

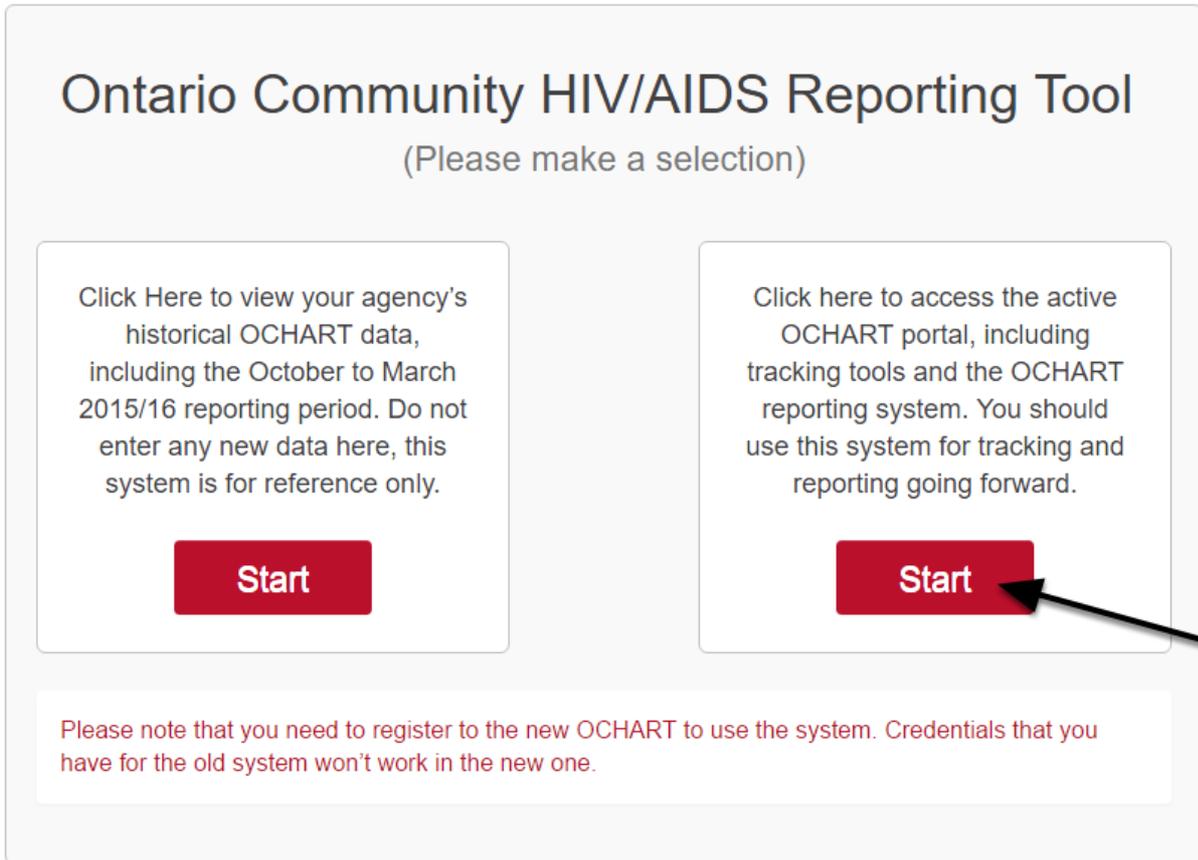
Section 5: Support Services

This section will show you how to complete section 5 of OCHART 2.0, Support Services. Remember, you can fill in any OCHART section on your computer, tablet or smart phone.

Type "www.ochart.ca" into the address bar. Press "ENTER".



You will see the screen below. Click the "START" button on the right side.



Ontario Community HIV/AIDS Reporting Tool
(Please make a selection)

Click Here to view your agency's historical OCHART data, including the October to March 2015/16 reporting period. Do not enter any new data here, this system is for reference only.

