RSR

Completing the 2020 RSR Provider Report

Ryan White HIV/AIDS Program Services Report (RSR)

HIV/AIDS Bureau

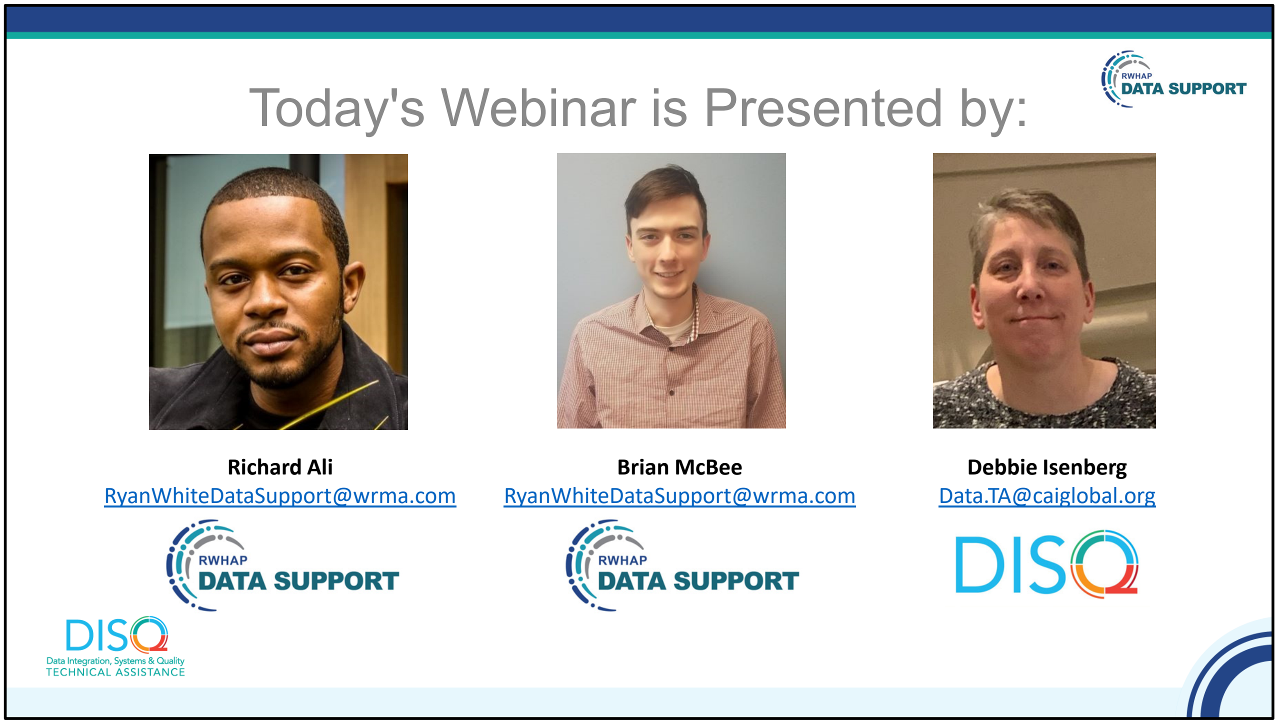
February 3rd, 2021

RWHAP DATA SUPPORT

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Welcome to today's Webinar. 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 Richard Ali from RWHAP Data Support. Richard will be walking you through the steps of completing the RSR Provider Report. This is intended for both folks who are doing the RSR for the first time as well as a refresher for those who have done it before. Richard's colleague Brian will be joining us for the Q & A portion of the webinar.

Throughout the presentation, we will reference some resources that we think are important. To help you keep track of these and make sure you have access to them immediately, my colleague Audrey is going to chat out the link to a document right now that includes the locations of all the resources mentioned in today's webinar.

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. You'll also be able to ask questions directly "live" at the end of the presentation. You can do so by clicking the "raise hand" button (on your settings) and my colleague Audrey will conference you in.

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), the U.S. Department of Health and Human Services (HHS), or the U.S. government.

The DISQ Team is comprised of CAI, Abt Associates, and Mission Analytics and is supported by HRSA of HHS as part of a cooperative agreement totaling $4,000,000.00.

Ryan White HIV/AIDS Program Data Support is comprised of WRMA and CSR and is supported by HRSA of HHS as part of a contract totaling $5,092,875.59.

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Now I'd like to turn the webinar over to Richard. Richard take it away.

Webcast Overview

Who Completes an RSR Provider Report?

RSR Provider Report Changes

Assessing the RXR Provider Report

Reviewing the Provider Report Sections

Validating & Submitting the RSR Provider Report

Submission Timeline, Upcoming Webinars, & TA Resources

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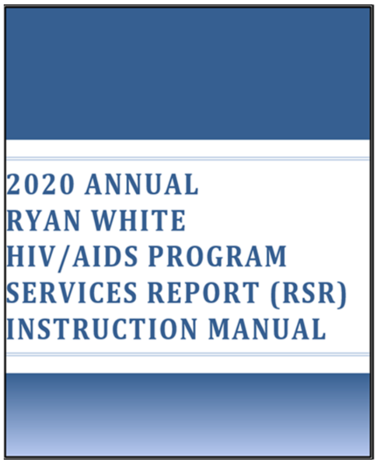
Thank you, Debbie!

In today’s Webcast, I’ll discuss all the details you must know to submit your RSR Provider Report. I’ll begin by explaining who completes an RSR Provider Report. I’ll then go over RSR Provider Report changes for 2020, accessing the Provider Report, reviewing the Provider Report sections and validating and submitting the Provider Report. To wrap it all up, I’ll review the 2020 RSR Submission Timeline, upcoming RSR Webinars and TA Resources available to help you.

Let’s get started!

2020 RSR Instruction Manual


2020 ANNUAL
RYAN WHITE
HIV/AIDS PROGRAM
SERVICES REPORT (RSR)
INSTRUCTION MANUAL

- Available on the TargetHIV website.

Before I move forward, I would like to let everyone know that the 2020 RSR Instruction manual is currently 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.

Poll Question: How experienced are you completing the RSR provider report?

A. I have done the RSR provider report multiple times and feel comfortable with the submission process.

B. I have done the RSR provider report once or twice but may still need some assistance.

C. I am new to the RSR provider report and need guidance on the submission process.

Who Completes an RSR Provider Report?

- **All** agencies that provide Ryan White HIV/AIDS Program (RWHAP) services must complete **one** Provider Report.
- All provider agencies are expected to complete their **own** report.
  - **EXCEPT** – Exempt subrecipients
  - See page 5 of RSR Instruction Manual for exemption criteria

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I'll begin today's presentation by establishing who needs to complete an RSR Provider Report.

- All agencies that provide Ryan White HIV/AIDS Program services must-complete one Provider Report. Provider agencies are expected to complete their own report to confirm that their data accurately reflect their program and the quality of care their agency provides.
- There are a few instances for which an agency may receive an exemption. These exemption criteria can be found in the *Recipient/Subrecipient Exemptions* section on page 5 of the RSR Instruction Manual.

Provider Report Changes

- Reporting CARES Act Funded Services
- Reporting EHE Funded Services
- New RSR Client-level Data Elements

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For the 2020 RSR Provider Report, there has been a slight change in reporting requirements. I will briefly discuss these changes that include Reporting CARES ACT funded services, Reporting EHE funded services, and the two new client-level data elements that have been added to the provider report.

Reporting CARES Act Services

Providers should report eligible RWHAP clients that received services funded through the CARES Act in the 2020 RSR.

- CARES Act funding could be used to provide RWHAP core medical or support services to RWHAP-eligible clients and their household members.
- Household members that received services funded through the CARES Act should not be reported in the RSR.

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The 2020 CARES Act provides one-time funding for eligible health care providers, including current RWHAP recipients to prevent, prepare for, and respond to coronavirus disease or (COVID-19). **CARES Act recipients and subrecipients should report eligible RWHAP clients that receive services funded through the CARES Act in the 2020 RSR**.

For the purposes of reporting in the RSR, this funding is considered RWHAP funding.

Please note, CARES Act funding could be used to provide RWHAP core medical or support services to RWHAP-eligible clients and their eligible household members. However, household members that receive services funded through the CARES Act should not be reported in the RSR because they are not eligible RWHAP clients for the purposes of RSR reporting.

Reporting EHE Services

EHE recipients and subrecipients should report all HIV positive clients that received services funded through the EHE awards in the 2020 RSR.

- The Ending the HIV Epidemic (EHE) initiative awards are intended to:
  - Focus on people with HIV who are newly diagnosed, not engaged in care, and/or not virally suppressed
  - Expand access to HIV care and treatment
  - Provide workforce training and technical assistance

The Ending the HIV Epidemic (EHE) initiative awards are intended to expand access to HIV care and treatment for people with HIV who are newly diagnosed, not engaged in care, and/or not virally suppressed, as well as to provide workforce training and technical assistance. For the purposes of reporting in the RSR, this funding is considered RWHAP funding.

EHE recipients and subrecipients should report eligible clients that receive services funded through the EHE awards in the 2020 RSR.

New RSR Client-level Data Elements

- Is the client new to the service provider?
  - Response options: Yes/No
- If “No”, did service provider provide at least one RWHAP or EHE funded service to the client **in the previous calendar year**?
  - Response options: Yes/No
  - Required for clients with service visits in Outpatient /Ambulatory Health Services (OAHS), Medical Case Management, Non-Medical Case Management, and EHE Initiative Services.

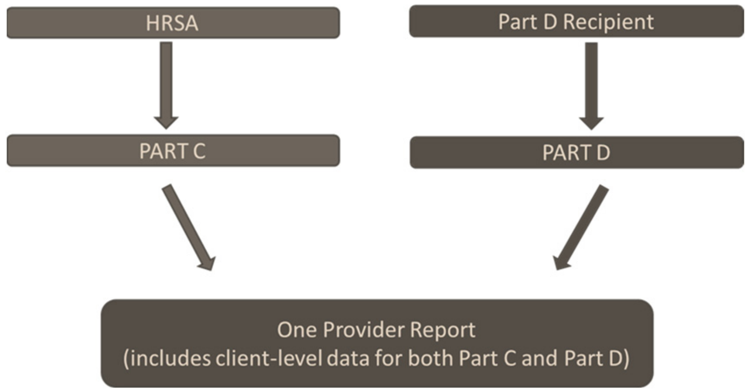
This year, there have been two new data elements added to the client report as a part of the RSR Provider Report:

Question #1: “Is the client new to the service provider?” will be required for ALL service providers. You are required to give a response option of “Yes” or No”.

Questions #2: “If ‘No’, did the service provider provide at least one RWHAP or EHE funded service to the client in the previous calendar year?” will be required for service providers who received RWHAP and/or EHE funding for Outpatient Ambulatory Health Services, Medical Case Management, or Non-Medical Case Management and EHE Initiative Services. This question also requires a response option of “Yes” or “No”

Who Completes an RSR Provider Report: Multiply-funded Agencies

- Multiply-funded agencies will submit **one** Provider Report that includes **all** Program Parts.



