RWHAP Part A Program Terms Report

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Budget Year 03/01/2023 - 02/29/202	4 Award Information		
Budget Year Award Information	Award Amount		
RWHAP Part A Formula Award Amount			
RWHAP Part A Supplemental Award Amount			
RWHAP Part A MAI Award Amount			
Total RWHAP Part A Funds:			
Allocation Categories	RWHAP Part A Fo		RWHAP Part A MAI AI
	Amount	Percent	Amount
Non Services			
a. Clinical Quality Management			
b. Administrative			

2023 Instruction Manual

Release Date: March 1, 2023

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HIV/AIDS Bureau Division of Policy and Data Health Resources and Services Administration U.S. Department of Health and Human Services 5600 Fishers Lane, Room 9N164A Rockville, MD 20857





Table of Contents

Icons Used in This Manual	1
Background	2
What's New for 2023	3
Accessing the PTR	4
Completing the PTR	7
GCMS Contracts	7
PTR Navigation	8
Recipient Information	9
File Upload	
Consolidated List of Contractors (CLC) Report	10
Allocations Report	13
Validating and Submitting the PTR	17
Frequently Asked Questions	20
Glossary	22

Icons Used in This Manual

The following icons are used throughout this manual to alert you to important and/or useful information.



The Note icon highlights information that you should know when completing this section.



The Tip icon points out recommendations and suggestions that can make it easier to complete this section.



The Question Mark icon indicates common questions asked with answers provided.



All new text in the document is indicated with a gray highlight.

Background

The Ryan White HIV/AIDS Program (RWHAP) Part A funds grants to Eligible Metropolitan Areas (EMAs) and Transitional Grant Areas (TGAs) to provide medical and support services to people with HIV in cities and counties that are most severely affected by the HIV epidemic.

RWHAP Part A grant recipients are required as a condition of award to provide certain program and fiscal reports each year, including an annual Program Terms Report (PTR). The PTR is an aggregate report submitted through the HRSA Electronic Handbooks (EHBs) that all RWHAP Part A recipients must submit within 60 days of the release of the final Notice of Award (NoA). It serves as a reference to determine how recipients allocate funds each budget period to meet the needs of people with HIV. Funding may be allocated to three service types:

- HIV services:
 - Core medical services
 - Support services
- Non-HIV services:
 - Administration
 - Clinical quality management (CQM)

Core medical and support service categories are defined and explained in <u>Policy</u> <u>Clarification Notice (PCN) #16-02</u>.

The RWHAP Part A PTR includes both the Consolidated List of Contractors (CLC) and the Allocations Report. The PTR is one of several RWHAP reports linked to the Grantee Contract Management System (GCMS). The GCMS decreases data entry burden by sharing information between multiple HRSA HAB reports.

What's New for 2023

The following changes have been made for the 2023 RWHAP Part A PTR:

Section	New Reporting
Budget Year Award Information	
Budget Year Award Information row order	RWHAP Part A MAI Award Amount now appears after the RWHAP Part A Supplemental Award Amount
Part A Program Totals	
Part A Program Totals columns	There is now a single column combining RWHAP Part A formula and supplemental funding amounts titled RWHAP Part A Formula and Supplemental Allocation Amounts
RWHAP Part A MAI Award Amount	Change title to RWHAP Part A MAI Allocation Amounts
Total RWHAP Part A Funds	Change title to Total RWHAP Part A Allocation Amounts
Part A Program Totals percent columns	The percent fields have been blacked out for the RWHAP Part A Formula and Supplemental Allocation Amounts column, the RWHAP Part A MAI Allocation Amounts column, as well as the Core Medical Services, Support Services, and Total Allocations (Service+Non-service) rows of the Total RWHAP Part A Allocation Amounts column
Total Service Allocations percentage under Total RWHAP Part A Allocation Amounts	The percentage is now calculated as the Total Service Allocations divided by the Total Allocations (Service + Non-service)
Breakdown of Services	
Core medical and support service category columns	There is now a single column combining RWHAP Part A formula and supplemental funding amounts titled RWHAP Part A Formula and Supplemental Allocation Amounts
RWHAP Part A MAI Award Amount	Change title to RWHAP Part A MAI Allocation Amounts
Total RWHAP Part A Funds	Change title to Total RWHAP Part A Allocation Amounts
Legislative Requirements Checklist	
	Legislative Requirements Checklist added to the Allocations Report section of the PTR

