Reviewing Your Data at Upload: Tools Within the RSR Web System

RSR

Ryan White HIV/AIDS Program Services Report (RSR)

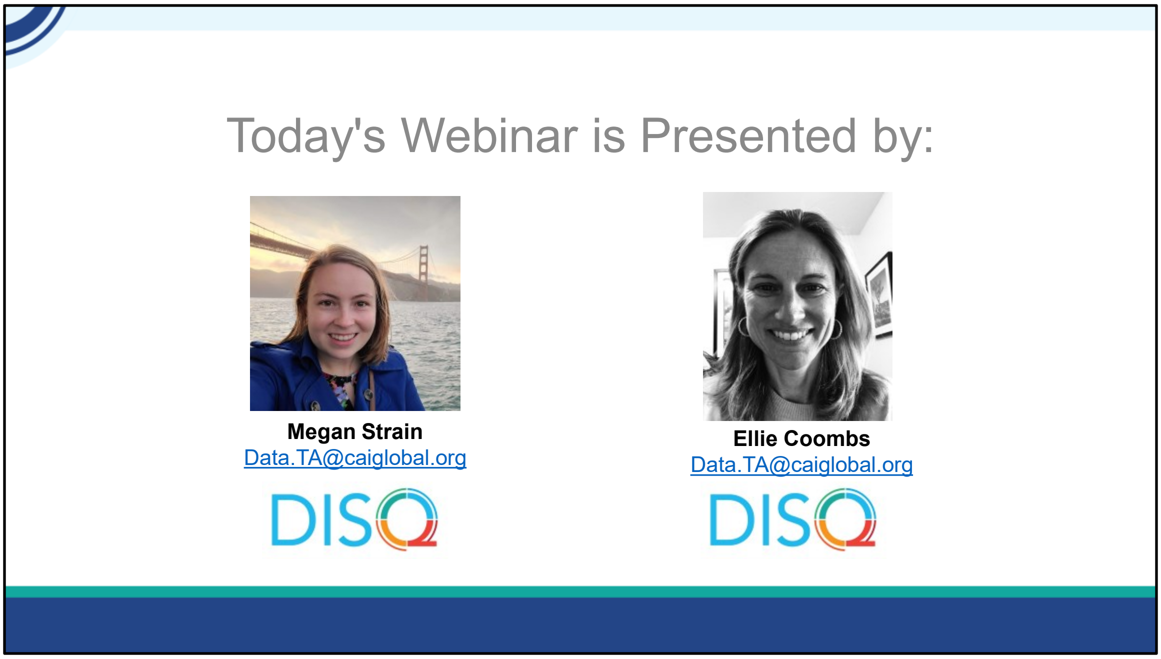
HIV/AIDS Bureau

February 7, 2024

RWHAP DATA SUPPORT

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Welcome to today's Webinar. Thank you so much for joining us today!
My name is Ellie Coombs. I'm a member of the DISQ Team, one of several groups engaged by HAB to provide training and technical assistance to recipients and providers for the Ryan White HIV/AIDS Program Services Report (RSR).



Throughout the presentation, we will reference some resources that we think are important. To help you keep track of these and make sure you have access to them immediately, my colleague Isia is going to chat out the link to the presentation slides right now which include all the resources mentioned in today's webinar.

At any time during the presentation, you'll be able to send us questions using the "Q&A" function on the settings bar on the bottom of the screen. All questions will be addressed at the end of the webinar in our live Q&A portion. During that time, you will also be able to ask questions live if you'd like to unmute yourself and chat with us directly.

Now before we start, I'm going to answer one of the most commonly asked questions about the recording. The recording of today's webinar will be available on the TargetHIV website within one week of the webinar. The slides are already available for you to access on the TargetHIV website using the link that Isia just chatted out. Please note that these slides are not 508 compliant, but we will follow up with all registrants in about two weeks when the 508 compliant slides and written question and answer are posted.

DATA SUPPORT

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The DISQ Team is composed of CAI, Abt Associates, and Mission Analytics and is supported by HRSA of HHS as part of a cooperative agreement totaling over $4 Million.

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DISQ
Data Integration, Systems & Quality
TECHNICAL ASSISTANCE

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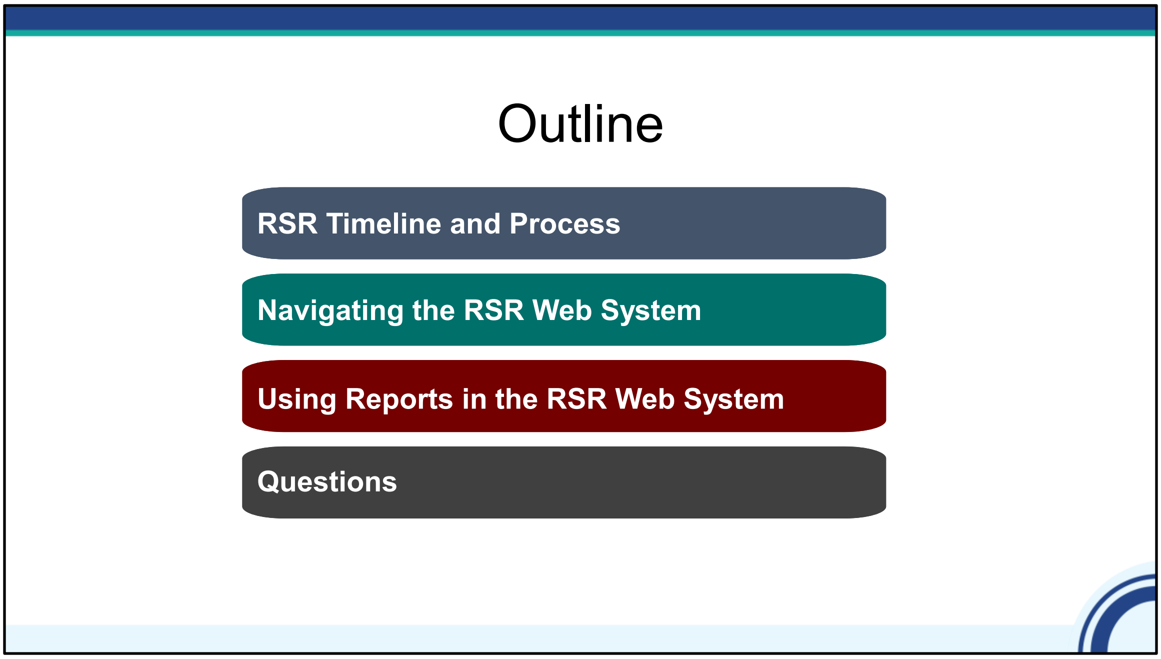


Today I'll be talking about the great tools that are available in the RSR Web System to help you assess your data quality and understand where you are in the RSR reporting process. This presentation is geared towards people who are new to the process, but it also serves as a great reminder about the available tools you can use in the web system. It is a lot of information but please remember, the slides are available on TargetHIV and the recording will be also be up on TargetHIV within two weeks of the webinar.

During the presentation, I'll first (1) review the RSR submission timeline and process and give you a brief overview of why RSR data quality is so important. Next (2), I'll cover how to navigate the RSR web system. And then (3) we'll look at how to use the built-in tools in the system, such as the Upload Completeness Report and Validation Report. Finally (4), we'll the floor to you all to take your questions.

RSR Workflow

Who is responsible?	What are the key steps?	When is it due?
Recipient	1. Review and update the GCMS 2. Complete the Recipient Report	February 5

https://targethiv.org/library/rsr-submission-timeline

To get us started, I'm gonna walk through the basic workflow for all recipients and providers. As a reminder, recipients are agencies who receive grants directly from HRSA HAB, and providers are agencies that deliver administrative, core and/or support services under subcontract to a recipient.

The first step in the process should already be complete. It's for recipients to make sure that the contracts in the Grantee Contract Management System (GCMS) are up-to-date. The information from the GCMS then populates the Recipient Report, which was due on Monday, **February 5**.

RSR Workflow

Who is responsible?	What are the key steps?	When is it due?
Recipient	1. Review and update the GCMS 2. Complete the Recipient Report	February 5
Provider	1. Complete the Provider Report and upload data 2. Review data and validations 3. Submit the Provider Report	March 4 (target)

https://targethiv.org/library/rsr-submission-timeline

Once Recipient Reports are certified, providers can go in and complete their Provider Report and client-level data upload in the RSR Web System. If you need assistance doing this, I recommend checking out the previous webinars on TargetHIV or contacting DISQ to go over the process in detail. Once your data are uploaded, you should be reviewing the report tools available to you in the web system. When you are confident that your data are as complete and accurate as possible, you will submit your report to your recipients to review. This is what you're asked to do by **March 4**, if possible, to allow plenty of time for review. But, for those of you who don't quite meet that deadline, never fear, there is still time.

RSR Workflow

Who is responsible?	What are the key steps?	When is it due?
Recipient	1. Review and update the GCMS 2. Complete the Recipient Report	February 5
Provider	1. Complete the Provider Report and upload data 2. Review data and validations 3. Submit the Provider Report	March 4 (target)
Recipient	1. Review Provider Report, data and validations 2. Request changes (by March 18) 3. Accept the Provider Report	**March 25 (final)**

https://targethiv.org/library/rsr-submission-timeline

If you are a recipient that funds other providers, it is then your responsibility to review your providers' reports. You may also return their report and ask for changes up to a week before the final deadline. All reports must be accepted by Monday, **March 25** this year. Reports will be marked as late if they are not submitted by 6pm ET on the 25th.

