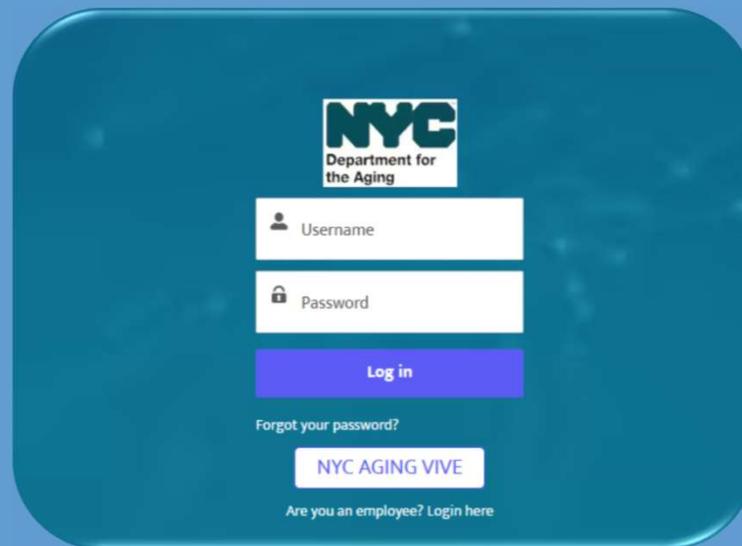


MY TASKS & MY FOLLOW-UPS



The image shows a login interface for the NYC Department for the Aging. At the top is the logo with 'NYC' in large blue letters and 'Department for the Aging' below it. There are two white input fields: the first is labeled 'Username' with a person icon, and the second is labeled 'Password' with a lock icon. Below these is a blue 'Log in' button. Underneath the button is a link for 'Forgot your password?'. At the bottom of the form area is a white button with the text 'NYC AGING VIVE' and a link below it that says 'Are you an employee? Login here'.

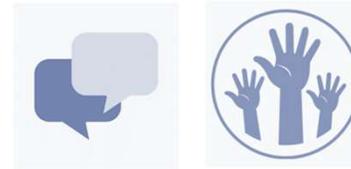
Thanks for Joining!



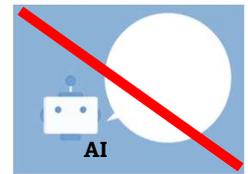
Please Type Name & Agency in the Chat



Mute Phones/Interrupt Video



Use Chat/Raise Hand



Please, no AI Meeting Assistants

HOUSEKEEPING

Goal of VIVÉ Labs

*To clarify and review specific
Caregiver "workflow"
functions in VIVÉ.*



**Definitions
Navigation
Functionality**

VIVÉ: Caregiver Lab

FEATURES PURPOSE & FUNCTION



**MY TASKS:
CREATION, UPDATES & COMPLETION**



**MY FOLLOW UPS:
CREATION, UPDATES & COMPLETION**



FINAL QUESTIONS & ANSWERS



FEATURES PURPOSE & FUNCTION

My Tasks is a program specific “tickler” for client profile updates and re-assessment. My Tasks automatically alerts all your VIVÉ program users of the clients who need their records updated.

My Follow Ups is a user specific “tickler” for assigned client requests and/or timelines. My Follow Ups are generated by either the user themselves or another program user.





My Tasks: Creation, Updates & Completion

My Tasks



Task: Task Number	Subject	Client Name	Task Status	Actions	Priority	Created Date ↓
T-07466	Client Re-assessment	Bob Fosse	Open	-	Normal	1/16/2026, 5:00 AM
T-07467	Client Re-assessment	Bob Fosse	Open	-	Normal	1/16/2026, 5:00 AM
T-07474	Client Re-assessment	Gregory Burnett	Open	-	Normal	1/16/2026, 5:00 AM
T-07249	Client Re-assessment	Gregory Burnett	Open	-	Normal	1/14/2026, 5:00 AM
T-07282	Client Re-assessment	Elaine Navarro	Open	-	Normal	1/14/2026, 5:00 AM
T-07123	Client Re-assessment	Kay Williams	Open	-	Normal	1/10/2026, 5:00 AM

[View Report \(My Tasks\)](#)

As of Jan 16, 2026, 5:59 PM



Report: Tasks with Program
My Tasks

Enable Field Editing



Add Chart



Export

Total Records
208



	Task: Task Number	Subject	Client Name	Task Status	Actions	Priority	Created Date
1	T-10442	Client Re-assessment	Bob Fosse 1	Open	-	Normal	2/25/2026, 5:00 AM
2	T-10272	Client Re-assessment	Bob Fosse 1	Open	-	Normal	2/23/2026, 5:00 AM
3	T-09906	Client Re-assessment	Gregory Burnett	Open	-	Normal	2/18/2026, 5:00 AM
4	T-09726	Client Re-assessment	Gregory Burnett	Open	-	Normal	2/16/2026, 5:00 AM
5	T-09584	Client Re-assessment	Elaine Navarro	Open	-	Normal	2/13/2026, 5:00 AM
6	T-09590	Client Re-assessment	Kay Williams 1	Open	-	Normal	2/13/2026, 5:00 AM

✓ Field Editing Enabled



Priority	▼
Normal	

Priority	Created Date
Normal 	1/17/2026, 5:00 AM
Normal	

Priority

Normal

--None--

✓ Normal

Medium

High



 Task
T-07466

Details

Task Number
T-07466

Task Status
Open

Priority
Normal

Did you Speak with the client ?

