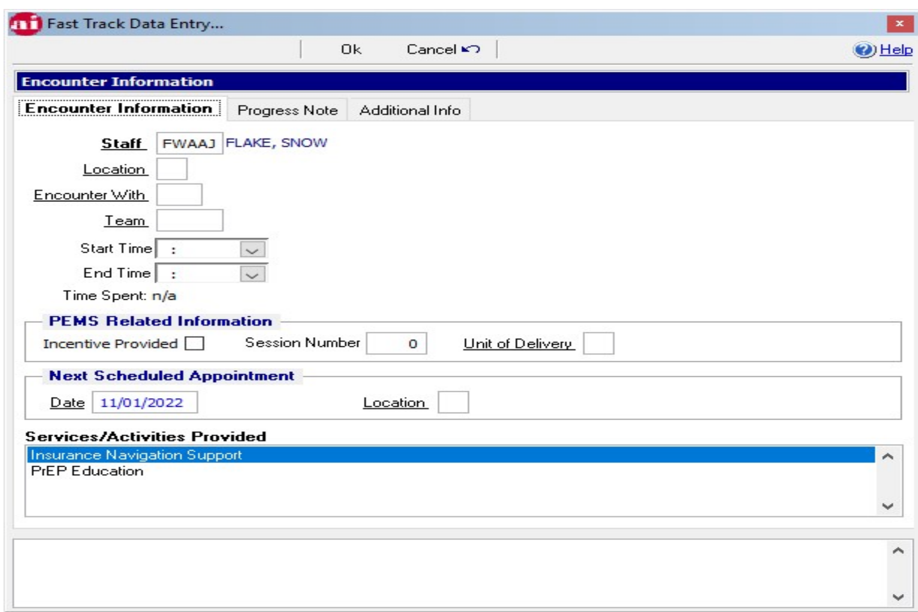


- Select and move the clients who received the Encounter/Services information to the right column.

- Optional: You can highlight a specific client and right-click the mouse for a list of actions. In this example, a client's encounter will be edited.



Note: The user can enter additional fields, Progress Notes, and Additional Information. In the example below, a Next Scheduled Appointment date was added.



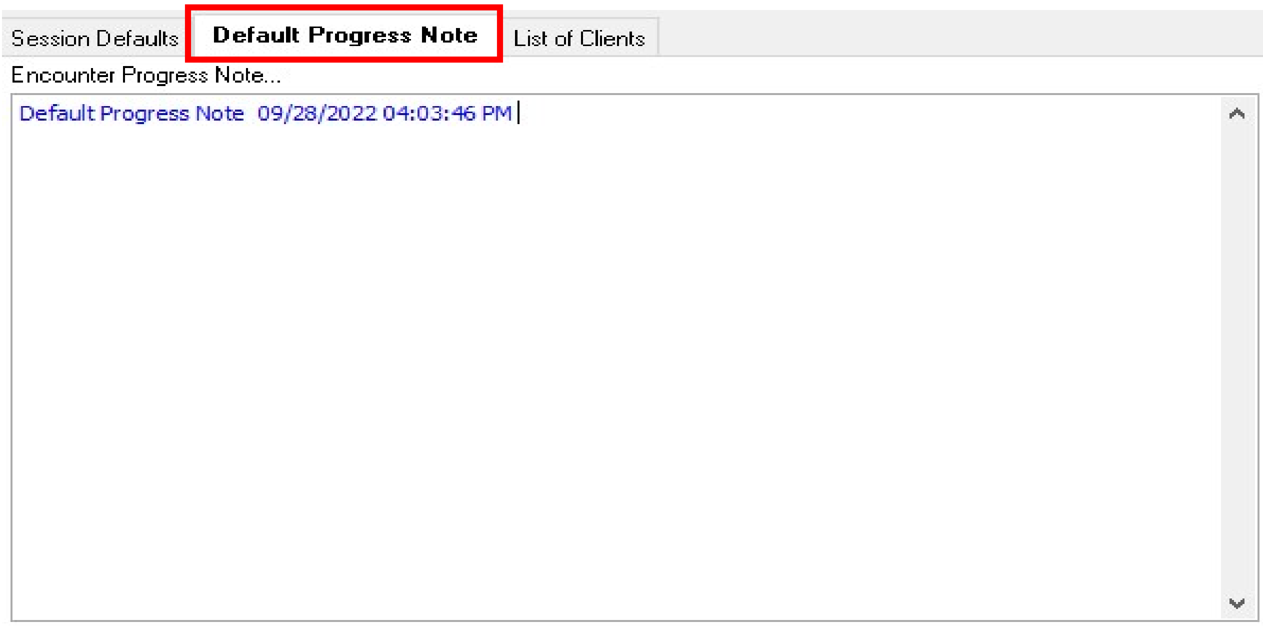
- Click on OK to save and return to the List of Clients tab.

- Other client-encounters can be edited, if desired.