Accessing the PTR

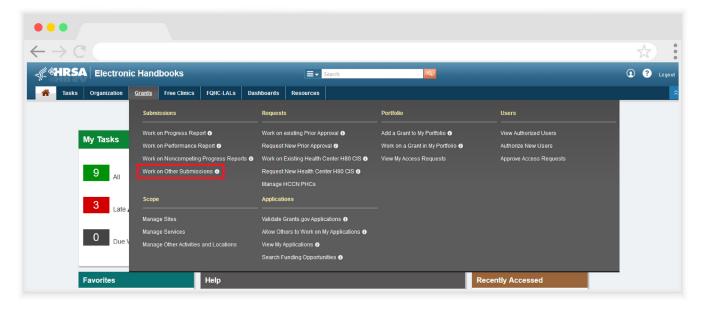
The RWHAP Part A PTR is accessible via the HRSA EHBs. You must have an account with the appropriate access to your agency's grant to view and complete the report. To access the RWHAP Part A PTR, follow the steps below:

STEP ONE: Log in to the <u>HRSA EHBs</u> site. From the HRSA EHBs homepage, hover your cursor over the "Grants" tab at the top of the screen and select "Work on Other Submissions" under the "Submissions" header (<u>Figure 1</u>).



If you need assistance with your credentials for the EHBs, call the EHBs Customer Support Center at 1-877-464-4772.

Figure 1. HRSA HAB EHBs: Screenshot of the Grants Dropdown Menu

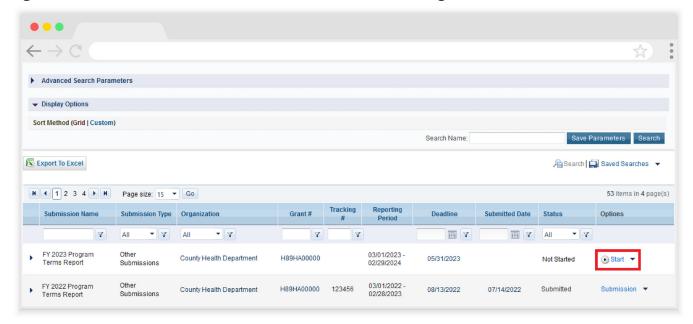


STEP TWO: On the next page, "Submissions – All," under the "Submission Name" column, locate the PTR you would like to access. Under the "Options" column, select "Start" or "Edit." The first time the report is accessed the link will read "Start," but once the report has been started, the link will instead read "Edit." A new window will appear (Figure 2).



If you are attempting to work on your GCMS contracts before the submission period begins, you must access the GCMS through your previous year's PTR or your most recent RWHAP Services Report (RSR).

Figure 2. HRSA HAB EHBs: Screenshot of the Submissions - All Page





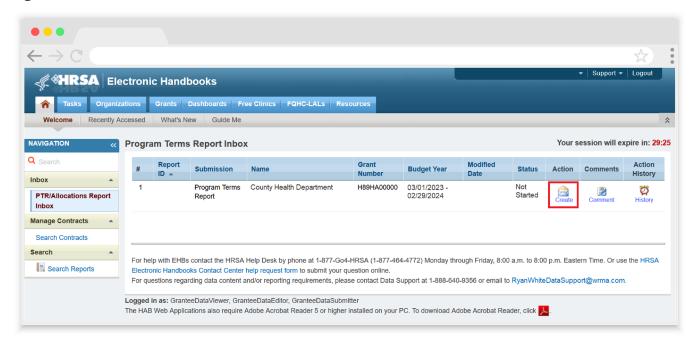
Searching for "Terms" in the filter header under "Submission Name" may help you find your current Program Terms Report faster.



If you need help navigating the EHBs to find your annual PTR, call the EHBs Customer Support Center at 1-877-464-4772.

STEP THREE: You are now in the PTR Inbox (<u>Figure 3</u>). From here, you can access your contracts in the GCMS and your report. To access the GCMS, select "Search Contracts" in the Navigation panel on the left side of the page. To access your PTR, select the envelope icon under the "Action" column on the right side of the page. The first time you access the report, the envelope icon will read "Create," but once the report has been started, the icon will instead read "Open."

Figure 3. RWHAP Part A PTR: Screenshot of the PTR Inbox



Completing the PTR

The RWHAP Part A PTR is an aggregate report that captures budgetary information on the allocation of grant funding for the specified budget year. The fiscal data submitted as part of the PTR are entered in two places in the RWHAP Part A PTR web system: within the PTR itself and in the agency's contracts in the GCMS.

RWHAP Part A recipients must have a contract in the GCMS for each agency funded to provide services with their RWHAP Part A award. These contracts include values for the amount of funding allocated to core medical and support services. Details from the GCMS contracts are then imported into the PTR, where recipients will also enter values for their total award amounts and funding allocated toward clinical quality management and recipient administration.

