Using the VIVÉ Home Care 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 Home Care 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 of view NYC Aging's Program's Standards.

In this guide you will learn how to:

- **Home Care Flow Chart: Initial Service**
- **Referral Queue**
    - Reviewing a New Client Referral
    - Acknowledging a Client Referral
    - Accepting a Client Referral
    - Rejecting a Client Referral
    - Referral Notes
- **Enrollment**
    - Enrolling a New Client
    - Assigning a Client Enrollment to a Worker
- **Home Care Assessment**
    - Creating a Home Assessment
    - Editing/Updating a Home Assessment
    - Cloning an Assessment
- **HC Consolidated Task List**
    - Creating a HC Consolidated Task List
    - Editing a HC Consolidated Task List
- **Home Care Service Plan (Start Date)**
- **Case Notes**
- **Home Care Flow Chart: Client Service Updates**
    - On Hold
    - Service Hour Changes
    - Cost Share Changes

    - Terminating Services
    - Confirming Service Termination
- **Managing Home Care Service Units**
    - Creating a New Service Type: Event
    - Entering Home Care Units of Service
- **Monthly Service Unit Reporting**

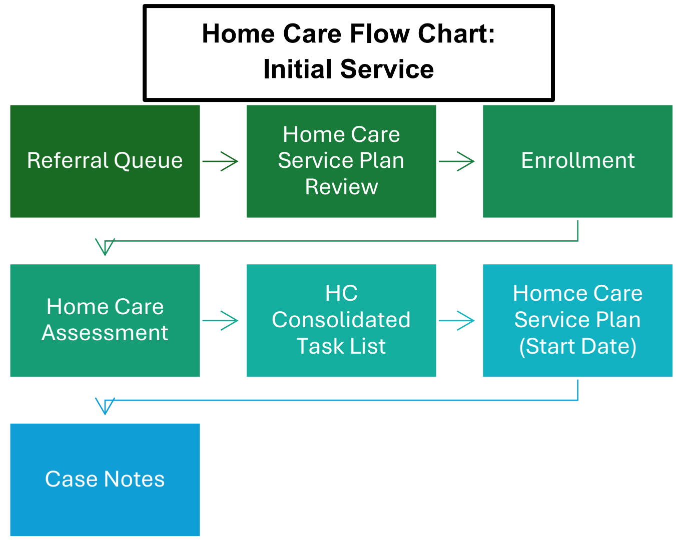
In addition to these program specific instructions, there are the following common guides:

- 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

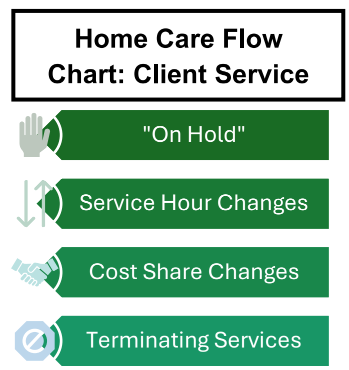
VIVÉ: Home Care Flow Diagrams

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.

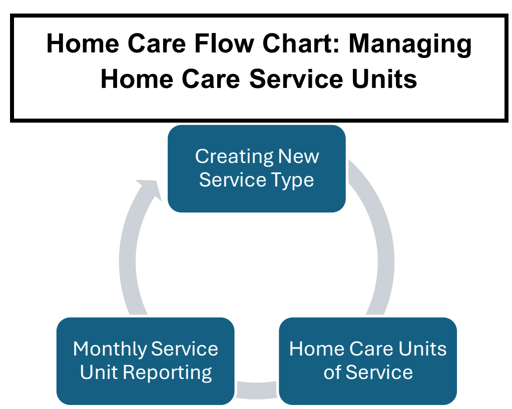
This diagram outlines the major steps involved in working with a new client referred to your program.



This diagram identifies possible updates to a current client's home care service plan.

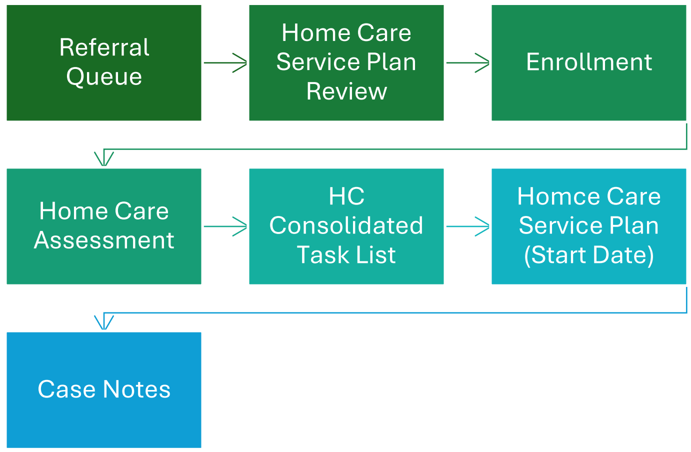


This diagram outlines the major steps involved in creating service type matches, unit entries and monthly summaries.



You can navigate through these steps in this way and once information is entered you can return to previous sections as needed.

Home Care Flow Chart: Initial Service



Referral Queue

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

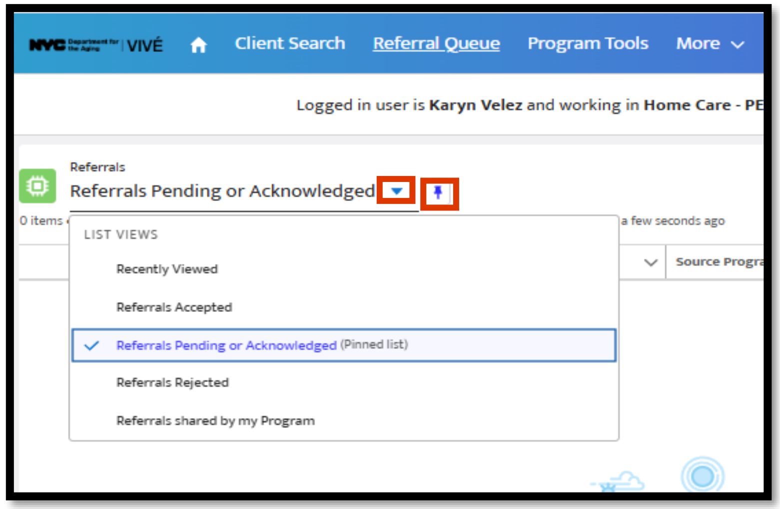
Your program is alerted to a new home care referral with an email sent from NYC Aging VIVÉ on behalf of the case management program you are associated with.

Any updates or changes made by the case management program to a client's home care services prompts an email to be sent to your program. The initial email notification prompts you to check the queue for the pending referral.

Reviewing a New Client Referral

Step 1: From the **Top Menu**, click **Referral Queue**

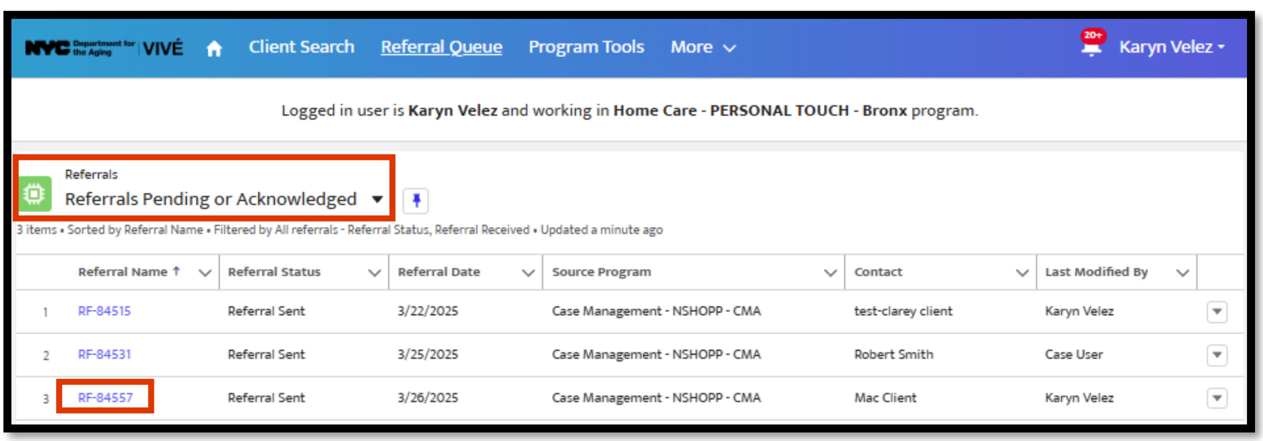
Step 2: From the **Referral Queue**, use the dropdown filter to select how you want to filter the list. Pin your selection so it's the default option when you return.



A description of each **Referral** filter type:

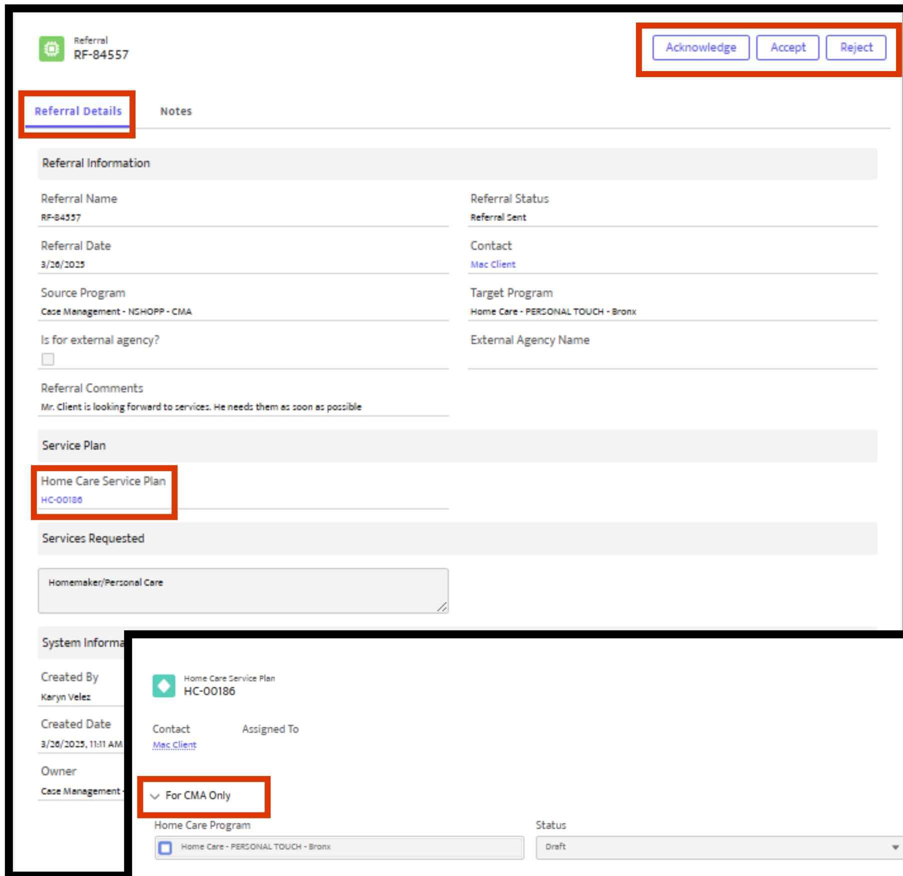
- **Recently Viewed**: Referrals recently opened and reviewed by the program.
- **Referrals Accepted**: Referrals deemed appropriate for and accepted into the program.
- **Referrals Pending or Acknowledged**: Referrals received but have not been reviewed.
- **Referrals Rejected**: Referrals deemed not appropriate for services from the program.
- **Referrals shared by my Program**: Referrals made by your program to other programs including termination of services.

Step 3: To view pending referrals, pick **Referrals Pending or Acknowledged**. You can sort the list using any of the column headings. Click the Referral ID link to view the **Referral Details** form.