- You can complete the Fast Track Data Entry process by clicking on SAVE or you can add a Progress Note.

Default Progress Note Tab = *Optional*

Information entered under Default Progress Note will be displayed for all clients receiving the Encounter and Service(s).



Session Encounters

These screens are used for entering Events/Session-based (non-client) data. These usually occur in a group setting, educational setting, as a training, or an outreach event.

- They do not involve Intake clients or create client-based service encounters.

- Although no client names, HIV Statuses, Client IDs, etc. are recorded or assigned, the demographics of the participants receiving the "service" are recorded.

Age Groups from legacy URS Age Groups in AIRS

- User Defined Fields Are Available: When the System Administrator at your agency enters questions into the System menu's Define ETO & Prevention UDF Labels screen, the last page of each of the ETO and Prevention Event form will contain the questions. There are up to 14 fields available that allow a response up to 50 characters to be entered.

- Note: "Required" fields will vary and depend on the Service Category being entered.

- Brief descriptions of the Service Categories available in AIRS are as follows:

  - **Education/Training (RW) Event** and **Targeted Outreach (RW) Event** (both formally ETO) has multiple uses. One is to provide information to the community of the types of services your agency provides. This "reaching out", hopefully, will bring clients into the agency. Another possibility could be for educating and training the community, peers, or staff of the issues in relation to HIV+ and/or AIDS.

  - **Prevention Outreach** is a CDC Intervention type. They are "HIV/AIDS educational interventions generally conducted by peer or paraprofessional educators face-to-face with high risk individuals in the clients' neighborhoods or other areas of where clients' typically congregate. Outreach usually includes distribution of condoms, bleach, sexual responsibility kits, and educational materials. Includes peer opinion leader models."

  - **Prevention Training** is not an official CDC intervention type. It was decided, however, to make this event-based training available to allow recording training for non-client or non-registered groups, including peers. Note: From CDC's perspective, most training is understood to occur in Group Level Interventions with known clients.

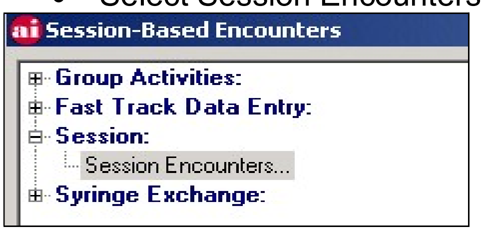
- ○ **HCPI Education**, in actuality, is the Presentation/Lectures part of the CDC Intervention type, HCPI (Health Communications/Public Information). Presentation/Lectures are “information-only activities conducted in group settings”. They are often called “one-shot” education interventions.

- ○ **HCPI** (Health Communications/Public Information) covers the “delivery of planned HIV/AIDS prevention messages through one or more channels to target audiences to build general support for safe behavior, support personal risk-reduction efforts, and/or inform persons at risk for infection how to obtain specific services.” ‘Channels’ include Electronic Media, Print Media, Hotlines, and Clearinghouses (interactive electronic outreach using telephones, mail, and internet). For the AIRS, it does not include Presentation/Lectures that are entered in the HCPI-Education screens.

- ○ **Community Level Interventions** are funded with CDC Announcement 99004 funds that are not covered by the other types of interventions. This includes Community-Level Interventions (CLI). Community-Level Interventions “seek to improve the risk conditions and behaviors in a community through a focus on the community as a whole, rather than by intervening with individuals or small groups. This is often done by attempting to alter social norms, policies, or characteristics of the environment. Examples of CLI include community mobilizations, social marketing campaigns, community-wide events, policy interventions, and structural interventions.”

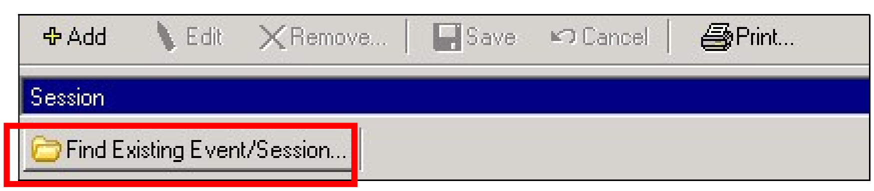
Session Encounters: Find Existing or Create New

