

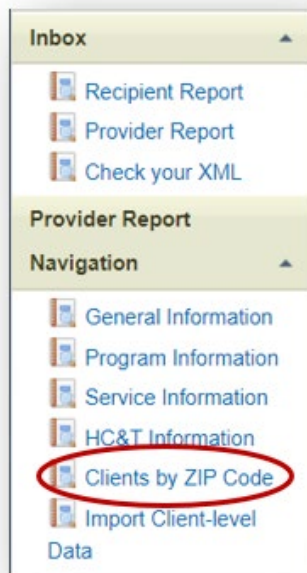
# The RSR Provider Report: Clients by ZIP Code

Providers report the **number of clients by ZIP code of residence** as part of the Ryan White HIV/AIDS Program (RWHAP) Services Report (RSR) Provider Report. The clients reported in this ZIP code report should be the same as the clients in the provider's RSR client-level data file.<sup>1</sup> This RSR in Focus provides guidance on the ZIP code requirement. See the [RSR Instruction Manual](#) for comprehensive information on the RSR Provider Report, including components and access.

## Important Tips

- Clients may move. Report the most recent ZIP code.
- Clients, especially those experiencing homelessness, may not want to share their exact location. If so, report the provider service location as a proxy or 99999 if that is not available.

## Reporting Clients by ZIP Code



This information is reported through the **Clients by ZIP Code** link in the lefthand navigation menu of the Provider Report. There are two ways of reporting information:

1. First, you can type in the ZIP codes and number of clients per ZIP code directly into the webpage. You can add rows to the form if needed.
2. Alternatively, you can upload a .CSV file with the information. You can download the .CSV file template from the Clients by ZIP Code page in the Provider Report. It has one column for ZIP code and one column for number of clients. You can only upload one .CSV file. After entering data or uploading a file, subsequent files will overwrite the existing data. **Find the ZIP code file template [here](#).**

Option 1: Enter Data into Webpage		Option 2: Upload a .CSV File																																				
<table border="1"> <thead> <tr> <th>ZIP Code</th> <th>Count of Clients</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table>	ZIP Code	Count of Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<div style="border: 1px solid gray; padding: 5px;"> <p>File to Upload:</p> <p><input type="button" value="Choose File"/> No file chosen</p> <p><input type="button" value="Upload File"/> <input type="button" value="Cancel"/></p> </div>	<table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>ZipCode</td> <td>CountOfClients</td> <td></td> </tr> <tr> <td>2</td> <td>12375</td> <td>3</td> <td></td> </tr> <tr> <td>3</td> <td>27496</td> <td>5</td> <td></td> </tr> <tr> <td>4</td> <td>58351</td> <td>1</td> <td></td> </tr> <tr> <td>5</td> <td>47164</td> <td>2</td> <td></td> </tr> </tbody> </table>		A	B	C	1	ZipCode	CountOfClients		2	12375	3		3	27496	5		4	58351	1		5	47164	2			
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<sup>1</sup> Eligible clients who received a service that your agency was funded to provide with either RWHAP, RWHAP-related, or Ending the HIV Epidemic (EHE) initiative funding, regardless of payor.

*This resource was prepared by CAI and their partners Abt Associates and Mission Analytics under Cooperative Agreement #U69HA39084 from the Health Resources and Services Administration's HIV/AIDS Bureau. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the HIV/AIDS Bureau.*

## Creating the ZIP Code Report

Most [RSR-Ready Systems](#) create the .CSV file for upload.

If you use **CAREWare**, you can generate the report through CAREWare Reports > Custom Reports > Manage Run Custom Reports > Clients by Zipcode.

**Other RSR-Ready System** users should contact their system manager (e.g., vendor or recipient) to learn how to generate the report.

If your system does not generate the ZIP code report to upload to the RSR Web System, you'll need to calculate the values yourself. You can extract residence information for all your RWHAP clients and sum them by ZIP code value.

