

# RSR Check Your XML Feature

Ryan White HIV/AIDS Program Services Report (RSR)

HIV/AIDS Bureau

November 2, 2022

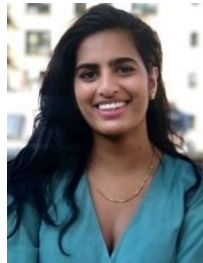
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Welcome to today's Webinar. Thank you so much for joining us today!  
My name is Ruchi Mehta. I'm a member of the DISQ Team, one of several groups engaged by HAB to provide training and technical assistance to recipients and providers for the Ryan White HIV/AIDS Program Services Report, or RSR.

## Today's Webinar is Presented by:



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DISQ

Today's Webinar is presented by AJ Jones and myself. AJ and I both represent the DISQ Team's work with client-level data for the RSR. In this webinar, AJ will showcase the Check Your XML Feature, which is a tool in the RSR Web System that you can use to check your client-level data quality prior to submission.

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 "Q&A" function on your settings on the bottom of the screen. All questions will be addressed in our live Q&A portion at the end of the webinar.

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.

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# Outline

What Is Check Your XML and Why Should I Use It?

What Features Are Available?

How Do I Use It?

Questions

Let's get started. As I mentioned, today's webinar is about the "Check Your XML" feature for the RSR. The Check Your XML feature is a great tool available for use before and during the RSR submission period.

Today, AJ and I are going to provide an overview of \*what the Check Your XML feature is and how it can help you with the RSR. We'll also review the \*features of Check Your XML and go through the different reports that are available to review your data quality. Finally, we'll review the \*steps for using Check Your XML. And as always, we'll \*address any questions you have in the live Q&A session at the end of the webinar.

Now this is a more technical webinar than some of our webinars – if you aren't familiar with the RSR, I encourage you to stick with us, but strongly recommend that you check out our other more basic webinars before accessing the Check Your XML. A link to our webinar archive can also be found on the resource sheet that Isia chatted out at the beginning of the webinar.

## 2022 RSR Submission Timeline

Activity	Start Date	Due Date
Grantee Contract Management System (GCMS)	Year-Round	Year-Round
Check Your XML Opens	Open! (New validations TBD)	
RSR Recipient Report	December 5 <sup>th</sup> , 2022	February 6 <sup>th</sup> , 2023
RSR Provider Report/ Client-level Data	February 6 <sup>th</sup> , 2023	Target Upload Date: March 6 <sup>th</sup> , 2023
		<b>Final Deadline:</b> <b>March 27<sup>th</sup>, 2023</b> <b>6:00 PM ET</b>

First, let's start with a reminder of where we are in the reporting process. The GCMS – or the Grantee Contract Management System – is open for recipients to enter their provider's contract information all year round. The Check Your XML feature, which is the focus of today's webinar, is currently available in the RSR Web System. As a note, you may receive outdated validations in the system, but as we'll discuss there were no changes to the RSR schema this year. You'll still be able to check a file, but we're not sure exactly when the system will be updated with new validations.

On December 5th, the system will be available for recipients to begin their Recipient Report. This report must be certified by February 6th. Providers can go in and complete the online Provider Report in the RSR Web System starting February 6th as well. The final deliverable including the Recipient Report, Provider Report, and client-level data upload are due no later than March 27th at 6pm ET – any reports submitted after this time will be marked late by the system.

HAB strongly encourages providers to submit their client-level data and Provider Report to their recipients to review by March 6th. This gives you plenty of time to review the data before the final submission to ensure that your data accurately reflect the great work that you all are doing. For those of you that are ready to get started on reviewing your data before the Provider Report opens on February 6th, this webinar is for you – we'll walk through how you can use the Check Your XML feature right now to make sure that your RSR client-level data file is the best it can be. It's never too early to get started on checking your data!

## What Is the Check Your XML Feature?

- Feature in the RSR Web System that allows you to check:
  - Your file for schema compliance
  - The quality of your data
- Same as the upload except:
  - NOT tied to Recipient or Provider Reports
    - Does not include all validations
    - You still need to upload into the Provider Report
  - Data are deleted after 30 days



The Check Your XML feature was created for two main purposes: first, it allows you to check that your file is compliant with the system schema. Once your file passes the schema checks, the other major purpose of Check Your XML is to check the quality of your data before prime time RSR season. The Check Your XML feature includes the same client-level reports that are in the Provider Report – namely, the Validation and the Upload Completeness Reports – but there are a few critical differences. The Check Your XML is NOT tied to the RSR Recipient or Provider Reports, so it does not include validations that cross-reference between these reports and your client-level data. For example, the Check Your XML can tell you if you uploaded clients with Outpatient/Ambulatory Health Services (OAHS) with missing viral load data, but it cannot tell if your agency was funded for OAHS. Also, data uploaded into the Check Your XML are deleted after 30 days. This means that you still need to upload data into the RSR Provider Report. regardless of whether you upload into the Check Your XML, or your submission will not be considered complete.



