

## SERVICE BULLETIN for All Providers

**Bulletin Number:** SB-2026-04-01

**Date Issued:** April 2, 2026

**From:** VIVÉ Support Team – NYC Aging

**Subject:** Updated Protocol for Inactivating Client Profiles

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### OVERVIEW

- There has been confusion about **inactivating a client profile** vs **closing an enrollment**.
- Inactivating a client's profile will automatically disenroll them from any and all other services they may still be actively receiving from an NYC Aging-funded program. If you only need to disenroll the client from your specific program, go instead to their **Enrollment Tab** to disenroll the client from your program.
- In the **Inactivate Client Profile** pop-up window, additional information is provided to confirm that the client is to **be inactivated** vs **disenrolled from a program**.
- **Closing reasons** were updated.

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### ISSUE DESCRIPTION

- **Function Affected:** Inactivate Client Profile
- **Issue:** Inactivated Clients **Inappropriately Disenrolls Clients Active with Other Programs**
- **Symptoms:**
  - Inactivating clients affects that client's **enrollment systemwide**.
  - Other programs will no longer be able to **enter case notes, record Home Delivered Meals, sign-up clients for events, or enter units** for that client.
  - Other programs may be **unable to enter units** for services already delivered.
  - Inappropriately inactivating a client can cause **service disruptions**.

Inactivate Client Profile

Inactivating this client's profile will automatically disenroll them from any and all other services they may be receiving from NYC Aging. If you only need to disenroll the client from your specific program, go instead to their **Enrollment Tab** to disenroll the client from your program.

I understand that inactivating this client's profile means that the client will be disenrolled from all other NYC Aging programs. I affirm that this action should be taken because of the reason I will indicate in the drop down below.

\* Reason for client profile Inactivation?

Choose one...

- Deceased
- Permanently Moved out of NYC
- Admitted to Nursing Home Permanently

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### RESOLUTION

- Additional guidance is provided in **the Inactivate Client pop-up window** to confirm that the user is to **be inactivated** vs **disenrolled from their program**.
- The **inactivation reasons** are reduced to include only:
  - **Deceased**
  - **Permanently Moved out of NYC**
  - **Admitted to Nursing Home Permanently**
- **Inactivated Clients will:**
  - **Appear in reports until the inactivation date.**
  - **No longer appear** in future reports, sign-up lists, routes or unit entry for your and other programs.
- **Case notes, event sign-ups, and units** can be entered up to the **date of inactivation**.

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### CONTACT INFORMATION

- If you have questions, experience additional issues, or have suggestions, 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.