

RSR Town Hall

Ryan White HIV/AIDS Program Services Report (RSR)

HIV/AIDS Bureau

May 18, 2022



Welcome to today's Webinar. Thank you so much for joining us today!

My name is AJ Jones. 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

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AJ Jones

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Today's Webinar is presented by Richard Ali from RWHAP Data Support, the experts on RWHAP reporting requirements, and myself representing the DISQ team's work with client-level data. Richard will provide feedback for Ryan White HIV/AIDS (RWHAP) recipients on the challenges, and issues, experienced during the RSR submission process.

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 Isia 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 Isia 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.

Overview

2021 RSR Submission Statistics

RSR System and Reporting Challenges

RSR Data Submission Challenges



Next Steps and TA Resources

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Thanks AJ and everyone for joining today's webinar.

Today we will go over the 2021 RSR Submission. We'll begin with a look at the 2021 RSR Submission Statistics. Second, we will discuss the RSR System and reporting challenges. Then my colleague AJ will discuss RSR Data Submission challenges and end the presentation by reviewing next steps and technical resources available to assist you.

2021 RSR Submission Statistics

	2020 RSR Deadline March 29, 2021		2021 RSR Deadline March 28, 2022
Percentage of Recipient Reports Submitted by the RSR Deadline	94.8%		97.8%
Percentage of Provider Reports Submitted by the RSR Deadline	97.7%		99.0%



Now let's begin today's presentation by taking a look at the 2021 RSR Submission statistics. 97.8% of Recipient Reports were in "submitted" status by the RSR deadline of March 28th, which is a big increase in the number of Recipient Reports submitted by last year's deadline with about 94.8% of Recipient Reports in submitted status. Furthermore, there was also an increase in the number of providers that submitted by this year's deadline, with 99% of reports in submitted status by March 28th compared to last year's March 29th deadline.

We are always working towards a 100 percent on-time submission rate. Therefore, it's encouraging to see a great number of Recipients and Providers submitting by the deadline. Congratulations to everyone on another successful submission, and continue the great work!



Before discussing the 2021 RSR Submission Challenges, let's start with first poll question of today's webinar. I will now pass the presentation to Isia from the DISQ team to launch the poll question. Isia?

How was your experience with submitting your 2021 RSR Submission?

- A. It went well, submitted on time without any issues
- B. I ran into a few issues during the submission, but submitted on time
- C. My agency had trouble with our data this year and couldn't submit by the deadline

Great, thank you Isia! For anyone who ran into a few issues, and would like Ryan White Data Support or the DISQ team to reach out to them regarding their RSR submission, we can certainly reach out.

2021 Changes Review

Clients by ZIP Code System Update

- The system was updated so providers were able to submit 3,000 ZIP Code records

No Requirement for FY 2020 CARES Act

- FY 2020 CARES Act funding ended in 2021
- No requirement for CARES Act Recipient Reports
- CARES Act funded services did not populate in the Provider Report
- Providers were still required to report data on services provided with FY 2020 CARES Act funding

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Before I move onto the 2021 RSR submission challenges, I wanted to take a quick moment to a recap the 2021 RSR changes.

The first change was an update to the system, specifically the clients by Zip code section which allowed providers to upload 3,000 zip code records. This was a change from last years report where the cap for zip code records was set at 490 records.

The second change was an update for CARES Act funded services in this years RSR. FY 2020 CARES Act grant funding ended in 2021. Because of this there was no requirement for CARES Act Recipient Reports and subsequently CARES Act funded services did not populate in the program information section or service information section of the report. This meant that providers could not mark CARES Act funded services as funded and/or delivered in the service information section. However, providers were still required to report data on services provided with FY 2020 CARES Act funding.

2021 Changes Review

FY2020 CARES Act Administratively Closed

- System generated validation Alert message related to CARES Act funded services in the 2021 RSR Provider Report

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 comment and 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 support team for 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
1	32	Early Intervention Services (EIS) services delivered but not uploaded.	Warning
2	32	Medical Transportation services delivered but not uploaded.	Warning
3	34	Linguistic Services services were reported in the client-level data XML file(s) that was uploaded, but this service is not specified as delivered in Q#7. If these services were provided using RWHAP FY 2020 CARES Act funding, please ignore this alert. Otherwise, if you delivered Linguistic Services services as indicated in the uploaded file, please select this service in Q#7.	Alert

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For those who did report services funded under the FY 2020 CARES Act you received a system generated validation alert for data uploaded into the report for services provided under the CARES Act. As you can see from the screenshot, if the service was indeed funded with FY2020 CARES Act funds the guidance was to ignore the alert and proceed with your submission.

