

Prepping for the Ryan White HIV/AIDS Program Services Report (RSR) Submission: Key Steps for High Quality Data

Ryan White HIV/AIDS Program Services Report (RSR)

HIV/AIDS Bureau

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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 composed of CAI, Abt Associates, and Mission Analytics and is supported by HRSA of HHS as part of a cooperative agreement totaling over \$4 Million.

DSAS (Ryan White Data Support) is composed of WRMA, CSR and Mission Analytics and is supported by HRSA of HHS as part of a contract totaling over \$7.2 Million.

Outline

Tools to Get Started

Including the Right Clients

Reporting Required Data

Reviewing Your Data Before Submission

Questions



Grab Your “Tools”

- ⚙ [RSR Instruction Manual](#)
- ⚙ [Required CLD Elements for RWHAP Services](#)
- ⚙ [RSR Training Video Series](#)
- ⚙ [Roadmap: New to the RSR](#)
- ⚙ [Policy Clarification Notice \(PCN\) 16-02](#)
- ⚙ [RSR Timeline](#)
- ⚙ [RSR TA Brochure](#)



Review Changes (Very Minimal)

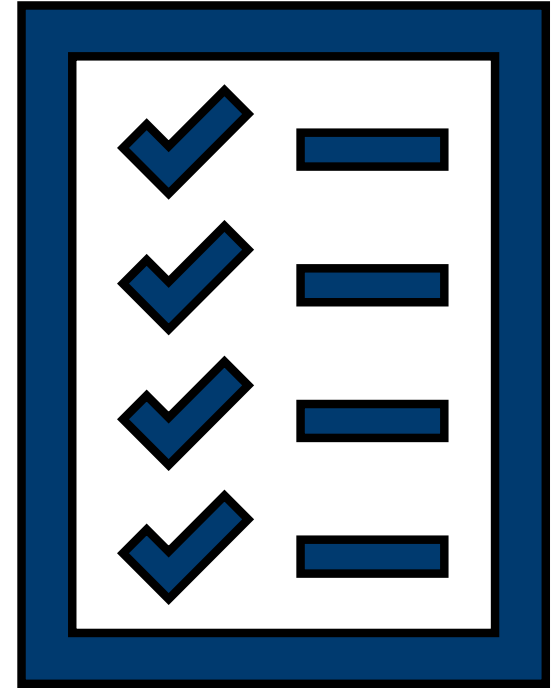
- No schema changes
- New Login.gov requirements
- “EHE Initiative Carryover Funding” added to GCMS
- Provider Report General Information (*stay tuned!*)
- Two new validations. Warnings for:
 - Clients who are reportedly not on ART, but virally suppressed
 - Clients with an HIV Diagnosis Year within the reporting period and HIV Linkage Date is not reported or outside the reporting period



“RSR Updates and Best Practices” webinar

And Get Your Checklist Ready!

- ☒ RSR Recipient Roles & Responsibilities
- ☒ RSR Provider Roles & Responsibilities



Recipient Planning Tool - Preparing for the RSR: A Yearlong Activity

Outline

Tools to Get Started

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Questions

Including the Right Clients

Your program may serve a lot of people.

How can you know who should be included in the RSR?



The Client Must Meet Two Criteria

RSR in Focus on
Eligible Scope

1

Be eligible to receive a RWHAP-funded service

- Eligibility requirements are recipient-defined in conjunction with HAB
- Based on HIV status and income, residency, etc.
- Includes Ending the HIV Epidemic (EHE) Initiative eligibility

2

Have received a service for which the provider received RWHAP or RWHAP-related funding during the reporting period, regardless of the payor

- RWHAP Parts A-D
- EHE Initiative
- RWHAP-related funding: [Pharmaceutical rebates](#) and [program income](#)

Which Clients Should Be Included in the RSR?

Step #1 - Which clients meet the eligibility requirements?

Example of possible eligibility requirements:

- HIV positive
- Income – up to 500% FPL
- Lives in Mason County

Quiz #1

Provider eligibility requirements:

- HIV positive
- Income – up to 500% FPL
- Lives in Mason County

- Martin is HIV positive, lives in Mason County, and is insured through his employer
- Does Martin meet eligibility requirements?
 - Yes, he is HIV positive
 - No, he is insured through his employer
 - Not sure

Which Clients Should Be Included in the RSR?