Start

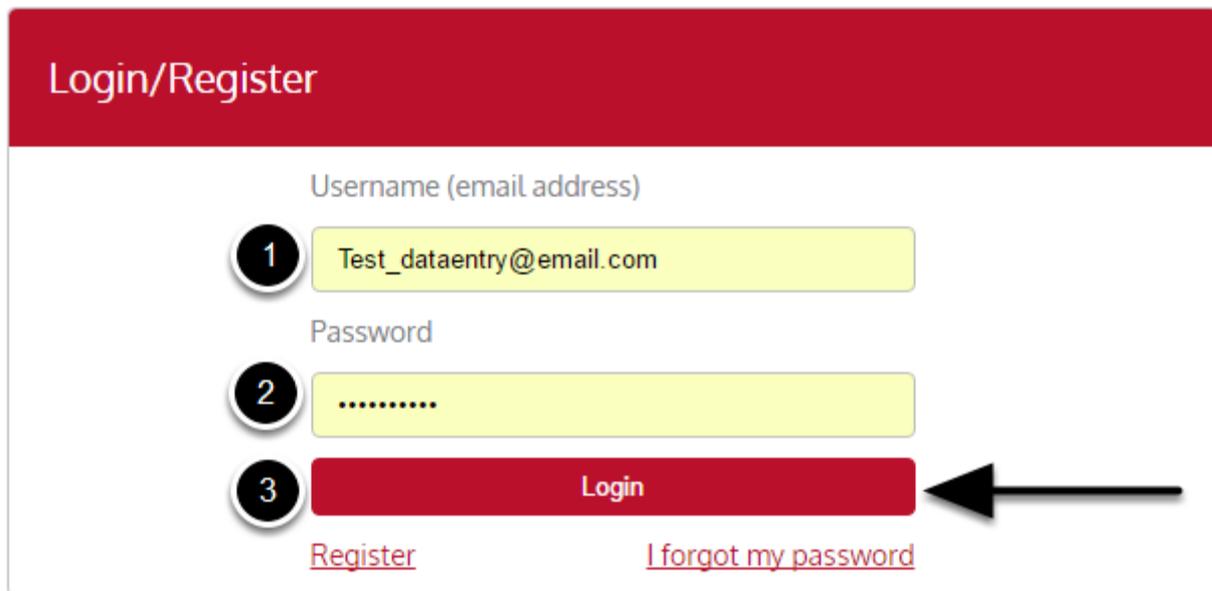
Click here to access the active OCHART portal, including tracking tools and the OCHART reporting system. You should use this system for tracking and reporting going forward.

Start

Please note that you need to register to the new OCHART to use the system. Credentials that you have for the old system won't work in the new one.

Clicking the start button on the left side will take you to the old OCHART system. If you click this accidentally, please click the back button on your internet browser. Next, click the start button on the right.

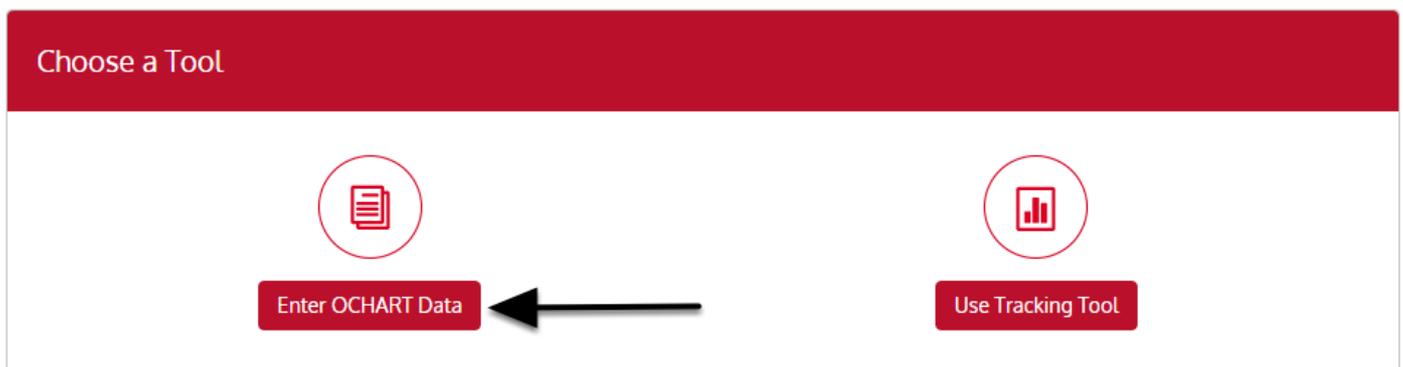
Type in your "Username" (your work email address) and your "Password". Click "Login".



