Return to VIVÉ Knowledge Base

The VIVÉ Friendly Visiting Programs Reference Guide

VIVÉ is a customized client management system designed by NYC Aging. This system supports NYC Aging contractors in managing their client interactions and reporting on services provided. This reference guide provides instructions on using the **Friendly Visiting** module of VIVÉ. Follow the links below to access sections of this document or external references.

You may access this guide from the VIVÉ Knowledge Base or from a program specific reference guide. At the beginning and end of this document is a link to return to the VIVÉ Knowledge Base. Or you can use your browser's back button to return to a program reference guide.

This guide provides navigational and functional instructions. For assistance with program operations or policy, please refer to your program officer or view NYC Aging's Program's Standards.

In this guide you will learn how to:

  - Adding Volunteer Notes
- **Match Status**
  - Creating Match – Client Process
  - Creating a Match – Volunteer Process
- **Finalizing Friendly Visit Service Plan**
  - Updating the Friendly Visit Service Plan
  - Closing the Friendly Visit Service Plan
    - Dissolving Match Status
    - Closing the Service Plan
- **Friendly Visiting Volunteer Units of Service**
  - Adding a New FV – Units of Service Record
  - Editing an Existing FV – Units of Service Record
  - Finalizing Existing FV – Units of Service Record
- **Access Assistance with VIVÉ and the VIVÉ Knowledge Base**

In addition to these program specific instructions, there are the following common guides:

- Basic Navigation
- Case Notes
- Client Profile
- Client Search & Initial Data Entry
- Consent
- Contacts
- Dashboard
- Documents
- Enrollments
- Events
- Follow-Up
- Glossary
- Notifications
- NYC.ID Login
- Referrals
- Reports
- Unit Entry

VIVÉ: Flow Diagrams

The following flow diagrams illustrate the navigation processes for key aspects of your work. These diagrams provide a general overview of the steps involved in completing key tasks, while also showcasing the various sections of the VIVÉ database. Detailed instructions on how to enter information will be provided in each of the sections.

The following are flow diagrams for the steps that happen when entering information for a new client and new volunteer. You can navigate through these steps in this way and once information is entered, you can return to previous sections as needed.

New Client Flow Chart

New Volunteer Flow Chart

New Client Flow Chart

When entering a new client in VIVÉ, the process follows the basic flow that is represented in the **New Client Flow Chart** diagram below. We will begin the discussion of this process with **Referral Queue**.

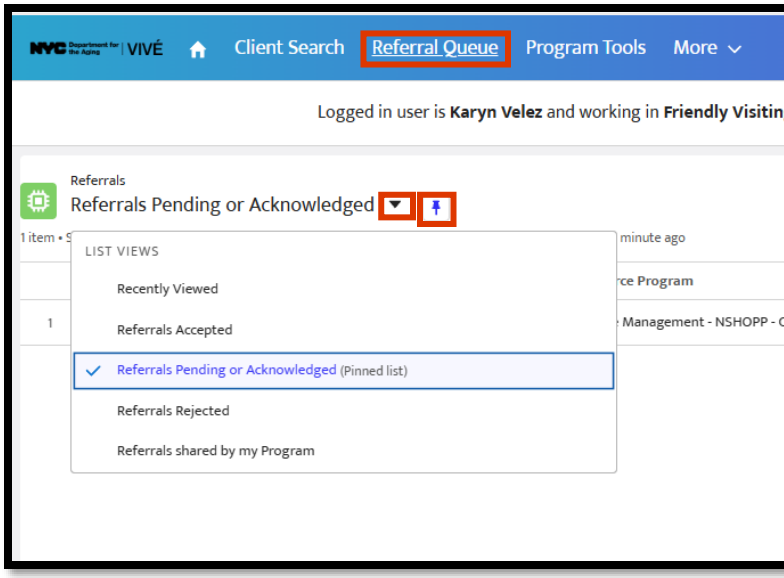
Referral Queue

The **Referral Queue** is the starting point in evaluating the new client for enrollment into your **Friendly Visiting** program. **Referral Queue** is one of the links found on the **Top Menu**.

Your program is alerted to a new Friendly Visiting referral with an email that is sent from NYC Aging VIVÉ on behalf of the program you are associated with.

Reviewing a New Client Referral for Acceptance or Rejection

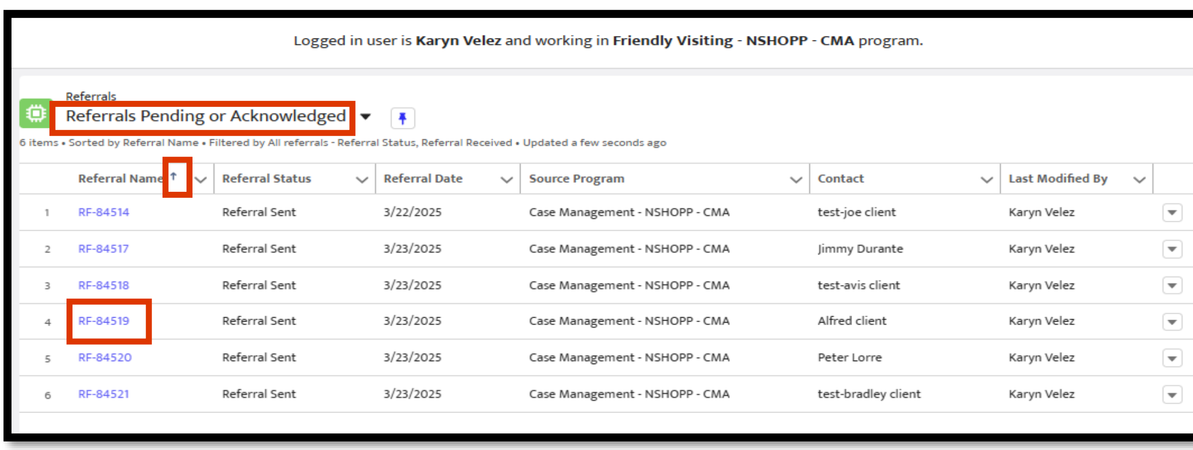
Step 1: Click the **Referral Queue** link. The **Referrals** List View appears. Using the dropdown arrow, you can access five different referral types. You can select one of these as your default **Referrals** type using the pin icon.



The **Referral Filter** types are:

- **Recently Viewed**: Referrals recently opened and reviewed.
- **Referrals Accepted**: Referrals deemed appropriate and accepted.
- **Referrals Pending or Acknowledged**: Referrals received but no action has been taken.
- **Referrals Rejected**: Referrals deemed not appropriate for services.
- **Referrals shared by my Program**: Referrals made by your program to other programs including termination of services and updates.

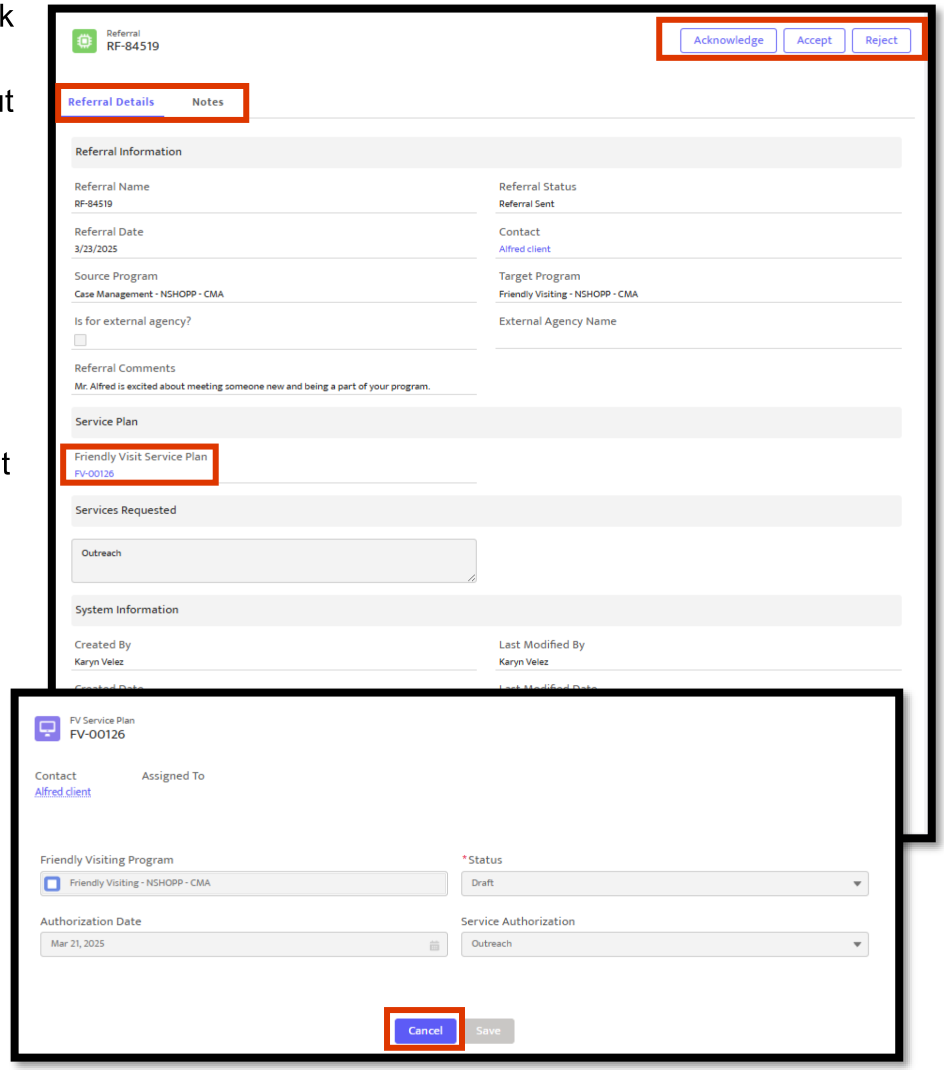
Step 2: To view pending referrals, pick **Referrals Pending or Acknowledged**. You can sort the list by clicking on the column headings. For example, click the arrow next to **Referral Name** to sort the list in either ascending or descending order.



Step 3: Click on a **Referral Name** link to access that **Referrals Details** page. The form provides details about the referral and a link to view the **Friendly Visit Service Plan**. Aside from the **Exit** button, located at the bottom of the form, there are three additional buttons on the referral – **Acknowledge**, **Accept** or **Reject** – located at the top-right of the form.

Select the **Acknowledge** button to let the referring program know the referral was received. They see the update on their **Referrals shared by my Program** List View.

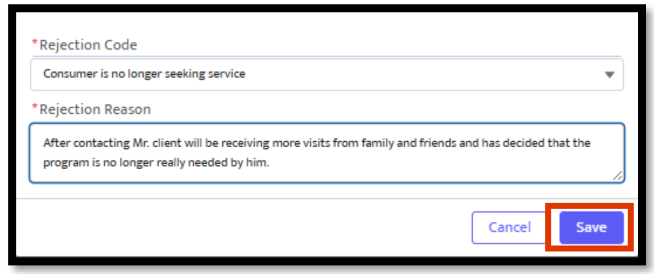
Step 4: On the **Referrals Details** page under the Friendly Visiting Service Plan, click on the link to view a read-only page of the **Friendly Visiting Service Plan**.



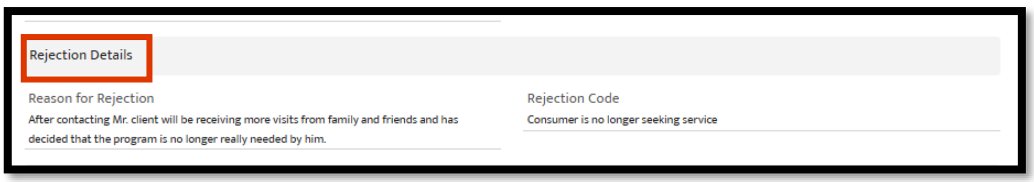
Step 5: From the **Referral Details** page, you can also **Accept** or **Reject** the referral. If you select **Accept**, the system confirms the referral has been accepted by your program. The **Accept** and **Reject** buttons are replaced with a **Create Enrollment** button on the **Referral Details** form.