2021 Changes Review

Eligible Services Reporting Requirement

- Eligible Services Reporting: agencies are required to report client-level data on RWHAP-eligible clients who received at least one RWHAP and/or RWHAP related (program income or pharmaceutical rebates) funded service
- Eligible Services Reporting was not required until submission of the 2021 RSR.
- For further information on understanding Eligible Services Reporting please refer to the [RSR In Focus](#) document available on the TargetHIV website

Understanding Eligible Services Reporting

All Ryan White HIV/AIDS Program (RWHAP) agencies will be required to complete Eligible Services reporting beginning with the 2021 RWHAP Services Report (RSR). Previously, RWHAP providers used Eligible Scope reporting to determine which clients would be included in the RSR. Under Eligible Scope, providers only reported data on clients who were RWHAP-eligible and received a service for which the provider received RWHAP funding. Under the new Eligible Services Reporting requirement, providers will be required to **also include services funded through RWHAP-related funding**, which includes program income and pharmaceutical rebates.

Eligible Services

Eligible Scope

Report data on clients who are RWHAP-eligible AND received at least one service for which the provider received RWHAP funding

(+ NEW)

OR received at least one service which the provider used RWHAP-related funding (program income or pharmaceutical rebates) to provide

Prior to this year's RSR, requirements fell under Eligible Scope which required providers to report all RWHAP-eligible clients who received a service funded by RWHAP funding regardless of payor. However, this year's requirement fell under Eligible Services Reporting. Eligible Services reporting required all recipients and providers to report client-level data on RWHAP eligible clients who received a service provided with RWHAP funding and RWHAP-related funding (program income and/or pharmaceutical rebates). For further information regarding eligible services reporting, I recommend reviewing the RSR in focus document which can be found on the TargetHIV website.

I will now turn the presentation over to Isia for our second poll question of the day. Isia.



It's now time for the second poll question of today's webinar, specifically for Eligible Services Reporting.

Did your agency experience issue with submitting the RSR with the Eligible Services Reporting Requirement?

- A. No, we did not experience any issues with the Eligible Services Reporting Requirement
- B. Yes, we had a few issues but received technical assistance to resolve them
- C. Yes, we did not understand the Eligible Services Reporting Requirement

Thanks Isia. For those who are still having trouble understanding the Eligible Services Reporting Requirement we recommend reviewing the RSR In focus document on Eligible Services Reporting available on the TargetHIV website or reaching out to either Data Support or the DISQ team for further guidance. We will be more than happy to clarify any confusion over Eligible Services Reporting.

RSR System and Reporting Challenges

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Now let's go over RSR System and Reporting Submission challenges that were encountered during the reporting period. We will first take a look at system challenges experienced by users in the HRSA Electronic Handbooks, then we will go over reporting challenges noticed in the Recipient Report and Provider Report, and lastly data submission challenges that AJ will go over.

HRSA EHBs for Service Providers

- Some providers were unsure of which EHBs link to use, creating an account using the Applicant/Grantee link vs. Service Provider link
- Organizations classified as Providers only will only use the **Service Provider** login link for the EHBs
- [How to access the RSR Provider Report](#)

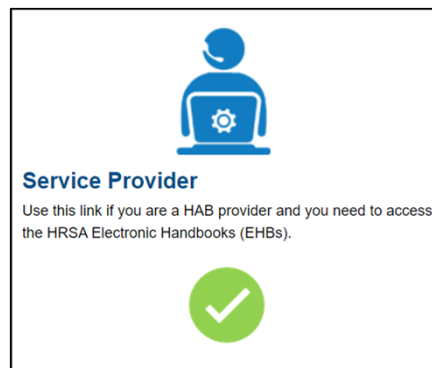


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Some providers encountered system challenges due to confusion over which HRSA EHBs link to use for registration and completion of the 2021 RSR. There were many instances where providers accidentally registered in the EHBs using the Applicant/Grantee link instead of the Service provider link. Because of this issue, providers were confused on how to access their reports.