Once recipients have entered all values and completed their report, they can validate and submit it, at which point it is sent to their DMHAP project officer for review. If you need assistance or have questions about the required RWHAP Part A PTR submission, please contact your DMHAP project officer.

GCMS Contracts

As part of the RWHAP Part A PTR submission, recipients must have contracts present in the GCMS for all agencies funded to provide services with their RWHAP Part A award. This includes providers of direct core medical and support services to clients as well as providers of administrative and clinical quality management services. Information from the contracts in the GCMS is imported into both the CLC and Allocations Report sections of the PTR.

Contracts are typically added to the GCMS during submission of the PTR. It is recommended that recipients add their contracts before beginning the PTR, as this saves you the extra step of synchronizing any contract updates with the report. Agencies should also be sure to align their contract dates in the GCMS with the dates of their award's budget period. Each provider should have a separate contract for each year they are funded to provide services. Do not reuse the prior year's contracts by updating the dates to the current year.

You can access the GCMS at any time in the RWHAP Part A PTR web system by selecting "Search Contracts" in the Navigation panel on the left side of the screen. For further instructions on adding your contracts to the GCMS, please see the GCMS Manual and the Completing the GCMS webinar available on the TargetHIV website.

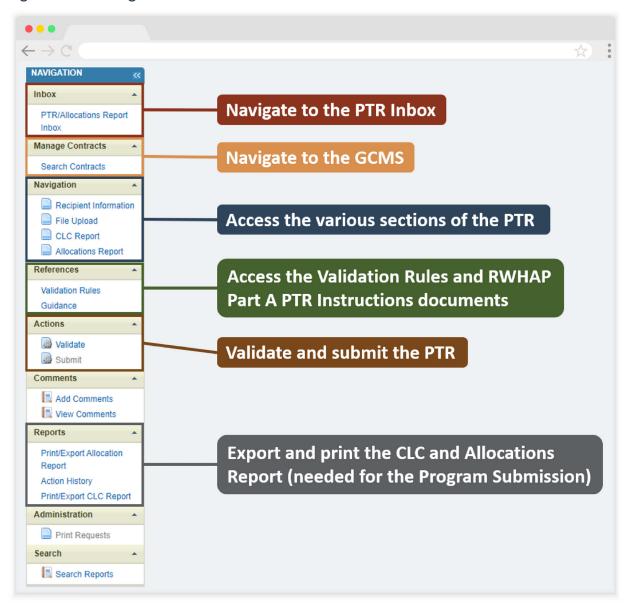
PTR Navigation

Navigation through the PTR web system and within the PTR itself is done using the Navigation panel on the left side of the screen (Figure 4). Use the links in the Navigation panel to access the different sections of the PTR as well as validating and submitting it.



If you need help navigating the PTR web system, contact RWHAP Data Support for assistance at 1-888-640-9356 or email RyanWhiteDataSupport@wrma.com.

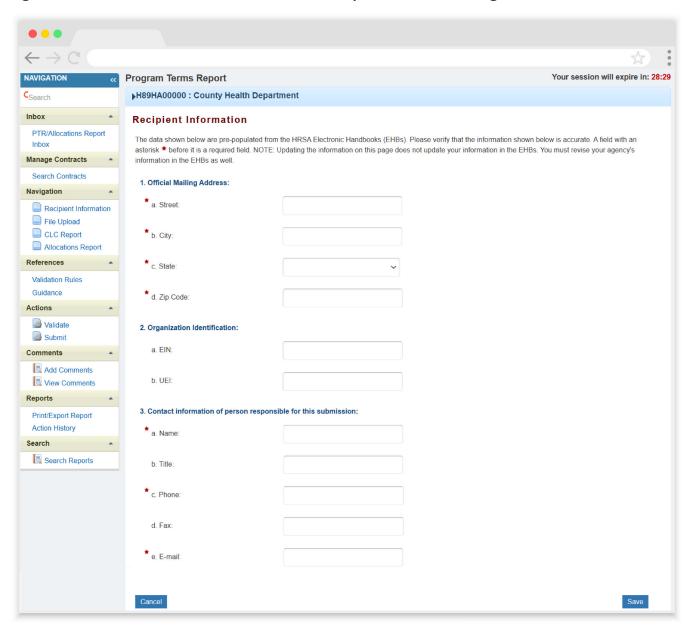
Figure 4. PTR Navigation Panel Guide



Recipient Information

Once you open the PTR, you will be taken to the Recipient Information section of the report (<u>Figure 5</u>). This section is pre-populated with information from the HRSA EHBs. Review all information and ensure it is accurate and up to date. Edit any field by selecting the text box. Once you have finished reviewing and making any necessary updates, select "Save" on the lower-right corner of the page.