The referral moves from the list **Referrals Pending or Acknowledged** to **Referrals Accepted** on the queue. The referring program is updated to this acceptance on their **Referral Queue** listing.

If you select **Reject**, a pop-up window displays requests for **Rejection Code** and **Reason**. Confirm all required fields are completed before selecting **Save**.



You return to **Referral Details** where the **Accept** and **Reject** buttons are no longer displayed and no fields are editable. The **Rejection Details** display in the middle of the form. Selecting **Exit** returns you to the **Referrals** list view.



VIVÉ automatically updates the **Referrals shared by my Program** List View of the program that made the initial service request.

NOTE: *In VIVÉ reviewing CMA notes can only be done* ***after*** *the referral has been accepted and an* ***Enrollment*** *has been created for the client. If the client is deemed ineligible for services after reviewing the CMA notes, then the status of the Friendly Visiting Service plan would have to be terminated. (see notes under* ***Finalizing Friendly Visit Service Plan*** *and* ***Closing The Friendly Visit Service Plan****).*

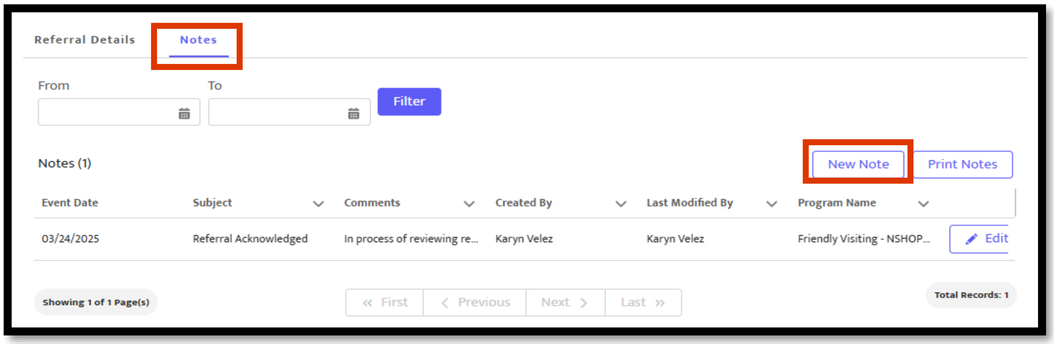
Only Referrals ***without*** *an attached Friendly Visit Service Plan are* ***Rejected*** *prior to Enrollment.*

Referral Notes

There is an option to add notes to a referral using the **Notes** link on the **Referral Details** page.

Step 1: Click the sub-menu link: **Notes**.

The **Notes** List View provides the ability to add, print, and find specific notes, by date, using the **Filter** button.

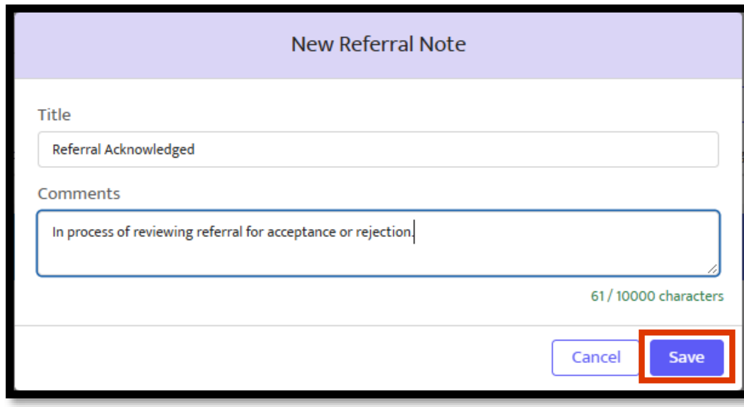


Adding a New Referral Note:

Select the **New Note** button.

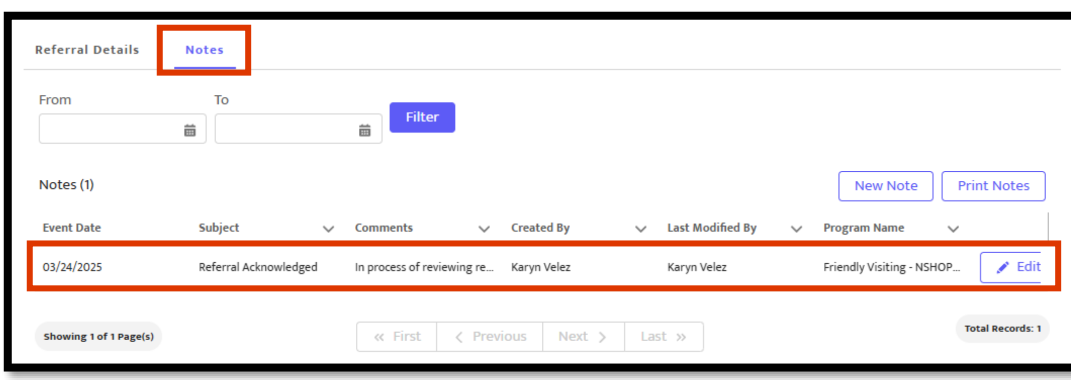
The **New Referral Note** pop-up appears. Enter information and select **Save**.

You return to the List View where information about the note is displayed. An **Edit** button is available to the far-right of the note row.

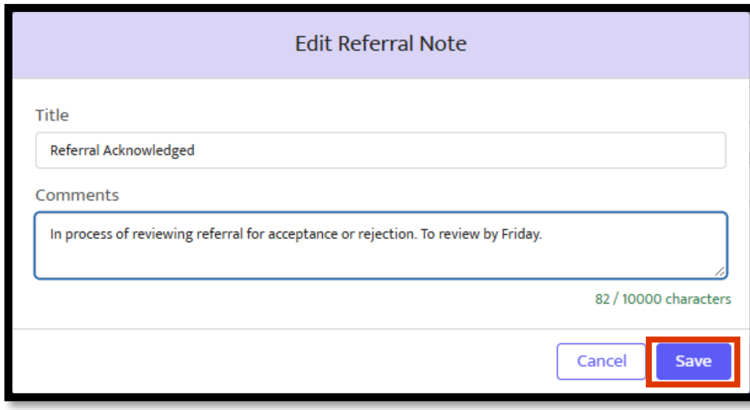


Editing a Referral Note

Select **Edit** at the right end of the note row on the **Notes** List View.



The **Edit Referral Note** pop-up appears. Make any necessary changes and select **Save**.



The edited item reflects on the List View.

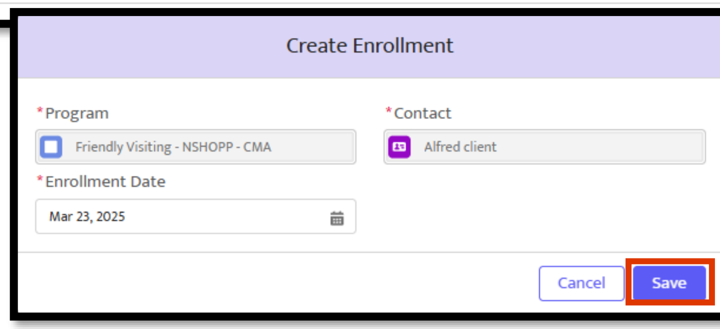
Enrollment

Enrollment is the process of moving the client into your program so further actions can be taken in their record. This process also enables the assignment of a worker to a client's case.

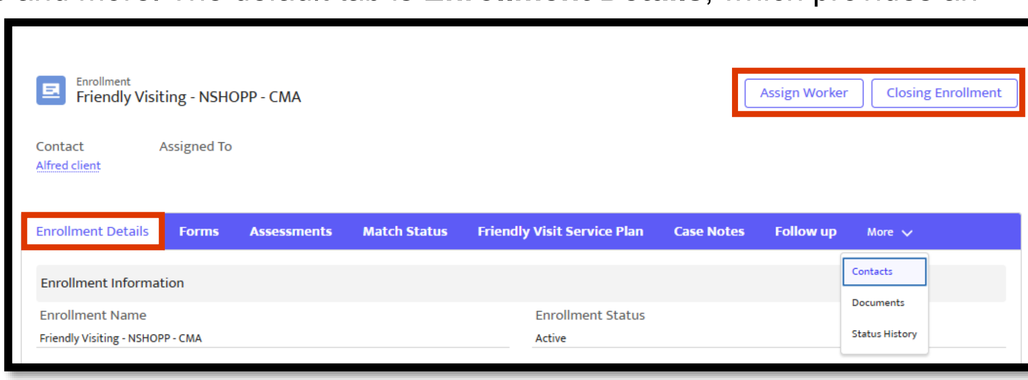
Enrollment of a New Client

Step 1: After a client is accepted on the **Referral Details** page, select the **Create Enrollment** button.

Step 2: From the **Create Enrollment** pop-up enter the Enrollment date, which can be in the past, but never in the future. The other fields will be pre-populated. Once the date is confirmed, select **Save**.

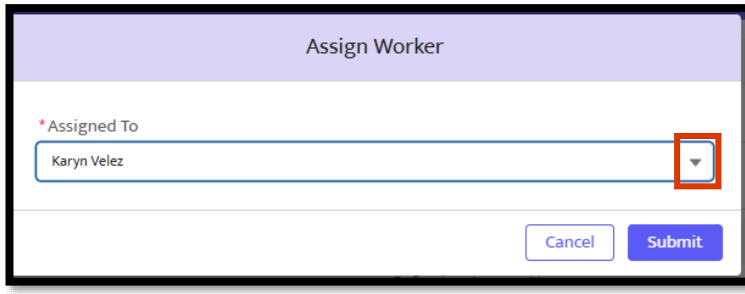


Step 3: After selecting **Save**, the Enrollment Details Menu appears. This page includes tabs to access various forms, complete assessments, match clients to volunteers and more. The default tab is **Enrollment Details**, which provides an overview of the client's enrollment and referral information. The status for the enrollment is listed as **Active**. Also available are two buttons – **Assign Worker** and **Closing Enrollment**.



To Assign Worker:

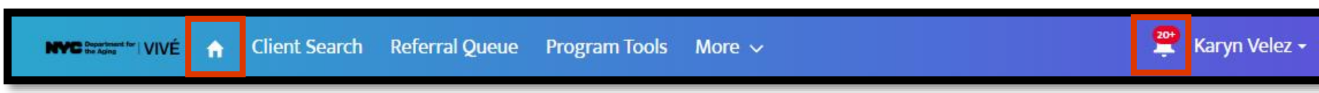
Step 1: From the **Enrollment Details Menu** in the upper right-hand corner, select **Assign Worker**. In the pop-up, use the dropdown menu to pick a team member to assign to this client.



The assigned worker receives a **Notification** that this client has been added to their caseload and has two options to view the notification.

Option 1: Select the **Bell Icon** on the **Top Menu** to view the message.

Option 2: View the assigned client within the **My Enrollments** on the **Dashboard**. Be sure to **Refresh** the **Dashboard** page to view client information.

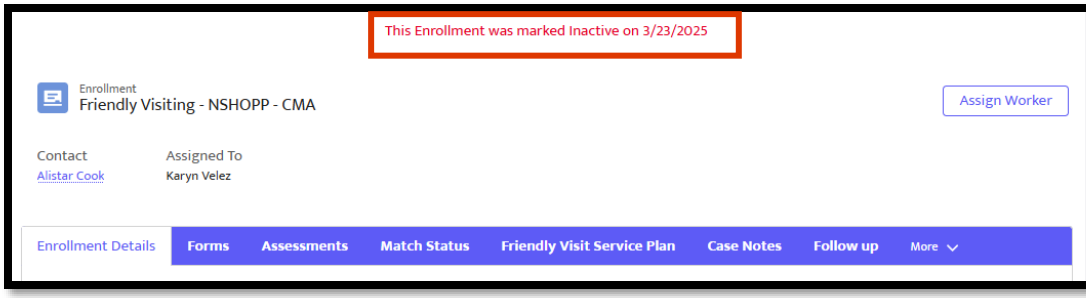


NOTE: *If the worker assignment needs to be changed, the **Assign Worker** button is available on the **Enrollment Menu**. Complete this same process to re-assign the client's case.*

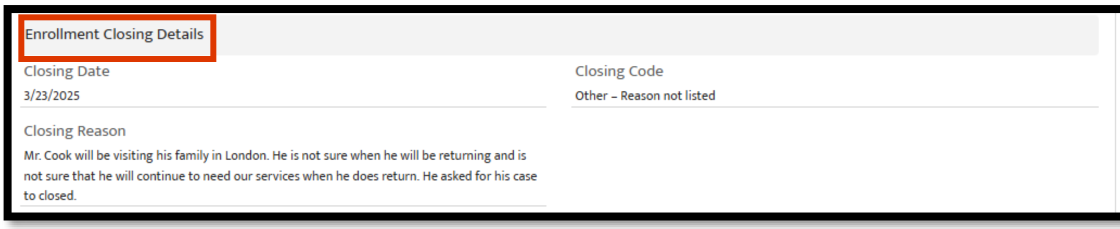
Ignore Close Enrollment:

Friendly Visiting programs can ignore this **Closing Enrollment** button on the Enrollment Details page. This common button is used by only certain programs. A client's enrollment will automatically be inactivated once the **Friendly Visit Service Plan** is **Terminated**.