HRSA EHBs for Service Providers

- Some providers were unsure of which EHBs link to use, creating an account using the Applicant/Grantee link vs. Service Provider link
- Organizations classified as Providers only will only use the **Service Provider** login link for the EHBs
- [How to access the RSR Provider Report](#)



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Providers will only use the Service Provider link for the EHBs when completing reports. These links are available in the 2021 RSR manual and labeled according to how your organization is categorized in the system. We recommend looking at our “How to access the RSR Provider Report” video available on the TargetHIV website, however If you're unsure of which link to use when registering for an EHBs account, please contact Data Support for assistance. Contact information for Data Support will be displayed at the end of the presentation.

Service Provider Registration Update

- System update that requires GUID code instead of registration code to complete registration for the HRSA Electronic Handbooks (EHBs)
- GUID (Global Unique Identifier) is system generated code used to associate the users account with their organization
- Contact [Ryan White Data Support](#) via email if your GUID code is needed

The screenshot shows a web form titled 'User Account - Create'. At the top, it says 'You are here: Home' and 'User Account - Create'. Below this is a 'Registration Status' section with a 'Create Account' button. A progress bar shows 'Associate Account to Organization' as the next step. The form is divided into two main sections: 'User Information' and 'Password Instructions'. The 'User Information' section includes fields for 'First Name', 'Middle Initial', 'Last Name', 'Username', and 'Password'. A 'Check Availability' button is next to the 'Username' field. The 'Password Instructions' section provides guidelines for password creation: 'Passwords must be at least 8 characters in length and contain the following: At least one lowercase letter (a-z), At least one uppercase letter (A-Z), At least one number (0-9), and At least one of these five special characters: ~ ! @ # *'.

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Also, the registration process changed for service providers. **There was a system update that** transitioned registering news users with their registration code to the Global Unique Identifier or GUID code. **New provider only users to the EHBs were required to enter a GUID code to associate their accounts to their organizations. Data Support received TA throughout the submission period from new users not being able to locate or identify their GUID. If you need your organizations GUID code when registering for the EHBs, contact Data Support for assistance.**

Provider Contracts

- When adding contracts, make sure to review the provider's:
 - Registration Code
 - Organization Name
 - Mailing Address

Select Contractor Your session will expire in: 29:40

Grant Number: H12HA12345 Organization Name: Takoma Department of Health

Reg Code: 24680 Organization Name: City: State:

Registration Code	Organization	City	State	Phone	EIN	Action
24680	Silver Medical Center	Park City	XX	123-456-7890	9876543101	Add

Mailing Address: 246 Central Perk Ave, Park City, XX 00000

Number of Service Delivery Sites: 2

Provider Type: Provider

Ownership Type:

Faith-based Organization: No

Minority Provider:

Receives Section 330 Funding: No

Part of a real time electronic data network: No

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Ryan White Data Support had a few encounters with recipients that noticed during the RSR submission that a contract was created for a subrecipient using an incorrect registration code. As a reminder, when adding contracts in the GCMS, make sure to review the provider's information that is associated with the registration code, including their organization name and mailing address, to prevent any issues during the RSR submission. We always recommend recipients to review the contracts in the GCMS and make any updates if needed before the RSR submission. Also, if a recipient wants confirmation that they are using the correct registration code before adding a contract, they can always reach out to Ryan White Data Support. We can confirm the provider's information as well as assist you with creating the contract in the GCMS. For additional guidance on accessing and using the GCMS to manage contracts please refer to our helpful resources such as the GCMS instruction manual and short "How to Video" which are available on the TargetHIV website.