Step #2 - Receives a service for which the provider received RWHAP, EHE, or RWHAP-related funding

Provider receives RWHAP funding for:

- Outpatient ambulatory health services (OAHS)
- Food bank/home delivered meals

Quiz #2

Provider receives RWHAP funding for:

- Outpatient ambulatory health services (OAHS)
- Food bank/home delivered meals

- Marlena:
 - Is HIV positive
 - Lives in Mason County
 - Is insured through her employer
 - Received mental health services
- Is Marlena eligible for RSR reporting?
 - Yes, she meets RWHAP eligibility requirements
 - No, she didn't receive a service within a category funded by RWHAP or RWHAP-related funding
 - Not sure

Outline

Tools to Get Started

Including the Right Clients

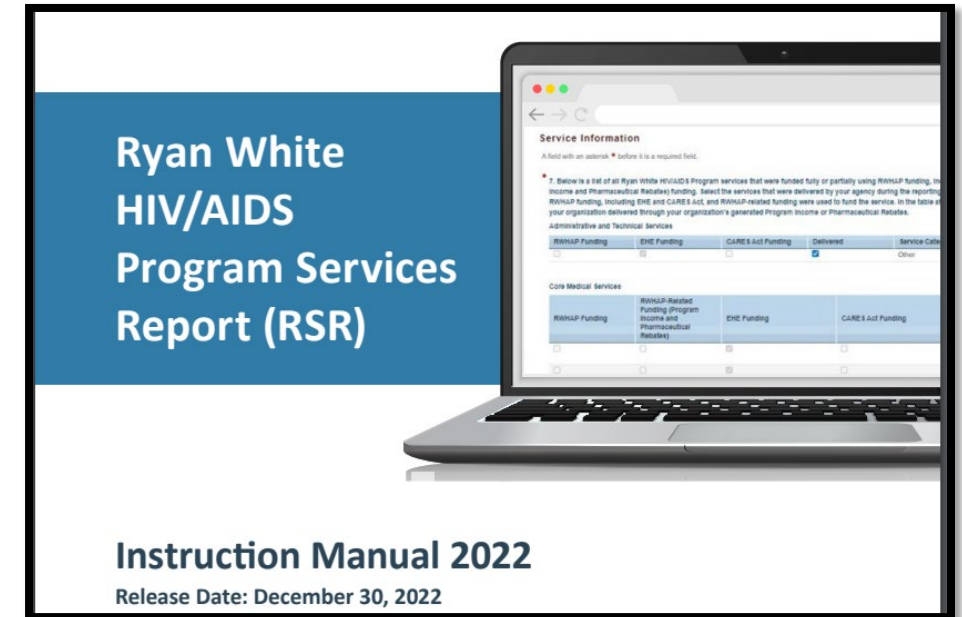
Reporting Required Data

Reviewing Your Data Before Submission

Questions

What Data to Report

- Services, demographics, and clinical information
- Report only the service categories you are funded to provide by RWHAP, EHE, or RWHAP-related
 - It doesn't matter who actually paid for the service (e.g., Medicaid, RWHAP)
- [RSR Manual](#)



What Services to Report

- EHE service category: only for EHE-funded services that don't fit any service category defined in PCN 16-02
- Core medical, support services, and EHE services: # of visits in the reporting period
- AIDS Pharmaceutical Assistance and Health Insurance Premium and Cost Sharing Assistance: Yes, client received the service



Policy Clarification Notice 16-02

Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds

Policy Clarification Notice (PCN) #16-02 (Revised 10/22/18)
Replaces Policy #10-02

Scope of Coverage: Health Resources and Services Administration (HRSA) Ryan White HIV/AIDS Program (RWHAP) Parts A, B, C, and D, and Part F where funding supports direct care and treatment services.

Purpose of PCN

This policy clarification notice (PCN) replaces the HRSA HIV/AIDS Bureau (HAB) PCN 10-02: Eligible Individuals & Allowable Uses of Funds. This PCN defines and provides program guidance for each of the Core Medical and Support Services named in statute and defines individuals who are eligible to receive these HRSA RWHAP services.