The screenshot shows a login/register form with a red header bar containing the text "Login/Register". Below the header, there are three numbered steps: 1. "Username (email address)" with a text input field containing "Test_dataentry@email.com"; 2. "Password" with a text input field containing "....."; 3. "Login" with a red button. Below the "Login" button are two links: "Register" and "I forgot my password". A black arrow points to the "Login" button.

You must have an existing OCHART account in order to login. If you are a first time OCHART user and do not have an account, go to the section titled, "How to Register" for step-by-step registration instructions.

Click "Enter OCHART Data" (left side).



The screenshot shows a page titled "Choose a Tool" with a red header bar. Below the header, there are two buttons: "Enter OCHART Data" and "Use Tracking Tool". The "Enter OCHART Data" button is highlighted with a red circle and a black arrow pointing to it. The "Use Tracking Tool" button is also highlighted with a red circle.

Click the "Start" button under "5 - Support services".



At any time you can click the "Save" button to save all data entered in the section and exit the section.



Q1. Enter the total number of clients that you have served within the 6 month reporting period (including PHAs, affected and at-risk clients).

1. Report the **total number of clients served** in the last 6 month reporting period (including all PHAs, affected, and at-risk clients).

0

This includes all clients (new and active) served by your agency in the past reporting period.

Q2. Report all clients by population group and gender. You do not have to enter a total as this will happen automatically once you click "Next". Double check your entries before you click "Next".

2. Report all clients served in the last 6 months by **client group** and **sex/gender**.

Note: The numbers you enter in this table will be used to validate your answers to questions 3 through 8. Check your numbers before moving forward. Columns will total after you click Next.

	Male	Female	Trans man	Trans woman	Not listed
PHA	0	0	0	0	0
Affected	0	0	0	0	0
At-risk	0	0	0	0	0
Total	0	0	0	0	0



This includes both new and active clients.

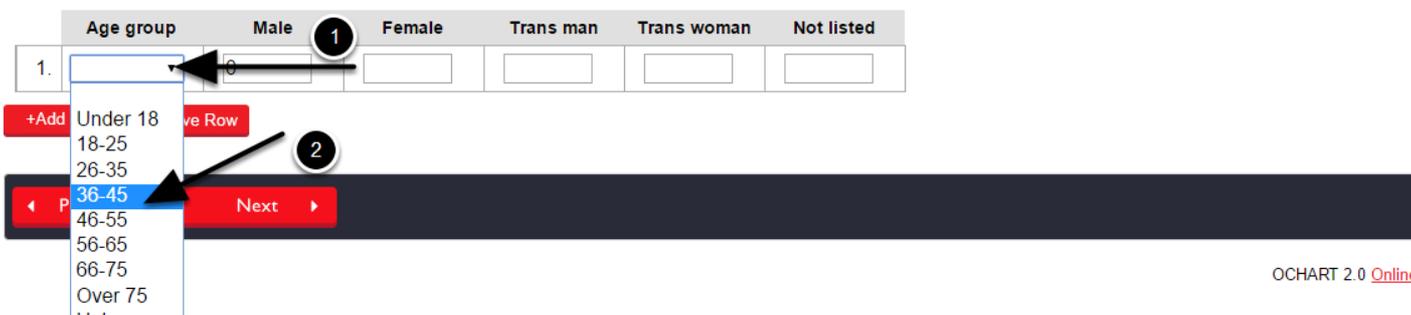
The total of all entries in the table must be the same as the number entered in question 1.

The numbers you enter here will be used to validate your answers to questions 3-8. Please double check your answers before you click "Next".

Q3a. Begin entering the number of PHA clients served by age and sex/gender by clicking on triangle and clicking the age category from the drop down menu. Next, enter in the number of PHAs served by gender. For additional age categories, click "+ Add Row" and repeat these steps.