Figure 5. RWHAP Part A PTR: Screenshot of the Recipient Information Page



File Upload

In rare instances, your project officer may request additional supplemental documentation as part of your PTR submission. In these cases, use the supplemental document upload feature in the File Upload section of the PTR. Select "File Upload" in the Navigation panel on the left side of the screen and then select the "Upload Supplemental Document" button at the bottom of the page. Locate and select the supplemental documentation saved on your computer to add it to your report.



Components of the Program Submission should not be uploaded to the File Upload section of the PTR. If you have questions about the Program Submission, please contact your Division of Metropolitan HIV/AIDS Programs (DMHAP) project officer.

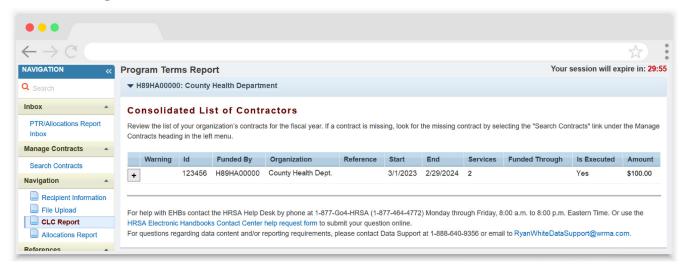
Consolidated List of Contractors (CLC) Report

To access the Consolidated List of Contractors (CLC) Report, select "CLC Report" in the Navigation panel on the left side of the screen. The CLC is a list of all organizations that are funded to provide services with your agency's RWHAP Part A grant, including providers of core medical and support services to clients as well as providers of administrative and technical services. The list is generated automatically based on the information entered into the GCMS.

Review the CLC Report (Figure 6) for accuracy and completeness, paying attention to the contract dates, funding amounts, and funded services (select the expansion button to view for each provider). All agencies funded to provide services with your RWHAP Part A award (including your own organization if it provides services) should have a contract in the GCMS and be listed in the CLC Report. The contract dates should align with your budget year to prevent future reporting issues.

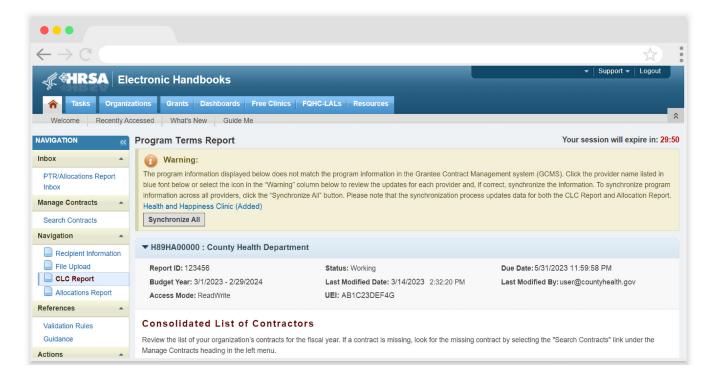
To update the CLC, you must modify the associated contract(s) in the GCMS. For further instructions on editing contracts, see the <u>GCMS Manual</u>.

Figure 6. RWHAP Part A PTR: Screenshot of the Consolidated List of Contractors Page



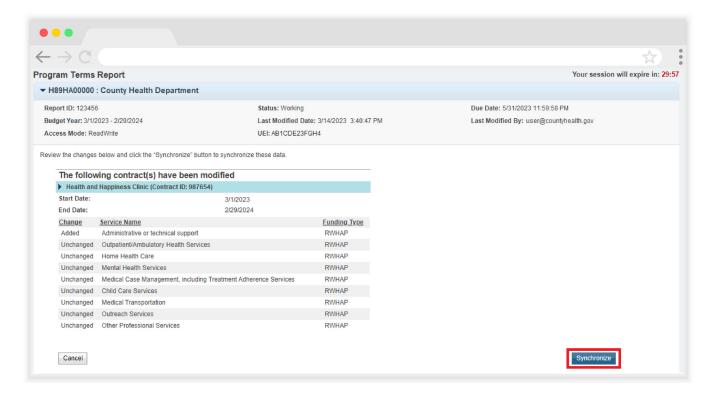
If you make any changes to your contracts in the GCMS after starting your PTR, you will need to synchronize these changes to add them to your report. You will know that you have pending changes to synchronize if a yellow warning banner is present at the top of the page (Figure 7). Select the "Synchronize All" button to synchronize all changes at once or synchronize changes individually by selecting the agency's name in blue in the yellow warning banner.

