

CAREWare Assistance

1-877-294-3571 (12pm-5pm ET, M-F)
cwhelp@jprog.com

CAREWare Help Desk

The CAREWare help desk addresses issues pertaining to the CAREWare data collection system. Topics the help desk addresses include:

- How to generate the XML file from CAREWare correctly
- How to view a sample client summary file
- Creating custom reports

Timeline to Keep in Mind

January 1, 2018 -
December 31, 2018:
2018 Client report period

April 1, 2017 -
March 31, 2018:
2018 Recipient report period

February 4, 2019:
Client XML Testing and Data
Quality feature opens

April 1, 2019:
ADR web system opens
for 2018 data submission

April 22, 2019:
Target upload date for all 2018
client-level data files

June 3, 2019:
2018 ADR
(including the Recipient Report)
must be in “Submitted” status by
6:00 PM ET

Technical Assistance for the ADAP Data Report (ADR)

Who to Contact for ADR
Technical Assistance



Funded by
Cooperative Agreement U69HA27221
Health Resources and Services Administration
HIV/AIDS Bureau

November 2018

Data Infrastructure

Data and Reporting TA (DART) Team

Data.TA@caiglobal.org

The DART Team addresses questions related to:

- Significant assistance to meet data reporting requirements:
 - Helping recipients who do not know what to do or where to start;
 - Determining if recipient systems currently collect required data;
 - Assisting recipients in mapping source data to the ADR required variables and reporting in the required XML schema;
 - Assisting recipients in using TRAX, an application that creates a compliant XML file;
 - Connecting recipients to other recipients that use the same data systems.
- Data quality:
 - Supporting recipients in analyzing their Completeness Reports;
 - Communicating data quality issues to recipients and supporting them in making improvements.
- Providing TA on the encrypted Unique Client Identifier (eUCI) Application.

Report Administration

Ryan White HIV/AIDS Program Data Support

1-888-640-9356 (10am-630pm ET, M-F)
RyanWhiteDataSupport@wrma.com

Data Support addresses ADR-related content and submission questions. Topics include:

- Interpretation of the ADR Instruction Manual and HAB's reporting requirements;
- Allowable responses to data elements of the ADR Recipient Report and client-level data file;
- Policy questions related to the data reporting requirements;
- Data-related validation questions.

Essential Data Steps

<https://targethiv.org/library/data-academy>

Data Academy

Data Academy was created to help Ryan White HIV/AIDS Program recipients and service providers build skills and become more efficient in how they collect, use and share data.

Grants/EHB Support

HRSA EHB Contact Center

1-877-464-4772 (8am-8pm ET, M-F)
<http://www.hrsa.gov/about/contact/ehbhelp.aspx>

The HRSA Contact Center addresses EHB and ADR software-related questions. Topics include:

- Electronic Handbook (EHB) navigation:
 - EHB registration;
 - EHB access and permissions;
 - Performance Report submission statuses.
- ADR Web System navigation:
 - RSR System Errors and Exceptions;
 - ADR registration and access permissions.

TargetHIV Website

<https://targethiv.org/library/topics/adap-data-report-adr>

Technical assistance for the Ryan White community