Now that we've done a quick review of the Check Your XML feature, we'll launch into our first poll because I'd like to know how familiar you all are with the feature already. Isia, can you launch the poll?

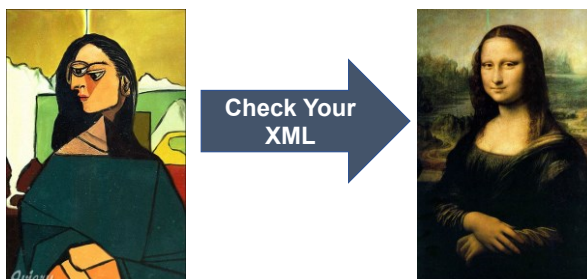
How familiar are you with the Check Your XML feature?

- a. I use it every year
- b. I've tried using it, but I'm not quite sure what I'm doing
- c. I have never used the Check Your XML feature

We are really excited to have all of you here today whether you're new to Check Your XML or if you've been using it for years. For those of you who use the feature every year, this will be a great refresher. And if you're new to Check Your XML or not quite sure how to use it, we hope this presentation can help you understand how to take advantage of this great tool and how important it is to check your data quality early.

## Why Is RSR Data Quality So Important?

- RSR data are used to report information about the Ryan White HIV/AIDS Program to stakeholders
- Good data can help you assess program quality



For those of you who have been on webinars with us previously, you're probably familiar with the Mona Lisa example of how your program will look if there are holes in your data. I just want to remind everyone why data quality is so important: you want your RSR data to reflect the good work that you do. Your project officer and HAB leadership will review RSR data to learn more about your program. RSR data are also used to present the Ryan White Program to Congress, the HIV community, and the public at large.

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 them to improve your performance.

The Check Your XML feature helps you get a head start before the submission season to make sure your data reflect your program.



# Outline

**What Is Check Your XML and Why Should I Use It?**

**What Features Are Available?**

**How Do I Use It?**

**Questions**

Now that we've discussed what the Check Your XML feature is and why you should use it, let's review the \*features that are available.

## Check Your XML File's Schema



<EthnicityID>2</EthnicityID>



EthnicityID  
1=Hispanic/Latino;  
2=Non-Hispanic/Latino

As I mentioned, the first thing that the Check Your XML helps you do is ensure that your XML file schema match with the system schema. What I mean by that is that your XML file has to be in the right structure with the right contents for the system to be able to read your data. Let's take a look at a couple quick examples.

\*On the left is a tag, or essentially one data point, from an XML file. In this example, a provider has reported an Ethnicity ID of "2" for this client. The system schema – shown on the right – allow providers to upload a value of 1 (for Hispanic/Latino) or 2 (for Non-Hispanic/Latino) for each client. Since this file is properly formatted and has an acceptable value, this tag \*conforms with the schema.

## Check Your XML File's Schema



<SexAtBirthID>M</SexAtBirthID>



SexAtBirthID

1=Male;

2=Female

<SexAtBirthID>1</SexAtBirthID>



In this example, our provider has reported a value of “M” indicating Male for a client’s sex assigned at birth. The \*system schema allows a value of 1 (for Male) or 2 (for Female) – “M” is not allowed, so a file containing this value would be \*rejected.

Instead, the \*provider would need to report the sex assigned at birth as a “1” in their XML file. This tag would \*pass the schema checks.

The good news is, there are no updates to the RSR schema for 2021 reporting. So if you completed the RSR last year, the schema will be the same.

## No Schema Changes for 2022!

- The RSR schema will not change for the 2022 RSR
- Check out the [Preparing for 2022 RSR Submission](#) webinar for other updates

Luckily, there were no changes to the RSR schema for 2022 reporting. So, you should update your data management system to make sure that you have the most up-to-date build for any improvements, but the schema will remain the same as last year.

However, you should check out the webinar on the 2022 RSR reporting changes for other changes, such as clarifications to reporting requirements, that may impact your report.