Step 4: From the **Referral Details** page, you can:

- Link to view the **Home Care Service Plan**.
- **Acknowledge**, **Accept** or **Reject** the referral



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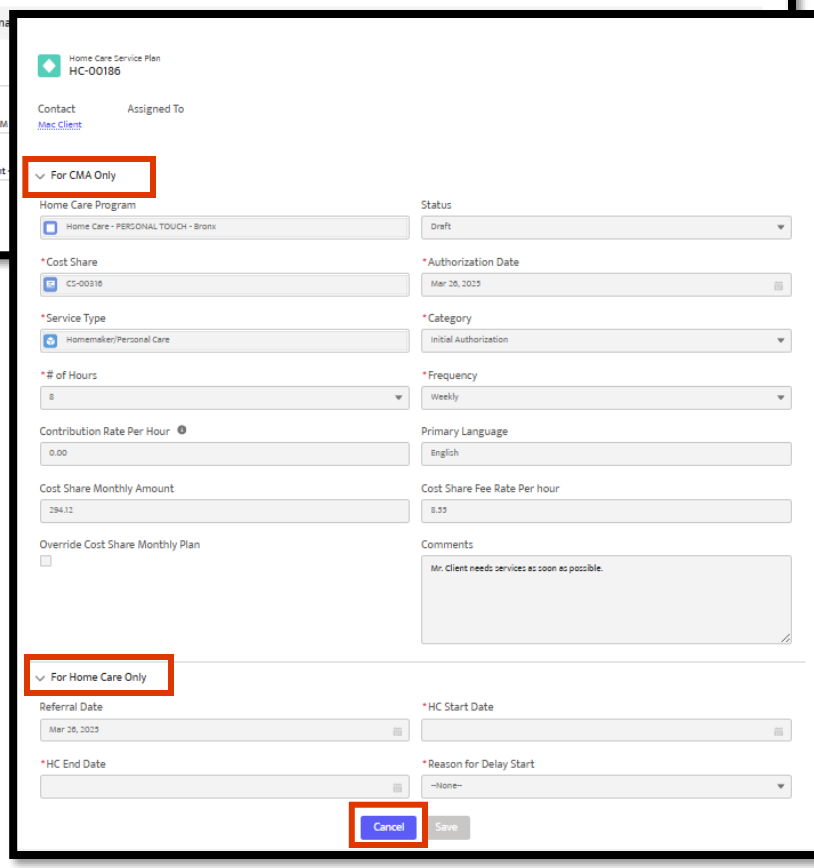
Step 5: On top of the read-only view of the Home Care Service Plan, you can see the requested service type, including number of hours and frequency of care needed, the cost share or contribution amount, and comments about the plan from the case management agency.

The bottom portion of the form is designated for your home care program. Access to this portion becomes available once the client is enrolled in your program.



Acknowledging a Client Referral

Step 1: From the **Top Menu**, click **Referral Queue**, use the filter to list your **Referrals Pending or Acknowledged** referrals.

Step 2: Click the Referral ID link to view the **Referral Details**.

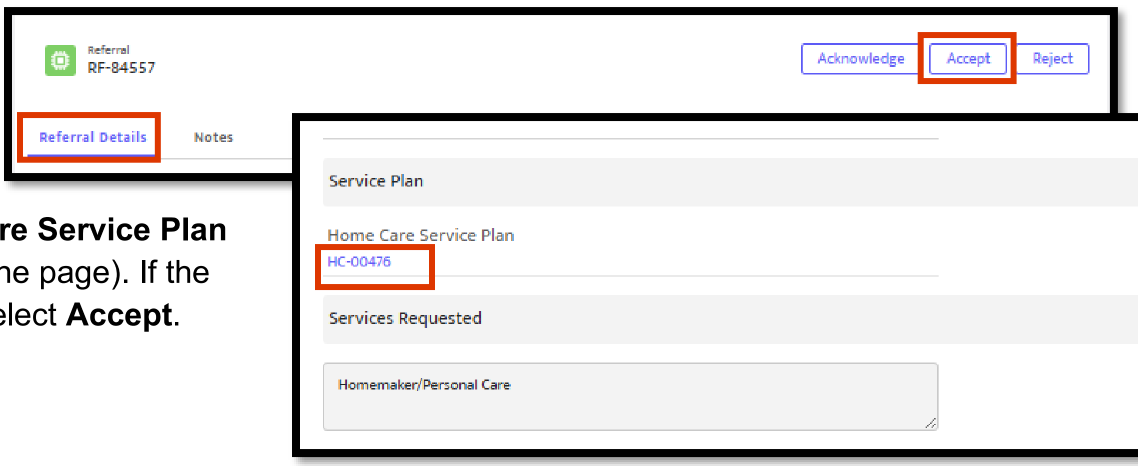
Step 3: From the **Referral Details** and after you have reviewed the referral, you can choose to select Acknowledge. This alerts the referring program of your receipt of the referral on their **Referral Queue** listing.

Accepting a Client Referral

Step 1: From the **Top Menu**, click **Referral Queue**, use the filter to list your **Referrals Pending or Acknowledged** referrals.

Step 2: Click the **Referral ID** link to view the **Referral Details**.

Step 3: From the **Referral Details** the Home Care Service Plan can be reviewed by clicking the **Home Care Service Plan** link (in the middle of the page). If the plan is appropriate, select **Accept**.



Step 4: After you select **Accept**, the buttons are replaced with a **Create Enrollment** button. Also, on the **Referral Queue** the referral is moved from the list **Referrals Pending** and **Acknowledge** to **Referrals Accepted**. The referring program is alerted to this acceptance on their **Referral Queue** listing.

Rejecting a Client Referral

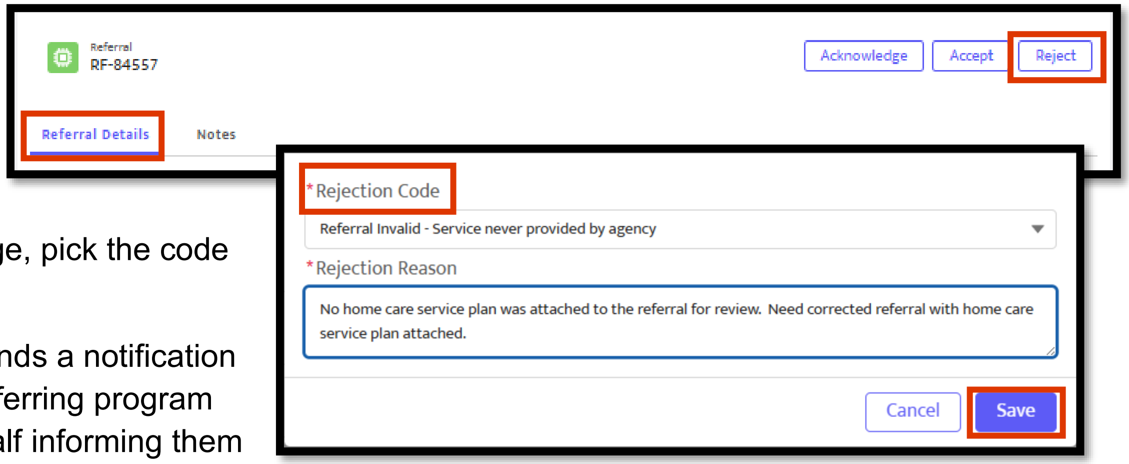
Step 1: From the **Top Menu**, click **Referral Queue**, use the filter to list your **Referrals Pending or Acknowledged** referrals.

Step 2: Click the Referral ID link to view the **Referral Details**.

Step 3: From the **Referral Details** page select the **Reject** button.

Step 4: From the Rejection Details page, pick the code and enter the reason.

VIVÉ automatically sends a notification and an email to the referring program on your agency's behalf informing them of the rejection.



Referral Notes

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

Adding a Referral Note

Step 1: From the **Top Menu**, click **Referral Queue**, use the filter to view your desired list of referrals.

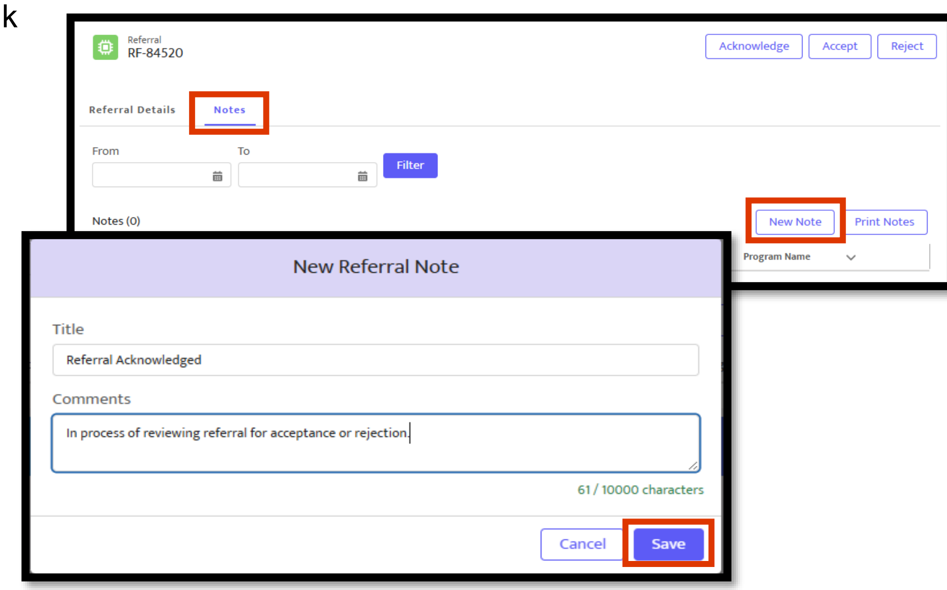
Step 2: Click the **Referral ID** link to view the **Referral Details**.

Step 3: Click the **Notes** sub-menu link.

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

Step 5: From the **New Referral Note** pop-up enter the title of your note and related comments.

Step 6: Select **Save**.



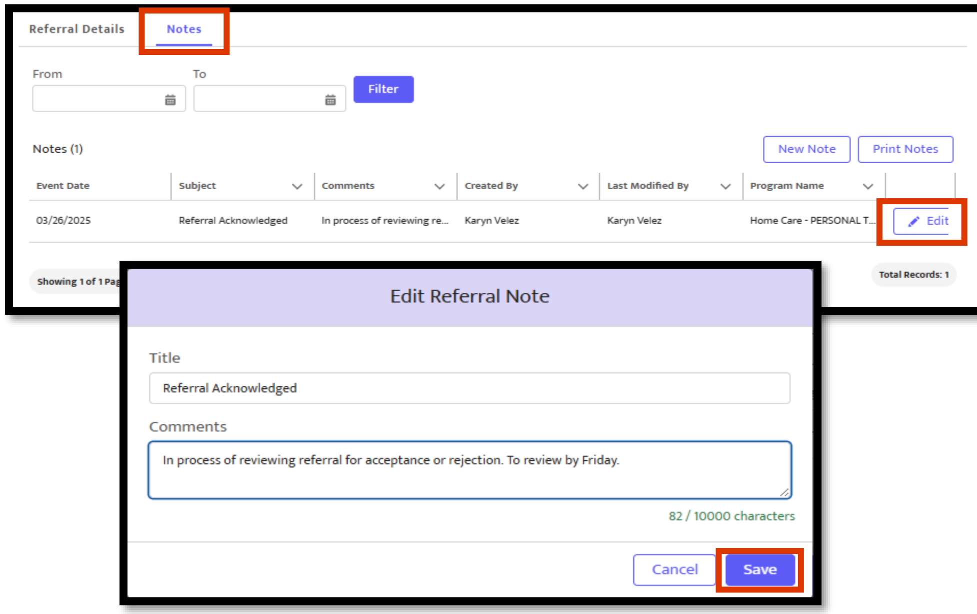
Editing a Referral Note

Step 1: From the **Top Menu**, click **Referral Queue**, use the filter to view the list of referrals.