Background

The Office of Management and Budget (OMB) has consolidated, in 2 CFR Part 200, the uniform grants administrative requirements, cost principles, and audit requirements for all organization types (state and local governments, non-profit and educational institutions, and hospitals) receiving federal awards. These requirements, known as the "Uniform Guidance," are applicable to recipients and subrecipients of federal funds. The OMB Uniform Guidance has been codified by the Department of Health and Human Services (HHS) in [45 CFR Part 75—Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards](#). HRSA RWHAP grant and cooperative agreement recipients and subrecipients should be thoroughly familiar with 45 CFR Part 75. Recipients are required to monitor the activities of its subrecipient to ensure the subaward is used for authorized purposes in compliance with applicable statute, regulations, policies, program requirements and the terms and conditions of the award (see [45 CFR §§ 75.351-352](#)).

[45 CFR Part 75, Subpart E—Cost Principles](#) must be used in determining allowable costs that may be charged to a HRSA RWHAP award. Costs must be necessary and reasonable to carry out approved project activities, allocable to the funded project, and allowable under the Cost Principles, or otherwise authorized by the RWHAP statute. The treatment of costs must be consistent with recipient or subrecipient policies and procedures that apply uniformly to both federally-financed and other non-federally funded activities.


HRSA HAB has developed program policies that incorporate both HHS regulations

HIV/AIDS BUREAU POLICY 16-02

1

How do you know what services you are funded to provide?

- Check out this [RSR in Focus](#)
- Tips for:
 - Identifying which services your RWHAP and RWHAP-related funding cover
 - Coordinating across program and IT staff
 - Ensuring you are collecting and reporting correct services



Reporting Services Correctly in the RSR

The Health Resources and Services Administration HIV/AIDS Bureau (HRSA HAB) provides grants to cities, states, counties and community-based groups to provide care, medication and essential support services to people with HIV.¹ [Policy Notice Clarification \(PCN\) 16-02](#) provides guidance regarding eligible individuals and allowable use of Ryan White HIV/AIDS Program (RWHAP) funds. Service category descriptions and program guidance include both core medical and support services, ranging from outpatient/ambulatory health services (OAHS) to medical transportation.

Annually, RWHAP-funded recipients and providers are required to submit the RWHAP Services Report (RSR). The RSR includes three reports: the Recipient Report, the Provider Report and the Client-Level Data (CLD) Report (i.e., client-level data XML file). This document provides guidance regarding how to ensure that CLD accurately reflects the services for which providers were funded. It was primarily developed to support service providers that are direct recipients of RWHAP funding from HRSA HAB. Providers that are subrecipients (e.g., receive RWHAP funding from a state or local health department) should consult their recipient for additional guidance.

Client-Level Data Report Requirements Overview




Guidance related to reporting services in the CLD include:

- Client-level data should include all clients who were RWHAP eligible and received a service within a category funded by RWHAP or RWHAP-related funding in the reporting period.
- All service visits within those categories, regardless of who paid for the service (e.g., RWHAP, Medicaid) should be reported. For more information on this requirement, see the [RSR in Focus on Eligible Services Reporting](#).
- The specific data that needs to be reported for each client depends on the services that the client receives. For example, providers only report clinical data for HIV-positive clients who received OAHS. Appendix A of the [RSR Instruction Manual](#) (the [Required CLD Elements for RWHAP Services table](#)) outlines the required data elements in more detail.

In the **Provider Report**, you should check off all the RWHAP service categories that were delivered in the reporting period. The service tables in the Provider Report are pre-populated by the **Recipient Report**, which indicates which RWHAP service categories you are funded to provide. For example, if your agency is funded directly by HRSA HAB for Part C and by the state through Part B, your agency and the state will each complete a Recipient Report, which will pre-populate the service table in the Provider Report.

¹ <https://ryanwhite.hrsa.gov/about/parts-and-initiatives>, accessed 5/25/2022

This resource was prepared by CAI and their partners Abt Associates and Mission Analytics under Cooperative Agreement #U69HA390B4 from the Health Resources and Services Administration's HIV/AIDS Bureau. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the HIV/AIDS Bureau.

A project of  CAI in partnership with  Abt and  MISSION ANALYTICS

What Services to Report?

