How to Complete the RSR Recipient Report Using the GCMS

Ryan White HIV/AIDS Program Services Report (RSR)

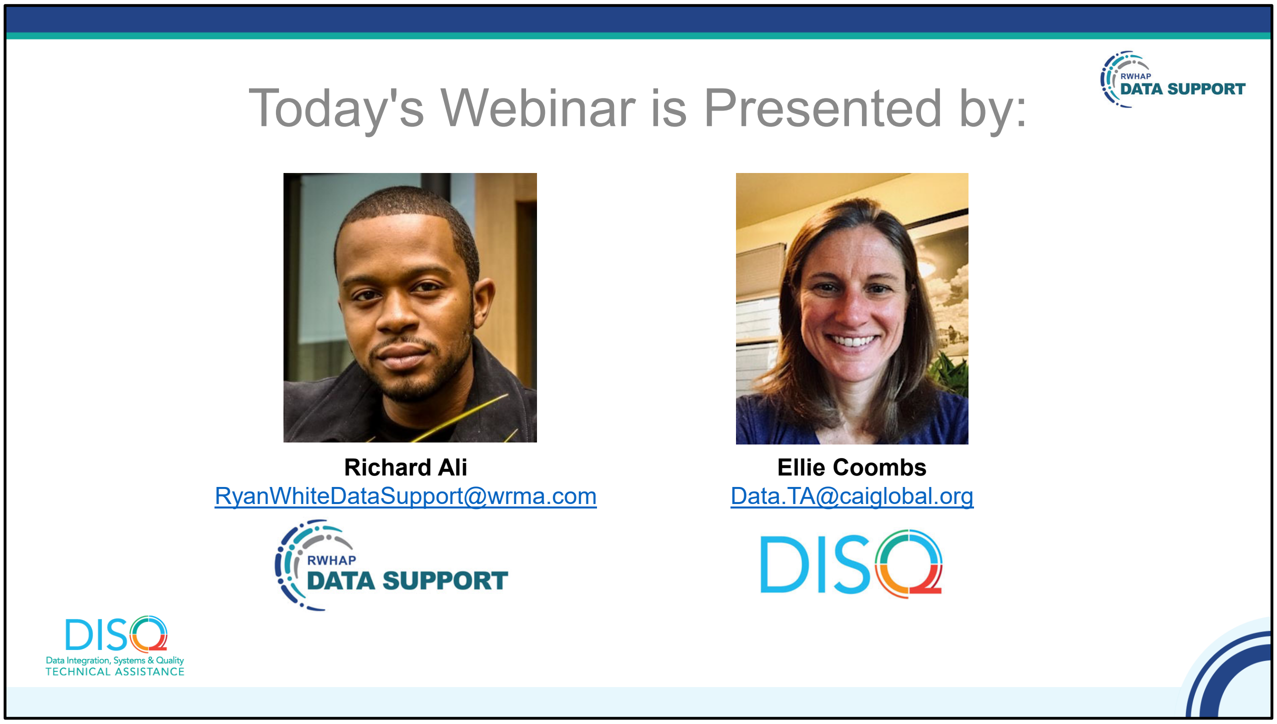
HIV/AIDS Bureau

November 9, 2022

RWHAP DATA SUPPORT

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Welcome to today's Webinar. Thank you so much for joining us today!
My name is Ellie. 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 RSR.

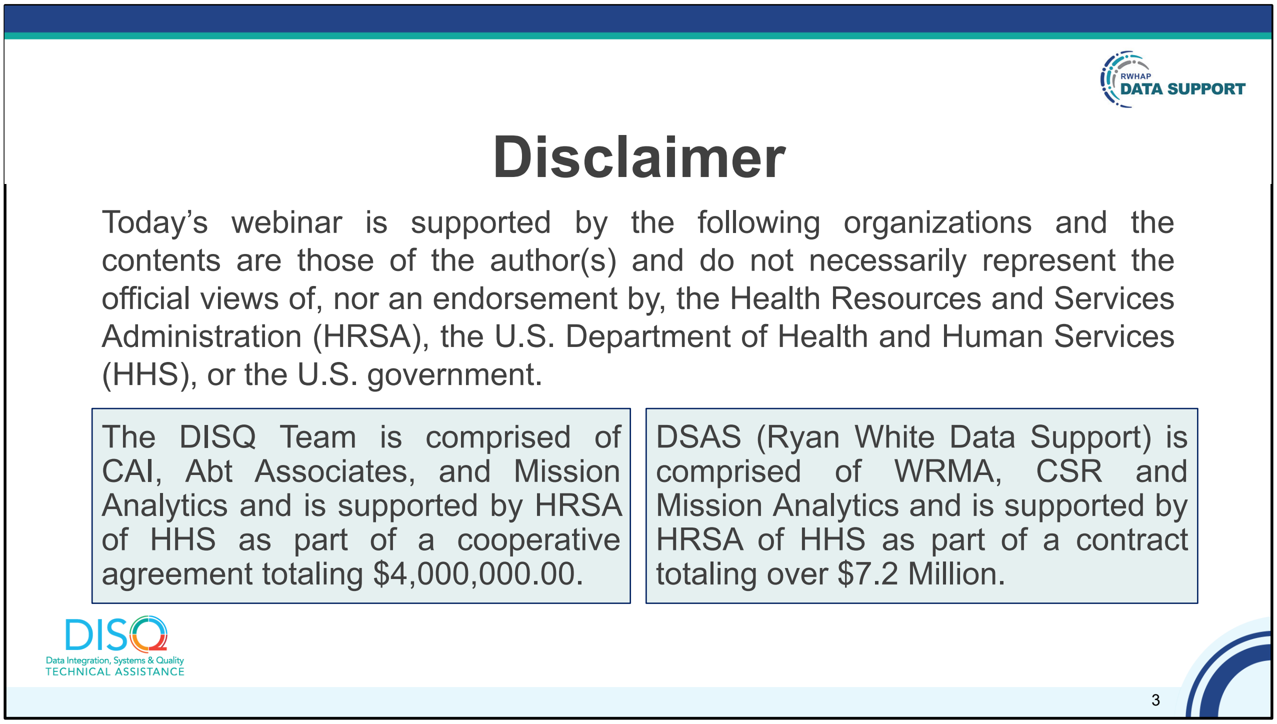


Today's Webinar is presented by Richard from Ryan White Data Support, the experts on RWHAP reporting requirements, and myself representing the DISQ team's work with client-level data. Richard will provide an overview of the step-by-step instructions for completing the RSR Recipient Report, including modifying contracts and using the GCMS. Recipients will also obtain an understanding of the RSR workflow 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.



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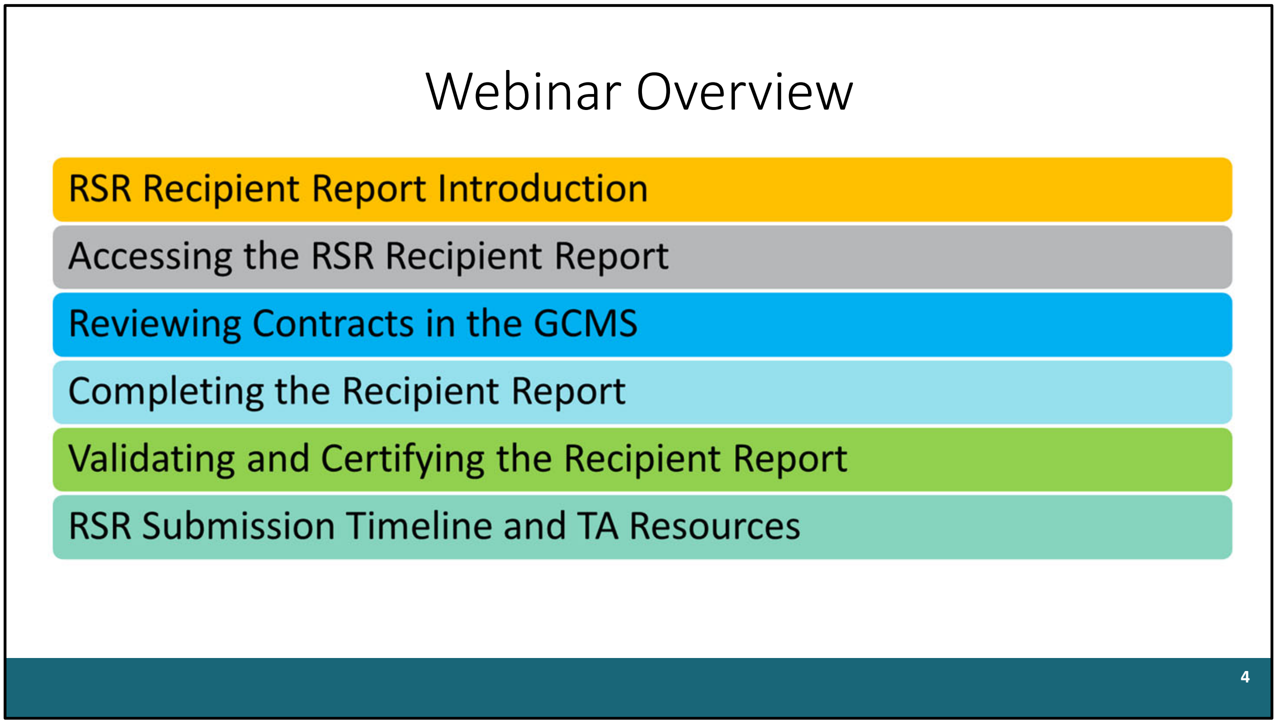
Now I'd like to turn the webinar over to Richard.



Thank you, Ellie! And Thank you everyone for joining us today. In today’s webcast, I will be going over how to complete the 2022 RSR Recipient Report. I will start by providing an introduction to the RSR Recipient Report, including general background information and who is required to complete the report. We will then move on to accessing the RSR Recipient Report. Next, I will discuss reviewing your contracts using the Grantee Contract Management system, or GCMS, and go over the various sections of the recipient report that need to be completed. Once we have reviewed how to complete the report, we will look at how to validate and certify the recipient report and wrap up the presentation by providing the RSR submission timeline and the various technical assistance resources available to you.

Let's get started!