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For the Recipients/Providers who receive grant funding from different program parts, you may be wondering how many provider reports am I required to submit?

Multiply funded providers will submit one Provider Report that includes information from all Program Parts under which the agency is funded.

For example, if HRSA awards your agency with a Part C grant, but you also receive funding from a Part D Recipient to provide direct client services, then you must submit one provider report with client-level data for all services regardless of funding source. Your client-level data file should contain data for all services funded through Part C and Part D.

Who Completes an RSR Provider Report: Multiply-funded Agencies

- Multiply-funded agencies will submit **one** Provider Report that includes **all** Program Parts.

Includes CARES Act Funded Services and EHE Funded Services

This includes CARES Act Funded Services and EHE Funded Services.

Poll Question: If an agency receives Part D Grant funding from HRSA and Part C CARES Act funding from a recipient, how many provider reports should be completed?

A. Two Provider Reports: One with client-level data for services funded through Part D, and one with client-level data for services funded through Part C CARES Act.

B. One Provider Report: With client-level data for services funded with both Part D and Part C CARES Act grants.

C. One provider report: With client-level data for services funded through Part D, but no services funded through Part C CARES Act.

Accessing the Provider Report

- Recipients and providers will now both access the system via the EHBs:
  - Recipient-Providers: HRSA EHBs Access For Recipient-Providers
  - Providers: HRSA EHBs Access For Providers
- Refer to page 19 of the RSR Instruction Manual for additional details on how recipient-providers and providers can access the RSR system.

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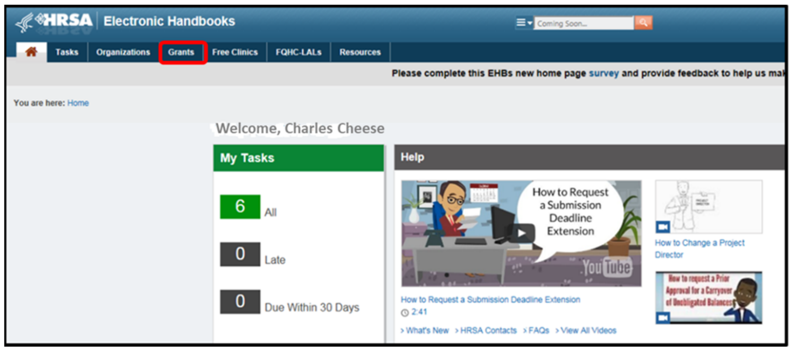
Once you know your agency needs to complete a Provider Report, you'll need to locate the report in the RSR Web System.

Recipient-providers (which are organizations that receives RWHAP funding directly from HRSA and provides direct client services), will enter their reports through the Electronic Handbook (or EHBs), which is the first link on the slide shown here labeled "Recipient-Providers". Providers (which are organizations that receives RWHAP funding from a recipient and are accountable to the recipient for the use of the funds by providing direct services to clients and their families), have had a change in how they will access their reports. Providers will NOW enter their report through the EHB's , which is the second link shown here labeled "Providers". You can find both links on page 19 of your RSR Instruction Manual.

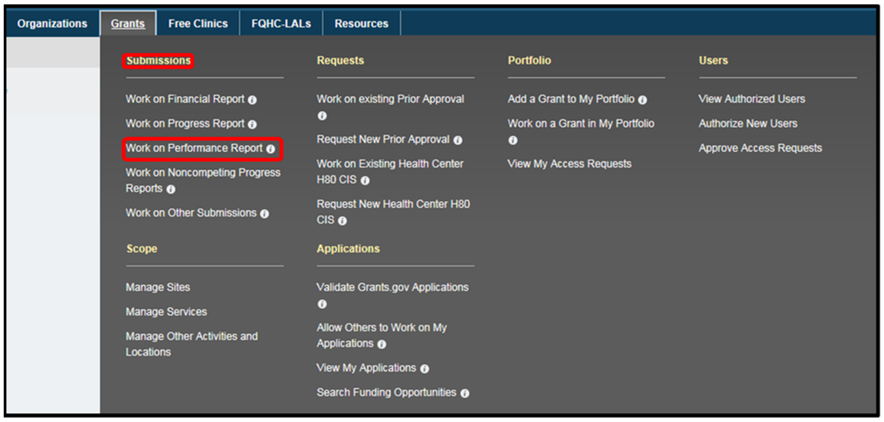
I will now discuss how Recipient-Providers access the RSR Provider Report within the EHBs.

Recipient-Providers: Accessing The Provider Report



For Recipient-Providers, you must first log into the EHBs using the link provided on the previous slide. Once you have logged in, hover your mouse over the “Grants” tab, on the top-left of the screen to show a drop-down menu.

Recipient-Providers: Accessing The Provider Report



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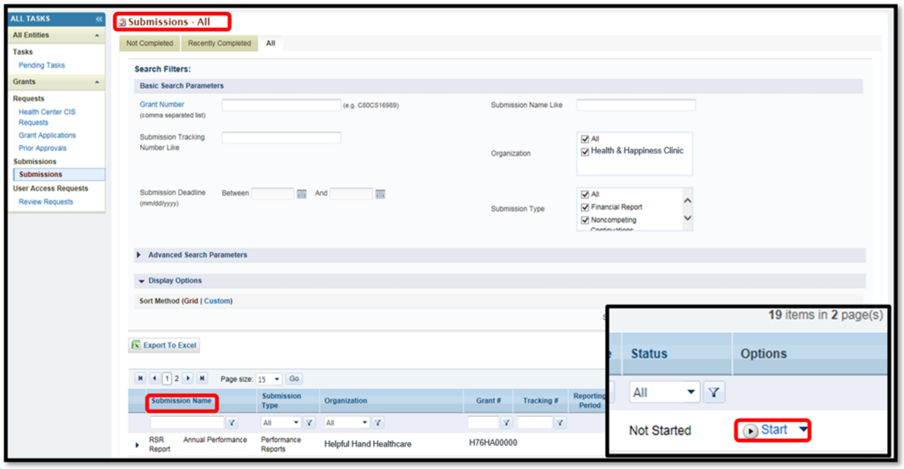
On this drop-down menu, under “Submissions,” select “Work on Performance Report”, and the system will direct you to the Submissions-All page.

Recipient-Providers: Accessing The Provider Report



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After selecting the work on performance report option, the system will direct you to the Submissions-All Page. On the bottom of the Submissions - All page, under “Submission Name,” locate your most recent RSR submission. Find your 2020 RSR Deliverable and click “Start” . If you have already begun reporting this option will instead read “Edit.” This selection will direct you to your Recipient Report inbox.

Recipient-Providers: Accessing The Provider Report

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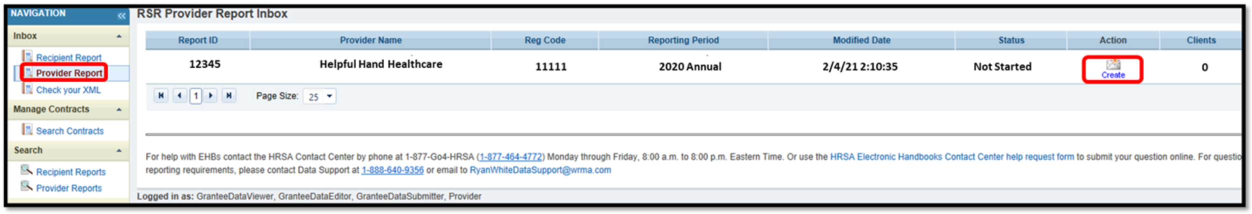
Once you have reached your Recipient Report inbox, you will need to select "Provider Report" under the inbox heading, in order to access the Provider Report. This selection will direct you to your Provider Report inbox.

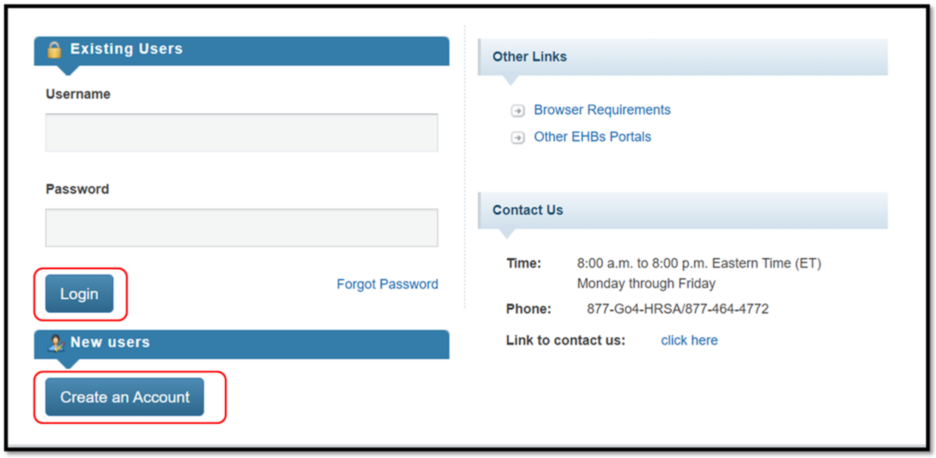
Recipient-Providers: Accessing The Provider Report



We are now in the provider report inbox. Click on the envelope icon in the Action column to access your Provider Report. For clarification, if the report has been started this envelope icon will say “Open”. However, if the report has not been started then the envelope will say “Create.”

Next, lets discuss how agencies that are classified as “Provider Only”, access the RSR Provider Report.

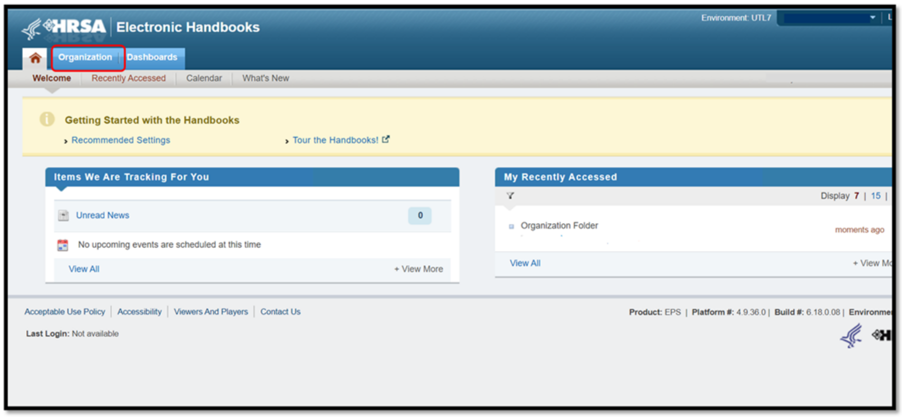
Provider: Accessing The Provider Report



This year, providers will complete the 2020 RSR Provider Report by accessing the RSR web system through the EHBs. If you've already had an account in the previous system, you should have received a system-generated email in November 2020 with instructions for logging in to the EHBs site. Please Contact the EHBs Customer Support Center if you did not receive the email. For users who have migrated their accounts, enter your username and password and click "Login."

