February 17, 2021
Reviewing Your Data at Upload: Tools Within the RSR Web System - Written Q & A Summary

#	Questions	Answers
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.
2.	My recipient says my Provider Report is due March 1st, but the submission timeline says March 29th. Which one is correct?	The final deadline for the 2020 RSR is 6:00 PM ET on March 29th, but many recipients may ask providers to submit their data early so they have time to review and return the report for changes if necessary. For the full RSR submission timeline, click here.
3.	I am a recipient-provider that received multiple streams of funding this year. In the EHBs, I see a line for each grant where I submitted my Recipient Report. Where do I submit my Provider Report that has the data for all my RWHAP clients and services?	As a recipient-provider, you will have a different grant folder for each of the funding streams received. It does not matter which Recipient Report you go into to submit the Provider Report and upload the client-level data file. All funding streams will show up on your one Provider Report.
4.	Where would we indicate the services provided with Program Income in the Provider Report?	In the Services Information section of the Provider Report, you will see an additional column on the Services tables(s) labeled "RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)." If a recipient funded services using Program Income, these services should show up with a check under this column header. If providers generate their own program income, they can indicate the services funded through program income in a separate table in the Provider Report called "Additional Services Delivered through Your Organization's Generated Program Income and/or Pharmaceutical Rebates." These additional services are those that are not funded by the recipient.
5.	Who completes the HIV Counseling & Testing (HC&T) portion of the Provider Report and which clients should be reported for that service?	Providers only need to complete the HC&T section if they were funded for that service. The first question in this section asks, "Did you receive funding for this service?" Selecting "No" will grey out the remaining questions in that section. If providers select "Yes," then they should enter aggregate

		data. This aggregate data is regardless of funding source, meaning it is inclusive of anyone tested regardless of who paid for the test.
6.	Is there a document that will take you through step by step if you use CAREWare?	The CAREWare wiki page has manuals and quick start guides that walk through how to use the system. The CAREWare helpdesk is your best resource for TA requests related to CAREWare.
7.	In the Validation Report, do providers need to write a comment for each client with the same warning or can they write one comment to cover all clients with the same warning?	Providers only need to add one comment per warning. The validation message itself will state the number of clients and a comment for that warning will cover all clients included in that warning message.
8.	I have taken on RSR submission responsibilities from a colleague. Who do I contact to change the email address on our provider account to my email?	To access the RSR using your own email address, create a new account using your own email address. To create an account, you will need the organization's registration code (reg code). Contact your recipient or Data Support to receive this information. You can still view past reports using the new account.
9.	If a provider is exempt, do recipients need to submit a Provider Report?	Yes. If you have exempted a provider from reporting, the RSR system will create an Exempt Report for them, which is identical to a Provider Report with no validations. Recipients still need to go in and check that all the services are correct, submit, and accept the Exempt Report.
10.	Are the RSR numbers supposed to match the numbers in the CAREWare Financial Reports?	The RSR is not an accounting report so the funded dollar amount does not need to match up with numbers in the CAREWare Financial Reports. However, the number of clients receiving a service during the year and the total client count for the year should match across the RSR and the CAREWare Financial Report.
11.	How is the Validation Report related to the emails the DISQ team sends out asking about agencies' plans to improve data completeness?	Following RSR submission, the DISQ Team conducts outreach with recipients and providers with data completeness or quality issues who may have submitted insufficient comments for validations. In outreach, the DISQ Team will ask recipients and

		providers about plans (and any technical assistance needs) for improving data completeness and quality going forward.
12.	I use program income to pay for staff salary. Do I need to include this funding category if I use it to pay for something that is not a direct service?	Yes, HAB's expectation is that staff whose salary is paid for by RWHAP are seeing clients who meet the eligibility requirements for the program. The services rendered by these staff should be reported in the RSR.
13.	For Provider Report questions #6, regarding the number of clients treated with MAT, do the clients need to receive RWHAP services to be counted in this question?	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. A client does not need to have actually received RWHAP services to be counted, only have been eligible to receive services.
14.	I completed my monthly COVID-19 Data Reports (CDR). Do I need to report CARES Act funding in the RSR?	Yes. Completing the CDR does not meet the reporting requirement for this funding stream in the RSR. Recipients need to submit a Recipient Report for CARES Act funding which will be up-to-date if you have entered your contracts for CDR reporting. Like the RSR, recipients will go into the system and double check the list of providers and services funded through their CARES Act grant.
15.	I am having trouble creating the ZIP code report. Who can I contact for assistance?	Reach out to the DISQ Team and include which data system your agency uses to create this report.
16.	How do we schedule a 1:1 training with our staff? We are all new.	The DISQ Team offers orientation and training for new staff. Reach out to the DISQ Team to schedule an appointment.