So this year, the recipient should request changes by **March 18**. If you need to request changes in that final week, you should reach out to Ryan White Data Support.

RSR Workflow

Who is responsible?	What are the key steps?	When is it due?
Recipient	1. Review and update the GCMS 2. Complete the Recipient Report	February 5
Provider	1. Complete the Provider Report and upload data **2. Review data and validations** 3. Submit the Provider Report	March 4 (target)
Recipient	**1. Review Provider Report, data and validations** 2. Request changes (by March 18) 3. Accept the Provider Report	**March 25 (final)**

https://targethiv.org/library/rsr-submission-timeline

The focus of today's presentation is on reviewing your data and validations, both **before** and **after** the RSR Provider Report and client-level data have been submitted.

Check Out Two TA Documents

- RSR Recipient Roles and Responsibilities
- RSR Provider Roles and Responsibilities

RYAN WHITE HIV/AIDS PROGRAM SERVICES REPORT (RSR)
RECIPIENT ROLES AND RESPONSIBILITIES

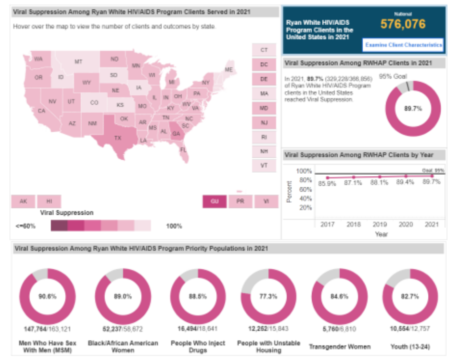
Activity	Key Steps	Resources
New Staff Orientation	• Clarify your role and ensure that you have the correct permissions in EHB • Download the RSR Recipient Report from the previous year to understand what was reported; you can download Provider Reports as well • Review all resources on the Roadmap: New to the RSR webpage on TargetHIV • Contact the DISQ Team and Ryan White Data Support to help get you started	• RoadMap: New to the RSR • RSR Technical Assistance Brochure • RSR Listserv
General RSR Preparation Steps	• Make sure that everyone who has a role is registered in EHB with correct permissions • Provide guidance to your funded providers regarding expectations for the RSR • Establish local timeline to establish earlier deadlines if desired • Coordinate with multiply funded providers (if applicable) • Review client-level data throughout the year (at least biannually) • Download RSR materials and register for webinars	• Overview of HRSA's Electronic Handbooks for Recipients • RSR Timeline • Data Webinar Calendar • TargetHIV RSR Resources
Grantee Contract Management System (GCMS)	• Update contract information as needed for RSR (assumes information already entered for Program Terms Report/Allocations)	• GCMS Instruction Manual • Completing the Grantee Contract Management System (GCMS)
Recipient Report	• Enter required information • Reconcile with GCMS as needed • Certify report by deadline	• RSR Instruction Manual • How to Complete the Recipient Report Using GCMS • RSR Timeline
Provider Report	• Provide timeline, training and any needed guidance to providers • Coordinates with other recipients as needed for multiply funded providers • Support providers in completing the Provider Report • Review and accept Provider Report(s)	• RSR Instruction Manual • Completing the RSR Provider Report • RSR Timeline
*Client-Level Data File	• Review validations and Upload Completeness Report • Provide guidance to providers as needed • Assist with updating file as needed	• RSR Instruction Manual • Creating the RSR Client-Level Data File • Reviewing Your Data at Upload: Tools within the RSR Web System

*The client-level data file is uploaded into the Provider Report. Completion of the Provider Report entails review of the client-level data file.

Now that we've reviewed the reporting process, I'd like to share two important RSR resources with you, which will help you with your own workflow. We've designed one for Recipients and one for Providers. In these documents, we've listed specific activities, along with key steps and resources that may be helpful. These are both on the TargetHIV website, so check them out if you haven't already.

RSR Data Matters!

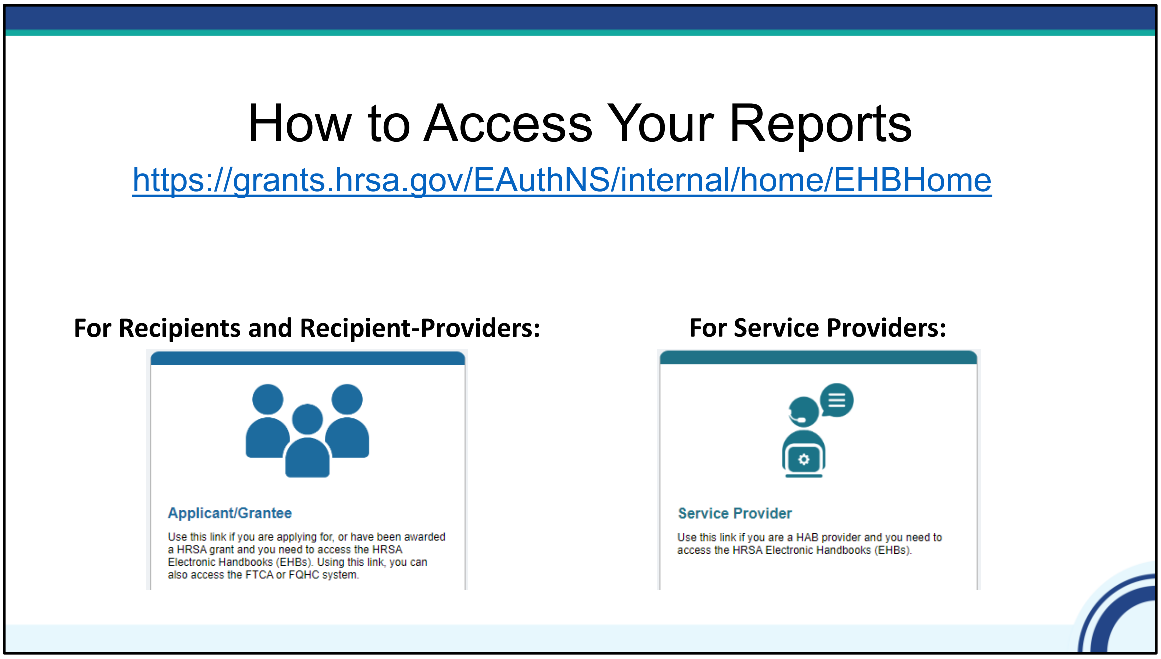
- RSR data are used to publicly report information about the RWHAP
- RSR data should accurately reflect your program activities
- See your data in action!
  - In HAB Data Reports and Slide Decks
  - In the RWHAP Compass Dashboard



You want your RSR data to reflect the good work that you do! This is one way that your project officer and HAB leadership learn more about your program. It is essential that Congress, the HIV community, and the public at large receive accurate information about the importance of Ryan White. You can see your data in action in HAB's annual data reports and slide decks that report out to you on the data you've submitted. You should also check out the RWHAP Compass Dashboard, where you can interact with and compare RWHAP data.

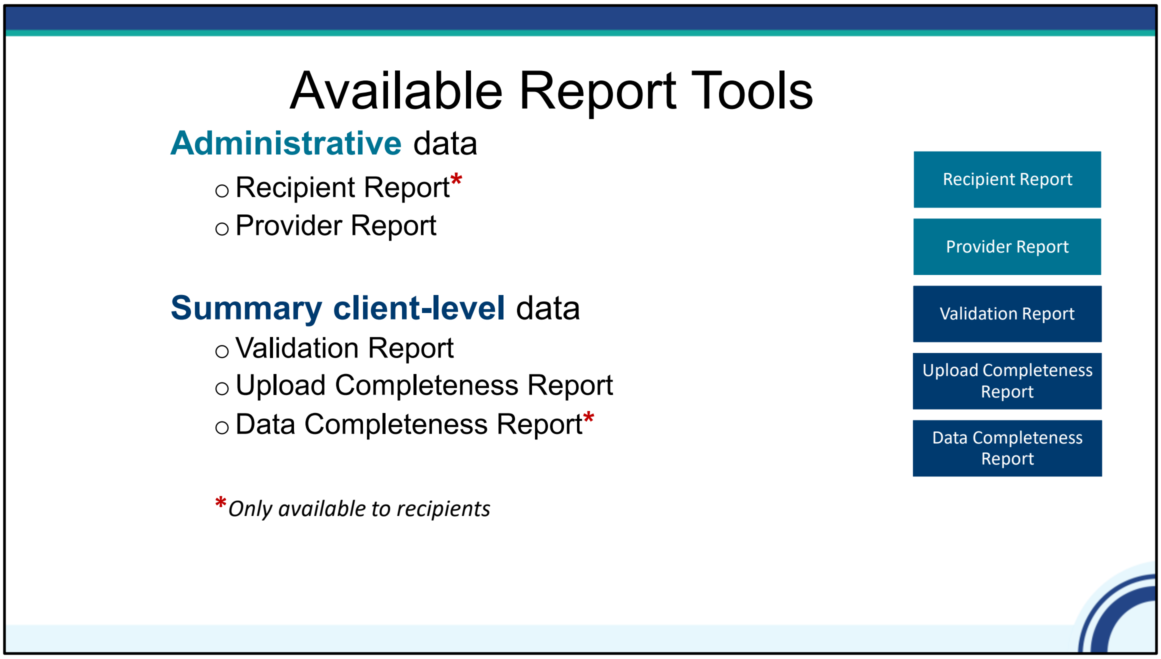
In addition, **good-quality** data can help you improve quality of care, but poor-quality data cannot. If your data do not reflect your actual program activities, you can't use them to improve your performance.