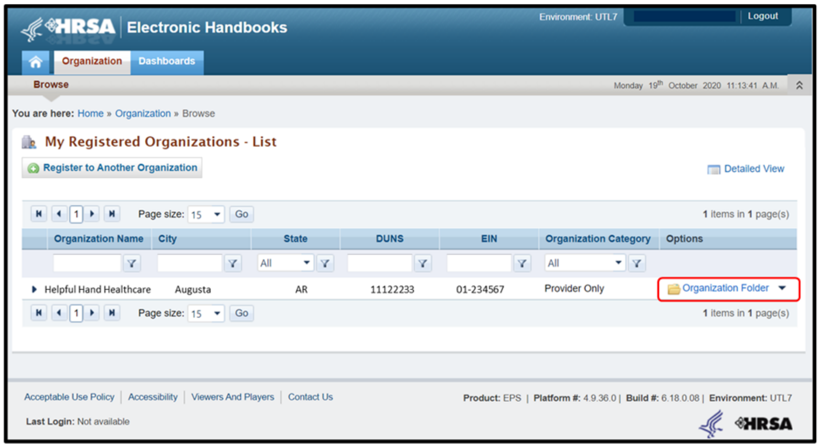
If you are a new user, click "Create an Account." in order to create a provider account within the EHBs. You will need your agency's registration code to create a username and password. If you are unaware of what your registration code is, please contact Data Support in order to obtain your code. The contact information for both the EHBs Customer Support Center and Data Support will be displayed on the TA resources slide towards the end of the presentation.

Provider: Accessing The Provider Report



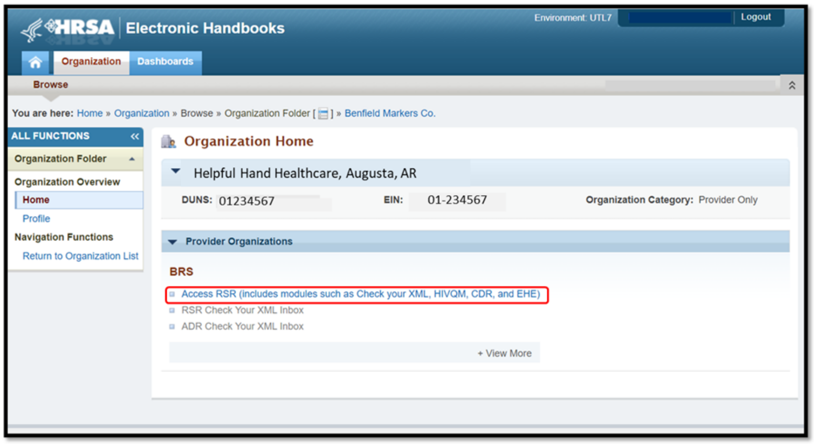
Once you login, click the Organization tab located at the top of the page.

Provider: Accessing The Provider Report



On the next screen at the bottom right corner of the page select the ”organization folder” option.

Provider: Accessing The Provider Report



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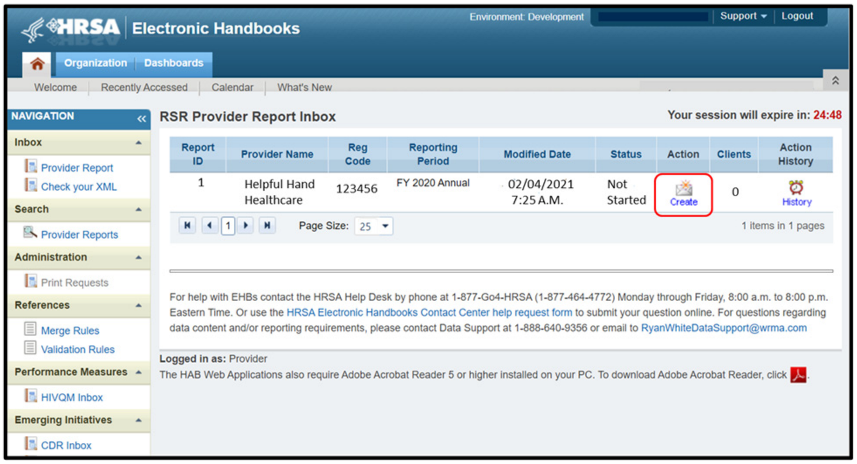
Next, select the “Access RSR” link. This option will take you to your Provider Report Inbox.

Provider: Accessing The Provider Report



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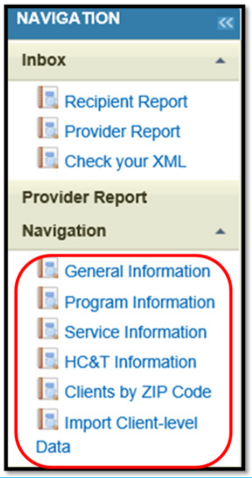
On this page select the envelope icon under the “Action” column in order to access your report. Remember if your report hasn’t been started this icon will say “create”. If you have started your report the icon will say “open”

Reviewing the Provider Report Sections



1. General Information
2. Program Information
3. Service Information
4. HIV Counseling & Testing Information (HC&T)
5. Clients By Zip Code
6. Import Client-level Data

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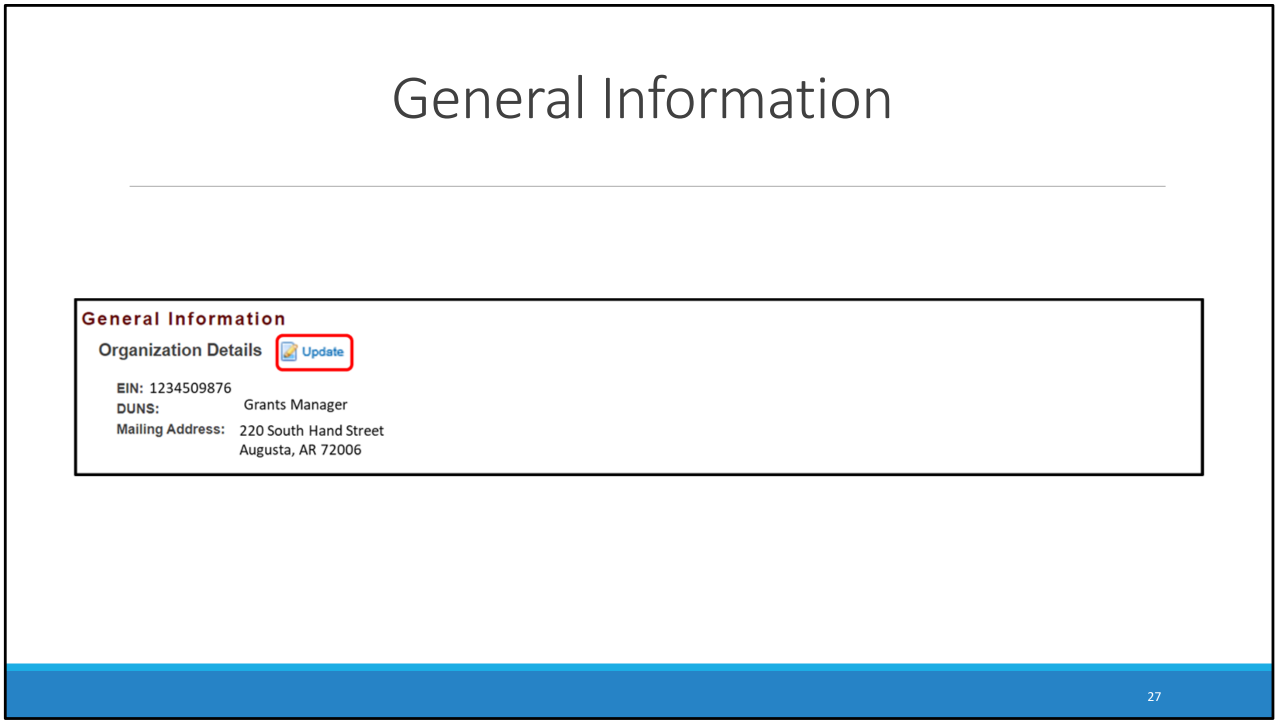
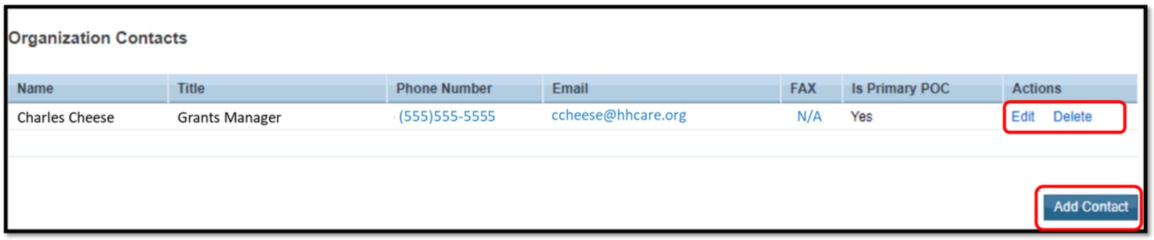
The 2020 RSR Provider Report includes six sections: General Information, Program Information, Service Information, HIV Counseling & Testing Information (HC&T), Clients by Zip Code, and the Import Client-level Data section. You will see each section of the report under the navigation panel on the left-hand side of the screen in the Provider Report. I have displayed the navigation bar here for your reference and will discuss each of these sections in detail in the coming slides.



The first section of the RSR Provider Report is the General Information Section and it consist of four subsections: Organization Details, Organization Contacts, Provider Profile Information, and Service Delivery Sites.

The Organization Details includes the agency's official mailing address, the taxpayer ID, and the DUNS number. For Recipients who have exempted providers and are completing the report on their behalf, please be sure to enter the Provider's information in this section and not your own. If any information in this section needs to be edited, select "update" next to the subsection header.

