

How to Complete the RSR Recipient Report Using the GCMS

Ryan White HIV/AIDS Program Services Report (RSR)

HRSA HIV/AIDS Bureau

December 9th, 2020

A project of  **CAI** in partnership with  and  **MISSION ANALYTICS**

Presented by:

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Welcome to today's Webcast. Thank you so much for joining us today! My name is Debbie Isenberg. I'm a member of the DISQ Team, one of several groups engaged by HAB to provide training and technical assistance to recipients and providers for the Ryan White HIV/AIDS Program Services Report or RSR.

Today's Webinar is Presented by:
Chris Van der Kaay



Today's Webcast is presented by Chris Van der Kaay from RWHAP Data Support. He'll be reviewing how to complete the RSR Recipient Report using the GCMS.

At any time during the presentation, you'll be able to send us questions using the "Question" function on your settings on the bottom of the screen. All questions will be addressed at the "live" Q&A session at the end of the webinar.

Now before we start, I'm going to answer one of the most commonly asked questions about the slides. The recording of today's webinar will be available on the TargetHIV website within one week of the webinar; the slides and written question and answer are usually available within two weeks.

Disclaimer

Today's webinar is supported by the following organizations, and the contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by the Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS), or the U.S. Government.

- CAI and its partners Abt Associates and Mission Analytics, supported by HRSA, part of HHS as part of an award totaling \$4,000,000.00.
- Ryan White HIV/AIDS Program Data Coordination and Technical Assistance contract is supported by HRSA of HHS as part of an award totaling \$5,092,875.59.

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Today's webinar is supported by the organizations shown on the slide, and the contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by the Health Resources and Services Administration, the U.S. Department of Health and Human Services, or the U.S. Government.

Now I'd like to turn the webcast over to Chris.

Webcast Overview

Who Completes an RSR Recipient Report

How to access the RSR Recipient Report

Reviewing your Contracts in the GCMS

General Information and Program Information

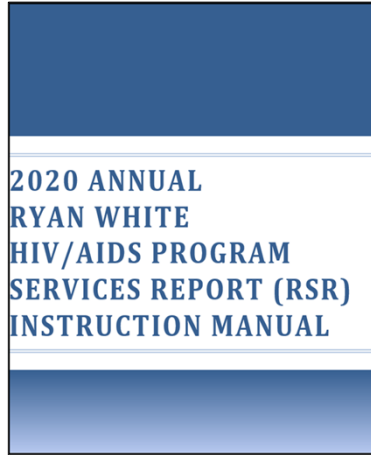
Validating and Certifying the Recipient Report

RSR Submission Timeline and TA Resources

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Thanks Debbie. In today's webcast, I will be going over how to complete the 2020 RSR Recipient Report. I will start by having a look at who completes an RSR Recipient Report and then move on to how you access the RSR Recipient Report. I will then show you how to review your contracts using the GCMS and go over the various sections of the recipient report, including the general information section and the program information section. We will then look at how to validate and certify the recipient report. And to wrap up, we will go over the RSR submission timeline and the various technical assistance resources available to you. Let's get started!

2020 RSR Instruction Manual



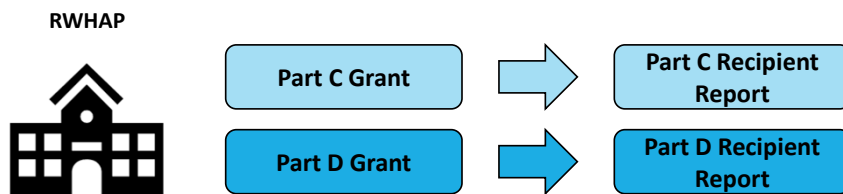
- Available on the [TargetHIV](#) website

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Before I move forward, I would like to let everyone know that the 2020 RSR Instruction manual is available on the TargetHIV website. The 2020 RSR Instruction manual is an invaluable resource that can be used when completing your report. The RSR manual will cover most of the information outlined in this webinar today, and I strongly recommend looking over it before you complete your RSR.

Who Completes an RSR Recipient Report?

- All RWHAP grant recipients
 - An organization receiving a RWHAP grant directly from HAB
- Recipients submit one Recipient Report for **each** grant received



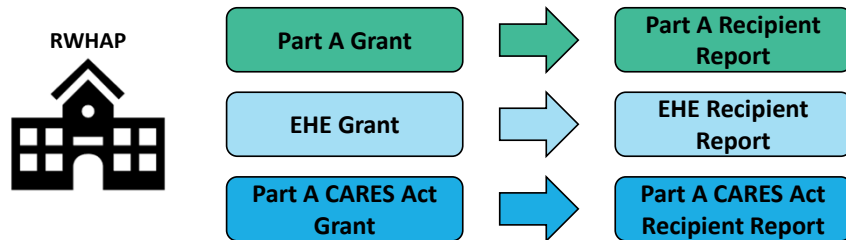
6

A question that Data Support is often asked is, “Who completes an RSR Recipient Report?”

- All direct Ryan White grant recipients are required to complete an RSR Recipient Report.
 - This includes Part A, B, B Supplemental, C, and D grant recipients.
 - And for those who are new to the Ryan White program and the RSR, the definition of a recipient is an organization that receives a Ryan White grant directly from HAB. Recipients can either provide direct client services themselves, which would classify them as a recipient-provider, distribute the funds to other providers, or a combination of both.
- If you are a grant recipient, your agency will submit one Recipient Report for each grant received.
 - If you look at the example on this slide. The grant recipient receives a Part C grant and a Part D grant, they will complete a Part C Recipient Report and a Part D Recipient Report. To put it simply, they will complete two Recipient Reports containing the grant information for each individual grant respectively.

Who Completes an RSR Recipient Report? (cont.)