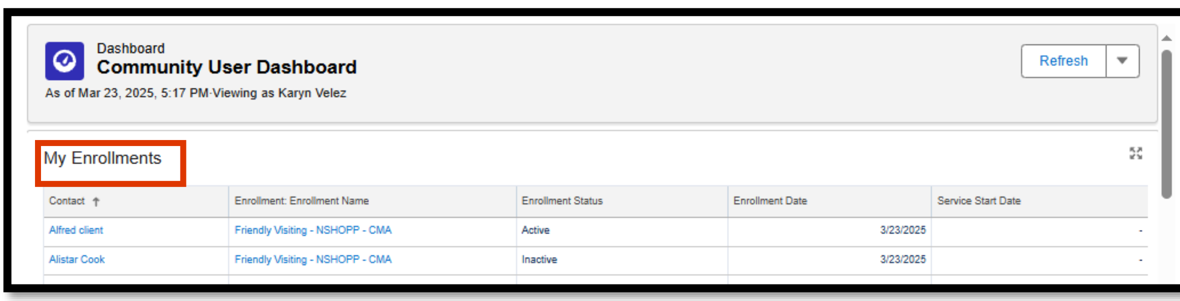
You can view this change to the Enrollment status on the **Enrollment Details** page where a notation on the inactivation of the enrollment will be displayed.



In the middle of the Enrollment Details page, details of the enrollment closing are available.



The updated status of Inactive is also displayed within My Enrollments on the Dashboard.



Case Notes: Viewing a CMA Note & Creating an FV Note

Viewing a CMA Case Note

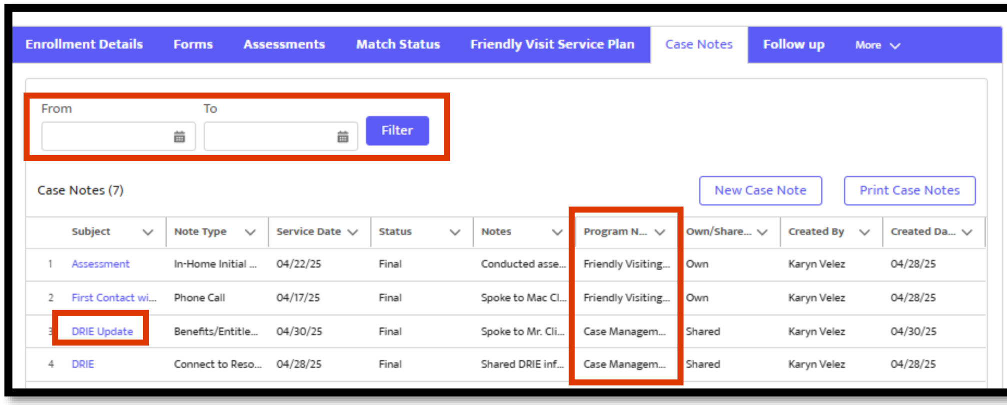
Case notes that have been shared by the case management agency can be viewed in read-only status using the Case Notes tab. There are three ways to access the **Case Notes** tab after accepting and enrolling the client:

a. From the **Enrollment Details Menu**, click the **Case Notes** tab.

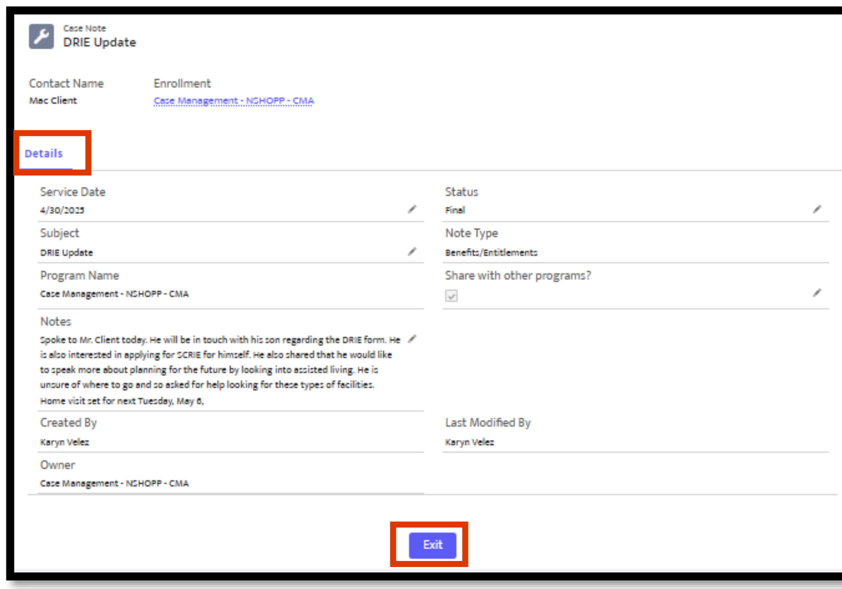
b. Using **Client Search** find your client. From the **Details Menu** click on the **Enrollment** tab, then click on the **Case Notes** tab.

c. From the **Referral Queue**, pick the **Referrals Accepted** List View and select the client's **Referral Name** link. On the **Referral Details** form, select the **Go to Enrollment** button then click the **Case Notes** tab.

Step 1: From the **Enrollment Details Menu**, click on the **Case Notes** tab. Notes can be filtered by date using the date fields and **Filter** button. Notes are grouped by program type, under **Program Name** column, with the notes associated with the viewing program listed first and notes from the shared program listed after. Click on the **Subject** link to view the **Case Note Details** form.



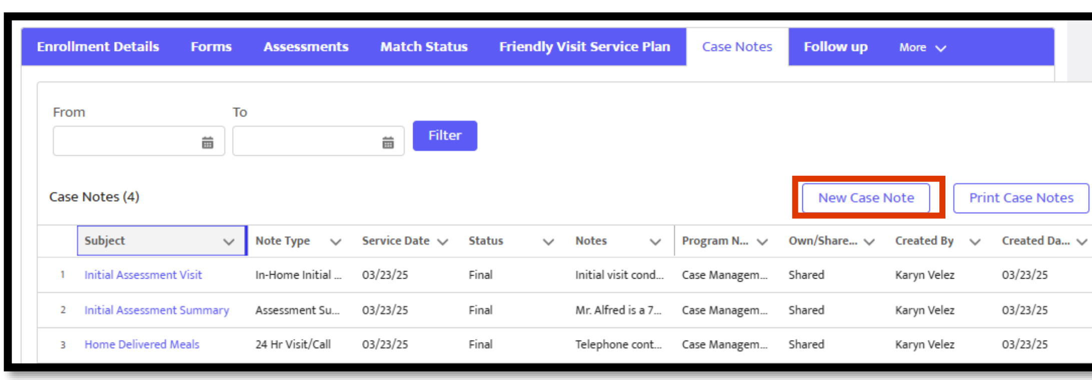
Step 2: The read-only form (the record cannot be edited), displays pertinent information including the case note entry in the **Notes** field. Select **Exit** to return to the **Case Notes** tab.



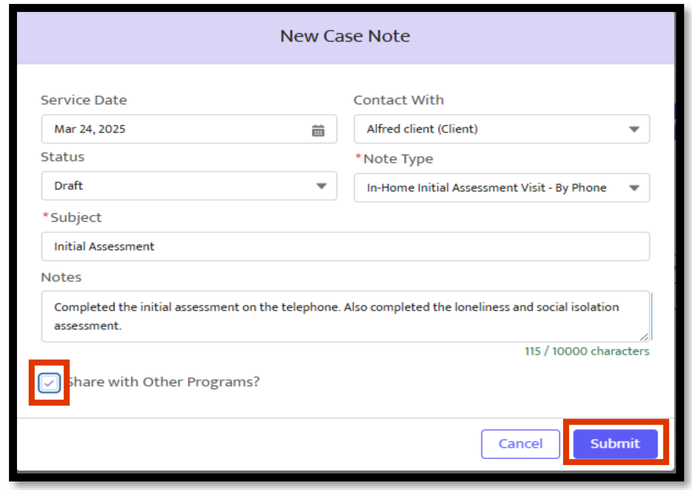
Creating a New Friendly Visiting Case Note

Step 1: From the **Enrollment Details Menu**, click the **Case Notes** tab.

Step 2: On the Case Notes tab, select the **New Case Note** button.



Step 3: On the **New Case Note** pop-up, complete all required fields. The **Service Date** can be backdated but not set in the future. The **Status** field defaults to **Draft**. Use the dropdown to change status if needed.



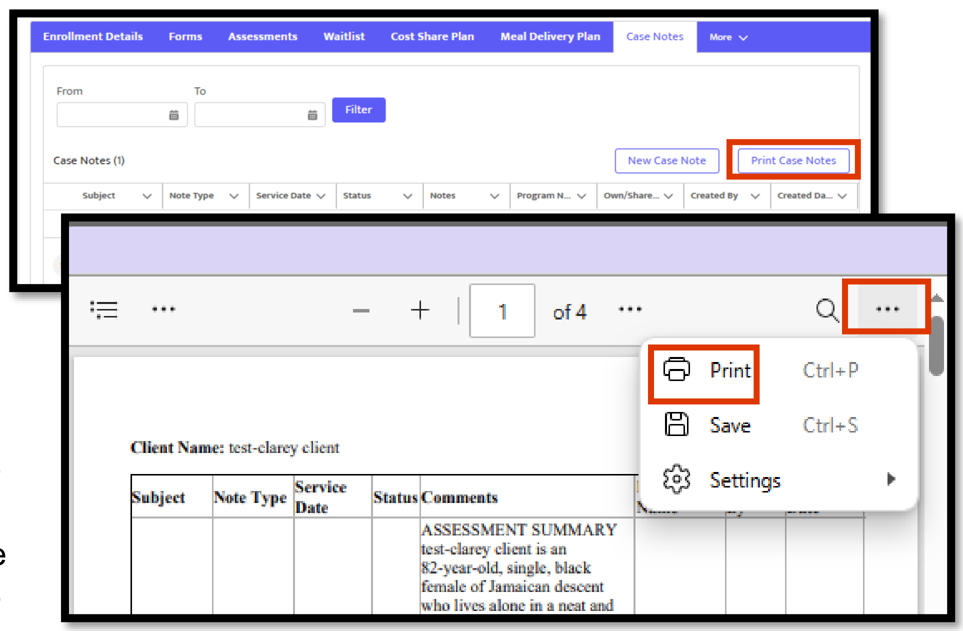
If you want this case note to be shared with the client's case management program, be sure to select the **Share with Other Programs** checkbox before selecting **Submit**.

When you return to the **Case Notes** tab, the note will be in **Draft** status with your Program in the Program Name column. Notes remain in draft status until they are finalized.

Printing Case Notes

Notes can be printed by selecting **Print Notes** button and following the prompts for printing.

