

ARIAS FAQs

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ARIAS 101

What is ARIAS?

The Oregon Pandemic Emergency Reporting Application (Opera) is used for COVID-19 case investigation within Oregon. The At Risk Identification Alerting System (ARIAS) is used for contact tracing individuals reported in Opera investigations. ARIAS and Opera work together to help Oregon track, trace and isolate new cases to mitigate the spread of COVID-19. The ARIAS system has two environments, one for training and application.

- ARIAS **Production** URL: <https://or-arias-prod.crm9.dynamics.com>
- ARIAS **Training** URL: <https://or-arias-training.crm9.dynamics.com>

What is my username to log into ARIAS?

Your Microsoft Sign-In ID (ends in @dhsoha.state.or.us) is used to log into the ARIAS system. Once you have been added as a user to the system, you will receive an email confirming your Microsoft Sign-In ID from the ARIAS Support Team at ARIAS.Support@odhsoha.oregon.gov.

NOTE: If you did not receive this email, please contact the ARIAS Support Team.

How do I know when I'm using the Training environment?

The Training environment has SANDBOX in the purple banner at the top of your screen.



Who do I contact for technical support?

Email: ARIAS.Support@odhsoha.oregon.gov

Phone: 971-673-1111, option #2

Who do I contact for training support?

Email: Training.Support@odhsoha.oregon.gov

Contacts and PUMs

What contacts are exported from Opera and uploaded to ARIAS?

The following are exported from Opera once and uploaded to ARIAS daily for follow-up and symptom monitoring:

1. Persons Under Monitoring record (PUMs) created in the last 28 days (e.g., from Department of Corrections or Division of Global Migration and Quarantine notifications, or an Oregon resident that is a contact to out of state case) and that had the ARIAS Export Ready box checked.

NOTE: However, if the person has a confirmed or presumptive case of COVID-19, they will not be exported into ARIAS.

2. Contact records created in the last 14 days with the ARIAS Export Ready box checked.

However, contact records will not be exported if:

- The contact is checked as **Done** in Opera, indicating they do not require further follow-up.
- The COVID-19 case that exposed the contact was not classified as confirmed, presumptive, or suspect-indeterminate.
- The contact person also has a confirmed or presumptive case of COVID-19.
- The contact record does not have a first or last name listed in Opera. (This can be corrected by clicking *Unknown* in the Opera case record to assign an Unknown ID).

Is the Opera to ARIAS export of contacts and PUMs in my jurisdiction customizable?

Sorry, no. It's important that we all use the same system and criteria so we can collaborate across jurisdictions and ensure contacts are not missed in jurisdictional transfers.

Where is my contact/PUM that should be in ARIAS?

If you expected a contact or PUM record to export to ARIAS and it did not, please verify that:

1. The exposing COVID-19 case is confirmed, presumptive, or suspect-indeterminate.
2. The contact or PUM does not also have a confirmed or presumptive case of COVID-19.
3. The contact record has a first name, last name or *Unknown* ID.
4. The contact or PUM record was created in the last 2 weeks.
5. The ARIAS Export Ready box was checked.
6. The dark green jurisdiction box displays your jurisdiction and that any jurisdictional transfers have been resolved.

How do I turn a contact into a case if they become symptomatic?

If the contact later meets the criteria to become a case, they are manually transferred back into Opera for case investigation. These manual data transfers are completed by case investigators or contact tracing supervisors, not by contact tracers.

How are duplicates created?

Each contact record in ARIAS is associated with an exposure; a person can have multiple exposures, each generating a record in ARIAS. In terms of tracking and data quality, this is a feature not a bug.

Can I merge duplicates?

No, a case investigator or contact tracing supervisor must inactivate the “duplicate” contact record(s) to prevent duplicative follow-up. Some consideration during your review:

1. Copy over any notes to make sure the notes field of the active contact record is complete.
2. When exposures are connected, you can:
 - a. Keep the oldest record active and manually extend the monitoring period for new exposures during the current monitoring period by updating the date of last exposure.
 - b. Keep the record with the latest end of quarantine date active to ensure the contact is monitored for the appropriate amount of time.
3. If the contact had finished monitoring and then was exposed again, you should use the new contact record for symptom monitoring and follow-up rather than reopen the completed one.

How do I process a jurisdictional transfer?

In ARIAS:

1. Change the address, county, and jurisdiction.
2. Assign the contact to the new jurisdiction’s team.

In Opera:

1. Change the contact or PUM address information.
2. Initiate the contact or PUM transfer (important step in order to notify the receiving LPHA/Tribe of contact transfer).

Automated Symptom Monitoring Assessments

What needs to be true for someone to receive an automated email or text?