Step 2: Click the Referral ID link to view the **Referral Details**.

Step 3: From the List View of the **Referral Details** and at the right of note's row, select **Edit**.

Step 4: From the **Edit Referral Note** pop-up make any necessary changes. Select **Save**.



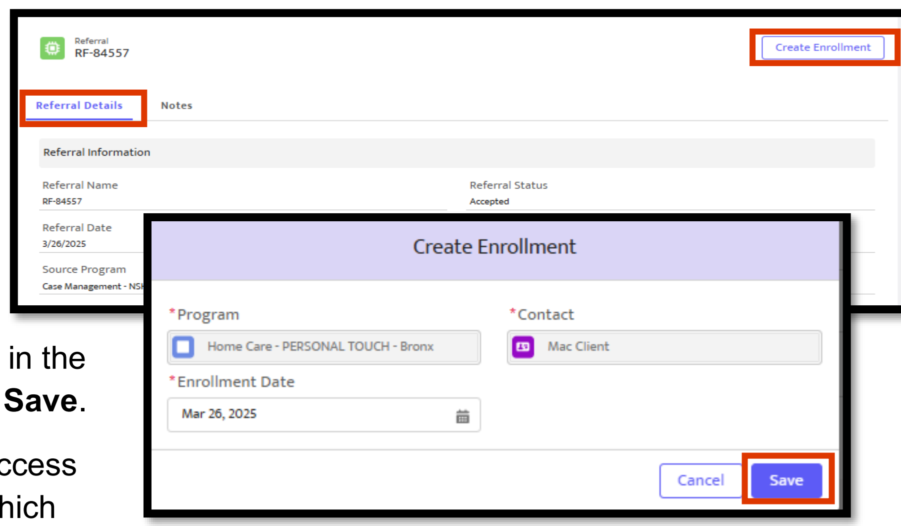
Enrollment

Enrollment is the process of adding the client into your program so further actions can be taken in their record. This process begins after you have approved a referral.

Enrolling a New Client

Step 1: From the **Referral Details** page, select the **Create Enrollment** button.

Step 2: The **Create Enrollment** pop-up appears. All fields are pre-populated. Confirm the **Enrollment Date**, which can be set in the past, but never in the future. Select **Save**.



With the client enrolled, you have access to the **Enrollment Details** menu, which provides access to forms, assessments, the Home Care Service Plan, Event Sign-up, Case Notes, Unit Entry, and more. It provides an overview of the client's enrollment and referral information.

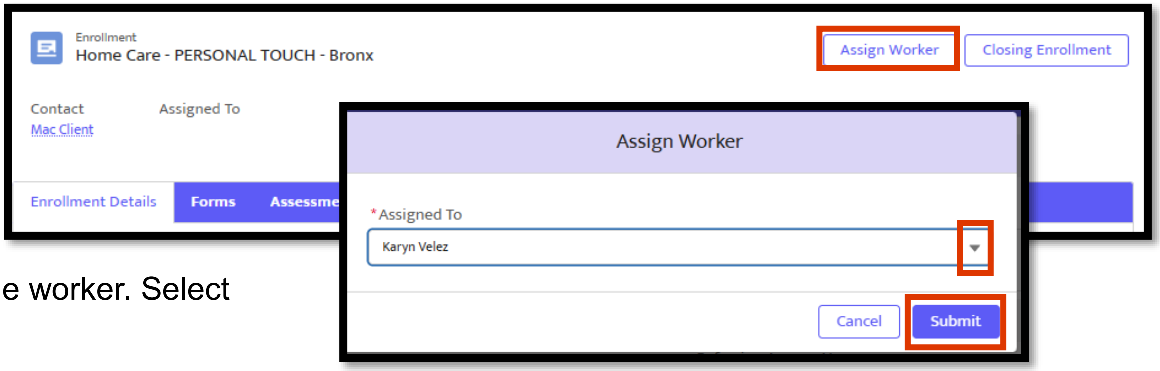
Assigning a Client Enrollment to a Worker

Step 1: From the **Top Menu**, click **Client Search**, click the **Name Link** of the client.

Step 2: From the **Details** menu, select the **Enrollment** tab. Click on the **Enrollment Name** link.

Step 3: Select the **Assign Worker** button.

Step 4: From the **Assign Worker** pop-up, use the dropdown to pick the worker. Select **Submit**.



You can re-assign a worker at any time.

The assigned worker receives two notifications.

- The client's enrollment is listed within the assigned workers **My Enrollments** on the Dashboard. It can take a minute, refresh the **Dashboard** if the enrollment isn't immediately there.
- The assigned worker receives a notification accessible from the **Bell** icon on the **Top Menu**.

BEST PRACTICE TIP: *Since clients are usually assigned to the home care coordinator, it is **not** required for programs to use the **Assign Worker** feature. However, this feature is a tool that can be used by the home care program if it helps streamline the overall workflow.*

Home Care Assessment

An assessment is a collection of forms that streamline the re-assessment process. The Home Care Assessment includes 9 forms. There are two parts of an assessment: the details and forms.

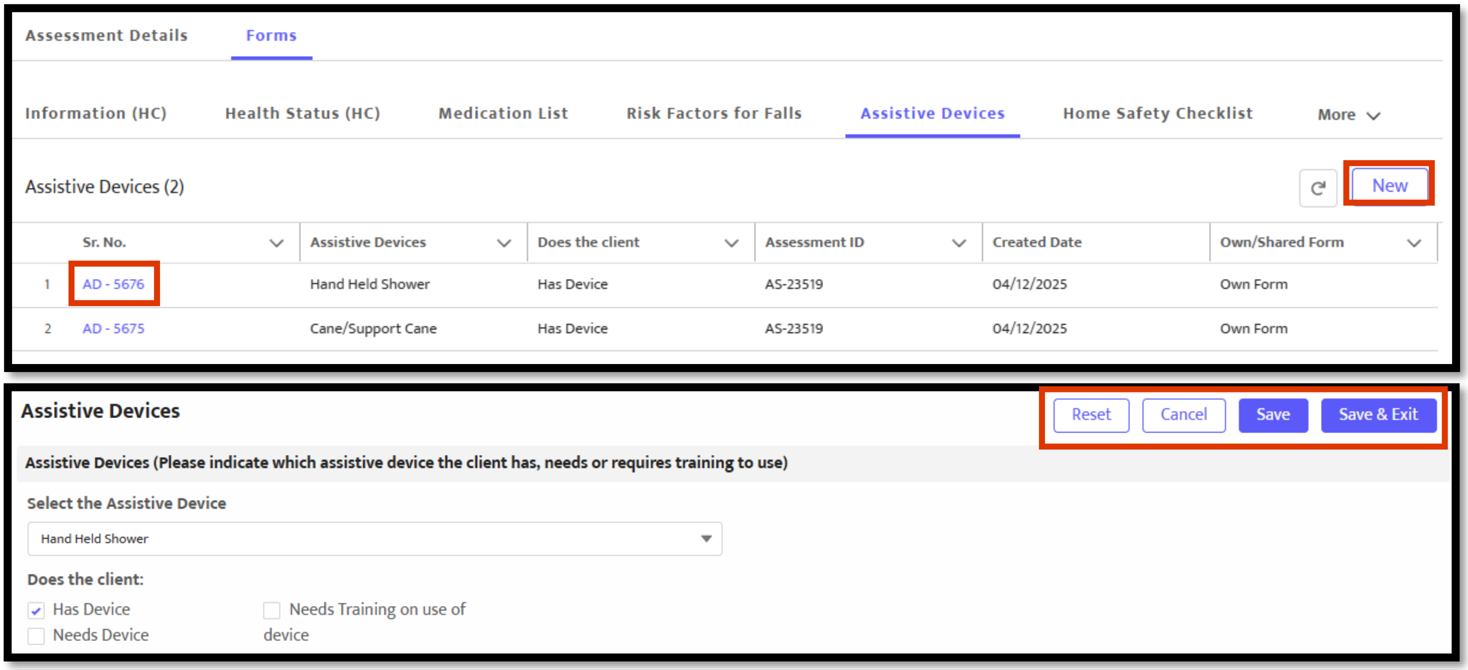
- Assessment Details include when the assessment was created, by whom and its status. Only pending assessments can be edited. The completed status allows you to track your client overtime. There is a cloning feature that further streamlines the reassessment process
- Forms are a mixture of **Page** and **List View** and have three different status types for assessments: **Pending**, **Completed** and **Inactive**.

There are different styles forms. The first is a **List View**, such as Assistive Devices. List View forms display rows of historical forms saved. Click the **New** button to create one or click on the form **ID number** link to access and/or edit the details. The second is a single **Page View** form, such as

Information (HC). Page View is a single form that when edited overwrites the previous entry. To start or edit a Page View form, select the **Edit** button.

Example List View: Assistive Devices

These provide a historical list of completed forms. To create this form, select **New**. To edit a form, click on the form's ID link.



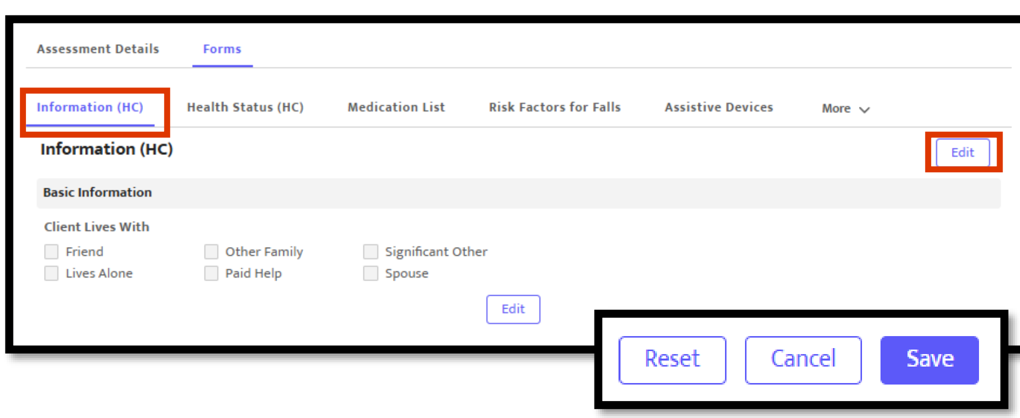
List View forms have multiple options after you have viewed or edited the page. They are:

- **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:** The information entered is saved and you stay on the form.
- **Save & Exit:** The information entered is saved and you are returned to the **List View**.

Example Page View: Information (HC)

Saved edits replace previous entries.

Some fields are grey, because they are pre-populated from the **Client Profile**. Select the **Edit** button to make changes.



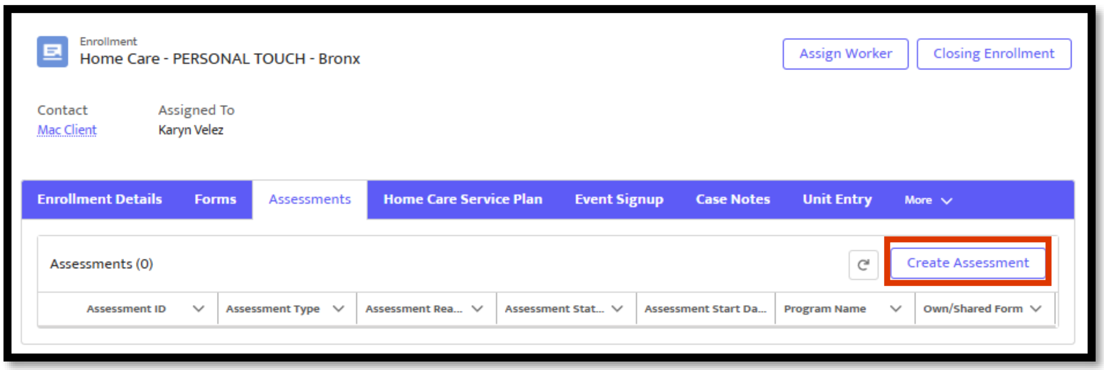
After editing a Page View form, there are three actions: **Reset**, **Cancel** and **Save**. These actions have the same properties described as **List View**.

