| **#** | **Questions** | **Answers** |
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| 1. | When will the webinar recording, slides, and Q&A summary be available? | The webinar recording is usually available within 1 week of the webinar. The webinar slides and Q&A are usually posted within 2 weeks. You can find webinar archives at [TargetHIV](https://targethiv.org/dart/webinars). |
| 2. | What tips do you have for first time submitters for the RSR? | TargetHIV hosts a wealth of resources for RWHAP recipients and providers. Here is a short, starter list of resources first time submitters may have especially helpful:   1. [RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual), 2. [“Roadmap: New to the RSR”](https://targethiv.org/library/rsr-roadmap) webpage, 3. [RSR: The Basics](https://targethiv.org/library/rsr-basics) webinar, 4. One-pagers listing the roles and responsibilities of [recipients](https://targethiv.org/library/rsr-recipient-roles-and-responsibilities) and [providers](https://targethiv.org/library/rsr-provider-roles-and-responsibilities), 5. DISQ’s collection of [RSR In Focus](https://targethiv.org/library/rsr-focus) documents that drill down into particular RSR reporting topics.   [The DISQ Team](mailto:Data.ta@caiglobla.org) is also available for orienting new submitters to the reporting process. |
| 3. | Where can I find the updated RSR Instruction Manual? | Click [here](https://targethiv.org/library/rsr-instruction-manual) for the 2020 RSR Instruction Manual on TargetHIV. |
| 4. | What is the difference between the RSR Recipient Report and the RSR Provider Report? | Recipients are organizations that receive funding directly from HRSA HAB and are responsible for submitting one Recipient Report for **each** grant received.  Providers are organizations that receive funding from a HRSA HAB recipient. Providers are responsible for submitting **one** Provider Report that reflects all their RWHAP funding streams, including CARES Act and EHE funding.  For a more comprehensive overview of recipients, providers, and their reporting requirements, review the “[RSR: The Basics](https://targethiv.org/library/rsr-basics)" webinar. |
| 5. | Why does the RSR require clinical data elements only for clients who have received OAHS? | Outpatient ambulatory health services (OAHS) has the greatest client-level data reporting burden, including clinical data, because there is an expectation that providers have access to these data for their OAHS clients.  The table of required client-level data elements for RWHAP services (on page 59 of the [RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual)) include a column on the far right that lists the rationale for collecting each data element. |
| 6. | The reports don’t look right after we’ve populated in the data from our system! How do I fix this? | There are two data quality issues that should be checked when reviewing your data. First, is there any missing data? If you’re not sure what data are required, review the table of required client-level data elements for RWHAP services (on page 59 of the [RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual​)). Second, do the data reflect your program services? Once you determine the data quality issue, you’ll need to check data mapping and/or entry to determine the cause of the problem.  The DISQ Team, as part of its expanded scope, can provide technical assistance around data integration and systems. Contact the DISQ Team by emailing them [here](mailto:data.ta@caiglobal.org). |
| 7. | Since HAB migrated providers into the EHB system, many of our providers are now reporting they can no longer navigate to their reports. | If you’re having an issue with your providers accessing the system, the [EHB Customer Support Center](https://www.hrsa.gov/about/contact/ehbhelp.aspx) is the best resource for assistance. You may also [contact the DISQ team](mailto:data.TA@caiglobal.org) for assistance. |
| **CARES Act Funding** | | |
| 8. | My agency historically has only ever received RWHAP Part funding. In 2020, we received CARES Act funding. How many reports does my agency need to submit and what data do we need to submit? | Recipients must submit one Recipient Report for **each** grant received directly from HRSA HAB. If your agency is a CARES Act recipient, you will need to submit an RSR Recipient Report for that grant. This is in addition to any other RWHAP grants for which you are a recipient.  Subrecipients/providers submit **one** Provider Report regardless of the number of RWHAP grants from which they receive funding.  CARES Act funding is treated as RWHAP funding in the 2020 RSR, so the reporting expectations are the same as for other RWHAP grants. Check out the [RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual) for more information on the reporting requirements for the RSR. |
| 9. | What recommendations do you have for making sure our system is capturing the right data for the Covid-19 Data Report? | For a summary of the COVID-19 Data Report (CDR) and more information on how to generate the report with correct data, check out the In Focus document “[Tips for the COVID-19 Data Report (CDR)](https://targethiv.org/library/tips-covid-19-data-report-cdr)” available on TargetHIV. |
| **CAREWare** | | |
| 10. | If my agency uses CAREWare and has received CARES Act funding, what changes should we be making in CAREWare to make sure we are ready for RSR submission? | Providers should set up a contract for CARES Act funding and enter required data into CAREWare. [Contact the CAREWare helpdesk](mailto:cwhelp@jprog.com) if you need assistance in setting up your CARES Act funded contract. |
| 11. | CAREWare typically requires clients to have an ‘eligibility’ check and receive a RWHAP funded service to be pulled into the RSR. Do we have to make sure there is an eligibility check for CARES Act funded clients to make sure they get pulled into the RSR? | [Contact the CAREWare helpdesk](mailto:cwhelp@jprog.com) to determine how eligibility should be entered for clients who receive a CARES Act or EHE-funded service. |
| 12. | We are transitioning from CAREWare into another system to track our clients. What technical assistance is there to doublecheck our data mapping into our new system? | [Reach out to the DISQ Team](mailto:data.ta@caiglobal.org) whose expanded scope includes providing technical assistance around data infrastructure and data mapping.  A key resource will be the [RSR Data Dictionary and XML Schema Implementation Guide](https://targethiv.org/library/ryan-white-services-report-rsr-data-dictionary-and-xml-schema-implementation-guide-client). If you know your system is aiming to become an RSR Ready system, have your system representative get in touch with DISQ as the team has a vetting process to make sure a system is RSR Ready. |
| 13. | The latest CAREWare build (Build 102) has a bug that does not allow for services rendered in 2021 to be registered. Will there be another build or update? | [Contact the CAREWare helpdesk](mailt:cwhelp@jprog.com) for guidance on how to address this bug in CAREWare. Be sure to [sign up for the CAREWare listserv](https://list.nih.gov/cgi-bin/wa.exe?SUBED1=CAREWARE&A=1) to stay up to date on the announcement of any updated CAREWare builds. |