All of the following must be true:

For text:

1. A valid phone number in the format ###-###-####.
2. **Preferred Method of Contact** = *Text*
3. **Automated Monitoring** = *Yes*
4. **Email / Text Language** = a language from the list
5. **Monitoring Status** = *Monitoring*

For email:

1. A valid email address
2. **Preferred Method of Contact** = *Email*
3. **Automated Monitoring** = *Yes*
4. **Email / Text Language** = a language from the list
5. **Monitoring Status** = *Monitoring*

What time are automated symptom monitoring text and emails sent out?

Texts are sent between 8:00am-8:30am. Emails are sent between 6:00am-6:30am. The contact will receive either a text or email assessment when you initially setup automated assessments within 5 minutes.

What does the “Preferred Method of Contact” field control?

The **Preferred method of contact** field determines how the contact will receive their symptom monitoring assessment. If you enter *Email*, the contact will receive daily automatic emails, provided the **Automated Monitoring**, **Monitoring Status**, and **Email** fields are all correct.

What languages are available for automated texts and emails?

Automated texts and emails are available in **English, Spanish, Korean, Russian, Vietnamese, Chinese (Cantonese), Chinese (Mandarin), Chuukese, Marshallese, Hmong, Somali, Arabic.**

We hope to roll out with additional languages in future system updates, but Microsoft does not support all languages at this time.

What do the automated texts and emails look like?

Within the ARIAS Training site, you can ask for a fake contact to be assigned to you to test the text and email assessments.

- ARIAS Training site: <https://or-arias-training.crm9.dynamics.com>
- For fake contacts, please email ARIAS.Support@odhsoha.oregon.gov

How can a contact confirm the text or email is not spam?

Texts will be sent from **844-902-3260**

Emails will be sent from **noreply.arias@dhssoha.state.or.us**

How do I document unsuccessful assessment attempts?

Under the **Assessments** tab, locate the **Assessment Completion Status** field. Select *Attempted* if you have attempted the assessment and but was unable to finish or connect with the contact. When you have finished an assessment, go to the **Assessment Completion Status** field and select *Completed*.

The screenshot displays the Microsoft Dynamics 365 interface for the 'Assessments' app. The top navigation bar shows 'Power Apps | ARIAS' and 'SANDBOX'. The left sidebar contains navigation options: Home, Recent, Pinned, Apps, Contacts, Assessments (highlighted), Connections, and Latest Release Notes. The main content area shows the 'Assessment' record for ID 'A-0000008274'. The 'Assessment' tab is selected, and the 'Details' section is visible. The 'Assessment Type' is 'Monitoring' and the 'Agreement' is 'Yes, I agree to participate.' The 'Completion Status' dropdown menu is open, showing options: 'Attempted', 'Completed', and 'System Created'. The 'Completed' option is highlighted.

After a contact completes their automated assessment, where does it populate?

ARIAS creates an assessment each time it generates a text or email. When a contact submits their responses, the answers are saved to the assessment. By default, the symptom answers will be *No*, even if the assessment is never opened. If the assessment was completed, a symptom will be selected or entered.

The screenshot shows the ARIAS Power Apps interface. The top navigation bar includes 'Power Apps | ARIAS' and 'SANDBOX'. The left sidebar has 'Contacts' highlighted. The main content area shows a contact named 'Contact Name' with a 'CN' icon. Below the contact name, there are tabs for 'ARIAS Contact', 'REAL-D', 'Assessments', 'Surveys', 'Connections', 'System Information', and 'Related'. The 'Assessments' tab is active and displays a table of assessments.

Auto #	Contact	Assessment Type	Completi...	None	Cough	Loss of Sm...
A-0000008458	Contact Name	Initial	Completed	Yes	No	No
A-0000008128	Contact Name	Monitoring	Completed	No	No	No
A-0000007084	Contact Name	Initial	System Cr...	No	No	No

Can I change the creation date of an assessment?

No, the creation date cannot be changed, but you can back-date an assessment by updating the **Assessment date** field to note the correct date.

The screenshot shows the ARIAS Power Apps interface for an assessment. The top navigation bar includes 'Power Apps | ARIAS' and 'SANDBOX'. The left sidebar has 'Assessments' highlighted. The main content area shows an assessment titled 'A-0000008274' with an 'Assessment' icon. Below the title, there are tabs for 'Assessment', 'System Information', and 'Related'. The 'Assessment' tab is active and displays the 'Basic Info' section. The 'Date of Assessment' field is highlighted and contains the value '1/30/2021'. The 'Details' section shows 'Assessment Type' as 'Monitoring' and 'Agreement' as 'Yes, I agree to participate.'

NOTE: The **Created On** field is the date the contact was imported to ARIAS from Opera.

Does a case close automatically after the 14 days of quarantine?

No, you must update the assessment details:

1. In the **Automated Monitoring** field select *No*.

The screenshot shows the Power Apps interface for a contact named 'ARIAS Contact'. The 'Automated Monitoring' field in the 'Details' section is highlighted with an orange box, and its dropdown menu is open, showing 'No' selected. The 'Monitoring Status' field is also highlighted with an orange box and set to '---'. The 'Basic Info' section shows the contact's name as 'Contact' and 'Name', with a date of birth of 2/6/1923 and an age of 98.