Creating a Home Assessment

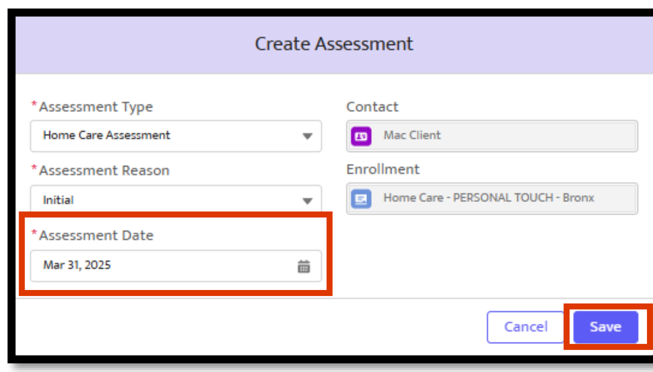
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

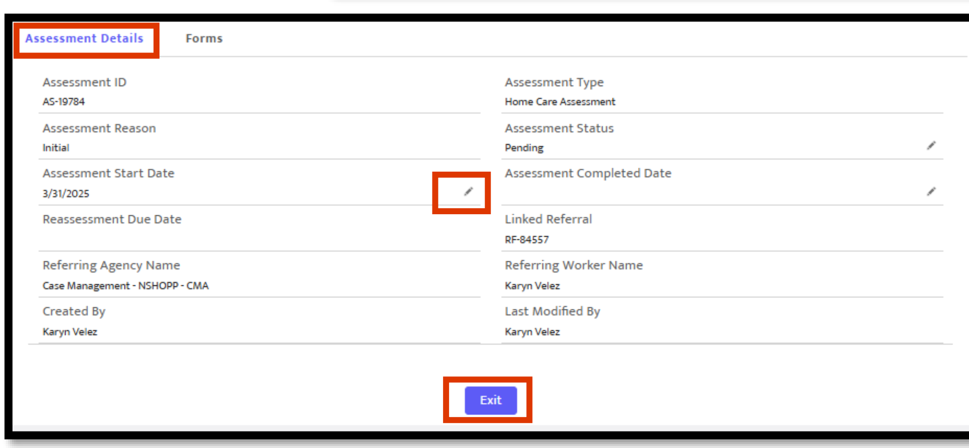
Step 3: From the **Enrollment Details Menu**, click the **Assessment** Tab and select the **Create Assessment** button.



Step 4: On the **Create Assessment** pop-up all the fields are pre-populated. Confirm the **Assessment Date.** It can be set in the past but never in the future. Confirm that all required fields are completed before selecting **Save**.

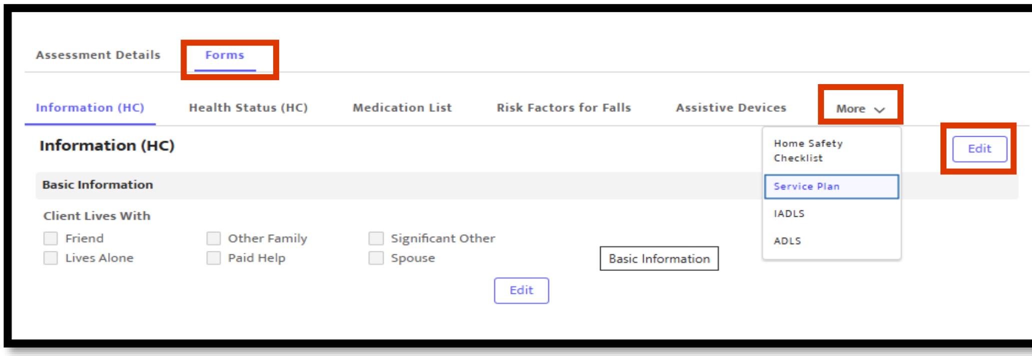


Step 5: From the **Assessment Details** sub-menu, the Status defaults to **Pending**. Use the pencil icons to make any changes. Select **Exit**.



Step 6: Click on the **Forms** sub-menu to access the forms of the **Home Care Assessment**. There are 9 forms available here. Click the forms link to access them. Depending upon your widow width you may need to click on **More** to access other forms.

Step 7: Click the desired form sub-menu then select either the **Edit** button or **New** button depending upon the form style.



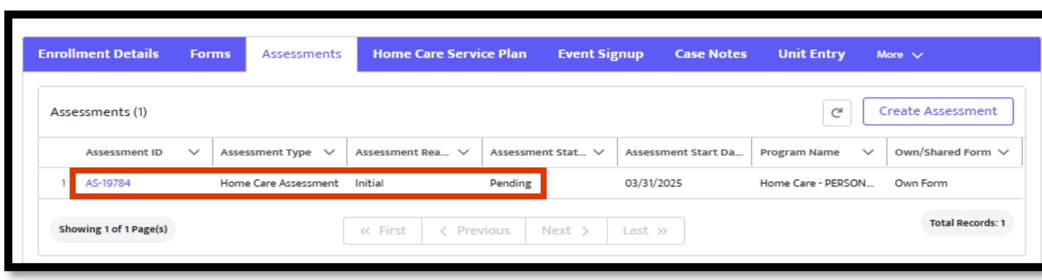
NOTE: *If there is an Assessment with the status of Pending, you cannot create another. You must change the status of the Pending Assessment to Completed before creating a new one.*

Editing/Updating a Home Assessment

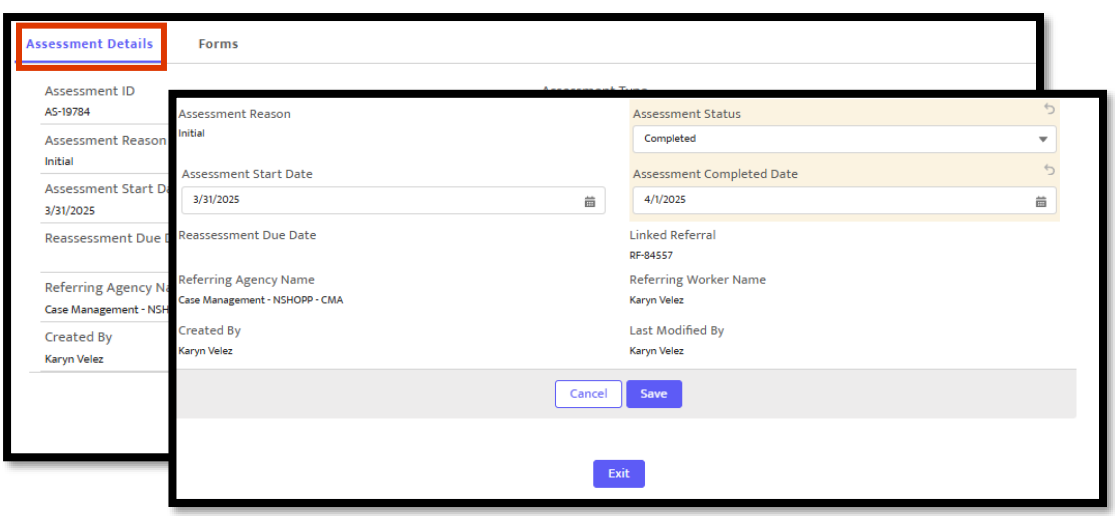
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click **Enrollment** tab, click the enrollment name link.

Step 3: From the **Enrollment Details Menu** click the **Assessments** tab and click on a pending **Assessment ID** link. Only pending Assessments can be edited.



Step 4: On the **Assessment Details** page use pencil icons to edit specific fields. When adding the **Assessment Completion Date**, it cannot be the same date as the **Start Date**.



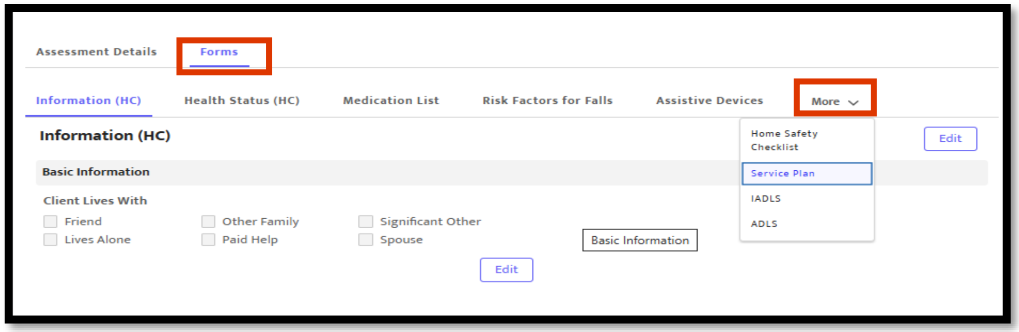
After confirming edits, click **Save** then **Exit**.

Step 5: From the **Assessment Details** page, click **Forms** sub-menu. Then click the **Form Name** you want to edit. If you don't see the form name, click **More**.

If the form is Page View, then select the **Edit** button.

If the form is List View, click the **Form ID** link.

Confirm your edits before selecting the **Save** or the **Cancel** button if you do not want to save your entries.



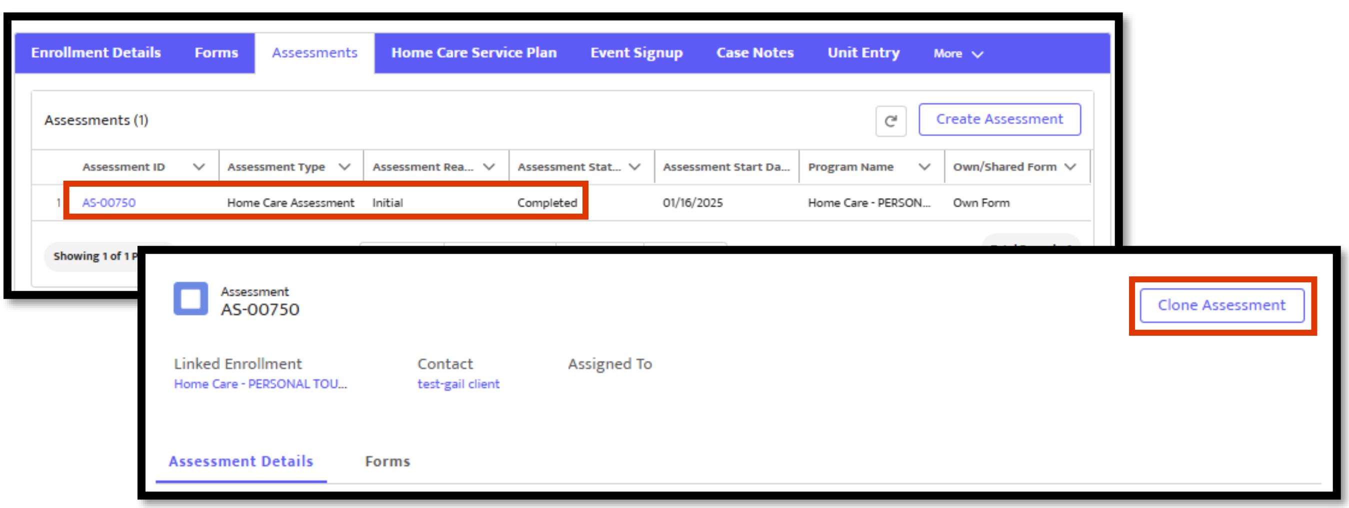
Cloning an Assessment

At the time of the 6-month assessment visit, you can Clone or copy the previous assessment to streamline the editing process of the assessment if any changes have occurred for the client.

