Provide Enterprise
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CHARLII

Provide Enterprise User Guide
Virginia Department of Health

Last Updated December 2024

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Chapter One: Introduction

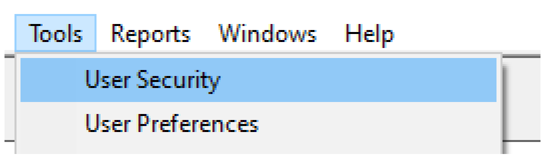
The Virginia Department of Health has chosen to use the Provide Enterprise (PE) system to manage their Ryan White Care and Prevention programs, which includes CHARLII.

This user guide will walk through the management of these records.

Security Requirements

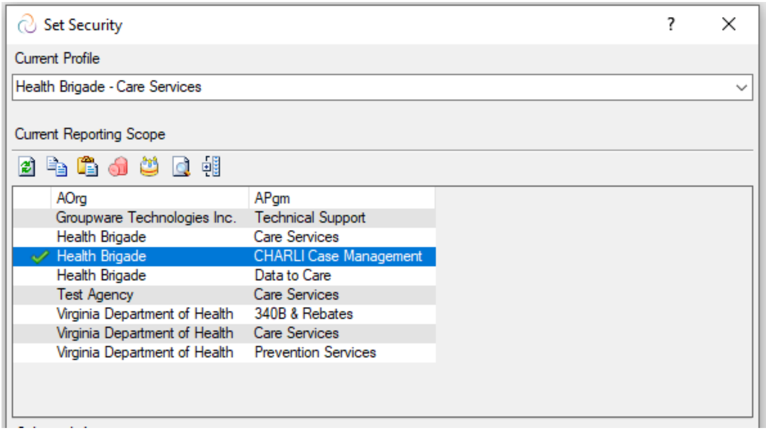
Enrolling and discharging clients for the CHARLII program requires the user role Provide.Users.CHARLI.

Next, you will need to set your user security profile as needed. This can be found under Tools > User Security in the Menu bar.



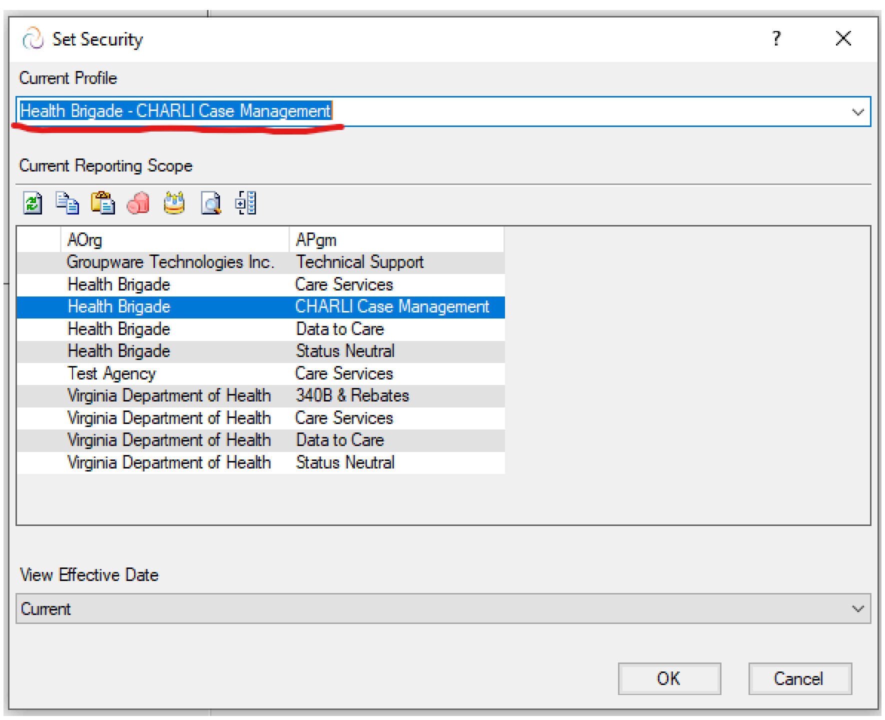
If you are a Care Services user and only need to “view” CHARLII records

The CHARLI Case Management program profile must either be set in your Current Profile or “check marked” in your Current Reporting Scope to view and create notes.



If you need to add/update CHARLII enrollments, notes, activities

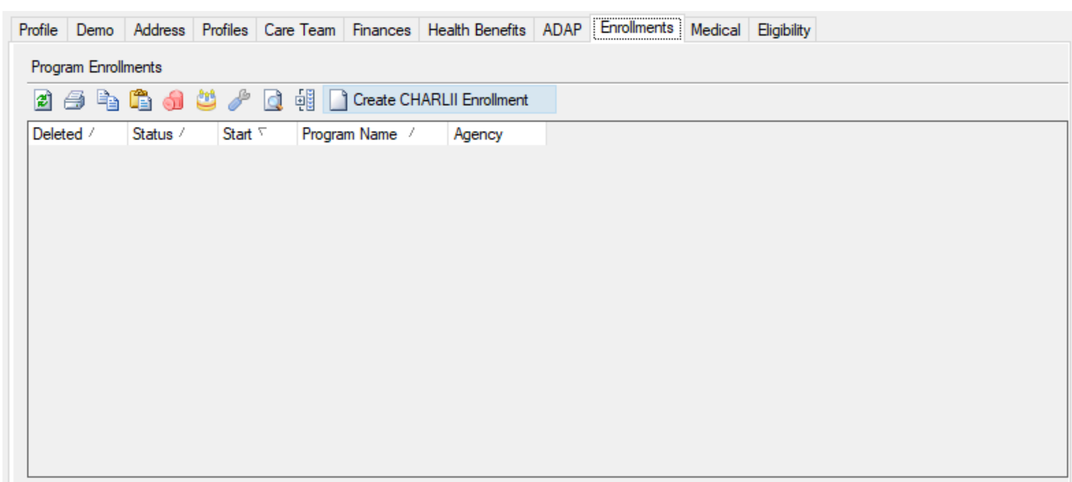
The CHARLI Case Management program profile must be set in your Current Profile in order to make updates to CHARLII records. **Users who work between both Care and CHARLII programs will need to “toggle” the appropriate Current Profile depending on the program in which they are working.**