Figure 7. RWHAP Part A PTR: Screenshot of the Consolidated List of Contractors Page with Synchronization Warning Banner



On the next page (Figure 8), review the changes for accuracy and select the "Synchronize" button to add the contract updates to your report.

Figure 8. RWHAP Part A PTR: Screenshot of the Synchronize Contract Page

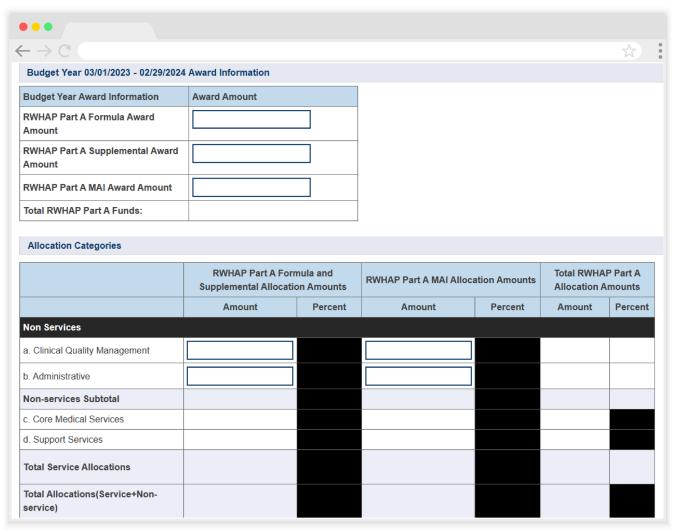


Allocations Report

To access the Allocations Report, select "Allocations Report" in the Navigation panel on the left side of the screen. The RWHAP Part A Allocations Report (Figure 9) comprises four sections: Budget Year Award Information, Part A Program Totals, Breakdown of Services, and the Legislative Requirements Checklist.

Only whole number values are allowed in the editable fields. Each field requires a response. Therefore, if you don't receive an award type or don't have any allocations to report for a specific category, enter a "0."

Figure 9. RWHAP Part A PTR: Screenshot of the Allocations Report Budget Year Award Information and Part A Program Totals



The Allocations Report contains seven editable fields that you must complete using your most recent or final Notice of Award (NoA):

Budget Year Award Information

- RWHAP Part A Formula Award Amount: Enter the total RWHAP Part A formula award amount indicated on your agency's final NoA.
- RWHAP Part A Supplemental Award Amount: Enter the total RWHAP Part A supplemental award amount indicated on your agency's final NoA.
- RWHAP Part A MAI Award Amount: Enter the total RWHAP Part A MAI award amount indicated on your agency's final NoA.

Part A Program Totals

- a. Clinical Quality Management
 - RWHAP Part A Formula and Supplemental Allocation Amounts: Enter the combined amount from your agency's RWHAP Part A formula and supplemental awards that is allocated to clinical quality management activities.
 - RWHAP Part A MAI Allocation Amounts: Enter the amount of your agency's RWHAP Part A MAI award that is allocated to clinical quality management activities.



The total combined amount allocated to Clinical Quality Management must not exceed 5 percent of your agency's total grant award or \$3 million (whichever is smaller).

b. Administrative

- RWHAP Part A Formula and Supplemental Allocation Amounts: Enter the combined amount of your agency's RWHAP Part A formula and supplemental awards that is allocated to recipient administration.
- RWHAP Part A MAI Allocation Amounts: Enter the amount of your agency's RWHAP Part A MAI award that is allocated to recipient administration.



The total combined amount allocated to recipient administration must not exceed 10 percent of your agency's total grant award.



For more information on Clinical Quality Management and Administrative services, please see <u>PCN #15-02 and #15-01</u> respectively.

The additional Breakdown of Services table (<u>Figure 10</u>) contains the amount of your award allocated to the core medical and support service categories. This table is populated with information from your agency's contracts entered into the GCMS. Review the amounts listed here. If you need to modify any amount in this table, then you must modify the associated contract(s) in the GCMS. Please see the <u>GCMS Manual</u> for further assistance modifying contracts.

Below the Breakdown of Services table, there is an additional checkbox (<u>Figure 10</u>). Select this box if your agency received a waiver for the 75 percent core medical services requirement.

