



**Department  
of Health**

**AIDS  
Institute**

• HIV/AIDS • STD • VIRAL HEPATITIS • LGBT HEALTH • DRUG USER HEALTH •

# **Client Progress Report**

## **Information and Training**

# Client Progress Report (CPR)

Goals of this training are to:

- Review background information and purpose
- Define care coordination
- Walkthrough CPR format and contents
- Highlight proposed uses and outcomes
- Next steps



# Purpose and Background

# CPR - Purpose



Purpose: Improve health outcomes for clients served by AIDS Institute (AI) funded providers by sharing actionable information from AI data sources to identify services a client may need.

# CPR - Background

Background: Part of a multi-phase effort, to develop effective processes for sharing AI data in a manner that meets HIPAA and Public Health Law/Surveillance requirements and is useful/effective for providers.

The AI conducted a pilot of the CPR with five funded providers who volunteered to participate and met the AI's definition of care coordination entity.

# CPR– Care Coordination Entity

- In 2017, the HIV/AIDS Testing, Reporting and Confidentiality of HIV Related Information regulations were amended to include the sharing of HIV surveillance information with care coordination entities for purposes of linkage and retention in HIV care.
- Care coordination shall mean managing, referring to, locating, coordinating, and monitoring health care services for the individual to assure that all medically necessary health care services are made available to and are effectively used by the individual in a timely manner, consistent with patient autonomy.
- Care coordination shall be conducted by or with the participation of the individual's health care provider to the extent possible.

# CPR – Care Coordination Entity Continued

The New York State Department of Health AI has further defined care coordination as *the integration of social and health care services based on an individual's needs to achieve optimum health outcomes. Care Coordination involves the deliberate transfer of information, shifting (sharing) of responsibility in planning, organizing, and linking activities between two or more participants involved in providing HIV-related services to facilitate the appropriate delivery of health care services.*

***Your agency meets this definition based on your program(s) funded by the AI.***

# CPR – Not a performance measure or contract deliverable

- The CPR is being distributed to facilitate improvement of health outcomes for the clients we serve.
- The pilot served as a proof of concept.
- The CPR will **not** be used as a contract deliverable or performance measure for provider contracts.