## Check Your XML Data Quality

- The **Validation Report** and **Upload Completeness Report (UCR)** are available:
  - To providers and their recipients
  - For a single or consolidated client-level data file
  - In multiple formats to better print, analyze, and share your reports!

Once you've ensured that your file complies with the system's schema, you're ready to check your file for data completeness and quality using the Validation Report and the Upload Completeness Report, or UCR. I'm going to provide a brief overview of these reports, then we'll go into detail on each one.

If you are a provider or a recipient/provider, meaning you directly provide services to Ryan White clients, you can use Check Your XML reports to view your own data. If you are a recipient, you can also use the feature to view your providers' data. Remember, though, that data go away after 30 days, so you'll want to coordinate with your providers on the timing of their upload.

You can also run reports on a single XML file or consolidated data. I'll talk about what that means in a moment.

Finally, the reports are available in 7 different file formats. Why so many choices? If you're writing a report for your agency leadership and want to include information from the Upload Completeness Report, you can save the report in Word and then easily cut and paste the information into the report you are writing. Being able to download in Excel is great for comparing the reports to your source data. You can also easily print and email the reports as PDFs.

## Check Your XML Data Quality

- **Single** versus **consolidated** client-level data file
  - If providers upload more than one client-level data file, data are merged via the [RSR Merge Rules](#)
  - Pinpoint issues in the single file
  - Check for incongruent values in the consolidated file

As I mentioned, you can run Check Your XML reports on a single XML file or consolidated data combined from multiple files. If you upload more than one file, HAB merges your data based on eUCI and defined merge rules. The RSR Merge Rules can be found on TargetHIV and are linked in the resource document.

Once all the files are uploaded to Check Your XML, you can run the Check Your XML reports on each individual file or on the consolidated data. Running reports on each individual file may help you better pinpoint issues. For example, you may create the reports from different data management systems, and you want to identify which system is causing the problem.

Running the reports on your consolidated file is helpful because it might show more comprehensive data – fewer missing values. It will also show you if you have inconsistent values such as different genders for the same client. These inconsistent values will lead to a “incongruent” value. These incongruent values will show up in your Validation Report and your Upload Completeness Report, so you can fix inconsistencies.

Now, let’s review each of the reports included in the Check Your XML in a little more depth

# Validation Report

- Types of validation messages
  - **Errors:** Fix to submit
  - **Warnings:** Fix or enter a comment
  - **Alerts:** Fix if needed, no comment required
- Features
  - Sortable
  - Available for individual files and the merged file
    - Merged file will include validations for incongruent values



The first report you'll be able to access in Check Your XML is the Validation Report.

The validation report runs the same validation checks on your client-level data that are required to submit the RSR. Remember, Check Your XML does not include the recipient or provider reports so none of the validations that cross check data across the reports are included.

There are three types of validation messages you may receive. \*Errors must be fixed in order for you to submit your data. You should try to resolve all \*warnings as appropriate, but if you can't do so, you may enter a comment for each warning validation message to explain why the data appear the way they do. The data may actually be correct, or you may not have access to the correct data – either way, you'll need to provide a sufficient comment explaining the situation. Finally, the purpose of the \*alert is to have you consider your data. If it's incorrect, you should fix the problem, but some alerts are merely informational.

The validation results are sortable by eUCI and by message to help you fix any data issues with your file. Remember, a big advantage to using Check Your XML is that you can identify these issues before the RSR opens and address them so when you upload for the actual submission, you don't have validation messages to resolve! The link to the 2021 validation messages is also included on your resource sheet.

## Upload Completeness Report (UCR)

- Shows breakdown of response options for each data element
- Reflects missing data
- Available in multiple formats
- Targeted to providers
  - Recipients must generate an individual report for each provider
- [RSR UCR Training Module](#)
  - Practice using and interpreting the UCR
  - What to look out for, how to resolve data issues

Now let's move on to the Upload Completeness Report, or UCR. This report shows the breakdown of response options for each RSR data element, and the number and percent of clients that have missing data. It's important to note that the UCR only includes data for clients who require each data element. So, for example if you report housing status data for a client that is NOT required to have it, that client's housing status won't show up in the housing status table. But, this also means if you see missing data in your UCR, you know that is data you should be reporting.

Like all the reports in the RSR Web System, you can access the report in multiple formats to help you better analyze and share content.

The Upload Completeness Report allows you to spot-check every data element, which can be really helpful for providers to make sure what you're reporting aligns with the services you provide. Recipients can also use the UCR to check their providers' data, you just have to generate one report at a time since there is no consolidated report across all providers.

