RSR

# Reviewing Your Data at Upload: Tools Within the RSR Web System

Ryan White HIV/AIDS Program Services Report (RSR)

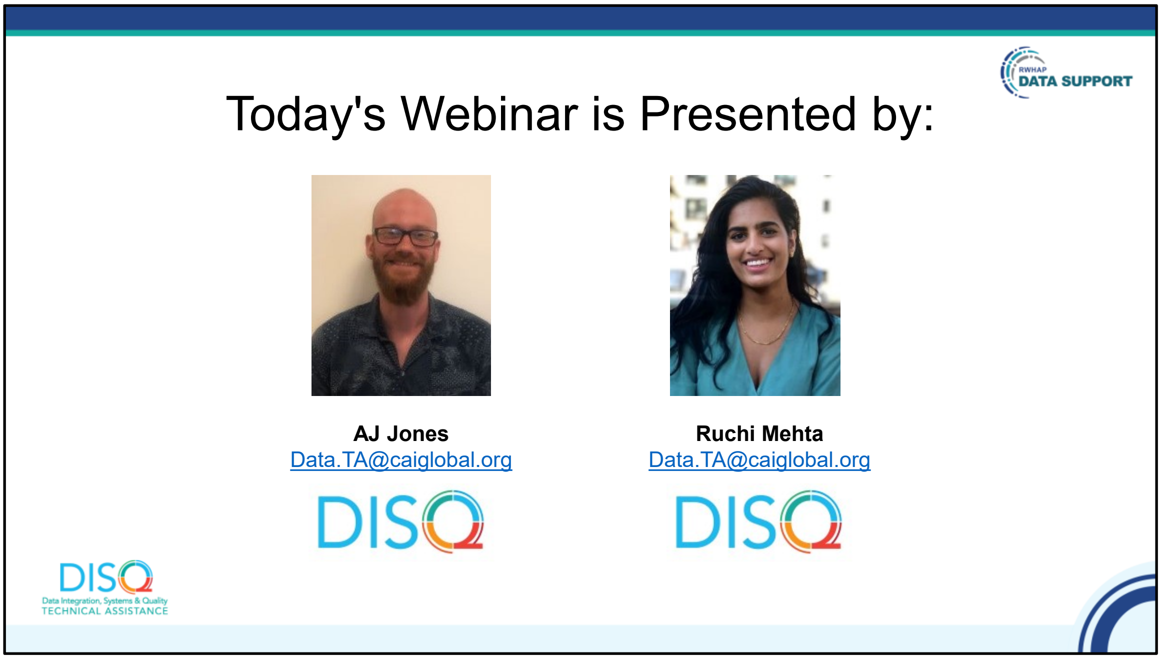
Health Resources and Services Administration, HIV/AIDS Bureau

February 9, 2022

RWHAP DATA SUPPORT

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Good afternoon everyone, thanks so much for joining us today. Today's webinar is "Reviewing Your Data at Upload: Tools Within the RSR Web System"




Today’s webinar is presented by my colleague AJ Jones. We work together on the DISQ Team to help RWHAP-funded agencies improve their client-level data quality for the RSR. Today, AJ will give you an in-depth look at reports available to recipients and providers within the RSR Web System, including the Upload Completeness Report and Validation Report. He’ll also tell you how to maximize the effectiveness of these reports.

# 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 an award 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 an award totaling $5,092,875.59. |

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# Outline

- RSR Timeline and Process
- Navigating the RSR Web System
- Using Reports in the RSR Web System
- Questions

Today I’ll be talking about the great reports that are available in the RSR Web System to help you assess your data quality and understand where you are in the reporting process. This presentation is geared to people new to the process but it also serves as a great reminder about the available reports. It is a lot of information but remember, the slides and the recording will be available on TargetHIV within two weeks of the webinar.

During the presentation, I’ll review the RSR submission timeline and process and give you a brief overview of why RSR data quality is so important. Then, I’ll cover how to navigate the RSR web system and use the built-in reports in the system, including the Upload Completeness Report and Validation Report. Finally, we’ll open up the floor to you all to take your questions.

# RSR Work Flow

| Who is responsible? | What are the key steps? | When is it due? |
|---|---|---|
| Recipient | 1. Review the GCMS<br>2. Complete the Recipient Report | February 7 |

This is the basic work flow for all recipients and providers. As a reminder, recipients are agencies who receive grants directly from HRSA HAB, and providers are agencies that deliver administrative, core and/or support services under subcontract to a recipient.

- The first step in the process should already be complete. It's for recipients to make sure that the contracts in the Grantee Contract Management System (GCMS) are up-to-date. The information from the GCMS then populates the Recipient Report, which was due on February 7th.
- Once Recipient Reports are certified, providers can go in and complete their Provider Report and client-level data upload in the RSR Web System. If you need assistance in doing so, I recommend checking out the previous webinars on TargetHIV or contacting DISQ to go over the process in detail. Once your data are uploaded, you should be reviewing the reports available to you in the web system. When you are confident that your data are as complete and accurate as possible, you will submit your report to your recipients to review. This is what you're asked to do by march 7 if possible to allow plenty of time for review. But, for those of you who don't quite meet that deadline, never fear, there is still time.
- If you are a recipient that funds other providers, it is then your responsibility to review your providers' reports. You may also return their report and ask for changes up to a week before the final deadline. All reports must be accepted by March 29nd. Reports will be marked as late if they are not submitted by 6:00pm ET on the 28th. The focus of today's presentation is on reviewing your data and validations, both before and after the RSR Provider Report and client-level data have been submitted.

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| Recipient | 1. Review Provider Report, data and validations<br>2. Request changes (if needed)<br>3. Accept the Provider Report | March 28 (final) |

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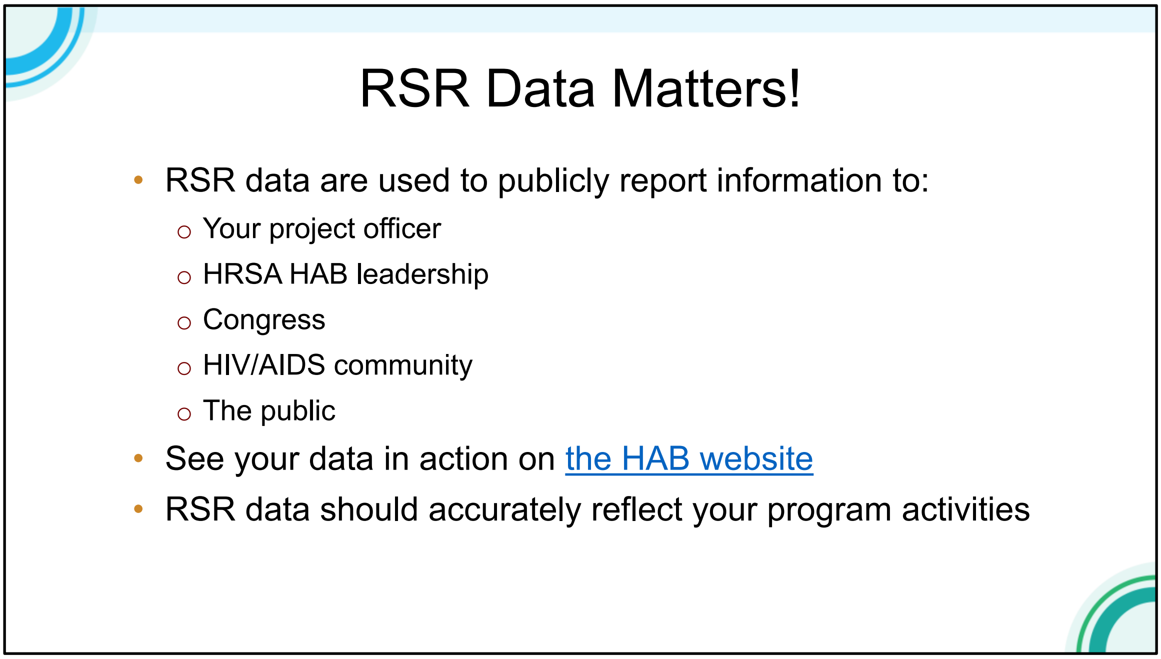
# Check out two TA Documents

- RSR Recipient Roles and Responsibilities
- Provider Roles and Responsibilities

**Ryan White HIV/AIDS Program Services Report (RSR)**
**Recipient Roles and Responsibilities**

| ACTIVITY | KEY STEPS | RESOURCES |
|---|---|---|
| New Staff Orientation | • Clarify your role and ensure that you have the correct permissions in EHB<br>• Download the RSR Recipient Report from the previous year to understand what was reported; you can download Provider Reports as well<br>• Review all resources on the Roadmap: New to the RSR webpage on TargetHIV<br>• Contact the DART Team and Ryan White Data Support to help get you started | RoadMap: New to the RSR<br>RSR Technical Assistance Brochure<br>RSR Listserv |
| General RSR Preparation Steps | • Make sure that everyone who has a role is registered in EHB with correct permissions<br>• Provide guidance to your funded providers regarding expectations for the RSR<br>• Establish local timeline to establish earlier deadlines if desired<br>• Coordinate with multiply funded providers (if applicable)<br>• Review client-level data throughout the year (at least biannually)<br>• Download RSR materials and register for webinars | Overview of HRSA's Electronic Handbooks for Recipients<br>RSR Timeline<br>Data Webinar Calendar<br>TargetHIV RSR Resources |
| Grantee Contract Management System (GCMS) | • Update contract information as needed for RSR (assumes information already entered for Program Terms Report/Allocations) | GCMS Instruction Manual<br>Completing the Grantee Contract Management System (GCMS) |
| Recipient Report | • Enter required information<br>• Reconcile with GCMS as needed<br>• Certify report by deadline | RSR Instruction Manual<br>How to Complete the Recipient Report Using GCMS<br>RSR Timeline |
| Provider Report | • Provide timeline, training and any needed guidance to providers<br>• Coordinates with other recipients as needed for multiply funded providers<br>• Support providers in completing the Provider Report<br>• Review and accept Provider Report(s) | RSR Instruction Manual<br>Completing the 2019 RSR Provider Report<br>RSR Timeline |

Now that we've reviewed the reporting process, I'd like to share two important resources with you for the RSR that will help you with your own workflow. We've designed one for Recipients and one for Providers. We've listed specific activities in each document, along with key steps and specific resources that may be helpful. These are on the TargetHIV website so check them out if you haven't already.




