Frequently Asked Questions *about* ARIES's Outreach Services Module

Clients

1. What is an anonymous client encounter (ACE)?

ACE is when an individual receives:

a. Outreach Services <u>or</u> Treatment Education from State-funded (Part B) Minority AIDS Initiative <u>or</u> Outreach <u>or</u> Early Intervention Services from Ryan White (any part), <u>and</u>
b. has not provided their all client identifiers (i.e., first and last name, middle initial, gender, date of birth, and mother's maiden name) to the provider, <u>and</u>
c. has not a signed ARIES consent form.

These individuals may be unaware, HIV-negative, or HIV-positive.

2. I am an ARIES user for a public health department. Why would entering identifying information about a person living with HIV that I found out about through HIV surveillance be a sharing violation since the information wouldn't be shared outside my ARIES agency and would only be known to those of us accessing ACE within our health department?

Because of California laws around HIV data, and surveillance data in particular, personally identifying information cannot be collected in ARIES without obtaining client consent. Local and state program staff feel that requiring consent at the point of outreach would be a significant barrier to linking clients to care.

For these reason, we built very few free text fields in the Outreach Service Module and users should not to enter personally identify information in these fields. The Outreach Services Module was designed with input from OA's legal counsel.

3. How can I keep track of which ACE client is which?

If you need track of client names, you must do so outside of ARIES. You can develop your own log that includes the client's details and their six-character ACE ID generated by ARIES. This is the process State-funded Minority AIDS Initiative outreach workers have used in the past. As always, you will need to ensure the security and confidentiality of any external tracking method.

User Permissions

4. I'm a case manager who does some outreach. Do I have to change my user group role to Outreach Worker?

Yes. Doing so will allow you to use all the features associated with the Outreach Service Module – such as managing caseloads on the Dashboard, creating referrals, tracking outcomes, and linking ACE and ARIES records.

However, simply switching your user group role to Outreach Worker will remove your access to certain other Case Manager tasks. To prevent this from happening, please contact the ARIES Help Desk and let them make the change for you. The end result will be that you have both Case Manager permissions and Outreach Worker permissions. Please note that prior to making changes to any ARIES user's permissions, the Help Desk requires the approval of your Agency Manager or your ARIES Administrative Agency (AA).

Demographic Screen

5. Is "Date of Initial Contact" that is required for a new ACE client is the same as "Date Referred"?

Not necessarily. "Date Referred" would indicate the date you became aware of the client's need for Outreach Services. "Date of Initial Contact" would indicate the date you first made contact of any type with the client or performed any other task on behalf of the client. Think of "Date of Initial Contact" as the Enroll Date for ACE clients. Note that "Date of Initial Contact" applies only to ACE clients, not to known ARIES clients who were referred to Outreach Services.

HIV Tests Screen

6. Why is HIV test result required to save a HIV test record? A client may be tested with conventional testing and the result may not be available for a few days.

When HIV Test data is reported to HRSA, the result can only be reported as Positive, Negative, or Indeterminate. Consequently, we require that information at the time of data entry, which typically does not occur until the results of the test are received. A good policy, if you wish to document both the blood draw and the test results, would be to enter an appropriate ***service*** (such as Early Intervention Service >HIV Test or Outpatient/Ambulatory Medical Care > Laboratory Service) on the date the blood is drawn, and then enter the HIV ***test*** record when the results are received.

7. Why is pre/post-test counseling a required field? Pre/post-test counseling is not required a medical settings.

If your agency does not provide counseling, use the "Not Offered" option. While this information is no longer reported to HRSA, it is still required in ARIES.

8. Can HIV test results be batch entered?

ARIES currently supports batch data entry for CD4 and Viral Load Tests, using the client's Agency Client ID, Program Client ID, Extended URN, or ARIES ID. Batch data entry does not support entry of HIV Tests or entry by ACE ID.

Referrals

9. As a local public health department, my agency is interested in using the Outreach Services Module for finding individuals who were reported to us through HIV surveillance. Is this acceptable use of ARIES?