DUNS & UEI Number

- Validation message for missing DUNS number in Provider Report

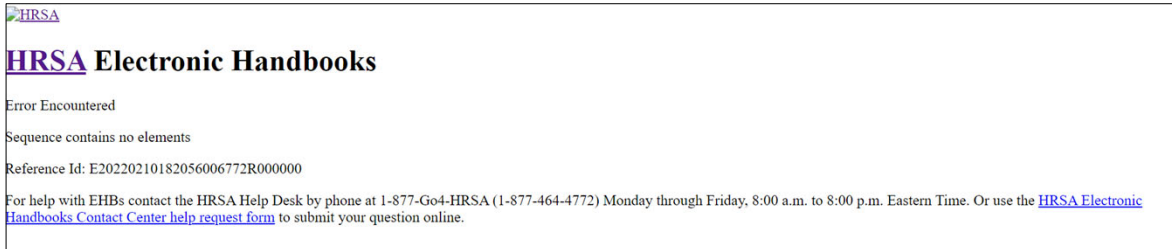
The screenshot displays the 'RSR Provider Report' interface. On the left is a 'NAVIGATION' sidebar with sections for 'Inbox' (containing 'Recipient Report', 'Provider Report', and 'Check your XML'), 'Provider Report', and 'Navigation' (containing 'General Information', 'Program Information', 'Service Information', 'HC&T Information', 'Clients by ZIP Code', and 'Import Client-level Data'). The main content area is titled 'Silver Medical Center' and shows report details: Report ID: 11111, Status: Working, Due Date: 3/29/2021 6:00:00 PM, Report Period: 2020 Annual, Last Modified Date: 2/15/2021 1:44:53 PM, Last Modified By: Eseinfeld@smc.org, Access Mode: ReadWrite, Client Count (unique combination of provider and eUCI):, and Locked By: None. Below this is the 'General Information' section, specifically 'Organization Details' with an 'Update' link. It lists 'EIN: 9876543101' and 'DUNS:' followed by a red rectangular box, indicating a missing or invalid value. The 'Mailing Address' is listed as '246 Central Perk Ave, Park City, XX 00000'. A session expiration notice 'Your session will expire in: 28:08' is in the top right corner.

RSR Provider Report			Your session will expire in: 28:08
Silver Medical Center			
Report ID: 11111	Status: Working	Due Date: 3/29/2021 6:00:00 PM	
Report Period: 2020 Annual	Last Modified Date: 2/15/2021 1:44:53 PM	Last Modified By: Eseinfeld@smc.org	
Access Mode: ReadWrite	Client Count (unique combination of provider and eUCI):	Locked By: None	
General Information			
Organization Details Update			
EIN:	9876543101		
DUNS:			
Mailing Address:	246 Central Perk Ave, Park City, XX 00000		

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During the RSR Submission Period the system was scheduled to update the DUNS field and replace it with the UEI. However, during this transition there was a period during the RSR submission where the DUNS was removed from all reports prompting a validation message for missing DUNS. Data support worked with the system team to have this validation removed because of the transition and UEI will be reflected in future reports.

Service Delivery Site Error



The screenshot shows the HRSA Electronic Handbooks interface. At the top left is the HRSA logo. Below it, the text "HRSA Electronic Handbooks" is displayed. Underneath, the message "Error Encountered" is shown, followed by "Sequence contains no elements" and "Reference Id: E20220210182056006772R000000". At the bottom, a line of text provides contact information for the HRSA Help Desk, including a phone number and a link to the "HRSA Electronic Handbooks Contact Center help request form".

HRSA

HRSA Electronic Handbooks

Error Encountered

Sequence contains no elements

Reference Id: E20220210182056006772R000000

For help with EHBs contact the HRSA Help Desk by phone at 1-877-Go4-HRSA (1-877-464-4772) Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Or use the [HRSA Electronic Handbooks Contact Center help request form](#) to submit your question online.

- Providers that attempted to edit information for their service delivery sites in the General Information section of the RSR received a system error.
- Data Support worked with the System Team to resolve system error.

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Some providers experienced issues with editing information for their service delivery sites. When some providers validated their reports, they received a validation message stating that some of the services they indicated as delivered in the service information section were not marked as a service provided at the service delivery site listed in the general information section of the report. Providers that attempted to edit information for their service delivery site received the error message shown on the screen. Data Support worked with the system team by escalating several tickets related to this issue and was resolved before the submission deadline.

Service Table Error

3. Funding Source Certification:

This item lists all of your agency's sources of Ryan White HIV/AIDS Program (RWHAP) funding, including EHE and CARES Act, and RWHAP-related (Program Income and Pharmaceutical Rebates) funding. Please verify that this list is accurate. If a funding source 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, contact Ryan White HIV/AIDS Program Data Support for assistance.

Funding Source	Recipient Name	Funded Through	Grant Number	Exempt
Part B	Dr Strange Health Services		X07HA00000	No

RWHAP Funded Services: Planning or evaluation, Quality management, Substance Abuse Outpatient Care

RWHAP-Related Funded Services (Program Income and Pharmaceutical Rebates): Emergency Financial Assistance, Food Bank/Home Delivered Meals, Health Education/Risk Reduction, Housing, Linguistic Services, Medical Case Management, including Treatment Adherence Services, Medical Nutrition Therapy, Medical Transportation, Mental Health Services, Non-Medical Case Management Services, Outpatient/Ambulatory Health Services, Outreach Services, Psychosocial Support Services, Referral for Health Care and Support Services, Substance Abuse Outpatient Care

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Data Support received TA regarding funded services not being correctly marked in the service information table of the report. For Example, lets take this agency which is funded for Substance Abuse Outpatient Care under Ryan White funding as well as Ryan White related funding. As you can see you in the screenshot the agency has the service correctly listed in the program information section of the report.

