

Massachusetts Department of Public Health

Housing Services

January 2021



MASSACHUSETTS
careware

Introductions

- Emily Levine, Service Quality Coordinator, (Massachusetts Department of Public Health)
- Molly Higgins-Biddle, Project Director (JSI)
- Chris Tso, Helpdesk Coordinator (JSI)

Topics Covered In This Webinar

- Housing Services Data Requirements
- Entering Data
 - Housing Services
 - Annual Review
 - Custom Fields
- Quality Assurance Reports Available
- Case Scenarios
- Contract Manager Data Review
- Support and Resources

HOUSING SERVICES DATA REQUIREMENTS



Data Requirements: Housing Services

- For housing clients, the “At Risk HIV Negative Client” checkbox is required for HIV negative clients served.
- Housing Arrangement (Annual Review tab) should be updated every 6 months.

Types of subservice units

- Subservice units are either:
 - Activities (e.g., assessment, linkage, referrals): enter “1” unit when completed
 - Encounters, visits, communication: enter “1” unit for each 15 minute increment

ENTERING DATA

Entering Data – Housing Services


- Date of Service
- To narrow search, type in “HS” in the Service Name Field
- Units

Find Client > Search Results > Demographics > Services > Add Service > Add Service


[Save](#) [Back](#)

Next

Client:

Date: 

Service Name:

Contract: 

Units:


Price: \$


Total: \$


Entering Data – Annual Review

- Date
- Type – Housing Arrangement
- Result
 - Stable/Permanent
 - Temporary
 - Unstable

Add

Date: 

Type: 

Result: 

Counseled By:

Entering Data – Custom Fields

- At Risk HIV Negative field
 - This field is required.
 - Mark this checkbox if the client is an at risk HIV Negative client
- Date Closed out of Housing Services
 - This field is optional.
 - Select the date closed out of Housing Services

QUALITY ASSURANCE REPORTS



QA Reports for Housing

- Missing data reports:
 - Missing Annual Review
- Financial Report
- RSR Validation Report
- Other custom reports:
 - Client List
 - Service Detail Report
 - Aggregate Housing Counts

CASE SCENARIOS

Case Scenarios: A week with P

Monday, 10:30-11:00am

- Call to P to confirm upcoming office visit. Discussed documentation she needs to bring.

Tuesday, 1:00-2:00pm

- P comes in for office visit
- Complete Housing Search and Advocacy intake and sign consents
- Discussed housing needs and started looking at apartment listings

Wednesday, 2:00-2:30

- Call to Housing Authority to make an apt and discuss P's case with staff
- 15 min call to P to confirm appointment and arrange a time to sign paperwork.

A week with P: data reporting

Service Name	Units
HS&A Assessment	1 unit (complete)
HS&A In-person session	4 units (1 hour)
HS&A phone or video session	3 units (15 minutes + 30 minutes)
HS&A Communication on behalf of client	2 units (30 minutes)

A week with P in CAREWare

[Find Client](#) > [Search Results](#) > [Demographics](#) > [Services](#)

[View](#) [Add](#) [Delete](#) [Receipts](#) [Help](#) [Print or Export](#)

Services

Search:

Date	Subservice	Contract	Units
01/21/2021	HS Communication on behalf of client	July 1, 2020 - June 30, 2021 (Part B)	2
01/21/2021	HS&A assessment	July 1, 2020 - June 30, 2021 (Part B)	1
01/21/2021	HS&A in-person session	July 1, 2020 - June 30, 2021 (Part B)	4
01/21/2021	HS&A Phone or Video Session	July 1, 2020 - June 30, 2021 (Part B)	3



MASSACHUSETTS
careware

CONTRACT MANAGER DATA REVIEW



MASSACHUSETTS
careware

Contract Manager Data Review

<i>Description</i>	<i>Count</i>
Total Number of Clients	172
Total Number of Newly Enrolled Clients	16
Total Number of Care Access Clients	25

<i>Service Category</i>	<i>No of clients</i>	<i>Total Units</i>
Emergency Financial Assistance	32	43
Housing Services	77	165
Medical Case Management	52	386
Other Professional Services	27	113

<i>Service Category</i>	<i>Subservice</i>	<i>No of clients</i>	<i>Total Units</i>
Emergency Financial Assistance	EFA Homelessness Prevention	23	27
	EFA Rental start up	4	8
	EFA Utilities Assistance	5	8
Housing Services	HS Communication on behalf of client	32	57
	HS Permanent placement secured	8	8
	HS&A Phone or Video Session	58	100
Medical Case Management	MCM Acuity Reassessment	3	3
	MCM Care Access acuity reassessment	6	6
	MCM Client communication (not in-person)	48	220
	MCM Communication with medical provider	25	59



QA is everyone's responsibility

- What data are your contract managers reviewing?
- What will they ask you about?
- What tools can you use to address data quality?

CAREWARE MA SUPPORT & RESOURCES



CAREWare MA Documentation: Housing Services

- Subservice Definitions
- Fields and Definitions
- Report Instructions

Fields and Definitions

June 2020 v2.1

Yellow highlights indicate changes since the last version.