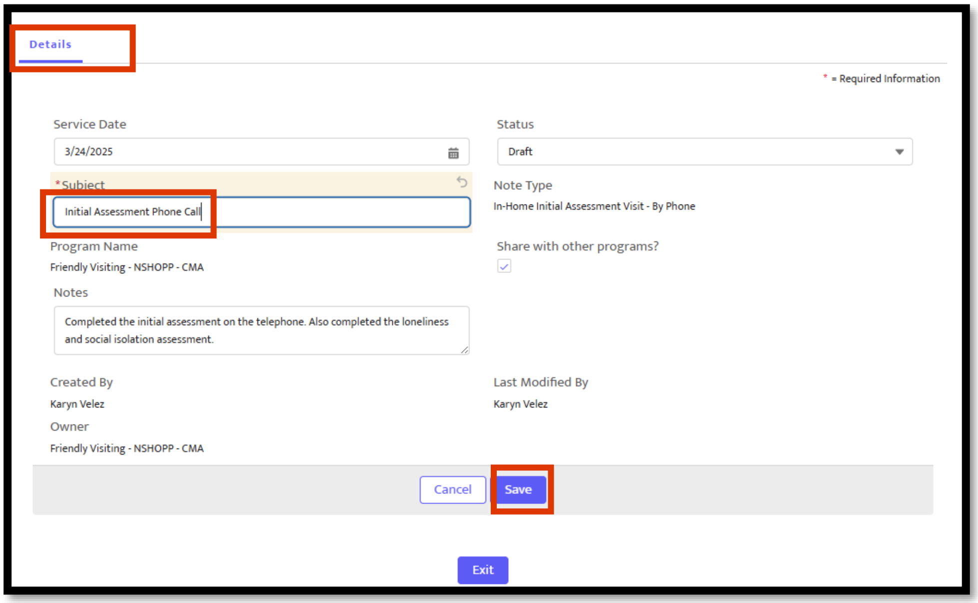
Step 1: Select **Print Case Notes** on the **Case Notes** List View. A pop-up will display with the print preview for the note.



Step 2: Select the 3-dots at the top right of the window to access the dropdown menu selection. Choose **Print**. Exit the pop-up and return to the **Case Notes** List View.

> **TIP**: *Selecting the Print Case Notes button can also be used to view all the client's case notes at the same time. This feature may help streamline the process of reviewing case notes.*
>
> Options such as Highlighting, Fit to Page, and Zoom in/Zoom out are also available on the Print menu bar.

Editing a Friendly Visiting Case Note



Step 1: From the Enrollment Details menu, click the Case Notes tab.

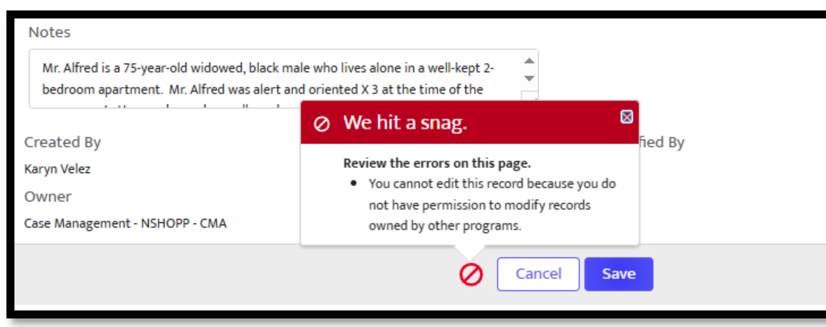
Step 2: Click on the Subject link name to access the Case Notes Details page.

Step 3: Click on any pencil icon, make your edits to the **Service Date**, **Subject**, **Notes**, or **Status**. **Step 2**: The form displays pertinent information including the case note entry in the **Notes** field. To view entries that any of the pencil icons to open **Notes** fields. Then use the up/down arrows to scroll through the note. Select **Exit** to return to the **Case Notes** tab.

Step 4: Select **Save**, then select **Exit**.

NOTE: *Case notes remain editable only when they are in **Draft** status. Once the status is changed to **Final**, the note can no longer be edited.*

When the note's status is **Final** and you select **Save,** you will receive a Snag error message that states you don't have permission to modify the record. Select **Cancel** to return to the List View.



Assessments & Forms

There is only one form within the assessment section and one form on the Forms tab. These two forms are in two different styles: Page View and List View.

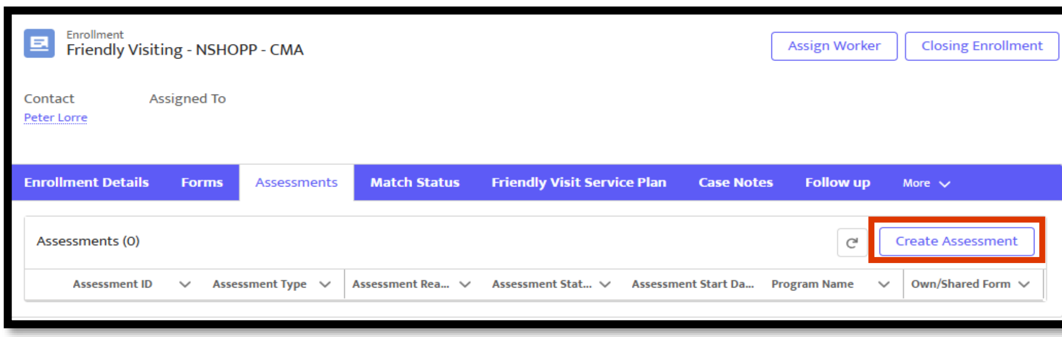
- **Page View** forms link directly to the questions. **FV Program Assessment** is Page View.
- **List View** forms provide a historical list of completed forms. The list often includes multiple completed forms. **Loneliness/Social Isolation (FV)** is List View.

Creating a Friendly Visiting Program Assessment

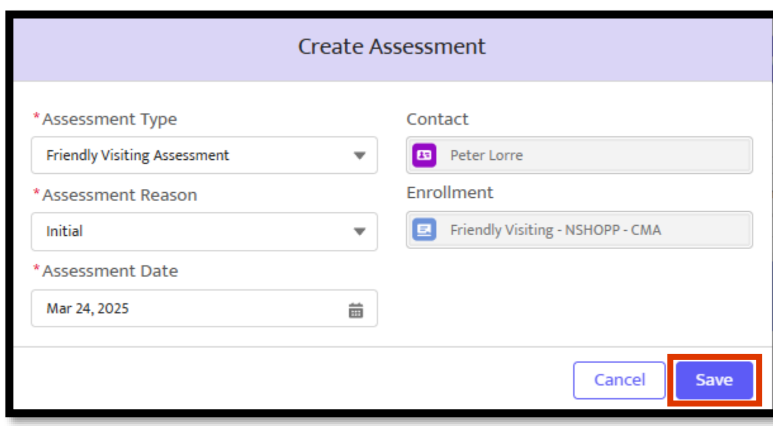
Step 1: From the **Top Menu**, search for a client using either **Client Search** or **Referral Queue**. Click on the desired client's link. From the **Details** menu, click the **Enrollments** tab. Click **Enrollment Name** link.

Step 2: From the **Enrollment Details Menu**, click the **Assessments** tab.

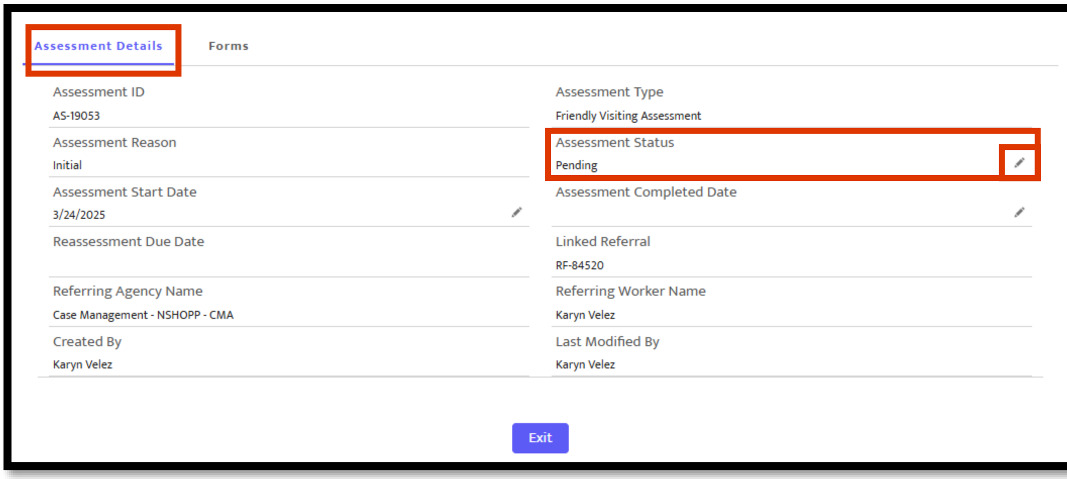
Step 3: Select **Create Assessment** button.



Step 4: From the **Create Assessment** pop-up complete the required fields. The **Assessment Date** can be in the past but never in the future. Confirm that all required fields are entered before selecting **Save**.



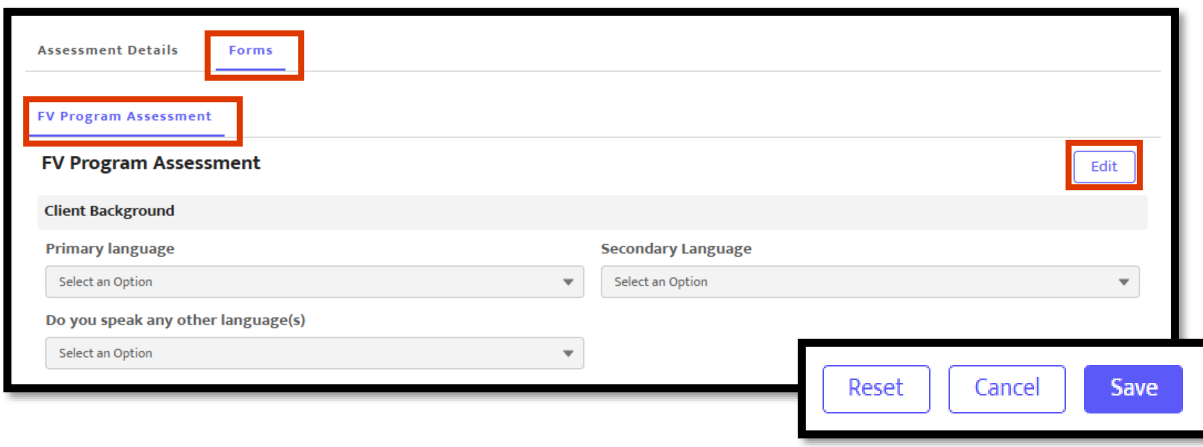
The **Assessment Details** form opens with general information about the assessment and an **Assessment Status** of **Pending**.



To update the page, click on any of the pencil icons to open editable fields and select **Save**.

You return to the **Assessments** List View by selecting **Exit** on the page**.**

Step 5: Select the **Forms** link to bring up the **Friendly Visiting Program Assessment** form. Select **Edit** to enter new data or update existing data.