That is why HAB built so many tools in the web system to help you review your data and ensure that it is of high quality throughout the process.



All of these report tools that I'm going to talk about today are available to you, live in the web system. I have included the link to the electronic handbook (EHB) web system here. If you're a recipient or recipient/provider or just a service provider, you'll go to this one portal. Then once you're there, select the correct box to log in as a recipient or as a service provider.

If you're not sure how to access the EHB system, contact Data Support for assistance.



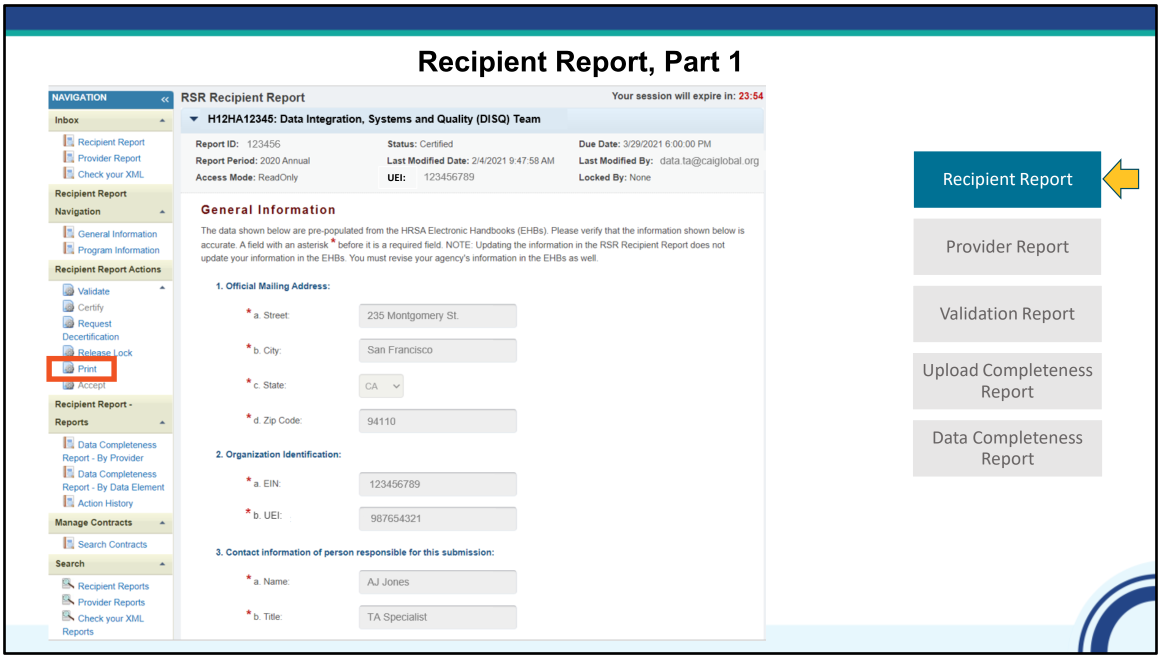
As you can see from this slide, there are several report tools available on the web system!

Recipients have access to all these report tools, and providers have access to everything except for the printed Recipient Report and the Data Completeness Report. Broadly, there are 2 types of report tools available to you. The print versions of the Recipient and Provider Reports are a great record of administrative data, including the RSR workflow as we went over earlier. The remaining 3 report tools: the Validation Report, Upload Completeness Report, and Data Completeness Report, are summaries of the client-level data you upload into the RSR system.

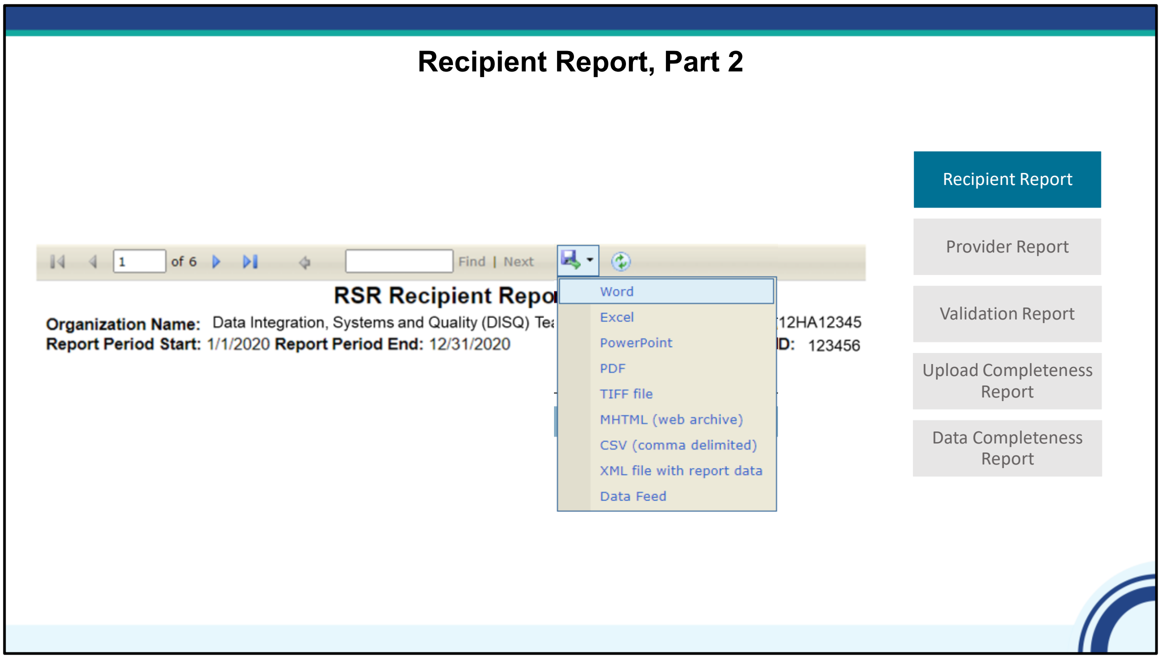
We're going to walk through each of these report tools and show you some examples of what to look for.

Have you reviewed any of these tools before?

- I’ve reviewed three or more
- I’ve reviewed one or two
- I’ve heard of these but haven’t seen them
- Never heard of them



To print a copy of your RSR Recipient Report, access the report as you would if you were going in to complete it: through the Recipient Report inbox. When you're in the report, click on "Print" in the left-hand navigation menu under Recipient Report actions.



This will take you into a new window for the print feature that shows the html version of the Recipient Report. What you're seeing here on this slide is the header of the report. Remember, you can download this report in several different formats, like Word, Excel, or PDF.

These downloads are helpful because you can see all the information in your report. In one document, you will have a list of all your funded providers and what services you fund them for. In the web system, you will have to click on different tabs and different links to see all this information. It is also a good idea to save the files for reference in future reporting.

Recipient Report, Part 3

RSR Recipient Report

Organization Name: Data Integration, Systems and Quality (DISQ) Team **Grant Number:** H12HA12345
Report Period Start: 1/1/2020 **Report Period End:** 12/31/2020 **Report ID:** 123456

General Information

1. Official Mailing Address

a. Street:	235 Montgomery Street
b. City:	San Francisco
c. State:	California
d. Zip Code:	94104

2. Organization Identification:

a. EIN:	123456789
b. UEI:	987654321

3. Contact information of person responsible for this submission:

a. Name:	AJ Jones
b. Title:	TA Specialist
c. Phone:	(888) 640-9356
Extension:	
d. Fax:	
e. Email:	Data.ta@caiglobal.org

Recipient Report

Provider Report

Validation Report

Upload Completeness Report

Data Completeness Report

When reviewing your Recipient Report, check to make sure that the administrative info about your agency and who is completing the report is correct.

Recipient Report, Part 4

Program Information

This item lists all of the agencies that had a contract with your organization during the reporting period. Verify the list is accurate. If a provider is missing, revise your list of contracts by selecting the "Search Contracts" link under the Manage Contracts heading in the left menu. If a provider listed will not submit a RSR Provider Report for the reporting period, select the checkbox in the Exempt column and enter a justification for the exemption in the text box that is displayed. NOTE: The exempt checkbox may only be selected if the organization's Provider Report is in "Not Started" or "Working" status.