Figure 10. RWHAP Part A PTR: Screenshot of the Breakdown of Services Table and Core Medical Services Requirement Waiver Checkbox

Service	RWHAP Part A Formula and Supplemental Allocation Amounts		RWHAP Part A MAI Allocation Amounts		Total RWHAP Part A Allocation	
	Amount	Percent	Amount	Percent	Amount	Percent
Support Services						
a. Child Care Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
b. Emergency Financial Assistance	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
c. Food Bank/Home Delivered Meals	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
d. Health Education/Risk Reduction	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
e. Housing	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
f. Linguistic Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
g. Medical Transportation	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
h. Non-Medical Case Management Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
i. Other Professional Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
j. Outreach Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
k. Psychosocial Support Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
I. Referral for Health Care and Support Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
m. Rehabilitation Services	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
n. Respite Care	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
o. Substance Abuse Services (residential)	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
2. Support Services Subtotal	\$0	0.00 %	\$0	0.00 %	\$0	0.00 %
3. Total Service Allocations	\$0	100.00 %	\$0	100.00 %	\$0	100.00 %



Recipients will receive a validation message in their report's validation results if they do not select the waiver checkbox and have not met the 75 percent core medical services requirement.

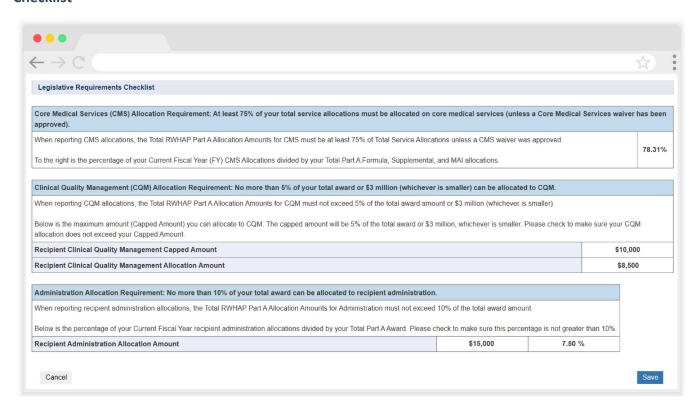


RWHAP-related funded services and contracts funded solely through RWHAP-related funding will not populate in the PTR.

The last section of the Allocations Report, the Legislative Requirements Checklist (<u>Figure 11</u>), is there for your reference when completing the PTR. You can quickly view the capped amounts that pertain to each legislative requirement to make sure your agency is in compliance.

Once you have completed all editable fields, scroll to the bottom of the Allocations Report page and select "Save."

Figure 11. RWHAP Part A PTR: Screenshot of the Legislative Requirements Checklist



The Allocations Report is a required component of the RWHAP Part A Program Submission. Once you have completed it, you can export and save the Allocations Report by selecting the "Print/Export Allocation Report" link in the Navigation panel on the left side of the screen. On the next page, select the disk icon at the top of the page to export and save the report. Please refer to the Program Submission instructions available in the HRSA EHBs for further guidance on incorporating the Allocations Report. If you have additional questions, please contact your DMHAP project officer.



If you need help completing the Allocations Report, contact <u>RWHAP Data Support</u> for assistance at 1-888-640-9356 or email RyanWhiteDataSupport@wrma.com.

Validating and Submitting the PTR

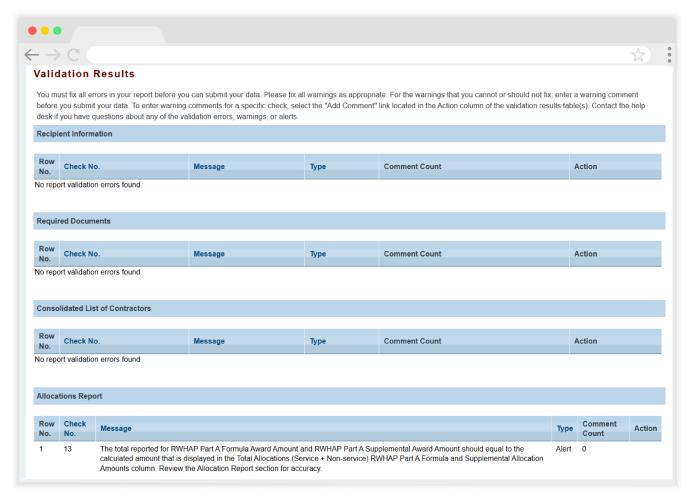
After you have completed all required sections of the PTR, the next step is to validate it. The validation process looks for potential problems in the information you entered and lets you review them before the PTR is sent to your project officer for review.