# Data in the CPR

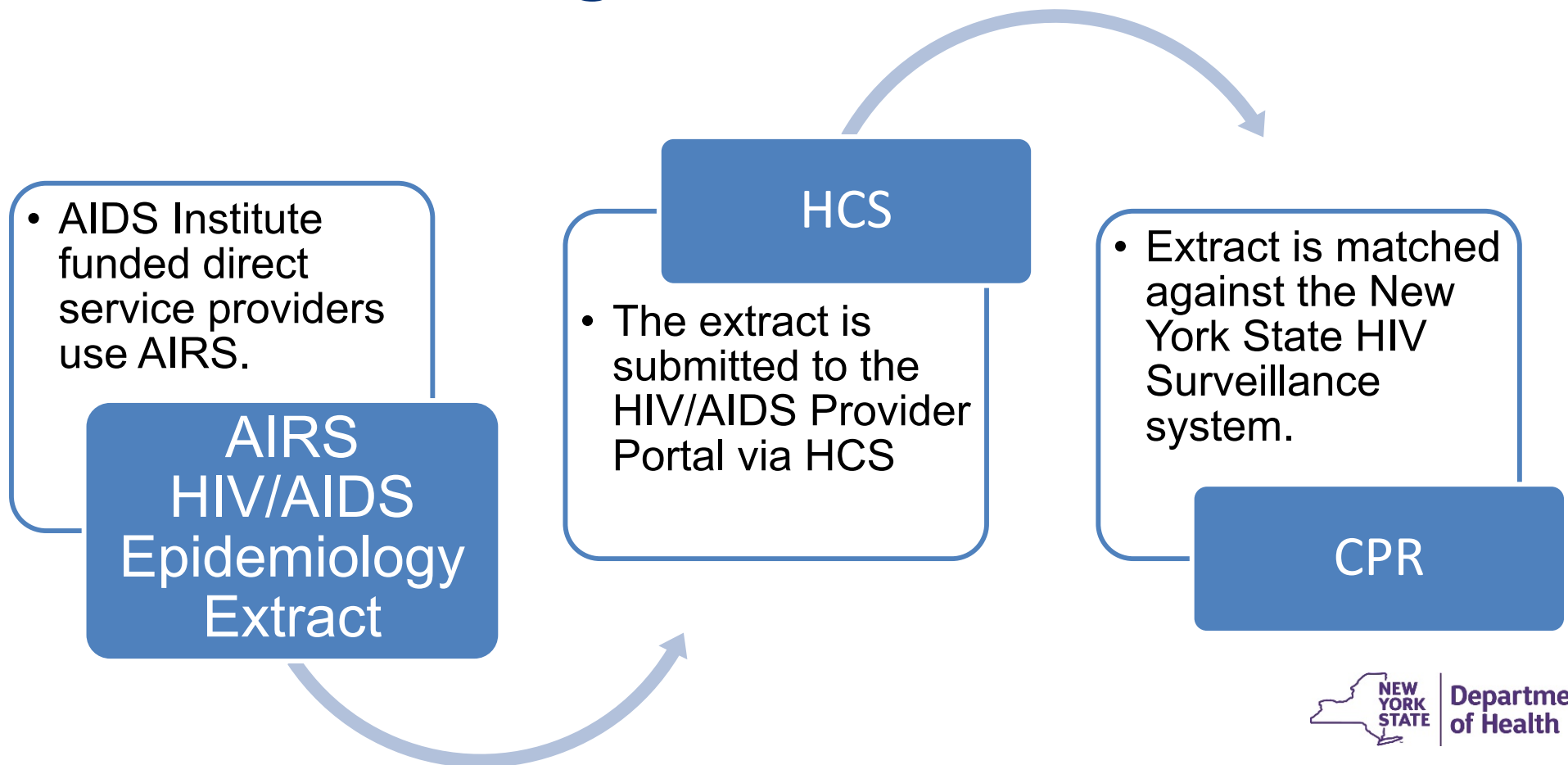
# CPR – How it is generated

- AIDS Institute funded direct service providers use the AIDS Institute Reporting System (AIRS) to submit the “AIRS HIV/AIDS Epidemiology Extract”.
- This extract contains the client information necessary to conduct matching activities.
- The extract is submitted to the AI through the secure HIV/AIDS Provider Portal via the Health Commerce System (HCS).
- This information is matched against the New York State HIV Surveillance system which contains valuable information on linkage to care, retention in care, and viral load suppression for clients served by funded programs.

# CPR – How it is generated

- The matching of data allows the AI to utilize HIV laboratory test information across New York State.
- The CPR will share care status based on HIV Surveillance data for clients who meet the report eligibility criteria and who appear to require additional follow up.
- The CPR will be auto generated quarterly and distributed using the Health Commerce Distribution Management System (HCDMS) to authorized recipients.

# CPR – How it is generated



# CPR—who is included/eligible for this report

Criteria to create the initial list of TC\_IDs (a unique ID automatically generated in AIRS for each client):

- Client is HIV Positive per the HIV Status screen in AIRS.
- Served within the last 12 months prior to the report “Data as of” date in any AIRS program, not just AI funded.
- If the client has been closed out of an agency during the reporting period, they will not appear on the report.
- If client has been closed out of a program that requires enrollment during the reporting period, they will be highlighted on the report.
- If the client does not match the HIV Surveillance registry, they will not appear on the report.
- If the client’s VL result is ‘Positive’ without a value they will appear on the report with the lab date and a viral load count of “Positive”.
- If the client’s VL result is ‘No Result’ without a value they will appear on the report with the lab date and a viral load count of “No Result”.

# CPR – Handling of data from the AI

Report contains privileged, confidential, and/or protected health information (PHI) according to HIPAA, **NYS Public Health Law Article 27-F**, and other federal and state privacy laws related to sharing and storing HIV-related information.

***In order to receive the CPR you will need:***

- Access to the Health Commerce System.
- A single point of contact within your organization must be designated. This may be a senior level staff member who accepts responsibility for protecting and coordinating use of the data. The CPR will be distributed to this staff person.
- Policies and Procedures for handling confidential HIV related information.

# CPR format

<div style="text-align: center;"> <span style="color: red;">**This report contain confidential data**</span> </div> <div style="text-align: center;"> <b>Care Coordination Surveillance-Based Client Progress Report (CPR)</b>                      New York State Department of Health - AIDS Institute                 </div>										
<b>Agency: ABC, Inc.</b> Run Date: 11/17/21 Data as of: 9/30/21										
TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased	Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
AAAAAAA	11/08/21	Medical Transportation	Smith		11/2020	High VL	X	X		
AAAAAAA	10/22/21	CSP -Regional	Smith		11/2020	High VL	X	X		
BBBBBBB	10/26/21	Case Management	Jones		10/2021	High VL				X
BBBBBBB	10/26/21	Housing	Jones		10/2021	High VL				X
BBBBBBB	04/26/21	Housing	Smith		10/2021	High VL				X
BBBBBBB	02/22/21	Nutrition	Jones		10/2021	High VL				X

- 1) The CPR contains a red header indicating this report contains confidential information.
- 2) The name of the report is displayed in the header.
- 3) The “Run Date” is the date the report was generated. The “Data as of” is the date used to generate the initial list of TC\_IDs. The CPR will include clients receiving a service in any AIRS program within 12 months prior to the as of date.



