

April 01, 2026

VIVÉ – April Update

“A wall turned sideways is a bridge.”
Angela Davis

What’s New with VIVÉ

The major transition this month is our NYC Aging salesforce developers received the “keys” to make further development and enhancements. Initially, NYC Aging contracted PruTech to build the first phase of VIVÉ. Now the internal team will manage all future development and enhancements. The priority of these enhancements is still underway, and we will share updates once that timetable is completed.

The first enhancement published is a new format for the ID Card. The card is now only one-sided, has the client ID number, space for a client picture, room for long names, branded only with NYC Aging, and a larger QR Code. [More information.](#)

We appreciate all the enhancement suggestions that you submitted, and we acknowledge that your recommendations are valuable and important ways to continue to improve VIVÉ.

Our Enhancement Process:

- confirm the enhancement within NYC Aging staff
- build the enhancement
- test it
- update appropriate programs about the enhancement
- provide training

A [Service Bulletin](#) was issued about the changes with entering Addresses. A manual option was created, which ensures every client can be entered into VIVÉ.





Provider Spotlight: Meals on Wheels of Staten Island

Meals on Wheels of Staten Island (MOWSI) joined the pilot group of providers who helped test the VIVÉ platform ahead of the full rollout. They quickly began exploring the program, mobile app, and offering thoughtful feedback that helped identify priorities and improvements.

Implementing VIVÉ was no small task for their team: MOWSI delivers to the entire borough of Staten Island, managing 65 delivery routes and a large team of drivers and volunteers to serve 1,200 of meals per day under the NYC Aging contract. Despite these complexities, MOWSI remained actively engaged throughout the Pilot Program—attending trainings, sharing feedback, and finding ways to integrate VIVÉ into their daily operations.

What's more, following the November 2025 full launch, MOWSI supported fellow HDM providers by sharing tips, best practices, and lessons learned. Their engaged and collaborative spirit has been a tremendous asset to their fellow HDM programs.

While there is still more work ahead, MOWSI's engagement has helped shape the path forward and we are proud to highlight their dedication.

VIVE Knowledge Base Updates

Service Announcements:

- [ID Card](#)
- [Address Fix](#)

Training Materials:

- CMA [Lab 1](#), [Lab 2](#), [Lab 3](#), [Lab 4](#), and [Lab 5](#)
- [Caregiver My Tasks](#)

Videos:

- [Caregiver Training](#)
- [Enrollments](#)
- [NORC Training](#)

- [OAC Training](#)
 - [Reports](#)
 - [SADS Training](#)
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Upcoming Trainings

- **CMA:** Labs: Reassessment (4/8), Financials & Cost Share: Relationship (4/22), Waiting List (4/24)
- **POP-UP CAFÉ:** Lab: Events/Unit Entry (4/9)
- **SADS:** Lab: My Tasks & Follow-up (4/8)
- **DGMH:** Office Hours (4/24)
- **HDM:** Virtual Office Hours (4/9)
- **TRANSPORTATION:** Full Training (4/8), Lab: Unit Entry (4/22)
- **ELDER JUSTICE:** Lab (4/16)
- **OAC:** Lab: Client Basics: Entry & Search (4/7), QR Codes (4/14), Global Consent (4/16), MUS/Reports (4/21), Case Assistance & Case Notes (4/28)
- **NY Connects:** Virtual Office Hours (4/30)
- **All Providers:** Written Consent (4/30)

To sign-up for Trainings, please submit your request to this [form](#).

If you have suggestions for new instructional guides, trainings, and videos, please email trainingcenter@aging.nyc.gov.

Contact Information

- If you have questions, experience challenges, or have suggestions for enhancements, please submit a ticket via the Ticketing Module (Top Menu of VIVÉ / Program Tools / Ticketing Module).
- Visit the Knowledge Base: <https://vivesupport.cityofnewyork.us> for further guidance.

Thank you,
David Dring
Assistant Commissioner