Step 1: From the **Top Menu**, click **Client Search**, click **Client's Name** link.

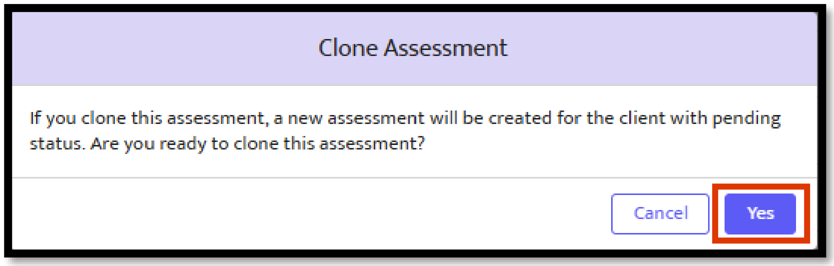
Step 2: From the **Details Menu**, click **Enrollment** tab, click **Enrollment Name** link.

Step 3: On the **Enrollment Details Menu**, click **Assessments** tab, click most recent **Assessment ID** link marked **Completed**.



Step 4: From the **Assessment Details** sub-menu, select **Clone Assessment** button in upper right corner.

Step 5: Review and then confirm **Yes** that you want to clone the assessment on the **Clone Assessment** pop-up.



NOTE: *After cloning an Assessment, the List View will show both the previous and cloned assessments – the recently cloned with a Pending status and the previous with the status Completed.*

HC Consolidated Task List

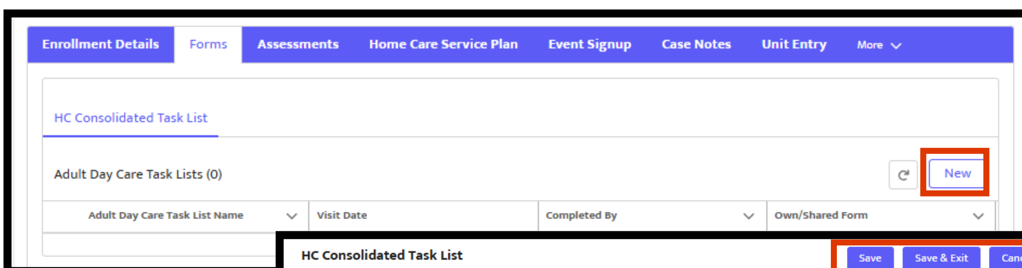
The **HC Consolidated Task List** is the only form within the **Forms** section.

Creating a HC Consolidated Task List

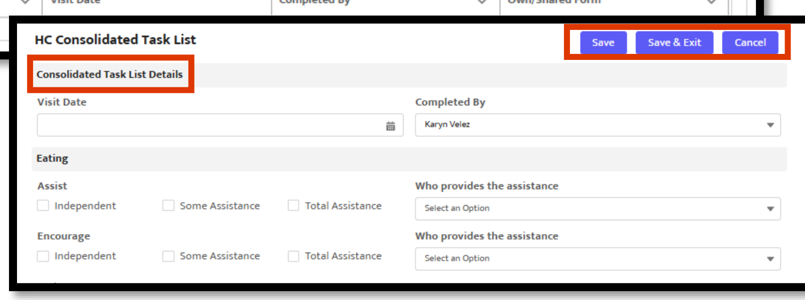
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

Step 3: On the **Enrollment Details Menu**, click the **Forms** tab. Click the **New** button.



Step 4: From the **Consolidated Task List Details** form, enter all appropriate fields.

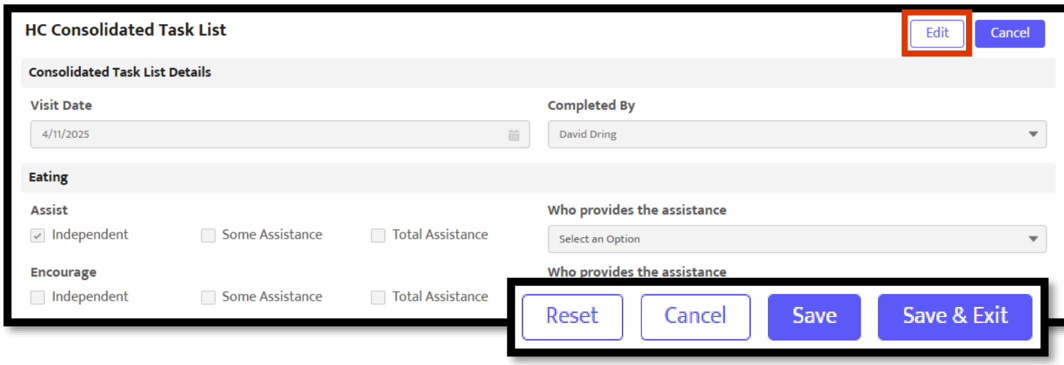


Selecting **Save** returns you to the Details page with the completed fields in grey. Selecting **Save & Exit** saves the data and returns you to the List View. Cancel does not save anything and returns you to the List View.

Editing a HC Consolidated Task List

From the **HC Consolidated Task List** click on a pending ID link. Then select **Edit**.

Then select the appropriate button to return to the List View.



Home Care Service Plan (Start Date)

Once a date is set for the start of a client's home care services, update the **Home Care Service Plan** to reflect this service start.

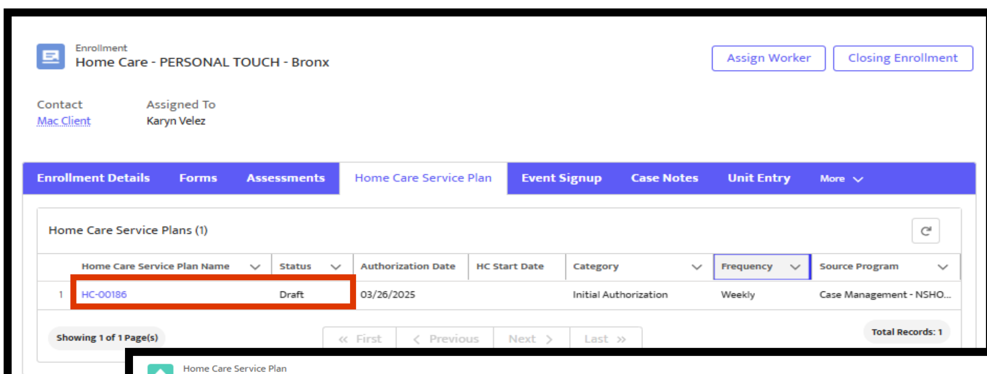
Updating Home Care Service Plan

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

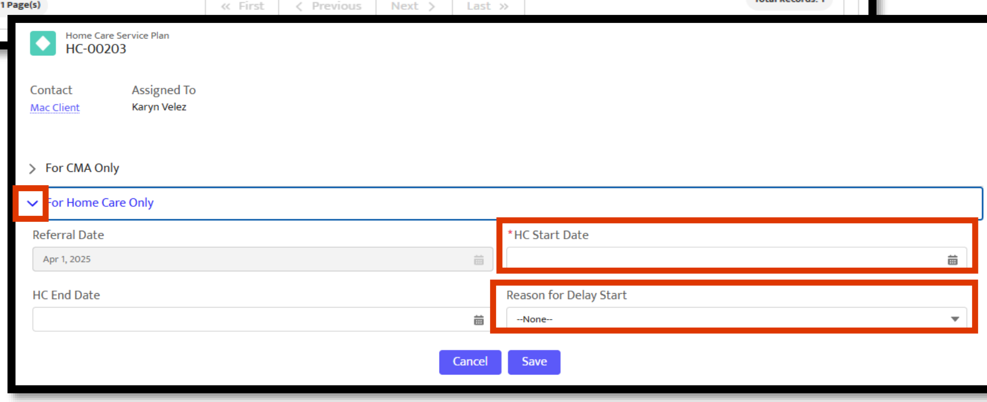
Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

Step 3: On the **Enrollment Details Menu,** click on the **Home Care Service Plan** tab.

Step 4: Click on the draft **Plan ID** link.



Step 5: The top section of this form is for the CMA to manage. Your section is toward the bottom. Click the triangle down to reveal the **HC Start Date**. The start date cannot be prior to the **Referral Date**, but it can be in the future. Dates that are more than 5 business days in the future will require the **Reasons for Delay Start** field to be completed. Select **Save.** The referring program will view the service start date on their Home Care Service Plan List View.



Case Notes

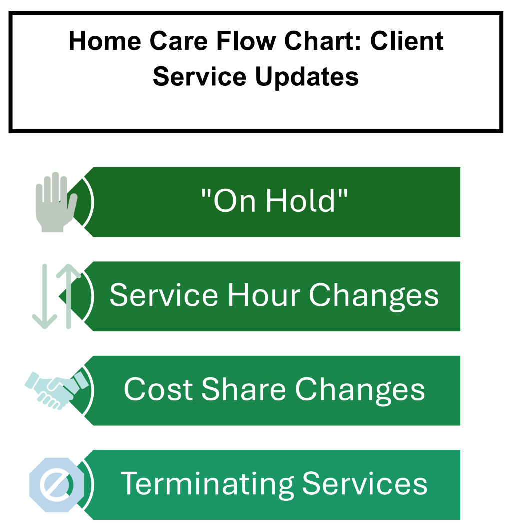
Case Notes is a tool that can be used to document client interactions and update your Program Officer. (For more information on Case Notes.)

Documents

Documents is a tool that can be used to add, edit, and view records of various document types associated with a client's file by uploading them into the database. (For more information on Documents.)

BEST PRACTICE TIP: *It is not required for programs to use either the Case Notes or Documents features. However, these features are tools that can help streamline the process of providing access by your Program Officer to documented actions taken by the home care service program.*

Home Care Flow Chart: Client Service Updates



There are four service updates that impact the provision of home care services:

1) Placing a client's service on hold.
2) Changing the number of service hours.
3) Changing the cost share/contribution amount.
4) Terminating home care services.

These Updates are Managed within Home Care Service Plan

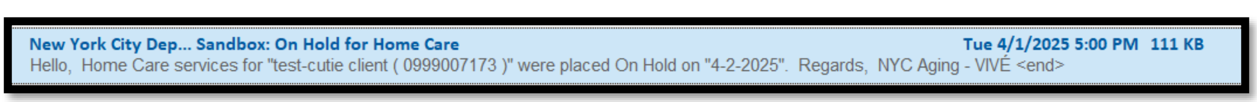
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

Step 3: From the **Enrollment Details Menu**, click the **Home Care Service Plan** tab.

On Hold

When a client's home care services are put **On Hold**, the case management agency initiates the on hold, and your agency receives an email.

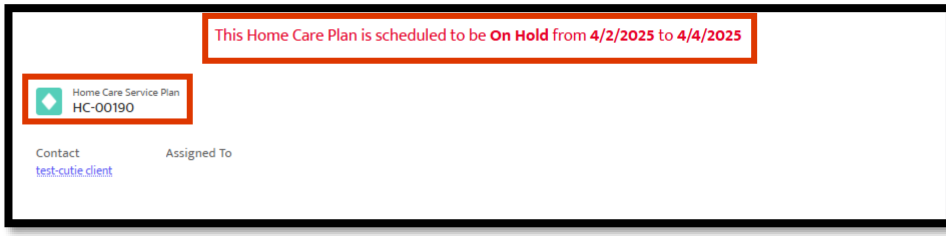


Information about the on hold is noted in the client's **Home Care Service Plan.** Once the scheduled dates for the on hold have ended, the system automatically removes the notation from the service plan.

There is no further action that needs to be taken by the home care program in VIVÉ.