- Select Session Encounters

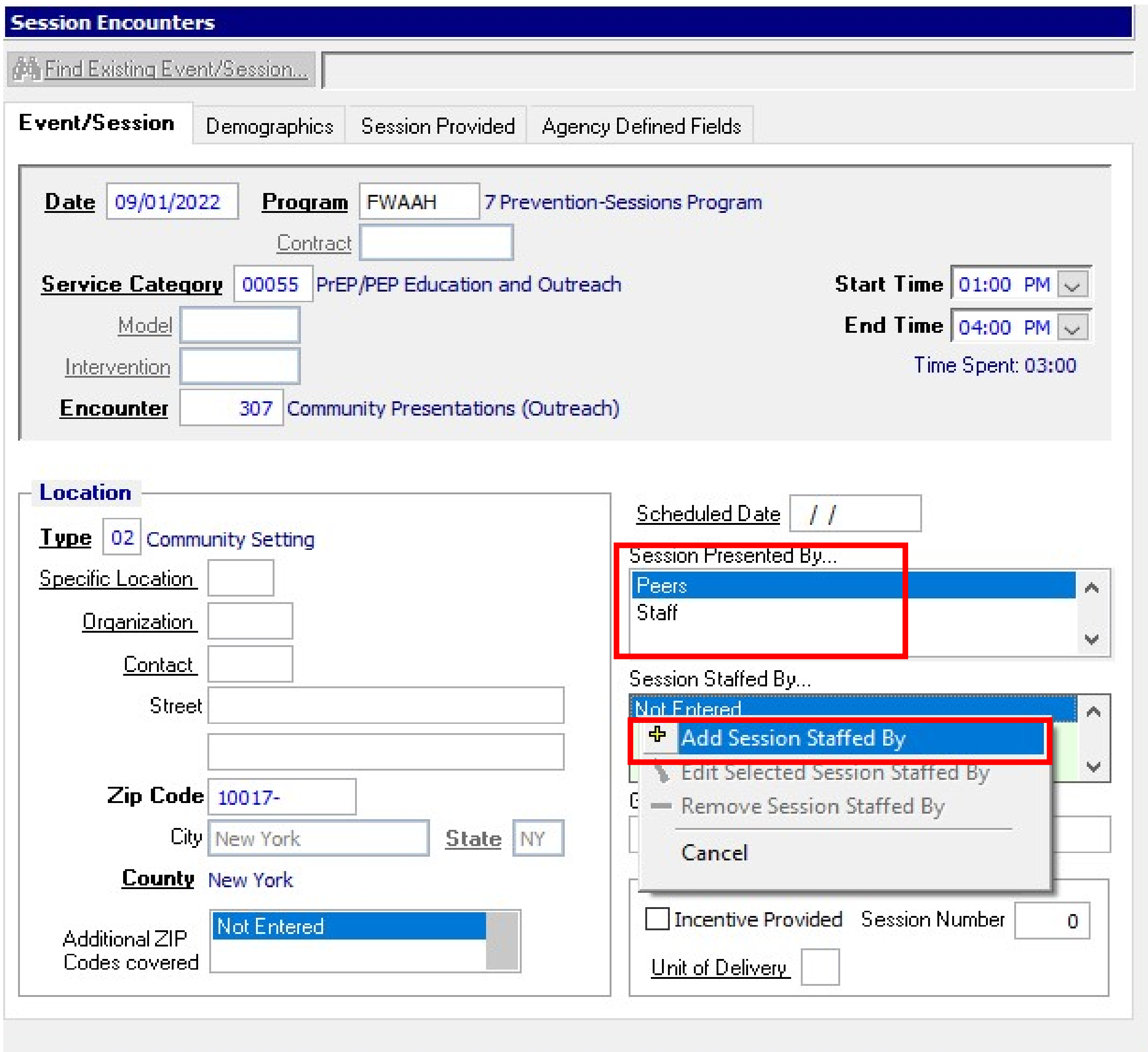


Event/Session Tab

- To find existing information, select Find Existing Event/Session button and select the event.