2. In the **Monitoring Status** field select *Completed Monitoring*.

The screenshot shows the Power Apps interface for the same contact. The 'Monitoring Status' field in the 'Details' section is highlighted with an orange box, and its dropdown menu is open, showing 'Completed Monitoring' selected. The 'Automated Monitoring' field is also highlighted with an orange box and set to 'No'. The 'Monitoring Status' field is set to '---'. The 'Basic Info' section shows the contact's name as 'Contact' and 'Name', with a date of birth of 2/6/1923 and an age of 98.

ARIAS Functionality

When are contacts available in ARIAS?

Exports happen every morning starting from 9am-10am. This is a manual process, so time depends on whether there are data issues.

Can you change the reference fields?

The information in reference fields is transferred from Opera. **Outbreak Related** and **Outbreak ID** under the **Contacts > ARIAS Contact** tab are editable by users on the Outbreak ID team. Opera users can request access by emailing **ARIAS support** ARIAS.Support@odhsoha.oregon.gov

Is there a way to send messages or leave To-Do's for other Contact Tracers within ARIAS?

No, this feature does not exist. Contact tracing team communication is up to locally developed workflows.

Can I create a custom list view?

Yes, the instructions are available on our website:
<https://www.oregon.gov/oha/covid19/Pages/ARIAS.aspx>

How can I see the changes that have been made to a contact?

Yes, you can see the audit history in the Related Tab.

Can I access the Run Report function?

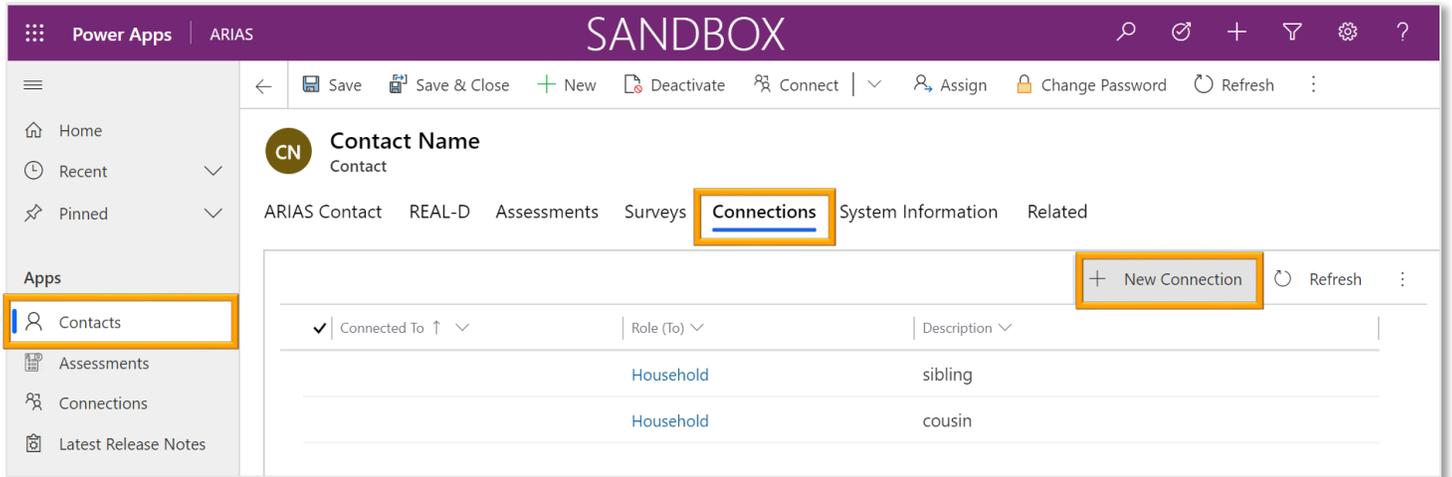
Users cannot export data from ARIAS. We're working on building Tableau dashboards into ARIAS, and welcome input as to the kind of analysis and reporting we can help support.

Are there any tips or tricks to decipher household details in the system?

At this time, the best ways to evaluate households is to look at the address and phone numbers documented. You can leave notes in most tabs about the contact for anyone else that takes over the case. Additionally, you can add household contacts by using the connections feature.

To connect household members together:

1. Select a contact from the **Contacts** tab.
2. Click **Connections**.
3. Click **+ New Connection**.



The screenshot shows the Power Apps interface for a contact named 'Contact Name'. The 'Connections' tab is selected, displaying a table of connections. The table has three columns: 'Connected To', 'Role (To)', and 'Description'. Two entries are listed: 'Household' with role 'sibling' and 'Household' with role 'cousin'. A '+ New Connection' button is visible in the top right corner of the table area.

Connected To	Role (To)	Description
Household	sibling	
Household	cousin	

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