

Moving Beyond Data Completeness - Written Q & A Summary

December 6, 2023

#	Questions	Answers
1.	Did you notice a pattern of data issues in one RSR-Ready system over others?	We did not notice more issues with any particular system. Issues can always come up in any system, particularly related to data collection and data entry.
2.	We get a lot of clients that do not identify as "White", when we are inputting "Other" it will be marked as missing data. Is there a fix for this entry?	Make sure that your intake forms and data system include all options for race included in the RSR schema , or can be easily mapped to the schema options. HRSA HIV/AIDS Bureau (HAB) also expects that there will be missing data on certain data elements that clients self report, such as racial identity. There is some reporting flexibility in these instances since this data relies on clients' self identification and it may not be possible to have 100% data completeness.
3.	Should 99999 still be the last option used as a client's ZIP code? In what scenarios should 99999 be used?	If the client's ZIP code is unknown, please report the ZIP code location of the provider location. Please use 99999 only if the provider does not have a specified service location, such as a mobile clinic. We encourage you to review the RSR Instruction Manual and the RSR Provider Report: Clients by ZIP Code In Focus document for additional guidance.
4.	Does the Upload Completeness Report show 2 years of data in the RSR Check Your XML Feature?	Yes, both Check Your XML and the Upload Completeness Report (UCR) in the RSR will show you the current reporting year and the most recent year. We recommend watching the RSR Check Your XML Feature webinar recording for an overview of the tools available to you in the Check Your XML feature. You can also sign up for the RSR UCR Bootcamp webinar on Wednesday, February 21, 2024 for an in depth review of how to use the UCR.
5.	What are the tools to check data quality in CAREWare?	The CAREWare Help Desk is your best resource for any CAREWare related questions including how to run prebuilt data quality reports or create custom ones. There are also CAREWare Quick Start guides that you can access on through the HRSA website .
6.	Will there be a demo or any guidance on the CAREWare built in ZIP code report function?	Please reach out to the CAREWare Help Desk for additional guidance on using the built in ZIP code report function. We also recommend

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		reviewing the RSR Provider Report: Clients by ZIP Code In Focus document.
7.	Is there a published running list of EHB RSR issues?	No, there isn't a running list of Electronic Handbooks (EHBs) issues for the RSR. The DISQ Team sends out announcements through the RSR listserv once we are notified of any issues in the EHBs. If you haven't already signed up to receive listserv announcements, we encourage you to sign up so that you receive announcements when issues arise and updates as they are resolved.
8.	Where do we find a list of allowable services that we are required to report on?	<p>Policy Clarification Notice (PCN) 16-02 outlines all of the service categories that are included in the RSR. Another resource we recommend is Appendix A in the RSR Instruction Manual (page 93), which includes the data elements required for clients that receive different kinds of services.</p> <p>We also encourage providers to communicate with their recipient(s) to confirm the services that you are funded to provide so that you are reporting these services correctly. Recipients can view and modify service information within the Grantee Contract Management System (GCMS).</p>
9.	You mentioned phone calls are not services. How do you record those outreach phone calls in CAREWare?	Please reach out to the CAREWare Help Desk for additional guidance on reporting these outreach calls in CAREWare.
10.	Where I can find the UCR report?	You can find the UCR in the lefthand navigation panel of the Provider Report and Check Your XML Feature in the Electronic Handbooks (EHBs). Check out the RSR Upload Completeness Report Training Module for additional step-by-step guidance on accessing and using the UCR.
11.	Is the RSR Manual available yet?	Yes, the RSR Instruction Manual is currently available for you to download on the TargetHIV website.
12.	Are there any additional tutorials or resources you would suggest for staff new to RWHAP or the RSR?	<p>For staff new to RWHAP or the RSR, we recommend the following resources that are available on the TargetHIV website:</p> <ul style="list-style-type: none"> • Roadmap: New to the RSR • RSR: The Basics webinar recording

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		<ul style="list-style-type: none"><li data-bbox="922 268 1380 331">• Introduction to the RSR: New Staff Training Module<li data-bbox="922 338 1243 367">• RSR Introduction Video