

# CAREWare MA Housing Search & Advocacy Services

## Tip Sheet

August 2021



This document describes the CAREWare data entry requirements for agencies providing Housing Search & Advocacy services.

**Important:** If your agency receives funding associated with **CDC's Ending the HIV Epidemic (EHE)** initiative for Housing Search & Advocacy services, please look for specific instructions in this resource related to that initiative.

This summary covers the following sections of CAREWare:

- Demographics
- Services
- Custom fields

## DEMOGRAPHICS

All fields on the demographics tab are required, except for these optional fields:

- Street address
- Phone number and type
- Eligibility status (leave as default: Not Eligible for Ryan White)
- Provider notes

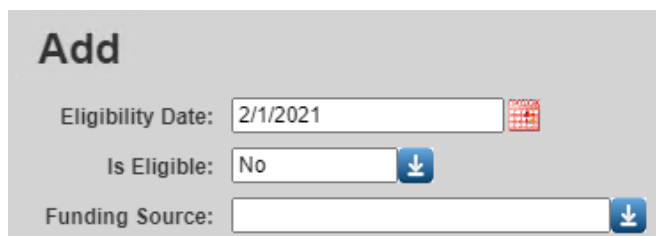
A screenshot of the CAREWare software interface showing the "Demographics" tab. The tab is titled "Demographics" with a gear icon. Below the title are several buttons for different sections: "Personal Info", "Change URN", "Contact Information", "Race/Ethnicity", "HIV Risk Factors", "Vital Enrollment Status", "Eligibility", "HIV Status", "Provider Notes", "MassCARE", and "Custom Fields". To the right of each button is a text field containing client information. The information shown includes: Client ID: Name: Big, Bird Gender: Male DOB: 01/01/1996; BRBG0101961U; 44 Farnsworth St Boston, MA 02110; White; MSM AND IDU; Vital Status: Alive Current Status: Active; Not Eligible for Ryan White; HIV-negative (affected); No description supplied; View or Edit the client's MassCARE information; View or Edit the client's Custom Fields information.

### *Eligibility Status*

If your agency submits the Ryan White Services Report (RSR), make sure all clients are designated as "Eligible for Ryan White." If your agency does not submit RSR,

make sure all clients are designated as “Not Eligible for Ryan White” (the default value for the field).

**For CDC’s Ending the HIV Epidemic (EHE) agencies:** Make sure all clients receiving CDC EHE-funded services are designated as “Not Eligible for Ryan White.”



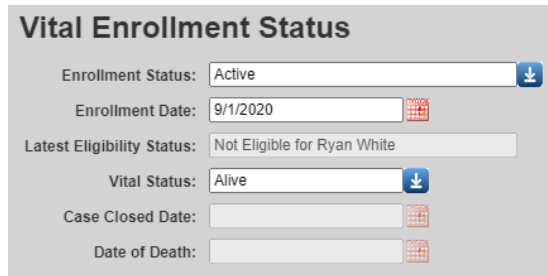
The screenshot shows a form titled "Add" with three input fields. The first field is "Eligibility Date" with the value "2/1/2021" and a calendar icon. The second field is "Is Eligible" with the value "No" and a dropdown arrow icon. The third field is "Funding Source" with an empty dropdown arrow icon.

### Enrollment Status

Enter the enrollment status for the client. The default value will be “Active.” Select from these options:

- *Active* — The client will be continuing in the program.
- *Referred or Discharged* — The client was referred to another program for services and will not continue to receive services at this agency. Also select this category if the client was discharged from a program because they became self-sufficient and was no longer eligible to receive RWHAP services, the client voluntarily leaves your program, or the client refuses to participate.
- *Removed* — The client was removed from treatment due to violation of rules.
- *Incarcerated* — The client will not be continuing in the agency’s program because they are serving a criminal sentence in a Federal, State, or local penitentiary, prison, jail, reformatory, work farm, or similar correctional institution (whether operated by the government or a contractor).
- *Relocated* — The client has moved out of the agency’s service area and will not continue to receive RWHAP services at the agency’s location.

This field indicates the overall status of the client, regardless of the type of services received. If a client is continuing to receive **any** services from your agency (e.g., medical case management), keep the enrollment status as “Active.”



**Vital Enrollment Status**

Enrollment Status: Active [dropdown arrow]

Enrollment Date: 9/1/2020 [calendar icon]

Latest Eligibility Status: Not Eligible for Ryan White

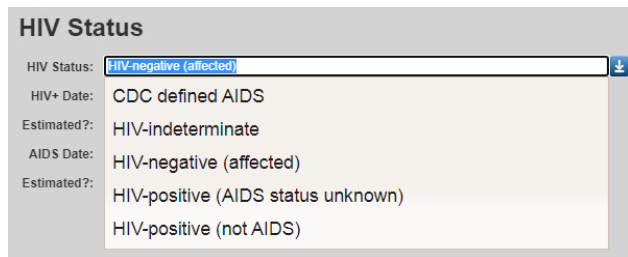
Vital Status: Alive [dropdown arrow]

Case Closed Date: [calendar icon]

Date of Death: [calendar icon]

### HIV Status

Select the appropriate HIV status from the drop-down menu. For HIV negative clients, select “HIV-negative (affected).”



