May 19, 2021

RSR Town Hall - Written Q & A Summary

#	Questions	Answers
1.	When will PDFs of the 2020 RSR Provider Reports be available to download on HRSA's Electronic Hand Books (EHBs)?	While downloadable PDFs of the 2020 RSR Provider Reports are not yet available, the reports are available to print as PDFs. You can locate the print link under the "Provider Report Actions" header in the left Navigation panel. For assistance locating and viewing the Provider Report PDFs, contact Ryan White Data Support.
2.	I am a recipient with providers who receive funding from multiple recipients. When trying to get our providers' Reports to "Submitted" status, it is challenging to figure out which recipient(s) still need to review and accept the Provider Report. How can we find out who to contact to ensure timely RSR submission?	Recipients should coordinate with their subrecipients and the other recipients early on during the RSR submission to get the RSR Provider Reports into "Submitted" status by the Provider Report deadline. If you are unsure which recipients still need to accept the Provider Report before the Provider Report deadline, reach out to the DISQ Team or Ryan White Data Support for assistance.
3.	Why did I receive notifications about other agencies' statuses?	As a recipient, the only notifications you should receive are those related to you as a recipient or your subrecipients. If you have received a notification about an agency that is not a subrecipient, this is a system error. If this error has occurred, reach out to Ryan White Data Support.
4.	Where can I find the RSR In Focus document that explains the Eligible Services reporting requirement for 2021?	Find the RSR In Focus "Understanding Eligible Services for 2019 Data" here on TargetHIV.
5.	For the 2021 RSR, will recipients be required to submit a Recipient Report for CARES Act funding since the funds went into the 2021 reporting period?	CARES Act funded services provided in 2021 will appear on the CARES Act Recipient Report that recipients will need to certify by the RSR Recipient Report deadline. Providers who provided CARES Act funded services in 2021 are expected to report client-level data for those services in the 2021 RSR.
6.	Our agency received a no-cost extension of CARES Act funds with a change of Scope of Services. Should our agency continue reporting monthly for all services? We also received extensions for CARES funds with a change of the Scope of services. should we keep reporting monthly for all services?	If your agency received a no-cost extension for CARES Act funding, your agency would continue to submit the monthly CDR until all funding has been spent. The first step is to go back to the GCMS and edit the contract's original end date to reflect the no-cost extension end date, which will allow the system to generate the monthly CDRs. If your agency issued new contracts or changed the scope of services, you will need to add a new contract in the GCMS to reflect the new services delivered. Contact Ryan White Data Support if you need any assistance with adding a new contract or locating the monthly CDR.
7.	My agency did not receive a no-cost extension for CARE Act funds, but we are still providing clients items that were purchased using CARES	Please contact Ryan White Data Support for further guidance on how to proceed with CDR reporting.

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	Act funds. Should our agency also extend the CARES Act contract in the GCMS and submit a monthly CDR?	
8.	I was unable to upload the zip codes using a CSV file and had to enter them manually. What was the issue?	For help troubleshooting the zip code upload using CSV files, contact the DISQ Team. Common issues include CSV files in the incorrect format or a CSV file that is too large for upload to the system.
9.	Are there any plans to update the zip code report so that it accepts more than 470 zip codes?	HAB is exploring options to resolve this issue for the 2021 RSR. More information will be forthcoming. Sign up for the DISQ listserv (select "RSR" under the "Interests" section) to receive upcoming alerts and resources for submitting the RSR.
10.	My agency is considering using TRAX or CAREWare to complete the 2021 RSR. Where can I get more information about these tools and systems?	TRAX is a free tool to create the correct XML file for the RSR. Download the application and manual here. To view a webinar in which the DISQ Team provides a walkthrough of the tool, click here. For all things CAREWare, contact the CAREWare Helpdesk. If you are unsure which system or tool best meets your agency's needs, contact the DISQ Team to set up a call to go over the pros and cons of using either tool.
11.	Is there a list of commonly used 3rd party tools that help with creating the correct XML file for RSR submission?	The DISQ Team has compiled a list of RSR-Ready Systems that generate the correct XML file for the RSR. Find the list here on TargetHIV. An alternative is to use TRAX. Find out more about TRAX here.
12.	Where can I find more about ARIES?	Members of the DISQ Team are not experts in individual RSR-Ready Systems; however, if you have a question, the DISQ Team can connect you with a contact that can provide the information you need. Click here to contact the DISQ Team. You can find contact information for RSR-Ready Systems here. The specific contact information for ARIES in California is here.
13.	Is there a tool to keep track of program income and cap on charges as funding sources?	Tracking program income and cap on charges is outside the scope of HAB reporting. Such a tracking tool may be within your EHR or data management system. Contact the DISQ Team if you would like assistance determining whether your system has such a feature.
14.	What is the rationale behind the new question for new clients?	The rationale for "new client" data element are a) identifying how many new clients are being served within the RWHAP each year, and b) to identify important populations subgroups. For a full list of client-level data elements and their rationale, refer to Appendix A of the RSR Instruction Manual (pages 58-59).

15.	What exactly is the data that's pulled into Question 74 (Outpatient/ambulatory health service link date)?	Question 74 is the date at which someone who is newly diagnosed first received their outpatient/ambulatory health service visit.
		How the data is pulled depends on the data system used and how the RSR reporting requirements were converted into business logic for your system. For assistance figuring out what the business logic is and where RSR data lives in your system, contact the DISQ Team.
		CAREWare users can reference the data crosswalk available here. This document can give you a sense of where those data are getting pulled from.