

## RSR Town Hall - Written Q & A Summary

Wednesday, May 18, 2022

#	Questions	Answers
1.	Several sub-recipients had problems registering through the EHBs. As a recipient, how do I get a copy of all my sub-recipients' GUID codes so that I can assist them with reporting?	<a href="#">RWHAP Data Support</a> can provide you with a list of your sub-recipients' GUID codes for registration in the EHBs (HRSA Electronic Handbooks).
2.	One of our programs was only funded for Medical Case Management but in the EHBs it states that they were funded for Non-medical Case Management. How can a recipient change that in the EHBs?	All contract changes are done in the Grantee Contract Management System (GCMS). If you need any assistance with editing a contract or determining why there is a discrepancy, contact <a href="#">RWHAP Data Support</a> . Please note that after starting the Recipient Report, contract changes in the GCMS do not automatically transfer into your report and will need to be synchronized.
3.	When will the client-level data report from the 2021 RSR be available?	HAB releases the Ryan White HIV/AIDS Program data summary report annually, usually in November or December. We recommend checking the <a href="#">HRSA website</a> towards the end of the year for the 2021 report.
4.	Why is the zip code data a separate upload and not a part of the client level data file?	Geographic information is not collected at the client level in the RSR to protect the Protected Health Information (PHI) and Personally Identifiable Information (PII) of the clients included in the dataset. This is also why you submit client data using an encrypted number (the eUCI).
5.	When will the 2022 RSR Instruction Manual be available?	The 2022 RSR Instruction Manual is still in development. There will be an announcement once the release date is determined.
6.	The terms Provider and Sub-recipient are sometimes used interchangeably. Are they the same thing?	No, these terms have different meanings. The term sub-recipient is related to how an agency/organization is funded; while the term provider is related to whether an organization provides services. Most sub-recipients are providers, but some are not.
7.	I am having issues trying to sign up for the CAREWare listserv. Who should I reach out to?	The <a href="#">CAREWare Help Desk</a> is your best resource to address issues with signing up for the listserv. You can also reach them by phone: 877-294-3571.
8.	Are the columns for the zip code upload of the CSV file still case sensitive and name specific?	Yes. We recommend downloading a new template for the provider report each time and not making any changes to the column headers.
9.	Are you expecting schema changes for 2022?	There are currently no schema changes expected. We will communicate any major schema changes as soon as possible so that you have enough time to get your data

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		management systems updated before next year.
10.	One of our programs is funded for Oral Health and Nutrition but in the AIDS Institute Reporting System (AIRS) they cannot indicate provision of these services because they are not in the Service Category. Does this have anything to do with a planning file?	<p>If your recipient requires that you use a particular data system, that data system is going to be the best resource for questions about what services are showing up in the system and any reporting requirements specific to that recipient.</p> <p>Please reach out to the <a href="#">DISQ Team</a> if you and your recipient have specific questions about data management that we may be able to help with.</p>
11.	Is there a way to send reminders through the RSR system to jurisdictions that have shared sub-recipient contracts with entities that do not serve clients?	<p>Your deliverable is complete once you have accepted all your provider reports. We encourage you to work with any other recipients who are funding your providers, but your deliverable is not going to be marked late if another recipient is late accepting a report. The exception is if someone returns a report for changes, at which point you would have to accept it again.</p> <p>Please reach out to <a href="#">RWHAP Data Support</a> if you have any questions on the RSR submission workflow.</p>
12.	We have new staff that are responsible for reporting services through CAREWare that mirror services our recipient is funding them for. Who should they contact to learn the proper way to enter services so that they show up properly on the RSR?	New staff have several different options depending on their questions or training needs. For example, the <a href="#">CAREWare Help Desk</a> is the best resource for CAREWare specific questions such as pulling reports or entering data and services into their system. <a href="#">RWHAP Data Support</a> can assist with questions about what is in your contract or what services are funded in your grant. If you are new to RSR reporting and unsure who to contact, you can start with any of the TA providers. The <a href="#">RSR Data TA Brochure</a> outlines how to get in touch with us and we can always redirect you to the correct resource.
13.	Are there any plans to move the release date of the RSR Manual and Data Dictionary to earlier in the calendar year?	These documents are in development, and we will notify you as soon as they are ready. We know how important these documents are for planning and reporting and strive to get them out to you as soon as we know what next year's changes are.

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14.	We have had challenges with providers calling the EHBs Customer Support Center and being set up as a Recipient versus a Provider. Are there any recommendations to avoid this?	<p>This is an issue that other providers have encountered as well. To help prevent this, we encourage you to make sure that your sub-recipients know what type of organization they are before contacting the <a href="#">EHBs Customer Support Center</a>. This will make the registration process easier for them.</p> <p>As a reminder, if you are funding providers who do not have grants directly from HRSA, they need to be set up in the EHBs as a provider only account.</p>
15.	Our state migrated to a new data system this year and it resulted in missing unduplicated clients and data for the 2021 submission. Will this affect allocations for funding? Will there be any issues if there are large changes in client counts from year to year?	<p>This does not have any implications for funding. HAB understands that sometimes data management system transitions are difficult, and we expect a little bit of variation in the data year to year.</p>