Reg Code	Provider Name	Exempt	Exemption Justification
12345	Data Integration, Systems and Quality (DISQ) Team	Yes	Does not provide direct client services
RWHAP Funded Services: Administrative or technical support			
23456	Neighborhood Health Center	No	
RWHAP Funded Services: Medical Case Management, including Treatment Adherence Services, Outpatient Ambulatory Health Services			
34567	Local Health Department	No	
RWHAP Funded Services: Early Identification Services (EIS)			

Recipient Report

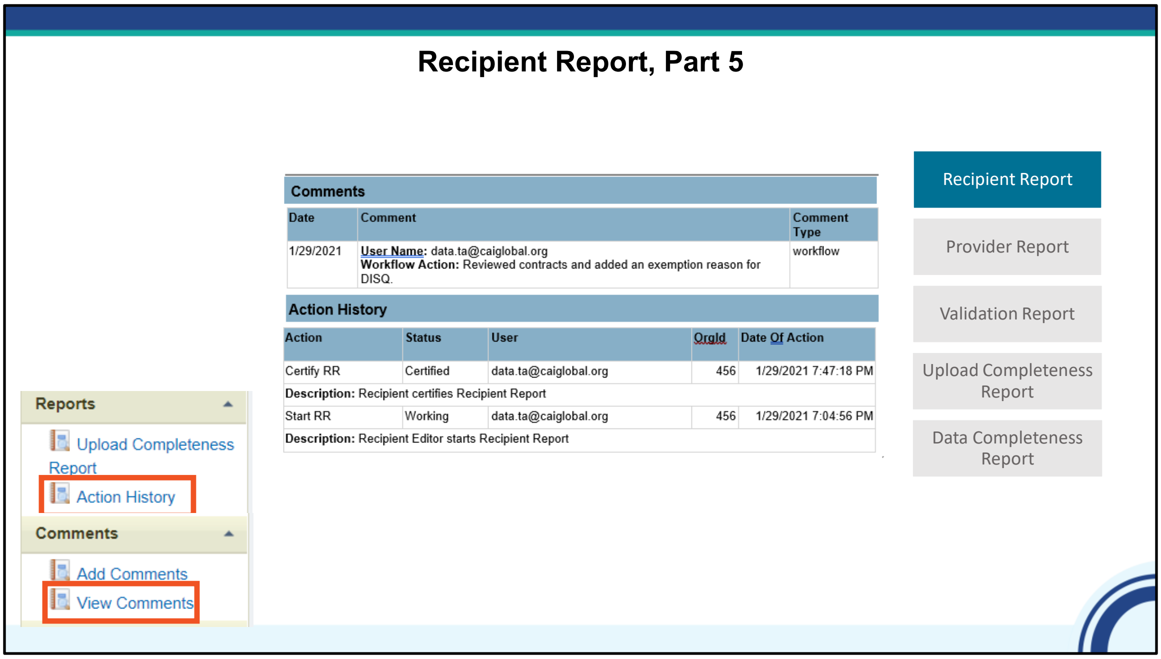
Provider Report

Validation Report

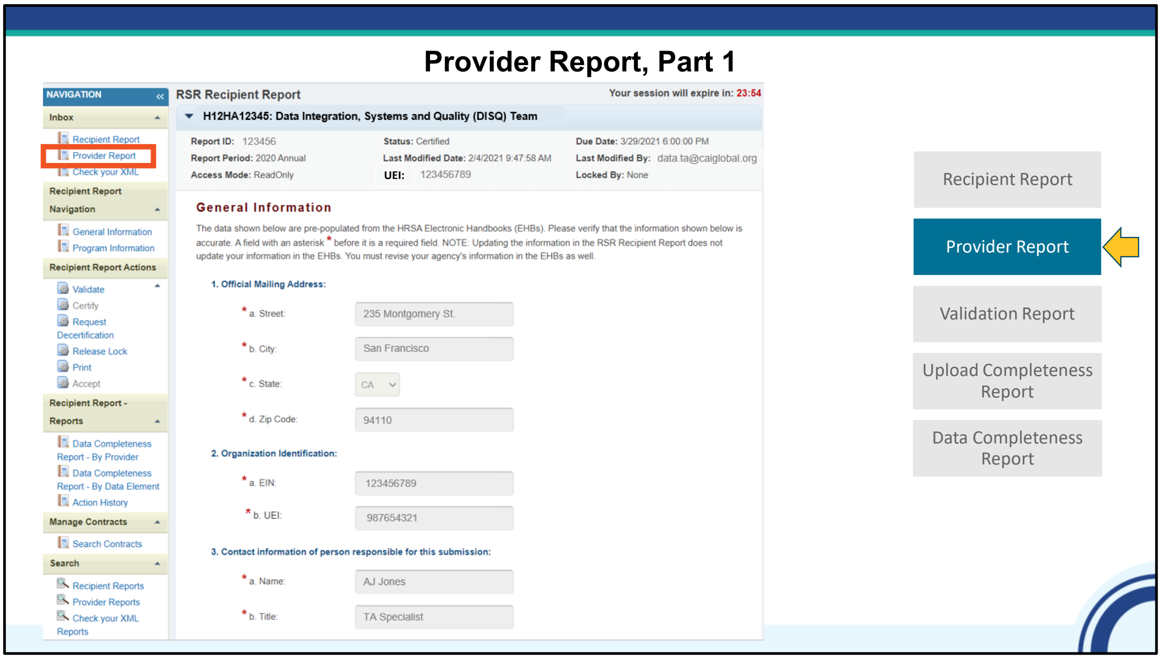
Upload Completeness Report

Data Completeness Report

You'll also want to check out the list of providers that are funded under your grant, and make sure that the services are correct for each of them. These data will populate the Provider Report, so you'll want to make sure there are no missing services. You'll also see in this report if you exempted any providers, along with the reason they were exempted.



Finally, at the end of this report you'll see a list of comments added to the report, and the Action History which displays when the report was moved to the next workflow status. You can also generate the Comments and Action History separately from the navigation pane.



Next we're going to talk about this same report available for the RSR *Provider* Report. For recipients accessing your providers' reports, you'll have one additional step: You'll need to open the provider report inbox to view a list of all your providers' reports. To do this, recipients, you should click on "Provider Report" in the left-hand navigation menu under the inbox.

Provider Report, Part 2

Row Number	Select All	Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Action	Clients	Action History
1	☐	70340	Data Integration, Systems and Quality (DISQ) Team	12345	2020 Annual	02/09/21 12:43:57	Working (Exempt)	Open	0	History
2	☐	70341	Neighborhood Health Center	23456	2020 Annual	02/06/21 22:34:33	Working	Open	149	History
3	☐	70342	Local Health Department	34567	2020 Annual	02/05/21 11:48:43	Working	Open	302	History

Recipient Report

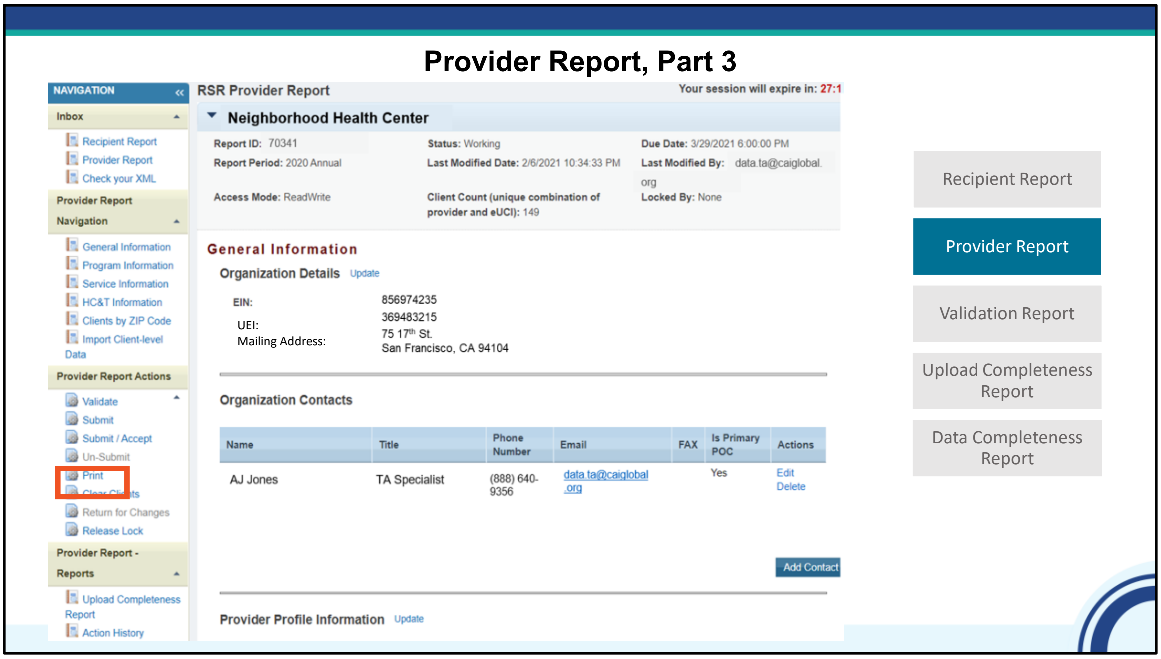
Provider Report

Validation Report

Upload Completeness Report

Data Completeness Report

On this slide, we’re looking at the Provider Report inbox. If you’re a recipient, you can see your different providers here! The provider reports associated with your organization will be listed in the table. Locate the provider report you want to access to review and select the open/envelope icon in the Action column.



The Provider Report works in the same way as the printed version of the Recipient Report we just walked through – you'll just need to click on "Print" for each of them in the lefthand navigation menu.

Provider Report, Part 4

RSR Provider Report

Organization Name: Neighborhood Health Center | Report ID: 70341
Report Period Start: 1/1/2020 | Report Period End: 12/31/2020

General Information

Organization Details

Organization Name: Neighborhood Health Center
Taxpayer ID/EIN: 856974235
UEI: 369483215
Mailing Address: 75 17th St. San Francisco, California 94104

Organization Contacts

Name	Title	Phone Number	Email	FAX	Is Primary POC
AJ Jones	TA Specialist	(888) 640-9356	data.ta@caiglobal.org		Yes

Provider Profile Information:

Provider Type: Publicly funded community health center
Section 330 Funding Received: Yes
Type of ownership: Private, nonprofit
Faith-based Organization: No
Part of a real time electronic data network: No

Service Delivery Sites

Name	Address	Phone Number
Neighborhood Health Center	75 17th St., San Francisco, CA 94104	(888) 640-9356

Website URL:
Hours of Operation: By Appointment Monday - Saturday
Services: Outpatient/Ambulatory Health Services, Medical Case Management, including Treatment Adherence Services

Program Information

1. Contact information of person responsible for this submission:

a. Name: AJ Jones
b. Title: TA Specialist
c. Phone: (888) 640-9356
Extension:
d. Fax:
e. Email: data.ta@caiglobal.org

Recipient Report

Provider Report

Comments

Upload Completeness Report

Data Completeness Report

Alright! As with the Recipient Report, this starts with administrative information about your agency and who is completing this report. This is all pre-populated by the system, so it should be correct but it's always good to take a second look.