MASSACHUSETTS
careware

This document describes the fields available in the Massachusetts state CAREWare system. For more details on the field definitions used by the HIV/AIDS Bureau for the Ryan White HIV/AIDS Program (RWHAP), see the most recent Annual Ryan White HIV/AIDS Program Services Report Instruction Manual, available at: <https://careactarget.org/library/ryan-white-hiv-aids-program-services-report-rsr-instruction-manual>.

TABLE OF CONTENTS

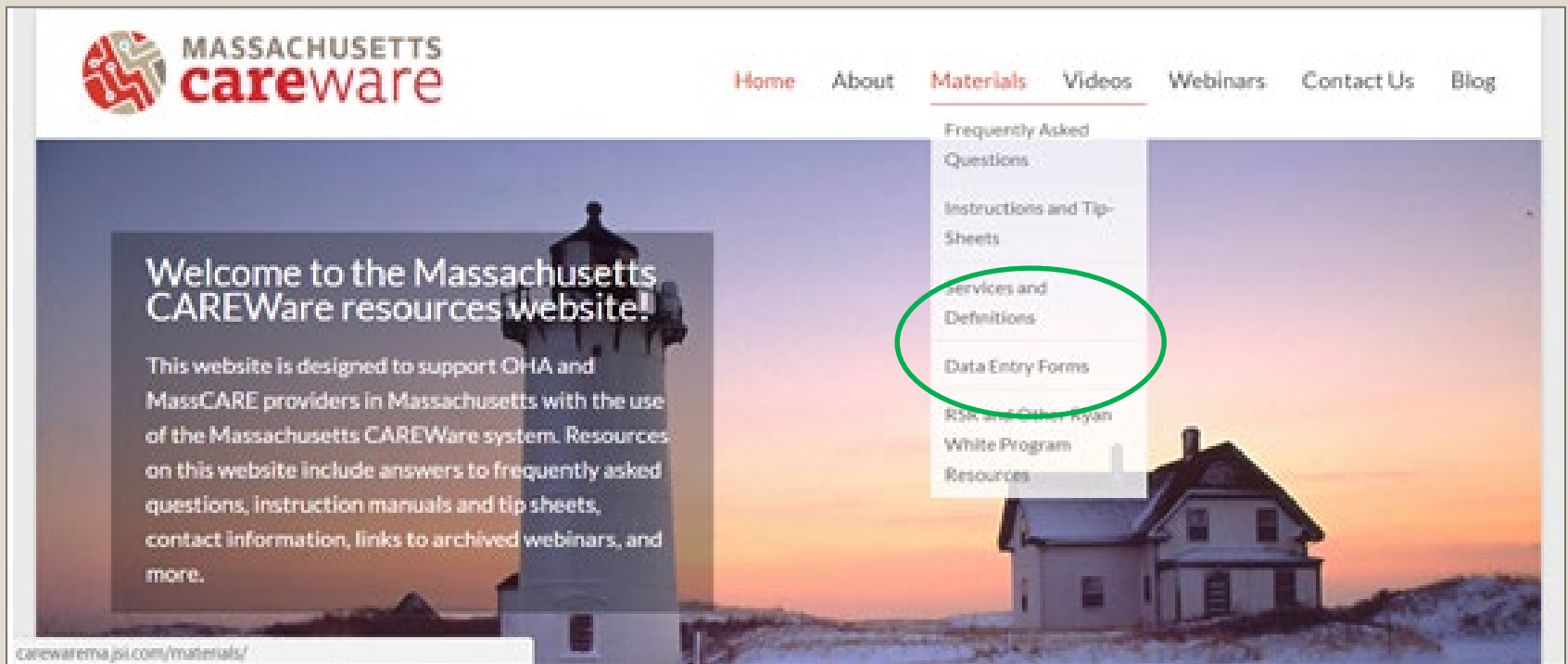
CLIENT IDENTIFIERS.....	4
Field 1 First Name.....	4
Field 2 Middle Name.....	4
Field 3 Last Name.....	4
Field 4 Gender.....	4



MASSACHUSETTS
careware

CAREWare MA Website

Find materials and other resources at <http://carewarema.jsi.com/> under “Materials.”



The screenshot displays the homepage of the Massachusetts CAREWare website. The header features the logo on the left and a navigation menu on the right with links for Home, About, Materials, Videos, Webinars, Contact Us, and Blog. The 'Materials' link is highlighted, and a dropdown menu is open, listing several resource categories. The 'Services and Definitions' item in this menu is circled in green. The main content area includes a welcome message and a list of resources available on the site.

MASSACHUSETTS careware

Home About **Materials** Videos Webinars Contact Us Blog

Frequently Asked Questions

Instructions and Tip-Sheets

Services and Definitions

Data Entry Forms

Role and System Admin

White Program

Resources

Welcome to the Massachusetts CAREWare resources website!

This website is designed to support OHA and MassCARE providers in Massachusetts with the use of the Massachusetts CAREWare system. Resources on this website include answers to frequently asked questions, instruction manuals and tip sheets, contact information, links to archived webinars, and more.

carewarema.jsi.com/materials/

CAREWare MA Helpdesk Support

- Go to www.CAREWareMA.jsi.com
- Email CAREWareMAhelpdesk@jsi.com
- Call 617-385-3991
- Fax 617-482-0617