2022 GCMS & RSR Instruction Manuals

- GCMS Manual available on the TargetHIV website

- RSR Manual will be available soon on the TargetHIV website

Before I begin with an overview of the RSR, I would like to make everyone aware of the GCMS Instruction manual which is available on the TargetHIV website. This will provide you with step-by-step instructions on how to add, edit, and manage contracts you may need for your Recipient report.

Also, the 2022 RSR Instruction manual will be available soon on the TargetHIV website. The RSR Instruction manual is an invaluable resource that can be used when completing your report. The RSR manual will cover the information outlined in this webinar today, and I strongly recommend looking over it before you complete your RSR. The direct links to both manuals have been chatted out by my colleague Isia, they're provided on this slide, and will also be available towards the end of the presentation.

Before we begin today’s presentation on the RSR Recipient report, I am now going to pass the presentation to Ruchi from the DISQ team to launch the first poll question for today.

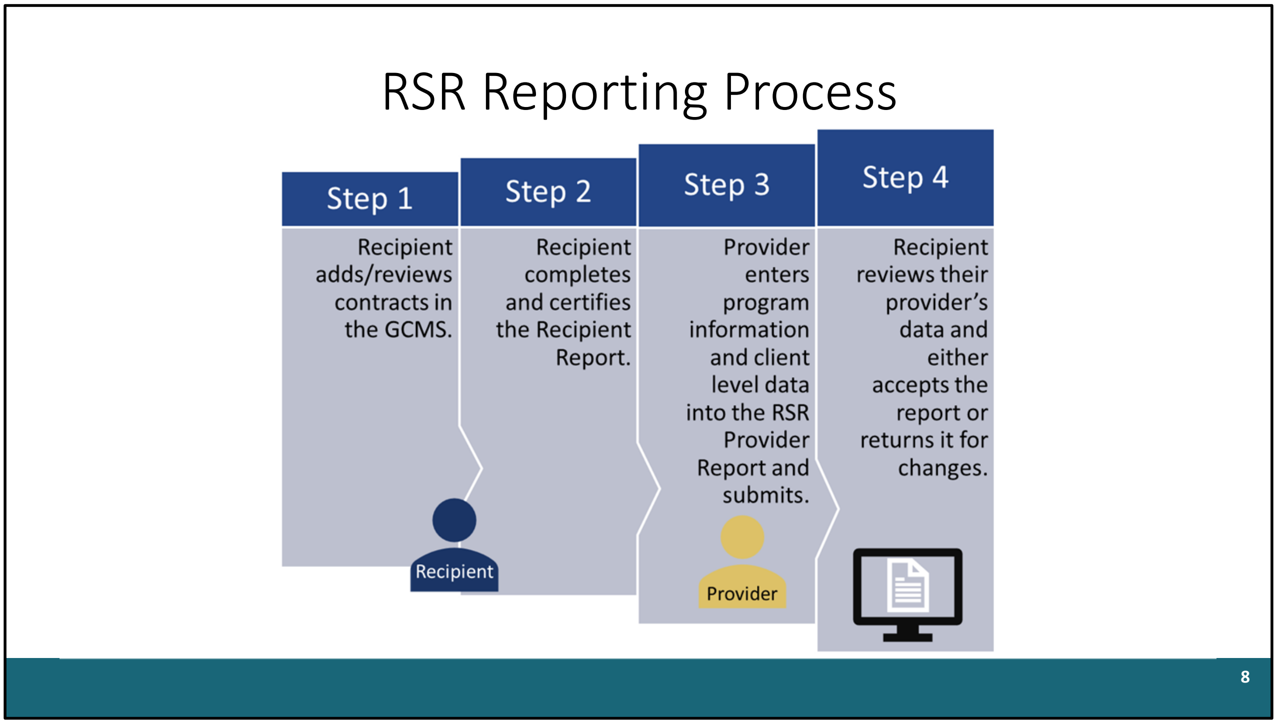
Is this your first time working on the RSR Recipient Report?

a. Yes, this will be my first time working on the RSR.
b. No, I have worked on the RSR once or twice before.
c. No, I have worked on the RSR three times or more.

Thanks Ruchi, today's presentation is both a great walkthrough for if this is your first time completing the RSR Recipient report, as well as a good refresher if you’ve completed the Recipient report in the past.

RSR Recipient Report Introduction

Now let's look at some background information about what the RSR Recipient Report is and who is required to complete the report.



The Ryan White Services Report, or RSR, follows the process shown here on this slide, but let's go ahead and take a better look at these steps. During Step 1 grant recipients from HRSA/HAB will add or review their contracts in the GCMS making sure they have a contract listed for each organization funded by their grant award during the reporting period which will populate their RSR Recipient Report. Next, for step 2 recipients will then complete and certify the recipient report which I will be going over more in detail during today's presentation.

Once the recipient has certified their Recipient Report, that information will then help generate an RSR Provider Report for each of their providers to submit. In step 3 in our process, providers will enter basic information about their program as well as their client level data file into their RSR Provider Reports and submit. Once an RSR Provider Report has been submitted, the recipient will then review their provider's data and either accept it or return it back to the provider for changes as shown in step 4. In the event the report is returned for changes, both steps 3 and 4 will need to be completed again.

RSR Recipient Report Background

- Collects basic information about the recipient organization
- Displays service provider contract information
- Two Sections:
  - General Information
  - Program Information

So, what is the RSR Recipient Report? The Recipient Report collects basic information about the recipient organization and displays service provider contract information from the report year.

This basic information about the recipient is captured in the first section of the report, the general information section.

The second section, the program information section, includes a list of all the organizations that your agency has a contract with to provide Ryan White Services.

We will discuss these sections in detail later in the presentation.

Who Completes the RSR Recipient Report?

- Recipient: An organization that receives Ryan White HIV/AIDS Program and/or Ending the HIV Epidemic (EHE) funding directly from HRSA/HAB to carry out a project or program
    - If the organization also provides direct client services with these funds, they are considered a "Recipient-Provider"
- All direct RWHAP and/or EHE grant recipients are required to complete an RSR Recipient Report

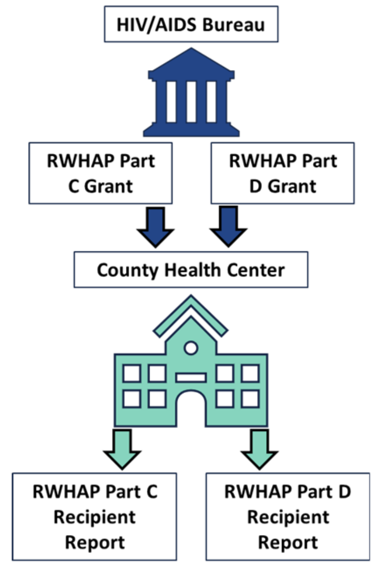
For those of you who are new to the Ryan White program and the RSR, a recipient is an organization receiving funding directly from HRSA/HAB to carry out a project or program. A recipient also may be a recipient-provider if it provides direct services in addition to administering its grant.

All direct Ryan White and/or EHE grant recipients are required to complete a RSR Recipient Report.

To further clarify, today's presentation and the information that will be covered is specifically for organizations who are classified as a recipient and/or recipient provider.

How Many Recipient Reports Do I Need to Complete?

- Recipients submit one Recipient Report for **each** grant received
  - RWHAP Grants (Part A, Part B, Part B Supplemental, Part C, Part D)
  - Ending the HIV Epidemic (EHE) Initiative Award



So, you may be wondering: How many Recipient Reports Do I need to complete?

If you are a grant recipient, your agency will submit one Recipient Report for each grant received.

If you look at the example on this slide. The grant recipient, in this case a county health center, received a Part C grant and a Part D grant directly from HAB. Because they receive these 2 grants, they will then complete both a Part C Recipient Report and a Part D Recipient Report. To put it simply, they will complete two Recipient Reports containing the grant information for each individual grant.

Before moving on to the next section of today’s presentation, I am going to pass the presentation back to Ruchi to launch our first quiz of the day.

If an agency receives Part C funding directly from HAB and EHE Initiative funding from another Recipient ,how many Recipient Reports will the agency need to complete?

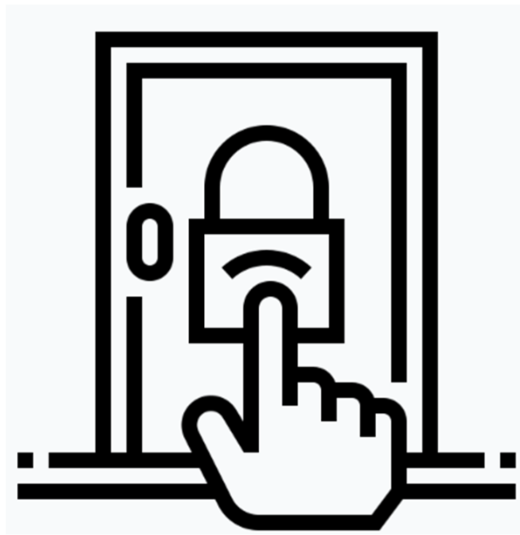
a) One Recipient Report

b) Two Recipient Reports

c) Three Recipient Reports

Thanks Ruchi, The correct answer would be One Recipient report because the agency is receiving their Part C directly from HAB. Remember the number Recipient Reports you are required to complete are based on the grant funding your agency receives directly from HAB.

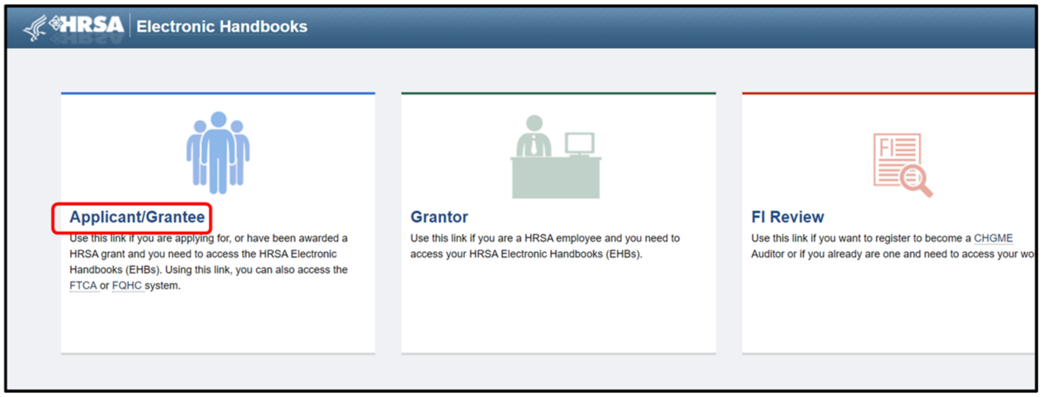
Accessing the RSR Recipient Report



Now that we know who is required to complete the RSR Recipient Report, lets review how to access the Recipient Report.