Created Date
1/16/2026 5:00 AM

Last Modified By
Batch Process

 Task
T-07466

Details

Task Number
T-07466

Task Status
Open

Priority
Normal

Did you Speak with the client ?

Created Date
1/16/2026, 5:00 AM

Last Modified By
Batch Process

Subject
Client Re-assessment

Assessment
[AS-352653](#)

Actions

Program
Case Management - ENCORE - CMA

Last Modified Date
1/16/2026, 5:00 AM

Exit

Caregiver - JCC OF SI - Staten Island

Subject
Client Re-assessment

Assessment
[AS-352653](#)

Actions

Program
Case Management - ENCORE - CMA

Last Modified Date
1/16/2026, 5:00 AM

Exit

Task
T-07466

Details

Task Number
T-07466

Task Status
Open

Priority
Normal

Did you Speak with the client ?

Created Date
1/16/2016, 5:00 AM

Last Modified By
Batch Process

Task Status

Open

--None--

✓ Open

In Progress

Closed

Priority

Normal

--None--

✓ Normal

Medium

High

MY TASKS:
*Update
Choices*

Did you Speak with the client ?

Actions

MY TASKS:
Update Choices

Did you Speak with the client ?

--None--

✓ --None--

Yes

No, 1st attempt

No, 2nd attempt

No, 3rd attempt

No, incorrect/missing contact information

* Actions

--None--

✓ --None--

Attempted, but the client refused.

Client/representative unable to provide updates.

Re-Assessment completed

Attempted, but the client is unavailable

Steps to Update a My Tasks Record

1. Select the Task: Task Number Hyperlink
2. Select any pencil icon on the Details screen
3. Update desired fields using dropdown choices
4. Select Save
5. Refresh the Dashboard Screen to see Updates on My Task List View



Details

* = Required Information

Task Number

T-07522

Task Status

Open

Subject

Client Re-assessment

Assessment

AS-342311

Priority

High

* Actions

Attempted, but the client is unavailable

Did you Speak with the client ?

No, 1st attempt

Program

Caregiver - JCC OF SI - Staten Island

Created Date

1/17/2026, 5:00 AM

Last Modified Date

1/17/2026, 5:00 AM

Last Modified By

Batch Process

Cancel

Save

Steps to Close out a My Tasks Record

1. Select the Task: Task Number Hyperlink
2. Select any pencil icon on the Details screen
3. Update Actions to "Re-Assessment Completed"
4. Update Task Status to "Closed"
5. Select Save
6. Refresh the Dashboard Screen to see Updates on My Task List View



Details

* = Required Information

Task Number

T-07522

Task Status

Closed

Priority

Normal

Did you Speak with the client ?