I also want to highlight a new resource that we've developed since last year that we hope will be helpful for you all in using the UCR this year. The RSR UCR Training Module is an interactive module on TargetHIV that walks you through how to use the UCR, how to interpret the tables included in the report, and what to do if you identify what look like data issues. The module allows you to actually practice spot-checking data using the UCR, so it's a really helpful resource we hope that you all take advantage of!



# Outline

**What Is Check Your XML and Why Should I Use It?**

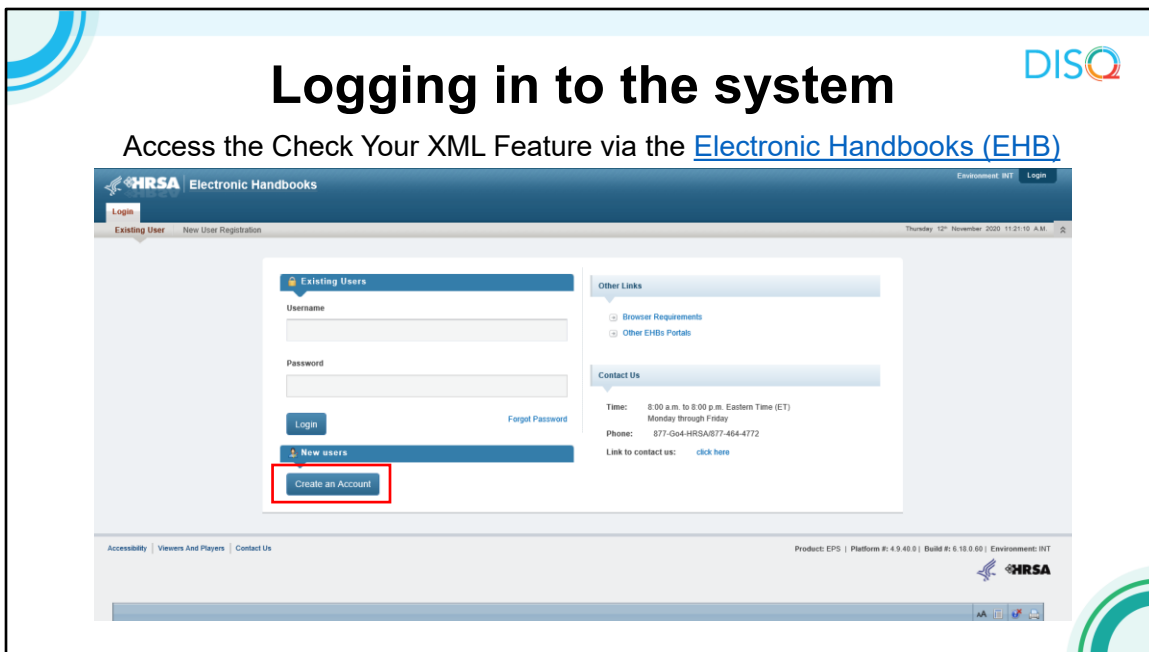
**What Features Are Available?**

**How Do I Use It?**

**Questions**

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Now that we've reviewed the reports available in the Check Your XML feature, I'm going to turn things over to AJ to show you \*how to access the Check Your XML Feature to upload and review your data.



Check Your XML lives in the RSR Web System which can be accessed through the EHBs by both recipients and providers via the link on this slide and in your resource document.

If you are a provider and you don't have access to the RSR Web System, click the \*"Create an Account" button to access the registration form. You can reach out to Ryan White Data Support if you need your agency's registration code. Please note that you don't need to register more than once, so you should only register if you have NEVER accessed the system before.

If you are a recipient and don't have the access you need to the EHBs, check out our recent EHBs webinar for more information about how to access the system.

# RSR Inbox: Click “Check Your XML”

The screenshot shows the RSR Provider Report Inbox interface. The left-hand navigation menu is expanded, and the 'Check your XML' link is highlighted with a red box. The main content area displays a table with one report entry for the 'Data and Reporting Technical Assistance (DART) Team'.

Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Action	Clients	Action History
0	Data and Reporting Technical Assistance (DART) Team	71186	2019 Annual	11/22/2020 6:46:25 PM	Not Started	Create	0	History

Below the table, there is a section for help and support information:

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. For questions regarding data content and/or reporting requirements, please contact Data Support at 1-888-640-9356 or email to [RyanWhiteDataSupport@wrma.com](mailto:RyanWhiteDataSupport@wrma.com)



Logged in as: Provider  
The HAB Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click [here](#)

Once you access the RSR Web System, you just need to locate the Check Your XML feature. Providers will be taken directly to the Provider Report inbox. To access the Check Your XML feature, just look for the link in the left-hand navigation menu.