Service Table Error

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
No records to display				

Core Medical Services

RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	EHE Funding	CARES Act Funding	Delivered	Service Category
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Medical Case Management, including Treatment Adherence Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Substance Abuse Outpatient Care

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However, when we look at the Service Information section of the report, because of the system bug, the system shows Substance Abuse Outpatient Care funded with Ryan White funding but not funded with RWHAP-related funding.

Service Table Error

Service Information

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

No records to display.

Core Medical Services

RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	EHE Funding	CARES Act Funding	Delivered	Service Category
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Medical Case Management, including Treatment Adherence Services
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Substance Abuse Outpatient Care

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We were able to discover that the services had indeed been marked correctly and could confirm this by viewing the print version of the report as shown on the screen. The system team reviewed this error, and it has been resolved.

Additional Services Table

Delivered	Service Category
<input type="checkbox"/>	AIDS Pharmaceutical Assistance (LPAP, CPAP)
<input type="checkbox"/>	Child Care Services
<input type="checkbox"/>	Early Intervention Services (EIS)
<input type="checkbox"/>	Emergency Financial Assistance
<input type="checkbox"/>	Food Bank/Home Delivered Meals
<input type="checkbox"/>	Health Education/Risk Reduction
<input type="checkbox"/>	Health Insurance Premium and Cost Sharing Assistance for Low-Income Individuals
<input type="checkbox"/>	Home and Community-Based Health Services
<input type="checkbox"/>	Home Health Care
<input type="checkbox"/>	Hospice
<input type="checkbox"/>	Housing
<input type="checkbox"/>	Linguistic Services
<input type="checkbox"/>	Medical Case Management, including Treatment Adherence Services
<input type="checkbox"/>	Medical Nutrition Therapy
<input type="checkbox"/>	Medical Transportation
<input type="checkbox"/>	Mental Health Services
<input type="checkbox"/>	Non-Medical Case Management Services
<input type="checkbox"/>	Oral Health Care
<input type="checkbox"/>	Other Professional Services
<input type="checkbox"/>	Outpatient/Ambulatory Health Services
<input type="checkbox"/>	Outreach Services
<input type="checkbox"/>	Psychosocial Support Services

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In the Service Information section of the RSR Provider Report there is an additional table below for you to select additional services provided through your organizations program income and/or pharmaceutical rebates. Data Support provided TA to many agencies who were confused on whether services should be marked in this table. Providers were mistakenly marking services in this section regardless of funding source causing the system to generate validations for missing data. As a reminder this table is for services provided with your agencies OWN RWHAP-related funding (your agencies program income and/or pharmaceutical rebates). If the funding comes from your recipient, then the recipient should add the service to the contract. 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.

Uploading Client-level Data

- Providers should make sure to upload the XML file in the Import Client-level Data section to satisfy reporting requirements

The screenshot displays the 'RSR Provider Report' interface for 'Silver Medical Center'. The left navigation pane includes sections for 'Inbox' (with 'Recipient Report' and 'Provider Report'), 'Check your XML' (highlighted with a red box), 'Provider Report' (with 'General Information', 'Program Information', 'Service Information', 'HC&T Information', 'Clients by ZIP Code', and 'Import Client-level Data' highlighted with a red box), and 'Provider Report Actions' (with 'Validate', 'Submit', 'Submit / Accept', 'Un-Submit', 'Print', 'Clear Clients', 'Return for Changes', and 'Release Lock'). The main content area is titled 'Client Level Data Upload' and contains instructions, a 'Please note' section, and a 'Client Upload' form. The 'Client Upload' form includes a 'Choose File' button, a 'No file chosen' status, a dropdown menu for 'Silver Medical Center', and 'Upload File' and 'Cancel' buttons.

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An additional reporting challenge that we noticed during the RSR submission, is that a few providers would upload their client-level data in the Check your XML feature and would forget to upload their client-level data in the Import Client-Level Data Section of the Provider Report. The Check Your XML Feature is a great tool to check if your client-level data is compliant with system schema and to run a validation and use the upload completeness report to check data quality. It is important to note though that the Check your XML feature is not tied to the Provider Report. Therefore, all providers that use the Check your XML feature will need to make sure to also upload the client-level data in the Import client-level data section to ensure they are completing all required sections of the Provider Report.