Now that we've reviewed the reporting process, let's take a minute to talk about why the RSR is so important! RSR data are used to publicly represent the Ryan White HIV/AIDS Program.

You want your RSR data to reflect the good work that you do! It is one way that your project officer and HAB leadership learn more about your program. It is essential that Congress, the HIV community, and the public at large receive accurate information about the importance of the Ryan White HIV/AIDS Program. You can see your data in action in HAB's annual data reports and slide decks that report out to you on the data you've submitted.

In addition, **good** quality data can help you improve quality of care, but poor-quality data cannot. If your data do not reflect your actual program activities, you can't use it to improve your performance.

That is why HAB built so many tools in the web system to help you review your data and ensure that it is of high quality.

## How to Access Your Reports

- Link for Recipients and Recipient-Providers
- Link for Service Providers

All of these reports that I'm going to talk about today are available to you live in the web system. If you are a recipient or a recipient/provider, you access the system through the EHBs.

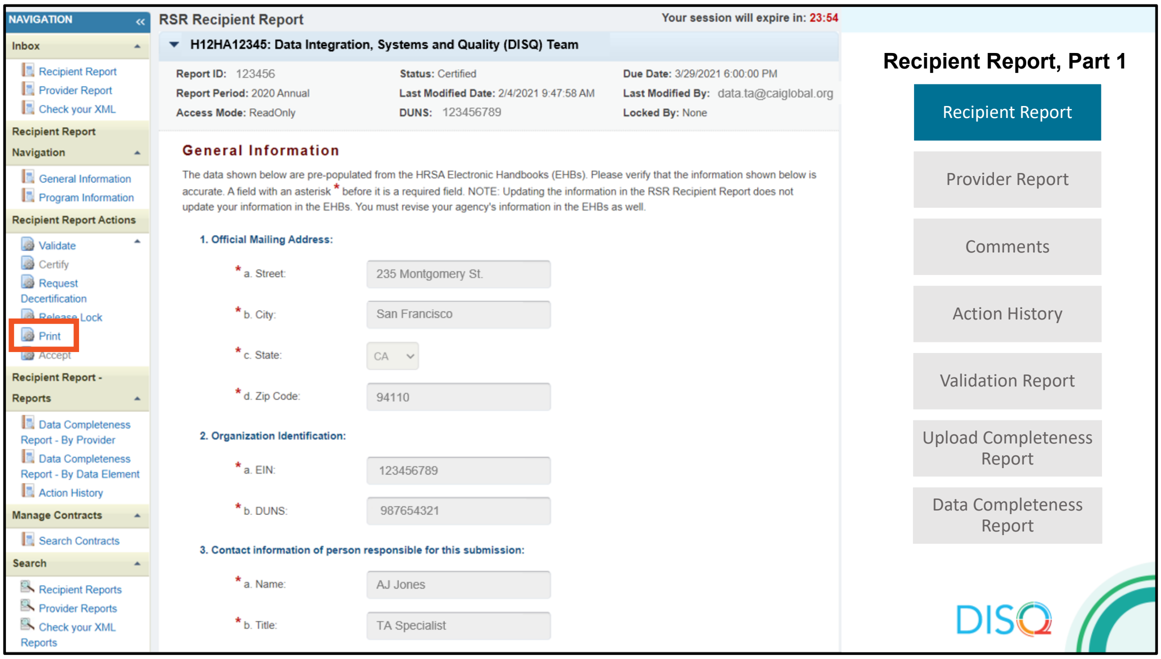
Providers will now also access the RSR through the EHBs, but you'll use a different link.

If you're not sure how to access the RSR, contact Data Support for assistance.

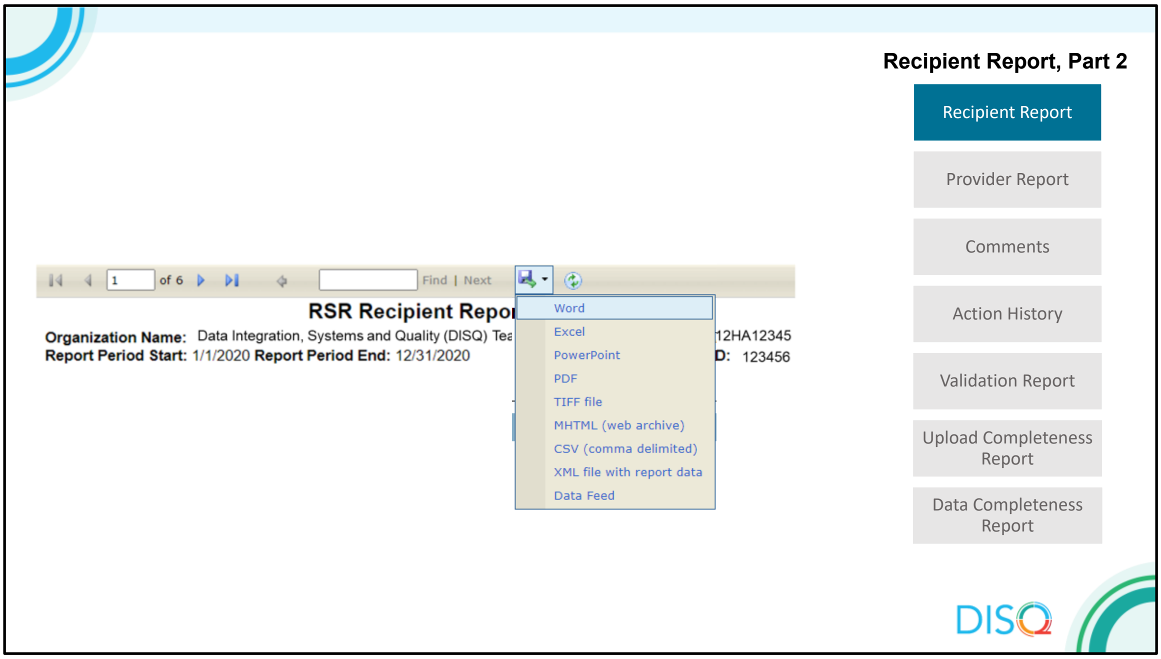

As you can see from this slide, there are a lot of reports available!

Recipients have access to all of these reports, and providers have access to everything except for the printed Recipient Report and the Data Completeness Report. Broadly, there are 2 types of reports available to you. The print versions of the Recipient and Provider Reports and the comments/action history are a great record of administrative data including RSR workflow as we went over earlier. The remaining 3 reports, the Validation Report, Upload Completeness Report, and Data Completeness Report, are summaries of the client-level data you upload into the RSR system.

We're going to walk through each of these reports and show you some examples of what to look for.



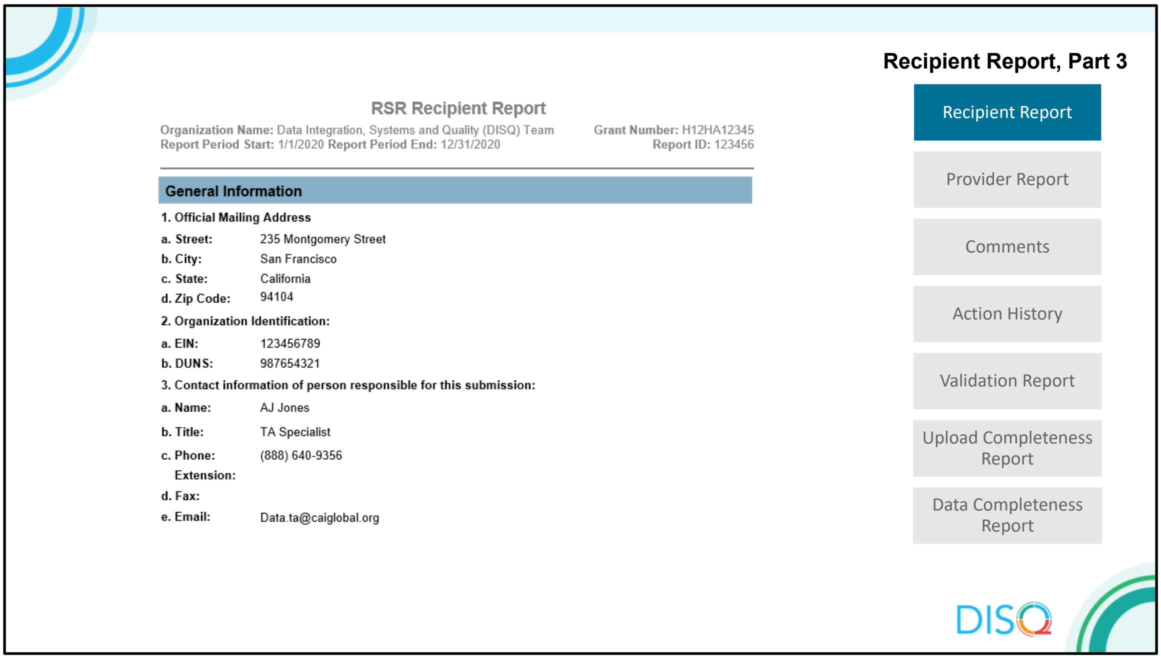

To print a copy of your RSR Recipient Report, access the report as you would if you were going in to complete it through the Recipient Report inbox. When you're in the report, Click on print in the left hand navigation menu under Recipient Report actions.