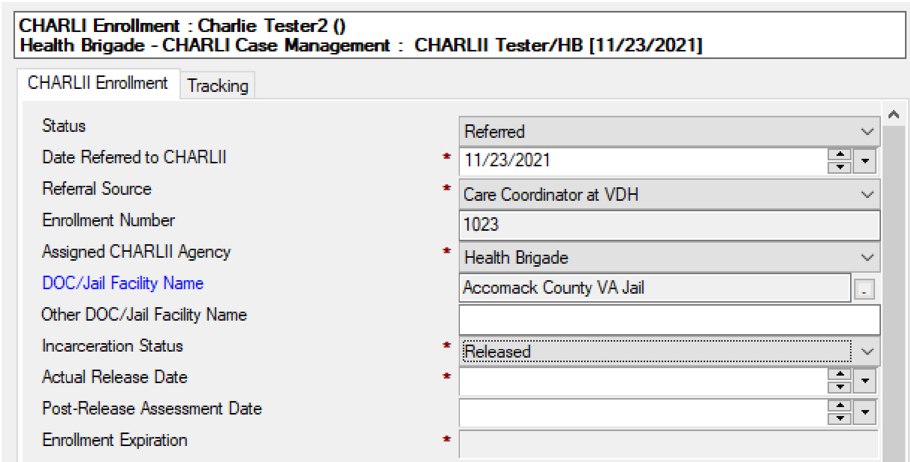
Enrolling a Client in CHARLII

Virginia Department of Health works with local Departments of Corrections (DOCs) across the state. Representatives from the detention facility send a Discharge Summary or Referral form, which contains all the required information necessary, as well as a consent form. After a member of the CHARLII team reviews and determines the documentation is in good order, the client may need to be registered (see Client Registration – Completing the Client Profile User Manual). If the client is new, and needs to be registered, the signed authorization provided with the Discharge Summary should be attached as the consent form.

From the Client Profile, navigate to the Enrollments tab. Within the Program Enrollments embedded view, click the Create button > CHARLII Enrollment.



CHARLII Enrollment tab:



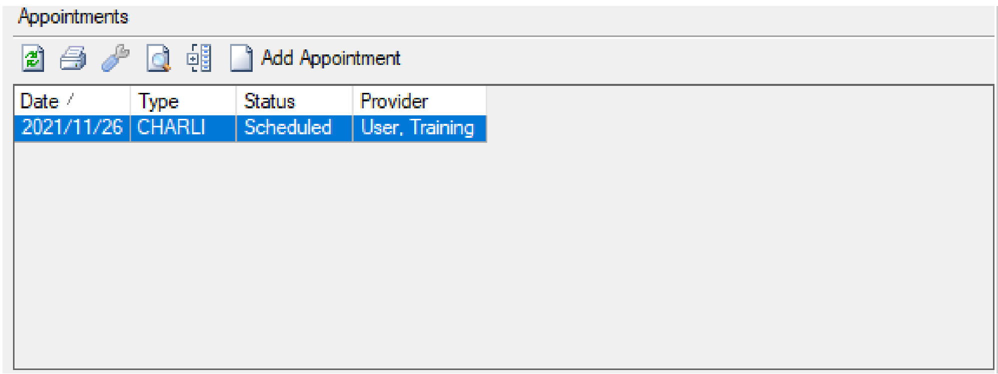
Complete the required information on the enrollment form.

- Status – defaults to Referred. Change the status to Enrolled once the client is enrolled in CHARLII services.
- Date Referred to CHARLII – defaults to today's date.
- Referral Source – select the source of the referral.
- Date Enrolled in CHARLII – displays when the status = Enrolled.
- Enrollment number – automatically generated.
- Assigned CHARLII Agency – defaults to current agency.
- DOC/Jail Facility Name – select the facility from which the client is being discharged.
- Other DOC/Jail Facility Name – if the appropriate facility is not found in the above list, type the facility name.
- Incarceration Status – select if client is currently incarcerated or has been released.
- Planned Release Date – this field displays if Incarceration status = Currently incarcerated.
- Actual Release Date – this field displays if Incarceration Status = Released.
- Post-Release Assessment Date – enter the date of post-release assessment.
- Enrollment Expiration – auto-populated based on incarceration status and enrollment date. If the client is released, and the date of enrollment is later than the date of actual release, the date will default to 18 months after date of enrollment, otherwise the date will default to 18 months after the date of release. If the client is currently incarcerated, this field will not display and will remain blank until the client is released, and actual release date is entered.