Recipient Login

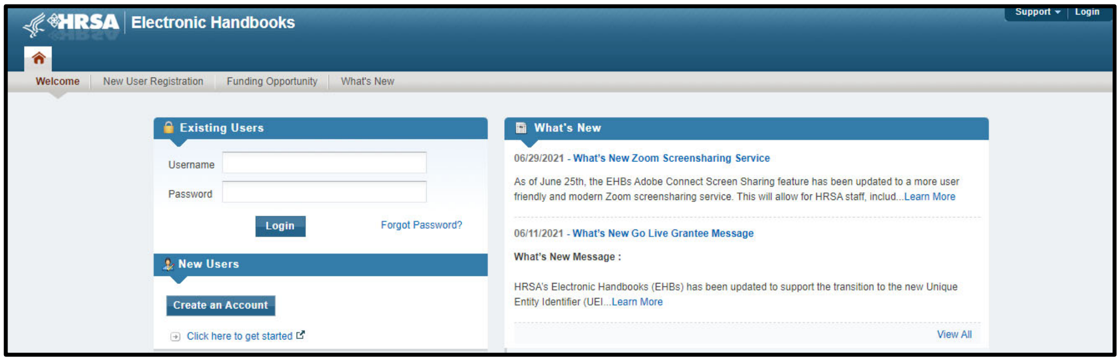
- HRSA Electronic Handbooks Login
- Recipients will use the Applicant/Grantee login link
- Overview of HRSA's Electronic Handbooks (EHBs) for Grant Recipients



The first step to accessing the Recipient report is to access the RSR Inbox. Recipients will select the "Applicant/Grantee" option on the HRSA EHBs website to log into the system.

Recipient Login

- HRSA Electronic Handbooks Login
- Recipients will use the Applicant/Grantee login link
- [Overview of HRSA's Electronic Handbooks (EHBs) for Grant Recipients]

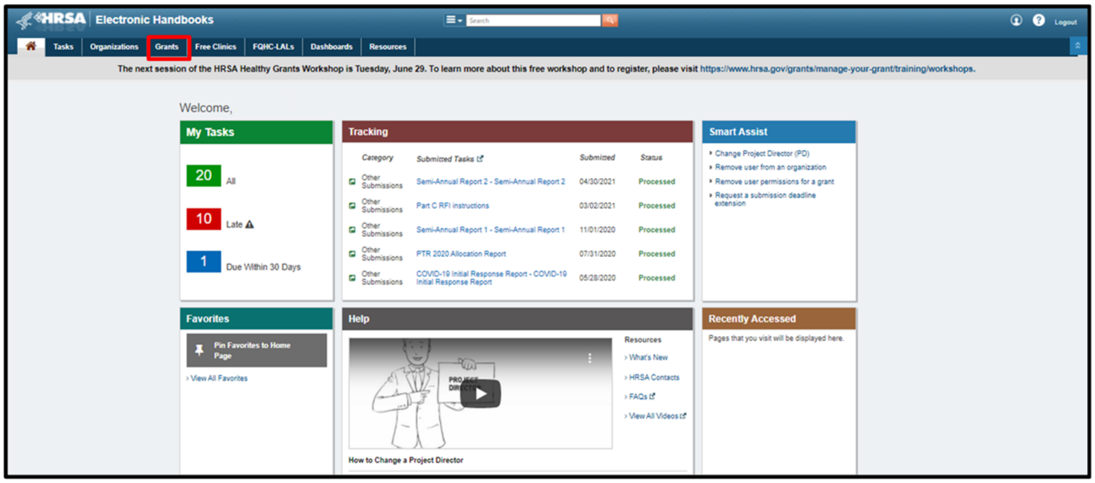


Selecting this option will bring you to the login page where you will either enter an existing username and password or create an account.

For those who need a refresher on using the EHBs, I encourage you to review the webinar "Overview of HRSA's Electronic Handbooks for Grant Recipients" which is currently available on the TargetHIV site, and the direct link to the webinar is located on this slide.

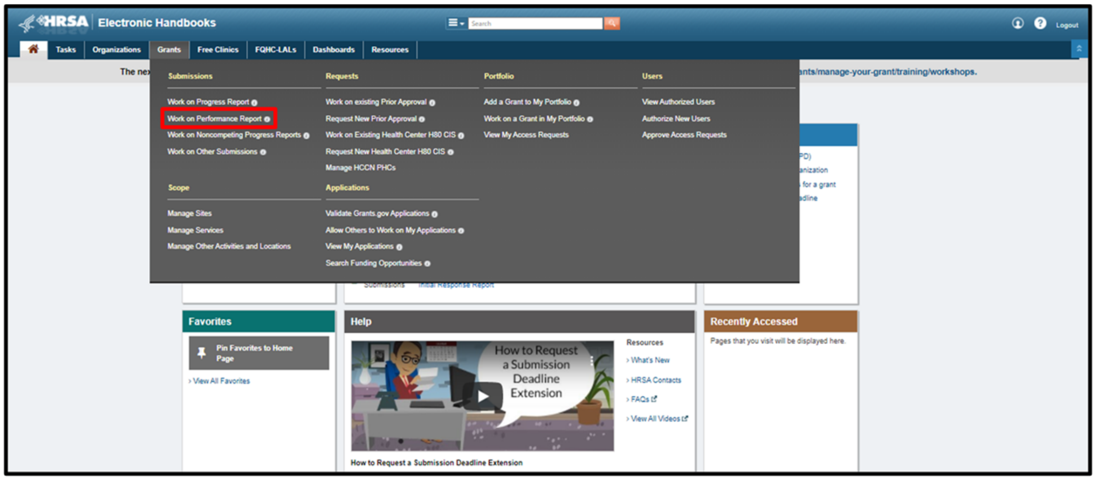
If you are having issues logging in or need to register a new account for your organization, please contact the EHBs Customer Support Center. Their contact information as well as resources related to the EHBs will be shown at the end of this presentation.

HRSA EHBs Home Page



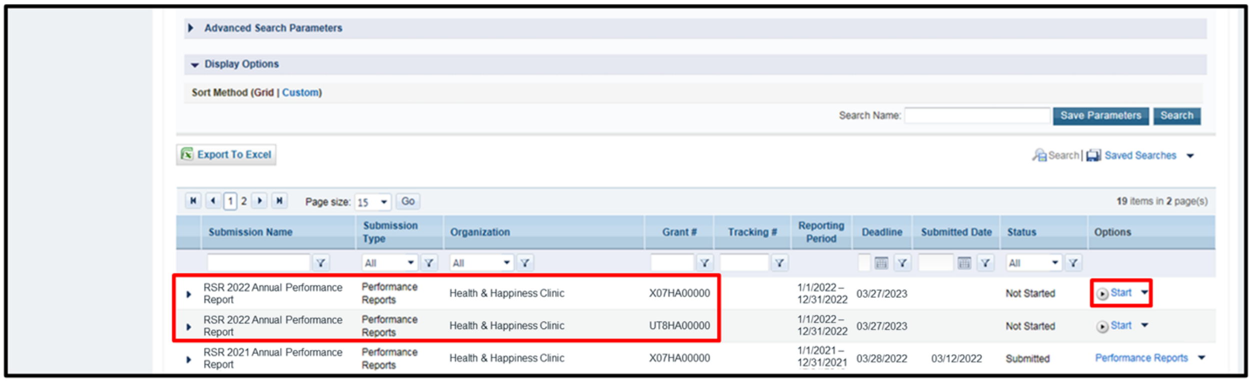
Once you are logged into the EHBs, you will be taken to the EHBs home page shown here. Your next step will be to hover over the Grants tab at the top.

HRSA EHBs Grants Drop-Down Menu



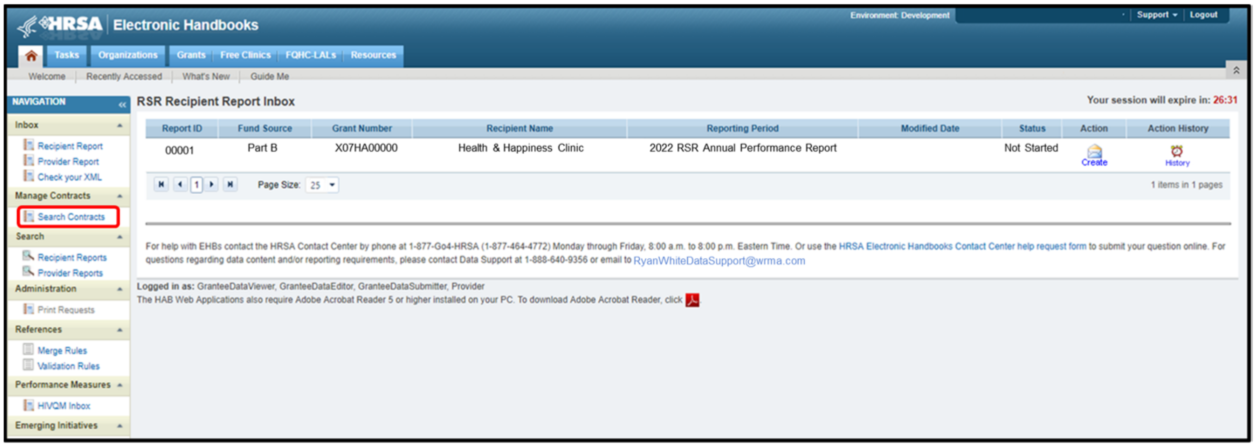
Once the drop-down menu appears, select “Work on Performance Report” under the “Submissions” header.