This will take you into a new window for the print feature that shows the html version of the recipient report. What you're seeing here on this slide is the header of the report. Remember, you can download this report in several different formats.

These downloads are helpful because you can see all the information in your report. In one document, you will have a list of all of your funded providers and what services you fund them for. In the web system, you will have to click on different tabs and different links to see all this information. It is also a good idea to save the files for reference in future reporting.

This report also includes the action history and comments at the end of the report. We will discuss these later in the presentation.




When reviewing your Recipient Report, check to make sure that the administrative info about your agency and who is completing the report is correct.

## Recipient Report, Part 4

- **Recipient Report**
- Provider Report
- Comments
- Action History
- Validation Report
- Upload Completeness Report
- Data Completeness Report

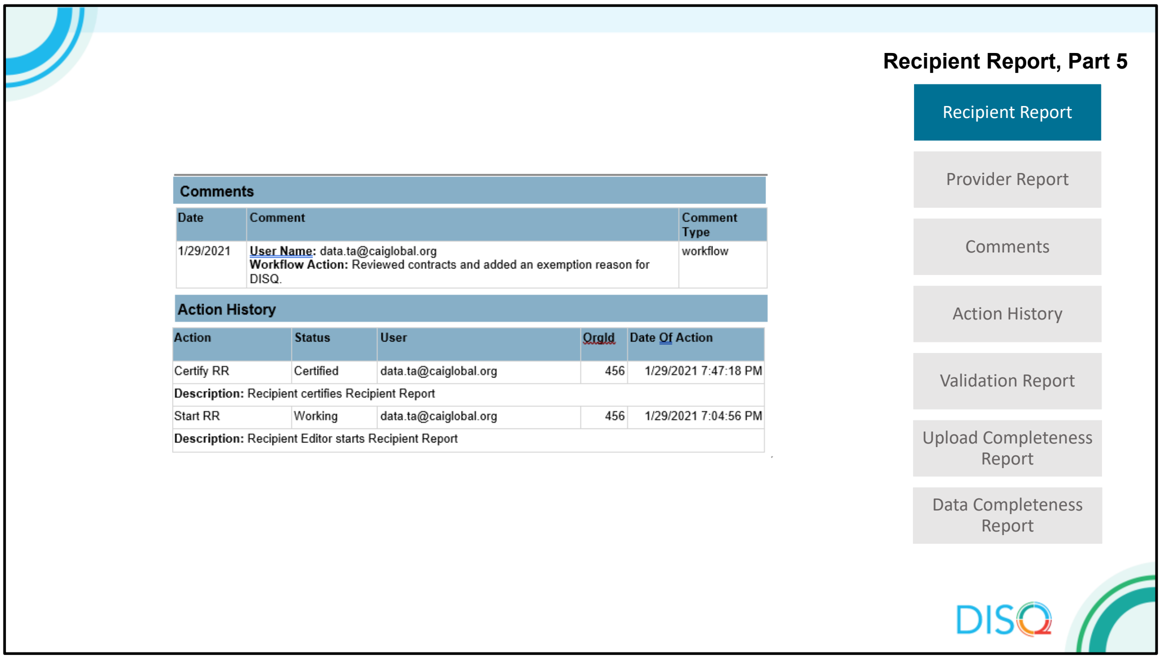
**Program Information**

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.

| Reg Code | Provider Name | Exempt | Exemption Justification |
|---|---|---|---|
| 12345 | Data Integration, Systems and Quality (DISQ) Team | Yes | Does not provide direct client services |
| **RWHAP Funded Services:** Administrative or technical support | | | |
| 23456 | Neighborhood Health Center | No | |
| **RWHAP Funded Services:** Medical Case Management, including Treatment Adherence Services, Outpatient Ambulatory Health Services | | | |
| 34567 | Local Health Department | No | |
| **RWHAP Funded Services:** Early Identification Services (EIS) | | | |

DISQ

You'll also want to check out the list of providers that are funded under your grant, and make sure that the services are correct. These data will populate the Provider Report, so you'll want to make sure there are no missing services. You'll also see in this report if you exempted any providers, along with the reason they were exempted.



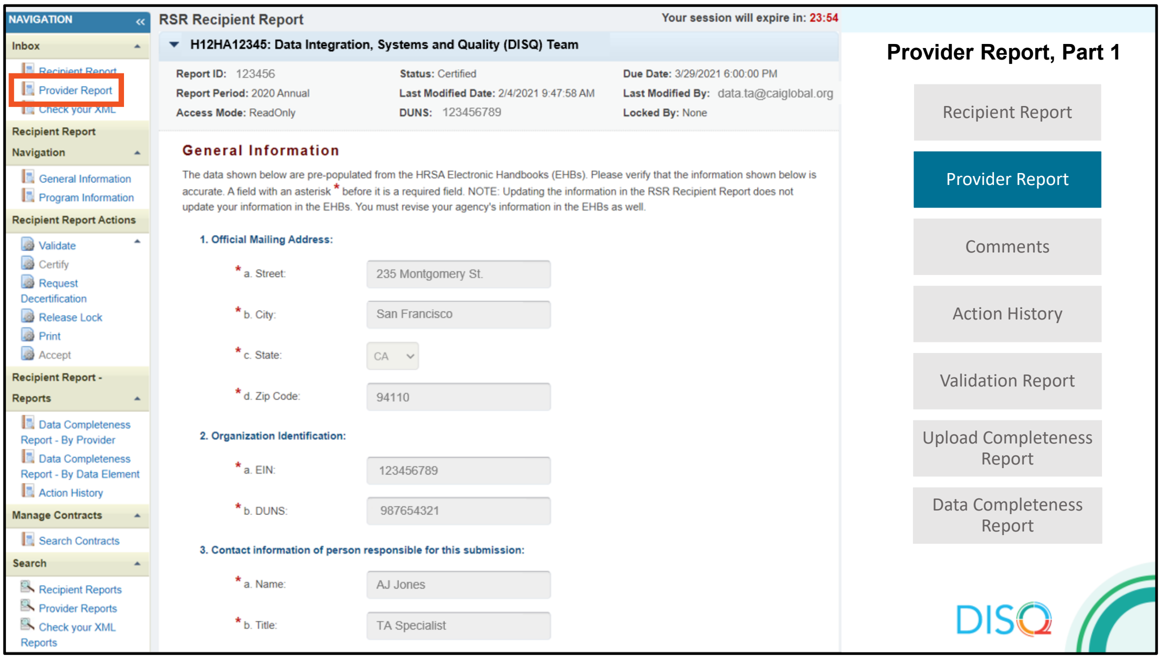

**Comments**

| Date | Comment | Comment Type |
|---|---|---|
| 1/29/2021 | **User Name:** data.ta@caiglobal.org **Workflow Action:** Reviewed contracts and added an exemption reason for DISQ. | workflow |