Provider Report, Part 5

3. Funding Source Certification:

This item lists all of your agency's sources of Ryan White HIV/AIDS Program (RWHAP) funding, including EHE and CARES Act, and RWHAP-related (Program Income and Pharmaceutical Rebates) funding. Please verify that this list is accurate. If a funding source is missing, contact your recipient and ask them to add your agency to their list of contractors. If a recipient that did not fund your organization is listed, contact Ryan White HIV/AIDS Program Data Support for assistance.

Funding Source	Recipient Name	Funded Through	Grant Number
Part D	Data Integration, Systems and Quality (DISQ) Team		H12HA12345
RWHAP Funded Services: Outpatient/Ambulatory Health Services, Medical Case Management, including Treatment Adherence Services			

☑ I have reviewed my agency's list of Ryan White HIV/AIDS Program funding sources and certify that the list is accurate.

Service Information

7. Below is a list of all Ryan White HIV/AIDS Program services that were funded fully or partially using RWHAP funding, including EHE and CARES Act, and RWHAP-related (Program Income and Pharmaceutical Rebates) funding. Select the services that were delivered by your agency during the reporting period even if other funding streams in addition to the RWHAP funding, including EHE and CARES Act, and RWHAP-related funding were used to fund the service. In the table at the bottom of the form, select any additional services that your organization delivered through your organization's generated Program Income or Pharmaceutical Rebates.

Administrative and Technical Services

No records to display.

Core Medical Services

RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	EHE Funding	CARES Act Funding	Delivered	Service Category
☑	☐	☐	☐	☑	Outpatient/Ambulatory Health Services
☑	☐	☐	☐	☑	Medical Case Management, including Treatment Adherence Services

- Recipient Report
- **Provider Report**
- Validation Report
- Upload Completeness Report
- Data Completeness Report

Recipients should also be sure to triple-check the services reported here. There are two places these appear: in Question 3, which is in the Program Information section of the Provider Report, you'll see a full list of recipients who fund this provider and for what services. Providers also need to check these services off as delivered in Question 7 in the Service Information section. As a recipient, it is especially important to make sure that all the services you fund are listed here, and that providers have checked off the services that they actually delivered during the year.

Provider Report, Part 6

Comments

No records to display

Action History

Action	Status	User	OrgId	Date Of Action
Client Level Data Upload (id = 568422)		data.ta@caiglobal.org	869	2/1/2021 1:36:44 PM
Description: The request was submitted at 2021-02-01 13:36:44 and processed at 2021-02-01 13:37:45; File name is 2020 RSR File.xml.				
Start PR	Working	data.ta@caiglobal.org	869	2/1/2021 1:22:38 PM
Description: Provider Create Provider Report				

Recipient Report

Provider Report

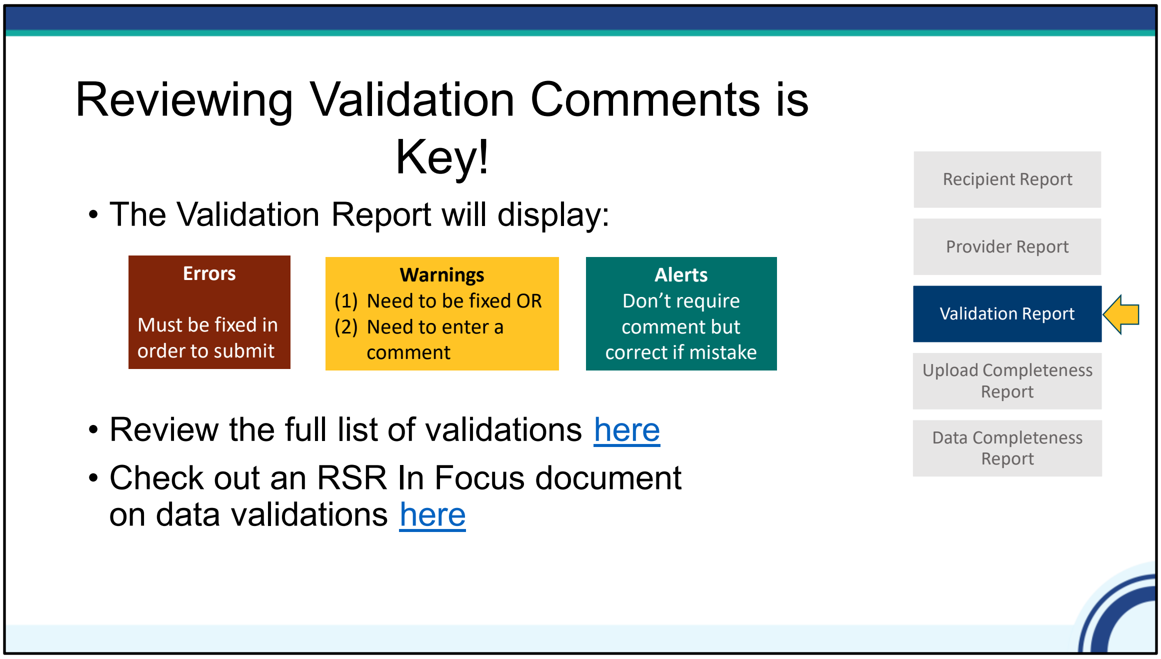
Validation Report

Upload Completeness Report

Data Completeness Report

This report also ends with Comments and Action History. If Providers are funded under multiple RWHAP Parts, this is a great way to figure out who has reviewed the data.

Again, you can generate the Comments and Action History separately from the navigation pane as well. Recipients may find these tools helpful to keep on top of the RSR workflow and to see if you've already accepted or returned a report for changes.



The **validation report** displays all the validation messages for the provider report and client-level data. Just a quick reminder about validation messages you’ll see in the validation report. **Errors** must be fixed. You should try to resolve your **warnings**, but if you can’t resolve them, you will need to enter a comment. You don’t need to enter a comment to explain an **alert**, but you should double-check and fix mistakes as necessary.

You can check out a full list of the validations at the first link on this slide, and a more streamlined version of the validations in the In Focus document linked at the last bullet here.

Quick Quiz

While looking at your validation report, you see an error and two warnings. What should you do?

1. Correct the warnings; and fix or leave comments for the error.
2. Correct the error; and ignore the warnings if there's no mistake.
3. Correct the error; and fix or leave comments for the warnings.
4. Try to fix them all, no matter what; my data needs to have **no** validation messages upon submission.
5. Ignore them all, I'm sure it's fine…

While looking at your validation report, you see an error and two warnings. What should you do?

1. Correct the warnings; and fix or leave comments for the error.
2. Correct the error; and ignore the warnings if there's no mistake.
3. **Correct the error; and fix or leave comments for the warnings.**
4. Try to fix them all, no matter what; my data needs to have **no** validation messages upon submission.
5. Ignore them all, I'm sure it's fine…

After that quick review of validations, let's take a look at that validation report tool. To access the validation report, click on "Validate" when you're in the Provider Report.

Validation Report, Part 2

Validation Results

You must fix all errors in your report before you can submit your data. Please fix all warnings as appropriate. For the warnings that you cannot or should not fix, enter a warning comment before you submit your data. To enter warning comments for a specific check, select the Add Comment link located in the Action column of the validation results table(s). Contact the help desk if you have questions about any of the validation errors, warnings, or alerts.

For any validation that includes the number of clients, please click on the arrow to the left of the message to see a list of the client eUCIs.

RSR Provider Report

Row No.	Check No.	Message	Level	Comment Count	Action
1	214	Medical Case Management services delivered but not uploaded	Warning	1	