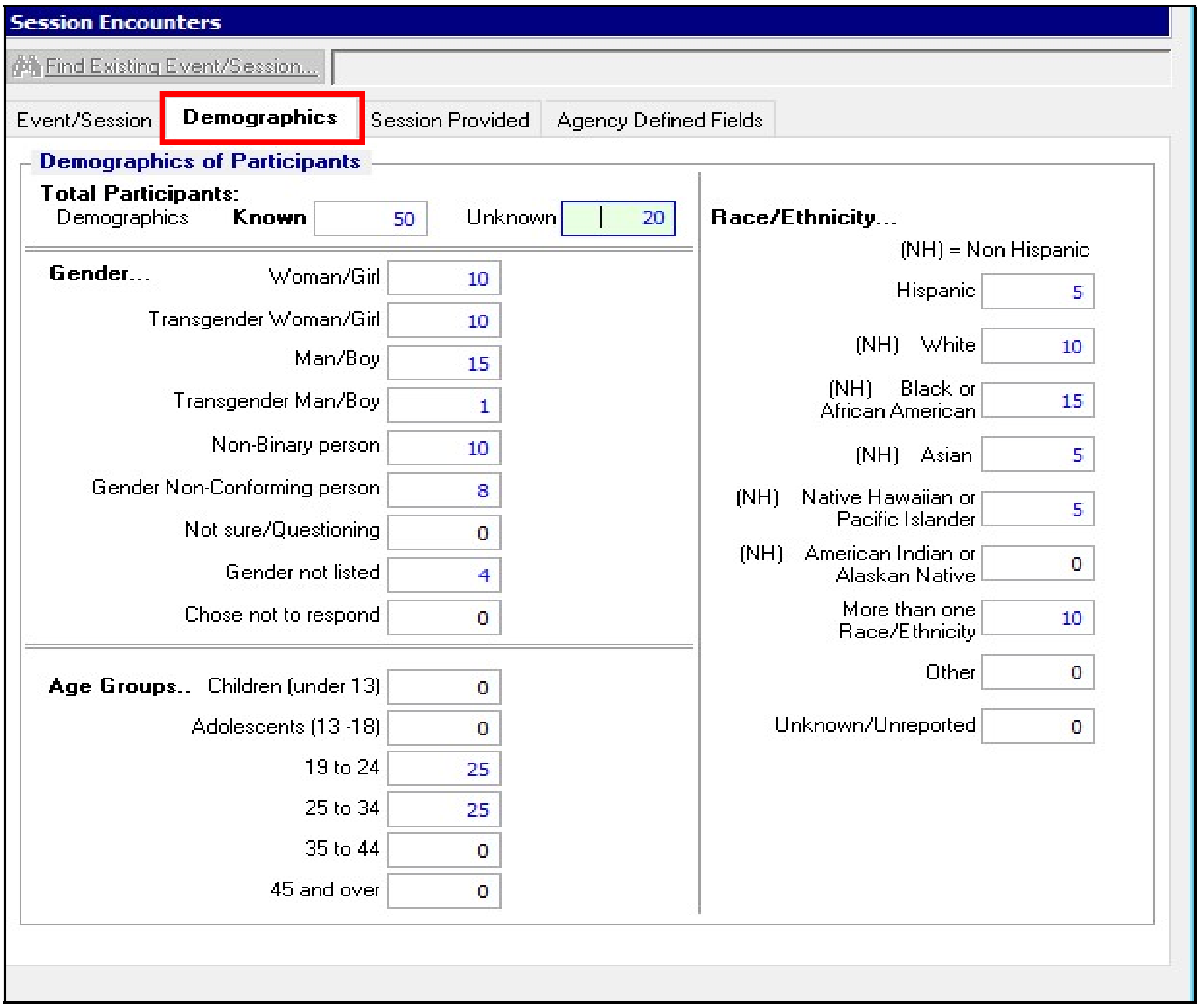


- Select ADD to enter new Event/Session information.
- Enter the appropriate information. Fields that are bold and black are required fields.
- Note: Session Presented By and Session Staffed By are required. Right-click the mouse under Session Presented By and under Session Staffed By to select information.