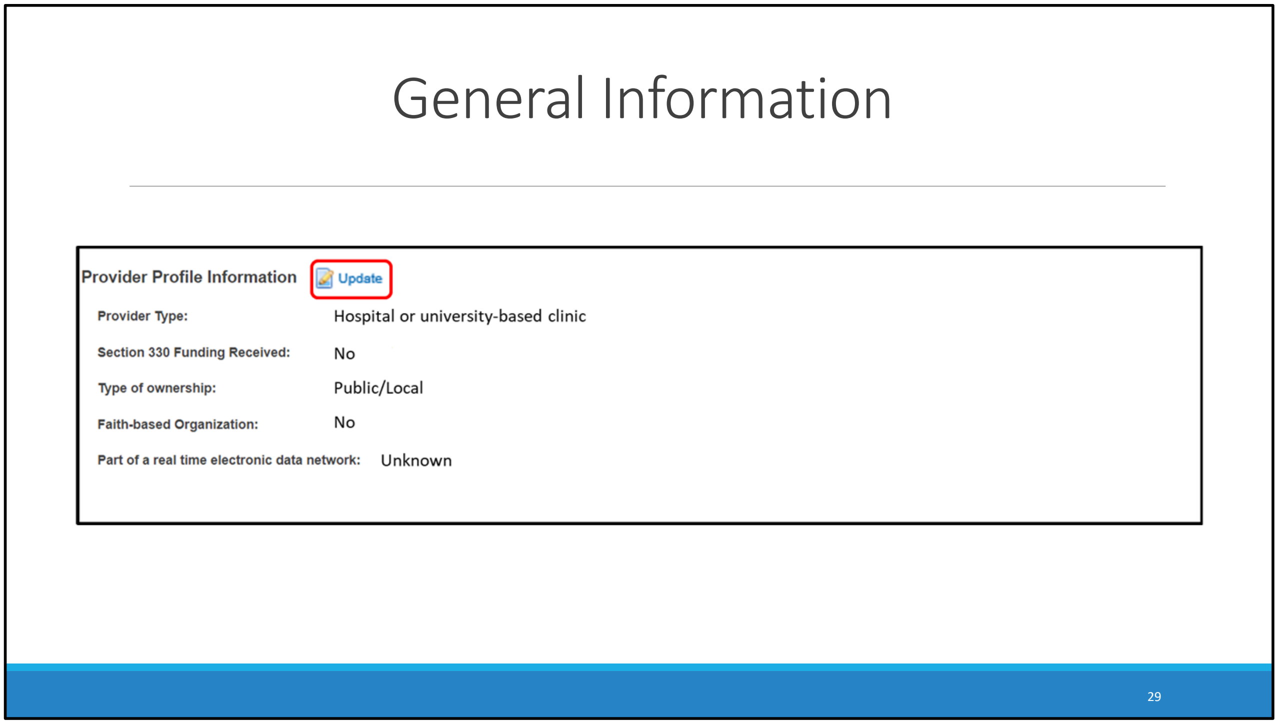
General Information


Organization Contacts

Name	Title	Phone Number	Email	FAX	Is Primary POC	Actions
Charles Cheese	Grants Manager	(555)555-5555	ccheese@hhcare.org	N/A	Yes	Edit Delete

Add Contact

The Organization Contacts section should include an entry for each staff member from your agency who is affiliated with your RSR submission. For this section, Recipients completing the report on behalf of an exempted provider, can enter their own information here. This list can be modified by selecting the “Edit” or ”Delete” links in the “Actions” column of the table. If a contact is missing, use the “Add a Contact” link below the table. If there is a problem with your submission, Data Support uses this information to contact your organization, so please make sure to remove people who have transitioned from your organization or are no longer affiliated with the RSR.



The Provider Profile Information section includes your agency's provider type, your agency's Section 330 Funding, your agency's ownership type, information on whether your agency is faith based, and whether they are part of a real-time

electronic data network. To update information in this section, select the update link in the subsection header. Please note: This section MUST be updated, or you will receive an error validation message when attempting to submit your report.

The final component of the General Information Section is the Service Delivery Sites.

Service Delivery Site Details

Service Delivery Sites

You can use organization address for a service delivery site if this address is used to deliver client services. If not, select the Add a Site button to add a service delivery site.

	Name	Address	City	State	Zip	Phone Number	Actions
▸	Helpful Hand Healthcare	220 South Hand Street	Augusta	AR	72006	(555)332-5555	Edit Delete

Add Organization Address as a Site | Add a Site

- Data will populate multiple Websites.
  - https://findhivcare.hrsa.gov/
  - https://www.hiv.gov/
- This will help increase client access to Ryan White HIV/AIDS Program care.
- This information is also used to identify service locations that have been affected in the event of a natural disaster.

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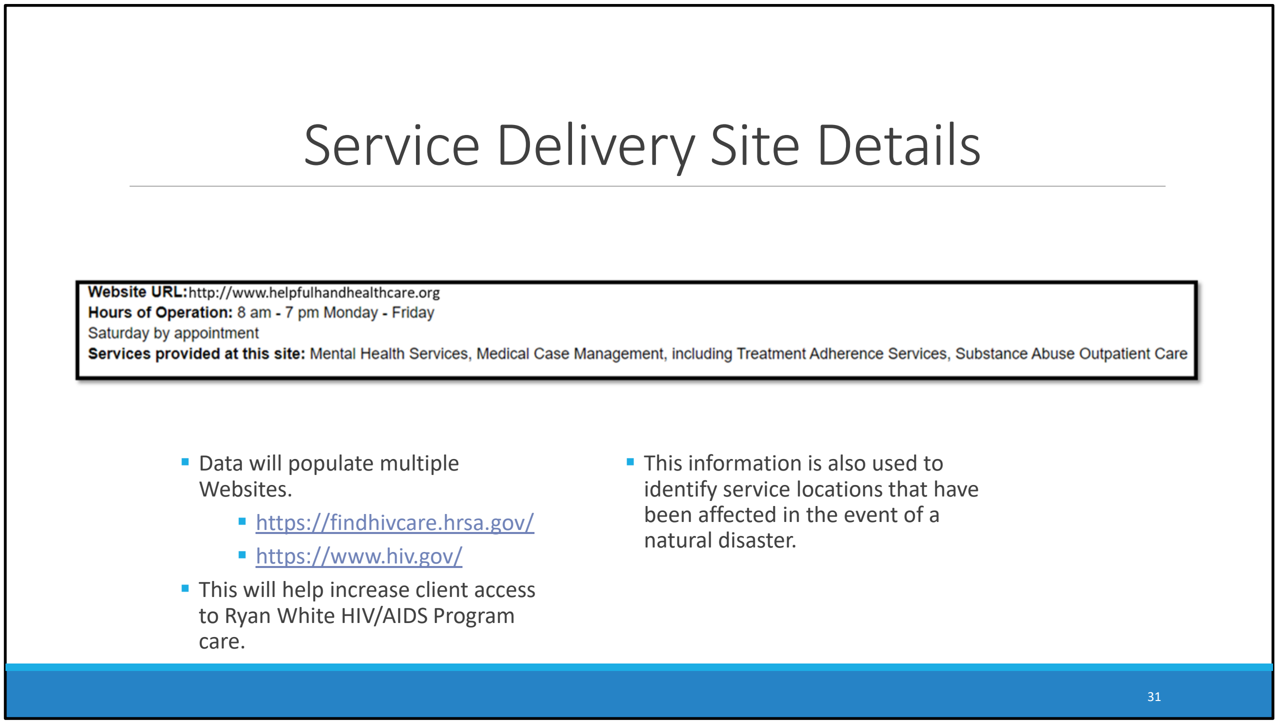
The Service Delivery Sites section was introduced so that HAB could provide more accurate information on where clients can access medical and support services.

This information is displayed on HRSA's Find Ryan White HIV/AIDS Medical Provider tool and on HIV.gov. Data on HRSA's Find Ryan White HIV/AIDS Medical Providers tool are updated annually based on the provider report.

The HRSA find Ryan White HIV/AIDS Medical Provider tool, has also been used to identify service locations that have been affected by natural disasters to support response efforts. This information is critical for the clients who may need Ryan White Services in your providers' area.

Under the Service Delivery Site subsection on the General Information page, select the icon in the left-hand column to display your service delivery site's full address and phone number.

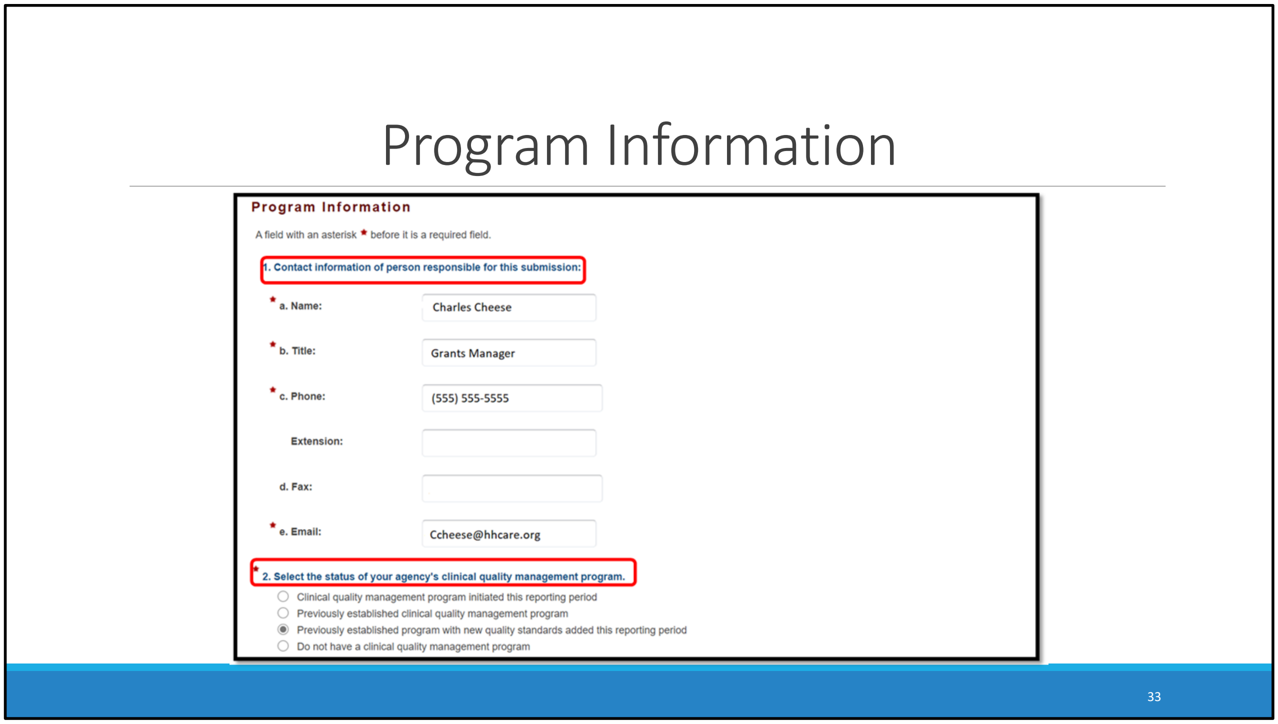


You can also view the Website URL, Hours of Operation, and the Services offered at that specific location.