- A Recipient Report will be required for **each** EHE and CARES Act grant
- Recipients submit one Recipient Report for **each** grant received



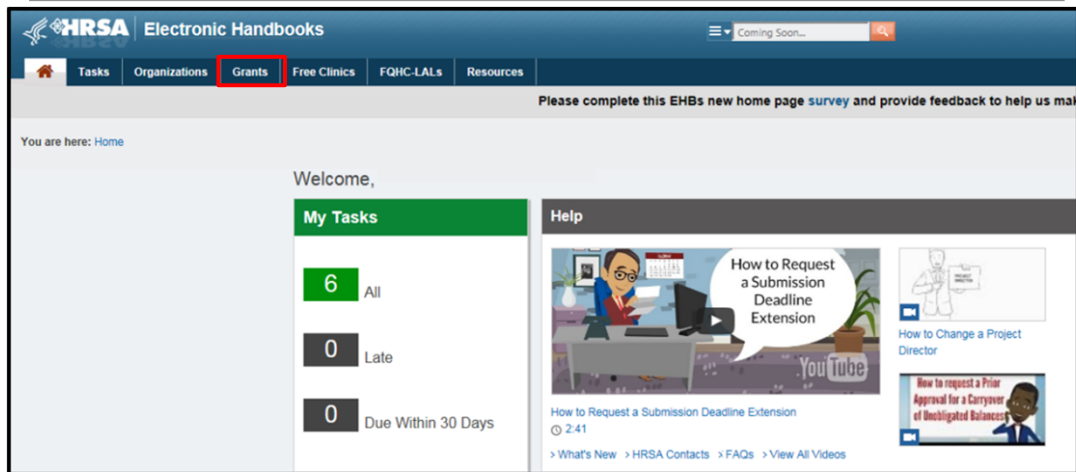
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I also want to talk about EHE and CARES Act funded grants, which are new for this year's RSR

- For those of you that have received EHE and CARES Act funding grants, you will need to submit a Recipient report for each grant respectively.
- Let's use a similar example to our one on the previous slide. This grant recipient now receives a Part A grant, an EHE grant, and a Part A CARES Act grant, meaning, they will now need to complete a Part A Recipient Report, a EHE Recipient Report, and a Part A CARES Act Recipient Report. They will now complete three Recipient Reports containing the grant information for each individual grant.

Now that we know who should be completing an RSR Recipient Report, we can move on to how you complete the Recipient Report

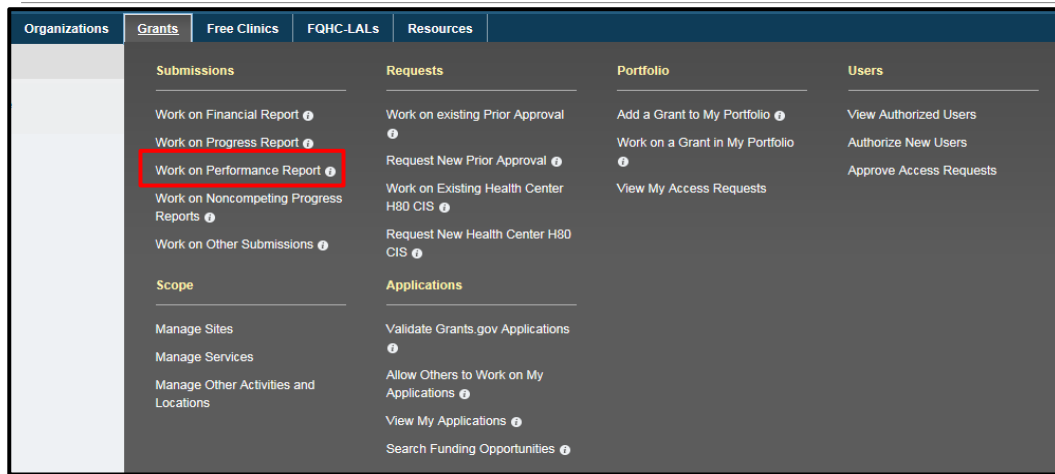
Accessing the RSR Inbox



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The first step to complete the Recipient report is to access the RSR Inbox. You must first log in to the HRSA Electronic Handbooks, or EHBs. From the EHBs home page, hover over the “Grants” tab at the top of the page.

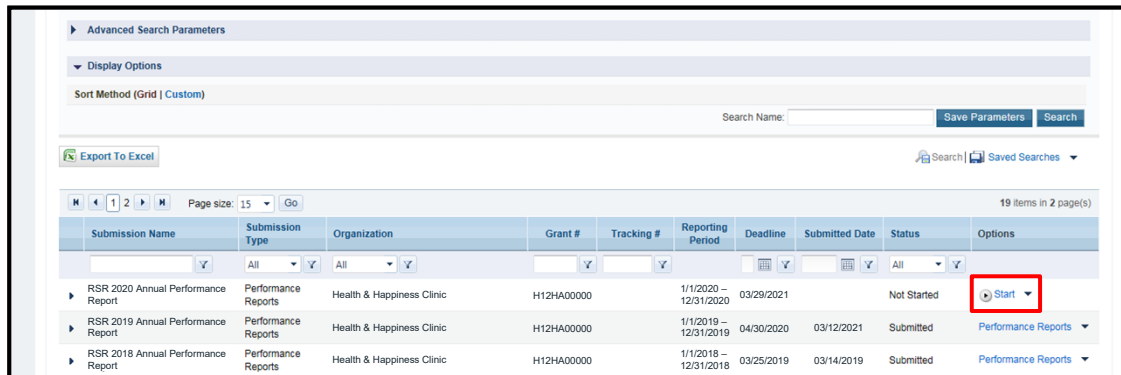
Accessing the RSR Inbox (cont.)



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On the “Grants” drop-down menu, select “Work on Performance Report” under the “Submissions” header. This will bring up a list of your previous year’s performance reports, as well as this years RSR submission.

Accessing the RSR Inbox (cont. 2)



The screenshot displays the RSR Inbox interface. At the top, there are sections for 'Advanced Search Parameters' and 'Display Options'. Below these, a 'Sort Method (Grid | Custom)' dropdown is visible. A search bar with 'Search Name:' and buttons for 'Save Parameters' and 'Search' is present. An 'Export To Excel' button is on the left, and 'Search' and 'Saved Searches' links are on the right. The main table has columns: Submission Name, Submission Type, Organization, Grant #, Tracking #, Reporting Period, Deadline, Submitted Date, Status, and Options. The table contains three rows of data, with the first row (2020 submission) having a 'Start' button highlighted in the 'Options' column.