Service Hour Changes

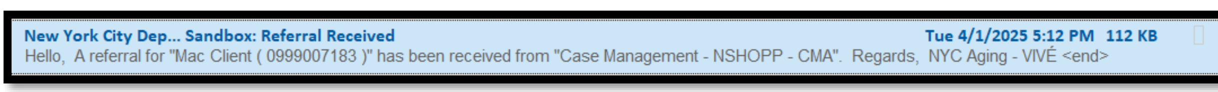
If the client's service hours need to be changed, the case management program sends a new service plan referral. An email is sent to your program alerting you to the new referral.



As changes to Service Hours require a new referral (for auditing purposes), you must accept the referral as described at the beginning of this guide.

Cost Share Changes

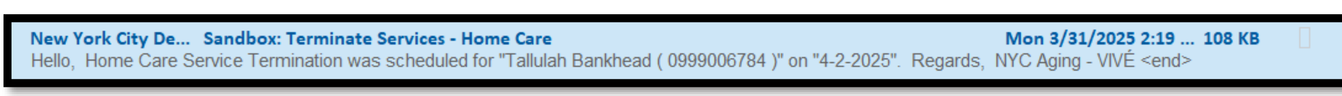
If the client's cost share rate changes or becomes a contribution rate, the case management program sends an updated service plan referral to the home care program. An email is sent to your program alerting you to the new referral.



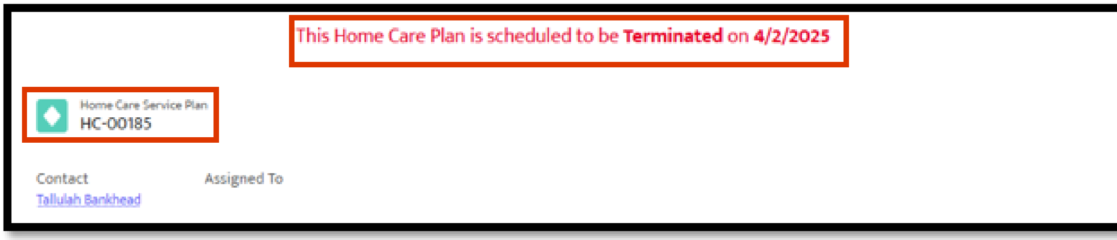
As changes to Cost Share require a new referral (for auditing purposes), you must accept the referral as described at the beginning of this guide.

Terminating Services

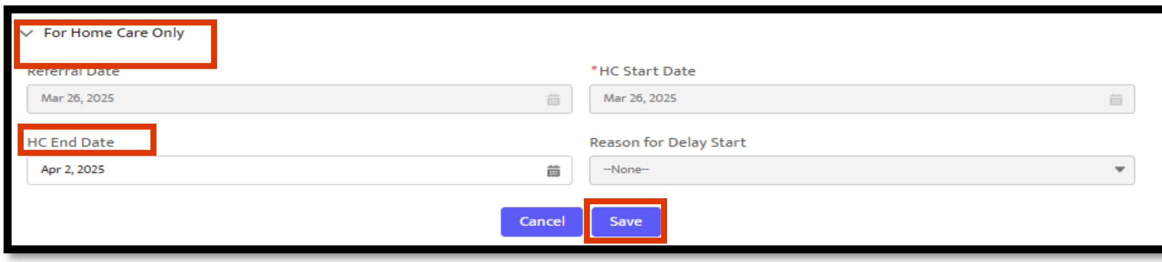
If the client's home care services need to be terminated, the case management agency initiates this action, and your agency receives an email regarding the termination.



Notification about the scheduled termination is displayed on the **Home Care Service Plan** associated with the client**.**



Within the For Home Care Only section of the Home Care Service Plan (at the bottom of the page), enter the termination date in the **HC End Date** field and select **Save**. The system automatically changes this status to **Terminated**.



There is no further action that needs to be taken by the home care program in VIVÉ.

NOTE: *The Closing Enrollment button does not need to be selected by the Home Care program as part of the Termination process. VIVÉ will automatically close the client's enrollment once the date of termination is reached.*

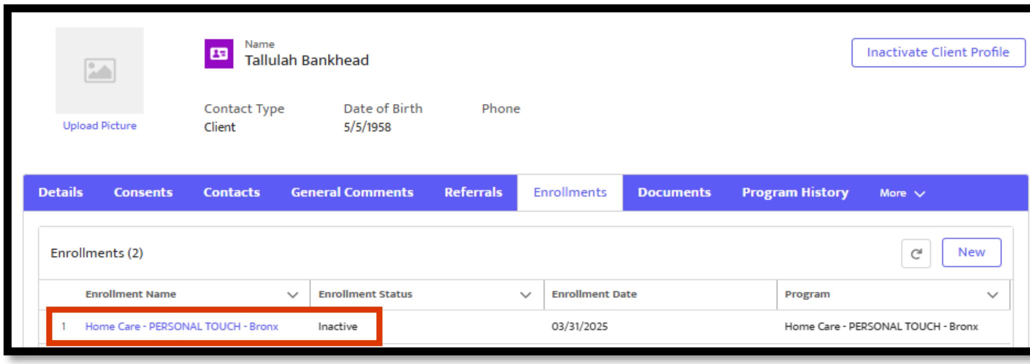
Confirming Service Termination

The client's service termination is noted both on the **Enrollments Tab** and on the **Home Care Service Plan**.

Confirming Service Termination: Enrollments Tab

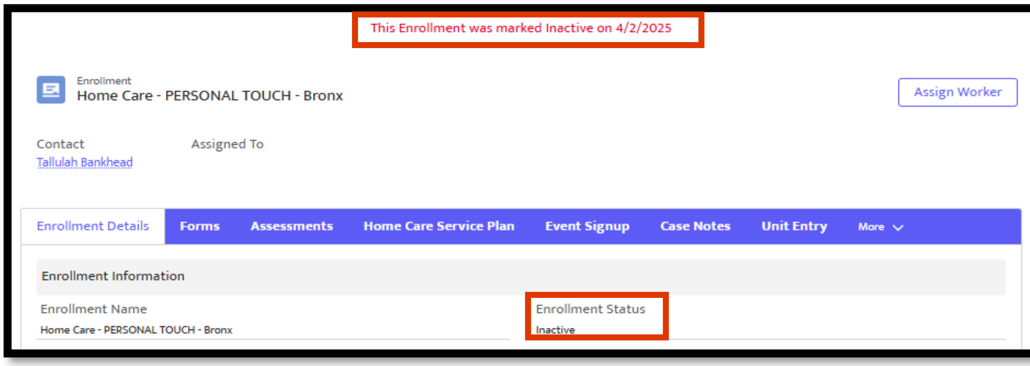
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link. View the Enrollment Status as **Inactive**.



Step 3: Click on the **Inactive Enrollment Name** link.

The **Enrollment Details Menu** displays a message and the Enrollment Details Status changes to Inactive.



If the services are ever required again, the case management program would create a new **Home Care Service Plan** referral. A new enrollment would then be created by your program.

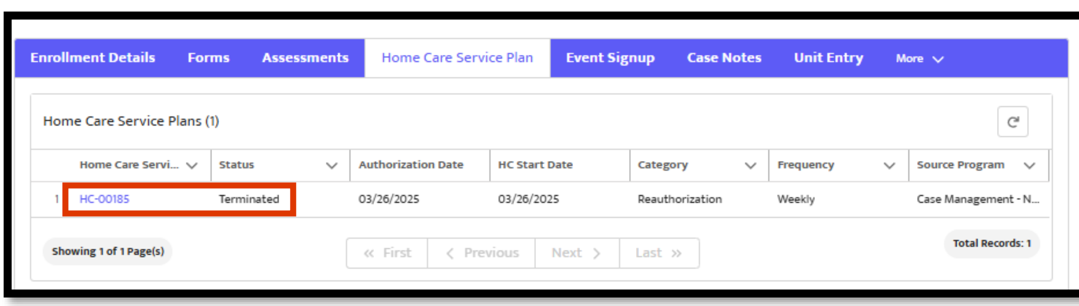
Confirming Service Termination: Home Care Service Plan

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

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

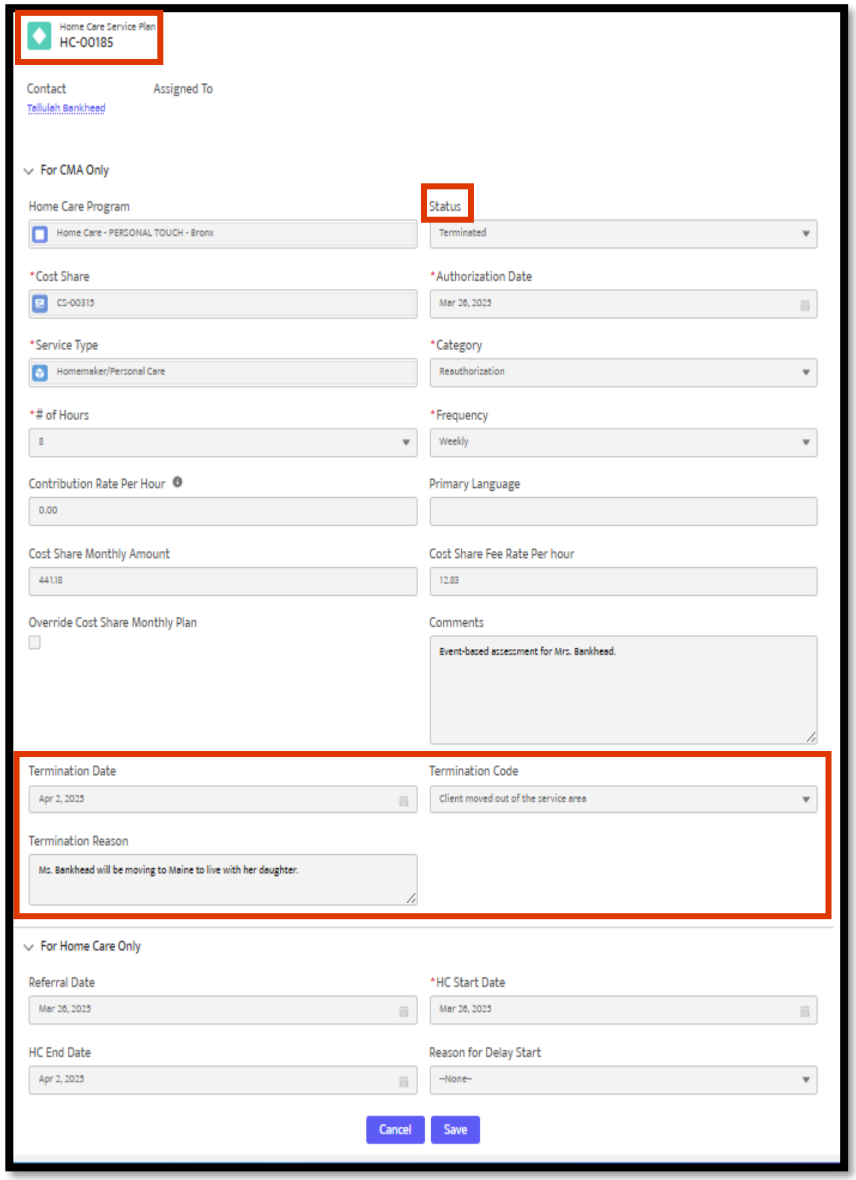
Step 3: From the **Enrollment Details Menu**, click the **Home Care Service Plan** tab.

On the **Home Care Service Plan** List View the plan's status changes to **Terminated**.



Step 4: Click the Plan's **ID link** to see on the Home Care Service Plan details that Status also changed to Terminated.

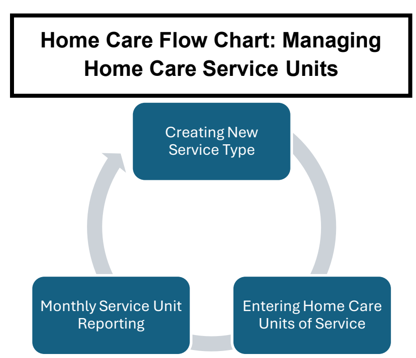
The service plan now provides information regarding the date of termination, the code associated with the termination and detailed reasons for the termination.