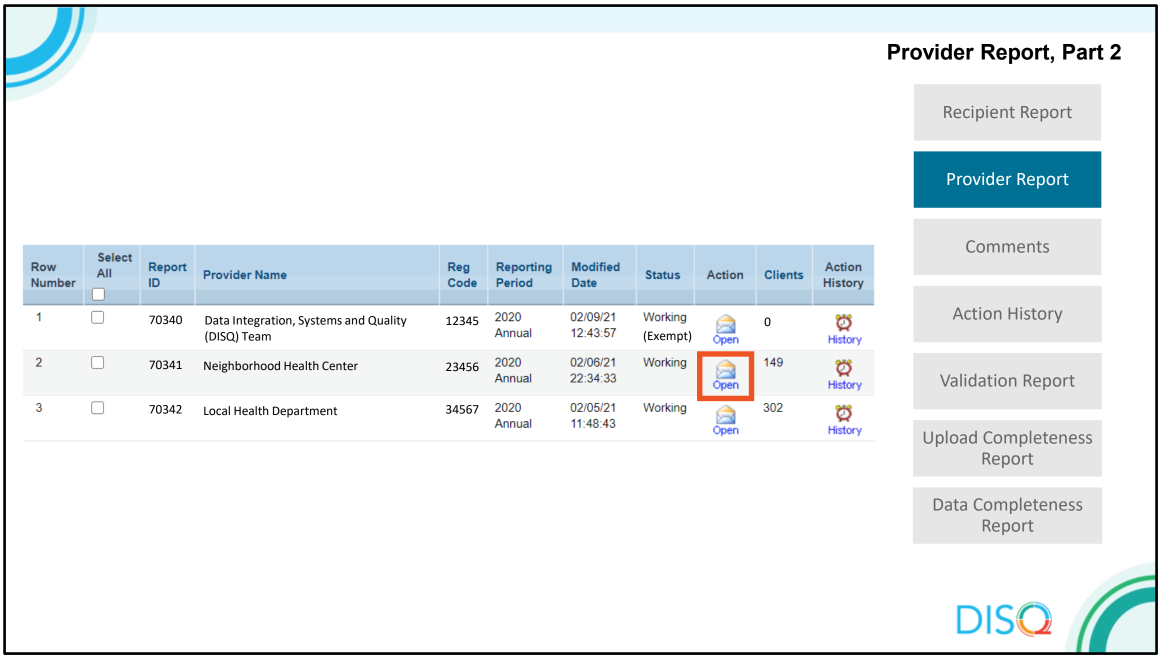
**Action History**

| Action | Status | User | OrgId | Date Of Action |
|---|---|---|---|---|
| Certify RR | Certified | data.ta@caiglobal.org | 456 | 1/29/2021 7:47:18 PM |
| **Description:** Recipient certifies Recipient Report | | | | |
| Start RR | Working | data.ta@caiglobal.org | 456 | 1/29/2021 7:04:56 PM |
| **Description:** Recipient Editor starts Recipient Report | | | | |

Finally, at the end of this report you'll see a list of comments added to the report, and the Action History which displays when the report was moved to the next workflow status.

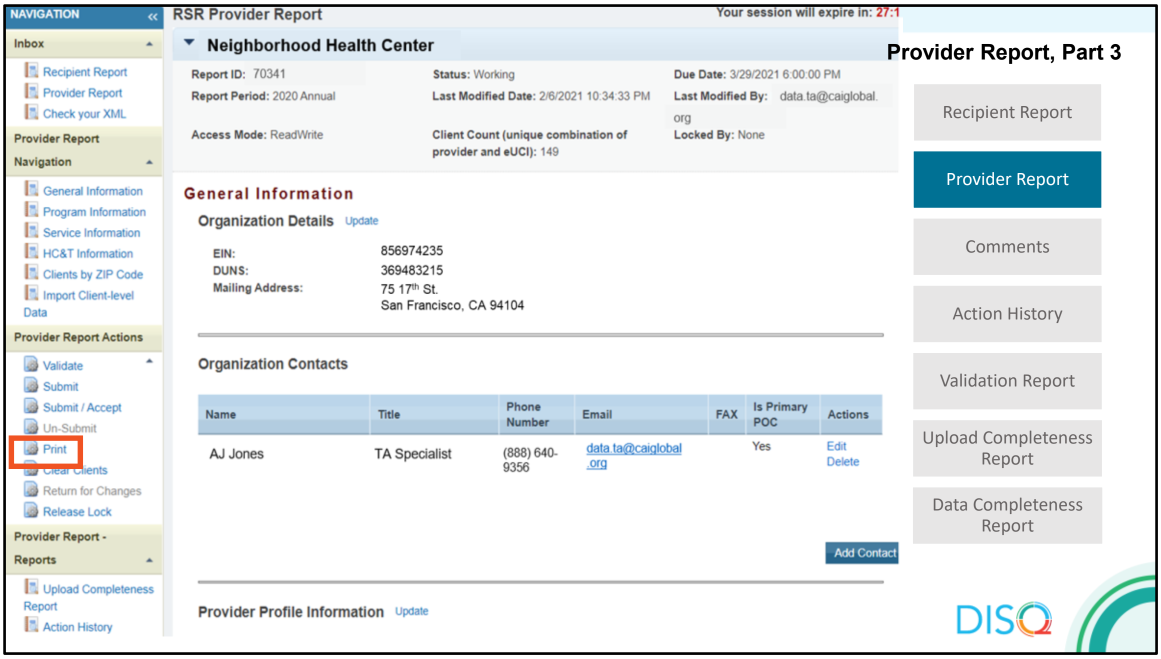



Next we're going to talk about this same report available for the RSR Provider Report. For recipients accessing your providers' reports, you'll have one additional step. You'll need to open the provider report inbox to view a list of all of your provider's reports. To do this, click on "Provider Reports" in the left hand navigation menu under the inbox.




| Row Number | Select All | Report ID | Provider Name | Reg Code | Reporting Period | Modified Date | Status | Action | Clients | Action History |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | 70340 | Data Integration, Systems and Quality (DISQ) Team | 12345 | 2020 Annual | 02/09/21 12:43:57 | Working (Exempt) | Open | 0 | History |
| 2 | | 70341 | Neighborhood Health Center | 23456 | 2020 Annual | 02/06/21 22:34:33 | Working | Open | 149 | History |
| 3 | | 70342 | Local Health Department | 34567 | 2020 Annual | 02/05/21 11:48:43 | Working | Open | 302 | History |

On this slide, you're seeing a Provider Report inbox. The provider reports associated with your organization will be listed in the table. Locate the provider report you want to access to review and select the envelope icon in the Action column.




This report works in the same way as the printed version of the Recipient Report we just walked through – you'll just need to click on "Print" in the left hand navigation menu.

## Provider Report, Part 4

### RSR Provider Report

Organization Name: Neighborhood Health Center — Report ID: 70341
Report Period Start: 1/1/2020 — Report Period End: 12/31/2020

**General Information**

Organization Details

**Organization Name:** Neighborhood Health Center
**Taxpayer ID/EIN:** 856974235
**DUNS:** 369483215
75 17th St.
**Mailing Address:** San Francisco, California 94104

Organization Contacts

| Name | Title | Phone Number | Email | FAX | Is Primary POC |
|---|---|---|---|---|---|
| AJ Jones | TA Specialist | (888) 640-9356 | data.ta@caiglobal.org | | Yes |

Provider Profile Information:

**Provider Type:** Publicly funded community health center
**Section 330 Funding Received:** Yes
**Type of ownership:** Private, nonprofit
**Faith-based Organization:** No
**Part of a real time electronic data network:** No

Service Delivery Sites

| Name | Address | Phone Number |
|---|---|---|
| Neighborhood Health Center | 75 17th St., San Francisco, CA 94104 | (888) 640-9356 |

**Website URL:**
**Hours of Operation:** By Appointment Monday - Saturday
**Services:** Outpatient/Ambulatory Health Services, Medical Case Management, including Treatment Adherence Services

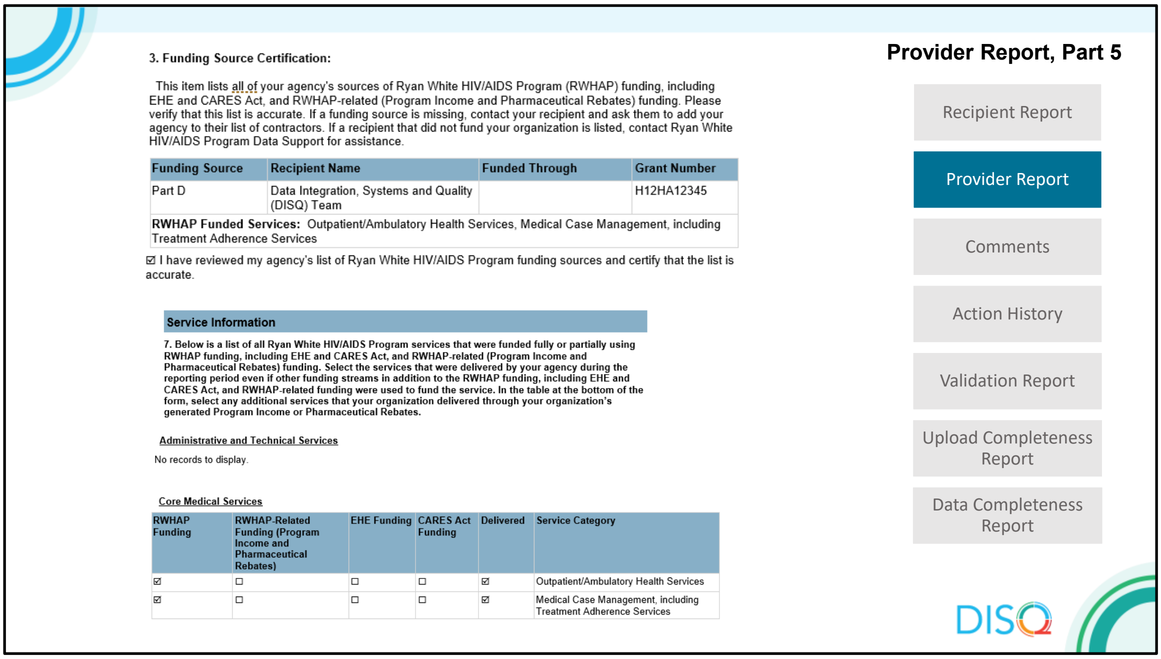
**Program Information**

1. Contact information of person responsible for this submission:

**a. Name:** AJ Jones
**b. Title:** TA Specialist
**c. Phone:** (888) 640-9356
**Extension:**
**d. Fax:**
**e. Email:** data.ta@caiglobal.org

- Recipient Report
- Provider Report
- Comments
- Action History
- Validation Report
- Upload Completeness Report
- Data Completeness Report

As with the Recipient Report, this starts with administrative information about your agency and who is completing this report. This is all pre-populated by the system, so it should be correct but it's always good to take a second look.