Submissions–All Page



On the bottom of the "Submissions – All" page, under "Submission Name," locate your most recent RSR submission. For Recipients who receive multiple Grants directly from HAB, you should see multiple recipient reports listed here. You will need to complete a recipient report for each Ryan White and EHE Initiative grant that you receive. Once you've located the recipient report you wish to work on, select the "Start" button listed under the "Options" header. If you've already begun working on your RSR, this link will instead say "Edit."

Accessing the RSR Inbox



After clicking the link, you will be taken to your RSR Recipient Report Inbox.

We've now successfully navigated to the RSR inbox, but before you begin your RSR Recipient Report, we highly recommend you ensure the contracts your agency has entered for the year 2022 are complete and accurate in the GCMS.

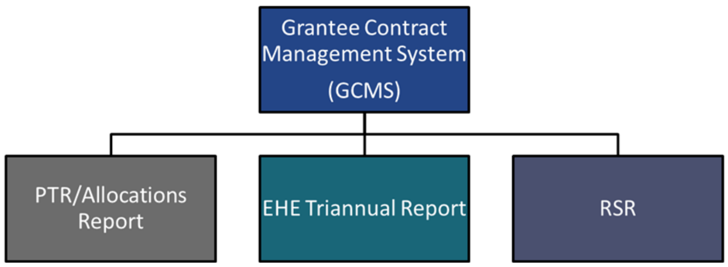
You can access the GCMS from the RSR Recipient Report Inbox by selecting "Search Contracts" in the navigation panel on the left-hand side of the screen

Reviewing Your Contracts in the GCMS

To help get a better understanding of what I mean by contracts, let's begin by reviewing what the GCMS is.

What is the Grantee Contract Management System (GCMS)?

- A data-storage system for recipients' RWHAP contracts
- Multiple reports are populated with the information entered
  - ➢Used to decrease data-entry burden



The Grantee Contract Management System, or GCMS, is a data-storage system for recipients' Ryan White contract information. Information about a recipient's contracts are entered into the GCMS and maintained here.

The contract information in the GCMS, populates multiple data reports such as the RSR and help to decrease the burden of reporting. Within the GCMS, you will be able to add new contracts, as well as modify, copy, or delete existing ones.

Reviewing Contracts in the GCMS

- Available year-round
- Contracts should be in the system, but it is important to review them for accuracy
  - ➢ Entered before submission of the EHE Triannual Report, and PTR/Allocations Reports
  - ➢ Contracts for Part B Supplemental Recipients may not yet be complete until the PTR due date in December
- GCMS Instruction Manual
- Completing the Grantee Contract Management System (GCMS)

As a reminder, the GCMS is available year-round, which allows recipients to regularly review and update contract information. This means you do not have to wait until the RSR is open to begin reviewing and/or adding your contracts.

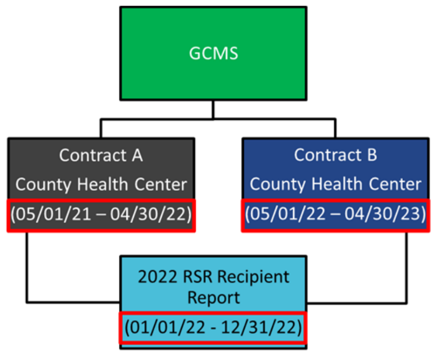
Contracts for Ryan White recipients should already be in the system before the completion and submission of the PTR/Allocations Report. Part B Supplemental PTRs are not due until the end of December, so contracts may not yet be complete for Part B supplemental recipients. Contract information for EHE Initiative recipients were entered before the completion of the EHE Triannual Report.

Although these contracts have been added by you or someone else within your agency, you should review them to ensure the data reported are still correct. There may have been contract changes since those reports were submitted.

For a more in-depth overview of the GCMS, I highly recommend looking at the GCMS Instruction Manual, and the GCMS webinar on the TargetHIV website, which I have linked to here on the slide.

How does the GCMS Relate to the RSR?

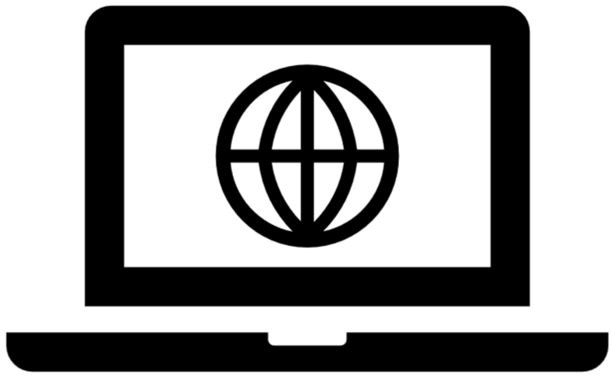
- The 2022 RSR Recipient report pulls information from GCMS contracts. This includes any contract information that overlaps with the 2022 calendar year.



For your 2022 RSR Recipient report, the information about what services your providers were funded to provide will be pulled directly from the GCMS. This will include any contract that overlaps with the 2022 calendar year.

If you look at this example below, from the GCMS we see that this County Health Center has two contracts during the calendar year with a contract period from May 1st to April 30th. These dates entered in your contract are based on the budget period listed on your Notice of Award. The RSR Recipient report will pull contract information from both contracts shown here because both contain information from the year 2022. Essentially if a contract is within the year 2022, it will be pulled for the 2022 RSR recipient report.

Eligible Services Reporting



Next, lets take a brief review of Eligible Services Reporting and its relation to your contracts in the GCMS.

Eligible Services Reporting

- Agencies are required to indicate services funded via RWHAP related funding, including program income or pharmaceutical rebates, regardless of payor
- Recipients must indicate these services in their contracts in the GCMS and can make changes as needed to contract information during the calendar year

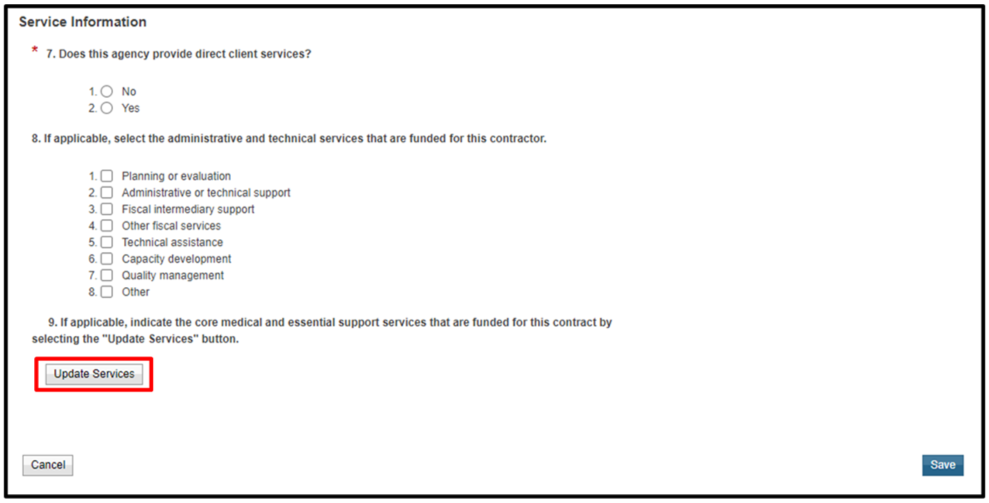
- RSR In Focus: Understanding Eligible Services
- Understanding Eligible Services Reporting Webinar

For those that are new to reporting or those who need to refresh their memory on Eligible Services Reporting, the requirement specifies that agencies are required to report client-level data on Ryan White eligible clients who received services funded via Ryan White and/or Ryan White related funding, including program income or pharmaceutical rebates, regardless of payor

As a recipient, you should confirm that your contracts in the GCMS with your providers capture these services accurately. And if necessary, make changes to the appropriate contracts.

For more information on Eligible services, I also recommend checking out the RSR In Focus document: Understanding Eligible Services and the Understanding Eligible Services Reporting for Ryan White Grant Recipients webinar. These resources as well as others referenced in today's presentation will be in that resource document.

Eligible Services Reporting in the GCMS


Service Information

* 7. Does this agency provide direct client services?

1. No
2. Yes

8. If applicable, select the administrative and technical services that are funded for this contractor.

1. Planning or evaluation
2. Administrative or technical support
3. Fiscal intermediary support
4. Other fiscal services
5. Technical assistance
6. Capacity development
7. Quality management
8. Other

9. If applicable, indicate the core medical and essential support services that are funded for this contract by selecting the "Update Services" button.

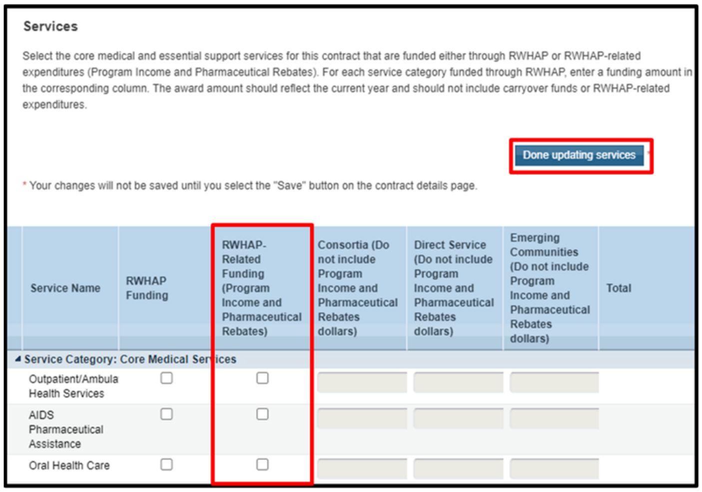
Update Services

Cancel

Save

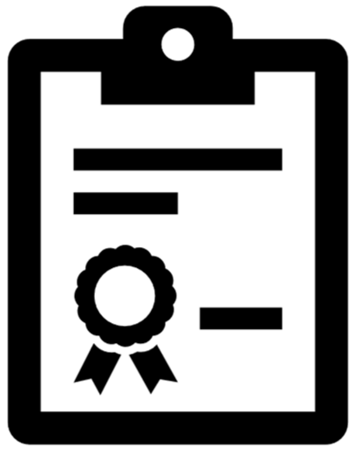
Let’s take a quick moment to review where you can find and indicate services funded with RWHAP-related funding in your contracts. Once you are in a contract in the GCMS, go ahead and scroll towards the bottom of the page and you should find question 9 as seen on this slide. Go ahead and click the Update Services button to open a table of core medical and support services