Provider receives Part A funding for OAHS and oral health, and EHE funding for transportation assistance.

	Tiana	Michael
Services Received	<ul style="list-style-type: none">• OAHS• Emergency Financial Assistance• Other Professional Services	<ul style="list-style-type: none">• Food Bank/Home Delivered Meals• Oral Health• Transportation Assistance

Quiz #3

Wellness Agency Funding

Funder	Funded Services
RWHAP Part C	<ul style="list-style-type: none">• Medical case management (MCM)• Mental health services• OAHS
SAMHSA	<ul style="list-style-type: none">• Mental health services• Housing
Pharmaceutical rebates	<ul style="list-style-type: none">• Medical transportation• Outreach

Quiz #3

Which services should you report for each client?

Wellness Agency Funding

Funder	Funded Services
RWHAP Part C	<ul style="list-style-type: none">• MCM• Mental health services• OAHS
SAMHSA	<ul style="list-style-type: none">• Mental health services• Housing
Pharmaceutical rebates	<ul style="list-style-type: none">• Medical transportation• Outreach

Isabel

1. Mental health
2. Outreach

Sean

1. Housing

Romaisa

1. OAHS
2. Housing

What Else Should Be Reported?

Service Category

Table 6. Required Client-Level Data Elements for RWHAP Services

• Report the data element	Outpatient/Ambulatory Health Services	Medical Case Management	Oral Health Care	Early Intervention Services	Home Health Care	Home and Community-Based Health Services	Hospice Services	Mental Health Services	Medical Nutrition Therapy	Substance Abuse Outpatient Care	AIDS Pharmaceutical Assistance	Health Insurance Premium and Cost-Sharing Assistance	Non-Medical Case Management	Child Care Services	Emergency Financial Assistance	Food Bank/Home-Delivered Meals	Health Education/Risk Reduction	Housing	Linguistics Services	Medical Transportation	Outreach Services	Other Professional Services	Psychosocial Support Services	Referral for Health Care and Support Services	Rehabilitation Services	Respite Care	Substance Abuse Services (residential)	EHE Initiative Services	Rationale
Client Demographics																													
Year of birth	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,6
Ethnicity	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,6
Hispanic subgroup	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,6
Race	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,6
Asian subgroup	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,6
NHPI subgroup	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,6
Gender	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,6
Sex at birth	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,6
Health coverage	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,6
Housing status	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,6
Housing status collection date	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,6
Federal poverty level percent	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,6
HIV/AIDS status	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3
Client risk factor	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	6
Vital status	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	4,5
HIV diagnosis year (for new clients)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3
New client (for EHE initiative-funded providers)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1,6
Received services previous year (for EHE initiative-funded providers)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,4,6
Client Clinical Data																													
First outpatient/ambulatory health service visit date	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,4
Outpatient ambulatory health service visits and dates	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,4
CD4 counts and dates	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,4
Viral load counts and dates	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,4
Prescribed ART	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3,4
Screened for syphilis	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3
Pregnant	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2,3,4
Date of first positive HIV test (for clients with new HIV diagnosis)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1,3,4,5,6
Date of OAHS visit after first positive HIV test (for clients with new HIV diagnosis)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1,3,4,5

Demographics

Clinical Information

Required Client-Level Data Elements for RWHAP Services

Demographics

Services	Demographics to be reported
All services	<ul style="list-style-type: none"> Year of Birth Ethnicity Hispanic Subgroup Race Asian Subgroup NHPI Subgroup Gender Sex at Birth New Client*
All core medical, Non-Medical Case Management (NMCM), EHE	<ul style="list-style-type: none"> Health Coverage Received Service in Previous Year (if not new)*
Outpatient Ambulatory Health Services (OAHS), Medical Case Management (MCM), NMCM, Housing, EHE	<ul style="list-style-type: none"> Housing Status Housing Status Collection Date
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> Federal Poverty Level Percent HIV/AIDS Status Vital Status HIV Diagnosis Year** Client HIV Risk Factor

*only for providers who receive EHE funding.