Recipients should also be sure to triple-check the services reported here. There are two places these appear: in Question 3, which is in the Program Information section of the Provider Report, you'll see a full list of recipients who fund this provider and for what services. Providers also need to check these services off as delivered in Question 7 in the Service Information section. As a recipient, it is especially important to make sure that all the services you fund are listed here, and that providers have checked off the services that they actually delivered during the year.

## Provider Report, Part 6

- Recipient Report
- Provider Report
- Comments
- Action History
- Validation Report
- Upload Completeness Report
- Data Completeness Report

**Comments**

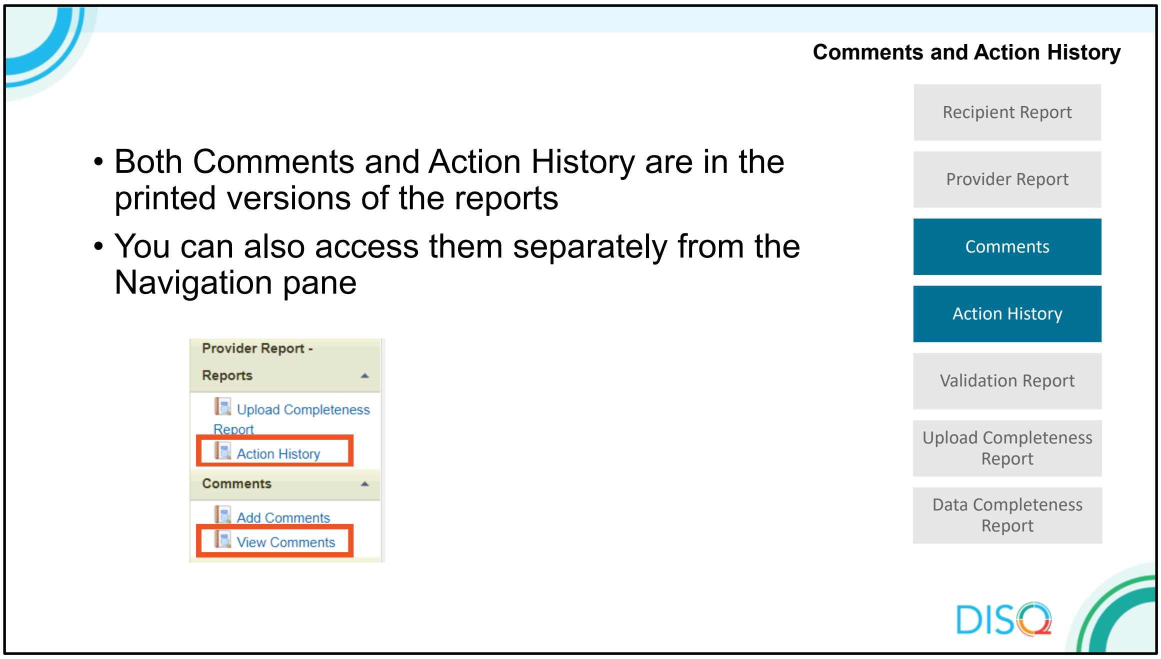
No records to display

**Action History**

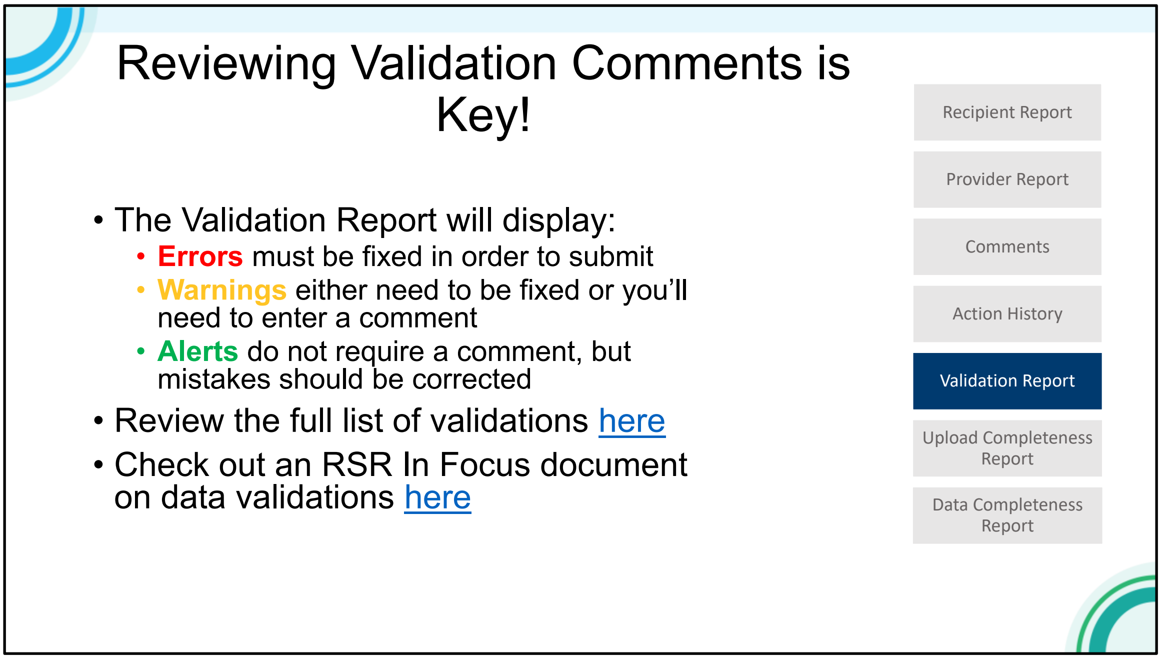
| Action | Status | User | OrgId | Date Of Action |
|---|---|---|---|---|
| Client Level Data Upload (id = 568422) | | data.ta@caiglobal.org | 869 | 2/1/2021 1:36:44 PM |
| **Description:** The request was submitted at 2021-02-01 13:36:44 and processed at 2021-02-01 13:37:45; File name is 2020 RSR File.xml. | | | | |
| Start PR | Working | data.ta@caiglobal.org | 869 | 2/1/2021 1:22:38 PM |
| **Description:** Provider Create Provider Report | | | | |

DISQ

This report also ends with Action History and comments. If Providers are funded under multiple Parts, this is a great way to figure out who has reviewed the data.



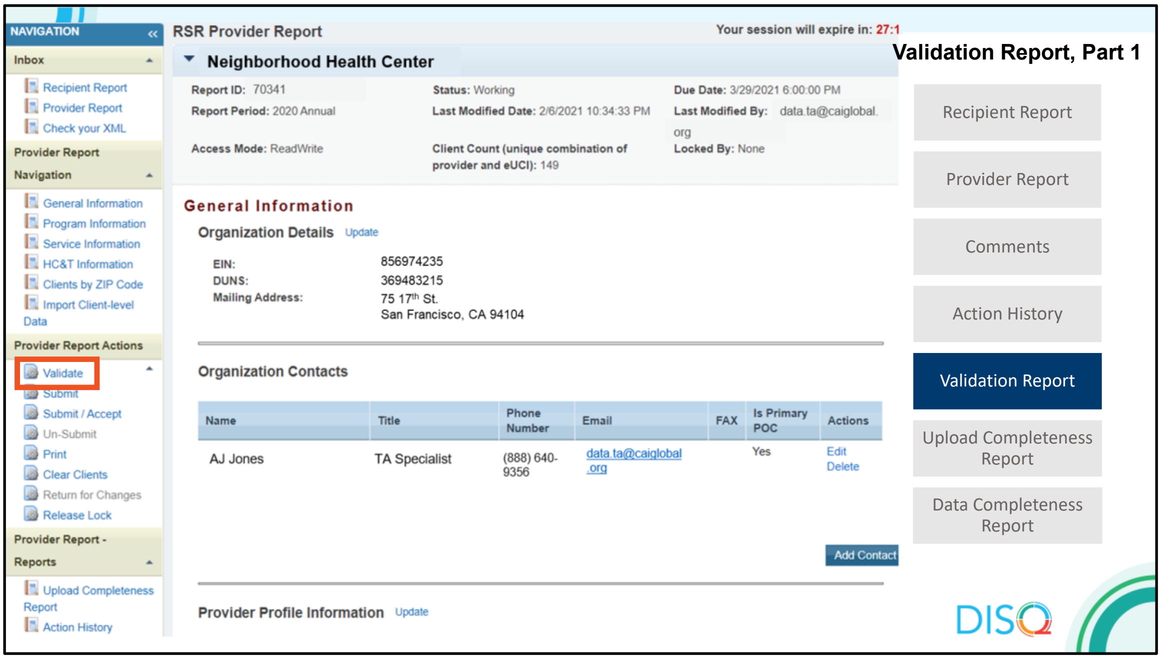

Both Comments and action history are available in the printed version of the reports we've just looked at, and you can also generate them separately from the navigation pane. Recipients may find these reports helpful to keep on top of the RSR work flow and see if you've already accepted or returned a report for changes.