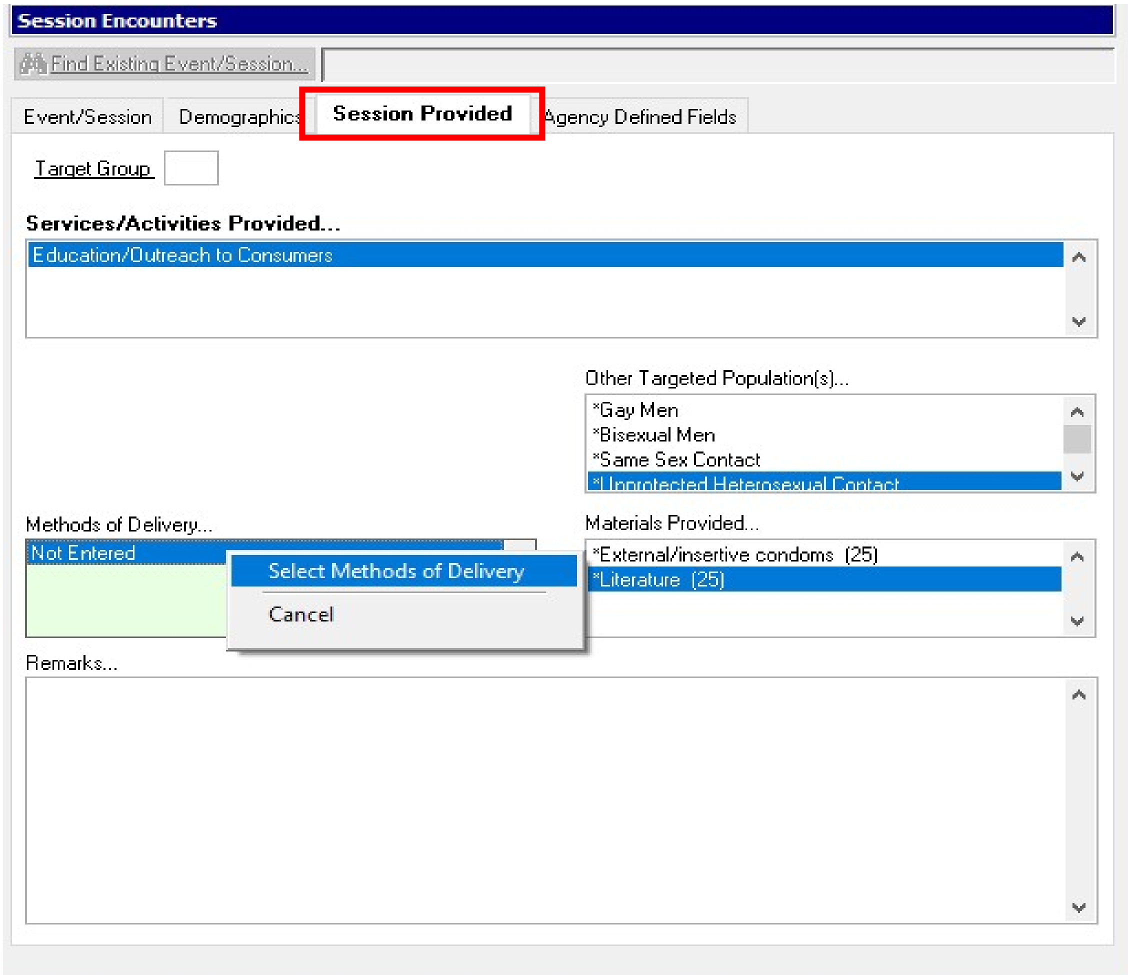
Demographics/Risk Tab

- Enter demographic information in this form.
- If you enter a number for Demographics Known, each subsequent section (Gender, Age Groups, and Race/Ethnicity) must total the number entered. In the example below, Demographics Known = 40. Therefore, each section totals 40.
- The Primary Risk section is new and optional. If data is entered, the total must equal to the Demographics Known.

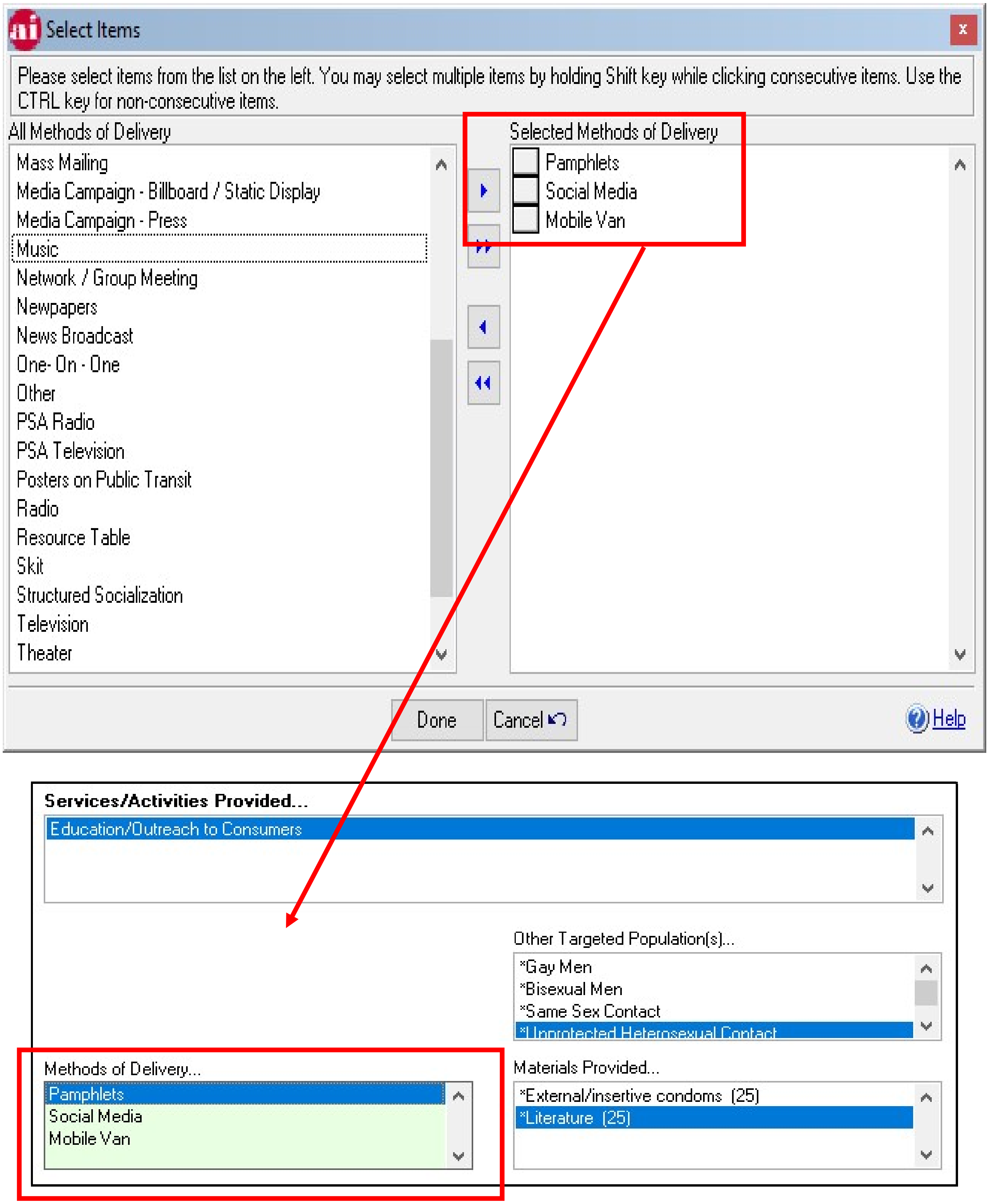


Sessions Provided Tab

- Right-click mouse to select Services, Other Targeted Populations, Materials Provided and Methods of Delivery.

