

Program-Related Questions

HAB Project Officers

Project Officers support recipients in the following ways:

- Assisting recipients with TA requests and submitting formal TA requests on behalf of recipients;
- Educating recipients on the RSR, such as definitions of data elements and which recipients/providers answer which questions, and referring recipients to the appropriate sections of the Instruction Manual;
- Addressing programmatic issues such as funding questions and requests for exemptions from data reporting requirements;
- Helping recipients address issues related to non-compliant providers, missed deadlines, and missing data.

CAREWare Assistance

CAREWare Help Desk

1-877-294-3571 (12pm-5pm ET, Mon, Wed, Fri;
10:30–6:30 ET Tues & Thurs)
cwhelp@jprolog.com

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.

Dates to Keep in Mind

July 19, 2019

Check your RSR Client-level Data XML and TRAX Open

December 2, 2019:

RSR Recipient Report Start Date
System opens for recipients to verify RSR Recipient Report

February 3, 2020:

RSR Recipient Report Due Date
All RSR Recipient Reports must be in “Certified” status. After this deadline, recipients must contact Data Support to certify or to make changes to their RSR Recipient Report

RSR Provider Report Start Date

System opens for providers to begin work on their RSR Provider Reports and to upload their client-level data files

March 2, 2020:

RSR Provider Report Target Date
Target deadline for the submission of all RSR Provider Reports and client-level data. RSR Provider Reports should be in “Review” or “Submitted” status.

March 23, 2020

Return for Changes Deadline
Last day for recipients to return Provider Reports and client-level data files to providers for changes or corrections

March 30, 2020:

All 2019 RSRs must be in “Submitted” status by 6:00 PM ET

Technical Assistance for the Ryan White HIV/AIDS Program Services Report (RSR)

Who to Contact for RSR Technical Assistance



Funded by
Cooperative Agreement U69HA27221-04
Health Resources and Services Administration
HIV/AIDS Bureau

September 2019

Data Infrastructure

DART Team

Data.TA@caiglobal.org

The DART Team addresses questions regarding:

- 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 RSR 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 RSR-related content and submission questions. Topics include:

- Interpretation of the RSR Instruction Manual and HAB's reporting requirements;
- Allowable responses to data elements of the RSR Recipient Report, Provider Report, and client-level data file;
- Policy questions related to the data reporting requirements;
- Data-related validation questions;
- Recipient-provider relationships and the implications for data reporting.

Data Support also assists recipients with:

- Provider reports, including:
 - * Requests for provider registration codes;
 - * Setting up Recipient Report contract lists in the GCMS;
 - * Adding or un-duplicating organizations to the RSR Web System provider directory;
- Returning reports to working status, including both Provider Reports and Recipient Reports
- RSR submission status, navigation, and printing assistance.

Grants/EHB Support

HRSA 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 RSR software-related questions. Topics include:

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

Essential Data Steps

Data Academy

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

Data Academy was created for Ryan White HIV/AIDS Program recipients and service providers. The web-based training modules help recipients understand and use the seven essential data steps.

TargetHIV Website

<https://targethiv.org/library/topics/rsr>

Technical Technical assistance for the Ryan White community.