

VIVÉ READINESS GUIDANCE: Confirming Closing Information - **UPDATED**

To ensure all your clients are migrated into VIVÉ as active, please follow these instructions.

Date Issued: **October 9, 2025 - UPDATED**

Subject: Active Clients with Closing Information in their registration

Programs: [Home Delivered Meals](#)

OVERVIEW

- **All active clients who received a unit of service since 7/1/2023 will be migrated from STARS into VIVÉ.**
- Some of your active clients may have closing information. We need you to review a select list of clients and ensure they have properly closed registrations so they will migrate smoothly into VIVÉ.
- If a client has **any** closing information (closing date, closing code or closing summary), they will be migrated into VIVÉ as inactive. This bulletin describes how to address this.
- A new STARS Online Portal Report called “Programs with Active Status and Closing Code” is now available (Report ID # 4172). This report was created to assist providers with identifying clients who are active but have a registration that was previously closed.
- **This issue must be addressed by October 24, 2025 to avoid any impact on data migration.**

ISSUE DESCRIPTION

- **Issue:** When clients are migrated into VIVÉ, if their registration has any closing information (closing date, closing code, or closing summary) then the client will come into VIVÉ as inactive, even if the status in STARS is Active.
- **Symptoms:** Re-activating a previously inactivated registration when a client returns without creating a new registration at a later point in time creates data issues.
 - During migration, VIVÉ uses closing information to distinguish *active* clients from *in-active* clients.

IMPACT

- **Address Issue BEFORE Migration:**
 - Providers need to resolve these cases before VIVÉ launches or those clients will be migrated into VIVÉ as inactive.
- **If Issue is NOT Addressed Prior to Migration:**
 - Providers will be unable to sign up these clients for events or enter units because they are inactive.
 - Providers will need to create a new client enrollment and create new event sign-ups in VIVÉ.
 - Existing client assessments and/or forms will be included within the inactive enrollment but will not be editable.

RESOLUTION PLAN

- Use the STARS Online Portal Report called “Programs with Active Status and Closing Code” (Report 4172) to identify those clients who are active but have closing information within their registration.
- On the closing screen in STARS, change the status from “Active” to “Inactive”.
- Create a new registration in STARS.
- On the Event Profile Sign-Up screen of the new registration, use the checkboxes to add client to all appropriate event profiles.

CONTACT INFORMATION

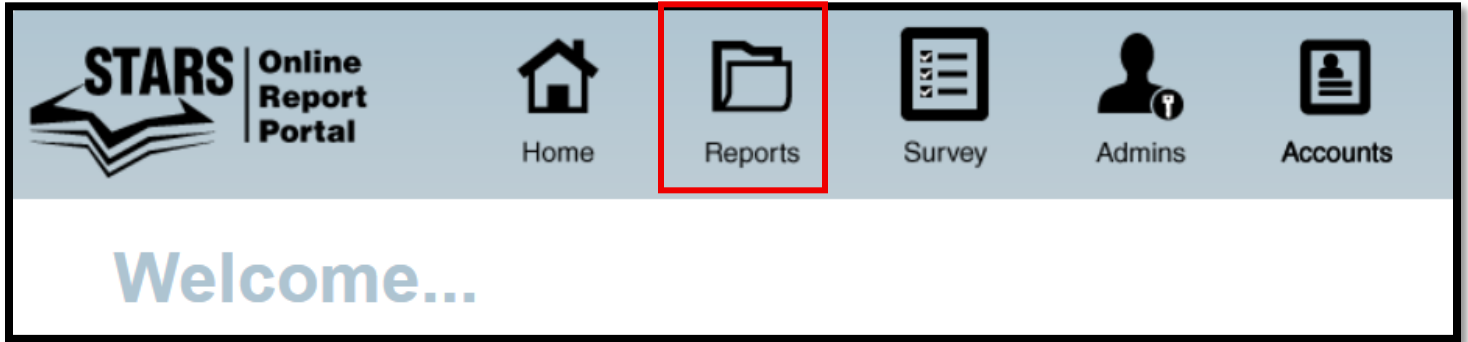
- If you have questions or experience additional issues with VIVÉ, please email VIVESupport@aging.nyc.gov
 - If you have questions about STARS Online Report Portal, please email appsupport@aging.nyc.gov
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INSTRUCTIONS

Below is guidance on completely closing registrations and re-registering clients to ensure proper migration of client information to VIVE.