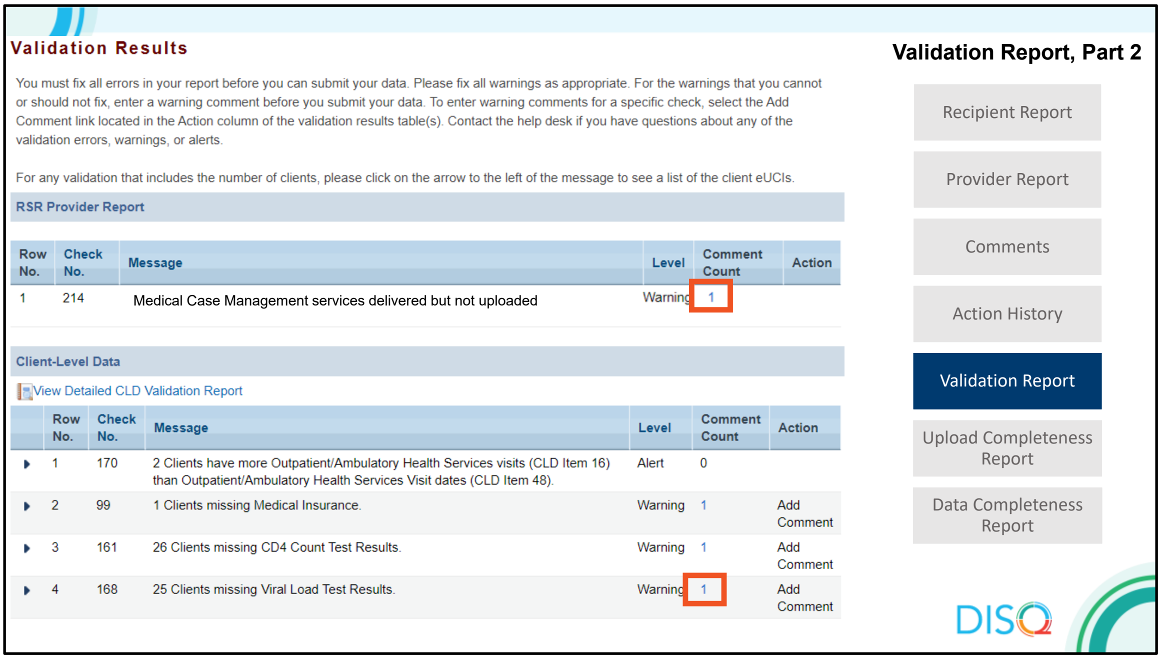

Next, I'm going to review the reports available for the client level data.

Just a quick reminder about validation messages.  Errors must be fixed. You should try to resolve your warnings, but if you can't resolve them, you will need to enter a comment. You don't need to enter a comment to explain an alert, but you should fix those mistakes as necessary.

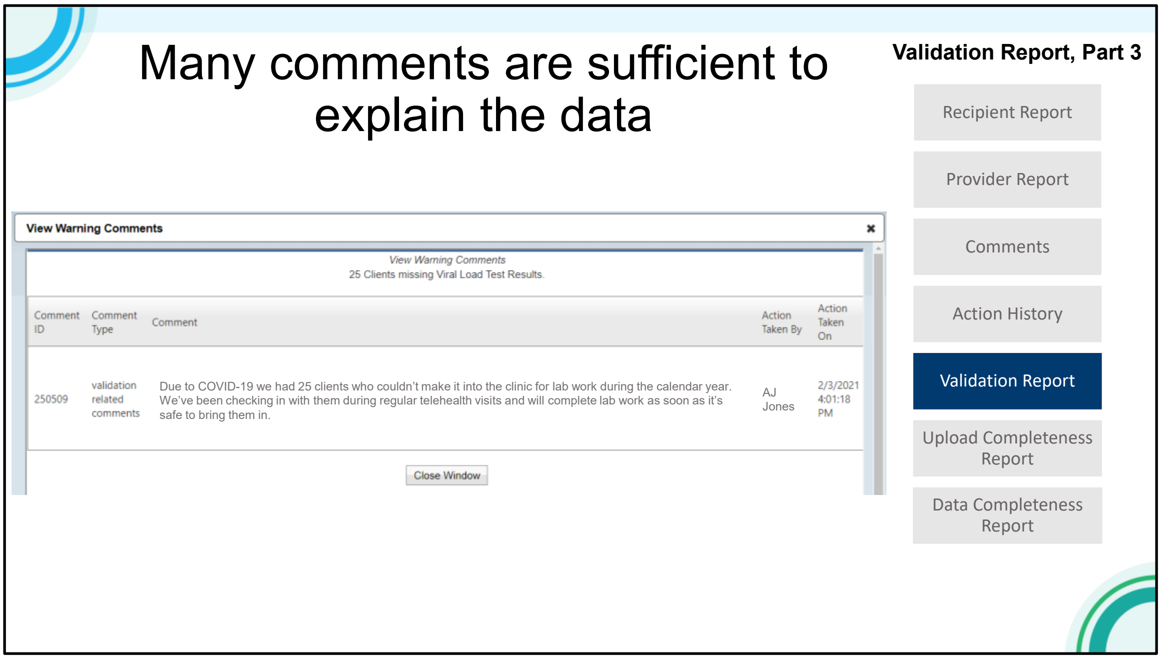
The validation report displays all of the validation messages for the provider report and client level data. You can check out a full list of the validations at the first link on this slide, and a more streamlined version of the validations at the In Focus document at the last bullet here.



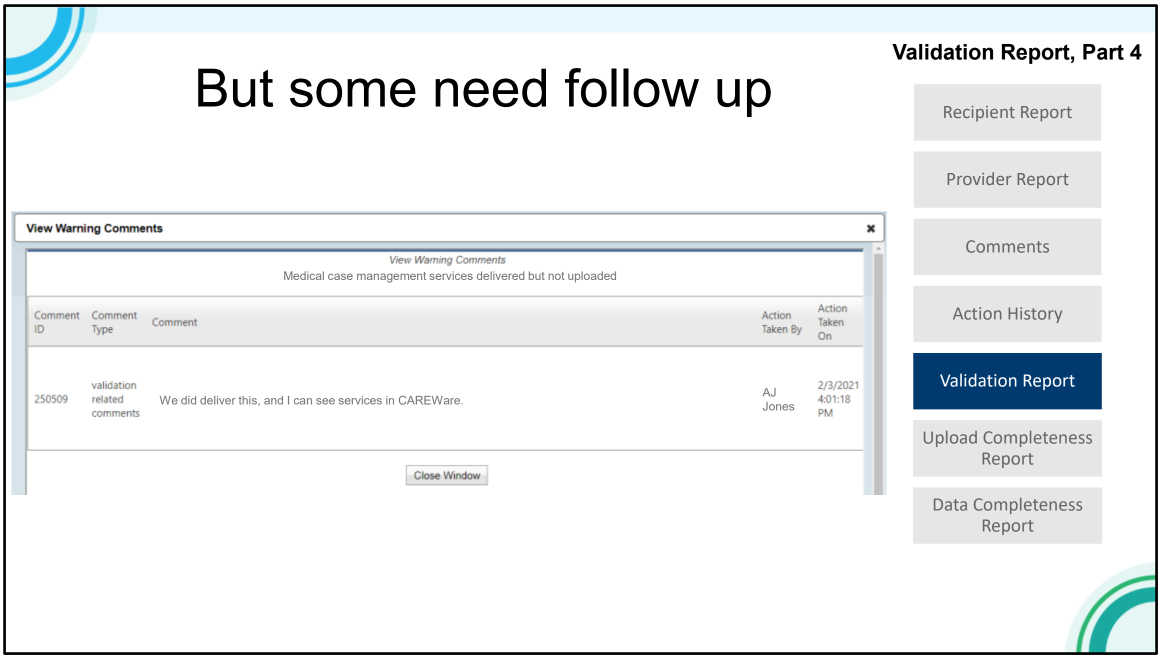

To access the validation report, click on "Validate" when you're in the Provider Report.