** only for new clients

Clinical Information

Services	Clinical Information
Outpatient ambulatory health services (OAHS)	<ul style="list-style-type: none">• First Outpatient/Ambulatory Care Visit Date• Outpatient/Ambulatory Care Visits• CD4 Counts and Dates• Viral Load Counts and Dates• Prescribed ART• Pregnant• Date of First Positive HIV Test*• Date of OAHS visit after first positive HIV Test*

*only for newly-diagnosed clients

Quiz #4

Services	Data to be reported	
All services	<ul style="list-style-type: none"> • Year of Birth • Ethnicity • Race & racial subgroups 	<ul style="list-style-type: none"> • Gender • Sex at Birth • New Client
All core medical, NMCM, EHE	<ul style="list-style-type: none"> • Health Coverage • Received Service in Previous Year (if not new) 	
OAHS, MCM, NMCM, Housing, EHE	<ul style="list-style-type: none"> • Housing status • Housing status collection date 	
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> • Federal Poverty Level Percent • HIV/AIDS Status • Vital Status 	<ul style="list-style-type: none"> • HIV Diagnosis Year • Client HIV Risk Factor
OAHS	Clinical Information	

Services	Demographics to be reported	
All services	<ul style="list-style-type: none"> • Year of Birth • Ethnicity • Race & racial subgroups 	<ul style="list-style-type: none"> • Gender • Sex at Birth • New Client
All core medical, NMCM, EHE	<ul style="list-style-type: none"> • Health Coverage • Received Service in Previous Year (if not new)* 	
OAHS, MCM, NMCM, Housing, EHE	<ul style="list-style-type: none"> • Housing status • Housing status collection date 	
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> • Federal Poverty Level Percent • HIV/AIDS Status • Vital Status 	<ul style="list-style-type: none"> • HIV Diagnosis Year • Client HIV Risk Factor
OAHS	Clinical Information	

Isabel

1. Mental health
2. Outreach

Romaisa

1. OAHS

Quiz #4: For which clients should the “Ethnicity” variable be reported?

Services	Demographics to be reported	
All services	<ul style="list-style-type: none"> • Year of Birth • Ethnicity • Race & racial subgroups 	<ul style="list-style-type: none"> • Gender • Sex at Birth • New Client
All core medical, NMCM, EHE	<ul style="list-style-type: none"> • Health Coverage • Received service in previous year (if not new) 	
OAHS, MCM, NMCM, Housing, EHE	<ul style="list-style-type: none"> • Housing status • Housing status collection date 	
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> • Federal Poverty Level Percent • HIV/AIDS Status • Vital Status 	<ul style="list-style-type: none"> • HIV Diagnosis Year • Client HIV Risk Factor
OAHS	Clinical Information	

Isabel

1. Mental health
2. Outreach

Romaisa

1. OAHS

Quiz #5

For which clients should the clinical information be reported?

Services	Demographics to be reported	
All services	<ul style="list-style-type: none"> Year of Birth Ethnicity Race & racial subgroups 	<ul style="list-style-type: none"> Gender Sex at Birth New Client
All core medical, NMCM, EHE	<ul style="list-style-type: none"> Health Coverage Received service in previous year (if not new) 	
OAHS, MCM, NMCM, Housing, EHE	<ul style="list-style-type: none"> Housing status Housing status collection date 	
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> Federal Poverty Level Percent HIV/AIDS Status Vital Status 	<ul style="list-style-type: none"> HIV Diagnosis Year Client HIV Risk Factor
OAHS	Clinical Information	

Isabel

1. Mental health
2. Outreach

Romaisa

1. OAHS

Quiz #6

For which clients should federal poverty level be reported?

Services	Demographics to be reported	
All services	<ul style="list-style-type: none"> Year of Birth Ethnicity Race & racial subgroups 	<ul style="list-style-type: none"> Gender Sex at Birth New Client
All core medical, NMCM, EHE	<ul style="list-style-type: none"> Health Coverage Received service in previous year (if not new) 	
OAHS, MCM, NMCM, Housing, EHE	<ul style="list-style-type: none"> Housing status Housing status collection date 	
OAHS, MCM, NMCM, EHE	<ul style="list-style-type: none"> Federal Poverty Level Percent HIV/AIDS Status Vital Status 	<ul style="list-style-type: none"> HIV Diagnosis Year Client HIV Risk Factor
OAHS	Clinical Information	