Submission Name	Submission Type	Organization	Grant #	Tracking #	Reporting Period	Deadline	Submitted Date	Status	Options
RSR 2020 Annual Performance Report	Performance Reports	Health & Happiness Clinic	H12HA00000		1/1/2020 – 12/31/2020	03/29/2021		Not Started	Start
RSR 2019 Annual Performance Report	Performance Reports	Health & Happiness Clinic	H12HA00000		1/1/2019 – 12/31/2019	04/30/2020	03/12/2021	Submitted	Performance Reports
RSR 2018 Annual Performance Report	Performance Reports	Health & Happiness Clinic	H12HA00000		1/1/2018 – 12/31/2018	03/25/2019	03/14/2019	Submitted	Performance Reports

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On the bottom of the “Submissions – All” page, under “Submission Name,” locate your most recent RSR submission. These steps to find your Recipient Report will be the same across all grant types. So EHE and CARES Act funded recipients will find their reports under this list in the performance reports.

Once you’ve located your 2020 RSR, select the “Start” button listed under the “Options” header. If you’ve already begun working on your RSR, this link will instead say “Edit.”

Accessing the RSR Inbox (cont. 3)

The screenshot displays the HRSA Electronic Handbooks interface. The top navigation bar includes 'Tasks', 'Organizations', 'Grants', 'Free Clinics', 'FOHC LALs', and 'Resources'. The main content area is titled 'RSR Recipient Report Inbox' and features a table with the following data:

Report ID	Fund Source	Grant Number	Recipient Name	Reporting Period	Modified Date	Status	Action	Action History
Part D	H12HA00000	Health & Happiness Clinic	2020 RSR Annual Performance Report	Not Started		Create	History	

Below the table, there is a 'Page Size' dropdown set to '25' and a note indicating '1 items in 1 pages'. A sidebar on the left contains various navigation links such as 'Inbox', 'Recipient Report', 'Provider Report', 'Check your XML', 'Manage Contracts', 'Search Contracts', 'Search', 'Recipient Reports', 'Provider Reports', 'Administration', 'Print Requests', 'References', 'Merge Rules', 'Validation Rules', 'Performance Measures', 'HIVQM Inbox', and 'Emerging Initiatives'. At the bottom of the page, a session expiration notice states 'Your session will expire in: 26:31'.

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After clicking the respective link, it takes you to your RSR Recipient Report Inbox. Depending on your browser's settings, this page may load in a new window. We've now successfully navigated to the RSR inbox. It's important to remember that before you begin your Recipient Report, you should ensure your contracts are complete and accurate. To do so, let's begin by first talking about the GCMS.

Reviewing Contracts in the Grantee Contract Management System (GCMS)

- Contains all RWHAP recipient contract information
- Available year-round
- Contracts should be in the system, but it is important to review them for accuracy
 - Entered before submission of the CDR, EHE, and PTR/Allocations Reports
- [GCMS Instruction Manual](#)

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The Grantee Contract Management System or GCMS, contains all Ryan White HIV/AIDS Program recipient contract information. Your first step in completing your 2020 RSR Recipient Report will be reviewing your contracts in the GCMS, and if necessary, adding new contracts or updating them.

As a reminder, the GCMS is available year-round, which allows recipients to regularly review and update contract information.

For the 2020 RSR, contracts for Ryan White HIV/Aids program recipients should already be in the system by your agency before the completion and submission of the PTR/Allocations Report. Part B Supplemental PTRs are not due until December 30th, so contracts may not yet be complete for Part B supplemental recipients. Contract information for CARES ACT recipients should have been entered before submission of your CDR, and for EHE recipients, this was done before the completion of the EHE Triannual report.

For a more in-depth overview of the GCMS, please check out the GCMS Instruction Manual which I have linked to here in the slide.

Although these contracts have been added by you or someone else within your agency, you should review them to ensure the data reported are still correct. There may have been contract changes since those reports were submitted, so let's take a look at how you would navigate to the GCMS.

Accessing the GCMS

The screenshot shows the HRSA Electronic Handbooks interface. The top navigation bar includes links for Tasks, Organizations, Grants, Free Clinics, FQHC LALs, and Resources. The main content area is titled "RSR Recipient Report Inbox" and displays a table with columns: Report ID, Fund Source, Grant Number, Recipient Name, Reporting Period, Modified Date, Status, Action, and Action History. A single row is visible with the following data: Part D, H12HA00000, Health & Happiness Clinic, 2020 RSR Annual Performance Report, Not Started, and a Create button. The left-hand navigation bar is expanded, showing sections like Inbox, Manage Contracts, Search, Recipient Reports, Administration, References, Performance Measures, and Emerging Initiatives. The "Search Contracts" link under the "Manage Contracts" section is highlighted with a red box. At the bottom right of the page, the text "13" is displayed.

To access the GCMS from the RSR Inbox, click the “Search Contracts” link on the left-hand navigation bar.

Searching for Contracts

Grantee Contract Management System

Grant Number: H12HA00000

Org ID: (comma separated list)

Registration Code: (comma separated list)

Organization Name:

Funded Through:

Contract ID: (comma separated list)

Reference:

Range Start Date: 1/1/2020

Range End Date: 12/31/2020

Project Officer: All Project Officers

Reset Search

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This will take you to the GCMS search page. Your grant number will be pre-populated at the top, and you can also put in the start and end dates for the calendar year. By using these search parameters, your search results will only include contracts that were funded at any time during 2020 with this grant. However, you can limit or expand your search by including more or less information in the search fields.

After you've filled in the criteria you want to search by, click the "Search" button in the bottom right corner.