Select "Validate" in the Navigation panel on the left side of the screen to begin the validation process. Wait a few minutes for the process to complete and then refresh the page by selecting "Validate" in the Navigation panel again. The system will either display your validation results or ask you to continue to wait while the validation request continues to process.

If you receive a green congratulations message, then you can proceed to submitting your report. Alternatively, you will see a table of validation results (<u>Figure 12</u>). Validation messages are sorted into categories. For the RWHAP Part A PTR, there are two categories of validation messages:

- Errors must be corrected before submitting the PTR.
- Alerts are informational, but you should still review and address them, if necessary, to prevent the report being returned to you by your project officer. You may submit the PTR with an alert.

Figure 12. RWHAP Part A PTR: Screenshot of the Validation Results Page



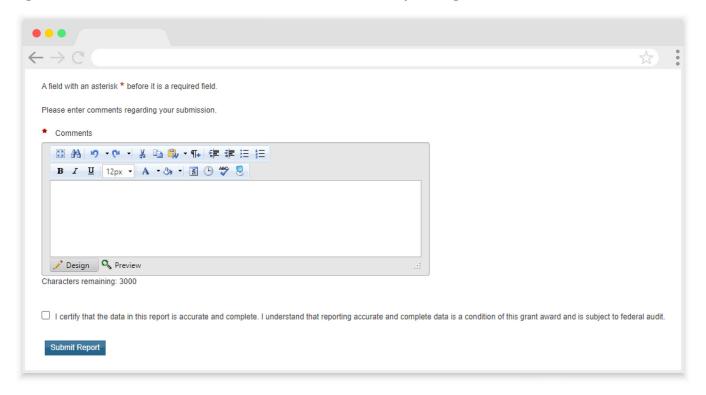
If you make changes to your report after validating it, then you must validate your report again. Once you have addressed all validation messages as necessary, you are ready to submit your report.



If you need help understanding or resolving a specific validation message, contact <u>RWHAP Data Support</u> at 1-888-640-9356 or email <u>RyanWhiteDataSupport@wrma.com</u>.

To submit the report, select "Submit" in the Navigation panel on the left side of the screen. On the next page (Figure 13), enter a comment in the text box with any meaningful feedback you have related to your PTR submission. Read and acknowledge the statement under the comment box by selecting the checkbox. Once done, select the "Submit" button at the bottom of the page.

Figure 13. RWHAP Part A PTR: Screenshot of the Submit Report Page



? Frequently Asked Questions

Are MAI funds captured within the GCMS or the PTR?

For RWHAP Part A programs, MAI funds allocated to core medical and support services are entered into the contracts in the GCMS under Question 9 in the MAI funding column. These values from your agency's contracts will populate the Allocations Report. Values for the RWHAP Part A MAI total award as well as amounts for your RWHAP Part A MAI award allocated to clinical quality management and recipient administration are entered directly in the Allocations Report section of the PTR.

How can we correct funding amounts within the report if we need to make changes? If your agency needs to make changes to amounts allocated to clinical quality management or recipient administration activities, update those amounts in the Allocations Report section of the PTR. If your agency needs to make changes to amounts allocated to core medical or support services, update those amounts in the associated contract(s) in the GCMS. See the GCMS Manual for more details.

Why are we required to enter new contracts into the GCMS each year?

Your agency is required to enter new contracts to keep an accurate record of its funded activities. Other HRSA HAB reports may utilize the previous year's contracts. See the GCMS Manual for more instructions on the GCMS.

How do I add a new organization to the Grantee Contract Management System provider directory?

Contact <u>RWHAP Data Support</u> via email at <u>RyanWhiteDataSupport@wrma.com</u> to have the organization added to the directory. In the email, be sure to include the organization's full name, complete street address, federal Employer Identification Number (EIN), and a person of contact for the provider including their name, title, phone number, and email address.

In the Allocations Report, there are fields that I cannot edit. How do I edit them? Funds allocated to core medical and support services are captured in your agency's contracts in the GCMS. The values in the Allocations Report are pulled from the contracts in the GCMS. You must edit the associated contract(s) in the GCMS if you need to make updates to the values for core medical or support services. Please see the GCMS Manual for more details on editing and adding contracts.

The Allocations Report or CLC are not capturing my contracts even though I have entered them in the GCMS. What do I do?

Information entered into the GCMS is not automatically pulled into the Allocations Report or CLC after your agency's PTR has been started. You must synchronize the changes that you have made into the report. See <u>Consolidated List of Contractors</u> (CLC) Report for details.