**\*\*This report contain confidential data\*\***

**Care Coordination Suveillance-Based Client Progress Report (CPR)  
New York State Department of Health - AIDS Institute**

**Agency: ABC, Inc.**

Run Date: 11/17/21

Data as of: 9/30/21

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AAAAAAA	11/08/21	Medical Transportation	Smith		11/2020	High VL	X	X		
AAAAAAA	10/22/21	CSP -Regional	Smith		11/2020	High VL	X	X		
BBBBBBB	10/26/21	Case Management	Jones		10/2021	High VL				X
BBBBBBB	10/26/21	Housing	Jones		10/2021	High VL				X
BBBBBBB	04/26/21	Housing	Smith		10/2021	High VL				X
BBBBBBB	02/22/21	Nutrition	Jones		10/2021	High VL				X
CCCCCC	10/25/21	Housing	Jones	X						
DDDDDD	11/01/21	CJI	Jones		10/2021	Not Suppressed				X
EEEEEEE	10/14/21	Case Management	Jones		09/2021	Not Suppressed				X
EEEEEEE	10/14/21	Medical Transportation	Jones		09/2021	Not Suppressed				X
EEEEEEE	03/31/21	Emerging Communities	Smith		09/2021	Not Suppressed				X
EEEEEEE	03/19/21	MAI Outreach and Enrollment	Jones		09/2021	Not Suppressed				X
EEEEEEE	03/01/21	Nutrition	Smith		09/2021	Not Suppressed				X
FFFFFF	10/26/21	Ryan White	Jones		No Record of VL Test		X	X	X	
GGGGGG	10/25/21	Housing	Jones		03/2021	Suppressed	X	X		
HHHHHH	10/28/21	Case Management	Jones		12/2020	Suppressed	X	X		
HHHHHH	07/20/21	Medical Transportation	Smith		12/2020	Suppressed	X	X		
IIIIII	10/25/21	Housing	Jones		10/2021	Not Suppressed				X
JJJJJJ	05/07/21	State SEP	Smith		08/2020	Not Suppressed		X	X	
KKKKKK	10/28/21	Housing	Jones		09/2021	Not Suppressed				X

# CPR – report sample

**\*\*This report contain confidential data\*\***

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Data as of: 9/30/21

TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased	Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
AAAAAAA	11/08/21	Medical Transportation	Smith		11/2020	High VL	X	X		
AAAAAAA	10/22/21	CSP -Regional	Smith		11/2020	High VL	X	X		
BBBBBBB	10/26/21	Case Management	Jones		10/2021	High VL				X
BBBBBBB	10/26/21	Housing	Jones		10/2021	High VL				X
BBBBBBB	04/26/21	Housing	Smith		10/2021	High VL				X
BBBBBBB	02/22/21	Nutrition	Jones		10/2021	High VL				X

***Left columns provide information from AIRS and HIV Surveillance.***

# CPR – report sample

**\*\*This report contain confidential data\*\***

## Care Coordination Surveillance-Based Client Progress Report (CPR) New York State Department of Health - AIDS Institute

**Agency: ABC, Inc.**

Run Date: 11/17/21

Data as of: 9/30/21

TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased Date of Last Viral Load	Test Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
AAAAAAA	11/08/21	Medical Transportation	Smith	11/2020	High VL	X	X		
AAAAAAA	10/22/21	CSP -Regional	Smith	11/2020	High VL	X	X		
BBBBBBB	10/26/21	Case Management	Jones	10/2021	High VL				X
BBBBBBB	10/26/21	Housing	Jones	10/2021	High VL				X
BBBBBBB	04/26/21	Housing	Smith	10/2021	High VL				X
BBBBBBB	02/22/21	Nutrition	Jones	10/2021	High VL				X

***Right columns provide information regarding the needed services or follow up.***

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**Variable Name**

**Description**

1) TC\_ID

Agency TC\_ID for clients included in this report.

2) Most Recent Encounter Date

The report will include the most recent encounter delivered to the client for each AIRS program within your agency. Encounter dates up to the report run date are included to ensure the information is as current as possible.

3) Program Delivering Service

Name of each AIRS program delivering the most recent encounter to the client within the report period. The program will be highlighted if the client is closed out of the program during the reporting period.