Isabel

1. Mental health
2. Outreach

Romaisa

1. OAHS

Outline

Tools to Get Started


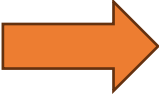
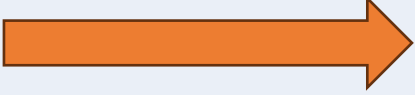
Including the Right Clients

Reporting Required Data

Reviewing Your Data Before Submission

Questions

Review Your Data Before Upload

System Used to Create the RSR Client-Level Data File		Tools
CAREWare		CAREWare RSR Report Viewer
Other RSR-Ready System		Check with system vendors
TRAX		CHEX tool included in TRAX Download Package Demo on recent TRAX Webinar

Review Your Data After Upload

- Validation Report
 - Compares data against [full list of validation checks](#)
 - [RSR In Focus: Validations for Client-Level Data](#)
- Upload Completeness Report
 - Shows breakdown of responses/ missing data for each element
 - In Focus on [UCR](#)
 - [UCR Training Module](#)
 - [Upcoming webinar \(2/21\)](#)

Are All of the Clients Included?

Summary Data

How many clients did you expect to see?

Population	N	%
Total clients submitted	78	100.0%
Clients with at least one service of any kind	78	100.0%
Clients with at least one Core Medical Service	72	92.3%
Clients with at least one OAHS, MCM, CM, or Housing Service	52	66.7%
HIV-positive clients with at least one OAHS Service	51	65.4%

Does the number reflect your eligible clients who received a service for which your agency received RWHAP funding?

Are the Correct Services Included?

Core Medical and Support Services

Denominator: Clients with any

27, 28-42, 46

Looks right! About two thirds of my clients have OAHS

Clients have 1-2 visits per year

CLD ID#	Response Category	N	%	Visits
16	Outpatient/Ambulatory Health Services	58	66.7%	69
18	Oral Health Care	25	32.1%	38
19	Early Intervention Services (EIS)	0	0.0%	0
21	Home Health Care	0	0.0%	0
22	Home Health Services	0	0.0%	0
23	Home Health Services	0	0.0%	0
24	Medical Case Management Services	0	0.0%	0
25	Medical Case Management Services	0	0.0%	0
26	Medical Case Management Services	39	50.0%	100
27	Substance Abuse Outpatient Care	0	0.0%	0
28	Non-Medical Case Management Services	23	29.5%	0
29	Child Care Services	0	0.0%	0
31	Emergency Financial Assistance	0	0.0%	0

Looks wrong! We provide substance abuse outpatient care. What happened to those services?

Other Required Data in the UCR

- The last row of each table indicates the # and % of required clients with missing data
 - Less than 10% missing data is the goal
- Pay special attention to key data elements:
 - Viral load
 - Prescribed ART
 - Health coverage
 - Poverty level percentage
 - Housing status

Are Data Missing?

Housing Status (Item 10)

Denominator: Clients with OAHS, MCM, CM or Housing services (N = 52)

Response Category	N	%
Stable	20	38.5%
Temporary	15	28.8%
Unstable	0	0.0%
<i>Missing/Out of range</i>	17	32.7%

A new validation will alert you of this issue

Ensure Your Data Reflect Your Program

Prescribed Antiretroviral Medications (Item 52)

Response Category	N	%
Yes	0	0.0%
No	50	100.0%
<i>Missing/Out of range</i>	0	0.0%

Last Viral load test result (Item 50)

Response Category	N	%
<200 copies	25	50.0%
≥200 copies	25	50.0%
<i>Missing/Out of range</i>	0	0.0%

Why Don't My Data Reflect My Program?