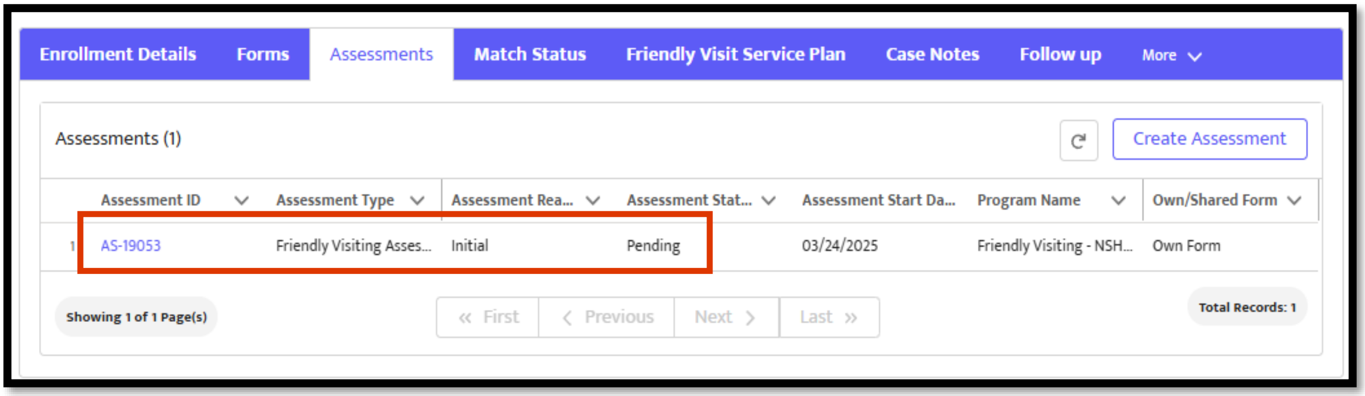


After entering or editing a Page View form, there are three additional actions to choose from:

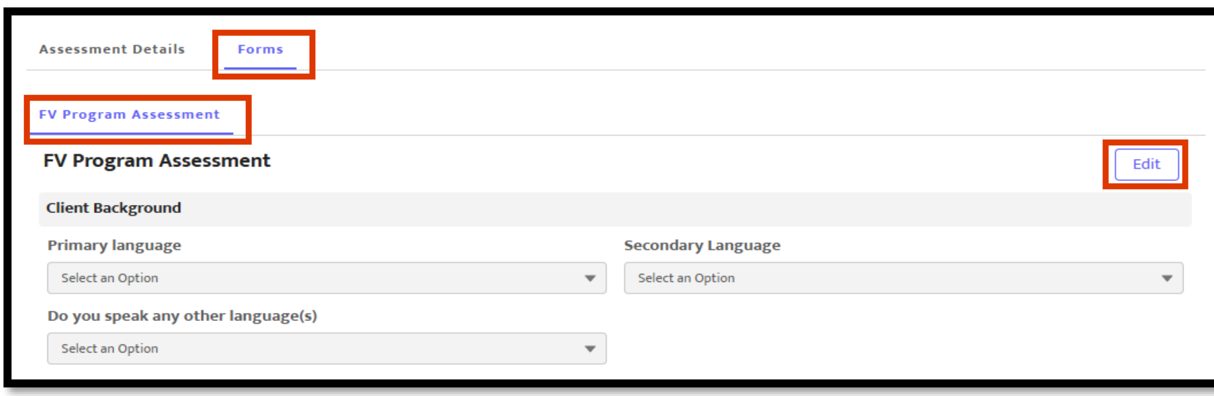
- **Reset**: A pop-up box asks you to confirm that you want to clear all the information entered.
- **Cancel:** Does not save any changes and reverts to the last version of the saved form.
- **Save:** The information entered is saved and you stay on the form.

Editing the Friendly Visiting Program Assessment

Step 1: From the **Enrollment Details Menu**, click the **Assessments** tab. The List View displays three assessment types: Pending, Completed and Inactive. Only the pending one is editable. Click the **Assessment ID** link to view its details.



Step 2: From the **Assessment Details**, click on the **Forms** sub-tab. Select **Edit**.

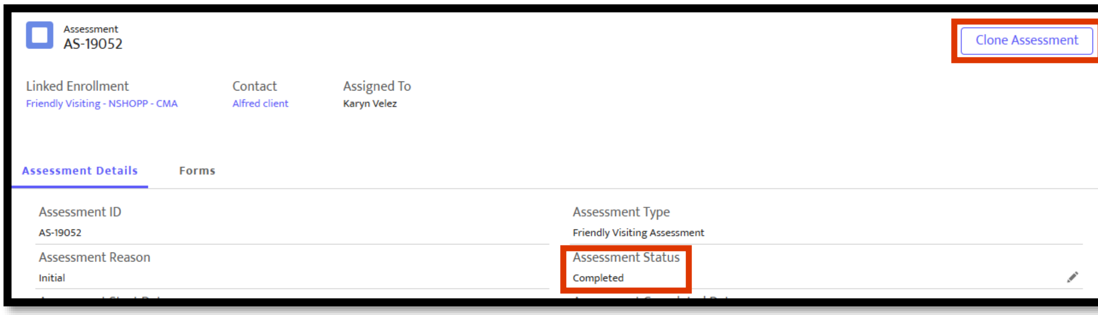


Step 3: After entering the required information, select **Reset**, **Cancel** or **Save**.

NOTE: ***You cannot create more than one New Assessment at a time.*** *If an Assessment is listed with the status of Pending, you cannot create another one until the current Assessment status become Completed.*

Ignore Cloning an Assessment

Cloning an Assessment does not apply to Friendly Visiting. This common button is only used by certain programs. **Friendly Visiting** programs can ignore this **Clone Assessment** button on the **Assessment Details** page of an assessment with a status of **Completed**.

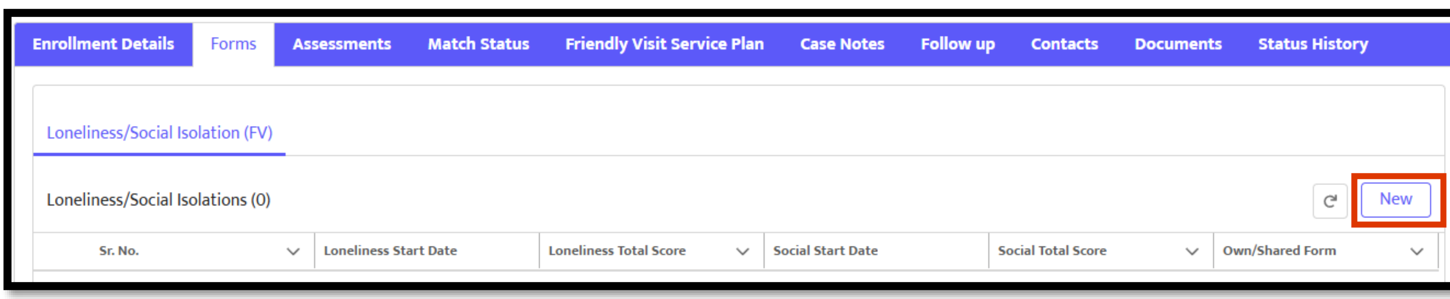


Creating a New Loneliness/Social Isolation Form

Step 1: From the **Top Menu**, click **Client Search**, click on the client's name.

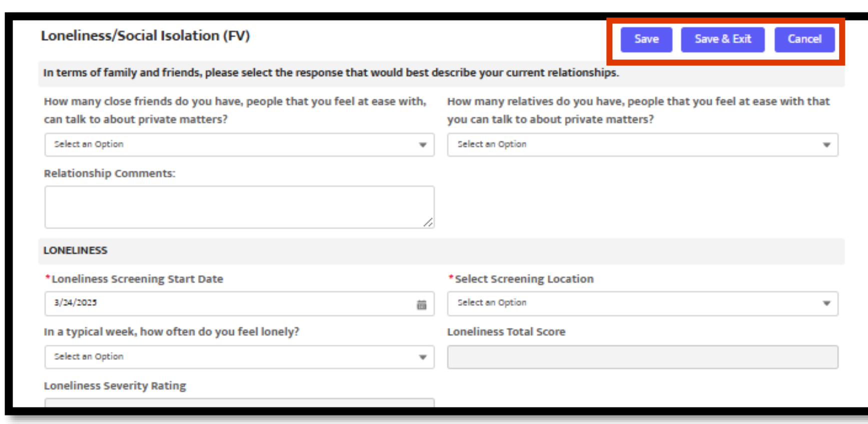
Step 2: From the **Details** menu, click the **Enrollments** tab.

Step 3: From the **Enrollment Details Menu**, click the **Forms** tab.



Step 4: Select the **New** button.

Step 5: Enter all the required information.



The Loneliness/Social Isolation form has multiple actions after entering the page. They are:

- **Save:** The **Loneliness Serverity Rating**, **Loneliness Total Score**, **Social Isolation Severity Rating** and **Social Isolation Total Score** are calculated. The information entered is saved and you stay on the form.

- **Save & Exit:** The severity ratings and total scores are calculated, the information entered is saved and you return to the **Loneliness/Social Isolation (FV)** List View where ratings and scores are displayed.
- **Cancel:** Does not save any information and returns to List View.

Step 6: Select either **Save** or **Save & Exit**.

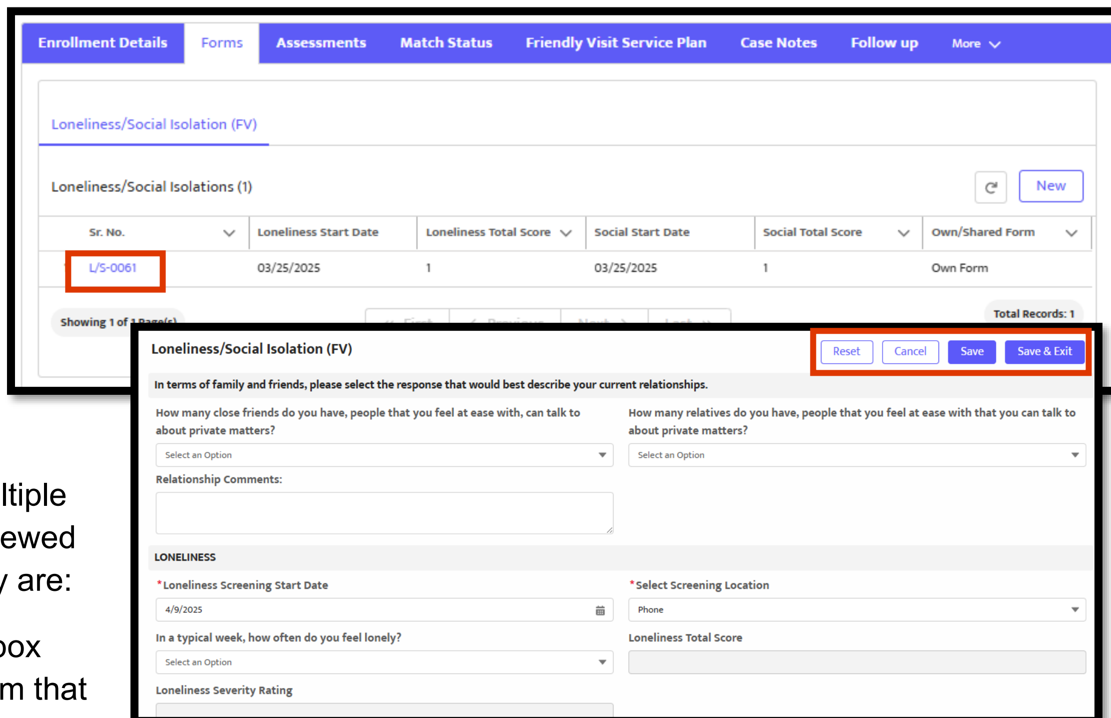
Editing the Loneliness/Social Isolation Form

Step 1: From the **Top Menu**, click **Client Search**, click on the client's name.

Step 2: From the **Details** menu, click the **Enrollments** tab.

Step 3: From the **Enrollment Details Menu**, click the **Forms** tab.

Step 4: Click the **Loneliness/Social Isolation** link.



List View forms have multiple options after you have viewed or edited the page. They are:

- **Reset**: A pop-up box asks you to confirm that you want to clear all the information entered.
- **Cancel:** Does not save any changes and reverts to the last version of the saved form.
- **Save:** Scores and severity ratings are calculated, the information entered is saved and you stay on the form.
- **Save & Exit:** Scores and severity ratings are calculated, the information entered is saved and you return to List View where ratings and scores are displayed.

Step 5: Select either **Save** or **Save & Exit**.