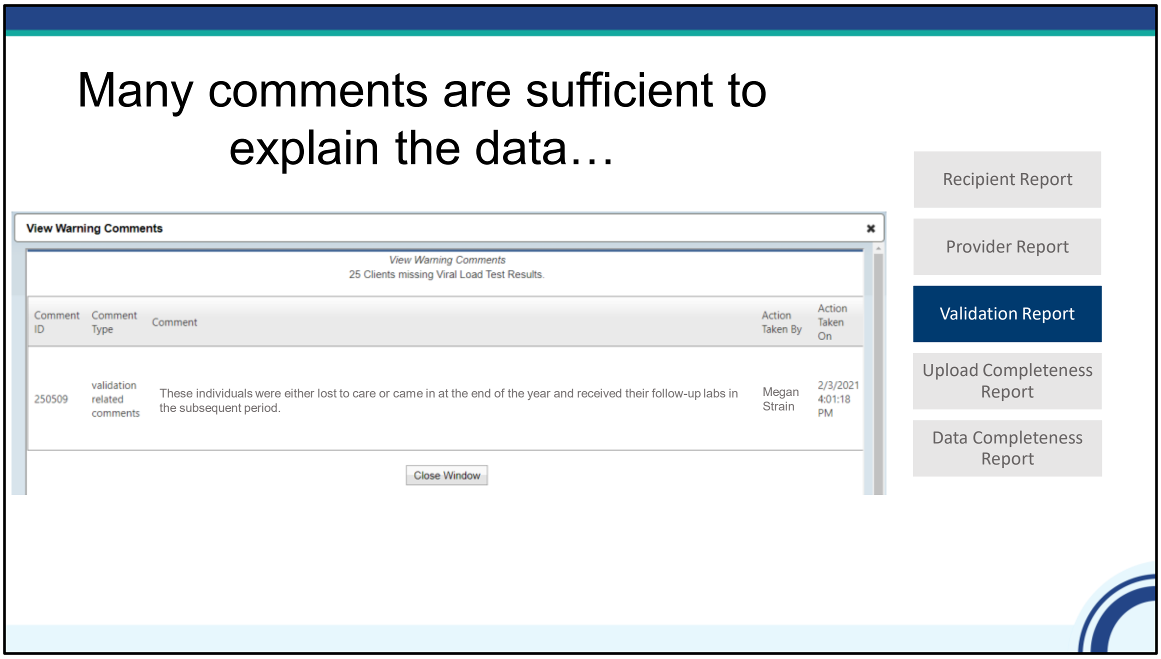
Client-Level Data

View Detailed CLD Validation Report

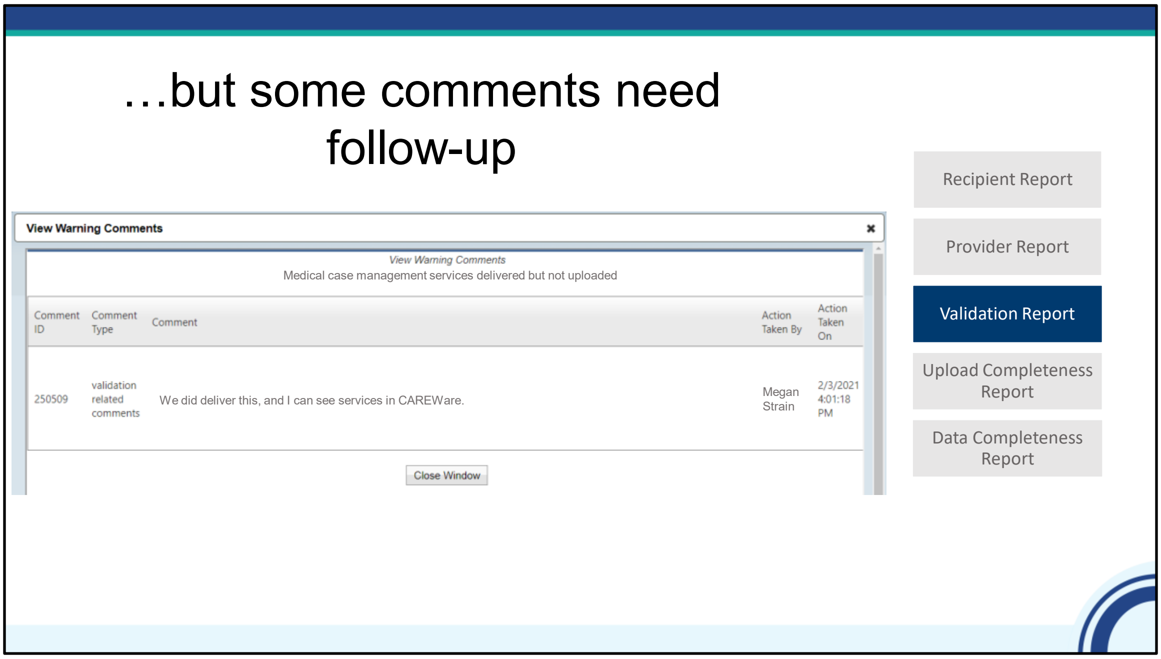
	Row No.	Check No.	Message	Level	Comment Count	Action
▸	1	170	2 Clients have more Outpatient/Ambulatory Health Services visits (CLD Item 16) than Outpatient/Ambulatory Health Services Visit dates (CLD Item 48).	Alert	0	
▸	2	99	1 Clients missing Medical Insurance.	Warning	1	Add Comment
▸	3	161	26 Clients missing CD4 Count Test Results.	Warning	1	Add Comment
▸	4	168	25 Clients missing Viral Load Test Results.	Warning	1	Add Comment

- Recipient Report
- Provider Report
- Validation Report
- Upload Completeness Report
- Data Completeness Report

This will bring you into the validation results. To review the comments associated with each warning, click on the hyperlink in the Comment Count column. I can see on here that each of these Warnings has one comment!

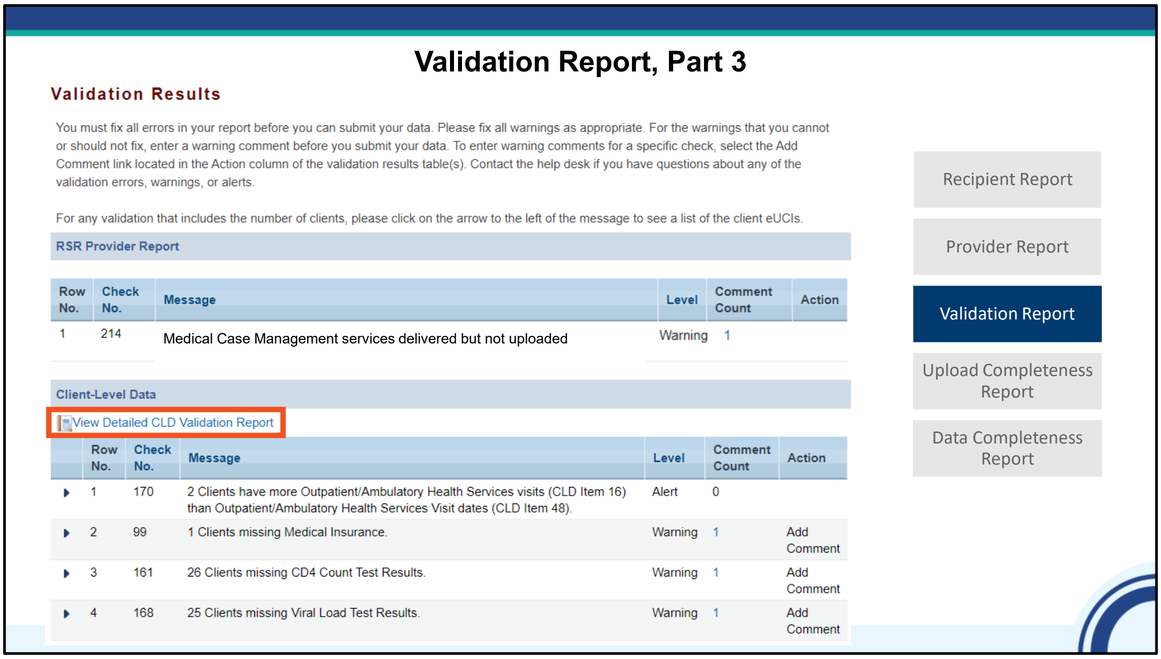


As a recipient, it's your responsibility to review comments from providers and to make sure they sufficiently address the warnings. In most cases, comments **do** adequately explain why the data look the way that they do. In this example, I see that someone wrote that certain individuals' data was missing because they were either lost to care or they came in at the end of the year and received their follow-up labs in the subsequent reporting period. This comment is probably sufficient, as long as the percentage missing was not unreasonably high.



Other times, comments do not tell us why the data look the way they do. In this example, I've said that I can see my data in CAREWare, but I haven't explained why it isn't in the RSR here. One explanation could be that this provider input the data into the Notes field in CAREWare. In a case like that, a much better comment would be: We did deliver these services and accidentally input the data in the Notes field in CAREWare. The CAREWare Help Desk showed us how input these correctly, so we will input it correctly in the upcoming RSR.

Just keep in mind that you cannot remove a comment. If you need to contradict a comment, you need to make an additional comment.



Let's say you do identify an issue! One of the best tools you can use to drill down into your data is the detailed client-level data validation report. By clicking that link, you will open the print menu for the detailed report – I like to download this in Excel which makes it easy to sort and do a control + find.

Validation Report, Part 4

Detailed CLD Validation Report

Organization Name: Neighborhood Health Center

Report ID: 70341

Reg Code: 23456

Your client-level data file contains Personal Health Information (PHI). PHI includes, but is not limited to, client names, addresses, DOB, SSN, dates of service, and unique record numbers (URNs) generated for your organization's client-level data XML file. To ensure client confidentiality, never share PHI. You must protect this information the same way you protect all client data. For additional information visit the HHS Office of Civil Rights Health Information Privacy webpage.

