

# External Reporting Application (ERA) User's Guide

ERA is a reports application for use with AIRS data. It is maintained and updated by AI.

ERA installation, upgrade and reports downloads:

<https://airs.freshdesk.com/support/login>

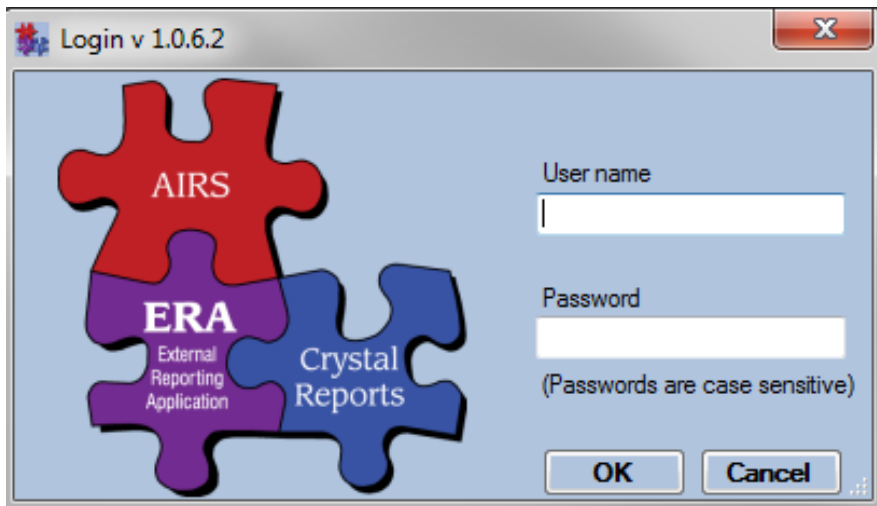
AI periodically releases updated versions of ERA and new reports.

If users already have ERA, they only need to download and apply the upgrade.

The **ERA login** is the same as the user's AIRS login.

ERA can be run when other users are in AIRS.

Users can be in AIRS and ERA simultaneously.



**User rights in ERA:** Users have the same permissions as they have in AIRS.

If a user has access to client information in AIRS, they have the same access in ERA.

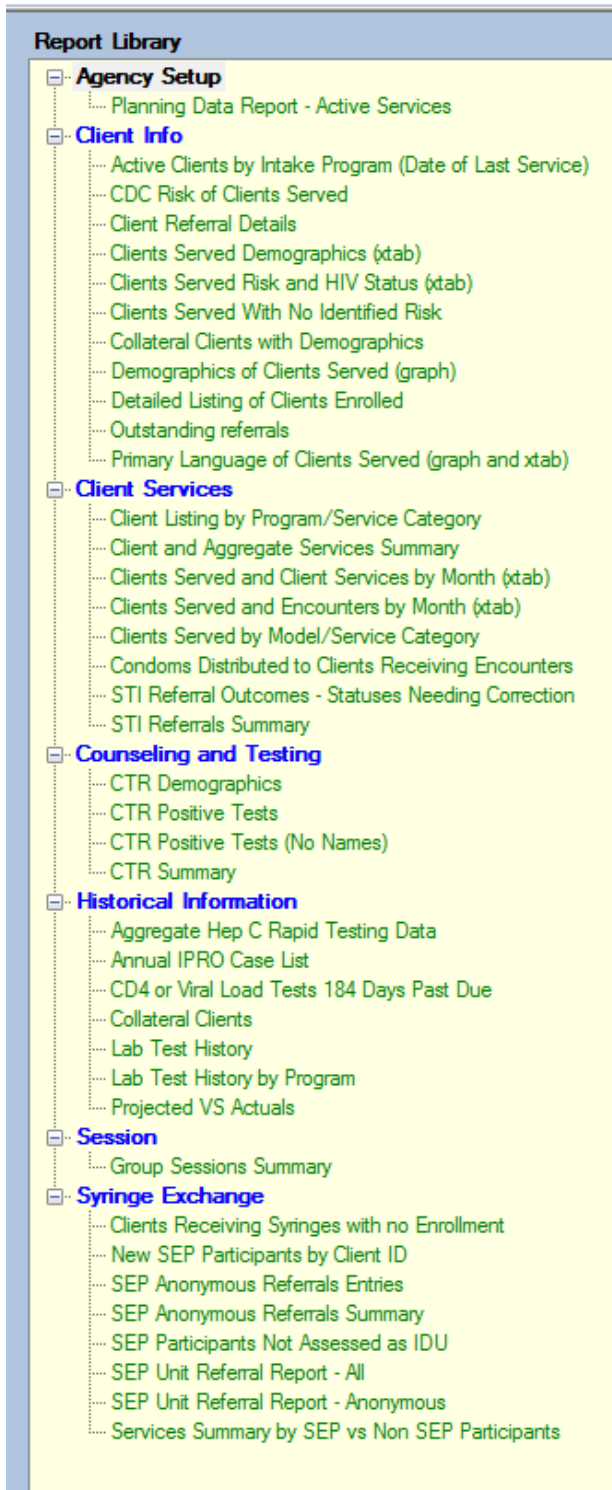
**New Report Request:** Users can submit a report request by clicking “Reports / Report Request”. This brings up a report request form in a web browser for completing and sending to AI. These should be detailed and contain an attached report mock up. Report requests are reviewed by AI db managers and prioritized based on extent of need.