Service Delivery Site Details

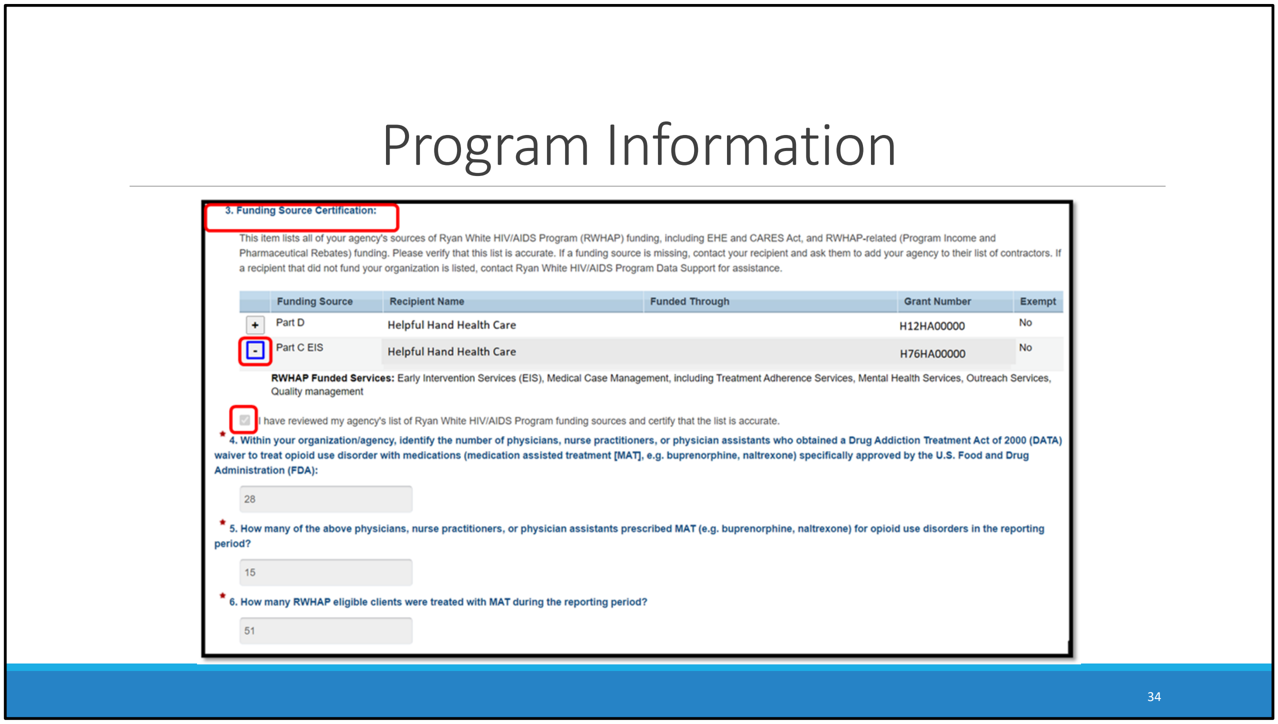
- Data will populate multiple Websites.
  - https://findhivcare.hrsa.gov/
  - https://www.hiv.gov/
- This will help increase client access to Ryan White HIV/AIDS Program care.
- This information is also used to identify service locations that have been affected in the event of a natural disaster.

If your agency currently has no service delivery sites listed, but the service delivery site has the same address as your organization, you can add the contact information by selecting the “Add organization address as a site” option. However, if you need to add a service delivery site select the “Add a Site” link in the subsection. The system will direct you to the page where you will be required to enter general information in the system regarding your service delivery site.



The second section of the Provider Report is the Program Information Section.

- The first question is an editable field for the contact information of the person completing the report.
- Question 2 asks you to select the status of your agency's clinical quality management program for assessing HIV health services.



- Question 3 is the Funding Source Certification question. This item lists all of your agency's sources of Ryan White HIV/AIDS Program funding. In the 2020 RSR you will see funded services in the Funding Source Certification grouped by whether they were funded withRWHAP funding or RWHAP-related funding. These include program income and pharmaceutical rebates.
- You can use the icon in the left-hand column to expand each funding source and see the Ryan White services your agency was funded to provide. You should verify that each funding source is accurate. If so, select the check box below the table.
- Please be advised that if this check box below the table is not marked, you will receive an error message when validating your report.
- If a funding source or funded service is missing, contact your Recipient and ask them to add your agency to their list of contractors. If a Recipient that did not fund your organization is listed in question 3, contact Data Support for assistance. Contact information for Data Support will be displayed at the end of this presentation.

Questions 4, 5, and 6 are the Medication Assisted Treatment Questions.

For questions 4 and 5, providers should report information on all providers in the unit or subunit of their organization that are funded to provide RWHAP services (regardless of whether that unit or subunit is specifically funded to provide MAT through RWHAP).

For question 6, providers should report all RWHAP eligible clients who were treated with MAT during the reporting period in the unit or subunit of their organization funded to provide RWHAP services.

Service Information

Service Information

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

*** 7. Below is a list of all Ryan White HIV/AIDS Program services that were funded fully or partially using RWHAP funding, including EHE and CARES Act, and RWHAP-related (Program Income and Pharmaceutical Rebates) funding. Select the services that were delivered by your agency during the reporting period even if other funding streams in addition to the RWHAP funding, including EHE and CARES Act, and RWHAP-related funding were used to fund the service. In the table at the bottom of the form, select any additional services that your organization delivered through your organization's generated Program Income or Pharmaceutical Rebates.**

Administrative and Technical Services

RWHAP Funding	EHE Funding	CARES Act Funding	Delivered	Service Category
☑	☐	☐	☑	Planning or evaluation
☑	☐	☐	☑	Administrative or technical support
☑	☐	☐	☑	Other fiscal services
☑	☐	☐	☑	Technical assistance
☑	☐	☐	☑	Capacity development
☑	☐	☐	☑	Quality management
☑	☐	☐	☑	Fiscal intermediary support

The third section of the Provider Report is the Service Information Section.

In this section, a table will populate with all of the Ryan White HIV/AIDS Program services that your organization was funded to provide. This table is divided by funding source and there are two new columns to select which services were funded by EHE funding, and CARES ACT funding.

Service Information

Core Medical Services

RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	EHE Funding	CARES Act Funding	Delivered	Service Category
☑	☐	☐	☑	☑	Mental Health Services
☑	☐	☐	☑	☐	Substance Abuse Outpatient Care
☑	☐	☐	☐	☐	Medical Case Management, including Treatment Adherence Services

Support Services

RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	EHE Funding	CARES Act Funding	Delivered	Service Category
☑	☐	☐	☑	☑	Emergency Financial Assistance
☑	☐	☐	☐	☑	Health Education/Risk Reduction
☑	☐	☐	☐	☑	Medical Transportation
☑	☐	☐	☐	☑	Outreach Services

EHE Initiative Services

EHE Funding	Delivered	Service Category

No records to display

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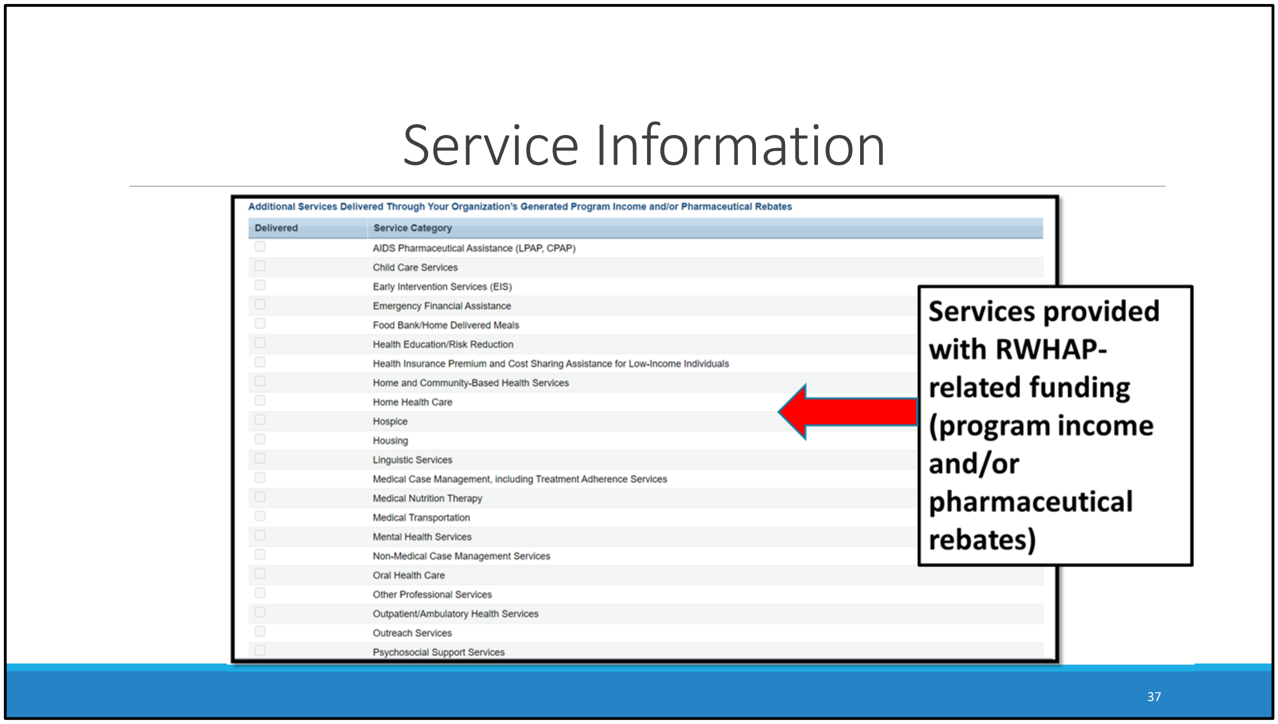
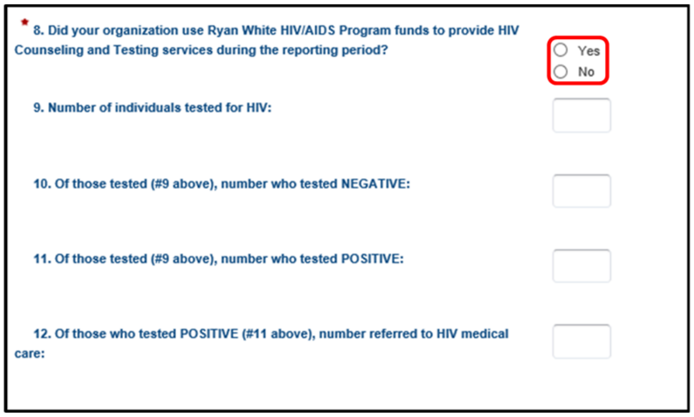
You will mark which services you were funded to provide depending on whether the service was funded with RWHAP funding , RWHAP-related funding, EHE funding, and CARES ACT funding. You should select the Ryan White services that were “Delivered” by your agency during the reporting period, regardless of Ryan White funding source.



There is an additional table below for you to select additional services provided through your organizations program income and/or pharmaceutical rebates. Please Note: This table is for services provided with your agencies OWN RWHAP-related funding. If the funding comes from your recipient, then the recipient should add the service to the contract. If the funding comes from a funding source not related to Ryan White, then those service should not be selected in this table.

As a reminder, if the funded service categories are incorrect, you should contact your Recipient to confirm your agency was indicated as funded on their Recipient Report.