## RSR Inbox: Click “Create” or “Open”

RSR Check Your XML


Your session will expire in: 29:35

Report ID	Name	RegCode	Reporting Period	Modified Date	Status	Action	Clients	Action History
49958	Data and Reporting Technical Assistance (DART) Team	71186	Check Your XML	11/22/2020 6:50:46 PM	Waiting		0	

Page Size: 25

1 items in 1 pages

**Action**

 Open

For help with EHBs contact the HRSA Help Desk by phone at 1-877-Go4-HRSA (1-877-464-4772) Monday through Friday. Contact Center help request form to submit your question online. For questions regarding data content and/or reporting RyanWhiteDataSupport@vrma.com

Logged in as: Provider  
The HAB Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat R...

The HRSA Electronic Handbooks  
888-640-9356 or email to

Once you click on “Check Your XML” this is the page that you’ll see. To proceed to upload data, you’ll click on the “Create” or “Open” button with the envelope icon.

## Non-Provider Users

- **Recipients:** View your providers' reports to check data quality
  - Enter the RSR Web System through the EHBs
  - Click on Check Your XML under the Search menu
  - Search by the provider's name
  - Access the reports the same way as providers
- **RSR-Ready Systems:** To test if your system is generating compliant files, contact DISQ at [Data.TA@caiglobal.org](mailto:Data.TA@caiglobal.org)

The process I just demoed is useful for providers and their recipients to review data prior to upload. Although the reports are generated at the provider level, they're still useful for recipients to review before submission. \*To do so, once you are in the RSR Web System through the EHBs, recipients will use to Check Your XML link. Search by the provider's name. You'll have access to all of the reports that were just reviewed.

\*If you are a vendor for a RSR-ready system and want to test some files now, or if you are a provider and you want to make sure your data system vendor is prepared for 2021 reporting, please contact the DISQ Team.

## Takeaways

- Check Your XML has many reports to help you view and analyze your data prior to submission
  - Check Your XML is already available in the RSR Web System
  - Start now!
- Starting February 6<sup>th</sup>, **upload to the Provider Report** to submit instead of Check Your XML
  - Validations will cross-check your Provider Report and XML
- HAB wants to support you in submitting the best data possible

In summary, the \*Check Your XML feature has some great reports that help you review your data before submission. The system is already open so start as soon as you can so you have ample time to review your data and make corrections if needed.

\*Check Your XML remains open throughout the RSR Submission period, but when the main system opens on February 7th, you should start using the main Provider Report system to check your data completeness and quality instead of Check Your XML. You can still delete and re-upload files, and do everything I just showed you in the demo, but what you upload into the Check Your XML is not reported to HAB and the Validation Report in Check Your XML cannot cross-check between your client-level data and your Provider Report. Only the data imported to your Provider Report will be submitted to HAB and cross-checked with the other parts of your RSR.

\*HAB provides the Check Your XML feature to support you in submitting the best data that you can. Of course, if you have suggestions for the Check Your XML feature, please let us know. New features have been added in the past based on your recommendations.

## TA Resources

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

Before we finish up, I'd like to review the available technical assistance. The DISQ Team addresses questions for those needing significant assistance to meet data reporting requirements. DISQ also deals with data quality issues, as well as providing TA on TRAX and support in creating documentation.

Data Support addresses RSR-related content and submission questions. Topics include: Interpretation of the Instruction Manual and HAB's reporting requirements; Allowable responses to data elements; Policy questions related to the data reporting requirements; and Data-related validation questions.

The EHBs Customer Support Center addresses software-related questions. Topics include: Electronic Handbook (EHB) navigation, registration, access and permissions and Performance Report submission statuses.

Finally, the CAREWare help desk is your best resource for any TA requests related to CAREWare. We encourage you to register for the listserv to join the conversation with other CAREWare users across the country.

Most importantly, there is no wrong door for TA – if you're not sure who to contact, we're happy to refer you to where you need to go!

# Outline

**What Is Check Your XML and Why Should I Use It?**

**What Features Are Available?**

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**Questions**

Now that we've gotten through all our content for today, we want to give you all a chance to ask any \*questions you have today.



DISQ

## 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.

Question and Answer

Welcome

Feel free to ask the host and panelists questions

Type in your question here

☐ Send anonymously

Cancel Send

Chat Raise Hand Q&A

Thanks so much AJ! 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.