4) Worker

Name of agency worker who delivered the service in AIRS.

**Agency: ABC, Inc.**  
Run Date: 11/17/21  
Data as of: 9/30/21

1 TC_ID	2 Most Recent Encounter Date	3 Program Delivering Service	4 Worker
AAAAAAA	11/08/21	Medical Transportation	Smith
AAAAAAA	10/22/21	CSP -Regional	Smith
BBBBBBB	10/26/21	Case Management	Jones
BBBBBBB	10/26/21	Housing	Jones
BBBBBBB	04/26/21	Housing	Smith
BBBBBBB	02/22/21	Nutrition	Jones
CCCCCCC	10/25/21	Housing	Jones
DDDDDDD	11/01/21	CJI	Jones
EEEEEEE	10/14/21	Case Management	Jones
EEEEEEE	10/14/21	Medical Transportation	Jones
EEEEEEE	03/31/21	Emerging Communities	Smith
EEEEEEE	03/19/21	MAI Outreach and Enrollment	Jones
EEEEEEE	03/01/21	Nutrition	Smith
FFFFFFF	10/26/21	Ryan White	Jones
GGGGGGG	10/25/21	Housing	Jones
HHHHHHH	10/28/21	Case Management	Jones
HHHHHHH	07/20/21	Medical Transportation	Smith
IIIIIII	10/25/21	Housing	Jones
JJJJJJJ	05/07/21	State SEP	Smith
KKKKKKK	10/28/21	Housing	Jones

**\*\*This report contain confidential data\*\***

**n Suveillance-Based Client Progress Report (CPR)**  
**State Department of Health - AIDS Institute**

5	6	7	8
Deceased	Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care
	11/2020	High VL	X
	11/2020	High VL	X
	10/2021	High VL	
	10/2021	High VL	
	10/2021	High VL	
	10/2021	High VL	
X			
	10/2021	Not Suppressed	
	09/2021	Not Suppressed	
	09/2021	Not Suppressed	
	09/2021	Not Suppressed	
	09/2021	Not Suppressed	
	09/2021	Not Suppressed	
	No Record of VL Test		X
	03/2021	Suppressed	X
	12/2020	Suppressed	X
	12/2020	Suppressed	X
	10/2021	Not Suppressed	
	08/2020	Not Suppressed	
	09/2021	Not Suppressed	

Variable Name	Description
5) Deceased	If a TC_ID has a date of death within HIV surveillance and there is no AIRS agency closure due to death for that TC_ID.
6) Date of Last Viral Load Test	The most recent VL date available in HIV Surveillance up to the run date. The date will be displayed in the format mm/yyyy. If there is no viral load information to be found the report will display “No record of Viral Load Test”.
7) Viral Load Count	The most recent VL count bucketed as: Suppressed (count under 200) Not suppressed (count 200 – 9,999) High VL (Count 10,000 and over)
8) Needs follow-up for Care	If a TC_ID has no VL, CD4 or genotype within the prior 6 months.

9	10	11
Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
X		
X		
		X
		X
		X
		X
		X
		X
		X
		X
		X
X	X	
X		
X		
X		
		X
X	X	
		X

Variable Name	Description
9) Needs VL 6M	If a TC_ID has no VL within the prior 6 months.
10) Needs VL 12M	If a TC_ID has no VL within the prior 12 months.
11) Needs Follow-up for VL Suppression	If the most recent VL for the TC_ID is within the prior 6 months and has a count over 200.

# Sample CPR and use scenarios

**\*\*This report contain confidential data\*\***

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New York State Department of Health - AIDS Institute**

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AAAAAAA	11/08/21	Medical Transportation	Smith		11/2020	High VL	X	X		
AAAAAAA	10/22/21	CSP -Regional	Smith		11/2020	High VL	X	X		
BBBBBBB	10/26/21	Case Management	Jones		10/2021	High VL				X
BBBBBBB	10/26/21	Housing	Jones		10/2021	High VL				X
BBBBBBB	04/26/21	Housing	Smith		10/2021	High VL				X
BBBBBBB	02/22/21	Nutrition	Jones		10/2021	High VL				X
CCCCCC	10/25/21	Housing	Jones	X						
DDDDDD	11/01/21	CJI	Jones		10/2021	Not Suppressed				X
EEEEEEE	10/14/21	Case Management	Jones		09/2021	Not Suppressed				X
EEEEEEE	10/14/21	Medical Transportation	Jones		09/2021	Not Suppressed				X
EEEEEEE	03/31/21	Emerging Communities	Smith		09/2021	Not Suppressed				X
EEEEEEE	03/19/21	MAI Outreach and Enrollment	Jones		09/2021	Not Suppressed				X
EEEEEEE	03/01/21	Nutrition	Smith		09/2021	Not Suppressed				X
FFFFFF	10/26/21	Ryan White	Jones		No Record of VL Test		X	X	X	
GGGGGG	10/25/21	Housing	Jones		03/2021	Suppressed	X	X		
HHHHHH	10/28/21	Case Management	Jones		12/2020	Suppressed	X	X		
HHHHHH	07/20/21	Medical Transportation	Smith		12/2020	Suppressed	X	X		
IIIIII	10/25/21	Housing	Jones		10/2021	Not Suppressed				X
JJJJJJ	05/07/21	State SEP	Smith		08/2020	Not Suppressed		X	X	
KKKKKK	10/28/21	Housing	Jones		09/2021	Not Suppressed				X