Yes. Public health departments may use their surveillance data to identify and contact persons who need to be linked to care so long the department is performing the <u>initial</u> linkage; health department can only refer a HIV-positive individual to an agency outside the health department when (a) the health department has the client's consent or (b) the individual has previously been served by that other agency (i.e., former client). Health departments may enter these individuals as anonymous client encounters in the Outreach Services Module. Since these individuals would be entered as ACE, their information would not be shared outside the health department's ARIES agency. The health department may make these individuals full ARIES clients if the health department obtains (a) all six client identifiers (first and last name, middle initial, gender, birthdate, and mother's maiden name) and (b) a signed ARIES Consent Form from the client.

10. *The ARIES Advisor* (page 6) explains how to set up ARIES so that one agency can create referrals for other agencies. In our county, the public health department has a centralized process for managing outreach to clients who are out of care. As such, the health department does not want the agencies that we manage in ARIES to make outreach referrals. Is there a way for an AA to restrict this ability for our managed agencies?

The AA can monitor each agency's Referral Agencies (founded under Agency Utilities). If you want to prevent outreach referrals, the only thing you need to do is make sure an agency does not have their own agency in the Refer To Agency list. If, on the other hand, if you want to prevent all referrals outside the agency, you would need to remove all agencies from the Refer To Agency setup.

Additionally, AA can restrict the permission to set up referral agencies by unchecking a user's Agency > Referral Agencies permissions. Typically only Agency Management users have the Referral Agencies permissions.

11. Agency A has two of their own Outreach Workers and contracts for a third Outreach Worker with Agency B. When a client is first referred to Agency B for Outreach, the client has a signed ARIES consent form with Agency A, but not yet with Agency B. If a client has a known ARIES record with Agency A, can Agency B's outreach worker open the same client as an ACE client in Agency B before the client has signed an ARIES consent form with Agency B? At the point would Agency B link the client's ACE record to the known client record?

Yes, technically, this would work. Agency B could enroll the client as an ACE client. Then, once they have the signed ARIES Consent Form, Agency B can enroll the client in their agency as a known ARIES client. Assuming that they use the same six identifiers, and assuming the client is a Share client, ARIES will know that the new client at Agency B is the same person as the existing client at Agency A. After enrolling the client, Agency B can then link the ACE client to the newly-enrolled ARIES client.

Be aware, however, that even for a Share client, linking is an agency-specific task. After Agency B links the ACE client to the ARIES client, Agency B will see that transaction in the Link history table, but Agency A will not see that history. Although, any services, referrals, or HIV tests entered under the ACE record will be transferred to the ARIES client at Agency B, and since the client is a Share client, services, referrals, and HIV tests will therefore be visible to Agency A. In other words, Agency A will be able to see the results (services, referrals, HIV tests) of the outreach intervention, but they will not know that the client had ever been an ACE client.

12. If a client has a known ARIES record with Agency A, can Agency B open the same client as an ACE client? This scenario would happen when a client known to Agency A gets referred for Outreach with Agency B. The client has signed an ARIES consent form with Agency A, but hasn't done so with Agency B providing Outreach.

In this scenario, we have a known ARIES client enrolled at Agency A. The same person – and it's important here to differentiate "person" from "client" – a client is a record in ARIES, but a person is, well, a person! So, the same person is referred to Outreach at Agency B as an ACE client. As such, that ACE client at Agency B, an anonymous client, is not the same as the known client at Agency A. They are the same person, but not the same client. One is known (the ARIES client at Agency A), the other is anonymous (the ACE client at Agency B). Let's take this scenario one step further. Let's say this ACE client at Agency B eventually decides to enroll in care at that agency. At that point, the ACE client must sign an ARIES consent form, pick a Share status, and provide the six identifiers. Assuming that the ACE client provides the same identifiers at Agency B as were originally used to enroll the client at Agency A, then ARIES will know that the two clients are the same. However, there is still no connection between the known ARIES client and the anonymous ACE client unless someone at Agency B links the two. Just like Dashboard activity, linking is agency-specific. When you link an ARIES client to an ACE client, the "pool" of ACE clients from which you can choose is limited to those that were created at your agency. So, using this same scenario, once this person is enrolled as a known ARIES client at Agency B, only Agency B can do the linking to the ACE client because the ACE client record belongs to Agency B.

Furthermore, as described in the FAQ above, Agency A will never know the client had ever been an ACE client, they will only be able to see the results (services, referrals, HIV tests) of the outreach intervention.