Reviewing Your Contracts

Results

	Id	Funded By	Org ID	Organization Name	Reg Code	Reference	Start	End	Services	Funded Through	Funded Amount	Is Executed	Action
-	000001	H12HA00000	1111	Health & Happiness Clinic	98765		8/1/2019	7/31/2020	7		\$517,210.00	Yes	Edit/Remove Go
RWHAP Funded Services: Quality management, Outpatient/Ambulatory Health Services, Mental Health Services, Medical Case Management, including Treatment Adherence Services, Non-Medical Case Management Services, Health Education/Risk Reduction, Psychosocial Support Services Project Officer:													
-	000001	H12HA00000	1111	Health & Happiness Clinic	98765		8/1/2020	7/31/2021	6		\$508,652.00	Yes	Edit/Remove Go Health Education/Risk
RWHAP Funded Services: Outpatient/Ambulatory Health Services, Mental Health Services, Medical Case Management, including Treatment Adherence Services, Non-Medical Case Management Services, Reduction, Psychosocial Support Services Project Officer:													
<div>Add Contract</div>													

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In the search results, you can use the expand icons to the left of each contract to see the service categories these agencies were funded to provide. The contracts also display the contract start and end dates, an aggregate count of funded service categories, and how much funding the agency received for core medical and support services. If you are confident these contracts are correct, you are done reviewing the contracts in the GCMS.

If you need to edit your contracts due to information that isn't correct or that has changed, you can do so by selecting Edit/Remove in the Action column and then clicking Go.

If you are missing an agency that provided services with your Ryan White funds during 2020, and that provider isn't showing in your search results, you must add a new contract with that provider.

Let's go over the steps you would take to add in a new contract. Start by clicking the add contract button at the bottom of the screen.

Adding Contracts

Select Contractor Your session will expire in: 29:38

Grant Number: H12HA00000 Organization Name: Health & Happiness Clinic

Reg Code	Organization Name	City	State	Search	Clear Search
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For help with EHBs contact the HRSA Help Desk by phone at 1-877-Go4-HRSA (1-877-464-4772) Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Or use the [HRSA Electronic Handbooks Contact Center help request form](#) to submit your question online.
For questions regarding data content and/or reporting requirements, please contact Data Support at 1-888-640-9356 or email to RyanWhiteDataSupport@wrma.com

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From here, you will see several search fields you can fill out to find the organization you wish to add a contract for. You do not have to fill out each field, and we recommend that you try searching by the organization's Registration Code. Each registration code is unique for every organization so searching by it will help you find the correct organization faster and minimize the chances that you add a different agency incorrectly. If you need help finding the organization's registration code, it can be found on the previous list of contract's page, or you can contact data support. Once you have entered your search criteria, click the "Search" button on the right.

Adding Contracts (cont.)

Select Contractor

Your session will expire in: 29:34

Grant Number: H12HA00000 Organization Name: Health & Happiness Clinic

Reg Code 56789

Organization Name

City

State

Search

Clear Search


Registration Code	Organization	City	State	Phone	EIN	Action
+ 56789	City Health Department	Rockville	MD	4444444444	234567890	Add


For help with EHBs contact the HRSA Help Desk by phone at 1-877-Go4-HRSA (1-877-464-4772) Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Or use the [HRSA Electronic Handbooks Contact Center help request form](#) to submit your question online. For questions regarding data content and/or reporting requirements, please contact Data Support at 1-888-640-9356 or email to RyanWhiteDataSupport@wma.com

The web system will pull up all the organizations that meet your search criteria. If you still do not see the intended organization in the search results, try different criteria in the search fields or contact Data support for assistance. Locate the agency you are looking for and click the “Add” link in the action column on the right.

Adding Contracts (cont. 2)

Contract Information

* 1. Start Date: 

* 2. End Date: 

3. Contract Reference:

* 4. Contract Execution: Select "Yes" if the contract has been signed and executed.

1. ☐ No
2. ☐ Yes

* 5. Is this agency serving as a consortium, fiscal intermediary provider, administrative agent, or lead agency under this contract?

1. ☐ No
2. ☐ Yes

* 6. Is this agency a subcontractor or second-level provider?

1. ☐ No
2. ☐ Yes

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This will take you to a new screen that shows the Recipient information and the information for the organization you are adding a contract for. If you scroll down further on the page, you will see the "Contract Information" section. In this section, you will need to fill in the fields and answer the questions accordingly. All fields with a red asterisk must be filled out. These fields include the start and end dates, the contract reference, the contract execution, whether the agency is serving as a consortium, fiscal intermediary, administrative agent, or lead agency. And if the agency is a subcontractor or second level provider.

Adding Contracts (cont. 3)

Service Information

* 7. Does this agency provide direct client services?

1. ☐ No
2. ☐ Yes

8. If applicable, select the administrative and technical services that are funded for this contractor.

1. ☐ Planning or evaluation
2. ☐ Administrative or technical support
3. ☐ Fiscal intermediary support
4. ☐ Other fiscal services
5. ☐ Technical assistance
6. ☐ Capacity development
7. ☐ Quality management
8. ☐ Other

9. If applicable, indicate the core medical and essential support services that are funded for this contract by selecting the "Update Services" button.

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If you continue to scroll down, you will find the service information section of the contract. Fill in question 7 regarding the agency providing direct client services. Question 8 is only applicable if the organization was funded for any of these administrative and technical services. Question 9 is where you can indicate the core medical and support services that are funded for in this contract. To do so, click the "Update Services" button and a new window will pop up

Adding Contracts (cont. 4)

* 6. Is this agency

1. ☐ No
2. ☐ Yes

Service Information

* 7. Does this agency

1. ☐ No
2. ☐ Yes

8. If applicable, select

1. ☐ PI
2. ☐ Ac
3. ☐ Fi
4. ☐ OI
5. ☐ Te
6. ☐ Co
7. ☐ Qi
8. ☐ OI

9. If applicable, select

Update Services

* Your changes will not be saved until you select the "Save" button on the contract details page.