### **Running Reports:**

Reports are located in the reports library found under “Reports / Run Reports”.

Most reports use a date filter, which is always the first to be completed and often determines the contents of other filters. (e.g., a report on service data will only show Programs, Service Categories, etc. that were provided during the given time period.)

## Screenshot of Report Library (See chart on pages 3 & 4 for report descriptions)



The first report run in an ERA session will take a few seconds longer as the system loads the viewer software into memory. Subsequent reports in the same session will run faster.

<b>Report Name</b>	<b>Description</b>
<b>Agency Setup</b>	
Planning Data Report – Active Services	planning data for active services only
<b>Client Info</b>	
Active Clients by Intake Program (Date of Last Service)	active clients by intake program
CDC Risk of Clients Served	most recent CDC risk for clients served
Client Referral Details	details of client referrals
Clients Served Demographics (xtab)	gender, race, age, risk demographics
Clients Served Risk and HIV Status (xtab)	gender, race, age, risk demographics with HIV status
Clients Served with No Identified Risk	clients with no identified risk
Collateral Clients with Demographics	demographics for client collaterals
Demographics of Clients Served (graph)	bar chart of demographics
Detailed Listing of Clients Enrolled	clients listed by program
Outstanding referrals	clients referrals that have not been completed
Primary Language of Clients Served (graph and xtab)	primary language of clients served
<b>Client Services</b>	
Client Listing by Program/Service Category	list of clients by Program and Service Category
Client and Aggregate Service Summary	aggregate of clients served in both individual and session based encounters
Clients Served and Client Services by Month (xtab)	list of clients and services they received by month
Clients Served and Encounters by Month(xtab)	Xtabs # clients/encounters by program/service cat/encounter type
Clients Served by Model/Service Category	aggregate of clients served and services by month/year/quarter
Condom Distributed to Clients Receiving Encounters	#male and #female condoms distributed by program
STI Referrals – Statuses Needing Correction	STI referrals that need to be corrected and loop closed
STI Referrals Summary	summary of referrals provided

<b>Counseling and Testing</b>	
CTR Demographics	demographics of CTR clients, for IPR
CTR Positives Tests Report	test summary with detail listing of positives and referrals completed
CTR Positives Tests (No Names)	detail listing of positive tests and referrals completed (no name identifier)
CTR Summary Report	#tests and positives by program
<b>Historical Information</b>	
Aggregate HEP C Rapid Testing Data	aggregates HEP C testing information
Annual IPRO Case List	annual IPR report
CD4 or Viral Load 184 Days Past Due	clients that are 184 days past due for CD4 or Viral load lab tests
Collateral Clients	listing of collaterals by indexed client
Lab Test History	lab tests listed by client
Lab Test History by Program	lab tests by program client is enrolled in.
Projected VS Actuals	Projections and actual services performed by service category
<b>Session</b>	
Group Sessions Summary	summaries and attendance list / session
<b>Syringe Exchange</b>	
Clients Receiving Syringes with no Enrollment	lists clients receiving syringes without enrollment in a SEP program
New SEP Participants by client ID	new SEP participants
SEP Anonymous Referral Entries	anonymous referral entries
SEP Anonymous Referrals Summary	list summary of specific referral entries
SEP Participants Not Assessed as IDU	clients receiving syringes that have never been assessed as IDU
SEP Unit Referral Report – All	summarizes referrals for anonymous and known clients
SEP Unit Referral Report - Anonymous	summarizes referrals for "anonymous" clients only
Services Summary by SEP vs Non SEP Participants	summarizes encounters by SEP/non-SEP clients so they can be compared

## Downloading ERA Software and Reports

AIRS users need to have a Freshdesk account from NetSmart to access AIRS TA and downloads, including the ERA.

Go to the Freshdesk website to download installation files, upgrade files and individual reports.

<https://airs.freshdesk.com/support/login>

click on > Solutions - AIRS Knowledge - ERA Downloads






The original 39 ERA reports are contained in the installation and upgrade files. The single files listed are in addition to these.

Be sure to read the instructions carefully for installing and loading reports.

Use Firefox or Google Chrome for this website.  
(Internet Explorer does not work for downloading the reports)

### Screenshot of Freshdesk page

#### ERA Downloads (16)

-  [ERA v1.0.6.2 Upgrade package](#)
-  [ERA v1.0.6.2 Install Package](#)
-  [ERA Installation Setup Instructions](#)
-  [ERA Upgrade Instructions](#)
-  [ERA Report Load Instructions](#)

#### Individual Reports:

[Updated IPRO Case list Report](#)

[Clients Served with no identified Risk Report](#)