Changes in CAREWare for Import/Export types, eURN Removal, and Changes in the eUCI and URN

What's Changing and Why?

Access MDB Imports and Exports

Over the last two years, jProg has consistently communicated that CAREWare will no longer support importing or exporting data using the Access MDB format, starting with the **2025 RSR build** (expected in **Q4 of 2025**). This change is happening because Microsoft has placed less focus on supporting the older MDB file format, which is becoming increasingly outdated. As a result, it's getting harder to keep CAREWare compatible with modern systems while continuing to support MDB files.

Other import methods are available, and we strongly encourage transitioning to these alternatives to ensure continued functionality and support. These options include importing CSV files, importing reports from other systems, importing HL7 formatted import files, importing FHIR formatted import records, or importing directly through SQL.

Encrypted Unique Record Number (eURN)

During this same timeframe, jProg has also informed users that the **Encrypted Unique Record Number (eURN)** will be **deprecated** (this means the eURN is still available but is no longer recommended for use and may be removed in the future) starting with the **2025 RSR build** (expected in **Q4 of 2025**). This change is due to the DLL (Dynamic Link Library) that generates the eURN being incompatible with modern 64-bit systems, which are now standard. Continuing to use this DLL would create compatibility and security issues.

We recommend using other client identifiers, such as the eUCI, Client ID, State No. or custom fields, that are already supported in CAREWare and compatible with import and export processes and reporting uses. This transition helps ensure CAREWare remains secure, compatible with modern systems, and prepared for future updates.

Gender and Sex at Birth

In addition to these technical updates, the federal government is updating its data collection standards. Instead of collecting detailed gender information (e.g., male, female, transgender), future reporting will focus on **sex at birth** (male, female, unknown). This is part of a broader effort to standardize data across federal systems and remove gender as a reporting category. CAREWare will align with these changes in the **2025 RSR build** (expected in **Q4 of 2025**).

What We're Doing with eURN, URN, and eUCI

We're updating how we create unique client identifiers (IDs) in CAREWare. These IDs help users track clients without using names.

1. eUCI and URN Updates, Deprecation of eURN

- We're updating the fields eUCI and URN to calculate using **sex at birth** instead of gender.
- The **old versions** (called "Legacy eUCI" and "Legacy URN") will still exist for local reference and backward compatibility with any existing local imports. **T**hey **will still be calculated** for new clients or when client data changes.
    - New report fields will be added for these.
- The **deprecated eURN** will be phased out. It will remain in the system after the updated version of CAREWare, but will no longer be calculated. In a future version of CAREWare, the column may be completely removed. They **will no longer be calculated** for new clients or when client data changes.

2. Sex at Birth

- This is now a **required field**. Every client must have a value for sex at birth.
- If it's missing, we'll mark it as "**unknown"** by default.
- Defining a client's gender is now **optional** and will be available for local use and only used in calculation of the Legacy eUCI and Legacy URN fields.

How This Affects CAREWare

CAREWare User Interface/Database Changes:

- In the manual add client dialogue in the user interface, sex at birth is added and required to add the client.
- In the manual add client dialogue in the user interface, gender is removed.
- Gender will no longer be required when adding a client. It can be added in the Personal Info screen. Unknown is the default if nothing is selected.
- New fields added for search: "Legacy eUCI", "Legacy URN," "eURN (deprecated)"
- New database columns for **Legacy eUCI** and **Legacy URN** added.
- Sex at birth will appear **before gender** in all forms and reports.
- New quality checks will flag **unknown** sex at birth on the Personal Info Screen.

Data Imports (PDI):

- New imports will use the updated eUCI and URN formulas (using sex).
- We will add Sex at Birth fields to all the "tables" in the CAREWare CSV PDI/PDE templates and in other import/export types if it is lacking.
- Old imports will **still work** if the import has first name, last name, date of birth, and gender as the new "Legacy URN Elements" import setting.

Reports:

- Reviewing the ADR and/or RSR for years **before 2025** will use **Legacy eUCI** in the client viewer.
- Reviewing the ADR and/or RSR for years **2025 and beyond** will use the **new eUCI** in the client viewer.
- Legacy eUCI column added to RSR and ADR viewers, calculated, not included in the files.

Why This Matters

These changes help us:

- Follow federal rules and make sure CAREWare complies with reporting requirements.
- Help users have as smooth as possible transition to the new ID calculation without breaking

existing imports/exports.
- Improve data consistency.
- Help maintain compatibility with modern systems and ensure security.

For More Information or Further Assistance

If you need assistance with CAREWare — such as accessing documentation, resolving technical issues, or asking general questions — please contact the CAREWare Help Desk. This is a **free support service** available to all licensed users, including grant recipients and subrecipients of HRSA-funded programs such as the Ryan White HIV/AIDS Program and the Ending the HIV Epidemic initiative, as well as agencies funded through The President's Emergency Plan for AIDS Relief (PEPFAR).

Help Desk Hours (Eastern Time):

- Monday: 12:00 PM – 5:00 PM
- Tuesday: 10:30 AM – 6:30 PM
- Wednesday: 12:00 PM – 5:00 PM
- Thursday: 10:30 AM – 6:30 PM
- Friday: 12:00 PM – 5:00 PM

Contact Information:

- Phone: 877-CWHELP1 (877-294-3571)
- Email: cwhelp@jprog.com

Need Direct, Hands-On Support?

If you require personalized assistance — such as help making decisions, implementing changes, or managing complex configurations — we offer contract-based support through jProg.

For more information, please contact:

Steve Overman

Director, jProg

- Phone: 504-486-0702 (Option 1)

- Email: steveoverman@jprog.com