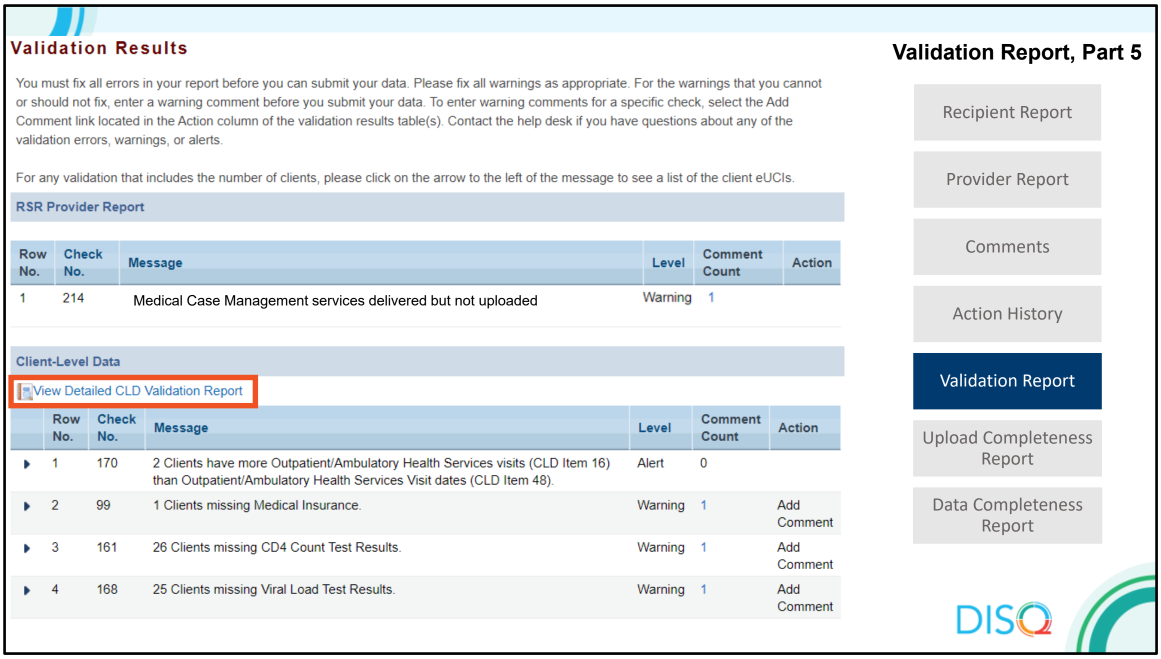

This will bring you into the validation results. To review the comments associated with each warning, click on the hyperlink in the Comment Count column.




As a recipient, it's your responsibility to review comments and make sure they sufficiently address the warnings. In most cases, comments do adequately explain why the data look the way that they do – in this example, it makes sense that our viral load reporting is a little off in 2020 because clients weren't coming in for labs due to COVID-19.

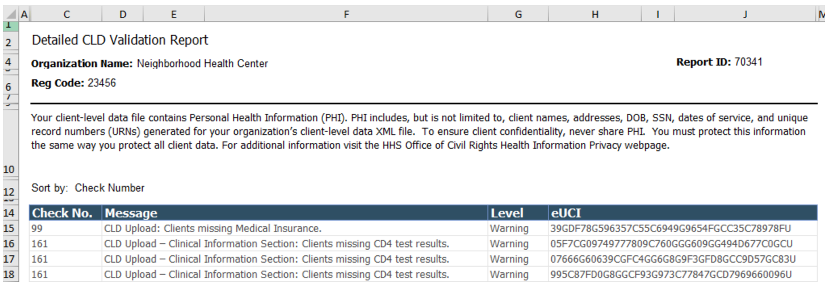



Other times, comments do not tell us why the data look the way they do. In this example, I've said that I can see my data in CAREWare, but I haven't explained why it isn't in the RSR here. As a reminder, the only data that gets to HAB is what is included in the RSR, so if you are missing uploaded data you aren't getting credit for the great work you're doing!




If you do identify an issue, one of the best tools you can use to drill down into your data is the detailed CLD validation report By clicking that link, you will open the print menu for the detailed report – I like to download this in Excel which makes it easy to sort and do a control + find.

## Validation Report, Part 6


Detailed CLD Validation Report

**Organization Name:** Neighborhood Health Center

**Report ID:** 70341

**Reg Code:** 23456

Your client-level data file contains Personal Health Information (PHI). PHI includes, but is not limited to, client names, addresses, DOB, SSN, dates of service, and unique record numbers (URNs) generated for your organization's client-level data XML file. To ensure client confidentiality, never share PHI. You must protect this information the same way you protect all client data. For additional information visit the HHS Office of Civil Rights Health Information Privacy webpage.

Sort by: Check Number

| Check No. | Message | Level | eUCI |
|---|---|---|---|
| 99 | CLD Upload: Clients missing Medical Insurance. | Warning | 39GDF78G596357C55C6949G9654FGCC35C78978FU |
| 161 | CLD Upload – Clinical Information Section: Clients missing CD4 test results. | Warning | 05F7CG09749777809C760GGG609GG494D677C0GCU |
| 161 | CLD Upload – Clinical Information Section: Clients missing CD4 test results. | Warning | 07666G60639CGFC4GG6G8G9F3GFD8GCC9D57GC83U |
| 161 | CLD Upload – Clinical Information Section: Clients missing CD4 test results. | Warning | 995C87FD0G8GGCF93G973C77847GCD7969660096U |



This validation report will contain one row for each client-level validation. You can sort by check number, level, or individual client to drill down into who is triggering these messages.

# Validations don’t cover every RSR data element

- Validations aren’t comprehensive
- Validations are great for potential data quality issues, but are less effective at data accuracy
- The Upload Completeness Report (UCR) is the best reflection of your client-level data

Recipient Report

Provider Report

Comments

Action History

Validation Report

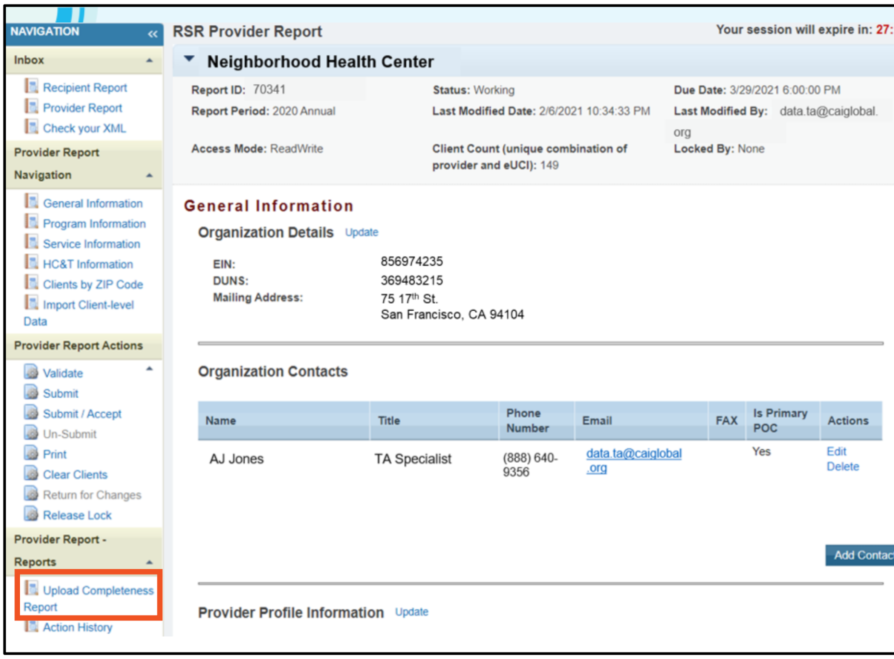
**Upload Completeness Report**

Data Completeness Report

However, validations are necessary but not sufficient to check the quality of your data!

Not every data element has an associated validation message. Validations also highlight data completeness issues, but aren’t as good at identifying inaccurate data. For that purpose, the Upload Completeness Report is your best resource.

## Upload Completeness Report, Part 1




- Recipient Report
- Provider Report
- Comments
- Action History
- Validation Report
- **Upload Completeness Report**
- Data Completeness Report

From inside the Provider Report, you'll generate this by clicking "Upload Completeness Report" in the left-hand navigation panel.

## Upload Completeness Report, Part 2

- Recipient Report
- Provider Report
- Comments
- Action History
- Validation Report
- **Upload Completeness Report**
- Data Completeness Report

### 2020 Annual RSR Upload Completeness Report

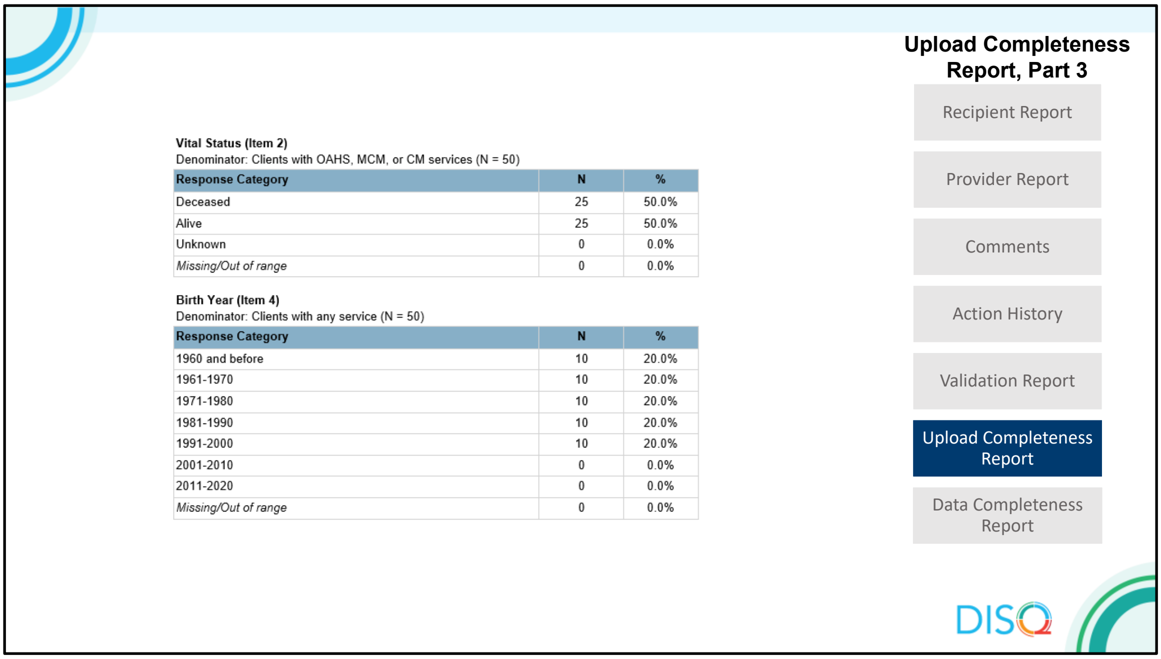
Organization Name: Neighborhood Health Center
Report ID: 70341
Organization Data: Neighborhood Health Center

#### Summary Data

| Population | N | % |
|---|---|---|
| Total clients submitted | 149 | 100.0% |
| Clients with at least one service of any kind | 50 | 33.6% |
| Clients with at least one Core Medical Service | 50 | 33.6% |
| Clients with at least one OAHS, MCM, CM, or Housing Service | 50 | 33.6% |
| HIV-positive clients with at least one OAHS Service | 50 | 33.6% |

DISQ

The UCR starts with a summary of the services that your clients received. If you've done an RSR before, you'll remember that the services become the denominators for what data you're required to report. Here, I can see that I had a big drop off between my total clients and those with a service – this is definitely something I would want to fix before my final submission.