HIV Counseling and Testing (HC&T) Information



* 8. Did your organization use Ryan White HIV/AIDS Program funds to provide HIV Counseling and Testing services during the reporting period?

Yes

No

9. Number of individuals tested for HIV:

10. Of those tested (#9 above), number who tested NEGATIVE:

11. Of those tested (#9 above), number who tested POSITIVE:

12. Of those who tested POSITIVE (#11 above), number referred to HIV medical care:

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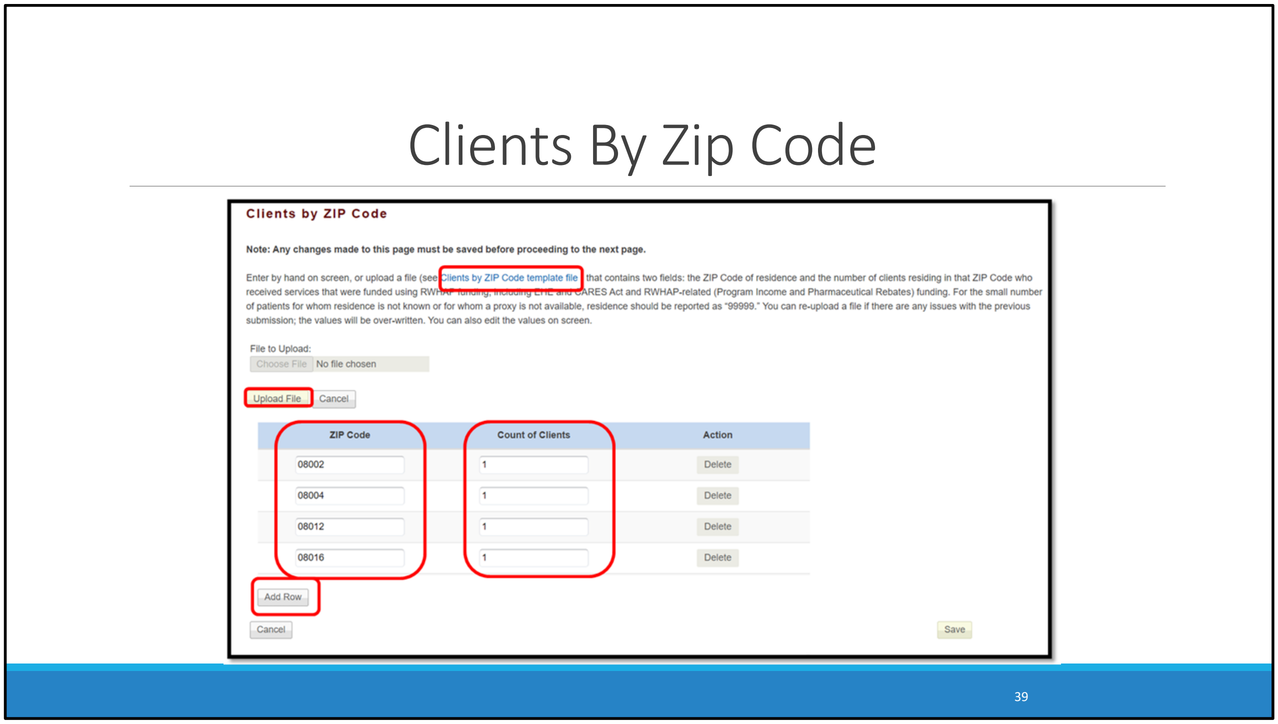
The fourth section of the Provider Report is the HIV Counseling and Testing or HC&T Information.

Every provider must indicate if Ryan White–funded HIV Counseling and Testing services were delivered during the reporting period by selecting “Yes” or “No.” If your response is “Yes,” you must provide aggregate data in questions 8–12. You should report all HIV Counseling and Testing, aggregate data regardless of whether or not the Ryan White Program paid for the service.

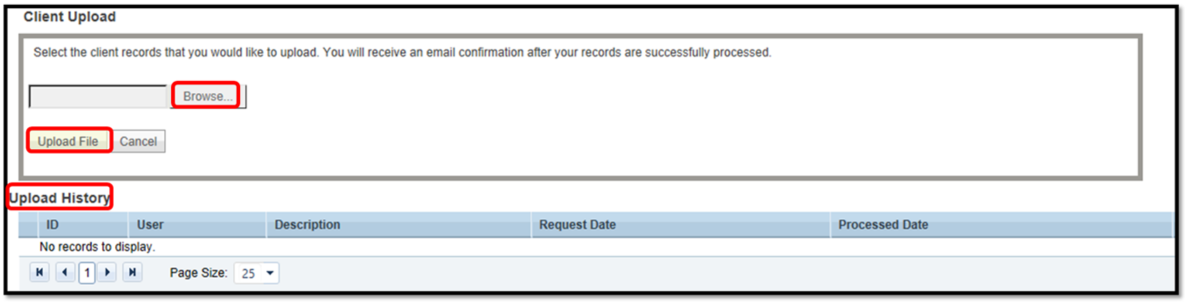


The next section of the Provider Report is the Clients by ZIP Code.

In this section, providers will report the number of clients served by their ZIP code of residence. The clients reported here should be eligible clients who received at least one RWHAP and/or RWHAP-related funded service. The total number of clients that you report in this section should match the number of clients that you upload in your client-level data XML file.

Providers have two options for reporting their ZIP Code data: they may enter the data directly into the web system or they can upload a completed Excel template. To enter the data directly, simply add your ZIP Codes into the left column, and the number of clients for each one into the right column. You can also add rows to this section as needed by using the “Add Row” button at the bottom of the table. To use the Upload function, select the “Clients by ZIP Code template” link to download the template file. Here providers can fill out the template in the same way with a column for ZIP Codes and another for the number of clients. Once the file has been filled out, use the “Choose File” link to select the file you have saved on your computer and then select “Upload File” to upload it to the web system. Please Note: Only ONE zip code file can be uploaded into the report. If you upload another file AFTER then the new file will overwrite the original file.

Import Client-level Data



The fifth section of the RSR Provider Report is the Import Client-level Data section.

If your agency was funded to provide Core Medical or Support Services and delivered these services during the reporting period, which would be January 1, 2020-December 31, 2020, your agency must upload client-level data to your Provider Report. To upload a client-level data file, click “Browse” to locate your file. After you’ve located your file, click “Upload File.” This process may take a few minutes to complete. When your client-level data file is successfully processed, it will populate in the “Upload History” table.

Import Client-level Data

] Schema check error(s) (Please click on this to view the error(s).) Printer Friendly

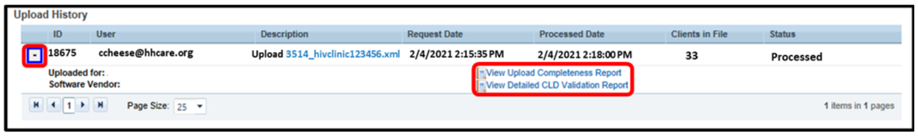
XML file CLDClientExport2019.xml failed to conform to the RSR schema.

The 'SchemaVersion' element is invalid - The value '4.1.0' is invalid according to its datatype 'urn:rsrNamespace:schemaVersionType' - The Pattern constraint failed.
For CLient UCI = 46F3DC98499410598D2DC9ACF557B77B7A28C505U, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportCd4Test, GenderID, EthnicityID, PrescribedArtID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID, BirthYear, ClientReportNhpiSubgroup, HivPosTestDate, ClientReportViralLoadTest, ClientReportServiceDelivered, PregnantID, ClientReportAmbulatoryService'.
For CLient UCI = C4C80393549D217442BEA25E38F037BD194107C4U, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportCd4Test, GenderID, EthnicityID, PrescribedArtID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID, BirthYear, ClientReportNhpiSubgroup, HivPosTestDate, ClientReportViralLoadTest, ClientReportServiceDelivered, PregnantID, ClientReportAmbulatoryService'.
For CLient UCI = 822D96CF4E3F8E4333B168424A7C9A34DEE596CDU, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportCd4Test, GenderID, EthnicityID, PrescribedArtID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID,

If you upload your client-level data file and receive a schema check error, which identifies corrections are needed within your file, please contact the DISQ Team for assistance. Remember to provide the DISQ team with a screenshot of the schema error when reaching out for assistance. The contact information for the DISQ Team will be displayed at the end of this presentation.

Client-level Data (CLD) Reports

- HAB prefers you to merge your data locally.
- However, you can upload multiple XML files to the Client-level Data upload section.
  - For each file, you can view the Upload Completeness Report (UCR) and Client-level Data Validation Report.
  - You can view the UCR and Client-level Data Validation Report, which details any errors, warnings, or alerts in the data.



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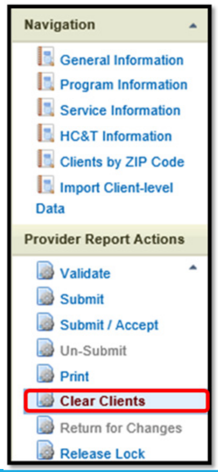
HAB prefers you to merge your data locally, but if you are not able to then you have the ability to upload multiple XML files to the Client-level Data upload section. You can view the Upload Completeness Report or (UCR) for each individual file by selecting the icon to the left of the ID number. You can also view any validation errors, warnings, or alerts that your client-level data may have generated by viewing the Validation Report for each file.

Next, lets take a look at how to clear a client-level data file in the event you'd like to make changes within your report.

Clearing Client-level Data (CLD)



In the event your agency has made changes to its client-level data file and would like to upload the new file, select the “Clear Clients” option on the left-hand side of screen under the navigation panel.

Clearing Client-level Data (CLD)

Clear Client Records

All client records that have been imported into this report can be cleared by selecting the checkboxes next to each file. Then select the "Clear Selected File(s)" button below to schedule the request.

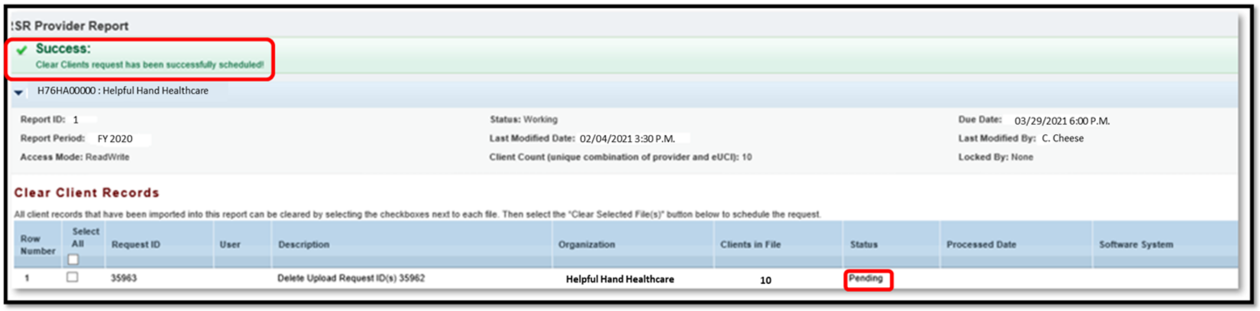
Row Number	Select All	Request ID	User	Description	Organization	Clients in File	Status	Processed Date

There is no client upload request.