Sort by: Check Number

Check No.	Message	Level	eUCI
99	CLD Upload: Clients missing Medical Insurance.	Warning	39GDF78G596357C55C6949G9654FGCC35C78978FU
161	CLD Upload – Clinical Information Section: Clients missing CD4 test results.	Warning	05F7CG09749777809C760GGG609GG494D677C0GCU
161	CLD Upload – Clinical Information Section: Clients missing CD4 test results.	Warning	07666G60639CGFC4GG6G8G9F3GFD8GCC9D57GC83U
161	CLD Upload – Clinical Information Section: Clients missing CD4 test results.	Warning	995C87FD0G8GGCF93G973C77847GCD7969660096U

Recipient Report

Provider Report

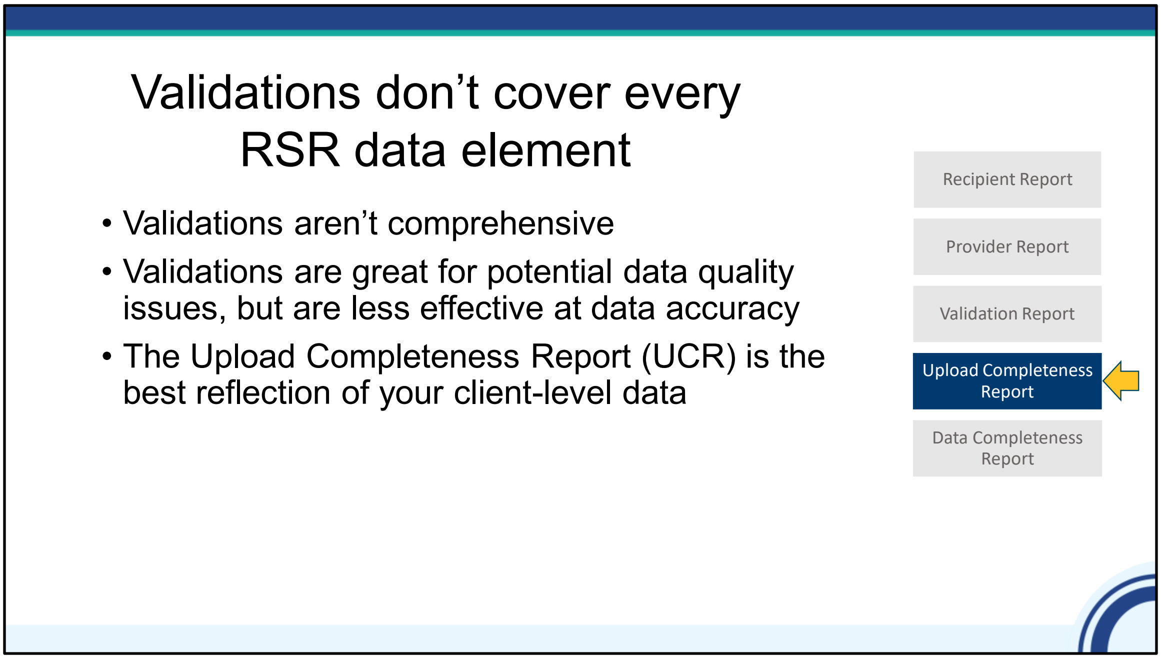
Validation Report

Upload Completeness Report

Data Completeness Report

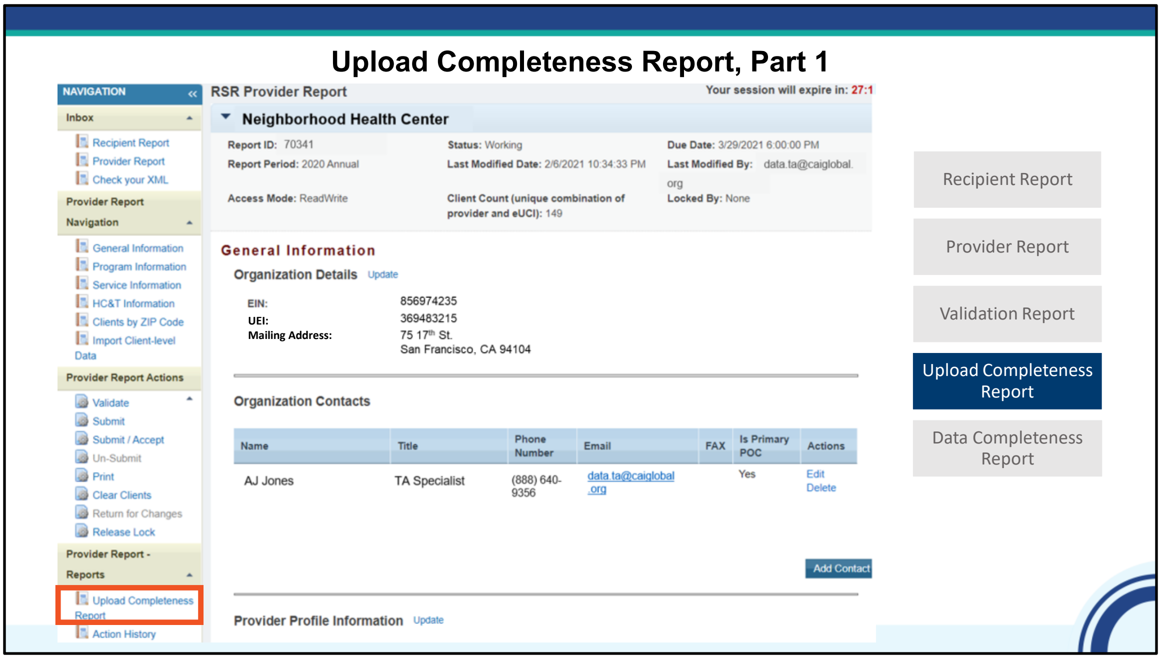
So here is that tool in Excel! This validation report will contain one row for each client-level validation. You can sort by check number, level, or individual client to drill down into who is triggering these messages.

Please keep in mind that if any changes are made, you need to re-run the Validation Report.



Now, validations are necessary but **not sufficient** to check the quality of your data!

Not every data element has an associated validation message. Also, validations highlight data *completeness* issues, but they're not as good at identifying *inaccurate* data. For that purpose, the **Upload Completeness Report (or UCR)** is your best resource to look at client-level data.



From inside the Provider Report, you'll generate this by clicking "Upload Completeness Report" in the left-hand navigation panel.

Upload Completeness Report, Part 2

2020 Annual RSR Upload Completeness Report

Organization Name: Neighborhood Health Center

Report ID: 70341

Organization Data: Neighborhood Health Center

Summary Data

Population	N	%
Total clients submitted	149	100.0%
Clients with at least one service of any kind	50	33.6%
Clients with at least one Core Medical Service	50	33.6%
Clients with at least one OAHS, MCM, CM, or Housing Service	50	33.6%
HIV-positive clients with at least one OAHS Service	50	33.6%

Recipient Report

Provider Report

Validation Report

Upload Completeness Report

Data Completeness Report

The UCR starts with a summary of the services that your clients received. If you've done an RSR before, you'll remember that the services become the **denominators** for what data you're required to report. Here, I can see that I had a big drop off between my total clients and those with a service – this is definitely something I would want to fix before my final submission.

Upload Completeness Report, Part 3

Ethnicity (Item 5)
Denominator: Clients with any service (N = 149)

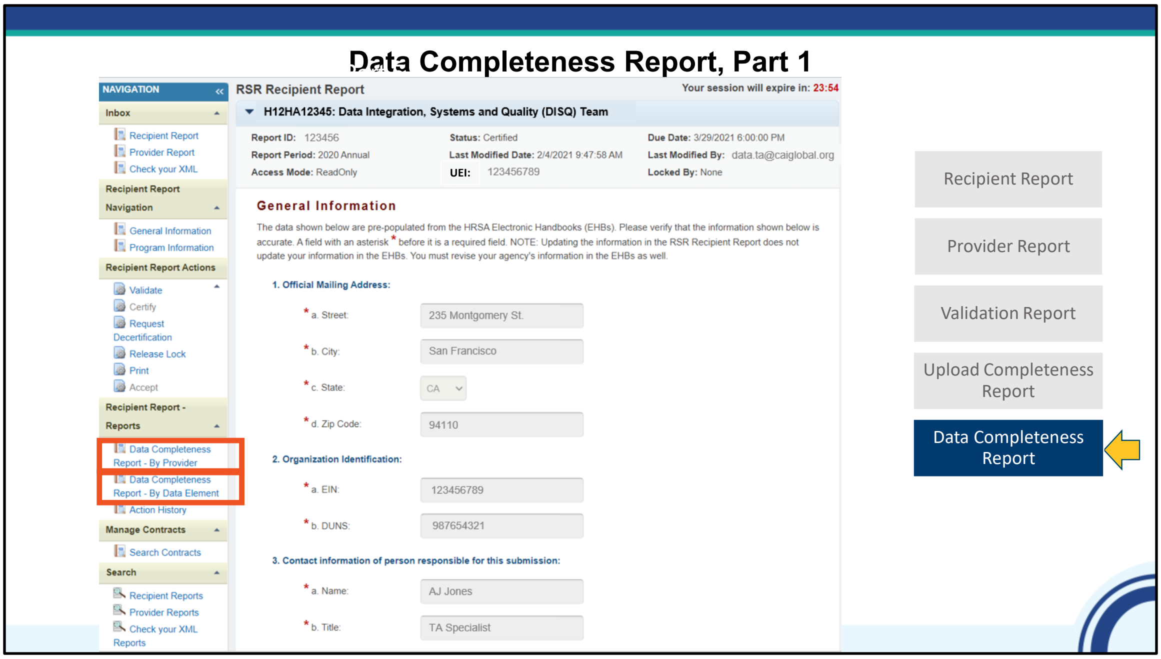
Response Category	N	%
Hispanic or Latino	10	20.0%
Not Hispanic or Latino	20	40.0%
Missing/Out of range	20	40.0%

Key Data Elements to Check for Missing/Out of Range:
- Viral Load
- HIV Risk Factor
- Prescribed Antiretroviral Medications
- Housing
- Poverty Level

Recipient Report
Provider Report
Validation Report
Upload Completeness Report
Data Completeness Report

The UCR then has a bunch of tables summarizing different data elements. The last line of these tables, "missing/out of range," shows elements where you do have missing data. Here, I'm missing Ethnicity for 40% of my clients, which I would want to try to update if possible before submission.

There are several key data elements we suggest you focus on, when looking at that missing/out of range row. This includes viral load, HIV risk factor, and prescribed antiretroviral medications. You'll always want to check data elements like housing and poverty level. We won't go too deep into the UCR today, but I highly recommend you join us on February 21 for the RSR UCR Bootcamp webinar, so you can learn how to best use this helpful tool!