Service Name	RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	Base Award (Do not include Program Income and Pharmaceutical Rebates dollars)
Service Category: Core Medical Services			
Outpatient/Ambulatory Health Services	<input type="checkbox"/>	<input type="checkbox"/>	
AIDS Pharmaceutical Assistance (LPAP, CPAP)	<input type="checkbox"/>	<input type="checkbox"/>	
Oral Health Care	<input type="checkbox"/>	<input type="checkbox"/>	
Early Intervention Services (EIS)	<input type="checkbox"/>	<input type="checkbox"/>	
Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals	<input type="checkbox"/>	<input type="checkbox"/>	
Home Health Care	<input type="checkbox"/>	<input type="checkbox"/>	
Home and Community-Based	<input type="checkbox"/>	<input type="checkbox"/>	

Done updating services

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On the new window, you can see all the core services and support services listed. Scroll through the list to find the services that your organization is funding this agency to provide. Select the checkbox for each service this organization was funded to provide with Ryan White HIV/AIDS Program funding or Ryan White HIV/AIDS Program related funding such as program income or pharmaceutical rebates. Be sure to enter a funding amount for each service category funded with Ryan White HIV/AIDS Program funding. Once you are finished filling out the services, click the done updating services button either on the top right or bottom right of the window.

Adding Contracts (cont. 5)

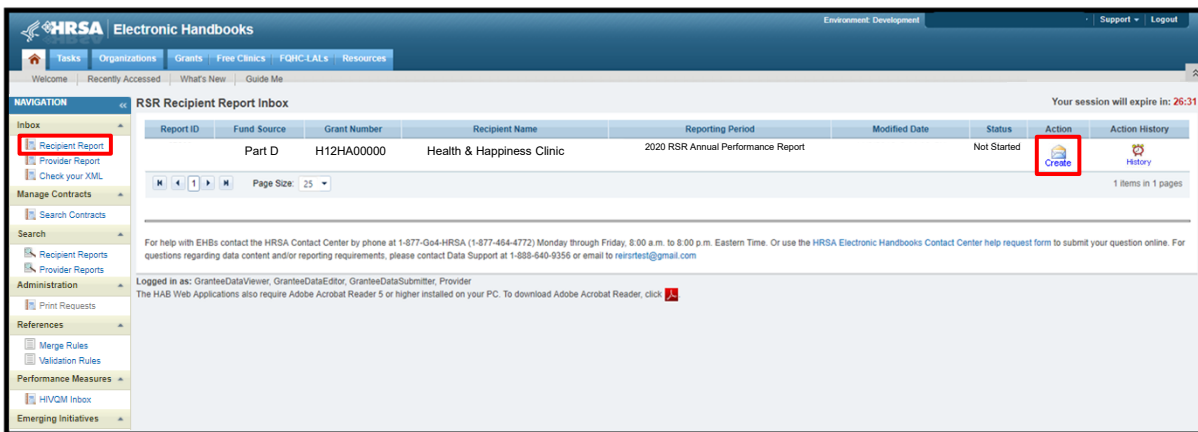
9. If applicable, indicate the core medical and essential support services that are funded for this contract by selecting the "Update Services" button.

Service Category	RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	Consortia (Do not include Program Income and Pharmaceutical Rebates dollars)	Direct Service (Do not include Program Income and Pharmaceutical Rebates dollars)	Emerging Communities (Do not include Program Income and Pharmaceutical Rebates dollars)	Total
Outpatient/Ambulatory Health Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--	\$20,000	--	\$20,000
Mental Health Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--	\$10,000	--	\$10,000
Medical Case Management, including Treatment Adherence Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	--	\$30,000	--	\$30,000
Total			--	\$60,000	--	\$60,000

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Back on the contract page, look over the information that you have entered in to confirm everything looks accurate. If everything looks correct, click the Save button in the bottom right corner to finish updating your contract. If you still need to add or edit more contracts please refer back to the GCMS manual, or you can refer to slide 13 and repeat the process until all contracts are entered and accurate

Creating the Recipient Report



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Once you have reviewed and updated your contracts, you've made it through the bulk of the work required to populate the Recipient Report. Once you are finished looking through your contracts, it is time for the next step: creating and completing the RSR Recipient Report.

To create the Recipient Report you will need to navigate back to the "RSR Recipient Report Inbox", which can be done by clicking the "Recipient Report" link on the left-hand navigation bar under the Inbox header. On this page, you will see your 2020 RSR Recipient Report. Click the "Create" envelope icon on the right side of your screen to begin working on the Recipient Report.

General Information Page

General Information

The data shown below are pre-populated from the HRSA Electronic Handbooks (EHBs). Please verify that the information shown below is accurate. A field with an asterisk* before it is a required field. NOTE: Updating the information in the RSR Recipient Report does not update your information in the EHBs. You must revise your agency's information in the EHBs as well.

1. Official Mailing Address:

* a. Street:

* b. City:

* c. State:

* d. Zip Code:

2. Organization Identification:

* a. EIN:

* b. DUNS:

3. Contact information of person responsible for this submission:

Once you click “Create,” you will be taken to the first section of the Recipient Report, the “General Information” page. You must provide a response for every field with a red asterisk. Start by filling in any missing address or organization information not pre-populated already in the web system.

General Information Page (cont.)

3. Contact information of person responsible for this submission:

* a. Name:

* b. Title:

* c. Phone:

Extension:

d. Fax:

* e. Email:

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For question 3, put the contact information of the person responsible for the Recipient Report submission. For this question, please enter the name of the person who is completing the report, as this is the contact information we'll use if we have any questions about your RSR submission.

General Information Page (cont. 2)

■ RWHAP Part C and D Recipients Only

- Did your agency receive a Minority AIDs Initiative (MAI) designation during the reporting period?

* 4. Did you receive a Minority AIDS Initiative designation for your Part C or D grant (documented on your Notice of Award) at any time during the reporting period?

☐ No
☐ Yes

If yes, please specify the most recent percentage designation for the reporting period:

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For Ryan White part C and D recipients, there will be an additional 4th question on the general information page. Question 4 asks you to indicate whether your agency received a Minority Aids Initiative designation during the reporting period. If your agency did receive MAI funding, specify the most recent percentage designation for the reporting period. And again, this question is for part C and D recipients only. Once you have completed this page, click Save, in the bottom right corner of the page.