The RSR Web System will generate a **ZIP Code Validation Report** to highlight any issues with your data. Issues will also be displayed at the top of the screen. Click on View Validation Report to see validation messages.

Possible validation issues include:

- Incorrect header row in ZIP code file
- Duplicate ZIP codes
- 00000 reported as a ZIP code
- ZIP codes that are not five digits
- No client counts associated with a ZIP code

You can manually edit a ZIP code row by selecting that row and clicking on Edit Selected. If you want to remove all data and upload a new file, click Select All and Delete All.

## Frequently Asked Questions

### What if I use more than one system?

It's not uncommon for providers to be funded by multiple Parts and therefore, have multiple data management systems. However, you can only upload one ZIP code file to the system. In other words, you can't generate a report from each of your systems and then upload both of those reports to the Clients by ZIP Code feature (like with the client-level data files).

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Learn more about creating the ZIP code file with CAREWare [here](#). If you need support, contact the CAREWare helpdesk at [cwhelp@jprog.com](mailto:cwhelp@jprog.com) or 877-294-3571.

**Error: Your form has errors and cannot be submitted.**

- The column name 'ZipCode' is missing from the data file.
- Repeated columns found for 'CountOfClients'. Please remove extra columns.

Browse... No file selected.

Upload File Cancel

Upload Summary							
ID	User	# of Records	# of Failed Records	File Name	Upload Date and Time	Status	Action
20063	mgeller@hillwoodhealth.org	17	16	HillwoodZipCodeData.csv	2/7/2024 4:55:18 PM	Processed with errors	View Validation Report

Therefore, you should “do the best you can” to create a **single, unduplicated file**. Some options for creating this file include:

- **Sum values across files by ZIP code:** This strategy is best for providers that have different clients in each system. For example, you may have all your Part D clients in CAREWare and your Part A clients in Provide Enterprise. If the CAREWare file has 5 clients in ZIP code 47293 and the Provider Enterprise file has 3 clients in ZIP code 47293, you would report a total of 8 clients for that ZIP code.
- **Use the largest file:** Providers that have systems with overlapping clients can use the file with the most clients. For example, you may have all your outpatient ambulatory health services (OAHS) in eClinicalWorks and your case management services in eShare. Only some of your OAHS clients receive case management services, but all your case management clients receive OAHS. Therefore, you would report the information generated from eClinicalWorks.
- **Use the largest ZIP code value:** Another option is to merge the two files, but take the largest value for each ZIP code. If an ARIES file has 5 clients in ZIP code 47293 and the eCOMPAS file has 3 clients in ZIP code 4793, you would report a total of 5 clients. However, you may use the ZIP code value from the eCOMPAS file for another ZIP code.

### What if I don't know a client's ZIP code?

Report the ZIP code of the service provider location for clients with no ZIP code available. Clients' ZIP codes should only be marked as 99999 if the provider knows for certain that the client lives outside of the provider's own ZIP code (e.g., mobile clinics).

### What if my client counts don't match?

If the numbers of clients in the client-level data file and the ZIP code report don't match, you'll receive an alert in your Validation Report. Once again, do your best to get the numbers as close as possible. We understand that this process is an art not a science. However, if the numbers are dramatically different, you may want to look into the issue. It's possible that your system is using different criteria for clients in the client-level data file than the ZIP code file. You'll want to align these criteria. If the numbers are different because you don't have the addresses of some of your clients, you can report the ZIP code of the service delivery site as a proxy or 99999 (see previous question).

#### Validation Message

The total number of clients reported in your CLD ([Count of Clients]) differs from the sum of clients reported by ZIPCode ([Count of Clients]). *(alert)*

The count of clients receiving eligible services in each ZIP Code must be greater than zero. *(warning)*

**Still have questions? Reach out to the DISQ Team at [data.ta@caiglobal.org](mailto:data.ta@caiglobal.org) for help.**

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