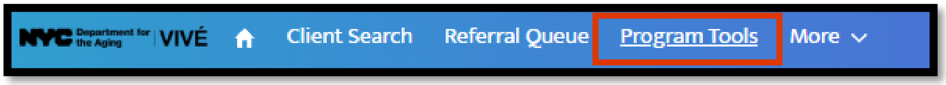
Managing Home Care Service Units

Management of home care service units involves three actions:

1) Creating Home Care Service Types
2) Entering Units of Service
3) Generating Monthly Unit Summary Report



These Actions are Managed within Program Tools on the Top Menu.



Within **Program Tools**, units of service are managed by **Event Profile**.

Each Home Care service type, such as Housekeeping/Chore is created as an Event. There are five actions with **Events**:

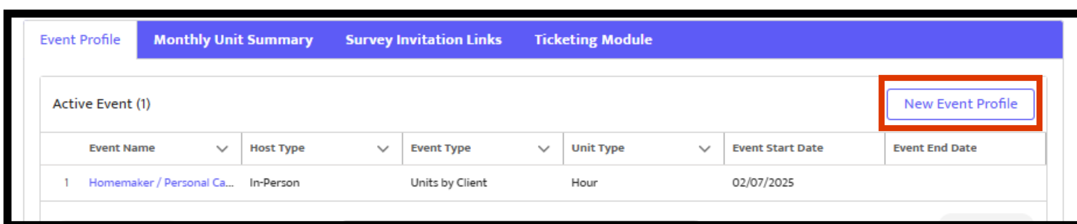
1) Create an event.
2) Edit an event.
3) Sign up clients to an event.
4) Mark clients that have attended an event.
5) Inactivating an event.

The first action, creating an event, is unique to Home Care. The other four actions are common. (For more information on Events.)

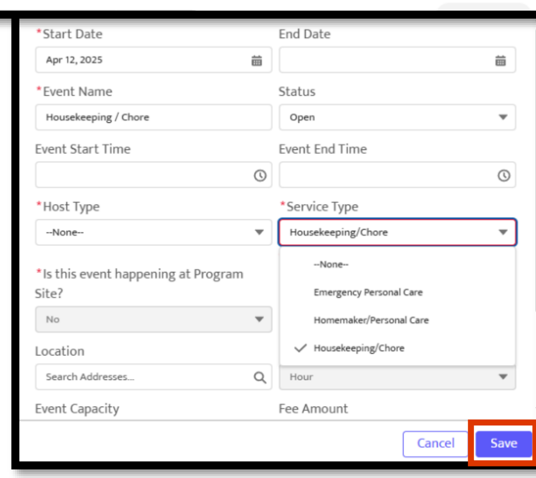
Creating a New Service Type: Event

Step 1: From the **Top Menu**, click **Program Tools**, click the **Event Profile** tab.

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



Step 3: From the **New Event Profile** pop-up, complete the required fields.



- **Event Name**: recommend using the same name as the Service Type.
- **Host Type**: always In-Person
- **Service Types** are those you are contracted to provide.

Select **Save** after confirming entries.

Entering Home Care Units of Service

Home Care Units of Service can either be entered via **Event Profile** or through the client's record on **Enrollment Details**. **Event Profile** unit entry can be used for a single client, or several clients at the same time. **Enrollment Details** unit entry is specific to that client and is generally used when there has been some type of service interruption for the client during the month (i.e., an on-hold of services).

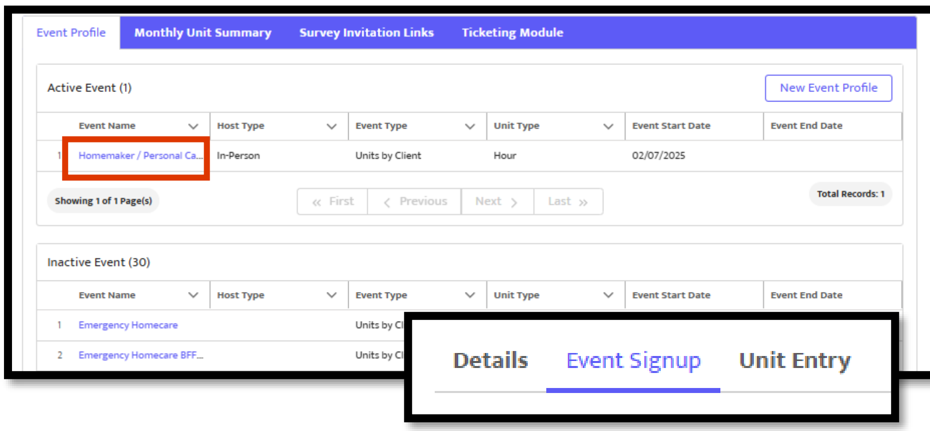
Event Profile

Home Care Service Signup: Client

Step 1: From the **Top Menu**, click **Program Tools**, click the **Event Profile** tab.

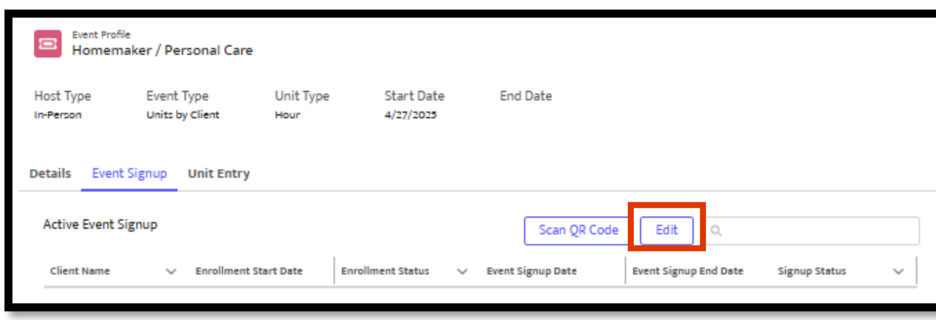
Step 2: Click desired **Event Name** ID link. Three sub-tabs display:

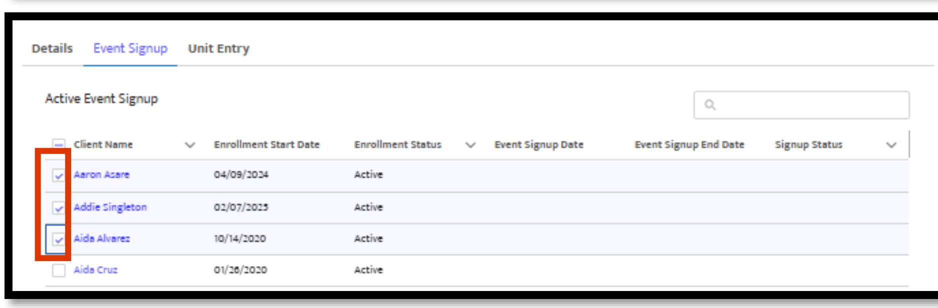
- **Details**: Overview of the service type event.
- **Event Signup:** Ability to assign enrolled clients to service type event.
- **Unity Entry:** Ability to enter client home care units.



Step 3: Click **Event Signup**, select **Edit** button. Enrolled clients List View displays.

Step 4: Select checkbox for client to receive service. Select **Save**.

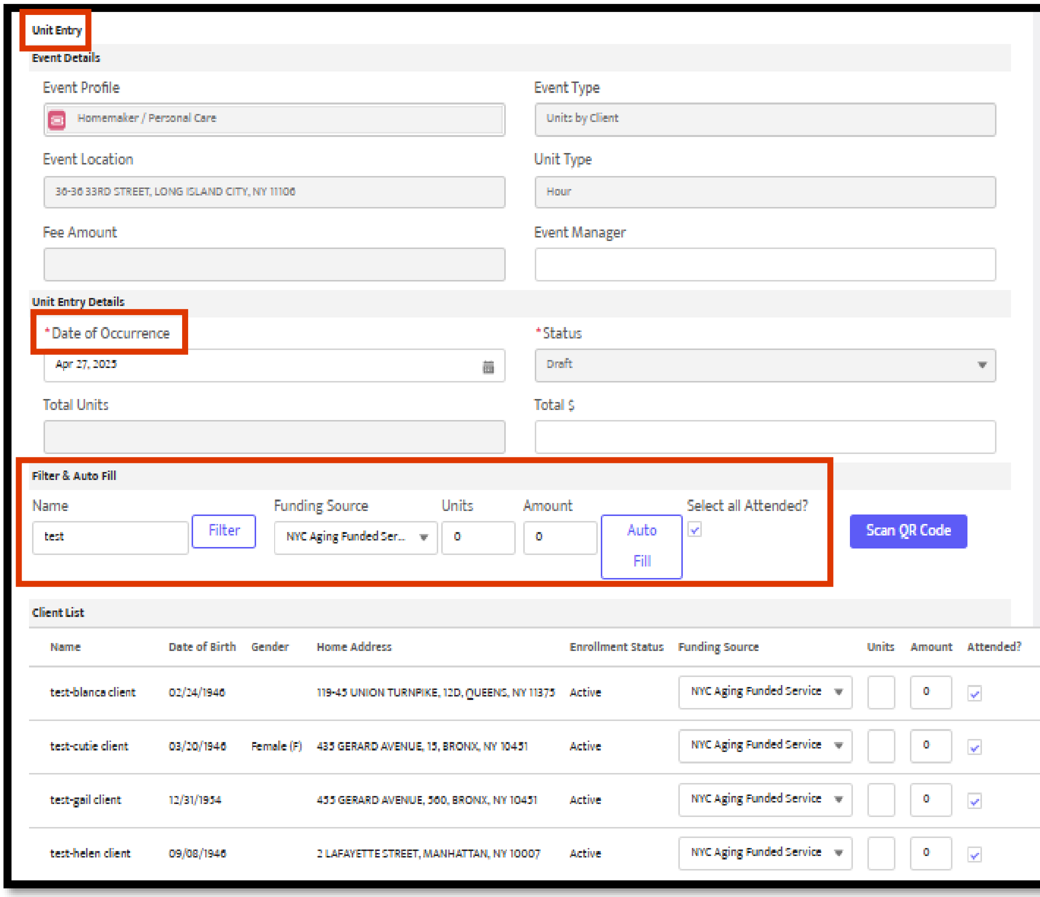




Home Care Service: Unit Entry

Step 1: Click **Unit Entry**, select **New** button. Unity Entry page displays. Three actions are available (middle of page) to enter home care units:

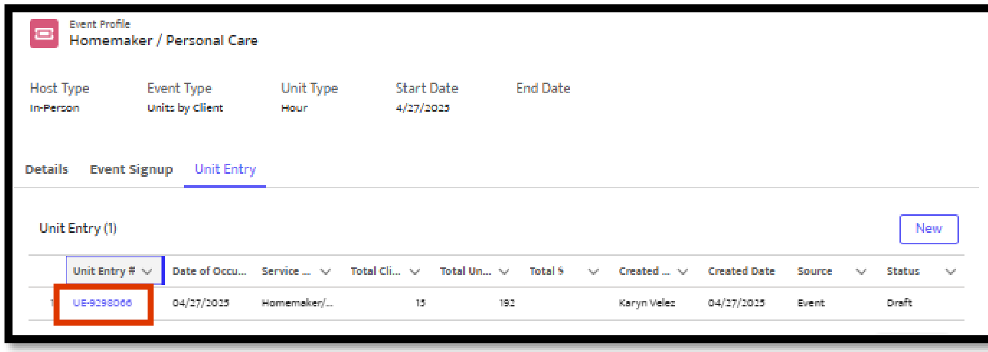
- **Filter**: Sorts clients by name.
- **Auto Fill**: Adds Funding Source, Units and/or Fee Amount to one or all clients on List View.
- **Select all Attended**: If selected, denotes services received by all clients on List View.