Services Screen

13. My contract does not appear in the dropdown list on the Services screen in the Outreach Services Module?

On the contract set up screen, make sure that (a) the IsMAI/ACE box is checked and (b) the appropriate services are activated. For more information, please read *ARIES Policy Notice D1* posted at www.projectaries.org.

14. Can a secondary service be added to Outreach to track contacts that are made via mail and e-mail?

Yes, we will add Client E-Mail Contact and Client Mail Contact as secondary services under Outreach Services for both the Ryan White and MAI service hierarchies. Watch for an article in *The ARIES Advisor* announcing this change. Note that to use these new services, you must edit your contract setup and check off the new services. For OA-funded HCP and MAI contracts, these services will be added to your contract by Office of AIDS staff.

15. Sometimes clients may require outreach services even after they have been linked to care. Can outreach services still be entered into ARIES after clients are linked to care?

Yes.

Linkage

16. When does an ACE client become a full ARIES client?

The point at which ACE clients transition to full ARIES client is typically when (a) they are linked to HIV care and (b) their identifiers and (c) consent form have been obtained. These clients are almost always HIV-positive.

17. How do I track outcomes?

The ARIES Advisor (page 7) describes how to document the linkage (back) to care. The outreach work should select an Outcome (such as Confirmed to Care) and an Outcome Date for the Referral. There are also outcomes for when a client can't be linked to care (such as Relocated, Incarcerated, etc.). State Office of AIDS (OA) uses this data to report aggregate-level outcomes to HRSA.

An additional step should be taken if an ACE client is linked to care at your agency. *The ARIES Advisor* (page 8) provides instructions on how to establish a link between that ACE client and their ARIES client record.

Duplicate Merge

18. We make every effort to ensure that we do not create duplicate client records, but in the event we do, is there the capability to merge duplicate ACE records? If so, will AAs be able to perform the merge?

Yes, ARIES contains a duplicate merge utility. With proper authorization from your agency or AA, the Help Desk can merge duplicates for you. Some AAs also have the authority to do their own merges as long as the client is not enrolled at an agency outside the AA. If your AA does not have that authority and would like to request it, please contact the ARIES Help Desk. Merging clients is a highly technical task, and performed improperly, it can lead to irreparable loss of client data. AAs must demonstrate the technical knowledge to perform duplicate merges, and must review a special ARIES training module before duplicate merge permission will be considered.

State-Funded (Part B) Minority AIDS Initiative

19. Should we continue to fax back the *MAI Client Contact* and *Demographic Reporting Forms* to the State Office of AIDS?

No, the fax-back process has been replaced by the Outreach Services Module effective July, 1, 2015.

MAI providers should now use the Outreach Services Module to track MAI clients and services provided. Providers should do their best to enter MAI clients and services rendered between April 1 and June 30 into ARIES.

20. Will OA be developing report templates in ARIES for these forms?

No, the new ACE data entry screens in ARIES eliminate the need for these forms.

21. Where should I enter my MAI services?

Services for clients served by the State-funded (Part B) MAI should be entered on the Service screen under the "MAI 15/16 CA/OA" contract.

22. Should we continue using the Client ID Number from the MAI Client Contact forms?

As State-funded MAI outreach workers enter their existing clients into the Outreach Services Module, they should transition the old Client ID Numbers in their external tracking systems to the six-character ACE IDs generated by ARIES. As always, you will need to ensure the security and confidentiality of any external tracking method.

23. What are the minimum data collection requirements for State-funded MAI?

OA is currently compiling a minimum data set similar to other programs. Providers will be notified when it is available. It will also be at www.projectaries.org and mentioned in *The ARIES Advisor*.

ARIES Administrative Agencies (AA)

24. Agency A, which is an AA, contracts with Agency B. How would Agency A make a referral to Agency B for outreach? Is there a way for Agency A to view the dashboard for Agency B's outreach worker in order to see which clients are open?

An Outreach Referral, which is the "ticket" for an ARIES client into the Outreach Services dashboard, can only be made within an agency, not between agencies. But this is a unique case because Agency A is an AA and manages (contracts with) Agency B. First, since Agency A is an AA, they cannot make a referral *from Agency A* because AAs do not have any clients. Clients are enrolled only in provider agencies. However, because Agency A manages Agency B, a staff member at Agency A can "pretend" they are logged into Agency B using an ARIES feature called *Agency Emulation* (see *The ARIES Advisor* [page 6] for details for more information). Once emulating the agency, the Agency A user can make a referral for any existing Agency B client. If this is a new client, Agency A would need to first enroll the client in Agency B prior to making the referral. While emulating Agency B, the Agency A user can view the Dashboard, assuming the Agency A user has permission to do so.