3a. Report the number of **PHA** clients served by age and sex/gender.

Note: The total number of PHA clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.



OCHART 2.0 [Online](#)

This includes new and active clients.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q3a. Make sure that the total number of PHA clients per gender matches the numbers listed in red below the question text. Click "Next".

3a. Report the number of PHA clients served by age and sex/gender

The total number of PHA clients you enter here must be: **0 male, 0 female, 0 trans man, 0 trans woman, 0 not listed**

	Age Group	Male	Female	Trans Man	Trans Woman	Not Listed
1.	<input type="text"/>					

+Add Row

The total entered must equal the total number of PHA clients per gender entered in question 2 (this is listed in red beneath the question text).

This includes new and active clients.

Q3b. - Q3c. Repeat the process for all at-risk and affected clients. Check your totals to ensure they match with the numbers listed in red under the question text. Click "Next".

3b. Report the number of AFFECTED clients served by age and sex/gender

The total number of AFFECTED clients you enter here must be: **0 male, 0 female, 0 trans man, 0 trans woman, 0 not listed**

	Age Group	Male	Female	Trans Man	Trans Woman	Not Listed
1.	<input type="text"/>					

+Add Row

Remove Row

3c. Report the number of AT-RISK clients served by age and sex/gender

The total number of AT-RISK clients you enter here must be: **0 male, 0 female, 0 trans man, 0 trans woman, 0 not listed**

	Age Group	Male	Female	Trans Man	Trans Woman	Not Listed
1.	<input type="text"/>					

+Add Row

Remove Row

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q4a. Report the ethnicity of all PHA clients by sex/gender. Click on the triangle and then click the appropriate ethnicity from the drop-down menu. Fill in the numbers by sex/gender. For additional ethnicities, click "+ Add Row" and repeat these steps.

4a. Report the ethnicity of PHA clients by sex/gender.
Note: The total number of PHA clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Ethnicity	Male	Female	Trans man	Trans woman	Not listed
1	[Dropdown Menu]	[Input]	[Input]	[Input]	[Input]	[Input]

+Add [Dropdown] Remove [Dropdown] Next [Button]

OCHART 2.0 [Online](#)

This includes new and active clients.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q4a. Make sure that the total number of PHA clients per gender matches the numbers listed in red below the question text. Click "Next".

4a. Report the ethnic origin of PHA clients by sex/gender

The total number of PHA clients you enter here must be: 0 male, 0 female, 0 trans man, 0 trans woman, 0 not listed

	Ethnicity	Male	Female	Trans Man	Trans woman	Not Listed
1	[Dropdown]	[Input]	[Input]	[Input]	[Input]	[Input]

+Add Row

Remove Row

The total entered must equal the total number of PHA clients per gender entered in question 2 (this is listed in red beneath the question text).

This includes new and active clients.

Click "Previous" to go back to a previous question.

Clicking "Remove Row" will delete the above row's information.

Q4b. - Q4c. Repeat the process for all at-risk and affected clients. Check your totals to ensure they match with the numbers listed in red under the question text. Click "Next".

4b. Report the ethnic origin of **AFFECTED clients by sex/gender**

The total number of AFFECTED clients you enter here must be: **0** male, **0** female, **0** trans man, **0** trans woman, **0** not listed

	Ethnicity	Male	Female	Trans Man	Trans Woman	Not Listed
1	<input type="text" value=""/>					

+Add Row **Remove Row**

4c. Report the ethnic origin of **AT-RISK clients by sex/gender**

The total number of AT-RISK clients you enter here must be: **0** male, **0** female, **0** trans man, **0** trans woman, **0** not listed

	Ethnicity	Male	Female	Trans Man	Trans Woman	Not Listed
1	<input type="text" value=""/>					

+Add Row **Remove Row**

This includes new and active clients.

Click "Previous" to go back to a previous question.

Clicking "Remove Row" will delete the above row's information.

Q5a. Report PHA clients by gender and priority population. Click on the triangle and click the appropriate priority population from the drop-down menu. Fill in the numbers by sex/gender. For additional priority populations, click "+ Add Row" and repeat these steps.

