# AIRS START UP GUIDE AND RESOURCES

## HOW TO USE THIS DOCUMENT

This document is a basic overview of the expectations, resources and common issues related to AIRS System Administration. It is primarily aimed at agencies who are brand new to AIRS, although it may be of use to new System Administrators.

Rather than providing exhaustive details related to policies and procedures for AIDS Institute funded programs, it is intended to direct AIRS System Administrators to where in-depth technical information may be located.

## AIRS INSTALL

- INSTALL ONLY ONCE on the network (AIRS is a single database)
  - Installing AIRS in multiple locations will result in loss of data
- Once installed in a shared location, individual workstations can be set up by running the setup.exe file as an administrator on the computer where access is needed

## AIRS SETUP (INITIAL AND ON-GOING)

- Agency, Program, Site, Staff, Referral and Group information is set up in the Agency Information tab of AIRS
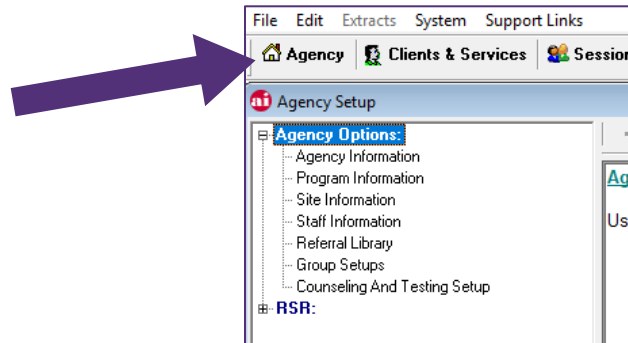


- Agency Setup info should **never be deleted** – instead it should be marked Inactive
  - Deleting important information will create problems with reports and extracts

## AIRS SYSTEM ADMINISTRATOR

- Technical – oversee upgrades, user access, setup workstations, maintenance
- Programmatic – oversee data entry, reporting, verify data accuracy
- Agencies should consider designating a back-up system administrator

## AIRS SERVICE MAPPING/PLANNING FILES

- Determines what services are available for selection under specific programs in AIRS
- Service mapping is developed with contract manager
  - Questions related to the service mapping should be directed to the contract manager
- Also called Planning File and PEMS
- File is provided by AI and imported into AIRS at the start of a program and then as needed if changes occur
  - Agencies must identify the specific recipients who should receive new/updated Planning Files
    - The AI recommends at least two contacts receive the file, and these staff are typically involved in AIRS System Administration and/or data management
  - Agencies should load the Planning File **AS SOON AS POSSIBLE** after receipt to avoid problems with data entry and the possibility of lost data
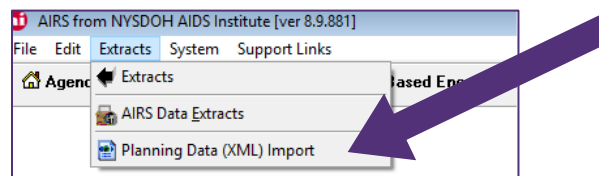
## PROGRAM TARGET FILE (DIVISION OF PREVENTION ONLY)

- Related to the AIRS Service Mapping, this file contains the projected number of clients served and encounters planned by the program for the year
- This information is used to allow agencies and contract managers to run reports that look at Projected vs. Actual information for the purposes of planning and evaluation

## DATA BACKUP

- Ensuring your AIRS data is secure has two components – running the AIRS Utilities back up, and then ensuring that the backup file(s) are secure
  - More detail on this **essential task** can be located here: *Recommendations for Developing & Managing AIRS Backup*
    - **Make sure AIRS folder is part of your Network backup routine**
- At a minimum, agencies should run the AIRS Utilities backup monthly – the AI recommends completing this task immediately before running your extracts
  - More frequent backups are strongly recommended, including prior to making major changes to the system (upgrades, patches and/or widespread data clean up)

## MONTHLY EXTRACTS

- Contractual responsibility to send monthly Data Extracts
  - AI Monthly Extract – all contractors
  - Epidemiology Extract (Epi Extract) – all contractors who provide client level services (except HHS-only funded agencies)
  - HCV Extract – all contractors who provide client level services (except HHS-only funded agencies)
- Extract process includes two steps – running the extracts in AIRS and sending thee extracts through the Health Commerce Portal (see section below)
  - Running the Extracts – combined process allows all three extracts to be run at once
  - Submitting the Extracts – each extract is submitted separately
  - Instructions and further detail can be found:
    - *AIDS Institute Reporting System (airsny.org)* (text document)
    - *Combined AIDS Institute Extracts Tutorial - YouTube* (video tutorial)

