HIV Care Connect Frequently Asked Questions

Project Information

1 Q: Why is CDPH replacing the AIDS Regional Information and Evaluation System (ARIES) with HIV Care Connect (HCC)?
A: ARIES is over 16 years old. Implementing a new, modern system will allow better coordination of client care, treatment, and support for low-income, uninsured, and underserved people living with HIV/AIDS in California.

2 Q: What are the goals and objectives of moving from ARIES to HCC?
A: There are 3 main goals and objectives for moving from ARIES to HCC:
1) A better user experience through more intuitive screens and easier navigation and the ability for users to access technical support within the system
2) More efficient data collection through the access of selected ADAP and lab data to reduce duplicate entry
3) Easier data utilization with the ability to design your own reports and generate the RSR, CAPER, and other federal reports

3 Q: When will HIV Care Connect go live?
A: The new system is currently scheduled to launch in April 2024. CDPH will communicate any changes in the schedule.

4 Q: Why was go-live postponed?
A: CDPH Office of AIDS has decided to postpone the go-live date for HIV Care Connect (HCC) based on requests from service providers to accommodate the following factors:
- Start using HCC after completing the 2023 Ryan White HIV/AIDS Program Services Report (RSR) report in ARIES to avoid disruptions to the reporting process.
- Accommodate HCC Import functionality changes and allow providers to setup their internal systems to meet HCC Import requirements before go-live.

5 Q: What is different about HIV Care Connect?
A: HCC will provide a modern user interface with more intuitive screens and easier navigation. Users will have access to selected ADAP and lab data to help coordinate care. EMR data upload will be simpler to reduce duplicate entry.

6 Q: Where can I find more information about HIV Care Connect?
A: CDPH will release periodic data system notices to provide updates about the project and system development. You can view these notices at https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_hiv_data_systems.aspx.

7 Q: Where can I send my questions, comments, and feedback?
A: Please send your questions, feedback, and any questions you have about the HCC project to CEMS@cdph.ca.gov.

HCC Functionality

1 **Q:** How will my role change?
A: HIV Care Connect will help you perform the work you do today more efficiently. You'll still perform the same activities, just in an improved system. Talk to your manager or leader about specific changes.

2 **Q:** Do I need to be tech savvy to use HCC?
A: No! HIV Care Connect is an intuitive system that has been created with a focus on user design and experience. If you can use an internet browser, you'll be able to understand the basics of HCC. You will receive interactive trainings for key system functionality before go-live.

3 **Q:** Will HIV Care Connect support case notes?
A: Yes, users will have the ability to enter and view case notes for clients in their agency's care.

4 **Q:** Will my clients and services data be available in HCC?
A: Yes, data for clients who have received services from January 1, 2017 to the present will be available in the new system.

5 **Q:** Will HCC have reporting capabilities?
A: Yes, HCC will have reporting capabilities including aggregate reports and client detail reports.

6 **Q:** Will I be able to import data into HCC?
A: Yes, users will have the ability to import data into HCC.

7 **Q:** Will HCC collect housing information for clients?
A: Yes, HCC will have more comprehensive and robust categories for collecting client housing status information.

System Cutover

1 **Q:** When should I stop using ARIES?
A: CDPH will communicate when to stop using ARIES and switch over to HCC. Until that time, please continue to use ARIES. It is important to continue adding data to ARIES as 2023 data will be used for the 2023 RSR report in ARIES. 2024 data will be transferred to HCC for the 2024 RSR report.

Training

1 **Q:** What training will I receive before HIV Care Connect launches?
A: Users will receive training based on the functionality they will use and have access to in the new system. Training is scheduled for early spring 2024.