CAREWare Assistance

CAREWare Help Desk

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

1-877-294-3571 (12pm-5pm ET, Mon, Wed, Fri 10:30-6:30 ET, Tues & Thurs)

- How to generate the XML file from CAREWare correctly
- How to view a sample client summary file
- Creating custom reports
- How to make the required upgrade to CAREWare 6 for 2019 ADR reporting

Timeline to Keep in Mind

January 1, 2019 - December 31, 2019:
2019 Client Report period

April 1, 2019 - March 31, 2020:
2019 Recipient Report period

February 3, 2020
Check Your XML and Data Quality feature open

April 6, 2020:
ADR Web System opens for 2019 data submission

April 20, 2020
Target upload date for all 2019 client-level data files

June 1, 2020
2019 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

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

Data Support addresses ADR-related content

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

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

Data Academy
Data Academy was created to help Ryan White HIV/AIDS Program recipients and

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

service providers build skills and become more efficient in how they collect, use and share data.

EHB Support

EHB Customer Support Center

The EHB Customer Support Center addresses EHB and ADR software-related questions. Topics include:

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

- 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

Technical assistance for the Ryan White community

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