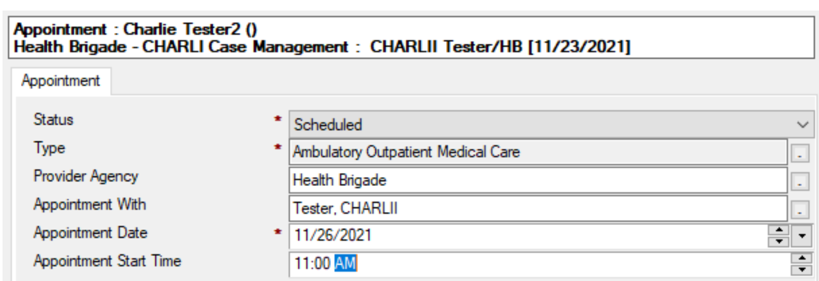
Embedded Views will display any Seamless enrollment records, Appointments, CHARLII Tracking and CHARLII Notes.

Click the Save button to save the enrollment record, and begin entering data.

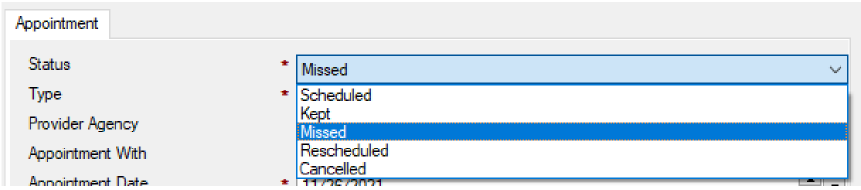
Appointments



The Appointments embedded view will display any prior medical appointment history. You may also use the “Add Appointment” button to document any upcoming appointments

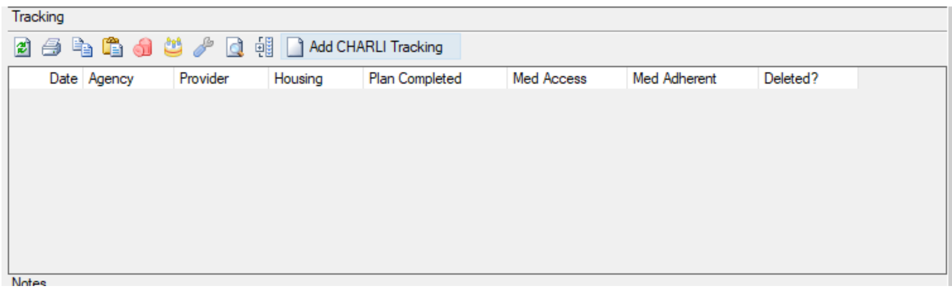


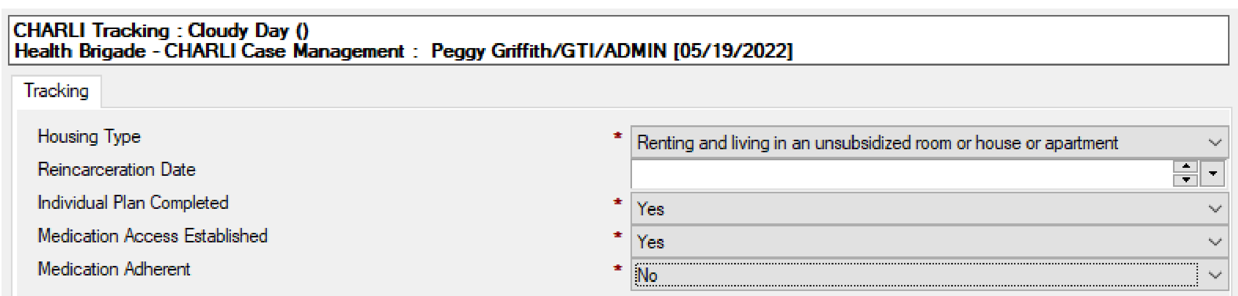
To Edit the appointment, click Edit button to indicate if the appointment was kept, missed, rescheduled, or cancelled. If the appointment is missed, rescheduled, or cancelled, enter the reason in the field that displays.



When finished, click Close, and Yes to save the changes to the Appointment record.

Tracking





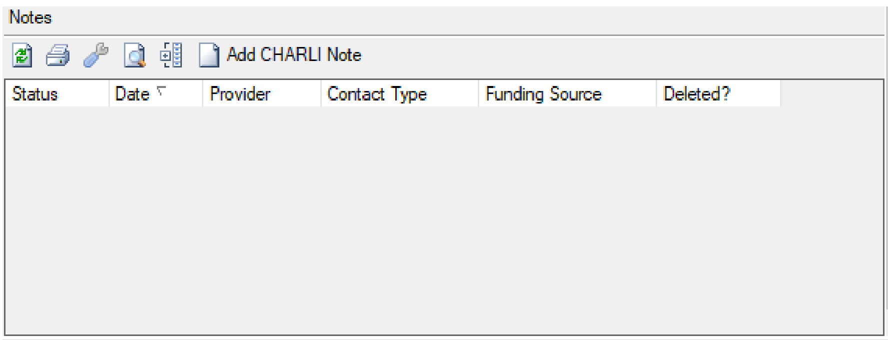
Use the Tracking view to record the following:

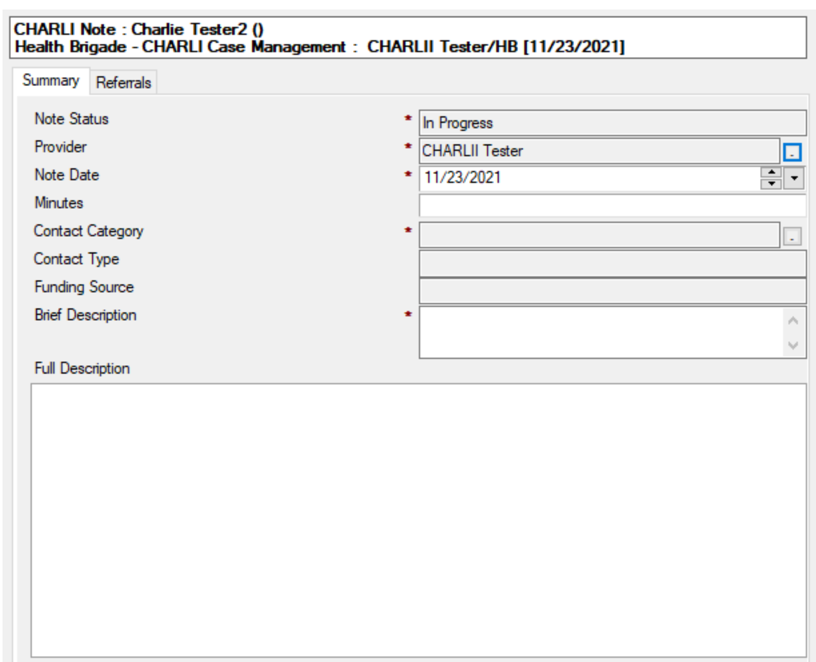
- Housing Type – client's current housing type
- Reincarceration date – enter reincarceration date (if applicable)
- Individual Plan Completed – enter Yes or No
- Medication Access Established – enter Yes or No
- Medication Adherent – enter Yes or No

After you have completed all the required fields to process the enrollment, save the enrollment record by clicking Close, and answer Yes to save your changes.

CHARLII Notes

The Notes embedded view will display a history of case management note records. Click "Add CHARLI Note" to create a new note.





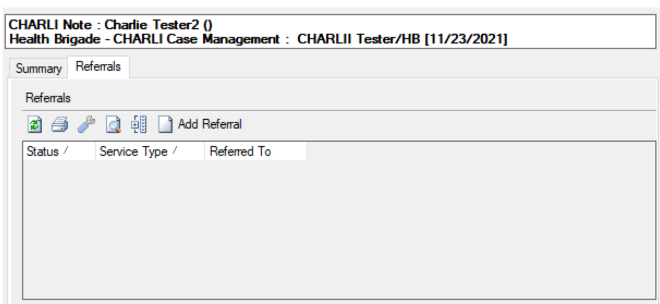
Enter the required information.

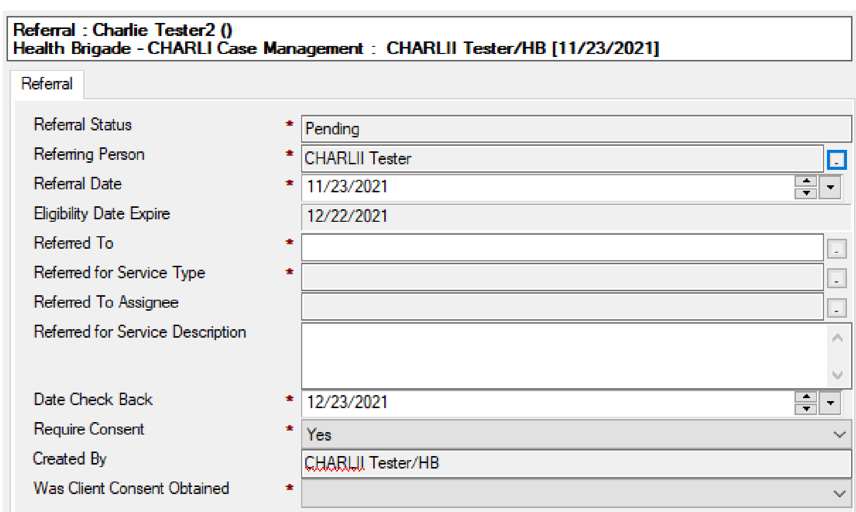
- Note Status – defaults to In Progress. If a note is started, and the Case Manager doesn't have time to complete the note, it can be saved in the status of In Progress.
- Provider – defaults to user name.
- Note date – defaults to today's date.
- Minutes – enter number of minutes were spent during this encounter.

- Contact Category – defaults to CHARLI Case Management
- Contact Type – Client Contact
- Funding Source – auto-populates based on Contact Type.
- Brief Description – enter the subject line of the note.
- Full Description – enter the complete detailed notes.

Referral Tab

The Referral tab may be used if a referral is made as a result of the client contact. An embedded view will display a history of referral records for the client. Click “Add Referral” to create a new referral.