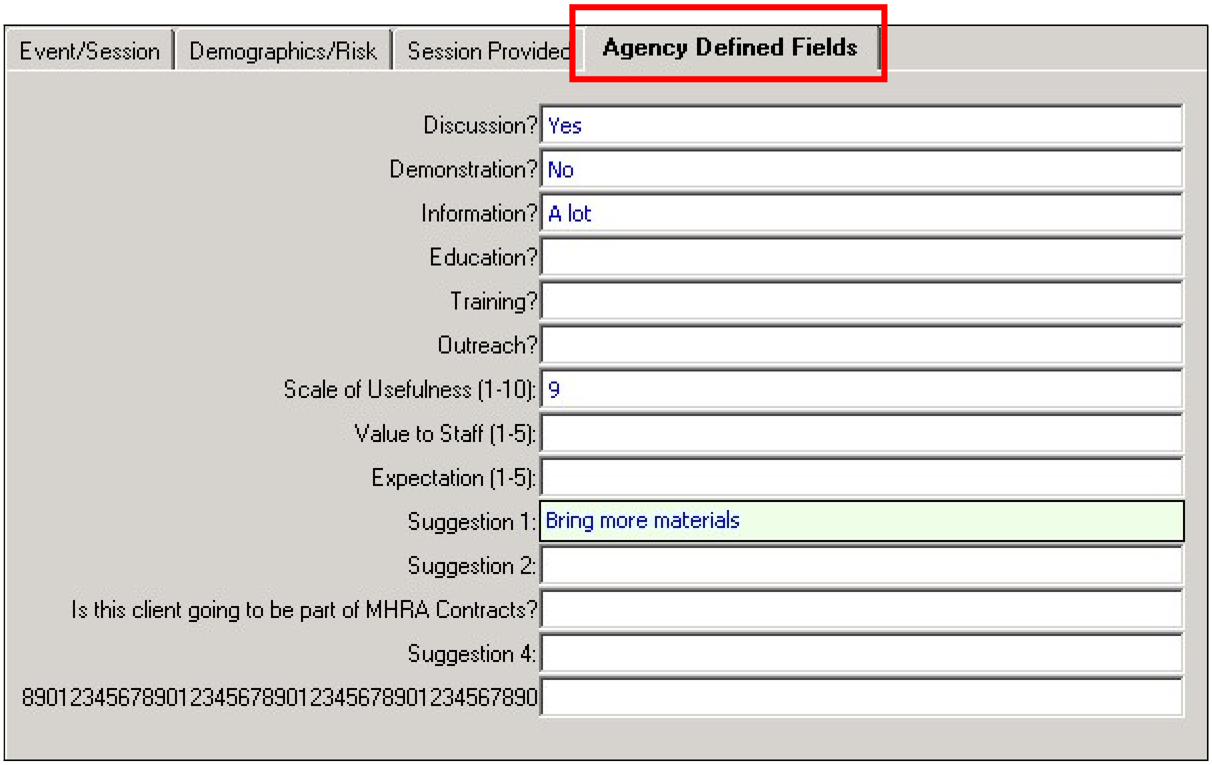


- The following page shows an example of selecting Methods of Delivery.


Select Items
Please select items from the list on the left. You may select multiple items by holding Shift key while clicking consecutive items. Use the CTRL key for non-consecutive items.
All Methods of Delivery
Mass Mailing
Media Campaign - Billboard / Static Display
Media Campaign - Press
Music
Network / Group Meeting
Newpapers
News Broadcast
One- On - One
Other
PSA Radio
PSA Television
Posters on Public Transit
Radio
Resource Table
Skit
Structured Socialization
Television
Theater
Selected Methods of Delivery
Pamphlets
Social Media
Mobile Van
Done
Cancel
Help
Services/Activities Provided...
Education/Outreach to Consumers
Other Targeted Population(s)...
*Gay Men
*Bisexual Men
*Same Sex Contact
*Unprotected Heterosexual Contact
Methods of Delivery...
Pamphlets
Social Media
Mobile Van
Materials Provided...
*External/insertive condoms (25)
*Literature (25)

Agency Defined Fields Tab

- These fields are created by the AIRS System Administrator. The System Administrator can create up to 14 user defined fields that are only available in your Agency's AIRS.