## HEALTH COMMERCE SYSTEM (HCS)

- Simple-to-use DOH portal for submitting monthly data extracts
  - HCS access is tied to employment at a specific agency
  - Individuals with access to HCS are assigned specific roles and have different permissions within the system
    - HCS Coordinator(s): These individuals are able to submit extracts on behalf of their agency AND approve individuals to the HCS User role.
      - Agencies are encouraged to have a back-up HCS Coordinator
    - HCS User(s): These individuals are able to submit extracts on behalf of their agency

## REQUESTING ACCESS TO HCS

- New HCS Users at your agency must request an account, and an HCS Coordinator at your agency must approve that request
  - More details on the process for both new Users and Coordinators can be found here: *https://apps.health.ny.gov/pub/ctrldocs/paperless_edoc2.pdf*
- **Important**: In order to submit the *Epidemiology extract* (see above), new HCS Users will also have to request access to the HIV/AIDS Provider Portal by emailing: *ronald.massaroni@health.ny.gov* with their agency association and HCS User ID

## AIRS UPGRADES

- Happens 2 to 3 times a year
- Upgrades and patches need to be downloaded from the Netsmart support website
- It is important that the upgrade/patch be loaded **as soon as possible** after it is released to avoid problems with data collection and reporting
- Instructions and release notes accompany each upgrade and include important information

## AIRS TRAINING

- AIRSny.org - on-line video, manuals available 24/7
- Monthly trainings hosted by software vendor (sign up for notifications here: *training (airsny.org)*
- Remote training with AI staff connecting with *fixme.it*

## AIRS SOFTWARE SUPPORT WEBSITE (*HTTP://AIRS.FRESHDESK.COM/SUPPORT/LOGIN*)

- Requires account by contacting **SUPPORTAIRS@ntst.com**
- Contains **information**, **manuals** on System Administration and responses to **common questions**
- This is also where you will download AIRS upgrades
- You can request technical assistance from Netsmart by submitting a ticket either through the Freshdesk or via an email to **SUPPORTAIRS@ntst.com**

## AIDS INSTITUTE SUPPORT WEBSITE (*WWW.AIRSNY.ORG*)

- *AIRS Updates* – news
- *AIRS Training Class Schedule* – AIRS Basic, System Administration, AIRS Data Management
- *AIRS Instructions/Videos* – Data Entry, Reports, running Extracts for submission to AI, System Administration, etc. manuals and trainings
- *AIRS Forms* – template forms that can be modified by an agency (we are also available to assist with modifications)
- *User Group Meetings* – Schedule for Monthly User Group in person meetings and webinars

## EXTERNAL REPORTING SYSTEM (ERA)

- Software for running AI developed reports to pull data from local AIRS install for provider purposes
- Software on *AIRS support site* under "ERA Downloads"
- Information on ERA reports found on the *AI AIRS site*
- Supported by AI staff, contact William McCart with questions

## AIRS TECHNICAL ASSISTANCE

- Netsmart supports software issues
- AI staff support program data and software

| Technical Software Issues – *examples include system crashes, issues with upgrade, etc* | |
|---|---|
| Netsmart | *SUPPORTAIRS@ntst.com* |
| **Data Issues – *Technical assistance, implementation coordination, and support.*** | |
| **Please ensure you reach out to the appropriate Data Unit below.** | |
| Division of Health Care and Hepatitis funded programs | Health Care Data Management Unit *dhcdu@health.ny.gov* |
| Division or Prevention funded programs | Prevention Data Management Unit *PreventionDataUnit@health.ny.gov* |
| Office of Drug User Health | Donald Grove *Donald.Grove@health.ny.gov* |

## MONTHLY PREVENTION CONFERENCE CALLS

- Forum for AIRS updates and provider questions for Prevention funded agencies
- 2$^{nd}$ Monday of every month unless moved
- *Meeting minutes* provided
- Dial-in info sent before each call
- **To be added to the distribution list for the call/meeting minutes please contact the Prevention Data Unit: *PreventionDataUnit@health.ny.gov***