Eligible Services Reporting in the GCMS



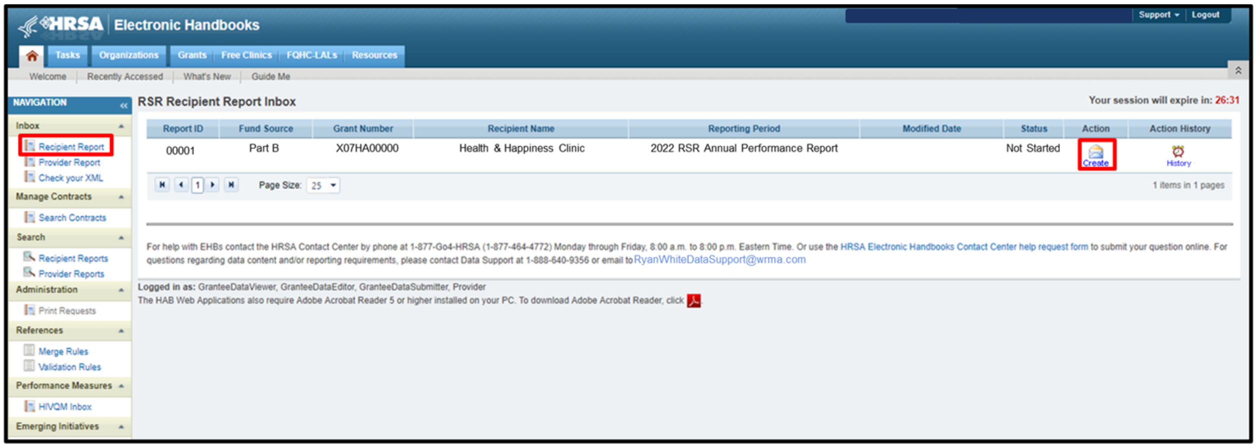
On the table here, you can see a column for Ryan White related funding. As a reminder, no Ryan White-related funding amount should be entered in the contracts, this is specifically meant for Ryan White funding only. Simply check the box that is appropriate for the Ryan White related funded service, like you would for a Ryan White funded service so that this information may be populated in both your recipient report as well as your provider's report. Once you are finished making any changes be sure to click the "Done updating services button" and then save your contract. For additional help adding services that may be missing, please contact Ryan White data support, whose contact information will be shown at the end of the presentation. Also, my colleague Ruchi has chatted out the link to the GCMS webinar for your reference.

Completing the Recipient Report



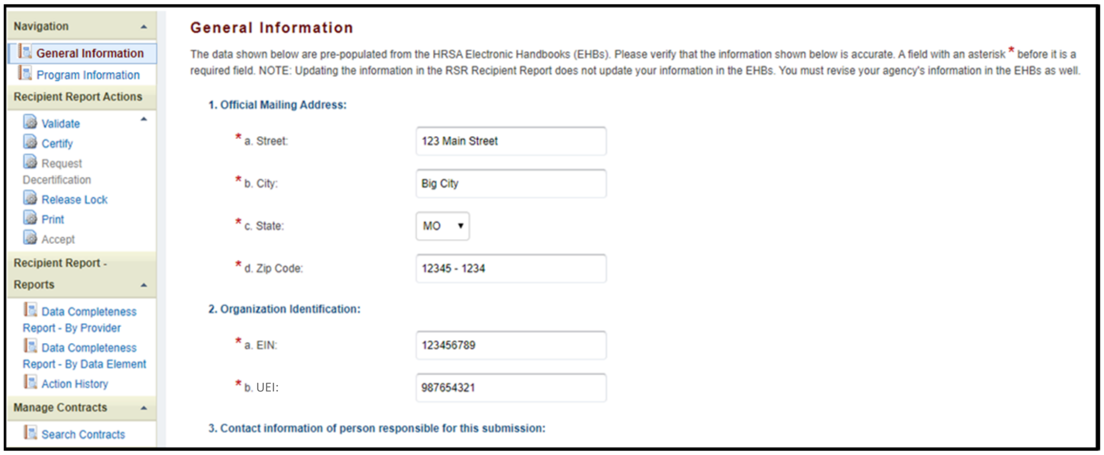
Once you have reviewed and updated your contracts, you've made it through the bulk of the work required to populate the Recipient Report. Now that you are finished looking through your contracts, it is time for the next step: creating and completing the RSR Recipient Report.

Creating the Recipient Report



To create the Recipient Report, you will need to navigate back to the “RSR Recipient Report Inbox”, which can be done by clicking the “Recipient Report” link on the left-hand navigation bar under the Inbox header. On this page, you will see your 2022 RSR Recipient Report. Click the “Create” envelope icon on the right side of your screen to begin working on the Recipient Report.

General Information Page



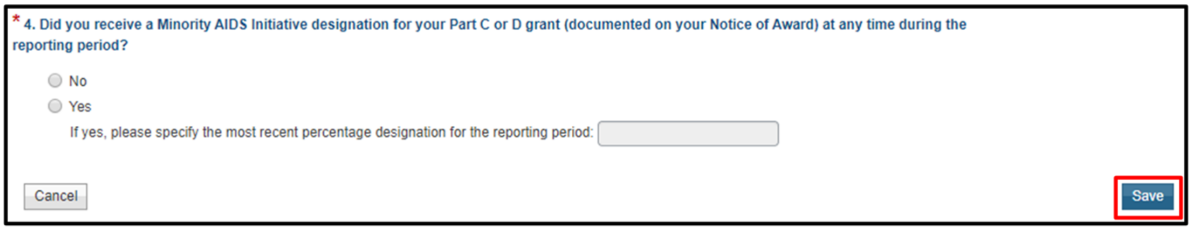
Once you click “Create,” you will be taken to the first section of the Recipient Report, the “General Information” page. Start by filling in any missing address or organization information not pre-populated already in the web system. You must provide a response for every field with a red asterisk.

General Information Page

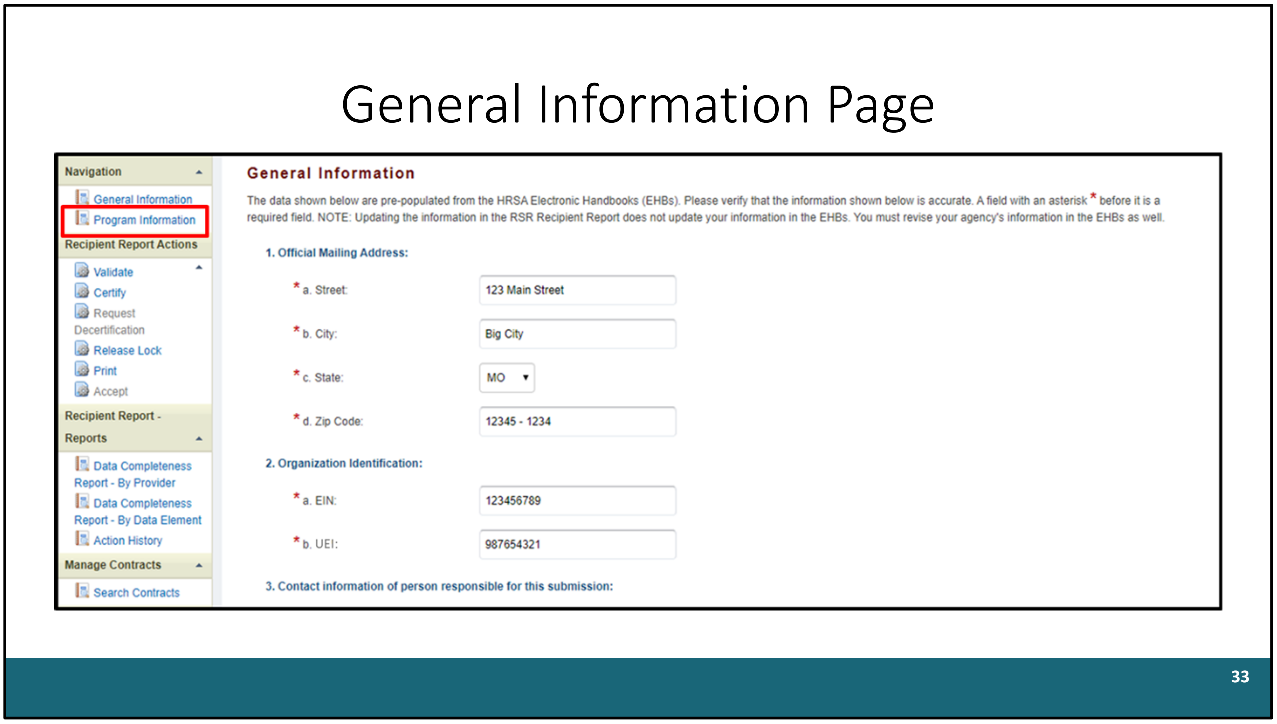
For question 3, put the contact information of the person responsible for the Recipient Report submission. For this question, please enter the name of the person who is completing the report, as this is the contact information we'll use if we have any questions about your RSR submission.