**HIV Status**

HIV Status: HIV-negative (affected) [dropdown arrow]

HIV+ Date: CDC defined AIDS

Estimated?: HIV-indeterminate

AIDS Date: HIV-negative (affected)

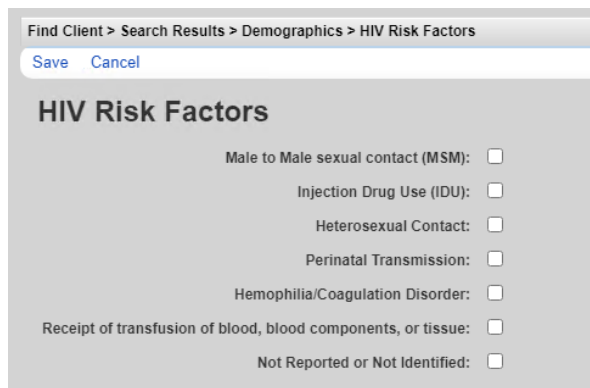
Estimated?: HIV-positive (AIDS status unknown)

HIV-positive (not AIDS)

### HIV Risk Factors

Select the appropriate HIV risk factors for **people with HIV only**. Select all that apply. These are the risk factors at initial HIV diagnosis (not current risk factors).

Do not complete this field for HIV Negative clients. Leave it blank.



Find Client > Search Results > Demographics > HIV Risk Factors

Save Cancel

**HIV Risk Factors**

Male to Male sexual contact (MSM):

Injection Drug Use (IDU):

Heterosexual Contact:

Perinatal Transmission:

Hemophilia/Coagulation Disorder:

Receipt of transfusion of blood, blood components, or tissue:

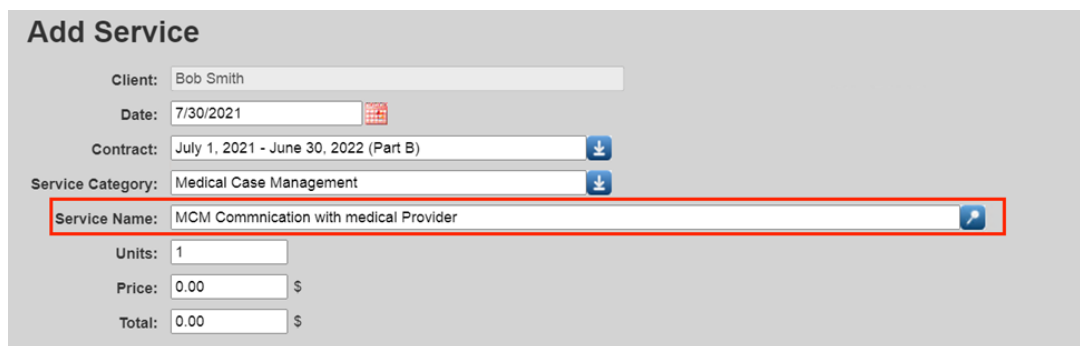
Not Reported or Not Identified:

## SERVICES

Select the Housing service that the client received for the “Service Name” field.

### For CDC’s Ending the HIV Epidemic (EHE) agencies:

- If your agency was not previously funded to provide Housing services, the contract will automatically populate after you select the service.
- If your agency was previously funded to provide Housing services (prior to CDC EHE funding), you will need to specify the correct contract when entering these services. Enter the “Service Name” first, then select the CDC EHE contract in the “Contract” field. The contract will have “(CDC EHE)” at the end of the contract name.



**Add Service**

Client: Bob Smith

Date: 7/30/2021

Contract: July 1, 2021 - June 30, 2022 (Part B)

Service Category: Medical Case Management

Service Name: MCM Communication with medical Provider

Units: 1

Price: 0.00 \$

Total: 0.00 \$

### CUSTOM FIELDS

Only the “Case Manager Name,” “Date closed out of Housing Services,” and priority population fields will appear on this screen, unless your agency is funded for other services that have their own custom fields (e.g., medical case management, ARCH, housing, and legal services).

- “Case Manager Name” is optional.
- If the client is no longer receiving Housing services, complete the “Date closed out of Housing Services” field.

**For CDC’s Ending the HIV Epidemic (EHE) agencies:** If the client is HIV negative, select “yes” or “no” for **each** of the priority population fields. Agencies that do not receive CDC EHE funding do not need to complete these fields.

Find Client > Search Results > Demographics > Custom Fields

Save Cancel

### Custom Fields

Case Manager Name:

Date Closed Out of MCM Services:

**Date Closed Out of Housing Services: 3/1/2021**

Date Closed Out of Legal Services:

Date Closed Out of ARCH Services:

Date Closed Out of CLTC Services:

Next Acuity Assessment:

Reason for Closing Case:

Care Access Client:

**Priority Population for HIV- Clients: LTBI: No**

**Priority Population for HIV- Clients: MSM: Yes**

**Priority Population for HIV- Clients: PWID: No**

**Priority Population for HIV- Clients: Transgender: Yes**