New Volunteer Flow Chart

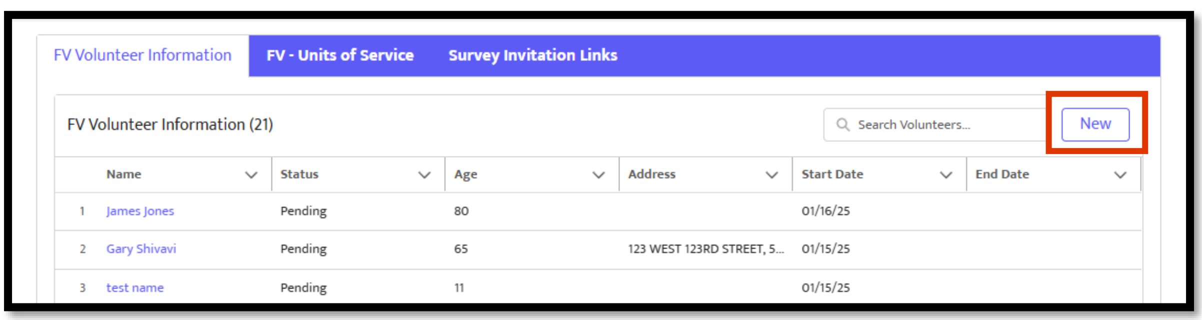
When entering a new volunteer in VIVÉ, the process follows the basic flow represented in the New Volunteer Flow Chart diagram above. This process is managed via the Program Tools section where both FV Volunteer Information and FV Units of Service are accessible.

Friendly Visiting Volunteer Information

Within this section you can add a volunteer, search for volunteers, and edit a volunteer's information.

Adding a New Volunteer

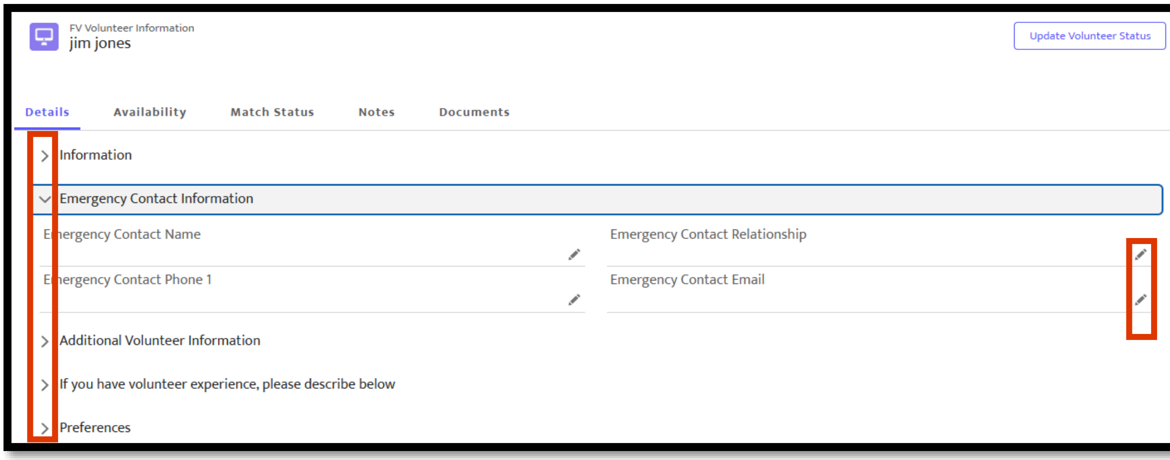
Step 1: From the **Top Menu**, click **Program Tools**. Click the **FV Volunteer Information** tab.



Step 2: Select the **New** button.

Step 3: On the **New FV Volunteer Information** pop-up enter the required fields. Select **Save.**

The **FV Volunteer Information** form includes multiple sections: Details, Availability, Match Status, Notes and Documents.



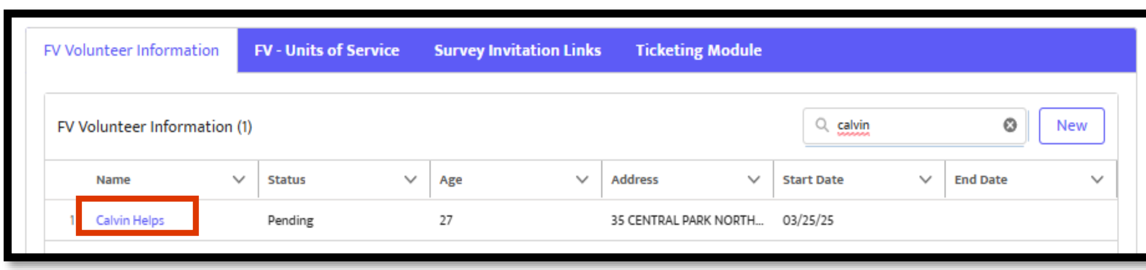
The Details section includes multiple types of information. The sections can be collapsed or expanded. Click the **Caret** to the to reveal additional information or hide information. For example, the Emergency Contact Information caret is facing down and displaying more fields.

Use the pencil icons to enter additional information. Confirm that all required fields are completed before selecting **Save**.

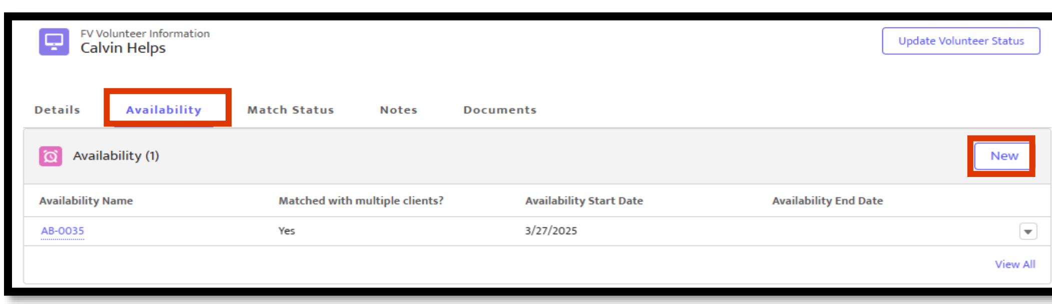
Adding Volunteer Availability

The Availability form provides the ability to capture details associated with the days and times the volunteer can visit clients. To complete the form:

Step 1: From the **Top Menu**, click **Program Tools**. Click the **FV Volunteer Information** tab. Select **Name link** for volunteer.



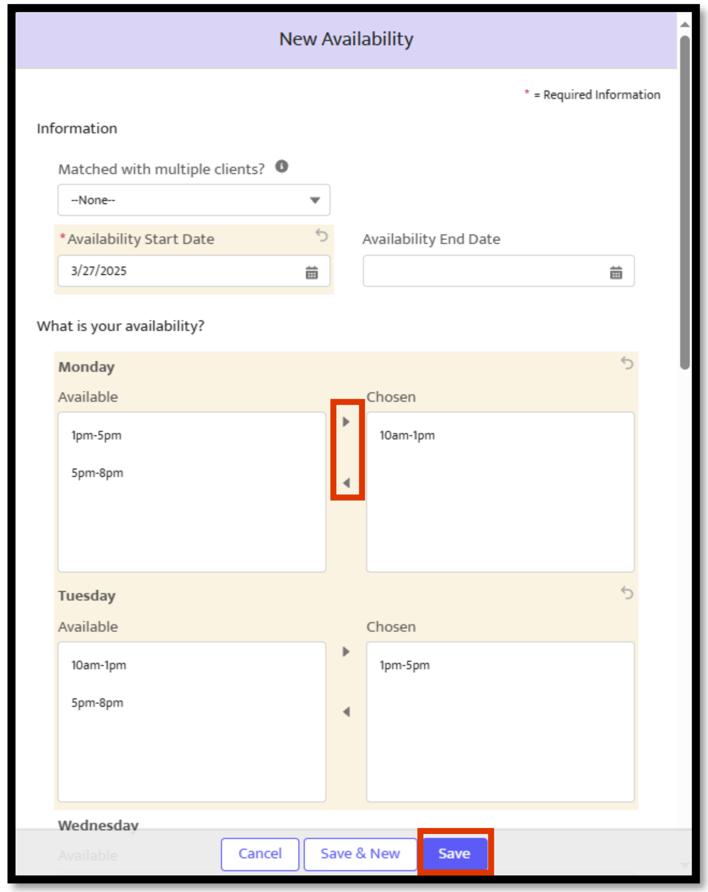
Step 2: Select the **Availability** link and then the **New** button.



Step 3: On the **New Availability** pop-up pick the **Start Date** from the dropdown.

Highlight the times and use the triangles of the multi-select fields to move times from **Available** to **Chosen**.

If a choice is made in error, use the left-facing arrow to move the choice back to its original box. Confirm that all required fields are completed before selecting **Save**.



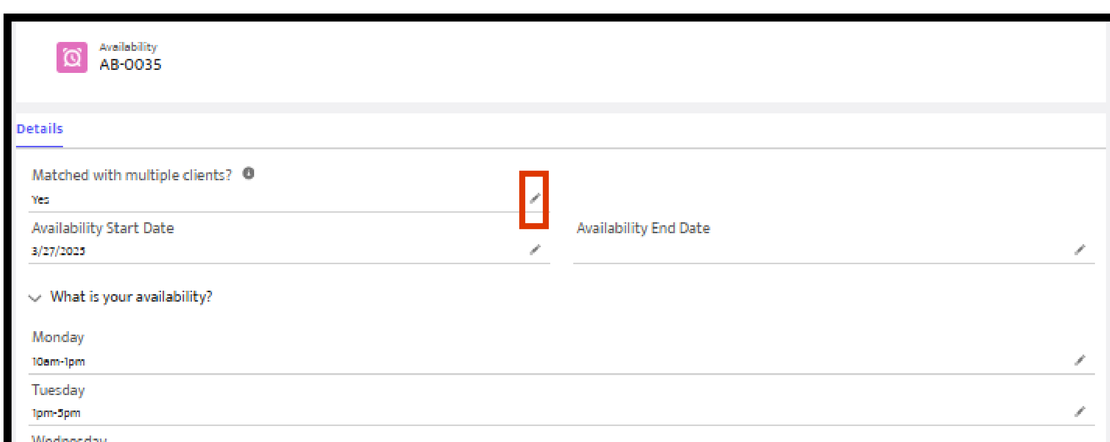
Editing Volunteer Availability

Step 1: From the **Top Menu**, click **Program Tools**. Click the **FV Volunteer Information** tab.

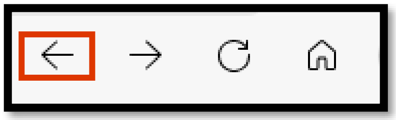
Step 2: From **FV Volunteer Information**, click on the volunteer's name link.

Step 3: Click the **Availability** sub-menu.

Step 4: Click any pencil icon to open fields for editing. Select **Save** when completed.

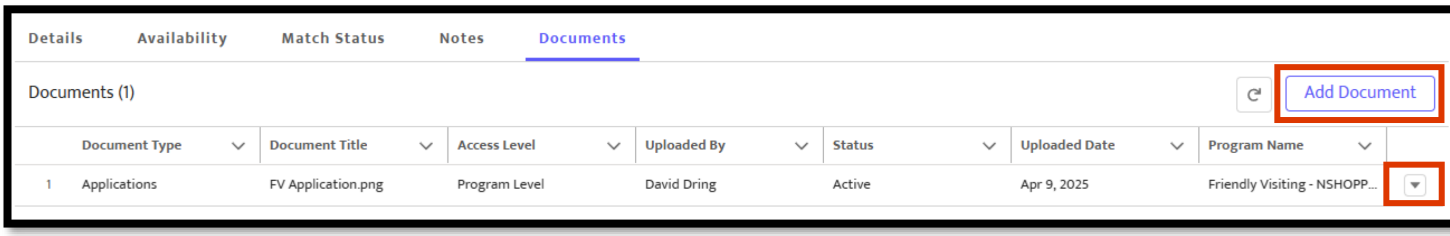


Step 5: Use the browser's back arrow at the top left of the screen to return to the Availability List View.



Volunteer Documents

From the volunteer's details page, upload information, such as driver's license, to the **Documents** section.

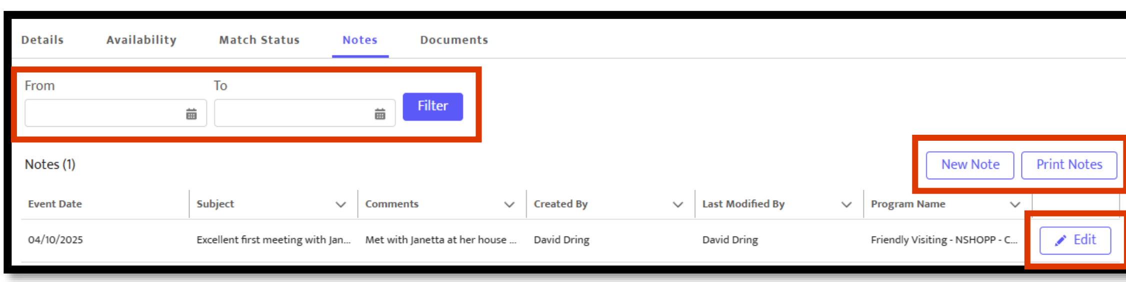


To add a new document, select the **Add Document** button and follow the common procedures.