Finally, I want to highlight one other report tool in the system. Recipients have access to **the Data Completeness Report** across all their funded providers. Like the Recipient and Provider Report, this report tool can be generated in many different formats as well, like Excel, PDF, or Word. You may either look at each provider individually, or look at each data element across your providers.

We recommend that recipients use the Upload Completeness Report, when possible, because it gives you more detailed information and is better at identifying missing/unknown data for specific data elements. However, the Data Completeness Report is a great resource for recipients that want to look at all their providers' data in one place.

Recipients can run the data completeness report by provider, but it will only show you the data that is tied to your providers that have actually uploaded their client-level data at that time. So, if you review the data completeness report before your providers have submitted their report, the information is subject to change. So, for example, if you fund four providers and only two of them have uploaded their client-level data, you will only be able to see the data completeness for the two providers that uploaded the client-level data. If you generate the data completeness report by data element, the totals will not include any provider's data that was not uploaded yet. But, since your providers may upload and clear data multiple times before they submit their RSR, be aware that the reports can change until they are in submitted status.

To generate the Data Completeness Report in either format, access your Recipient Report and use the left-hand navigation menu.

Data Completeness Report, Part 2

Clinical Information Viral Load Tests (Item 50)						
Provider Name	**Clients Reported**	**Required Clients for this Data Element**	**# Clients with Reported Values**	**% Clients with Reported Values**	**# Clients with Missing Values**	**% Clients with Missing Values**
Fake County Dept. of Health	5000	4000	3500	88%	500	12%
IMA Provider	100	0	0	0%	0	0%
Center for HIV Care	1750	1000	900	90%	100	10%
Care Community Health Center	5800	3400	3366	99%	34	1%
Final Row Provider	800	500	400	80%	100	20%

Recipient Report

Provider Report

Validation Report

Upload Completeness Report

Data Completeness Report

Here is an example of the tables you'll see in the Data Completeness report. In this example, I pulled the report by data element, so in this table we're looking at the viral load tests data across *all the providers*. As a recipient, this would give me a good look of what kind of client-level data my providers submitted.

Key Takeaways from Today

- RSR data are widely used and incredibly important!
- Providers and recipients are responsible for thoroughly checking the data before they are submitted to HAB
- There are plenty of tools built into the RSR system to help you

I know we covered a lot of information today, so I just want to remind you of some key takeaways from this webinar.

RSR data are very important and are used for a lot of purposes, so it’s essential to take the time to make sure you’re submitting high-quality data to HAB. As a RWHAP recipient and/or provider, it’s your responsibility to ensure the RSR data are as good as possible. HAB has invested heavily in helping you submit good data, and there are a ton of helpful tools available to you in the RSR system to review your data before submission.

2023 RSR Webinar Series

Webinar	Review/attend if…
RSR TRAX	You are a provider who uses TRAX to create your client-level data file
Moving Beyond Data Completeness	You want to learn more about improving the accuracy of your data
Prepping for RSR Submission	You want more detailed information about the client-level data reporting requirements
Creating the RSR Client-level Data File	You are a provider and you aren't sure how to create your client-level data file
Completing the 2022 RSR Provider Report	You are a provider or recipient-provider who needs to complete the Provider Report
RSR UCR Bootcamp – register here! (coming up on February 21)	You are a provider or recipient-provider who wants a deep dive on the UCR

I want to finish today's session by pointing you to some other RSR resources! We've had several other RSR webinars in the last few months, so we've linked to those other sessions to help you complete the report this year – at these links, you'll find a recording, a copy of the slides, and a Q&A document for the session.

We have one more RSR webinar coming up before the RSR is due, again the final version on March 25, with a target date of March 4 for the Provider Report. This last session will be bootcamp on using the RSR Upload Completeness Report. The UCR will be one of your best resources, so I definitely encourage you to join for that!

RWHAP Technical Assistance Resources

- The RWHAP TA Resources Brochure features information on each RWHAP technical assistance provider, including:
- RWHAP reports they support
- Questions they frequently respond to
- Contact information

Ryan White HIV/AIDS Program TA Resources

RWHAP Data Support

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditure Report, GCMS, and DSR

The Ryan White Data Support team provides support for questions related to data report content and submission data validations, and interpretation of the instruction manuals and HRSA HAB's reporting requirements. They can address such issues as:

- I don't understand something in the instruction manual.
- I don't understand a reporting requirement.
- What is the allowable response for a given data element?
- I received a validation message (alert, warning, error) and I don't know how to fix it.
- What is my organization's relationship with our recipient/subrecipient/provider?
- How do I manage contracts in the GCMS?
- What is my provider's registration code?
- What is my GUID code?
- How do I change my report's submission status?
- I need the report returned to me for changes.
- I don't understand a certain RWHAP service category and what activities are included in that category.

RWHAP DATA SUPPORT

1-888-640-9356

Hours: 10am-6:30pm ET, M-F

RyanWhiteDataSupport@wrma.com

Target HIV - Data Support

Data Integration, Systems and Quality (DISQ) Team

Reports: RSR, ADR, AETC, EHE, HIVQM

The DISQ Team aims to enhance the completeness, accuracy and consistency of RWHAP client-level data through capacity building, training and technical assistance (TA) for recipients and providers. They can address such issues as:

- I'm a new user and I don't know where to start.
- I need help with my client-level data.
- What is the data reporting schema and how do I use it to map my source data?
- How do I create an XML file?
- How do I use TRAX?
- How do I integrate data from multiple sources?
- How do I use the upload completeness report?
- I need help addressing a data issue identified in my system-generated report.
- How do I check the quality of our data?
- I would like to improve my organization's process for collecting/managing/using/reporting our data.
- Is there another organization that uses the same data system that I can talk to?

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Data.TA@caiglobal.org

Target HIV - DISQ

EHBs Customer Support Center

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditures Report, GCMS

The EHBs Customer Support Center assists with registering, accessing, and navigating the EHBs They can address such issues as:

- I can't log into the EHBs
- I need help registering in the EHBs.
- I need to add/change who is allowed to complete the report.
- I need help finding my report in the EHBs.
- I have a web system error.

HRSA Electronic Handbooks

1-888-464-4772

Hours: 10am-8pm ET M-F

EHBs TA Form

CAREWare Help Desk

Reports: RSR, ADR, EHE, HIVQM

The CAREWare help desk can assist with generating XML files from CAREWare. They can address such issues as:

- I need help with CAREWare.
- How do I generate my compliant XML file using CAREWare?
- How do I create a custom report in CAREWare?
- How do I import data from another system into CAREWare?

jProg®

1-877-294-3571

Hours: 12-5pm ET (Mon-Wed-Fri) and 10:30-6:30pm ET (Tue-Thu)

cwhelp@jprog.com

Contact Your Project Officer

They can address such issues as:

- I have questions about my organizations RWHAP program.
- I need help with my progress report.
- I have a question about my grant funding.
- I can't meet the report deadline?
- My organization is a recipient, and my provider is not submitting their data on time.
- My organization did not collect all the required data. What do I do?

HRSA Health Resources & Services Administration

HHS Employee Directory

There are several technical assistance resources available to help you. The RWHAP TA Resources brochure outlines information about each technical assistance provider, including the reports they support, frequently asked questions they respond to, and their best contact information. You can find this resource on the TargetHIV website.

Most importantly, please don't forget that there is no wrong door for TA – If you reach out to us and we can't personally assist you, we're happy to refer you to someone who can!

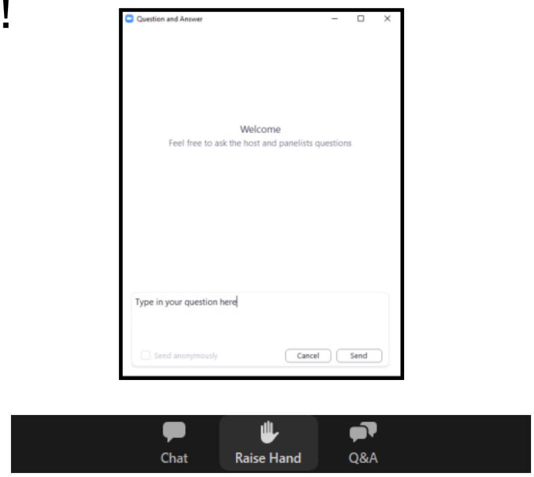
Finally, to connect with and find out more about HRSA, check out HRSA.gov. Thank you for listening today! Now I’m going to pass things off to Ellie to open the floor for questions.

Let’s Hear From You!

- Please use the “raise hand” function to speak. We will unmute you in the order that you appear.

OR

- Type your question in the question box by clicking the Q&A icon on the bottom toolbar.



And now to your questions – but first, I would like to remind you that a brief evaluation will appear on your screen as you exit, to help us understand how we did and what other information you would have liked included on this webinar. We really appreciate your feedback, and we use this information to plan future webinars. My colleague Isia is going to put a link out in the chat feature if you would prefer to access the evaluation right now. We’ll also send a final reminder via email shortly after the webinar.

As a reminder, you can send us questions using the “Q&A” button on your control panel on the bottom of your screen. You can also ask questions directly “live.” You can do this by clicking the “raise hand” button, which is also on your control panel. If you raise your hand, we’ll be able to allow you to unmute and ask your question. We hope you consider asking questions “live” because we really like hearing voices other than our own.

We do want to get all of your questions answered, and we do not usually run over an hour. If you have submitted your question in the question box and we cannot respond to your question today, we will contact you via email to follow up. Sometimes we need to do some follow-up before providing you with a final answer, so stay tuned for the written Q&A as well for answers to all of your questions.