General Information Page (cont. 3)

Navigation

- General Information
- Program Information**
- Recipient Report Actions
 - Validate
 - Certify
 - Request Decertification
 - Release Lock
 - Print
 - Accept
- Recipient Report - Reports
 - Data Completeness Report - By Provider
 - Data Completeness Report - By Data Element
 - Action History
- Manage Contracts
 - Search Contracts

General Information

The data shown below are pre-populated from the HRSA Electronic Handbooks (EHBs). Please verify that the information shown below is accurate. A field with an asterisk * before it is a required field. NOTE: Updating the information in the RSR Recipient Report does not update your information in the EHBs. You must revise your agency's information in the EHBs as well.

1. Official Mailing Address:

- * a. Street: 123 Main Street
- * b. City: Big City
- * c. State: MO
- * d. Zip Code: 12345 - 1234

2. Organization Identification:

- * a. EIN: 123456789
- * b. DUNS: 987654321

3. Contact information of person responsible for this submission:

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The next section of the recipient report is the program information section, click “Program Information” on the left-hand navigation bar to get there.

Synchronizing Changes

The screenshot displays the 'RSR Recipient Report' interface. On the left is a navigation pane with options like 'Inbox', 'Recipient Report', 'Provider Report', 'Check your XML', 'General Information', and 'Program Information'. The main content area features a yellow warning banner at the top with an information icon and the text: 'Warning: The program information displayed below does not match the program information in the Grantee Contract Management system (GCMS). Click the provider name listed in blue font below or select the icon in the "Warning" column below to review the updates for each provider and, if correct, synchronize the information. To synchronize program information across all providers, click the "Synchronize All" button.' Below the banner, the 'Program Information' section for 'H12HA00000 : Health & Happiness Clinic' is shown. It includes a table with details: Report ID: 11111, Status: Working, Due Date: 3/30/2021 6:00:00 PM, Report Period: 2020 Annual, Last Modified Date: 12/09/2020 12:30:20 PM, Last Modified By: Charles.Cheese@countygov.gov, Access Mode: ReadWrite, and DUNS: 98764321. A 'Synchronize All' button is highlighted with a red box in the warning banner.

NAVIGATION << RSR Recipient Report Your session will expire in: 29:47

Warning:

The program information displayed below does not match the program information in the Grantee Contract Management system (GCMS). Click the provider name listed in blue font below or select the icon in the "Warning" column below to review the updates for each provider and, if correct, synchronize the information. To synchronize program information across all providers, click the "Synchronize All" button.

Health & Happiness Clinic (Modified)

Synchronize All

H12HA00000 : Health & Happiness Clinic

Report ID: 11111	Status: Working	Due Date: 3/30/2021 6:00:00 PM
Report Period: 2020 Annual	Last Modified Date: 12/09/2020 12:30:20 PM	Last Modified By: Charles.Cheese@countygov.gov
Access Mode: ReadWrite	DUNS: 98764321	

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On the Program information page, if you followed the instructions presented here and have made all your contract edits before creating your Recipient Report, then you don't have to worry about this next step

If you have made edits to your contracts in the GCMS after you started your Recipient Report, you will also need to synchronize these changes on the program information section. You will see a yellow warning banner at the top of the program information page such as the one shown here. You can either click on the organization name for the contract you edited. Or the "Synchronize All" button to proceed.

Synchronizing Changes (cont.)

RSR Recipient ReportYour session will expire in: 29:48

H12HA00000 : Health & Happiness Clinic

Report ID: 11111

Status: Working

Due Date: 3/30/2021 6:00:00 PM

Report Period: 2020 Annual

Last Modified Date: 12/09/2020 12:30:20 PM

Last Modified By: Charles.Cheese@countygov.gov

Access Mode: ReadWrite

DUNS: 98764321

The following contract(s) have been added**▶ Health & Happiness Clinic (Contract ID: 123456)****Start Date:** 4/1/2020**End Date:** 3/31/2021

Cancel

Synchronize

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This will open the synchronization window, where you'll see any contract modifications you made in the GCMS. The list will include any service categories added, deleted, and those that were left unchanged. If the information is correct, click the "Synchronize" button at the bottom right of the screen. If they do not look correct, click the "Cancel" button at the bottom left and you will be taken back to the Program Information section.

I strongly recommend that you ensure that your contracts are correct in the GCMS before creating your Recipient Report. This will help you by minimizing the amount of time you have to go back and forth between the two systems.

Once you are done synchronizing your changes you will be taken back to the program information section of the report.

Program Information Page

Program Information

This item lists all of the agencies that had a contract with your organization during the reporting period. Verify the list is accurate. If a provider is missing, revise your list of contracts by selecting the "Search Contracts" link under the Manage Contracts heading in the left menu. If a provider listed will not submit a RSR Provider Report for the reporting period, select the checkbox in the Exempt column and enter a justification for the exemption in the text box that is displayed. NOTE: The exempt checkbox may only be selected if the organization's Provider Report is in "Not Started" or "Working" status.

	Warning	Reg Code	Provider Name	Exempt	Exemption Justification
<input type="checkbox"/>		98765	Health and Happiness Clinic	<input type="checkbox"/>	

RWHAP Funded Services: Administrative or technical support, Medical Case Management, including Treatment Adherence Services, Medical Nutrition Therapy, Mental Health Services, Non-Medical Case Management Services, Oral Health Care, Outpatient/Ambulatory Health Services, Quality management

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Back on the Program Information page, you will see a table that lists all your current provider contracts. To the left of each contract is an expand icon. Clicking it will display all the services funded for this provider. As a reminder, this information is populated from the GCMS. So, if you are missing any contracts in your list or need to modify any of the contracts, you will need to return to the GCMS and edit them there.

In the table you'll also see the "Exempt" and "Exemption Justification" columns. To exempt a provider, simply check the box. This opens the "Exemption Justification" text field, where you must explain why this provider is exempt.

After verifying that the information is accurate, you can click Save on the bottom right of the page.