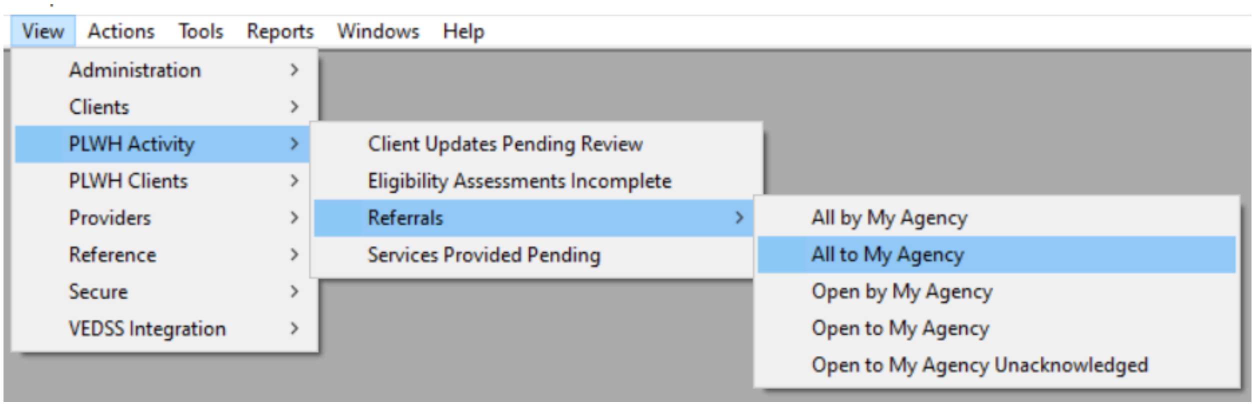
- Fill in the appropriate fields:
    - Referring Person – This will default to you, but you can select a different person

- Referred To – Select the agency you are referring the client to
- Referred for Service Type – Select the service type
- Referred to Assignee – If there is a referred to assignee, select it here
- Referred for Service Description – Enter the description of the referral service
- Date Check Back – Enter the date to check back on the referral.
- Consent Required – defaults to Yes
- Client Consent Obtained? – Confirm that client has signed informed consent

When finished, click on the **Submit** button to save your changes and submit the referral.

An hourly agent will run that will send the referral to the destination agency.

The destination agency can go to View > PLWH Activity > Referrals > All to My Agency to work the referral.



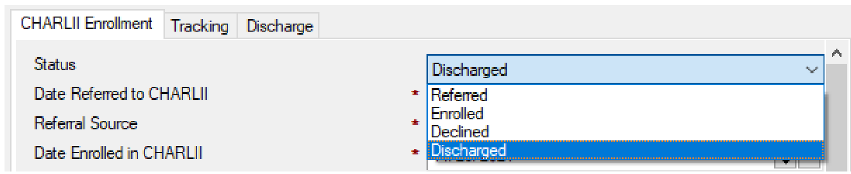
The referrals then can be "Acknowledged" by the receiving agency by clicking on the Acknowledge button. Acknowledging the referral will inform the referring provider that the referral has been received.

When a referral is completed, the agency receiving the referral will be able to view the referral in any of the View\PLWH Activity\Referrals views.

Once a referral is opened, it cannot be edited. However, you can come back to the referral at any time and click the Close button to close the referral.

Discharging a CHARLII Client

From the Enrollment Record, click the Edit to update the status of the CHARLII enrollment.



When the status is changed to Discharged, the Discharge tab appears within the enrollment record.

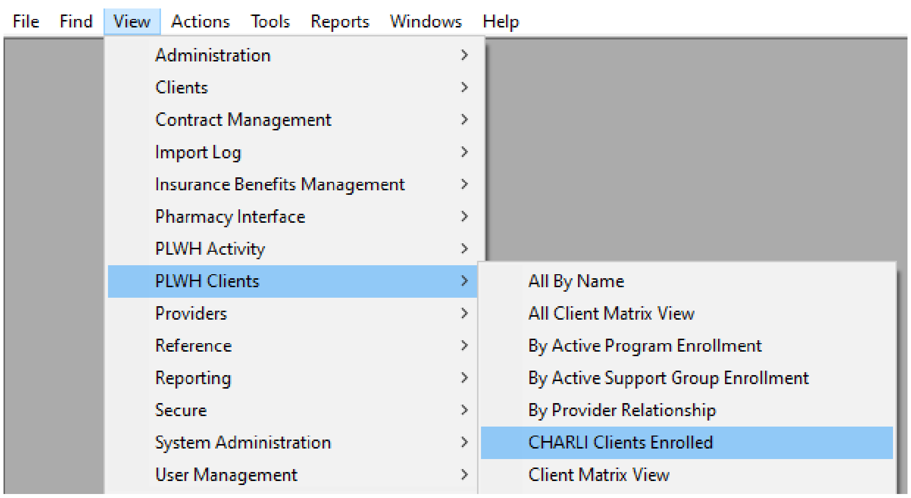
Complete the required fields:

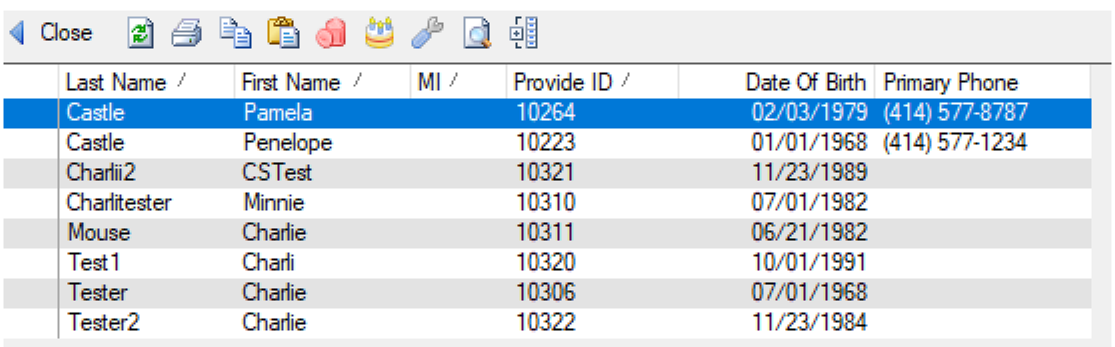
- Date Discharged from CHARLII – enter the date of discharge from the CHARLII program
- Discharge Reason – select the reason for discharge
- Discharge Service Level – select the appropriate service level
- Housing Type – enter the client's housing situation as of the date of discharge

When complete, click the Close button, and select Yes to save the enrollment record.

Viewing CHARLII Clients

To help you quickly view CHARLII clients, click View > PLWH Clients > CHARLI Clients Enrolled.



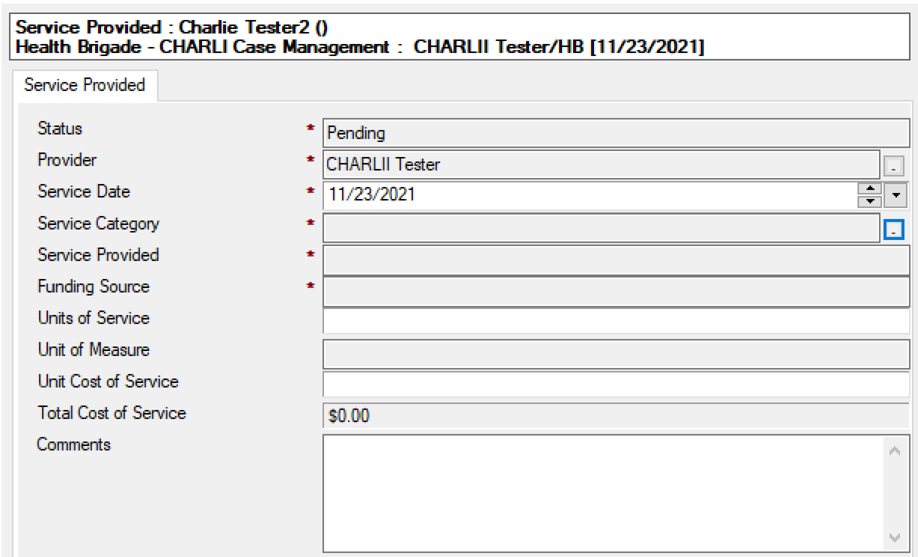


Last Name	First Name	MI	Provide ID	Date Of Birth	Primary Phone
Castle	Pamela		10264	02/03/1979	(414) 577-8787
Castle	Penelope		10223	01/01/1968	(414) 577-1234
Charlii2	CSTest		10321	11/23/1989	
Charlitester	Minnie		10310	07/01/1982	
Mouse	Charlie		10311	06/21/1982	
Test1	Charli		10320	10/01/1991	
Tester	Charlie		10306	07/01/1968	
Tester2	Charlie		10322	11/23/1984	

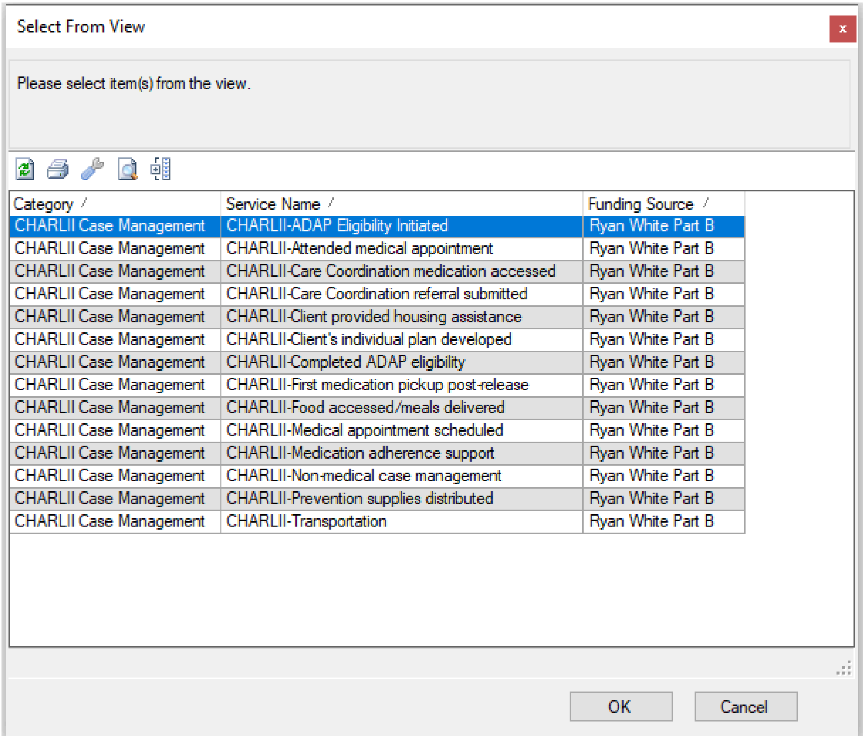
Documenting Services Provided

Services Provided are used to document a tangible service that you provided to the client. To create a Service Provided, follow the steps below:

From the Client Profile, click Create from the button bar, and select Service Provided.