25. I only have account for my AA, but I also do outreach part-time. How do I use the Outreach Services Module?

Outreach Workers can only use the Outreach Services dashboard within their own agency. An AA user may view the Dashboard for any agency they manage (see FAQ above), but they cannot have their own Outreach caseload. Emulating a provider agency does not alter that rule – you can only have an Outreach caseload if other users within your agency can refer clients to you, and AAs do not have clients, only provider agencies do.

But there is a solution: you must have a separate provider-level login to one of the agencies you manage. This requires a separate digital certificate and a separate login name and password. Once set up as a user within that provider agency, and assuming you are in the Outreach Worker user group, other staff within the provider agency can refer clients to you, and those clients will appear on your Dashboard. You may also create ACE client records within your Dashboard. But note that you can only manage clients within that one provider agency. If your AA has multiple provider agencies, and you need to manage Outreach Services for multiple agencies, then you will need a separate user account at each agency. When you log into each agency, you will see only the Outreach clients within that agency. It is not possible for an AA user to have a single Dashboard that contains Outreach clients from all the managed agencies. Outreach is agency-specific, so you will only be able to do outreach work within one agency at a time.

Reports

26. Will there be a report available to run for all positives HIV tests or details like that?

Please contact the ARIES Help Desk for any reporting needs.

If we find that a report request that might be useful for other agencies, we can make it available to all agencies instead of just the requesting agency. Reports related to outreach will be "parked" on the Report menu under Outreach.

27. Will ARIES generate reports similar to the MAI Client Contact and Demographic Reporting Forms?

We had not planned to develop reports based on these forms. If you think that would be helpful, please contact the ARIES Help Desk as described above.

28. What are the capabilities and limitations of generating reports from the Outreach Services Module? Will users will access to Report/Export be able to create their own reports?

Users who have access to Report/Export can create reports based on Outreach data. But doing so is very different from creating other reports. You will find two new tables in the Primary Table list: ACE Client Table and ACE Service Table. The ACE Client Table contains a mix of anonymous (ACE) and known (ARIES) clients, each of whom must have appeared on the Dashboard at some point in time. The table also contains all of the demographic information about the clients, but only those data elements that are common to both anonymous and known clients. This table also contains information that lets you differentiate between known and anonymous clients. For those ACE clients who are linked to an ARIES client, the link information will also appear.

The ACE Service Table contains services received by the clients in the ACE Client Table. Note that the service table contains all of a client's services even if those services were not delivered through the Outreach Services module. As Secondary Tables, you may include ACE Referrals or ACE HIV Tests -- again, only records that belong to the clients in the ACE Client Table. You may also include tables that are typically used with service data: Funding Source, Contract, Agency, Staff, and Site.

Report/Export users are encouraged to experiment with the Outreach data, and any questions or problems can be directed to the ARIES Help Desk. Please note that ad hoc reports based on these new Outreach tables will take considerably longer to run than other reports due to the way ARIES must gather and consolidate the data for both anonymous and known clients.

29. Will I need to run a Ryan White Services Report (RSR) if MAI is the only service my agency provides?

Yes.

Imports

30. Can data from other systems be uploaded into the ACE Dashboard?

Because of the anonymous nature of the Outreach Services Module, the module was not designed to support data imports. However, data on clients with the six identifiers (i.e., known clients) should be able to be imported into full ARIES. In the event that these clients have the qualifying referral, they will appear in the ARIES portion (bottom part) of the ACE Worker Dashboard.

Technical Assistance

31. How do I get help!

There are many ways to access technical assistance:

- The Outreach Services Module training presented on July 2, 2015, has been recorded and posted online. It is available through Vimeo and WebEx.
- *The ARIES Advisor* newsletter has a lengthy article on the new module.
- While you are logged into ARIES, you can hit the F1 key to open the Help Manual.
- Lastly, the ARIES Help Desk is available to answer your questions. They can be reached at 1-866-411-ARIES (2743). ARIES Policy Notice F2 describes the services available through the Help Desk.