| # | Questions | Answers |
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| 1. | When and where can I access a recording of this webinar and related materials? | All DISQ webinar recordings, write-ups of the Q&A sessions, and PDFs of webinar slides are made available on TargetHIV. Webinar recordings are uploaded within a week of the live webinar. Q&A writeups and slides are uploaded within two weeks of the live webinar. |
| 2. | How can I reach the DISQ Team and/or other RWHAP TA Providers? | Check out the [RSR Data TA Brochure](https://targethiv.org/library/rsr-data-ta-brochure) for a list of all RWHAP Data TA providers and their contact information.  There is no “wrong door” to RWHAP TA. Reach out of any one of the TA providers listed in the brochure and a TA provider will direct you to the information or TA provider that best addresses your RWHAP TA needs. |
| 3. | Where and when can I find the 2020 Ryan White HIV/AIDS Program Services Report (RSR) Instruction Manual be posted? | The 2020 RSR Manual is posted [here on TargetHIV](https://targethiv.org/library/rsr-instruction-manual). |
| 4. | When will the updated TRAX application be ready with the new client questions? | [TRAX](https://grants6.hrsa.gov/hab/trax/publish.htm) has been updated to reflect the 2020 RSR schema. Join our [“RSR TRX” webinar](https://targethiv.org/calendar/rsr-trax-12-16-20) on December 16th to learn more about how to use TRAX. The [2020 RSR TRAX package](https://targethiv.org/library/trax-rsr-application-and-manual) is also available for download. |
| 5. | When will the RSR 2020 Annual Performance Report be made available? | Recipients can begin accessing their 2020 RSR deliverable on December 7th, 2020. It is possible to go into through the 2019 deliverable and reach the Check Your XML from there. The full [2020 RSR Submission Timeline](https://targethiv.org/library/rsr-submission-timeline) is available now on TargetHIV. |
| 6. | What is the definition of a “new client” for the purposes of the new RSR data element? Is it a newly diagnosed clients, or does it include clients who are not new to HIV care but new to the provider? | A client is considered “new” when they are new to the reporting service provider, whether or not they received services from another provider.  For more information on changes to the 2020 RSR and the definition of the two new data elements, please see the [“Preparing for the 2020 RSR” webinar](https://targethiv.org/library/preparing-2020-rsr-submission-understanding-reporting-changes). |
| 7. | How do I know if my data system is updated to include the changes to the 2020 RSR schema? What steps should I take to ensure my data system includes these changes? | For users of an RSR-Ready System, make sure you are using the latest version or build once the RSR submission period rolls around.  For a list of RSR-Ready systems, [click here for a list on TargetHIV.](https://targethiv.org/library/rsr-ready-data-systems-vendor-information) If you’re having trouble discerning whether your system is an RSR Ready system, [contact the DISQ Team](mailto:DATA.TA@caiglobal.org).  The easiest way to confirm your system is generating an XML file with the correct schema is to try to upload a file to the Check Your XML. Uploads that results in a schema error message would indicate that your system has not updated to match the changes for the 2020 RSR. |
| 8. | What is an example of a validation message for an error? | **Errors** must be fixed before submission and cannot be passed with a comment. An example is missing a required data element like client eUCI. **Warnings** should be fixed if possible, but you may add a comment if the data cannot be fixed. A common example is clients missing viral load tests. You must enter a sufficient comment explaining why the data are not available to submit your report. **Alerts** are informational and may need to be fixed, but do not require a comment. |
| 9. | How do I navigate to the Check Your XML feature? | **For Recipients**: Go to your RSR deliverable, open the Grant folder, and then open the RSR Performance Report which leads to a portal that includes the navigation menu which lists the Check Your XML feature.  **For Providers**: As of December 2020, providers will need to log into the RSR Web System through the [EHBs](https://grants.hrsa.gov/2010/webEPSInternal/EHBHome.aspx). |
| 10. | How do I get the XML file out of CAREWare? | CAREWare, as an RSR ready system, makes file generation very super easy. There will be an option to generate the client-level data (CLD) XML file. Be sure you using the CLD XML link and NOT the client validation link. If you try to upload the client validation report, you will receive a schema error.  For more help on using CAREWare, reach out to the [CAREWare Help Desk](mailto:cwhelp@jprog.com). |
| 11. | Which build of CAREWare is needed to create the correct Client-Level Data XML file? How will I know when this build is available? | The CAREWare build required to create the correct client-level data XML file is build 102.  To use the Check Your XML feature, you will need to use the most recent CAREWare build.  Join the [CAREWare listserv](https://list.nih.gov/cgi-bin/wa.exe?A0=careware) for updates on build releases, including build 102.  If you want to get started now, you can use the Client Viewer to view your data now, regardless of whether you’ve updated to the latest CAREWare build. |
| 12. | Where can I find the current RSR Data Dictionary with the new data elements for the 2020 RSR? | Read and/or download a copy of the most recent RSR Data Dictionary and XML Schema Guide [here on TargetHIV](https://targethiv.org/library/ryan-white-services-report-rsr-data-dictionary-and-xml-schema-implementation-guide-client). |
| 13. | Is there a tool we can use periodically throughout the year to monitor our data quality and identify opportunities for quality improvement? | Several RSR Ready Systems have built-in tools for checking data quality throughout the year. You may also access the Check Your XML year-round to check your data using the previous year’s schema. |
| 14. | How should ZIP codes be reported in this year’s submission? | ZIP code reporting has not changed on the 2020 RSR. Each provider should report a list of ZIP codes in which their clients reside, and a count of clients who reside in each ZIP code. You can read more about the reporting requirements in the [RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual). |
| 15. | How should CARES Act funds be reported in this year’s submission? | CARES Act funding is treated as RWHAP funding in the 2020 RSR. Providers must report any RWHAP-eligible clients who received core medical or support services for which the agency received CARES Act funding. |
| 16. | How can I view data completeness rates for my providers? Rates for providers outside of my own? | The Data Completeness Report (DCR), which is an aggregate report across all of a recipient’s providers, can be found in the RSR Recipient Report for the year of data you wish to view. Navigate to the year of data you wish to view, and click the envelope icon to bring up the RSR print package that contains the DCR.  The national report for all recipients’ providers is available on the data reports and slide deck page at the [HAB/HRSA website](https://hab.hrsa.gov/data/data-reports). Click the “Annual Client-Level Data Report” to view the latest PDF. Stay tuned for an updated 2019 RSR data report coming soon from HAB. |
| 17. | How can I fix issues I discover in the Check Your XML process? | The Check Your XML Validation Report will include the eUCIs for each client for whom data are missing or incorrect. You can then search for the client by eUCI and make corrections to your data. If you discover other data-related issues you’re not sure how to fix, please [contact the DISQ Team](mailto:data.ta@caiglobal.org). |