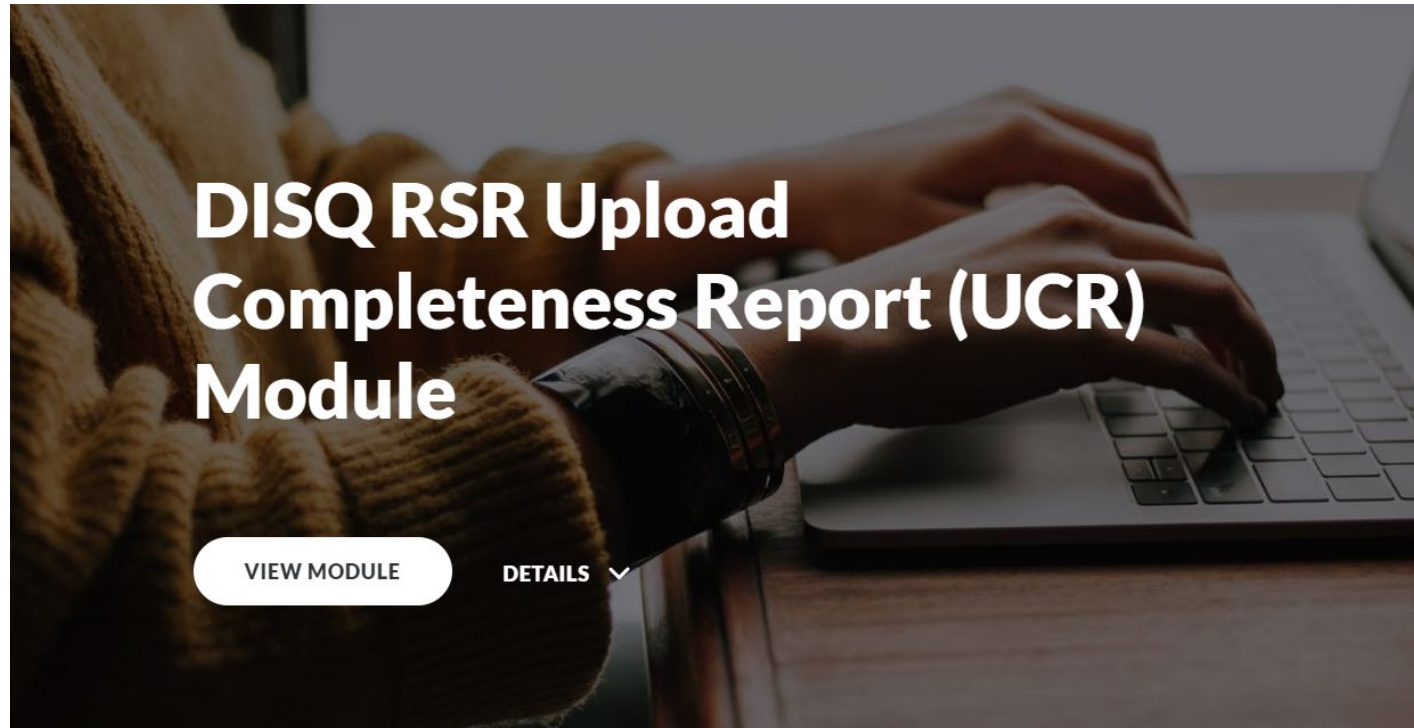


How can half of the clients be virally suppressed if they aren't prescribed ART?



Contact the DISQ Team at Data.TA@caiglobal.org

RSR UCR Training Module



Access the module [here](#)

Recap

- Data quality is crucial to show the benefits of the RWHAP
- What to consider
 - Include the right clients
 - Include the required data for those clients
 - Ensure your data reflect your program activities
- Review data before you submit your RSR
 - There are lots of tools available to help you do this
 - The DISQ Team can review your UCR with you

Poll



RWHAP Technical Assistance Resources

The [RWHAP TA Resources Brochure](#) features information on each RWHAP technical assistance provider, including:

- RWHAP reports they support
- Questions they frequently respond to
- Contact information

Ryan White HIV/AIDS Program TA Resources

RWHAP Data Support

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditure Report, GCMS, and DSR

The Ryan White Data Support team provides support for questions related to data report content and submission data validations, and interpretation of the instruction manuals and HRSA HAB's reporting requirements. They can address such issues as:

- I don't understand something in the instruction manual.
- I don't understand a reporting requirement.
- What is the allowable response for a given data element?
- I received a validation message (alert, warning, error) and I don't know how to fix it.
- What is my organization's relationship with our recipient/subrecipient/provider?
- How do I manage contracts in the GCMS?
- What is my provider's registration code?
- What is my GUID code?
- How do I change my report's submission status?
- I need the report returned to me for changes.
- I don't understand a certain RWHAP service category and what activities are included in that category.