Recipient/Subrecipient Exemptions

- Exemptions must meet one of the exemption criteria
- Does **not** exempt the recipient from collecting and submitting that data on the providers behalf
 - The recipient is responsible for ensuring that the provider's data are still reported
- **All** recipients of the provider must mark them as exempt
- A full list of exemption criteria is listed on page 5 of the [2020 RSR Instruction manual](#)

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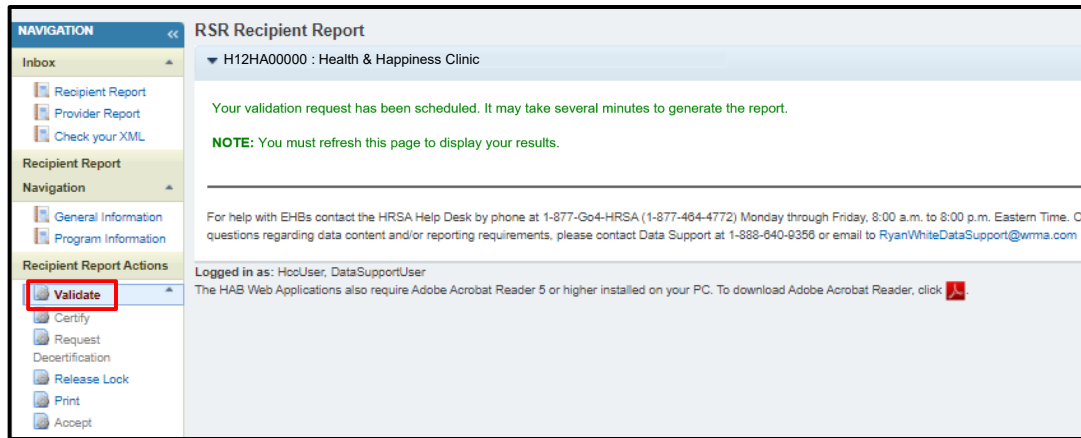
I also wanted to do a quick reminder about exemptions, which are talked about in more detail on page 5 of the RSR instruction manual.

If you are planning on exempting a provider, it is a good idea to read through the list to verify that they meet one of the exemption criteria. Choosing to exempt a provider from submitting their provider report does not exempt the recipient from collecting and submitting that data on the providers behalf. If a recipient exempts a provider, the recipient is responsible for ensuring that the provider's data are still reported to HAB.

If a provider is funded by multiple recipients, all of their recipients must mark the provider as exempt. Please coordinate with your provider's other recipients if you want to exempt the provider.

And as I said before, You can find the full list of exemptions and more details in the RSR Instruction Manual.

Validating the Recipient Report



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We are almost done with our recipient report. The only steps left are Validating and certifying the report.

Once your Recipient Report is complete and correct, you must validate your Recipient Report by selecting Validate in the Navigation panel on the left. The page will tell you that your request has been scheduled and may take several minutes to generate the validation report. Allow the system to validate for a few minutes, and then refresh the page by selecting validate on the navigation panel again. If your request has been completed, you will see your validation results. If it is not complete, continue waiting and then refresh the page again.

Data Validation Results



- **ERRORS:** Must be fixed before Recipients submit their report
- **WARNINGS:** Can submit with a comment OR correct the data if necessary
- **ALERTS:** Should be reviewed and addressed if necessary
- [2020 RSR Data Validations](#)

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The system has three categories for report problems that could be generated for your validation report: Errors, Warnings, and Alerts. Errors must be fixed before a recipient submits their report. Warnings require a comment for submission or can be corrected in their data if applicable. And alerts should be reviewed and corrected if possible, but you may still submit your data with an alert.

A full list of the data validations can be found on the TargetHIV website and I also provided a link to that page on this slide.

Certifying the Recipient Report

NAVIGATION

Inbox

- Recipient Report
- Provider Report
- Check your XML

Recipient Report

Navigation

- General Information
- Program Information

Recipient Report Actions

- Validate
- Certify**
- Release
- Decertification
- Release Lock
- Print
- Accept

Recipient Report - Reports

- Data Completeness Report - By Provider
- Data Completeness Report - By Data Element
- Action History

Manage Contracts

RSR Recipient Report - Certify Report

Your session will expire in: 29:53

H12HA00000 : Health & Happiness Clinic

Report ID: 11111 Status: Working Due Date: 3/29/2020 6:00:20 PM

Report Period: 2020 Annual Last Modified Date: 12/09/2020 12:30:20 PM Last Modified By: Charles.Cheese@county.gov

Access Mode: ReadWrite DUNS: 123456789

A field with an asterisk * before it is a required field.

Please enter comments regarding your certification.

Comments

Design Preview

Characters remaining: 3000

☐ certify that the data in this report is accurate and complete. I understand that reporting accurate and complete data is a condition of this grant award and is subject to federal audit.

Certify Report

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Once you validate your data and have addressed all necessary validations, you are ready to certify your report. Indicate that you have completed data entry for your RSR Recipient Report by clicking certify in the Navigation panel on the left. Enter a comment in the text box and click the box underneath indicating that you certify that the information is accurate. All RSR comments are reviewed, so be sure to add any meaningful feedback you have about your submission. Your comment could be about a suggestion for next years RSR, or it could address something within this year's report. Finally, click the certify report button and your report will advance to certified status.

We encourage recipients to try and certify your RSR Recipient Reports as soon as possible after the RSR Web System opens. It's important to note that providers cannot submit their RSR Provider Report and client-level data until their recipients certify their RSR Recipient Report.

Congratulations, we've made it through all of the components required for the 2020 RSR Recipient Report. Before I finish today's Webinar, let's take a look at this year's submission timeline as well as the technical assistance and RSR resources available to help you with your 2020 submission.