STARS ONLINE PORTAL REPORT PROCESS

Step 1: Log into STARS Online Portal Report and click on **Reports**.



Step 2: Scroll down to report number “4172”. Select the report Programs Active Status With Closing Code.

Select	4171	Activation - Cooling Center Attendance	Activation attendance report for Cooling Centers by Date
Select	4172	Programs Active Status With Closing Code	Programs those have ACTIVE status and have Closing Code In Peerplace.
Select	4173	Caregiver Supplemental Report - VIVE	VIVE Caregiver Supplemental Report

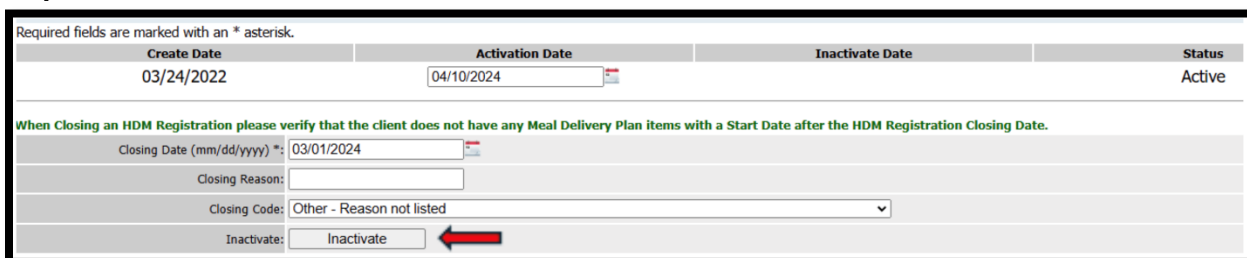
Step 3: Select your **Program Type** and **Program ID** from the dropdown. Click the **View Report** button to generate the list of active clients in your program with a closed registration.



STARS PROCESS

Step 1: Log into STARS and open a client file listed in Report 4172. Go to the **Closing** screen of the **Registration** and click the **Edit** button.

Step 2: Click on the **Inactivate** button. Click **Save and Exit**.



Step 3: Return to the **Client Profile** and click on the **Register** button.

Client Profile Basic Demographics Social History NYC Demographics Annual Client Profile Update COVID19 Vaccination Financial Contacts Emergency Preparedness NY Client Info Mailing Address Address History General Comments Attachments Email Preferences Grant/Revoke Consent to Refer/Share Encounter History Program History Program History - All	Last Name *: Test		Suffix:		
	Middle Initial/Name:		First Name *: Test		
	Title: Select One		Nickname:		
	Gender: Unspecified		DOB(mm/dd/yyyy) *: 07/02/1921		
	Age: 104		Council District: 42		
	Map: Map to current address		Community District: 318		
	Address Line 1 *: 103-15 Farragut Road		Address Line 2 (i.e. Apt#, Floor #): Apt #700		
	City: BROOKLYN		State: NY		
	Zip: 11236		Borough *: Brooklyn		
	County: Kings		Rural: No		
	Steps:		Elevator: X		
	Building: Old Bailey		Location Comments:		
	Phone (Home) (###-###-####): 212-200-2000		Phone (Mobile) (###-###-####): 917-123-8888		
	Phone (Work) (###-###-####): 212-400-4000		Ext: 100		
	Resides in NYCHA facility: Yes		NYCHA Facility Name: Old Bailey Houses		
	Email Address: testtesttest@yahoo.com		Client Screen Alert: Select One		
	Client Screen Alert Date (mm/dd/yyyy):		Does the client want to rescind consent across all programs?: No		
	[Next>>]				
	Edit New Referral New Srv. Ticket Register Merge Client Exit				

New Registration Details

Previously completed NSI screenings will appear within the new registration. However, previous case notes and unit entries will remain accessible only within the inactivated registration.

Upon the creation of the new Registration, the previously active Meal Delivery Plan will move to the Meal Schedule History section of the new registration. You will need to create a new Meal Delivery Plan within the new registration – including meal delivery schedule and route assignments.