**Vital Status (Item 2)**
Denominator: Clients with OAHS, MCM, or CM services (N = 50)

| Response Category | N | % |
|---|---|---|
| Deceased | 25 | 50.0% |
| Alive | 25 | 50.0% |
| Unknown | 0 | 0.0% |
| *Missing/Out of range* | 0 | 0.0% |

**Birth Year (Item 4)**
Denominator: Clients with any service (N = 50)

| Response Category | N | % |
|---|---|---|
| 1960 and before | 10 | 20.0% |
| 1961-1970 | 10 | 20.0% |
| 1971-1980 | 10 | 20.0% |
| 1981-1990 | 10 | 20.0% |
| 1991-2000 | 10 | 20.0% |
| 2001-2010 | 0 | 0.0% |
| 2011-2020 | 0 | 0.0% |
| *Missing/Out of range* | 0 | 0.0% |

The UCR then goes through every single data element reported on the RSR and gives you a break down of the data uploaded. Here we can see the first two elements, Vital Status and Birth Year. Both of these elements have 100% completeness, but if I look a little closer, I'll notice that half of my clients were deceased, and none were under 20 years old. If this doesn't accurately reflect my program, I won't get a validation message, but my data are not an accurate representation of my clients. These are issues to correct before submission.

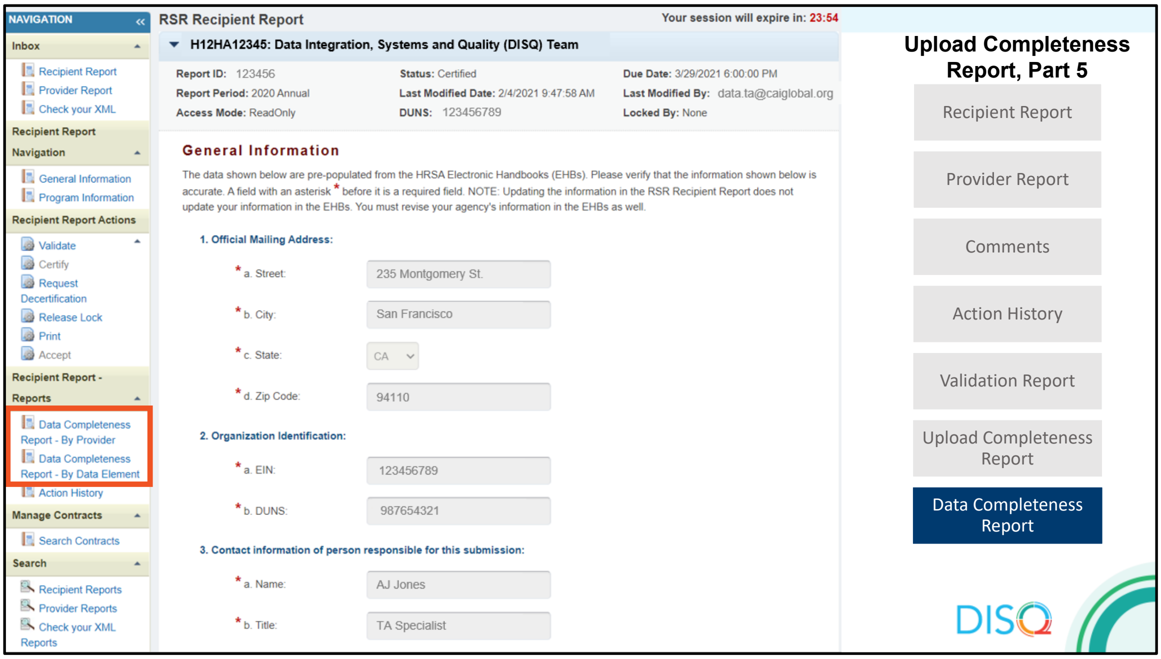
## Upload Completeness Report, Part 4

- Recipient Report
- Provider Report
- Comments
- Action History
- Validation Report
- **Upload Completeness Report**
- Data Completeness Report

**Ethnicity (Item 5)**
Denominator: Clients with any service (N = 149)

| Response Category | N | % |
|---|---|---|
| Hispanic or Latino | 10 | 20.0% |
| Not Hispanic or Latino | 20 | 40.0% |
| *Missing/Out of range* | 20 | 40.0% |

The last line of these tables, missing/out of range, show elements where you do have missing data. Here, I'm missing Ethnicity for 40% of my clients, which I would want to try to update if possible before submission.




In addition to what I just reviewed, I want to highlight one other report in the system. Recipients have access to the Data Completeness Report across all of their funded providers. The report can be generated in any of the seven different formats as well, and you may either look at each provider individually, or look at each data element across your providers.

We recommend that recipients use the Upload Completeness Report when possible, because it gives you more detailed information and is better at identifying missing/unknown data for specific data elements. However, the Data Completeness Report is a great resource for recipients that want to look at all of their provider's data in one place.

Recipients can run the data completeness report by provider, but it will only show you the data that is tied to your providers that have actually uploaded their client level data at that time. So, if you review the data completeness report before your providers have submitted their report, the information is subject to change.  So, for example, if you fund four providers and only two of them have uploaded their client level data, you will only be able to see the data completeness for the two providers that uploaded the client level data. If you generate the data completeness report by data element, the totals will not include any provider's data that was not uploaded yet. But, since your providers may upload and clear data multiple times before they submit their RSR, be aware that the reports can change until they are in submitted status.

To generate the Data Completeness Report in either format, access your Recipient Report and use the left hand navigation menu.

# What to Remember from Today

- RSR data are widely used and incredibly important!
- Providers and recipients are responsible for thoroughly checking the data before it is submitted to HAB
- There are plenty of tools built into the RSR system to help you

I know we covered a lot of information today, so I just want to remind you of some key takeaways from this webinar.

RSR data are very important and are used for a lot of purposes, so it’s essential to take the time to make sure you’re submitting high quality data to HAB. As a RWHAP recipients and/or provider, it’s your responsibility to ensure the RSR data are as good as possible. HAB has invested heavily in helping you submit good data, and there are a ton of good tools available to you in the RSR system to review your data before submission.

# TA Resources

- The DISQ Team:
  - Data.TA@caiglobal.org
  - Sign up for the DISQ listserv
  - Submit a DISQ TA request
- Ryan White HIV/AIDS Program Data Support:
  - RyanWhiteDataSupport@wrma.com
  - 888-640-9356
- EHBs Customer Support Center:
  - 877-464-4772
  - Submit an EHBs TA Request
- CAREWare Help Desk:
  - cwhelp@jprog.com
  - 877-294-3571
  - Join the CAREWare listserv

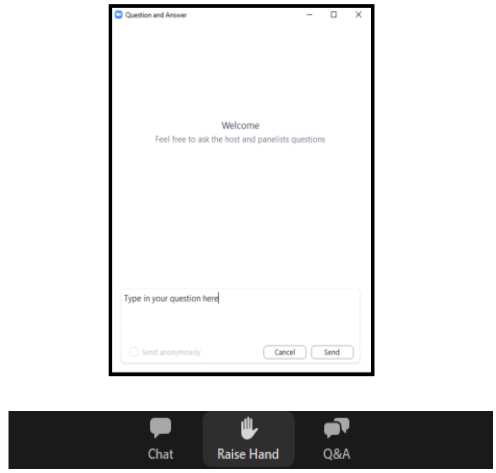
The are plenty of resources available to you in completing your RSR.

# 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.




And now to your questions – but first, I would like to remind you that a brief evaluation will appear on your screen as you exit, to help us understand how we did and what other information you would have liked included on this webcast. We appreciate your feedback very much, and use this information to plan future webcasts. My DISQ colleague Isia is going to put a link out in the chat feature if you would prefer to access the evaluation right now. We'll also send a final reminder via email shortly after the webinar

As a reminder, you can send us questions using the "Question" function on your control panel on the right hand side of the screen. You can also ask questions directly "live." You can do this by clicking the raise hand button (on your control panel). If you are using a headset with a microphone, Isia will conference you in; or, you can click the telephone button and you will see a dial in number and code.  We hope you consider asking questions "live" because 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.