Recipient Report Status

- Recipient Reports staying in “Certified” status:
 - All funding sources haven’t accepted the Provider Report
- Once Provider Reports have been accepted by all funding sources they will move into “Submitted” status



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Finally, one last challenge that we noticed during the RSR submission was that many recipient reports were staying in “certified” status versus advancing to “submitted” status. With some recipients, we noticed that they were not accepting the Provider Reports via all funding sources. All recipients must accept the Provider Reports via all funding sources to ensure the Provider Reports move into “submitted” status.

Recipient Report Status

- Widespread system issue that prevented reports from advancing to “Submitted” status despite recipients accepting all their associated Provider Reports
- Data Support collaborated with the systems team by escalating ticket to help advance reports from “Certified” status to “Submitted” status
- Recipients/Providers who submitted by the March 28th deadline but were still in “Certified” status were not marked as late



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For other recipients, a system issue arose that did prevent reports from advancing to “Submitted” status although all funding recipients accepted all provider reports. To assist with this issue, Ryan White Data support worked with the systems team to escalate a ticket listing all recipients with this issue to help advance completed RSRs into “Submitted” status. After the bug was reviewed by the system team the issue was resolved and reports were correctly advanced into “submitted” status. Please Note: If you completed all reporting obligations prior to the deadline and your organization was still stuck in “certified” status on the 28th of March due to this system error, your report was not marked as late.

Service Validation Messages

	Recipient listed the services as funded	Checked off as delivered in Provider Report	Uploaded as part of client level data
Service(s) funded but not delivered	✓	X	
Service(s) delivered but not uploaded		✓	X
Service(s) uploaded but not delivered		X	✓

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Next let's take a moment to discuss validation messages that we often see that many recipients and providers have issues understanding. These validation messages are associated to services data such as services delivered but not uploaded, services funded but not delivered, and services uploaded but not delivered. Hopefully the table on the slide can provide some a clarity regarding the validation messages. We'll begin with services funded but not delivered. This validation message indicates that your recipient(s) have indicated the service category as being funded in their contracts, but the provider did not select the service as being delivered in the Service Information section of their report.

Services delivered but not uploaded essentially indicates missing data. The service category has been checked off as being delivered in the Service Information section of the Provider Report, but the client-level data do not include any data on the indicated service category.

Services uploaded but not delivered is the opposite of that. This validation indicates that your client-level data file includes data on the indicated service category, but it is not checked off as delivered in the Service Information section of the Provider Report.

Recipient & Provider Communication

- Recipients and providers can frequently collaborate together to resolve any validation message
- Reach out to your recipient if a service is incorrectly listed as funded or missing in your Provider Report
- Contact Data Support for further assistance regarding services in the contracts or Provider Report



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Let's take a look at what can be done to remove a few of these validation. A validation comment is an appropriate response at times, but usually communication between recipients and providers is the best way to resolve these validation messages. Services may be missing or listed incorrectly in an agency's Provider Report. In either case, providers should let their recipient know and collaborate with them to ensure the services listed are as accurate as possible.

We want your data to accurately reflect the wonderful work that you all do so if your report is missing data for a service that you all don't deliver, reach out to your recipient to see if it should be removed from your report. And if you have data for services, you're providing using RWHAP funding, but the service category isn't listed for you to check off as delivered, talk to your recipient to see if it should be added to their contracts.

Furthermore, if you need assistance with these validation messages or how to proceed if or when you receive one, please don't hesitate to reach out to Data Support using the contact information we'll display at the end of presentation, and we can help you figure out the best course of action.

RSR Data Submission Challenges

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Now I would like to pass the presentation to AJ to go over RSR Data Submission challenges.

No Major Changes this Year!

- There were no schema or data element changes this year
- The merge rules were updated from the previous submission for New Client and Received Services Previous Year

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Thanks Richard!

Overall this year went pretty smoothly with client-level data reporting. There were no major changes to the RSR this year – if you’re a veteran reporter, you’ll remember that any time the data elements or the schema change, there are inevitably challenges in submitting data. This year, there weren’t any changes that required a new schema.

We did make one small improvement to the RSR system. Last year, known values for New Client and Received Service Previous Year were overwritten by blank values. We corrected that so you’ll “get credit” for those data in the Upload Completeness Report.