5a. Report the number of PHA clients served by sex/gender that belong to each priority population.
Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than 0 for male, 0 for female, 0 for trans men, 0 for trans women, 0 for clients whose sex/gender is not listed.

Priority population	Male	Female	Trans man	Trans woman	Not listed
1 <input type="text"/>	<input type="text"/>				

+Add Row
 Gay/bisexual/MSM
 ACB communities
 People who use drugs
 Indigenous people
 Women at-risk
 Other populations

← Previous Next →

POCHART 2.0 [Online](#)

Clients can be entered in more than one priority population.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q5a. Make sure that the number of clients you entered in each row is not greater than the number of clients listed in red below the question text. Click "Next".

5a. Report the number of PHA clients served by sex/gender that belong to each priority population.
Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than 0 for male, 0 for female, 0 for trans men, 0 for trans women, 0 for clients whose sex/gender is not listed.

Priority population	Male	Female	Trans man	Trans woman	Not listed
1 <input type="text"/>	<input type="text"/>				

+Add Row

← Previous Next →

The number of clients in each row cannot be greater than the numbers in red listed below the question text.

POCHART 2.0 [Online](#)

Clients can be entered in more than one priority population.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q5b. - Q5c. Repeat the process for all at-risk and affected clients. Check to make sure that the clients entered per row do not exceed the numbers in red. Click "Next".

5b. Report the number of **AFFECTED clients served by sex/gender that belong to each priority population.**

Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than **0** for male, **0** for female, **0** for trans men, **0** for trans women, **0** for clients whose sex/gender is not listed.

	Priority population	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row

Remove Row

5c. Report the number of **AT-RISK clients served by sex/gender that belong to each priority population.**

Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than **0** for male, **0** for female, **0** for trans men, **0** for trans women, **0** for clients whose sex/gender is not listed.

	Priority population	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row

Remove Row

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q6. Report the number of unique clients that accessed each service delivered by client group and gender. To select a response from the drop-down menus, click the triangle and then click on the option you wish to select. Fill in the number of clients by sex/gender. For additional service categories, click "+Add Row" and repeat these steps.

6. Report the number of unique clients that accessed each type of service by client group and sex/gender.

Note: The total number of clients you enter for each type of service cannot be greater than: 0 for PHA clients, 0 for AFFECTED clients, 0 for AT-RISK clients.

[Click here for service definitions and go to pages 8-14 of the Support Services Resources Guide.](#)

Click for service definitions.

Note: 'Support within housing' is only provided by agencies with supportive housing. 'Traditional services' are culturally specific support services provided by Indigenous focused agencies.

Client group	Services provided	Male	Female	Trans man	Trans woman	Not listed
1 PHA	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+Add Row	Remove	<ul style="list-style-type: none"> Bereavement services Case management Clinical counselling Complementary therapies Employment services Financial counselling services Food programs General support Intake Managing HIV HIV Pre/Post-test counselling PA - Financial PA - Transportation PA - Other Settlement services Support groups Support within housing Traditional services 				

OCHART 2.0 [Online](#)

This question asks for the number of unique clients by service, not the number of times that services were accessed by a client. Clients should only be counted once per service category, but can appear in more than one category.

'Support within housing' is only provided by agencies with supportive housing. 'Traditional services' are culturally specific support services provided by Indigenous focused agencies.

To see definitions of the service categories in the drop-down menu, click on the blue underlined text.

Similar to previous questions, the total number of clients entered for each service type cannot exceed the numbers in red shown underneath the question.

Q7. Record the number of sessions provided to clients in the reporting period by client group and sex/gender. Start by clicking on the triangles to see the drop-down menu options and then click the option you would like to select. Next, fill in the numbers by sex/

gender. Click "+Add Row" to add another client group. Repeat these steps for every client group served in the reporting period. Click "Next".