Clear Selected File(s)

On the screen that appears you will select the data file you wish to remove and then select "clear selected fields".

Clearing Client-level Data (CLD)



Once the system begins processing the request you will see a “success” message at the top of the screen as well as a “pending” status below.

Clearing Client-level Data (CLD)

Clear Client Records

All client records that have been imported into this report can be cleared by selecting the checkboxes next to each file. Then select the "Clear Selected File(s)" button below to schedule the request.

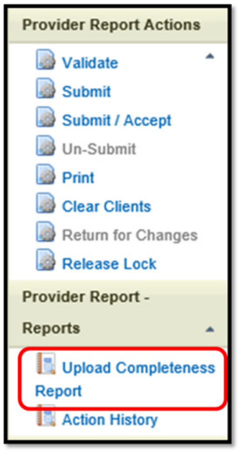
Row Number	Select All ☐	Request ID	User	Description	Organization	Clients in File	Status	Processed Date
1	☐	35962		Upload Demo XML - Copy.xml	**Helpful Hand Healthcare**	10	Processed	

Clear Selected File(s)

After a few moments, refresh the page and you will now see that the clear clients request has been “processed”. All files selected are now removed from the report.

Next, I will discuss the Upload Completeness Report as well as validation messages you may receive when attempting to submit your report.

Merged CLD Reports



- If multiple files are uploaded, use the left navigation panel to view the “Upload Completeness Report.”
- For additional information, attend the “Reviewing Your Data at Upload: Tools Within the RSR Web System” webinar on **February 17, 2021**
- Reviewing your Data at Upload: Tools Within the RSR Web System

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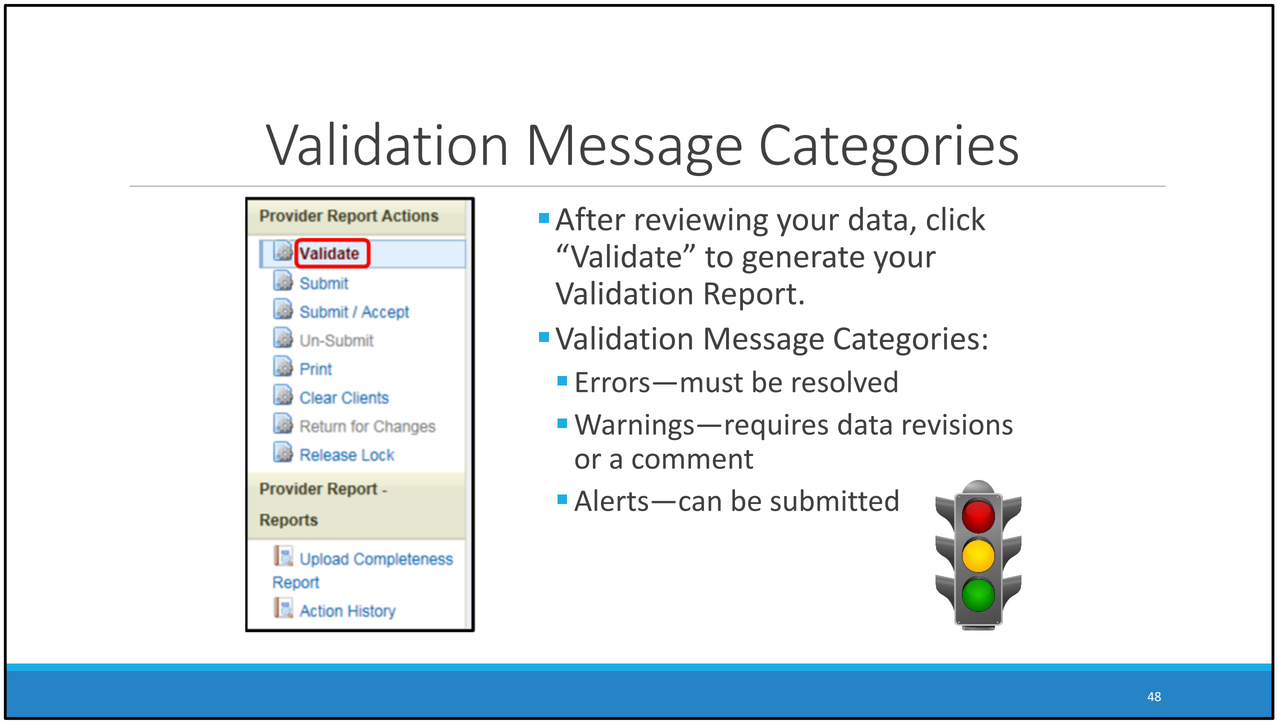
The UCR is a report available in the (RSR) Web System that displays the uploaded data by data element, so you can review your data quality. The UCR allows you to identify both missing data as well as data that may be incorrect. To view the UCR for the merged data, select the “Upload Completeness Report” link in the left navigation panel. Please note, even if your agency has only uploaded one client-level data file you can still use this link to view your UCR. Remember, this report is important for checking and improving your data quality.

For more information about using these reports, I would encourage you to attend the Webinar “Reviewing Your Data at Upload: Tools Within the RSR Web System” that will be presented on Wednesday **February 17.** The registration link has been added to this slide for your reference.

Now, lets discuss the validation message categories you may receive in your report after you have uploaded your data.



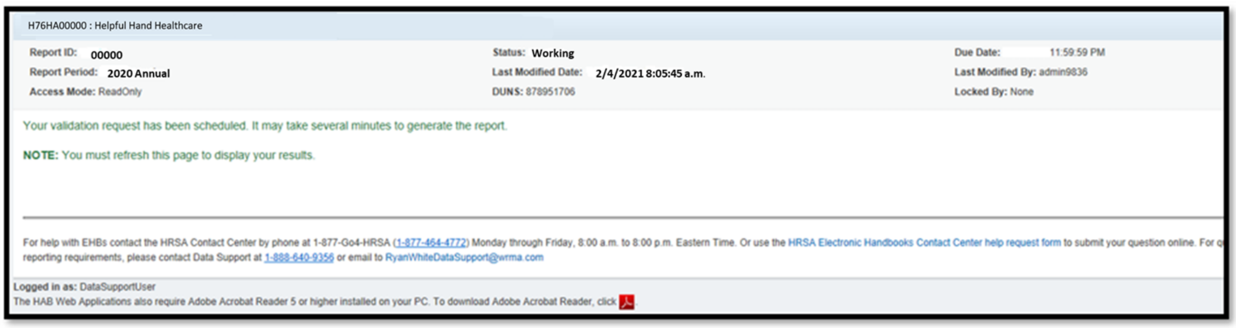
Once you have uploaded and reviewed your "Upload Completeness Report," click "Validate" in the left navigation panel under "Provider Report Actions." This link will generate your "Validation Report," which contains a full list of any validation messages by the report.

There are three possible validation message categories:

- Errors identify items that are not allowed. Errors must be resolved before you can submit your report.
- Warning messages suggest your data may need revision. If you've reviewed your data and determined the entered information is correct, you must enter a warning comment explaining the data. You can submit your data with warning comments.
- Alerts identify areas in your data that should be reviewed for accuracy. You can submit your data with alerts; however, alerts indicate your data may need correction.

As a general rule, Alerts can become Warnings, and Warnings can become Errors in future submission cycles, so it's a good idea to try to correct all validations as appropriate. Please Note: you must, allow the system to validate for a few minutes, and then refresh the page by selecting "Validate" again. Let's take a brief look at the validation process before we continue.

Validation Processing



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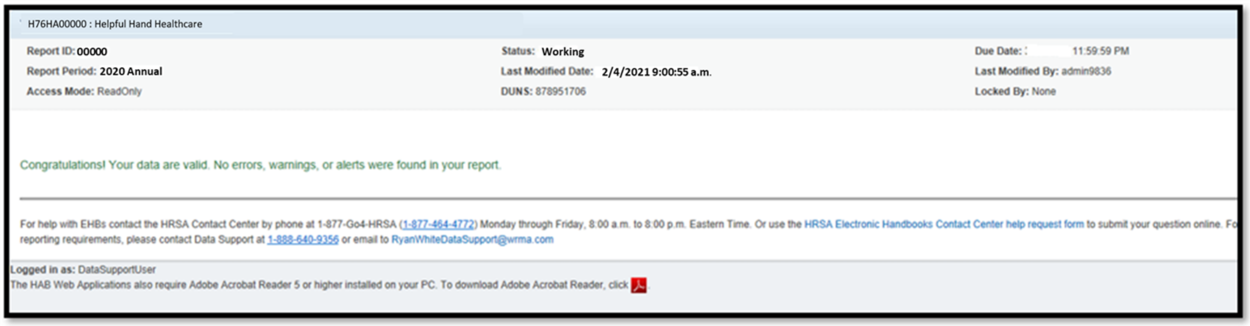
When you validate your report for the first time, you may see a message indicating that the validation request has been scheduled and that it takes several minutes to generate the report. You will need to refresh the page to display your results. If you receive this message, remember to wait a few moments and then select “Validate” in the navigation panel again.

Validation Processing



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If you validate your report again and receive the message “Congratulations! Your Data are valid. No errors, warnings, or alerts were found in your report” then the system has verified the uploaded file is accurate. However, for those who do receive a validation message in their report, lets review how to address those in order to submit the report successfully.

Adding Warning Comments

Validation Results

You must fix all errors in your report before you can submit your data. Please fix all warnings as appropriate. For the warnings that you cannot or should not fix, enter a warning comment before you submit your data. To enter warning comments for a specific check, select the Add Comment link located in the Action column of the validation results table(s). Contact the help desk if you have questions about any of the validation errors, warnings, or alerts.

For any validation that includes the number of clients, please click on the arrow to the left of the message to see a list of the client eUCIs.

RSR Provider Report

Row No.	Check No.	Message	Level	Comment Count	Action
1	213	The count of clients receiving eligible services in each ZIP Code must be greater than zero.	Warning	1	Add Comment
2	214	The total number of clients reported in your CLD (109) differs from the sum of clients reported by ZIP Code (0).	Alert	0	

Client-Level Data

View Detailed CLD Validation Report

	Row No.	Check No.	Message	Level	Comment Count	Action
▸	1	96	9 Clients missing Poverty Level.	Warning	1	Add Comment
▸	2	97	9 Clients missing Housing Status.	Warning	1	Add Comment

This screenshot shows how the validation results will appear in the web system. The Validation Report is organized by RSR Provider Report validation messages and by Client-level Data validation messages.

As I explained on the previous slide, if your report generates warnings, you will either need to revise the data or enter a Warning Comment explaining the data. There must be at least one Warning Comment entered per warning message. To add a Warning Comment, select “Add Comment.