But There Were Many First-time Submitters

- Many staff were completing the RSR for the first time, primarily due to staffing changes
- Some providers were funded for direct services for the first time (mostly EHE-funded providers)
- If you're new, [reach out for assistance](#)

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This biggest challenge that we had this year is one that I'm sure we're all familiar with – there was abnormally high staff turnover this year, meaning we had a lot of people submitting the RSR for the first time. There were also a few providers, typically those that were newly funded by the EHE, who had to complete an RSR for the first time.

We spent a lot of time working with first-time submitters this year to get the reports in, which is exactly what we're here for! I'll come back to this later, but there are plenty of resources available to you in completing the RSR.

Some Confusion on the EHE Service Category

**If the service aligns with
PCN 16-02, report as the
RWHAP service category**

EHE funds:
medical case management

Report as:
medical case management

**If the service is not
allowable per PCN 16-02,
report as EHE Services**

EHE funds
supported employment

Report as:
EHE Services

Check out [PCN 16-02](#) for service definitions

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Now, I'm going to talk through a few of the specific issues we encountered during the year.

We also got questions on the new EHE service category, so I'll quickly go over the requirement again.

1. If the service delivered aligns with a description in PCN 16-02, report as the RWHAP service category, even if EHE funds made that service available.
2. If the service delivered is not allowable under PCN 16-02, report as EHE services

And What to Report for EHE clients

- Providers must report client-level data for clients who received EHE-funded services
 - Some providers are capturing EHE data outside of RWHAP data management systems
- The RSR Instruction Manual needed to be updated to reflect the correct data required for the EHE Services category

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Some EHE-funded agencies weren't aware that they had to submit CLD on the RSR for their EHE services. This is a requirement, in addition to completing the aggregate EHE Triannual Report.

Additionally, we identified an issue in the appendix of the RSR Instruction Manual related to what data elements are required for clients who received the EHE service category. A revised version was put up on TargetHIV early in the submission.

CARES Act Reporting

- There were no Recipient Reports for CARES Act funding on the 2021 RSR, though some providers received funding
- Providers still submitted client-level data for the services and received an alert in the system

34	Emergency Financial Assistance services were reported in the client-level data XML file(s) that was uploaded, but this service is not specified as delivered in Q#7. If these services were provided using RWHAP FY 2020 CARES Act funding, please ignore this alert. Otherwise, if you delivered Emergency Financial Assistance services as indicated in the uploaded file, please select this service in Q#7.	Alert	0
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Some providers delivered services with CARES Act funding during calendar year 2021. However, there were no Recipient Reports for CARES Act grants this year, so any new services funded didn't show up in the RSR Provider Reports for those agencies. Providers were still expected to upload CLD for CARES Act services, which caused a mismatch and a validation. Initially this validation was an error, but it was downgraded to an alert with some additional context to allow providers to submit.

If this applies to you, you may recognize the alert on this screen.

Files Missing Birth Year were “Processed with Errors”

Request Date	Processed Date	Clients in File	Status
12/27/2021 10:30:32 AM	12/27/2021 10:31:02 AM	0	Processed with Errors

Request Date	Processed Date	Clients in File	Status
12/27/2021 10:30:32 AM	12/27/2021 10:31:02 AM	300	Processed

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Another system issue that was identified early on was related to files being “processed with errors” by the RSR system. Logic had been added to the backend of the system that was causing this issue for files that had clients missing birth year. This didn’t impact many users because birth year data are very complete. DISQ worked to identify clients with missing data, and the system team removed the logic in January. Thanks again to folks who got started early on the report and caught this issue.

Be sure to check that your files have processed. You’ll need to see a client count and a status of “processed.”

Mismatches Between Client-level Data and ZIP Code Data

Data Integration, Systems and Quality (DISQ) Team

Report ID: 123456

Status: Working

Due Date: 3/28/2022 6:00 PM

Report Period: RSR 2021 Annual

Last Modified Date: 3/28/2022

Last Modified By: ajones

Access Mode: ReadWrite

**Client Count (unique combination
of provider and eUCI):** 300

Locked By: None

**Calculated from merged
client-level data file(s)**

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Finally, we commonly provided TA this year related to the RSR Zip code data. As a reminder, you report the total number of clients living in each zip code in the Provider Report. Ideally this total will match the number of clients in your CLD, but this is commonly off for a few reasons. You can check the total number of clients in your report in the header of the RSR.