To change the status of a document, click on the downward facing arrow and select **Edit Status**.

Adding Volunteer Notes

From the volunteer's details section, add, filter, edit and print notes.



Match Status

Match Status is the function that enables you to match a client with a volunteer. This match can be done either in the client's or volunteer's record. Once completed in one record, the match status is reflected in both records.

Creating Match – Client Process

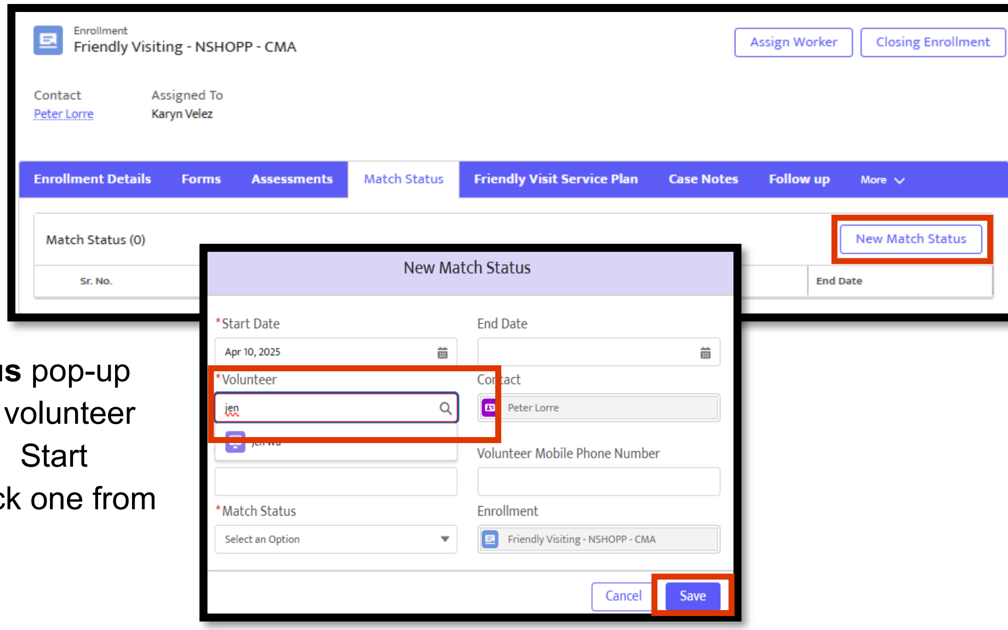
To create a match between an FV client and volunteer, a volunteer must be within the system. (See above for instructions on entering a volunteer.) Next, are the steps to create a match from the Client file.

Step 1: From the **Top Menu**, click **Client Search** or **Referral Queue**, search for the client and click their name link.

Step 2: From the **Details** menu, click the **Enrollments** tab.

Step 3: From the **Enrollment Details Menu**, click the **Match Status** tab. Select the **New Match Status** button.

Step 4: On the **New Match Status** pop-up **c**omplete the required fields. The volunteer field uses type-ahead technology. Start typing a volunteer's name and pick one from the list. Select **Save**.



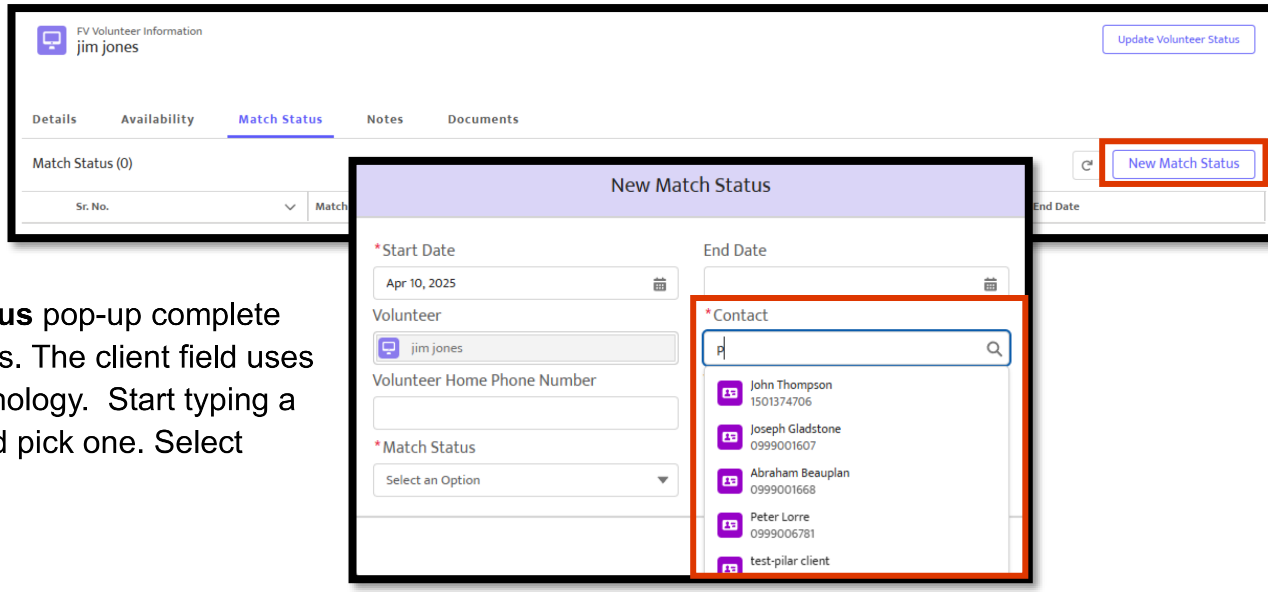
Creating a Match – Volunteer Process

Similarly, a match can be created from a volunteer's details page.

Step 1: From the **Top Menu**, click **Program Tools**, click the **FV Volunteer Information** tab.

Step 2: From the **FV Volunteer Information** List View, click on a volunteer's **Name** link. Click on the **Match Status** link.

Step 3: Select the **New Match Status** button.



Step 4: On the **New Match Status** pop-up complete the required fields. The client field uses type-ahead technology. Start typing a client's name and pick one. Select **Save**.

Finalizing Friendly Visit Service Plan

When a "match" is made between the client and volunteer and the service is ready to start, you must update **Friendly Visit Service Plan** so the referring program can be alerted to the new service status.

NOTE: *The original service plan is created by the referring Case Management Agency.*

Updating the Friendly Visit Service Plan

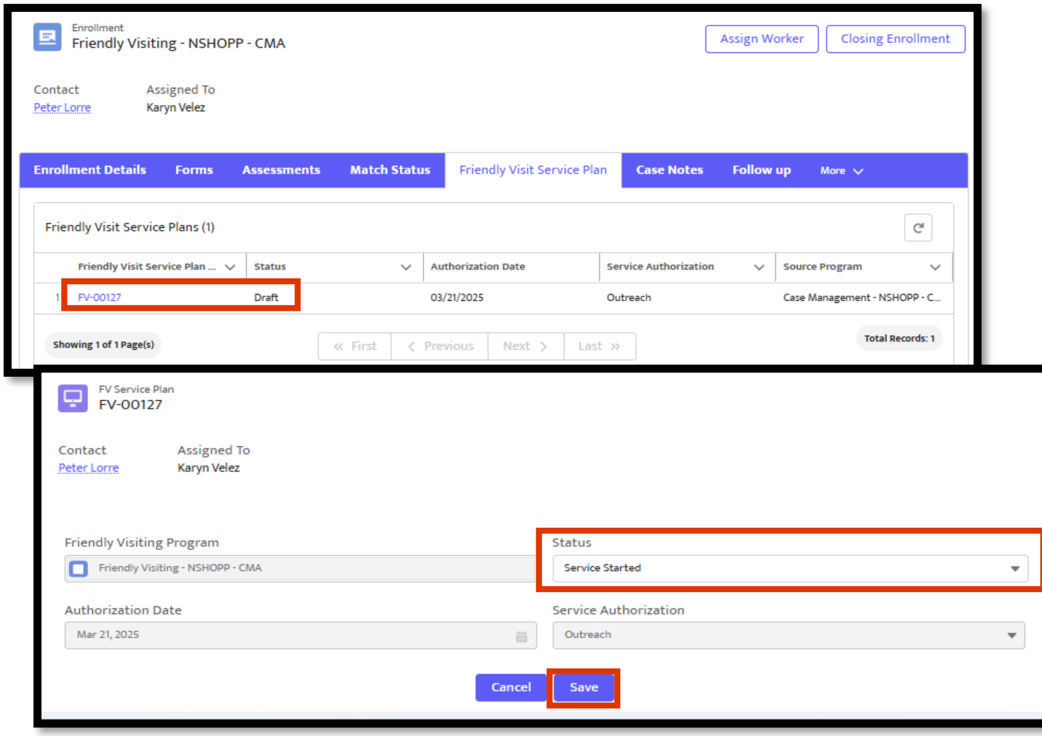
Step 1: From the **Top Menu**, click **Client Search** or **Referral Queue**, search for the client and click their name link.

Step 2: From the **Details Menu**, click the **Enrollments** tab and click on an active enrollment name link.

Step 3: From the **Enrollment Details Menu**, click the **Friendly Visit Service Plan** tab. The service plan will be in **Draft** status. Click the **Friendly Visit Service Plan** name link.

Step 4: From the **FV Service Plan** details, select the **Status** dropdown and pick **Service Started**. Select **Save**.

This will update the view of the service plan for the case management agency as well.



Closing the Friendly Visit Service Plan

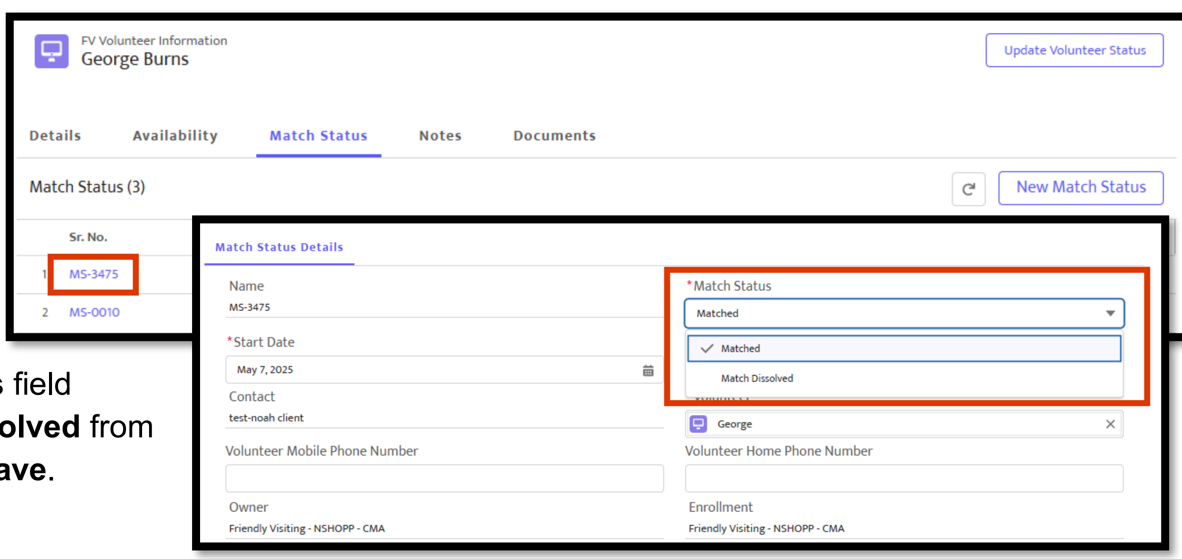
If the client no longer wishes to no participate in the friendly visiting service program the “match” must first be dissolved and then the service plan closed.