7. Report the **number of sessions** provided to clients in the past 6 months by client group and sex/gender.

Client group	Services provided	Male	Female	Trans woman	Trans man	Not listed
1 PHA	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+Add Row Remove	Bereavement services					
← Previous	Case management					
	Clinical counselling					
	Complementary therapies					
	Employment services					
	Financial counselling services					
	Food programs					
	General support					
	Intake					
	Managing HIV					
	HIV Pre/Post-test counselling					
	PA - Financial					
	PA - Transportation					
	PA - Other					
	Settlement services					
	Support groups					
	Support within housing					
	Traditional services					

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This questions asks for the number of sessions that clients received. Clients can be counted more than one in each service category.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q8. Using the same technique as questions 6 and 7, report the number of referrals made to clients in the past 6 months by client group and gender. Click "Next".

8. Report the number of **referrals** made to clients in the past 6 months by client group and sex/gender.

[Click here for definitions of referral categories and go to page 17 of the Support Services Resources Guide.](#)

Click for referral category definitions.

Client group	Referrals	Male	Female	Trans woman	Trans man	Not listed
1. <input type="text"/>	<input type="text"/>					

+Add Row Remove Row

◀ Previous Next ▶

OCHART 2.0 [Online](#)

Note for OCASE agencies - referrals recorded on OCASE will be grouped into these categories automatically.

Click the blue underlined text for definitions of referral categories.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q8a. - Q8b. Complete the narrative questions about your referrals during the reporting period. You can use point form. You cannot exceed 250 words. Click "Next".

8a. Highlight some meaningful **warm referrals you made in the past 6 months that you believe support best practices.**

Note: A warm referral is more than simply providing the contact information of a service provider. It could mean that a worker calls the other provider with the client present, sets an appointment for the client to access the service, etc. (maximum 250 words, point form acceptable)

8b. Tell us about any challenges or barriers you faced with referrals in the past 6 months.

(maximum 250 words, point form acceptable)

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Q9. - Q10. Record details surrounding PHA client's medical care.

NOTE: If you are unable to report numbers for questions 9, 10, and 11, please enter "9999".

9. Record the number of PHA clients that report having a primary care physician.

10. Record the number of PHA clients that report having an HIV specialist.

11. How many clients have been reported as deceased this last reporting period?

◀ Previous

Next ▶

If you are unable to answer these questions, do not write N/A. Instead, please type in "9999".

Question 11 includes deaths that have occurred in past reporting periods, but that your agency has just learned about.

NEW CLIENT SECTION

New Clients

Questions 12 - 18 are focused on new clients only who began service at your agency in the last 6 months.

This information allows us to better understand changes in client demographics and demands for service within the province. It helps us provide support to agencies and programs to meet the evolving needs of the people we serve.

Q12. Record the total number of new clients by client group and gender. You do not have to enter a total as this will happen automatically once you click "Next". Double check your entries before you click "Next".

12. Report the total number of new clients that you served in the last 6 months.

Note: The numbers you enter here will be used to validate your answers to questions 13 through 17.

Check your numbers before moving forward.

Columns will total after you click Next.

	Male	Female	Trans man	Trans woman	Not listed
PHA	0	0	0	0	0
Affected	0	0	0	0	0
At-risk	0	0	0	0	0
Total	0	0	0	0	0

◀ Previous

Next ▶

The numbers you enter here will be used to validate your answers to questions 13-17. Please double check your answers before you click "Next".

Q13. Record the number of new clients that presented with these issues by client group and gender. Start by clicking on the triangles to see the drop-down menu options and then click the option you would like to select. Next, fill in the numbers by sex/gender. Click "+ Add Row" to add another client group. Repeat these steps for every client group (new clients only) served in the reporting period. Click "Next".

13. Report the number of new clients by client group and sex/gender that presented with these issues in the last 6 months.

Note: The total number of clients you enter in each line cannot be greater than: 0 for PHA clients, 0 for AFFECTED clients, 0 for AT-RISK clients

[Click here for definitions of presenting issues and go to page 24 of the Support Services Resources Guide](#)

Click for presenting issue definitions.