- Fill in the appropriate fields. Depending on the Service Provided, the data entry fields will vary. Please note that services documented for CHARLII clients should be within the CHARLII Case Management Category.



Category	Service Name	Funding Source
CHARLII Case Management	CHARLII-ADAP Eligibility Initiated	Ryan White Part B
CHARLII Case Management	CHARLII-Attended medical appointment	Ryan White Part B
CHARLII Case Management	CHARLII-Care Coordination medication accessed	Ryan White Part B
CHARLII Case Management	CHARLII-Care Coordination referral submitted	Ryan White Part B
CHARLII Case Management	CHARLII-Client provided housing assistance	Ryan White Part B
CHARLII Case Management	CHARLII-Client's individual plan developed	Ryan White Part B
CHARLII Case Management	CHARLII-Completed ADAP eligibility	Ryan White Part B
CHARLII Case Management	CHARLII-First medication pickup post-release	Ryan White Part B
CHARLII Case Management	CHARLII-Food accessed/meals delivered	Ryan White Part B
CHARLII Case Management	CHARLII-Medical appointment scheduled	Ryan White Part B
CHARLII Case Management	CHARLII-Medication adherence support	Ryan White Part B
CHARLII Case Management	CHARLII-Non-medical case management	Ryan White Part B
CHARLII Case Management	CHARLII-Prevention supplies distributed	Ryan White Part B
CHARLII Case Management	CHARLII-Transportation	Ryan White Part B

When finished, you can either mark the service as "Completed" or "Not Provided".

If you do not have time to enter in all the required information in one sitting, you can save the Service Provided as "Pending" so you can come back to it later. To save it as "Pending", click on the Close button and then Yes to save your changes. When you want to come back and complete the Service Provided, double click into the "Pending" Service Provided and click on the Edit button.

PLEASE NOTE: It is important to complete each Service Provided. Services Provided that are not in a "Completed" status will not be included in your reports.

Marking the Service Provided as "Completed"

Click on the **Complete** button to save your changes. Once a Service Provided is marked as Complete, you cannot edit the Service Provided.

Marking the Service Provided as "Not Provided"

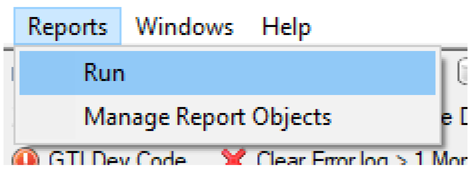
Marking the Service Provided as “**Not Provided**” allows you to document that you had planned to deliver a service but did not actually deliver the service.

Click on the **Not Provided** button to mark the Service Provided as “Not Provided”.

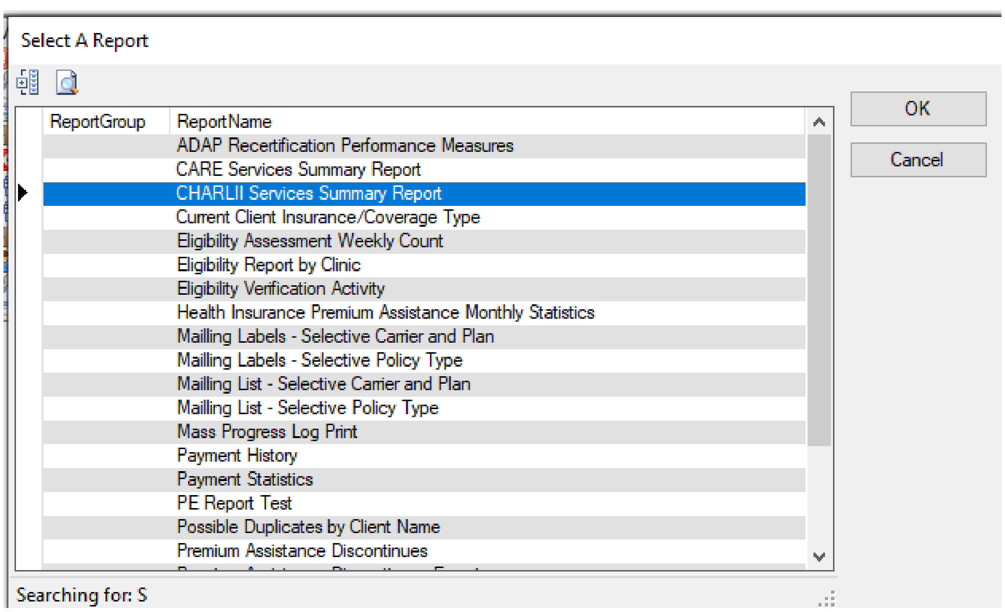
Select the reason you are marking the service as “Not Provided” and click OK.