# Possible Scenarios

**This report contain confidential data**										
Care Coordination Suvellance-Based Client Progress Report (CPR)										
New York State Department of Health - AIDS Institute										
<b>Agency: ABC, Inc.</b>										
Run Date: 11/17/21										
Data as of: 9/30/21										
TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased	Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
CCCCCC	10/25/21	Housing	Jones	X						

What have we identified for this client?

- Client has been reported as deceased.

What would be an appropriate action for this client?

- The agency should add a status change in AIRS to close this client out of the agency with a reason of closure due to death.

# Possible Scenarios

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AAAAAA	11/08/21	Medical Transportation	Smith	11/2020	High VL	X	X		
AAAAAA	10/22/21	CSP -Regional	Smith	11/2020	High VL	X	X		

What have we identified for this client?

- Client has not received a VL, CD4 or genotype within the prior 6 months.
- Client has not received a VL within the prior 6.
- Client was not suppressed as of their last VL.

What would be an appropriate action for this client?

- This client needs follow-up for care.
- While the last viral load for this client was high, the last viral load date was greater than six months old so we do not assume the current VL status. The “Needs follow up for VL suppression” is not checked.

# Possible Scenarios

**\*\*This report contain confidential data\*\***

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New York State Department of Health - AIDS Institute

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TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased	Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
FFFFFF	10/26/21	Ryan White	Jones		No Record of VL Test		X	X	X	

What have we identified for this client?

- Client has no record of a viral load test in the data used to generate the CPR.
- This means there is no evidence of a viral load test in the past three years.

What would be an appropriate action for this client?

- Client is a high priority to follow-up for care.

# Possible Scenarios

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TC_ID	Most Recent Encounter Date	Program Delivering Service	Worker	Deceased Date of Last Viral Load Test	Viral Load Count	Needs Follow-up for Care	Needs VL 6M	Needs VL 12M	Needs Follow-up for VL Suppression
JJJJJJ	05/07/21	State SEP	Smith	08/2020	Not Suppressed		X	X	

What have we identified for this client?

- Client has not received a VL within the prior 6 months.
- Client has not received a VL within the prior 12 months.
- Client was not suppressed as of their last VL.

What would be an appropriate action for this client?

- Client needs follow-up for care.
- While the last viral load for this client was not suppressed, the last viral load date was greater than six months old so we do not assume the current VL status. The “Needs follow up for VL suppression” is not checked.

# Possible Scenarios

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BBBBBB	10/26/21	Case Management	Jones	10/2021	High VL				X
BBBBBB	10/26/21	Housing	Jones	10/2021	High VL				X
BBBBBB	04/26/21	Housing	Smith	10/2021	High VL				X
BBBBBB	02/22/21	Nutrition	Jones	10/2021	High VL				X

What have we identified for this client?

- Client's viral load count was not suppressed (High VL).
- The date of last viral load test is within the past 6 months so the "Needs Follow up for VL Suppression" box is checked.

What would be an appropriate action for this client?

- Client needs follow-up for VL suppression.

# Possible Scenarios

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EEEEEE	10/14/21	Case Management	Jones	09/2021	Not Suppressed				X
EEEEEE	10/14/21	Medical Transportation	Jones	09/2021	Not Suppressed				X
EEEEEE	03/31/21	Emerging Communities	Smith	09/2021	Not Suppressed				X
EEEEEE	03/19/21	MAI Outreach and Enrollment	Jones	09/2021	Not Suppressed				X
EEEEEE	03/01/21	Nutrition	Smith	09/2021	Not Suppressed				X

What have we identified for this client?

- Client has been closed out of the Nutrition program since their last encounter on 3/1/21.
- Client's last VL is within the last 6 months and the VL was Not Suppressed.

What would be an appropriate action for this client?

- Client needs follow up for viral load suppression.