1-888-640-9356
Hours: 10am-6:30pm ET, M-F
RyanWhiteDataSupport@wrma.com
[Target HIV - Data Support](#)

Data Integration, Systems and Quality (DISQ) Team

Reports: RSR, ADR, AETC, EHE, HIVQM

The DISQ Team aims to enhance the completeness, accuracy and consistency of RWHAP client-level data through capacity building, training and technical assistance (TA) for recipients and providers. They can address such issues as:

- I'm a new user and I don't know where to start.
- I need help with my client-level data.
- What is the data reporting schema and how do I use it to map my source data?
- How do I create an XML file?
- How do I use TRAX?
- How do I integrate data from multiple sources?
- How do I use the upload completeness report?
- I need help addressing a data issue identified in my system-generated report.
- How do I check the quality of our data?
- I would like to improve my organization's process for collecting/managing/using/reporting our data.
- Is there another organization that uses the same data system that I can talk to?



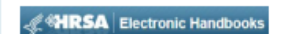
Data.TA@caiglobal.org
[Target HIV - DISQ](#)

EHBs Customer Support Center

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditures Report, GCMS

The EHBs Customer Support Center assists with registering, accessing, and navigating the EHBs They can address such issues as:

- I can't log into the EHBs
- I need help registering in the EHBs.
- I need to add/change who is allowed to complete the report.
- I need help finding my report in the EHBs.
- I have a web system error.



1-888-464-4772
Hours: 10am-8pm ET M-F
[EHBs TA Form](#)

CAREWare Help Desk

Reports: RSR, ADR, EHE, HIVQM

The CAREWare help desk can assist with generating XML files from CAREWare. They can address such issues as:

- I need help with CAREWare.
- How do I generate my compliant XML file using CAREWare?
- How do I create a custom report in CAREWare?
- How do I import data from another system into CAREWare?



1-877-294-3571
Hours: 12-5pm ET (Mon-Wed-Fri) and 10:30-6:30pm ET (Tue-Thu)
cwhelp@jprogr.com

Contact Your Project Officer

They can address such issues as:

- I have questions about my organization's RWHAP program.
- I need help with my progress report.
- I have a question about my grant funding.
- I can't meet the report deadline?
- My organization is a recipient, and my provider is not submitting their data on time.
- My organization did not collect all the required data. What do I do?



[HHS Employee Directory](#)



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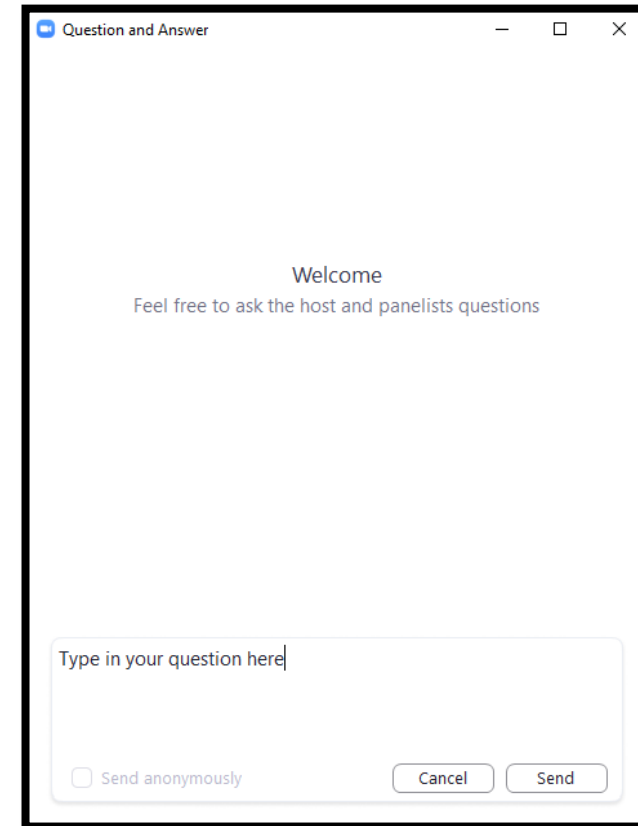
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