



RSR UCR Bootcamp

Ryan White HIV/AIDS Program Services Report (RSR)

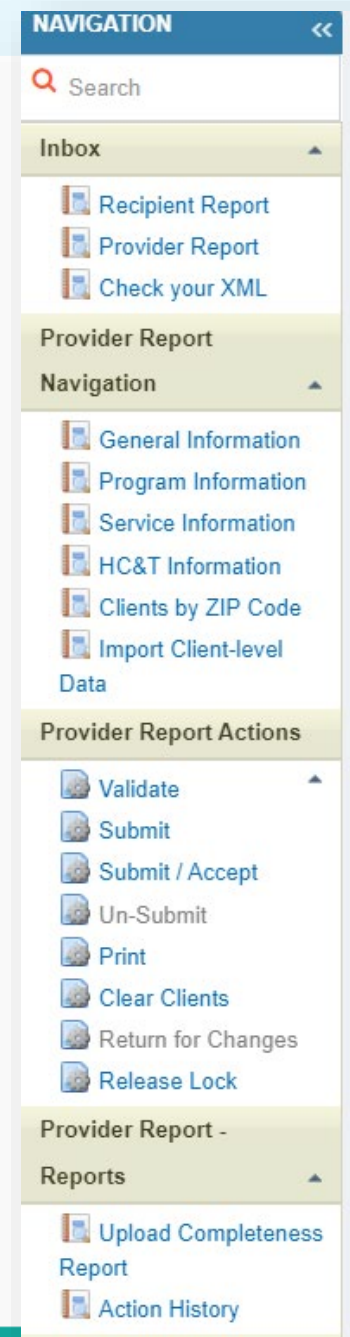
HIV/AIDS Bureau

February 21, 2024



Grab Your UCR!

- Log into the EHBs
- Navigate to the:
 - 2022 RSR if you haven't uploaded a 2023 file
 - 2023 RSR if you have
- Access and open the PDF version of the UCR



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.



What is the Upload Completeness Report?

- Summarizes your client-level data, comparing current submission to the last
- Is available in the RSR Web System in multiple formats
- Serves as a great tool to check the quality of your data

Resources on the UCR

- [UCR Training Module](#)
- [RSR in Focus](#)

DISQ RSR Upload Completeness Report (UCR) Module

0% COMPLETE

Introduction

How Do I Access the UCR?

How Do I Review the UCR?

Practice Reviewing Your UCR

What's Next?

Section 2 of 5

How Do I Access the UCR?

The RSR UCR is a report you can generate in the RSR Web System in the Electronic Handbooks (EHBs) prior to submitting your client-level data XML file. The UCR is available in the F

DISQ

How to Use the RSR Upload Completeness Report (UCR)

What is the Upload Completeness Report (UCR)?

The UCR is a report available in the Ryan White HIV/AIDS Program Services Report (RSR) Web System. Once a provider uploads a client-level data XML file, the UCR displays the uploaded data by data element, so you can review your data quality. The UCR allows you to identify both missing data and data that may be incorrect.

The UCR helps you review your uploaded data to make sure your data accurately reflect your program.

Practice with us! Check out the interactive [RSR UCR Training Module](#) on TargetHIV

Where can I find my UCR?

Check your XML Reports

Upload Completeness Report

Action History

Providers and any recipient(s) that fund them can access the UCR through the [Electronic Handbooks \(EHBs\)](#). If you are checking data prior to the reporting period, you can also access the UCR through the Check Your XML Feature (as shown to the left). Once within an individual Provider Report, the UCR can be accessed by clicking "Upload Completeness Report" in the navigation menu on the left side of the screen.

The screenshot below illustrates how recipients can access individual Provider Reports:

NAVIGATION

Inbox

Recipient Report

Provider Report

Check your XML

Recipient Report

Navigation

General Information

Program Information

Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Action	Clients	Action History
12345	ABCD Provider	67890	2019 Annual	02/25/20 13:31:28	Submitted	Open	1039	History
51234	Small Town Provider	14735	2019 Annual	03/03/20 15:32:19	Review	Open	372	History
24579	Legal Assistance Inc	24785	2019 Annual	02/03/20 12:28:52	Working	Open	0	History

5

Poll #1

What is your experience with the UCR?

- I review it every RSR
- I've accessed it once or twice
- I am familiar with it, but have never used it
- Never heard of it

Does the change from one year to the next make sense?

Are there clients without services?

Does it make sense that the provider provides outpatient ambulatory health services (OAHS) for a small subset?

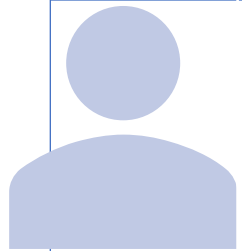
Population	2022		2023	
	N	%	N	%
Total clients submitted	3699	100.0%	3539	100.0%
Clients with at least one service of any kind	3699	100.0%	3539	100.0%
Clients with at least one Core Medical Service	3695	99.9%	3530	99.7%
Clients with at least one OAHS, MCM, CM, or Housing Service	2535	68.5%	2501	70.7%
HIV-positive clients with at least one OAHS Service	1133	30.6%	1095	30.9%

Poll #2

Do your counts reflect your program?