Step 2: Complete **Date of Occurrence** and all required fields. Select **Save**. The List View displays Unit Entry status as **Draft**.

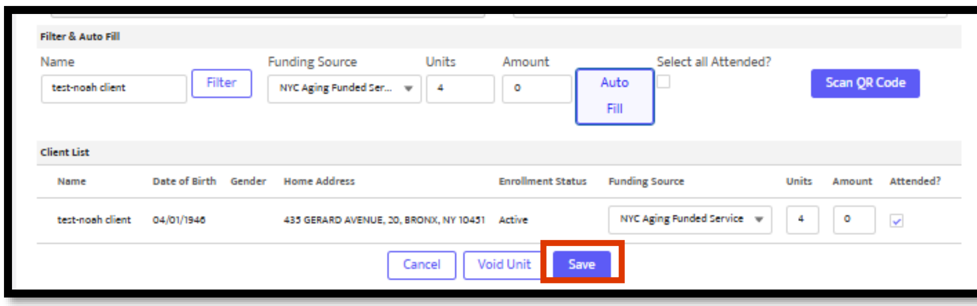
Editing Units: Single Client

Step 1: From the **Top Menu**, click **Program Tools**, click the **Event Profile** tab.



Step 2: Click desired **Event Name** ID link, click **Unit Entry** sub-tab, click **Unit Entry #** link on List View. Unit Entry page displays.

Step 3: Use **Filter** to find client record for editing. Use **Auto Fill** to edit Funding Source, Units and/or Fee Cost. Select **Save**. The List View displays edited **Total Units** amount.

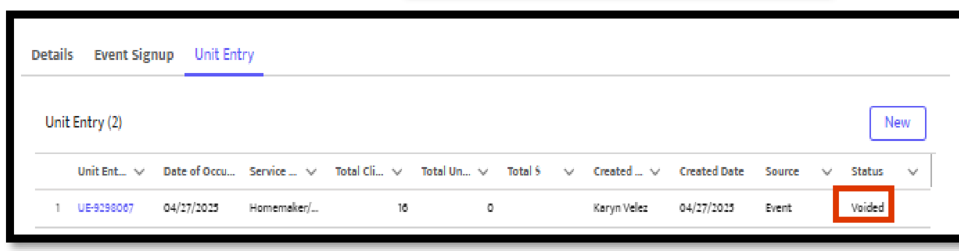


Editing Units: Voiding a Unit Entry

Step 1: From the **Top Menu**, click **Program Tools**, click the **Event Profile** tab.

Step 2: Click desired **Event Name** ID link, click **Unit Entry** sub-tab, click **Unit Entry #** link on List View. Unit Entry page displays.

Step 3: Select **Void Unit** button. The List View displays Unit Entry status as **Voided.**

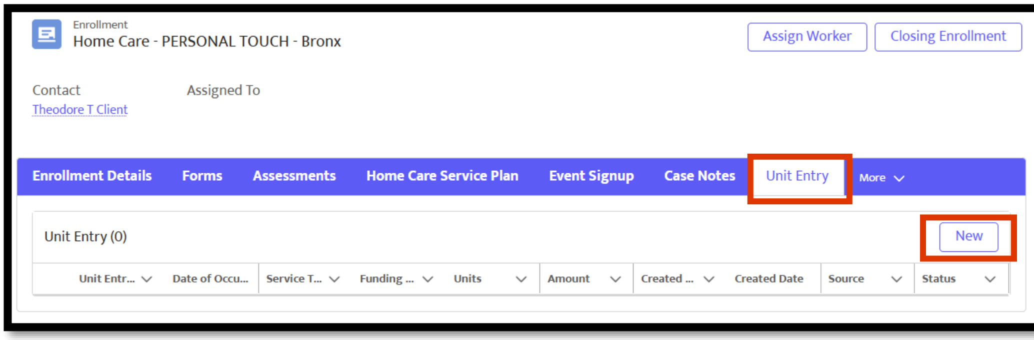


Enrollment Details
Home Care Service Signup & Unit Entry

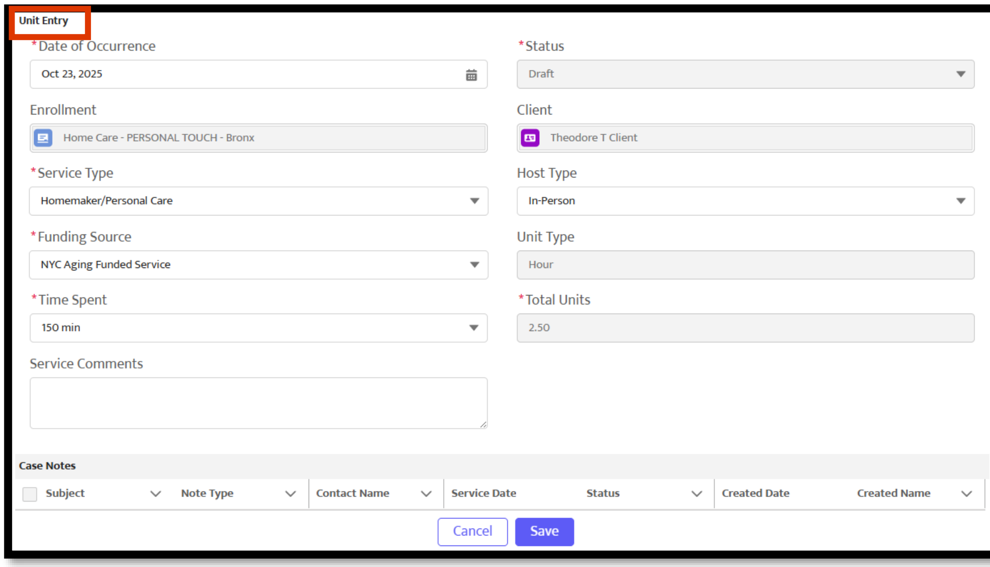
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

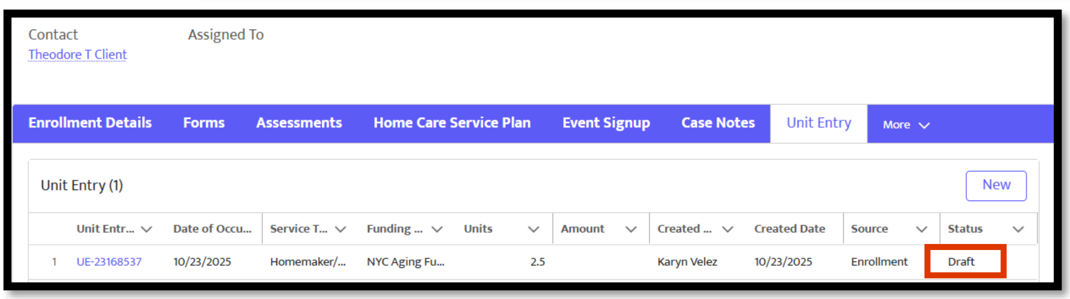
Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

Step 3: On the **Enrollment Details Menu,** click on the **Unit Entry** tab and then the **New** button. Unit Entry page displays.



Step 4: Complete all required fields and **Host Type**. The **Date of Occurrence** (date can be backdated), is the last day services are delivered, prior to service interruption, during that month. Selecting a **Service Type** changes **Time Spent** to a required field. **Time Spent** must then be recorded in minutes to autogenerate the correct **Total Units**. Select **Save**. The List View displays Unit Entry status as **Draft**.



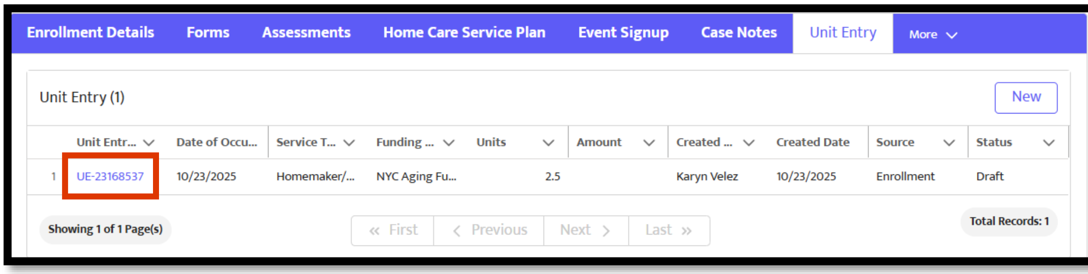


Editing Units

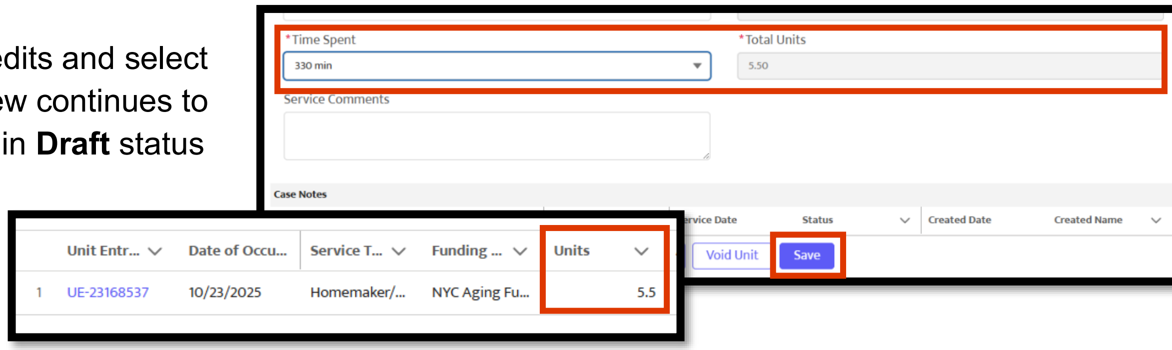
Step 1: From the **Top Menu**, click **Client Search**, click on the client's name link.

Step 2: From the **Details Menu**, click the **Enrollment** tab, click the enrollment name link.

Step 3: On the **Enrollment Details Menu,** click on the **Unit Entry** tab and click desired Unit Entry # link on List View. Unit Entry page displays.



Step 4: Make all edits and select **Save**. The List View continues to display Unit Entry in **Draft** status with updated information.

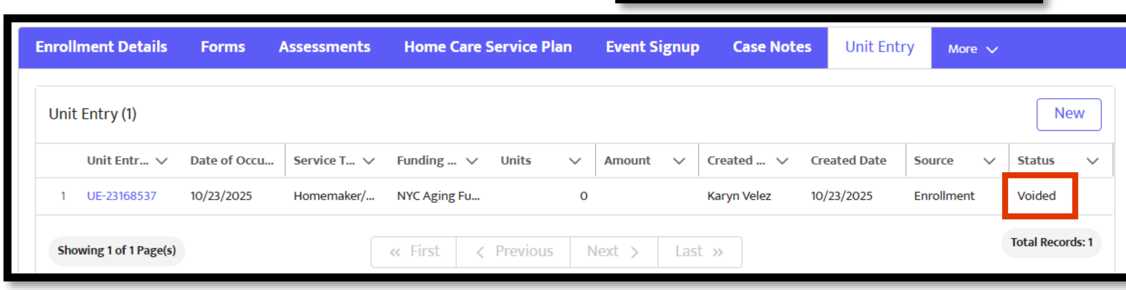


Editing Units: Voiding a Unit Entry

Step 1: From the **Top Menu**, click **Client Search**, click on client's name link and select the Enrollment name link on **Enrollment Details**.

Step 2: Click on the **Unit Entry #** link on List View. Unit Entry page displays.

Step 3: Select **Void Unit** button. The List View displays Unit Entry status as **Voided.**



Monthly Service Unit Reporting

Monthly Unit Summary (accessible from Program Tools) reports on the units entered. For auditing purposes, the Monthly Unit Summary finalizes each month's units. (For more information on Monthly Unit Summary.)

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