Adding Warning Comments

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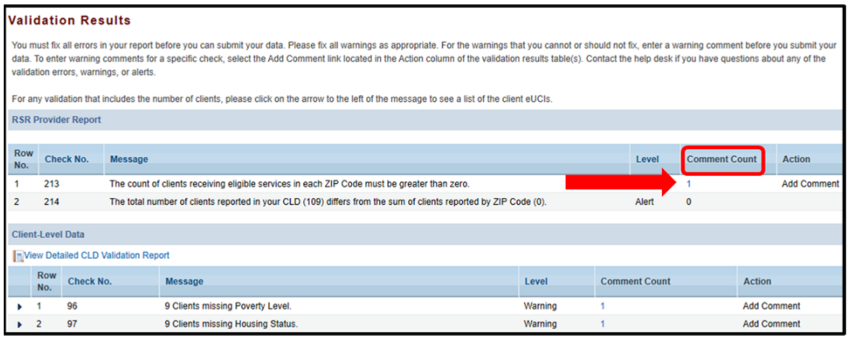
A text box will appear for you to enter your comment. Once you’ve entered all necessary comments select save.

Adding Warning Comments



Validation Results

You must fix all errors in your report before you can submit your data. Please fix all warnings as appropriate. For the warnings that you cannot or should not fix, enter a warning comment before you submit your data. To enter warning comments for a specific check, select the Add Comment link located in the Action column of the validation results table(s). Contact the help desk if you have questions about any of the validation errors, warnings, or alerts.

For any validation that includes the number of clients, please click on the arrow to the left of the message to see a list of the client eUCIs.

RSR Provider Report

Row No.	Check No.	Message	Level	Comment Count	Action
1	213	The count of clients receiving eligible services in each ZIP Code must be greater than zero.		1	Add Comment
2	214	The total number of clients reported in your CLD (109) differs from the sum of clients reported by ZIP Code (0).	Alert	0	

Client-Level Data

View Detailed CLD Validation Report

	Row No.	Check No.	Message	Level	Comment Count	Action
▸	1	96	9 Clients missing Poverty Level.	Warning	1	Add Comment
▸	2	97	9 Clients missing Housing Status.	Warning	1	Add Comment

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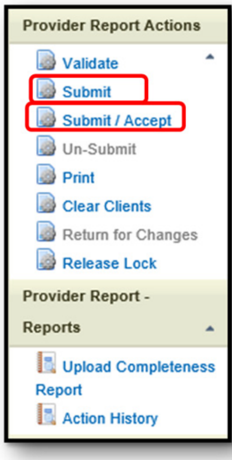
After you’ve saved your comment, the comment count column will reflect the number of comments entered per warning message. Please Note: Comments that have been entered and saved CANNOT be removed. However, you can always add another comment if needed.

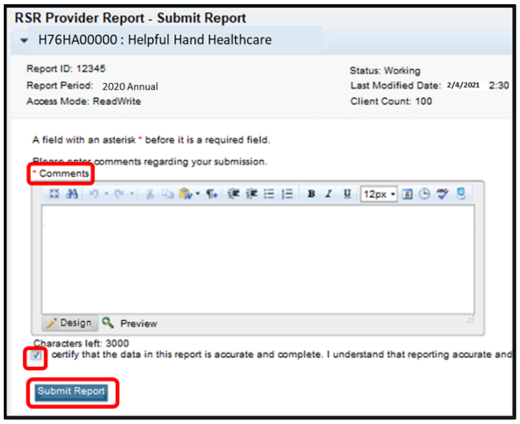
Provider Report Actions



- Final step is to "Submit" your Provider Report.
  - Providers will have the "Submit" link.
  - Recipient-Providers will select the "Submit/Accept" link.

Once you've completed the six Provider Report sections, you've uploaded and reviewed your data, and you've addressed all of your validation messages, you will need to submit your report. Providers will use the "Submit" link, and Recipient-providers will use the "Submit/Accept" link.

Submission Comments



- Report will advance to either "Review" or "Submitted" status:
  - "Submitted"—you are done!
  - "Review"—must be accepted by all recipients.
- Regularly confirm your submission status.

Once you've clicked "Submit," you will be required to enter a *Submission Comment. All of your RSR comments are reviewed at the end of the submission cycle. This is your opportunity to add contextual information and feedback about your RSR, so please enter a meaningful comment. After your comment is entered, you need to certify the data in the Provider Report as accurate and complete by adding a check mark. Your final step is to click "Submit Report."

Once you've clicked "Submit Report," your RSR Provider Report will advance to either "Submitted" or "Review" status. If your report advances to "Submitted" status, you are done! If your report advances to "Review" status, one or more recipients must review and accept the report before it will advance to "Submitted" status. For recipients that receive multiple Ryan White grants, you must accept your Provider Report through each funding source. For example, recipients that receive both Part C and Part D funding will need to "Accept" their Provider Report through both Part C and Part D grants.

Recipients also reserve the right to return Provider Reports for additional changes, so be sure to regularly confirm your report is in "Submitted" status.

Next, lets review the 2020 RSR Submission Timeline

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	
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.
- February 1 was both the deadline for the Recipient Report and the opening day for the Provider Report.
- March 1 is the target deadline for the Provider Report
- March 22 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.

Start Your Report!

As a reminder, please note that the Provider Report is now open. All Reports must be in submitted status by Monday, March 29, 2021, at 6:00 p.m. EST. We are not able to grant submission extensions, so please start working on this now.

RSR Webinar Series

Date	Webinar
February 17, 2021	Reviewing Your Data at Upload: Tools Within the RSR Web System
May 19, 2021	RSR Town Hall

To register, go to Data Webinar Calendar

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The RSR Webinar series is presented each year to help you through different steps in the RSR Submission Process. On February 17, the DISQ TEAM will be hosting the webinar, Reviewing Your Data at Upload: Tools Within The RSR Web System. On May 19, the DISQ Team and Data Support will present the RSR Town Hall. You can register today for upcoming webinars at the link provided.

To finish up, let’s take a look at the Technical Assistance resources available to you should you require further assistance.

Technical Assistance Contacts

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 RyanWhiteDataSupport@wrma.com	• 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	• Data reporting requirements; • Extracting data from systems and reporting it using the required XML schema; • TRAX and the encrypted Unique Client Identifier (eUCI) Application; and • Data quality issues.
EHBs Customer Support Center 877-464-4772 HRSA Grants And Electronic Handbooks Customer Support Center	• RSR software-related questions; • Electronic Handbook (EHBs) navigation; • EHBs registration; • EHBs access and permissions; • Performance Report submission statuses; and • RSR Web System navigation.
CAREWare Help Desk 877-294-3571 cwhelp@jprog.com	• 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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Here are the Ryan White Technical Assistance contacts available to you.

Data Support addresses RSR-related content, 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 addresses questions for those needing assistance in extracting data from their systems and reporting those data using the required XML schema; they also offer TA on the TRAX Application, data reporting requirements, and data quality issues.

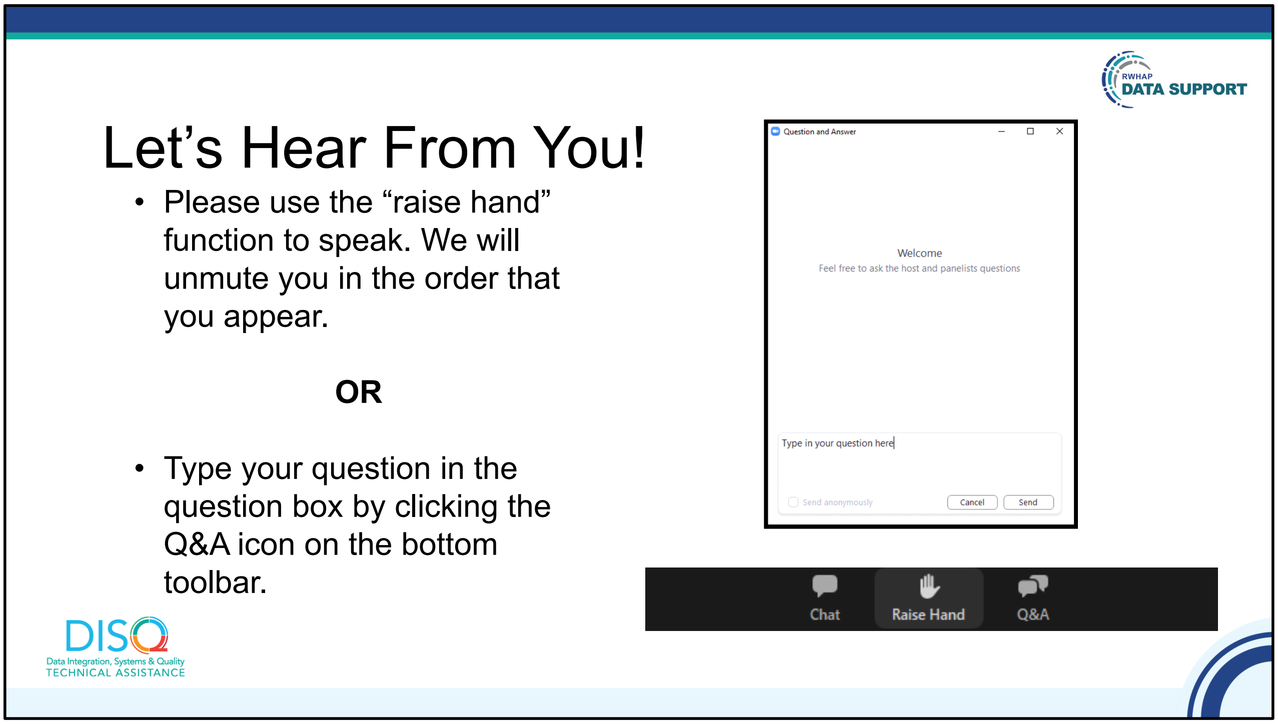
The EHB Customer Support Center provides assistance with the EHBs, including registration, access and permissions, RSR software-related questions, and EHBs navigation.

For our CAREWare users, the CAREWare Help Desk will be your best resource. The CAREWare help desk can assist you with generating XML files from CAREWare correction and also help create custom reports. I would encourage all CAREWare users to sign up for the listserv.

If you're still unsure of who to contact, please just call or email anyone. We will be sure to direct you to the right place! This information is available on the TargetHIV website within the RSR TA data Brochure.

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 for the Q&A portion of the webinar.



Thanks Richard and great presentation. Since the Provider Report has already opened, this is definitely a timeline resources.

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. Audrey 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 Audrey will unmute at the right time. We hope you consider asking questions "live", we really like hearing voices other than our own.

We do want to get all of your questions answered, and we do not usually run over an hour. If you have submitted your question in the question box and we cannot respond to your question today, we will contact you to follow up. We often need to explore your question in order to give you the most appropriate answer.

[After the Q&A]: As a reminder, please be sure to complete the evaluation for today's webinar.