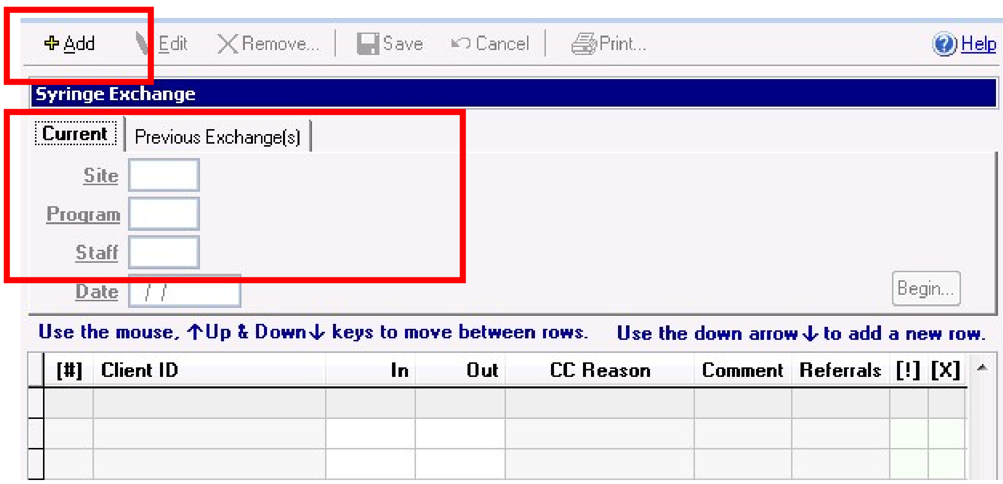


- After entering all appropriate and required information, select SAVE to save the record.

Syringe Exchange

Syringe Exchange Information

This unique screen interface allows entry and display of the Syringe Exchange Service Category transactions from clients by Site, Program, Staff, and Date.



To enter a new batch of exchanges, user clicks on the *Current* tab. To access exchanges that have already been entered, the user clicks on the *Previous* Exchanges tab.

To navigate from exchange to exchange the user uses the arrow keys on the keyboard.

To remove a row during an ADD session, they should check the X. This will prevent the row from being validated and saved.

The Previous Session tab is used for editing. The user can not edit a previous session from the 'Current' tab.

The Remove button is available from the Previous Session tab and removes all exchanges for the selected session.

The number of In's and Out's must be entered, user can enter 0; empty/null is not valid. This (!) column indicates errors that were found during the validation process. By clicking on that icon, errors will be displayed.

- *Optional:* Click on *CC Reason* to select the Contingency Contracting Reason.
- *Optional*: Click on the *Comments* to add notes to the record
- *Optional*: Click on the *Referrals* to make a referral for the client.
- Click on SAVE to save the record. The entered information will be shown in the display window on the bottom left corner of the screen.

Anonymous Referral- Used by Syringe Exchange Programs to track Anonymous Referrals. Site, Program, Staff, Date, and client demographic information are captured along with the Referral Category, Service, and Referred to Agency.

Reports in AIRS

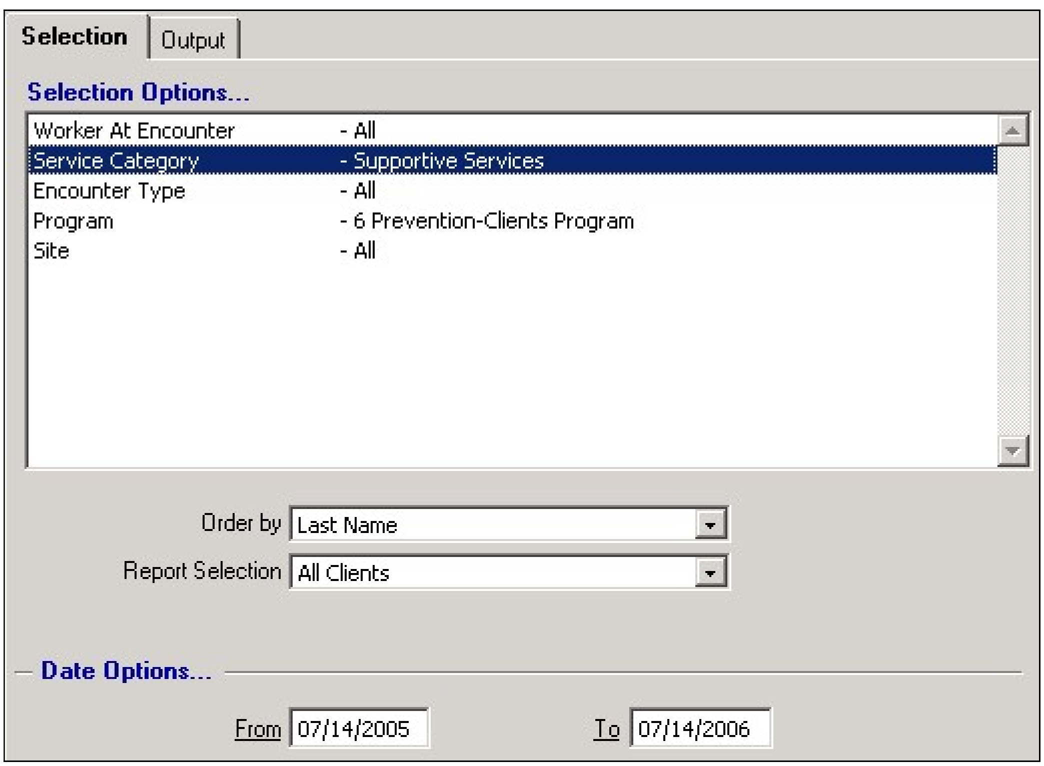
- Reports are generated from the REPORTING Module.