Dissolving Match Status

Step 1: From the **Top Menu**, click **Program Tools**, click the **FV Volunteer Information** tab.

Step 2: From the **FV Volunteer Information** List View, click on a volunteer’s **Name** link. Click on the **Match Status** link.

Step 3: From the **Match Status** List View click on client’s **Match Status ID** link. The **Match Status Details** page will display. In the **Match Status** field choose **Match Dissolved** from dropdown. Select **Save**.



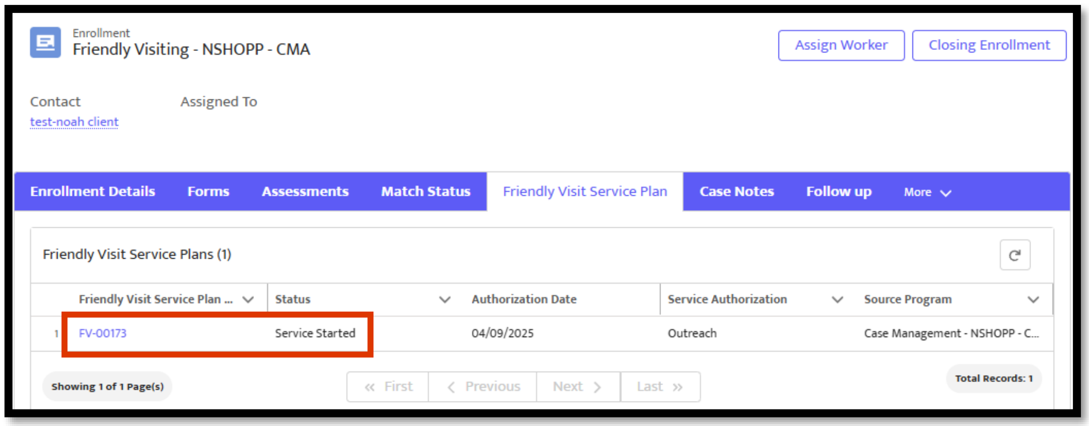
The match will now have a status of Match Dissolved on the List View.

Closing the Service Plan

Step 1: From the **Top Menu**, click **Client Search** or **Referral Queue**, search for the client and click their name link.

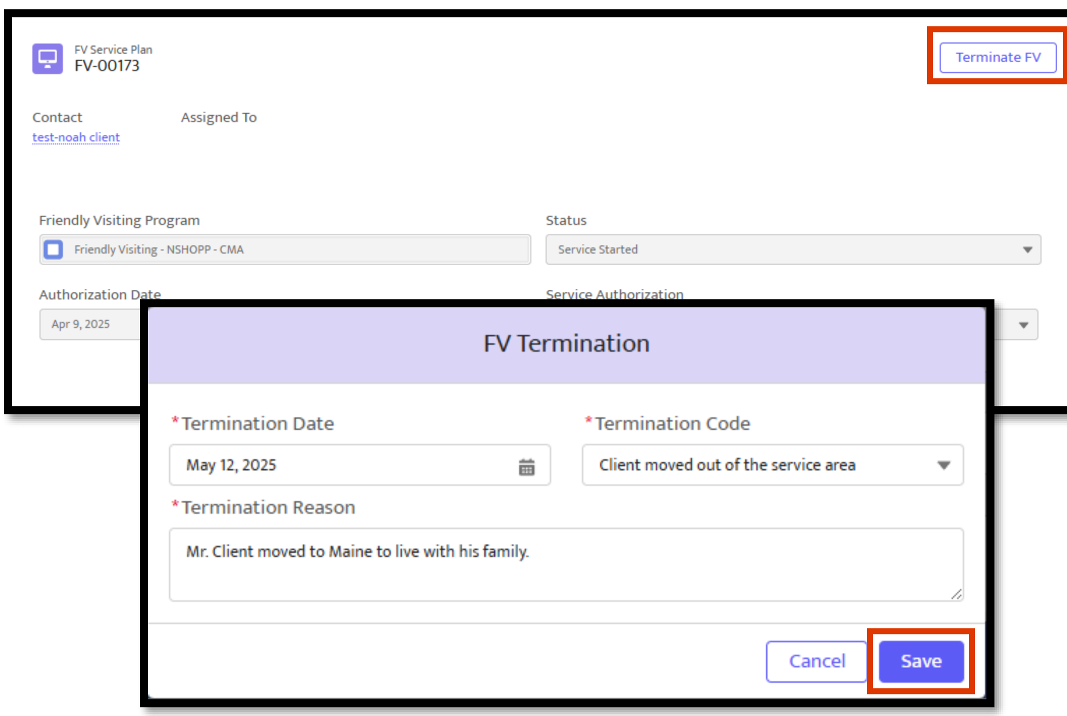
Step 2: From the **Details Menu**, click the **Enrollments** tab and click on an active enrollment name link.

Step 3: From the **Enrollment Details Menu**, click the **Friendly Visit Service Plan** tab. The service plan will be in **Service Started** status. Click the **Friendly Visit Service Plan** name link.



Step 4: From the **FV Service Plan** details, select the **Terminate FV** button.

Step 5: On the **FV Termination** pop-up completed all required fields. **Termination Date** can only be in future. Select **Save**.



The service plan will now have a status of **Terminated** on the List View. The client's enrollment in the Friendly Visiting Program can now be closed.

VIVÉ automatically updates the Case Management Program that made the initial service request of the termination.

NOTE: *Termination of the **Friendly Visit Service Plan** will automatically close the client's **Enrollment** in the program once the termination date has been reached.*

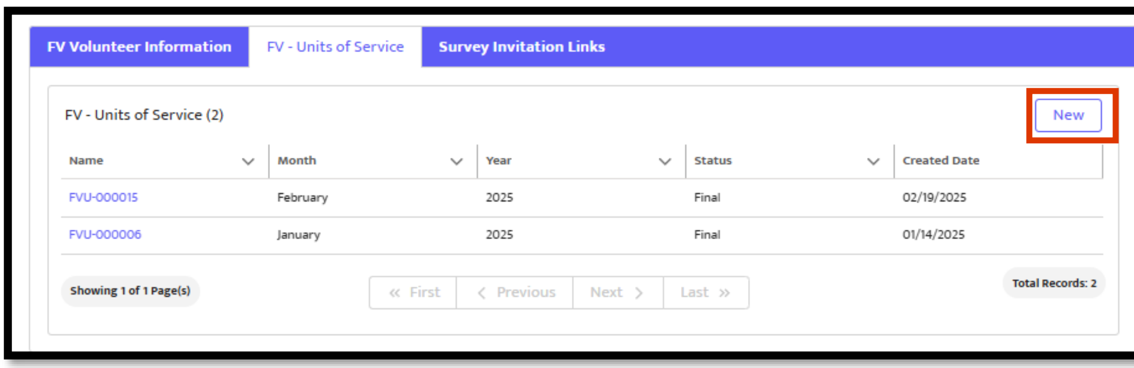
Friendly Visiting Volunteer Units of Service

This sub-tab allows you to log **Units of Service** provided by your volunteers.

Adding a New FV – Units of Service Record

Step 1: From the **Top Menu** click **Program Tools**. Click on the **FV – Units of Service** tab. A List View displays the program's units of service records by month/year to date. Each record has a status of either **Draft** or **Final**.

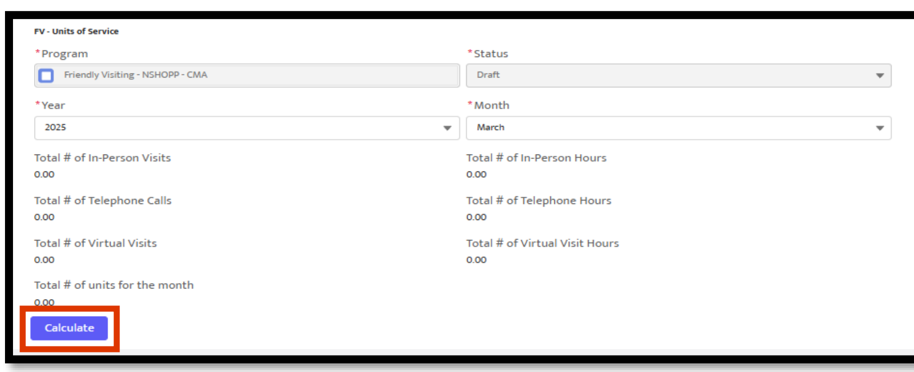
Select **New**.



Step 2: From the **FV- Units of Service** form confirm the **Status**, **Year** and **Month**.

Step 3: Select **Calculate** to update the numbers and display the list of matches.

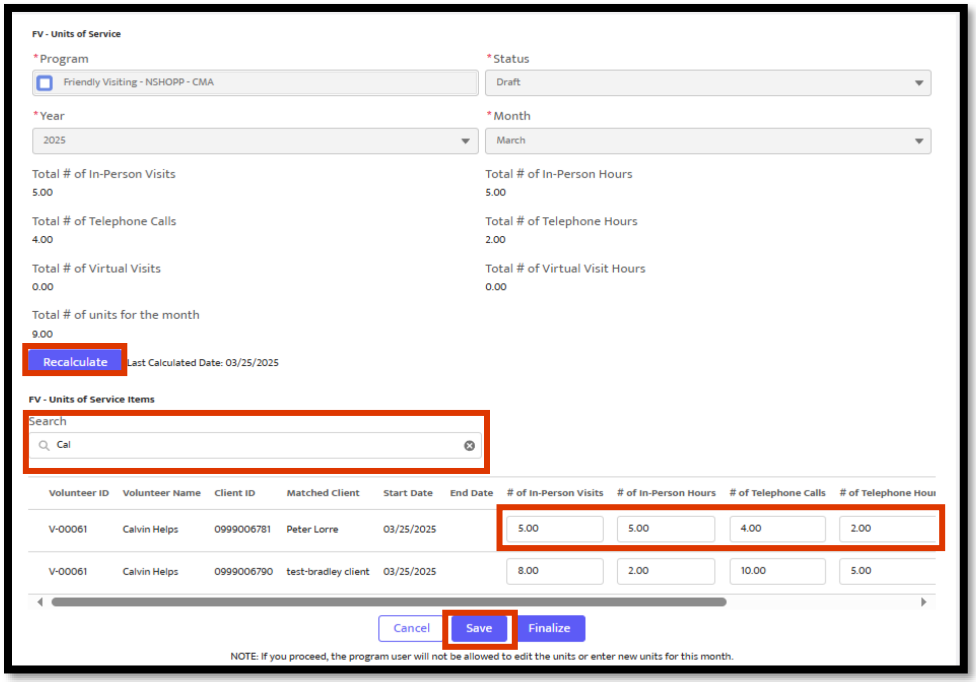
NOTE: *You cannot create a service form for a month or year that is in the future.*



Step 4: For the active matches, enter their units across the row of 6 fields: visits, calls, etc.

Use the **Search** field to find a specific volunteer by typing either their name, their VIVÉ ID or the name of the client they are matched with.

Once all units are entered, select **Save.**



Editing an Existing FV – Units of Service Record

Step 1: From the **Top Menu** click **Program Tools**. Click on the **FV – Units of Service** tab.

Step 2: Click the **Name** link of a draft FV Unit of Service form.

Step 3: Browse or use the **Search** field to select the volunteer whose service units need editing. Update the desired data and select **Save**.

Finalizing Existing FV – Units of Service Record

Step 1: From the **Top Menu** click **Program Tools**. Click on the **FV – Units of Service** tab.

Step 2: Click the **Name** link of a draft FV Unit of Service form.

Step 3: After confirming each entry twice, select the **Final** button at the bottom of the form.

> **NOTE**: *Once an **FV – Units of Service** record is finalized it cannot be edited. Be sure to enter all necessary data before finalizing any records.*

Access Assistance with VIVÉ and the VIVÉ Knowledge Base

- VIVÉ Knowledge Base contains reference guides, short videos and recorded trainings.
- If you have any questions, please contact the **VIVÉ Application Support Center** by submitting a ticket through the **Ticketing Module** under **Program Tools.**

Return to VIVÉ Knowledge Base