Minority AIDS Initiative Designation

- RWHAP Part C and D Recipients Only
  - Did your agency receive a Minority AIDS Initiative (MAI) designation during the reporting period

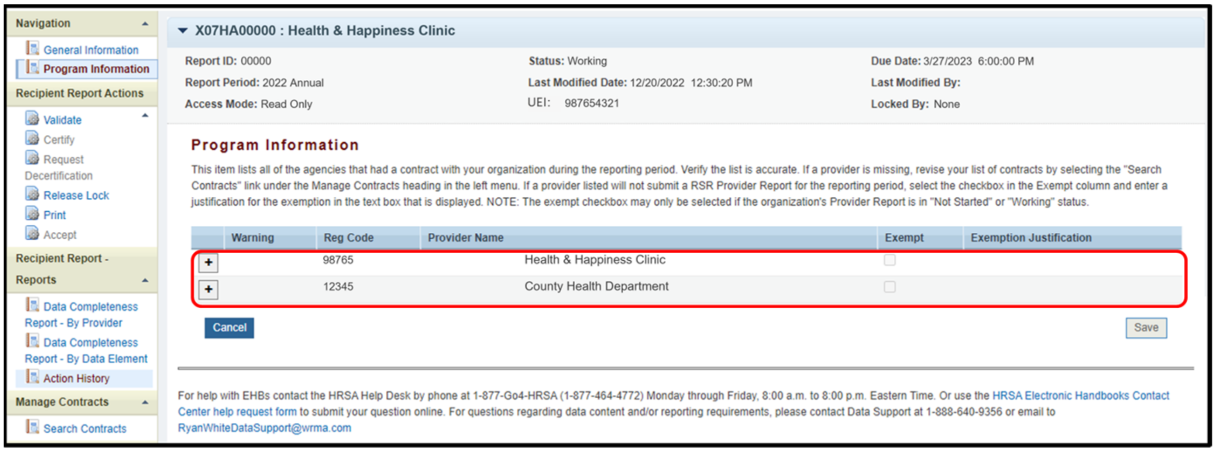


For Ryan White Part C and D recipients, there will be an additional 4th question on the general information page. Question 4 asks you to indicate whether your agency received a Minority Aids Initiative designation during the reporting period. If your agency did receive MAI funding, specify the most recent percentage designation for the reporting period. And again, this question is for part C and D recipients only. Once you have completed this page, click the Save button, in the bottom right corner of the page.



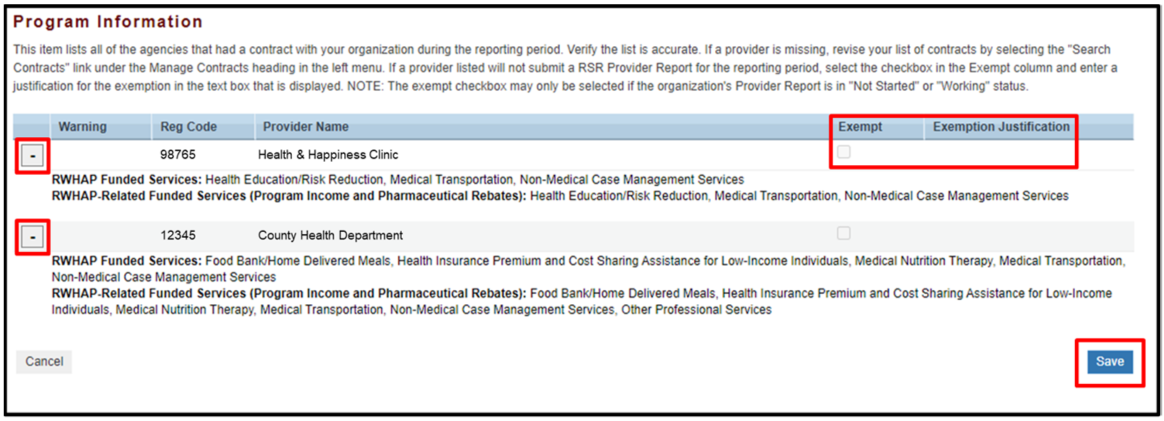
The next section of the recipient report is the program information section, click "Program Information" on the left-hand navigation bar to get there.

Program Information Page



On the Program Information page, you will see a list of the agencies that your organization has a contract with for the reporting period. To the left of each contract is an expand icon.

Program Information Page



Clicking on the expand icon will display all Ryan White funded services and Ryan White - Related funded services for this provider.

Be sure to review your contracts to confirm that these services have been captured in your contracts, and if necessary, make changes so that the services shown are accurate.

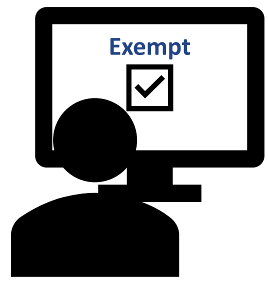
This information is populated from the GCMS. So, if you are missing any contracts in your list or need to modify any of the contracts, you will need to return to the GCMS and edit them there.

In the table, on the right, you’ll also see the “Exempt” and “Exemption Justification” columns. To exempt a provider, simply check this box. This opens the “Exemption Justification” text field, where you must explain why this provider is exempt.

After verifying that the information is accurate, you can click the Save button on the bottom right of the page.

Provider Exemptions

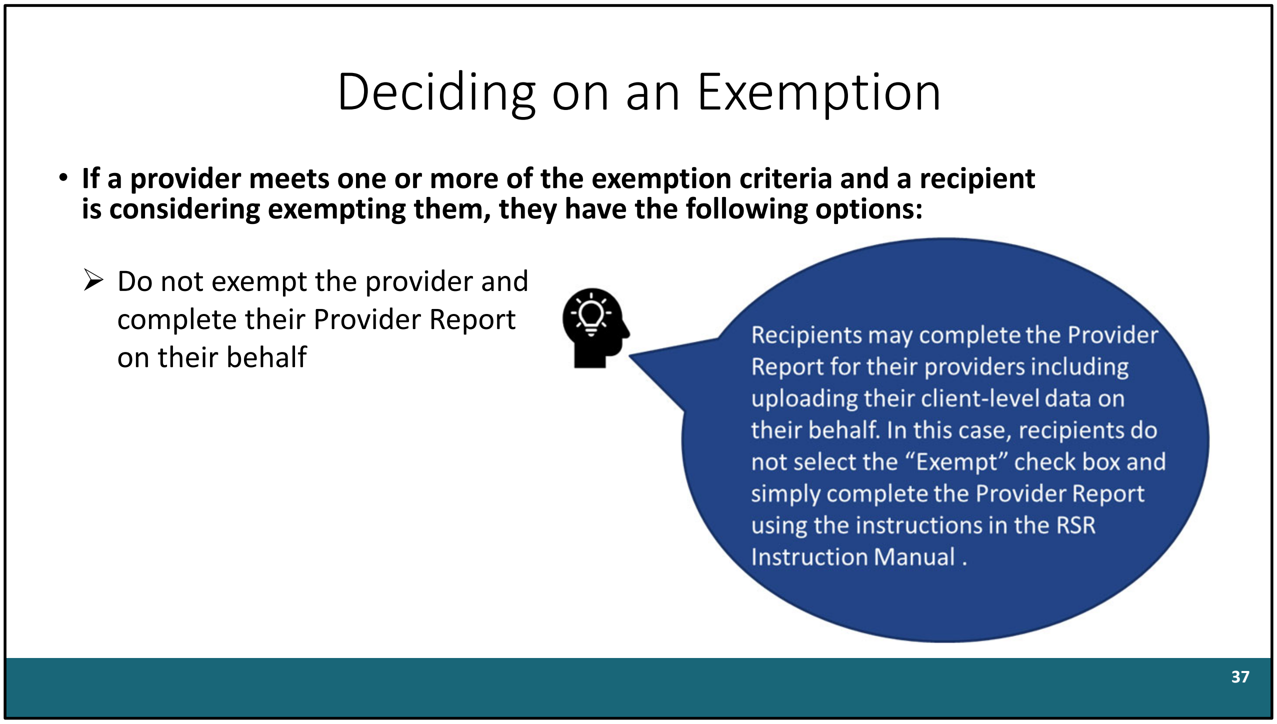
- Recipients may exempt providers from completing a separate Provider Report if they meet one or more certain criteria as outlined in the RSR Manual
- Exempting a provider does not exempt the recipient from collecting and reporting that provider’s data on their behalf.



Let’s briefly discuss Provider Exemptions from the RSR. A full list of exemptions and more details can be found in the RSR Instruction Manual which will be available soon on the TargetHIV website. Recipients may exempt providers from completing a provider report IF they meet one or more criteria as outlined in the RSR Manual.

However, exempting a provider does not exempt the recipient from collecting and reporting that provider’s data on their behalf. Recipients must ensure that exempted providers’ data are still reported to HRSA/ HAB.

Let's look at what to do in the event you have exempted a provider.



If a provider meets one or more of the criteria listed in the manual and a recipient is considering exempting them from reporting, the recipient must do one of the following:

Do not exempt the provider and complete their Provider Report on their behalf : With this option, Recipients may complete the Provider Report for their providers including uploading their client-level data on their behalf. In this case, recipients do not select the “Exempt” check box and simply complete the Provider Report using the instructions in the RSR Instruction Manual.

Deciding on an Exemption

- **If a provider meets one or more of the exemption criteria and a recipient is considering exempting them, they have the following options:**
  - ➢ Exempt the provider and include the exempted provider's data in another report

This option makes the most sense when there are multiple exempt providers or when an exempted provider's data are not easily separated. Recipients can include all exempted providers' data in a single RSR Provider Report of their own. In this case, all the provider's recipients must mark the provider as exempt.

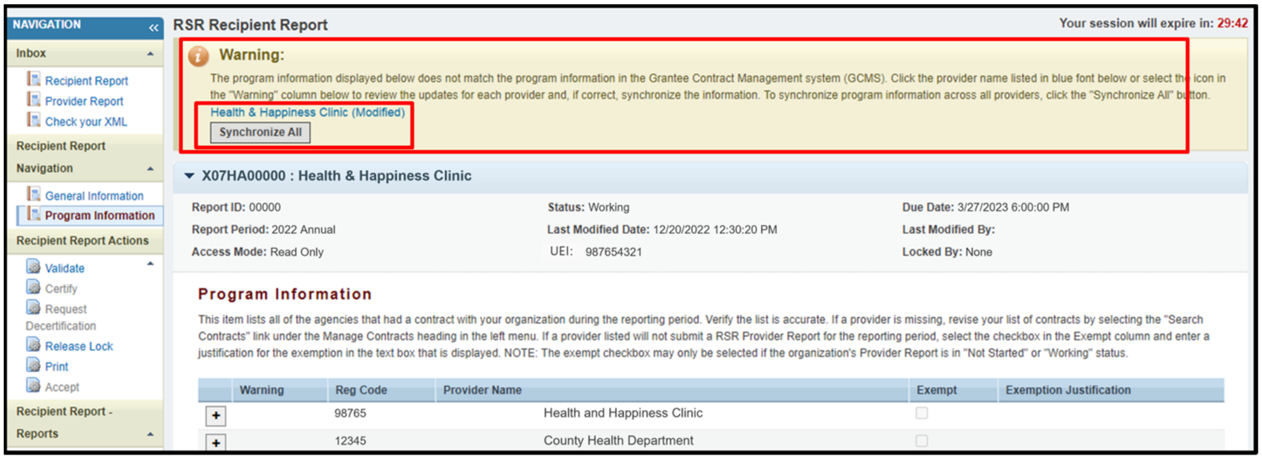
OR:

Exempt the provider and include the exempted provider's data with their own RSR data: This option makes the most sense when there are multiple exempt providers or when an exempted provider's data are not easily separated. Recipients can include all exempted providers' data in a single RSR Provider Report of their own. In this case, all the provider's recipients must mark the provider as exempt.