Do I complete a separate PTR/Allocations Report for each of my RWHAP grants?Yes. You must complete a separate PTR/Allocations Report for every RWHAP grant you receive. Each RWHAP part has its own version of the PTR/Allocations Report.

If my agency awards part of our grant to subrecipients, why is our agency not marked as an administrative agent, fiscal intermediary, or lead agency in the GCMS?

As a recipient, your agency is expected to manage all RWHAP funds. Management of RWHAP funds includes but is not limited to selecting subrecipients, awarding contracts, providing clinical quality management guidelines, and ensuring subrecipient compliance with RWHAP policies. As a recipient, you may choose to delegate some of your agency's responsibilities. If your agency does choose to delegate some responsibilities to a third party, this entity would be classified as an administrative agent, fiscal intermediary, or lead agency. See the Glossary for definitions of these terms.

Are the contracts I entered into the GCMS also used for other RWHAP reports? Yes, RWHAP Part A contract information is also used to populate the RWHAP Services Report (RSR).

Do I need to enter contracts funded through RWHAP-related funding (program income and pharmaceutical rebates) in the PTR?

It is recommended to add services funded through RWHAP-related funding (including program income and pharmaceutical rebates) to your contracts, though it is not required for your PTR submission. If these services are not added during the completion of your PTR, then they will need to be entered into the contracts in the GCMS for the completion of your RSR.

I entered my RWHAP-related funded contracts into the GCMS. Why aren't they being imported to my CLC Report or Allocations Report?

The PTR only captures RWHAP funding. RWHAP-related-funded services will not show up in your Allocations Report or CLC. Services funded with RWHAP-related funding are reported on the RSR. It is not required to enter information on RWHAP-related-funded services for completion of the PTR, but it must be done before completion of the RSR. Do not enter any funding amounts for RWHAP-related funding into the GCMS or PTR. Agencies should develop policies to establish who will be responsible for entering RWHAP-related funded services into contracts. Please contact RWHAP Data Support at 1-888-640-9356 or email RyanWhiteDataSupport@wrma.com if you have any questions.

Glossary

Administrative Agent: An entity that functions to assist the grant recipient, consortium, or other planning body in carrying out administrative activities (e.g., disbursing program funds, developing reimbursement and accounting systems, developing funding announcements, and monitoring contracts).

Allocations: The proposed allotment of funds to different service categories.

Consolidated List of Contractors (CLC): Summarizes each RWHAP-funded contract, the contract amount, and the service(s) provided under the contract.

Consortia: Groups of providers, consumers, and others who perform a planning and advisory function to regions or the entire state in determining needs and planning for the delivery of essential health and support services for people with HIV.

Expenditures: The actual allotment of funds to their different service categories after they have been spent.

Fiscal Intermediary: An administrative agent that acts on behalf of the recipient to monitor the use of its RWHAP funds.

Grantee Contract Management System (GCMS): A data-storage system that allows recipients to enter and maintain RWHAP contracts.

Lead Agency: An organization that provides fiscal and administrative management, monitoring, and oversight to providers of direct RWHAP services on behalf of a RWHAP recipient or consortia with which it has contracted.

Minority AIDS Initiative (MAI): A national Health and Human Services (HHS) initiative that provides special resources to reduce the spread of HIV/AIDS and improve health outcomes for people with HIV/AIDS within communities of color. MAI was enacted to address the disproportionate impact of the disease on such communities. Formerly referred to as the Congressional Black Caucus Initiative because of that body's leadership in its development.

Notice of Award (NoA): An official document from HRSA HAB stating an agency's RWHAP funding amount and funding terms and conditions.

Provider: An agency funded to provide services. Services may include direct core medical and support services to clients as well as administrative and technical services.

Recipient: An organization receiving financial assistance directly from an HHS-awarding agency 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.

Recipient Administration (Administrative): Activities relating to routine grant administration and monitoring activities.

RWHAP-related funding (program income and pharmaceutical rebates): Program income means gross income earned by the non-federal entity that is directly generated by a supported activity or earned as a result of the federal award during the period of performance except as provided on 45 CFR §75.307(f). See PCN 15-03 (Clarifications Regarding the Ryan White HIV/AIDS Program and Program Income) and PCN 15-04 (Utilization and Reporting of Pharmaceutical Rebates) for additional information.

Subrecipient: An organization that receives RWHAP funds from a recipient and is accountable to the recipient for the use of the funds. Subrecipients may provide direct client services or administrative services.

Synchronization: The process of incorporating changes made in the GCMS into the report being updated.

Validation: A system-administered check that reviews all data entered into the PTR for consistency with RWHAP guidelines.