Client group	Presenting issues	Male	Female	Trans man	Trans woman	Not listed
1. PHA	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+Add Row	Remove	Current safety concerns	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Previous						

- Living with HIV
- Housing
- Food security
- Well-being
- Income and benefits
- Education/employment
- Social support
- Legal/immigration
- Risk of HIV/STI

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This question is asking for the number of unique clients per issue presented. A client should appear only once per category, but can appear in more than one category.

Check to make sure that the total number of clients per line does not exceed the numbers in red below the question.

Click the blue text for definitions of presenting issues.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q14. Record the length of diagnosis for new clients by client group and gender. You do not have to enter a total as this will happen automatically once you click "Next". Check that your total number equals the numbers in red below the question. Click "Next".

14. Report the length of HIV diagnosis for your new PHA clients by sex/gender.

Note: The total number of PHA clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed. Columns will total after you click Next.

Length of diagnosis	Male	Female	Trans man	Trans woman	Not listed
Less than 1 year	0	0	0	0	0
1-5 years	0	0	0	0	0
6-10 years	0	0	0	0	0
11-15 years	0	0	0	0	0
Over 15 years	0	0	0	0	0
Unknown	0	0	0	0	0
Total	0	0	0	0	0

OC

Double check that your total number of clients equals the numbers in red below the question.

Click "Previous" to go back to a previous question.

15a. Record the ethnicity of new clients by client group and gender. Click the triangle and then click on the appropriate option from the "Ethnicity" drop-down menu. Click "+Add Row" and repeat these steps for every ethnicity served (new PHA clients only). Click "Next".

15b. Report the number of your NEW AFFECTED clients by ethnicity and sex/gender.

Note: The total number of AFFECTED clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Ethnicity	Male	Female	Trans man	Trans woman	Not listed
1	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> White Black Latin American Southeast Asian Arab/West Asian South Asian <li style="background-color: #e0e0e0;">First Nations Metis Inuit Not Listed Unknown </div>	<input type="text"/>				

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Double check your entries to make sure that the total number of entries equals the numbers in red below the question.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q15b. - Q15c. Repeat the steps from Q15a for new at-risk and new affected clients. Click "Next".

15b. Report the number of your NEW AFFECTED clients by ethnicity and sex/gender.

Note: The total number of AFFECTED clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Ethnicity	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row

Remove Row

◀ Previous

Next ▶

15c. Report the number of your NEW AT-RISK clients by ethnicity and sex/gender.

Note: The total number of AT-RISK clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Ethnicity	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row

Remove Row

◀ Previous

Next ▶

Click "Previous" to go back to a previous question.

Double check that your total equals the numbers in red below the question.

16a. Record the number of new PHA clients you served in the reporting period by sex/gender that belong to each priority population. Start by clicking on the triangle to see the drop-down menu options and then click the priority population you would like to select. Next, fill in the numbers by sex/gender. Click "+ Add Row" to add another priority population. Click "Next" when you have completed all relevant entries.

16a. Report the number of NEW PHA clients served by sex/gender that belong to each priority population.

Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than 0 for male, 0 for female, 0 for trans men, 0 for trans women, 0 for clients whose sex/gender is not listed.

	Priority population	Male	Female	Trans man	Trans woman	Not listed
1	▼	<input type="text"/>				
	+Add					
	Gay/bisexual/MSM					
	ACB communities					
	People who use drugs					
	Indigenous people					
	Women at-risk					
	Other populations					

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Your clients can be include in more than one priority population.

Check your entries to make sure that the number of clients you have in each row do not exceed the numbers in red below the question.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q16b. - Q16c. Repeat the steps from 16a. for new affected and new at-risk clients. Click "Next".

16b. Report the number of NEW AFFECTED clients served by sex/gender that belong to each priority population.

Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than 0 for male, 0 for female, 0 for trans men, 0 for trans women, 0 for clients whose sex/gender is not listed.

	Priority population	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row Remove Row

◀ Previous Next ▶

CHART 2.0 Online

16c. Report the number of NEW AT-RISK clients served by sex/gender that belong to each priority population.

Note: clients can be counted against more than one priority population **AND** the number of clients in each row cannot be greater than 0 for male, 0 for female, 0 for trans men, 0 for trans women, 0 for clients whose sex/gender is not listed.