Yes

Created Date

1/17/2026, 5:00 AM

Last Modified By

Batch Process

Subject

Client Re-assessment

Assessment

AS-342311

* Actions

Re-Assessment completed

Program

Caregiver - JCC OF SI - Staten Island

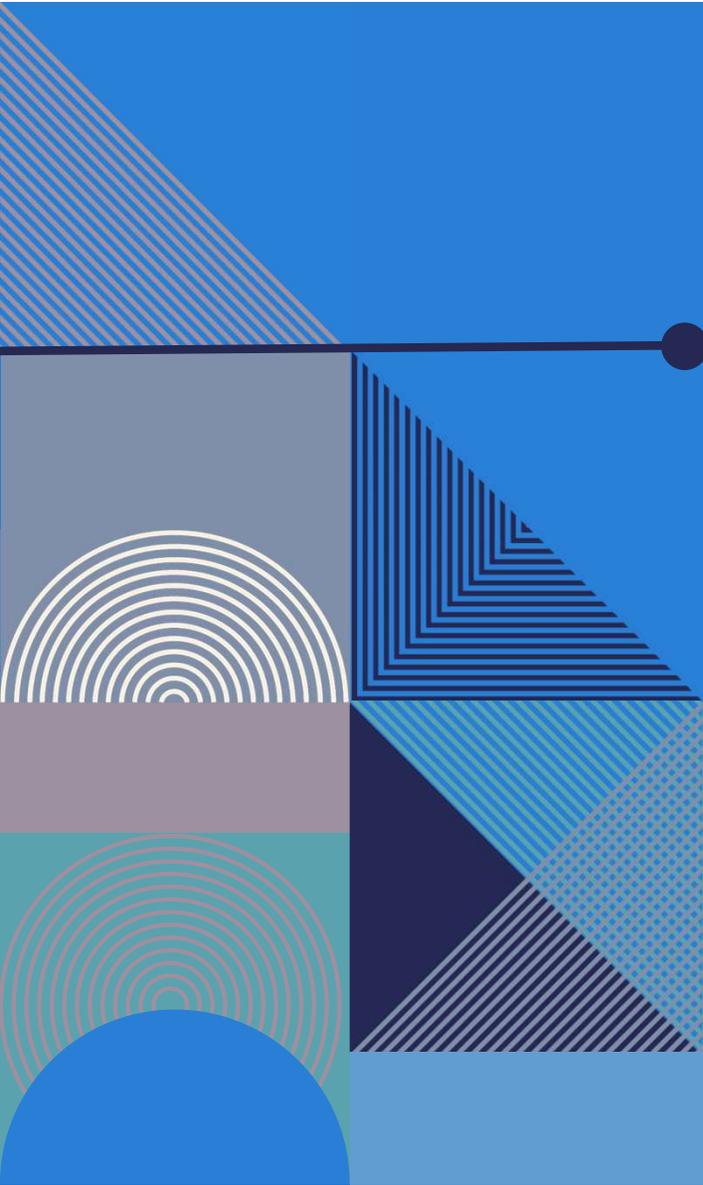
Last Modified Date

1/17/2026, 5:00 AM

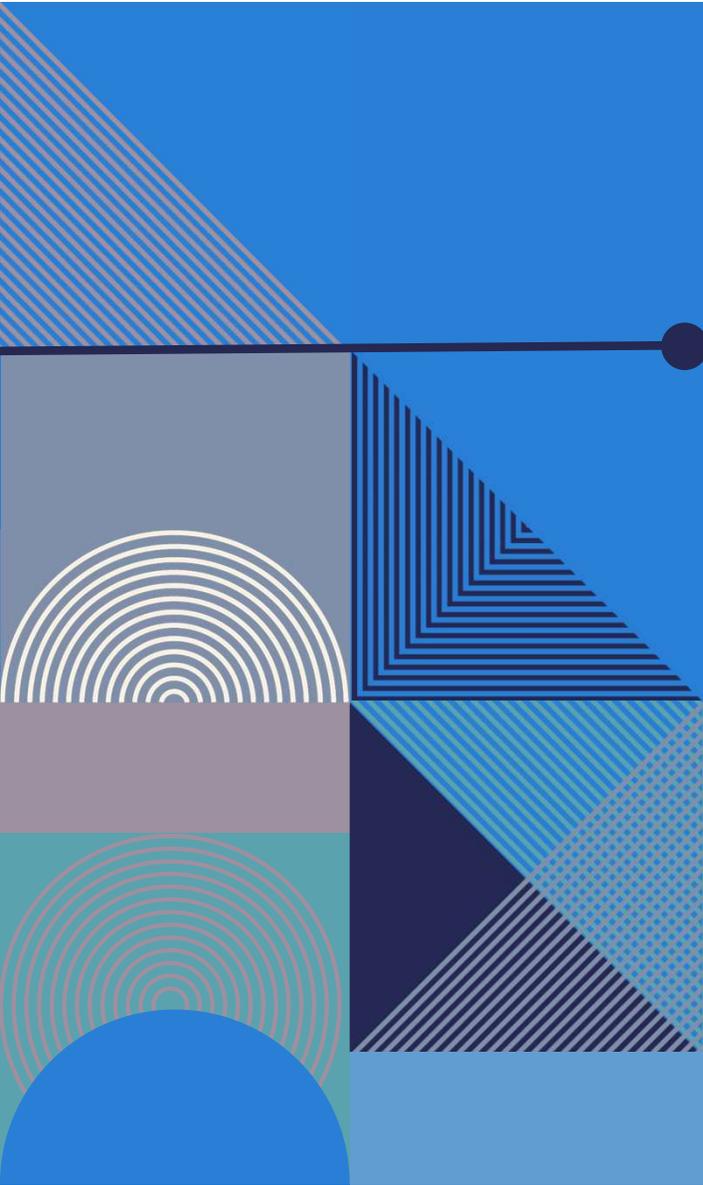
Cancel

Save

Remember: Task Status must be marked as "Closed" for Reassessment to be removed from My Tasks list view



MY TASK
QUESTIONS



QUESTIONS AND ANSWERS

VIVÉ SUPPORT



Reference Guides & Videos On-line
<https://vivesupport.cityofnewyork.us/>



VIVÉ "Labs"



VIVÉ Office Hours & 1 to 1 Meetings



Program Officer



VIVÉ Ticketing System