2020 RSR Submission Timeline

Date	Recipients	Providers
Year-Round	Grantee Contract Management System (GCMS) is open year-round for recipients to enter their contract and service information	
December 7, 2020	RSR Recipient Report start date	
February 1, 2021	RSR Recipient Report due date	RSR Provider Report start date
March 1, 2021		RSR Provider Report target deadline
March 22, 2021	Return for changes deadline	
March 29, 2021	All RSRs must be in "submitted" status by 6pm ET	All RSRs must be in "submitted" status by 6pm ET

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- As previously mentioned, the GCMS is available year-round for contract revision.
- The 2020 RSR Recipient Report just opened this past Monday, December 7th.
- February 1st is both the deadline for the Recipient Report and the opening day for the Provider Report.
- March 1st is the target deadline for the Provider Report
- March 22nd is the last day that recipients can return their provider's reports back for changes.
- And the final deadline for the 2020 RSR is on Monday, March 29th. All RSRs must be in "Submitted" status by 6pm Eastern time or they will be marked as late in the system. No extensions will be granted.

Now, let's take a look at the Technical Assistance resources available to you should you require further assistance.

TA Resources

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 RyanWhiteDataSupport@wrma.com	<ul style="list-style-type: none"> • RSR-related content and submission questions; • Interpretation of the RSR Instruction Manual and HAB's reporting requirements; • Instructions for completing the RSR Recipient and Provider Reports; and • Data validation questions.
The DISQ Team Data.TA@caiglobal.org Sign up for the DISQ listserv Submit a DISQ TA Request	<ul style="list-style-type: none"> • Guiding new users on where to start • Mapping source data to RSR schema • Using TRAX to create compliant XML files • Integrating data from multiple sources (e.g. RSR-Ready Systems, EHRs, etc.) • Identifying and addressing data quality issues • Ongoing data management processes
EHBs Customer Support Center 877-464-4772 Submit an EHBs TA Request	<ul style="list-style-type: none"> • RSR software-related questions; • Electronic Handbook (EHB) navigation; • EHB registration; • EHB access and permissions; • Performance Report submission statuses; and • RSR Web System navigation.
CAREWare Help Desk 877-294-3571 cwhelp@jprog.com Join the CAREWare listserv	<ul style="list-style-type: none"> • How to generate the XML file from CAREWare correctly; • How to view a sample client summary file; and • Creating custom reports.

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The Data Support team addresses RSR-related content and submission questions, including help navigating the recipient report, interpretation of the RSR Instruction Manual and HAB's reporting requirements.

The DISQ Team addresses questions for those mapping source data to RSR schema, integrating data from multiple sources, and addressing data quality issues such as ongoing data management processes and creating compliant XML files.

The EHBs Customer Support Center assists recipients with software-related questions, such as registering for and navigating the EHBs, resetting passwords, and making sure that you have the right permissions to complete the reports.

For CAREWare users, the CAREWare Help desk is the best resource for all CAREWare related questions.

If you are unsure of who to call, feel free to contact any one of the resources provided and they will be able to direct you to the appropriate place.

RSR Resources

- [TargetHIV](#)
 - Manuals:
 - [2020 RSR Instruction Manual](#)
 - [GCMS Instruction Manual](#)
 - Archives Webinars:
 - [RSR: The Basics](#)
 - [2020 RSR Reporting Changes](#)

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In addition, here are some RSR resources that you may find helpful in completing the RSR.

- Target HIV has a wealth of materials and links related to all things Ryan White.
- The RSR Instruction Manual has all the information you need to complete the RSR, and is available on the Target HIV Website.
- For a more thorough explanation of the GCMS, I recommend taking a look at the GCMS Instruction Manual
- For information on the basics of the RSR or the changes that have happened since last year's reporting period, check out one of these other listed webinars on the TargetHIV website.

To finish up, let's take a look at some upcoming webinars related to the RSR.

Upcoming Webinars

December 16, 2020	RSR Trax
January 13, 2021	Prepping for RSR Submission: Key Steps for High-Quality Data
January 20, 2021	Moving Beyond Data Completeness: Ensuring RSR Clinical Data Reflect Services Being Provided
January 27, 2021	Creating the RSR Client-Level Data File
February 03, 2021	Completing the 2020 RSR Provider Report

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On December 16th, there will be an introduction to TRAX, a tool used to help create your RSR client-level XML file.

On January 13th. A review of the key steps to ensure users are reporting high quality data in the RSR will be presented.

Moving on to January 20th. This will review a summary of the 2019 RSR to ensure that this year's data is not only complete, but also accurately reported.

On January 27th. There will be a presentation on the overview of different tools available to create the client-level data file, including RSR-Ready Systems and TRAX.


And on February 3rd, we will be covering step-by-step instructions on how to complete the 2020 RSR provider report.

The links for these webinars will take you directly to the registration pages for them, so if you still need to register you can do so from here or on the TargetHIV website.

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visit

www.HRSA.gov

 Sign up for the HRSA eNews

FOLLOW US:    

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And finally, to connect with and find out more about HRSA, check out HRSA.gov.

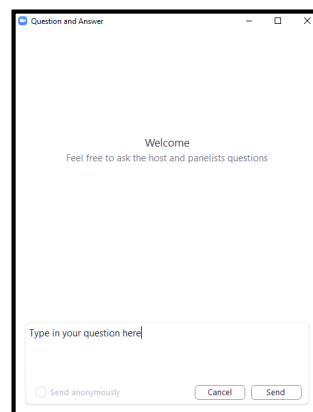
I'd like to take a moment thank everyone for joining us on today's presentation and I will now turn it back over to Debbie for the Q&A portion of the webinar.

Let's Hear From You!

- Please use the “raise hand” function to speak. We will unmute you in the order that you appear.

OR

- Type your question in the question box by clicking the Q&A icon on the bottom toolbar.



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Thanks Chris. Before we start the Q & A, I did want to let everyone know that there will be a short evaluation at the end of the webinar. Your feedback is really important to help us ensure that our webinars are meeting your needs. Ruchi is going to put a link out in the chat feature which you can click on to access the evaluation after the webinar is over. We'll also send out a final reminder via email shortly after the webinar to make sure that we have a chance to get your input.

Now let's move on to the Q & A. As a reminder, you can send us questions using the “Question” function on your settings the bottom of the screen. You can also ask questions directly “live.” You can do this by clicking the raise hand button (on the bottom of the screen) and my colleague Ruchi will unmute at the right time. We hope you consider asking questions “live”, we really like hearing voices other than our own.