- FYI: Each entry screen in AIRS contains a PRINT button.

- Many of the reports allow the user to selectively narrow the reporting population by narrowing the search/query criteria. To narrow the criteria of the report, right-click on the Selection Options and select a specific item. For example, instead of printing the requested information from All Programs, the user could select only one Program. In some instances, the user can further narrow this to one Service Category and so on. See the form below.

- In addition to Selection Options, forms may also contain choices for Order By, Report Selection, and Date Options. See the form below.

    - Order By is a choice the user may find available to change how the report will be sorted/ordered.
    - Report Selection is a broader/global choice in filtering the requested data that may be available.
    - Date Options – The user can identify the Start Date and End Date (in most reports).



List of Reports in AIRS

CLIENT INFO

Client Profile
Client Listings by Intake Date Range
- *All Clients*
- *Clients Active in Agency*
- *Clients Active with Unknown HIV Status*
- *Clients Active Without HIV Status*
- *Clients With Incomplete Intake*
- *Clients without Medicaid Numbers*
- *Closed Clients*

Client Listings by Program
Client Listings by Group
Clients Closed in Agency
Client Listing by Primary Insurance Type
Client Listing by Primary Insurance Provider
Clients Served by Program
Patient Flow Sheet
Duplicate Clients
Client List of Update Tickler Statuses
Update Tickler

ACTIVITIES AND SERVICES

Activities and Services Report
Activities and Services Report (By Service)
Collaterals Associated with Services
Scheduled Activities Report
Progress Notes Report
Services Summary Report by Program
Problems Identified Report by Program
Weekly Billable Units Report
Billable Units by Date Range Report
Outcome Indicators Report
Active Clients Without Encounters
AIRS Encounters and Services Listing
Planning Data Report

AGENCY

Staff Listing
Services Summary Report by Worker
Referral Library List
Security Rights Report
Agency Setup Report

GROUP ACTIVITIES

Group Attendance

AGENCY REFERRALS

Client/Agency Referral

SYRINGE EXCHANGE

Syringe Exchange By Participant Report
Syringe Exchange ID Number Report
Syringe Exchange Cross Tab Reports
- *Syringe Clients by Age, Ethnicity, Gender - All*
- *Syringe Clients by Age, Ethnicity, Gender - New*
- *Syringe Encounters by Age, Ethnicity, Gender - All*
- *Syringes Exchanged by Age, Ethnicity, & Gender*

Syringe Exchange by Client ID Report
Syringe Exchange Unit Referral Report

AGGREGATE REPORTS

AIDS Institute Aggregate Reports
- *Encounters by Service Type – Total + Anonymous*
- *List Clients in Main Aggregate (DO NOT SEND)*
- *Main Aggregate Report - Active Clients*
- *Main Aggregate Report - New Clients*
- *Summary of Referrals*

Service Category Aggregate Reports
- *Age by Sex by Ethnicity/Race*
- *Client Demographics*
- *Client Demographics (Condensed)*
- *Encounters by Service Category*
- *Encounters by Service Category (Condensed)*

RSR Completeness Reports
RSR Client List
RSR Client Detail Report
RSR Provider Report
RSR Missing Data Report by Client
RSR Aggregate Completeness Report

SESSION ENCOUNTERS REPORTS
Session Encounters Detail Report
Session Encounters Summary Report
Session Encounters Data Reports
Demographics by Program and Category
Methods of Delivery by Program and Category
Services by Presenter and Program
SESSION AND PARTICIPANT COUNTS BY PROGRAM

LEGAL SERVICES REPORTS
Client Summary Report
Client Demographics Report
Client's County of Residence Report
Case Summary Report
Case Outcome Report

TARGET REPORTS
CONTRACT/PROGRAM TARGET
CLIENT PREVENTION ATTENDANCE
AGGREGATE PREVENTION INTERVENTION ATTENDANCE

Data Issues
Data Cleanup Report

AIRS (AIDS Institute Reporting System)

General Email: SUPPORTAIRS@ntst.com

Telephone: 1-212-727-8342 X 1

Internet Support System: http://airs.freshdesk.com

(Must first request a User Id and Password by emailing SUPPORTAIRS@ntst.com **)**

AIDS Institute Reporting System (AIRS) website: www.airsny.org