Many providers, especially those with multiple funding streams, upload more than one CLD file. These providers often don't have a good way to match clients across these files. We advise providers in this situation to upload the zip code data from the system that has the most clients in it.

Mismatches Between Client-level Data and ZIP Code Data

- CAREWare users commonly experienced issues due to:
 - Finding and using the custom report
 - Filters applied to the zip codes
- Agencies can now upload larger templates
- Leading 0's continue to be a problem in the upload template; there are two options:
 - Manually enter 0's after upload
 - Convert the ZIP column to text before you save and don't reopen the file before you upload

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CAREWare users reported several challenges this year with zip codes. Users need to download a custom report from the CAREWare wiki site to run the template for upload. We had quite a few reports of users whose total number of clients in the zip code data did not make the CLD from CAREWare. In most instances, this was because a filter was applied that excluded some clients from one of the reports.

The good news is that providers can now upload larger zip code templates that have more rows in the data.

Those of you in states with zip codes starting with 0 continue to report challenges in uploading data. The Provider Report requires a 5-digit zip. You can manually add 0's after you upload, which may be the easiest work around for providers who aren't reporting many ZIP codes. The other option is to convert Column A (where the ZIP codes are reported) in the CSV template to text and specify 5 digits for the field. The CSV template will keep the formatting, but only if you don't open the file again before you upload.



(AJ) I will now pass the presentation to Isia for the last poll question of today's webinar.

What type of challenges did your agency experience during the 2021 RSR? Please select all that apply.

1. System challenges such as accessing the HRSA EHBs and/or accepting Provider Reports
2. Reporting challenges such as difficulty understanding the 2021 RSR Changes and submission process
3. Data submission challenges such as missing data and uploading client-level data
4. My agency did not experience any challenges

Great thank you Isia and for everyone who participated in the poll. (Contextualize response)

Reminders & TA Resources

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Now let's discuss reminders & TA Resources.

Please Complete the DISQ Data Systems Needs Assessment!

Link for [recipient-providers and providers](#)

Link for [recipient-only organizations](#)

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Every few years, the DISQ Team conducts an online needs assessment to learn more about how RWHAP agencies work with data. As part of this assessment, [we are asking recipients and providers to complete a brief survey about your data management practices.](#)

As a refresher, *recipients* are agencies who receive funds directly from HRSA HAB. *Providers* provide direct services to RWHAP clients. *Recipient-providers* receive funds directly from HAB and provide services.

[The best person to complete this survey at your agency is the person with the deepest understanding of your data management processes, including data systems and data integration, so please feel free to forward this as needed to your colleagues. Your input helps us improve our TA offerings and connect providers who use similar data management systems.](#)

TA Contact Information

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 RyanWhiteDataSupport@wrma.com	<ul style="list-style-type: none"> • 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 Data Integration, Systems, & Quality (DISQ) Team Data.TA@caiglobal.org Sign up for the DISQ listserv Submit a DISQ TA Request	<ul style="list-style-type: none"> • 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 Submit an EHBs TA Request	<ul style="list-style-type: none"> • RSR software-related questions; • Electronic Handbooks (EHBs) navigation; • EHBs registration; • EHBs access and permissions; • Performance Report submission statuses. • RSR Web System navigation.
CAREWare Help Desk 877-294-3571 cwhelp@jprog.com Join the CAREWare listserv	<ul style="list-style-type: none"> • 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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Let's review technical assistance resources available to assist you during the RSR Submission.

The Ryan White Data Support team 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 EHBs 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 are unsure of who to call, feel free to contact any one of the resources provided and they will be able to direct you to the appropriate place.

Connect with HRSA

**To learn more about our agency,
visit**

ryanwhite.hrsa.gov


 Sign up for the HRSA eNews

FOLLOW US:    

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To connect with and find out more about HRSA, check out ryanwhite.hrsa.gov

I'd like to take a moment to thank everyone for joining us on today's presentation.


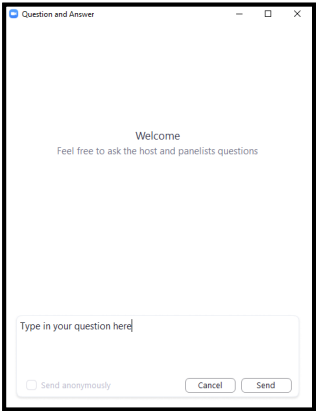





Let's Hear From You!

- 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.

 Chat
  Raise Hand
  Q&A

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.