Again, you can find the full list of exemptions and more details in the RSR Instruction Manual.

Now that we've gone over a summary about exemptions lets finish reviewing the program information page.

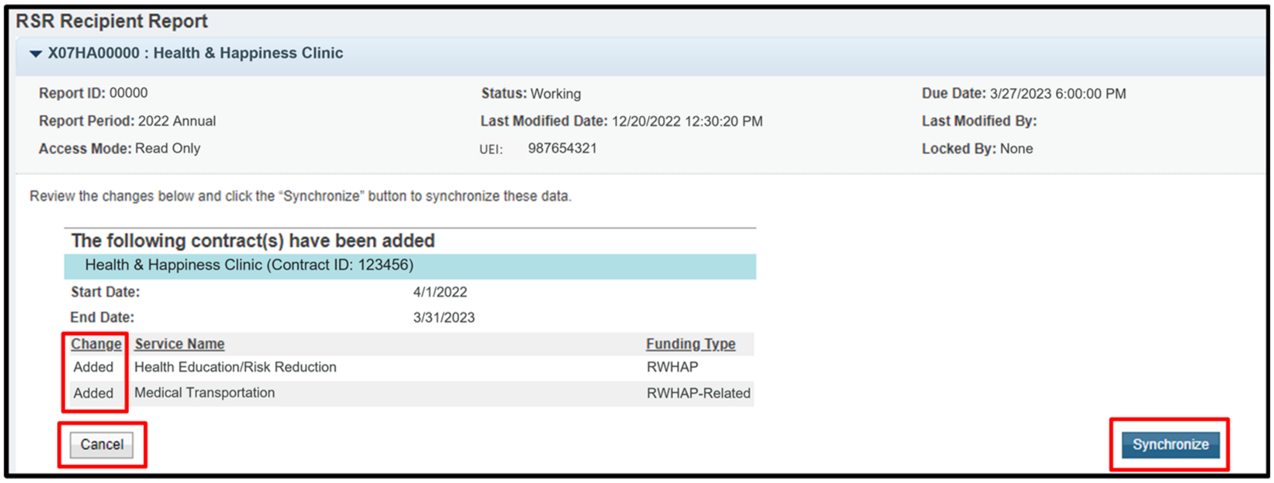
Synchronizing Changes



Back on the Program information page, If you have made all your contract edits before creating your Recipient Report, then great job. You do not have to worry about this next step. If you started the recipient report, and then made edits to your contracts in the GCMS, then you will need to synchronize these changes on the program information section.

You will see a yellow warning banner at the top of the program information page such as the one shown here. You can either click on the organization name for the contract you edited. Or the “Synchronize All” button to proceed.

Synchronizing Changes



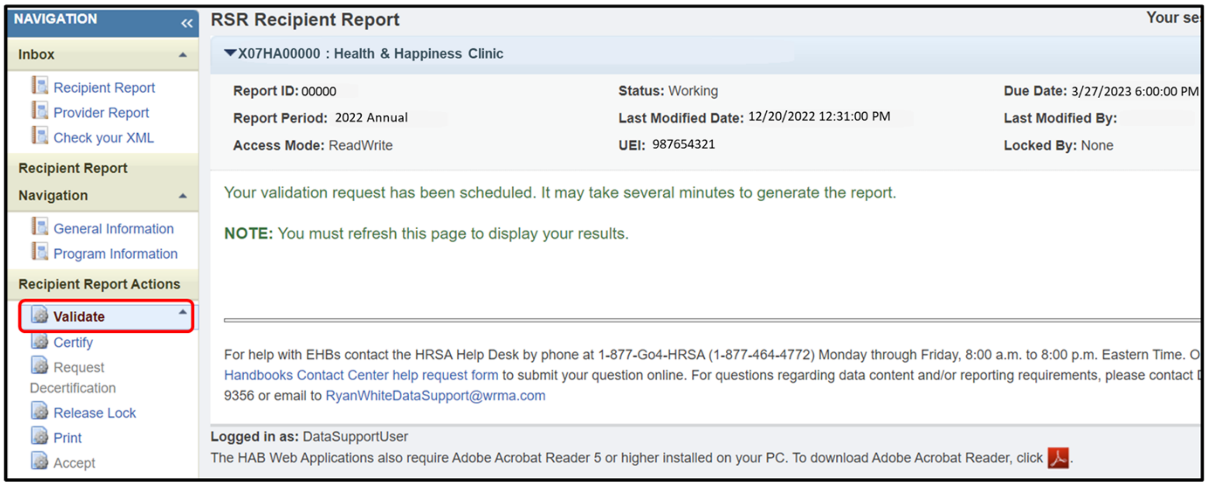
This will open the synchronization window, where you'll see any contract modifications you made in the GCMS. The list will include any service categories added, deleted, and those that were left unchanged. If the information is correct, click the "Synchronize" button at the bottom right of the screen. If they do not look correct, click the "Cancel" button at the bottom left and you will be taken back to the Program Information section.

I strongly recommend that you make sure your contracts are correct in the GCMS before creating your Recipient Report. This will help you by minimizing the amount of time you have to go back and forth between the two systems.

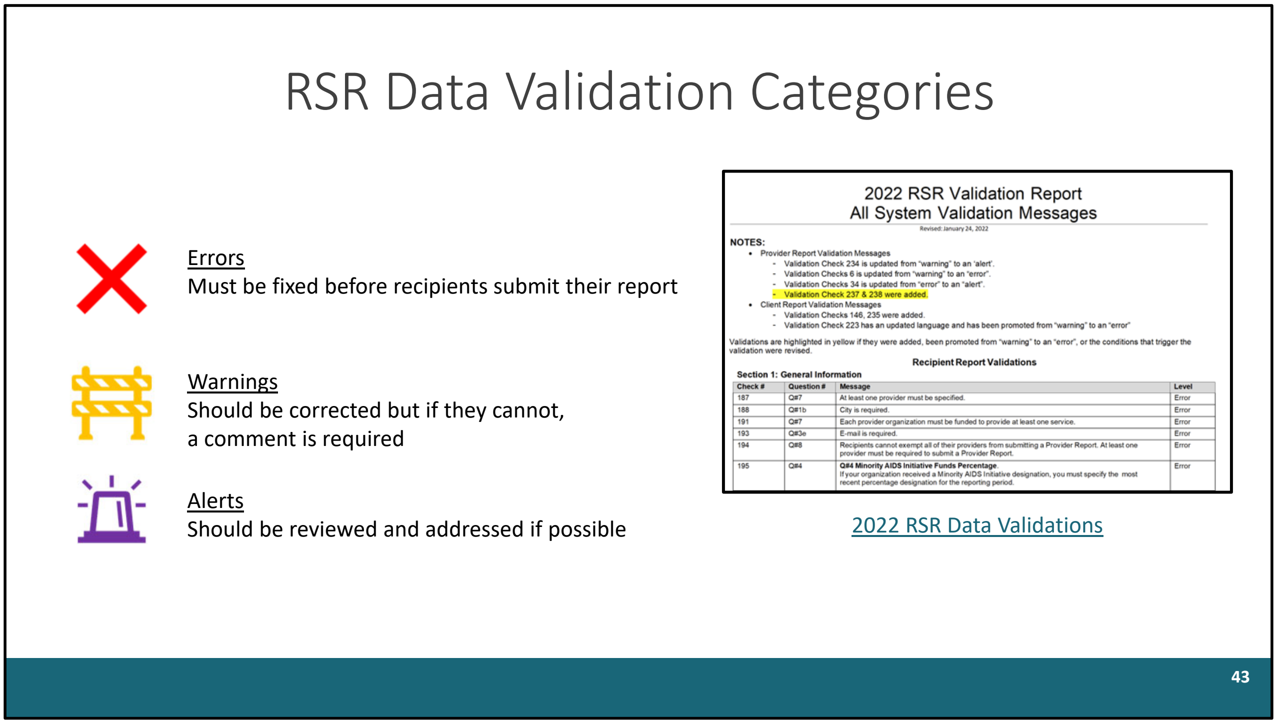
Validating and Certifying the Recipient Report

We have now finished reviewing our contracts and the various sections of the recipient report which means it is time for the final step for completing the Recipient Report, Validating and certifying.

Validating the Recipient Report



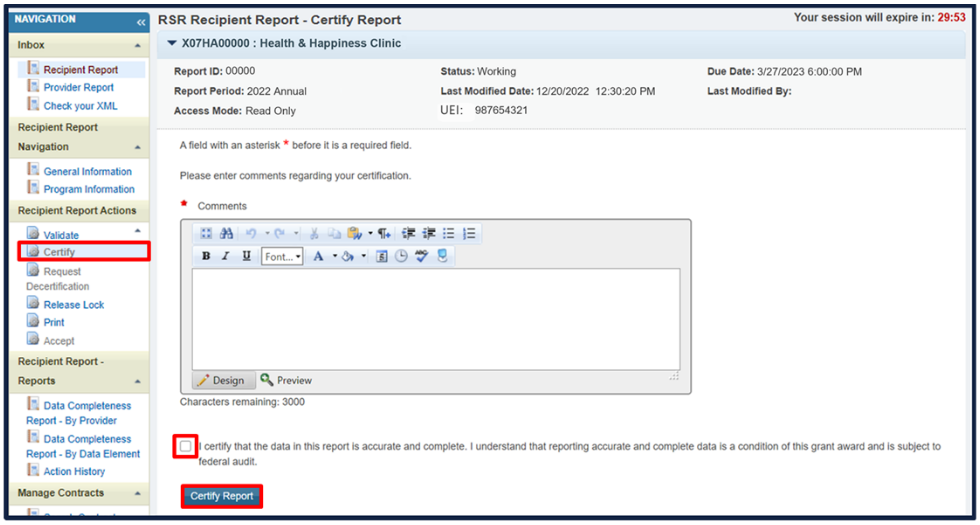
Once your Recipient Report is complete and correct, you must validate your report by selecting ”Validate” in the Navigation panel on the left. The page will tell you that your request has been scheduled and may take several minutes to generate the validation report. Allow the system to validate for a few minutes, and then refresh the page by selecting “validate” on the navigation panel again. If your request has been completed, you will see your validation results. If it is not complete, continue waiting and then refresh the page again.