	Priority population	Male	Female	Trans man	Trans woman	Not listed
1	<input type="text"/>					

+Add Row Remove Row

◀ Previous Next ▶

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Clients can be included in more than one priority population.

Check your entries to make sure that the number of entries in each row do not exceed the numbers in red below the question.

Click "Previous" to go back to a previous question.

17a. Report new PHA clients by age group and gender from the last reporting period. Click the triangle button to see the drop-down options and click on the age category you would like to select. Fill in the numbers by sex/gender. Click "+ Add Row" and repeat the steps for every age category served. When finished, clicked "Next".

17a. Report the number of NEW PHA clients by age and sex/gender.

Note: The total number of PHA clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

Age group	Male	Female	Trans man	Trans woman	Not listed
1. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+Add Under 18 Remove Row					
18 - 25					
26 - 35					
36 - 45					
46 - 55					
56 - 65					
66 - 75					
Over 75					
Unknown					

Next **Save**

OCHART

Check your entries to ensure that the total equals the numbers in red below the question.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q17b. - Q17c. Repeat the steps from 17a. for new affected and new at-risk clients. Click "Next".

17b. Report the number of NEW AFFECTED clients by age and sex/gender.

Note: The total number of AFFECTED clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Age group	Male	Female	Trans man	Trans woman	Not listed
1.	<input type="text"/>					

+Add Row

Remove Row

◀ Previous

Next ▶

17c. Report the number of NEW AT-RISK clients by age and sex/gender.

Note: The total number of AT-RISK clients you enter here should equal: 0 male, 0 female, 0 trans man, 0 trans woman, 0 clients whose sex/gender is not listed.

	Age group	Male	Female	Trans man	Trans woman	Not listed
1.	<input type="text"/>					

+Add Row

Remove Row

◀ Previous

Next ▶

CHART 2.0 [Online](#)

Check your entries to ensure that the total equals the numbers in red below the question.

Clicking "Remove Row" will delete the above row's information.

Click "Previous" to go back to a previous question.

Q18. Report the top 5 services accessed by new clients and the number of sessions provided. Click the triangles and click on the drop-down menu option you would like to select. Record the number of sessions. Click "Next" when complete.

18. Report the top 5 services that **new** clients accessed this past reporting period **and** the number of sessions provided.

	Services provided	Number of sessions
1st most frequently used service	<input type="text"/>	<input type="text"/>
2nd most frequently used service	Bereavement services	<input type="text"/>
3rd most frequently used service	Case management	<input type="text"/>
4th most frequently used service	Clinical counselling	<input type="text"/>
5th most frequently used service	Complementary therapies	<input type="text"/>
	Employment services	<input type="text"/>
	Financial counselling services	<input type="text"/>
	Food programs	<input type="text"/>
	General support	
	Intake	
	Managing HIV	
	HIV Pre/Post-test counselling	
	PA - Financial	
	PA - Transportation	
	PA - Other	
	Settlement services	
	Support groups	
	Support within housing	
	Traditional services	

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Click "Previous" to go back to a previous question.

Q19. - Q24. Complete the narrative questions. Your responses should be based on your experiences with all clients, new and active. You can use point form. You cannot exceed 250 words per question. Click "Previous" to review or change answers to past questions. When you are finished, click "Save" to save your work and exit.

The following questions apply to **all clients** served at your agency in the last 6 months.

(maximum 250 words per question, point form acceptable)

19. How has the support work of your agency engaged or connected clients to care?

You may want to consider your partners and your formal referral network.

20. Tell us about the activities you've undertaken in the past 6 months with your:

- a) local HIV clinics
- b) local physicians focused on providing HIV care

21. How has the support work of your agency helped clients to adhere to their treatment?

You may want to consider specific services you offer or interventions delivered.

22. How has the support work of your agency improved the quality of life and health outcomes of clients?

Please provide an example(s).

23. How has the support work of your agency promoted sexual health and prevented new STI and HIV infection

Please provide an example(s).

24. Please report any trends/shifts in clients accessing support services.

You may want to consider demographics, services requested, presenting issues, etc. and advocacy work that you do.

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