CHARLII Services Summary Report

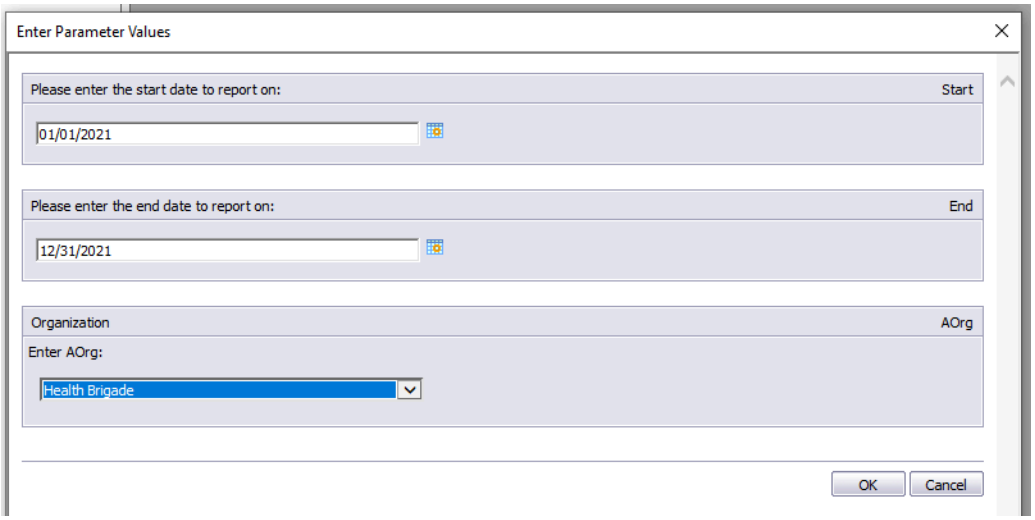
To run a services summary report, go to the Reports menu and select Run.

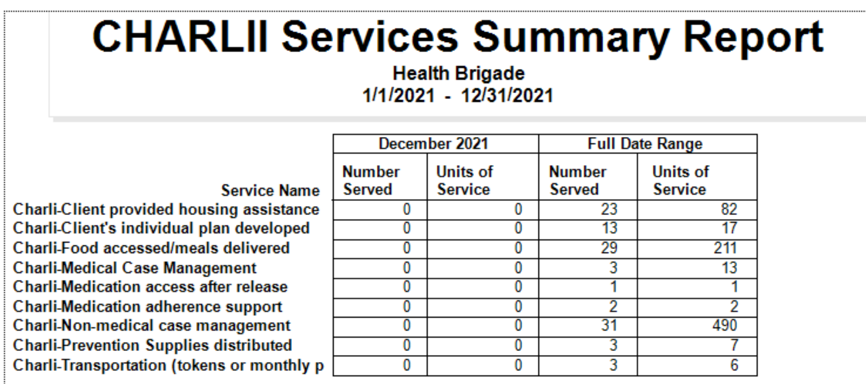


Select the CHARLII Services Summary Report.



Enter the search criteria.



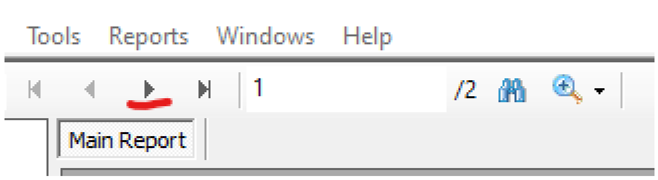


CHARLII Services Summary Report

Health Brigade
1/1/2021 - 12/31/2021

	December 2021		Full Date Range	
Service Name	Number Served	Units of Service	Number Served	Units of Service
Charli-Client provided housing assistance	0	0	23	82
Charli-Client's individual plan developed	0	0	13	17
Charli-Food accessed/meals delivered	0	0	29	211
Charli-Medical Case Management	0	0	3	13
Charli-Medication access after release	0	0	1	1
Charli-Medication adherence support	0	0	2	2
Charli-Non-medical case management	0	0	31	490
Charli-Prevention Supplies distributed	0	0	3	7
Charli-Transportation (tokens or monthly p	0	0	3	6

It may take a few minutes for the report to run depending on the amount of data. This is a two-page report. From the button bar, use the arrow buttons to navigate to the Demographic Summary page.



CHARLII Services Summary Report

Health Brigade
1/1/2021 - 12/31/2021

		December 2021		Full Date Range	
		# Clients	% Clients	# Clients	% Clients
Current Age	25 to 34	0		7	21.88%
Current Age	35 to 44	0		6	18.75%
Current Age	45 to 54	0		12	37.50%
Current Age	55 to 64	0		7	21.88%
Current Gender	Female	0		5	15.63%
Current Gender	Male	0		25	78.13%
Current Gender	Transgender Male to Female	0		1	3.13%
Current Gender	Transgender Other	0		1	3.13%
Ethnicity		0		1	3.13%
Ethnicity	Non-Hispanic	0		31	96.88%
FPL		0		2	6.25%
FPL	At or below 100% FPL	0		30	93.75%
Insurance Type	Medicaid	0		32	100.00%
Insurance Type	Medicare	0		32	100.00%
Insurance Type	Private Insurance	0		32	100.00%
Race		0		1	3.13%
Race	American Indian/Alaska Native	0		1	3.13%
Race	More than 1 Race	0		30	93.75%
Tranmission Risk		0		11	34.38%
Tranmission Risk	Heterosexual Contact	0		15	46.88%
Tranmission Risk	Men Who Have Sex with Men	0		3	9.38%
Tranmission Risk	Undetermined	0		3	9.38%