The system has three categories for report problems that could be generated for your validation report: Errors, Warnings, and Alerts. Errors must be fixed before a recipient submits their report. Warnings should be corrected but if they cannot, then a comment will be required. And alerts should be reviewed and corrected, if possible, but you may still submit your data with an alert.

A full list of the data validations can be found on the TargetHIV website and I also provided a link to that page on the bottom of this slide and in the resource document.

Certifying the Recipient Report

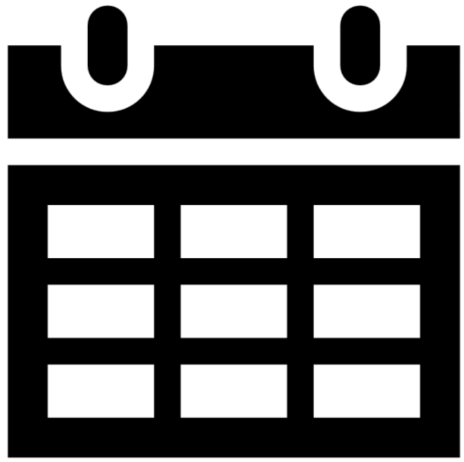


Once you validate your data and have addressed all necessary validations, you are ready to certify your report. Indicate that you have completed data entry for your RSR Recipient Report by clicking certify in the Navigation panel on the left. Enter a comment in the text box and click the box underneath indicating that you certify that the information is accurate. All RSR comments are reviewed, so be sure to add any meaningful feedback you have about your submission. Your comment could be about a suggestion for next years RSR, or it could address something within this year's report. Finally, click the certify report button and your report will advance to certified status.

We encourage recipients to try and certify their Recipient Reports as soon as possible after the RSR Web System opens. It’s important to note that providers cannot submit their RSR Provider Report and client-level data until their recipients certify their RSR Recipient Report.

Furthermore, the RSR Recipient Report will stay in Certified status until you have accepted all the RSR Provider Reports associated with your RWHAP HRSA/HAB and EHE grants.

RSR Submission Timeline and TA Resources



Congratulations, we’ve made it through all the components required for the 2022 RSR Recipient Report. Before I finish today’s Webinar, let’s look at this year’s submission timeline as well as the RSR and technical assistance resources available to help you with your 2022 submission.

2022 RSR Submission Timeline

Date	Recipients	Subrecipients/Providers
Available Year-Round	GCMS is open for recipients to enter their contract and service information	
Monday, December 5, 2022	Recipient Report Start Date	--
Monday, February 6, 2023	Recipient Report Due Date	Provider Report Start Date
Monday, March 6, 2023	--	Provider Report Target Date
Monday, March 20, 2023	Return for Changes Deadline	--
Monday, March 27, 2023	All RSRs must be in “Submitted” status by 6pm ET	

As previously mentioned, the GCMS is available year-round for contract revision.

The 2022 RSR Web System opens on December 5th. Recipients can begin working on their Recipient Reports. We encourage you to start early so you will have enough time to add any necessary contracts or make corrections.

February 6th is the Recipient Report deadline and marks the opening of the 2022 RSR Provider report. As a reminder, providers will not be able to submit their Provider Reports until the Recipient Report is in “Certified” status.

March 6th is the target deadline for the RSR Provider Report. Completing this report early allows the recipient more time to check for completeness and return the report for changes if necessary.

March 20th is the final day for recipients to return their provider’s reports for changes.

And the final RSR deliverable is due on March 27th at 6 p.m. Eastern time. Any report not in “Submitted” status by that time will be marked as late in the EHBs. No extensions will be granted.

This timeline can be viewed and downloaded at any time on the TargetHIV website.

RSR Resources

Manuals:	▪ 2022 RSR Instruction Manual ▪ GCMS Instruction Manual
Archived Webinars:	▪ RSR: The Basics ▪ 2022 RSR Reporting Changes
HAB Website:	▪ Policy notices, instructions, and HAB information ▪ PCN #16-02 ▪ PCN #21-02
Additional Resources:	▪ TargetHIV Website ▪ GCMS Subtopic Page

In addition, here are some RSR resources that you may find helpful in completing the RSR.

- The Target HIV website has a wealth of materials and links related to all things Ryan White including the page for the 2022 RSR Instruction Manual which will be available soon.
- For a more thorough explanation of the GCMS, I recommend taking a look at the GCMS Instruction Manual
- For information on the basics of the RSR or the changes that have happened since last year's reporting period, check out one of these other listed webinars on the TargetHIV website.
- The HAB website is the best place to find policy notices, including PCN #16-02 and 21-02 as well as other general information concerning the Ryan White program.
- Here are also some additional resources you may find helpful, including a link to the main page of the Target HIV website, and the GCMS subtopic page.

2022 RSR Webinar Series

Date	Webinar
November 30, 2022	RSR TRAX
December 7, 2022	Moving Beyond Data Completeness: Ensuring RSR Clinical Data Reflect Services Being Provided
January 11, 2023	Prepping for RSR Submission: Key Steps for High-Quality Data
January 18, 2023	Creating the RSR Client-Level Data File
February 1, 2023	Completing the 2022 RSR Provider Report

Webinar Schedule

Here is a list of upcoming webinars that will be useful in completing the RSR.

On November 30th , you can join in for an introduction to TRAX, a helpful tool used for creating the RSR client-level XML data file.

On December 7th is a summary of the 2021 RSR data.

January 11th is a review of the key steps to ensure users are reporting high quality data in the RSR.

On January 18th is an overview of the different tools available to create your client-level data file, including RSR-Ready Systems and TRAX.

And finally, on February 1st we will be covering step-by-step instructions on how to complete the 2022 RSR provider report.

The links for these webinars will take you directly to the registration pages for them, so if you still need to register you can do so from here or on the TargetHIV website. We also encourage you to sign up for the ListServ where you can be notified about upcoming presentations and trainings.

TA Contact Information

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 | RyanWhiteDataSupport@wrma.com	• 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	• 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	• RSR software-related questions; • Electronic Handbooks (EHBs) navigation; • EHBs registration; • EHBs access and permissions;
CAREWare Help Desk 877-294-3571 | cwhelp@jprog.com Join the CAREWare listserv	• How to generate the XML file from CAREWare correctly; • How to view a sample client summary file; and • Creating custom reports.

To finish up, let's review some 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. They also assist with 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 the 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 RSR software-related questions, EHBs navigation, registration, access and permissions.

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 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

www.HRSA.gov

Sign up for the HRSA *eNews*

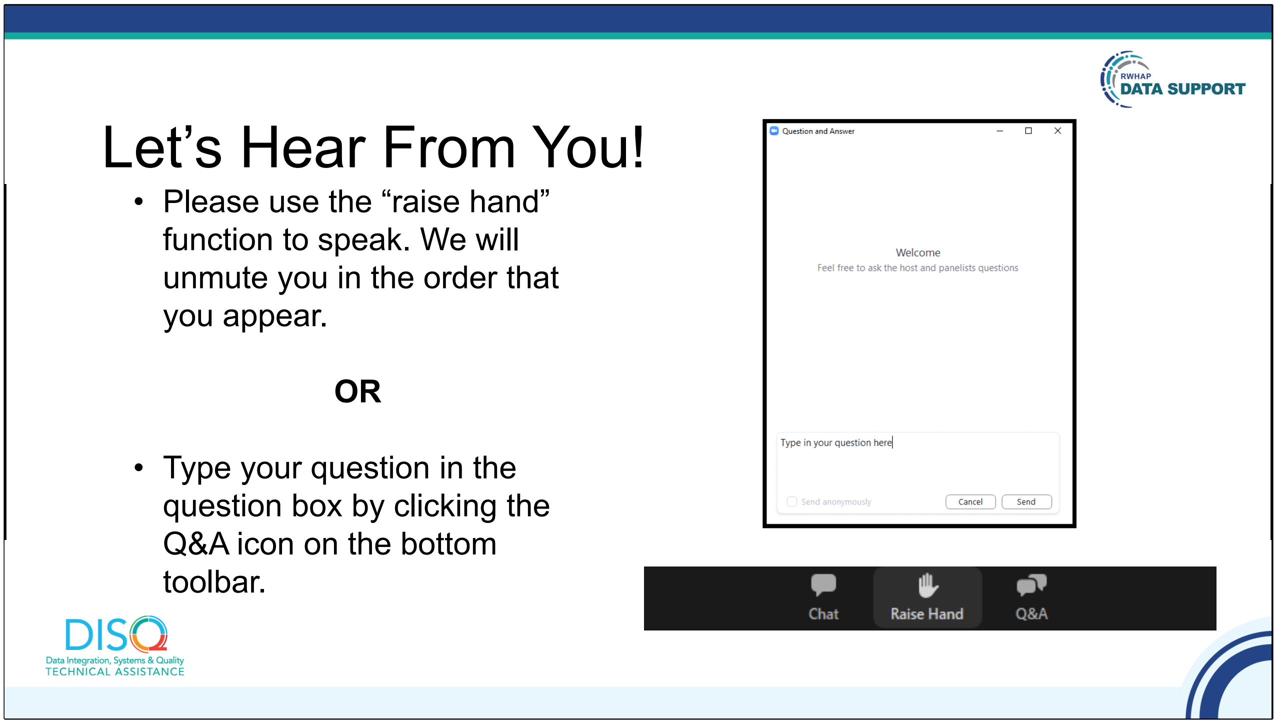
FOLLOW US:

RWHAP DATA SUPPORT

DISQ Data Integration, Systems & Quality TECHNICAL ASSISTANCE

Finally, to connect with and find out more about HRSA, check out HRSA.gov.

I'd like to thank everyone for joining us on today's presentation and I will now be turning the presentation back over to Ellie for the Q&A portion of the webinar.



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.