- Yes
- Almost
- Not really
- Not sure

Why You Might Have Issues with Client Counts



Correct clients not included



Correct services not included

Denominators in Subsequent Tables

Vital Status (Item 2)

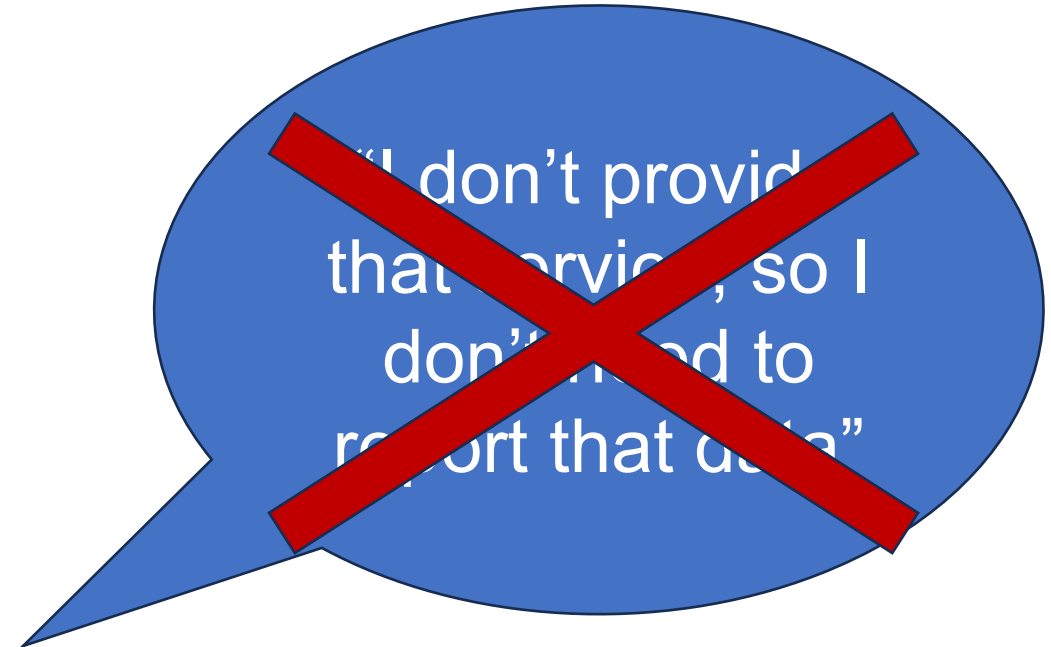
2023 Denominator: Clients with OAHS, EHE Initiative Services, MCM, or CM services (N = 2535)

~~2022 Denominator: Clients with OAHS, EHE Initiative Services, MCM, or CM services (N = 2501)~~

Response Category	2023		2022	
	N	%	N	%
Deceased	5	0.2%	2	0.1%
Alive	2527	99.7%	2497	99.8%
Unknown	0	0.0%	0	0.0%
<i>Missing/Out of range</i>	3	0.1%	2	0.1%

Denominators in Subsequent Tables

- Understanding denominators helps you understand reporting requirements
- You know what percent of required clients have missing data



Not an excuse

Quiz 1: What is this Table Showing Us?

Hispanic Subgroups* (Item 68)

2023 Denominator: Clients with any service whose ethnicity is "Hispanic" (N = 329)

2022 Denominator: Clients with any service whose ethnicity is "Hispanic" (N = 291)

Response Category	2023		2022	
	N	%	N	%
Mexican, Mexican American, Chicano/a	240	72.9%	217	74.6%
Puerto Rican	17	5.2%	16	5.5%
Cuban	2	0.6%	3	1.0%
Other Hispanic	71	21.6%	58	19.9%
<i>Missing/Out of range</i>	5	1.5%	0	0.0%

Table Structure

The UCR
assigns
categories to
continuous
variables

Poverty Level Percent (Item 9)

2023 Denominator: Clients with OAHS, MCM, CM or EHE Initiative services (N = 3321)

Response Category	2023		2022	
	N	%	N	%
Below 100%	2153	64.8%	N/A	N/A
100 -138%	277	8.3%	N/A	N/A
139 – 200%	255	7.7%	N/A	N/A
201 – 250%	155	4.7%	N/A	N/A
251 – 400%	146	4.4%	N/A	N/A
401 – 500%	20	0.6%	N/A	N/A
More than 500%	19	0.6%	N/A	N/A
<i>Missing/Out of range</i>	296	8.9%	N/A	N/A

What to Look For: Missing Data

Housing Status (Item 10)

2023 Denominator: Clients with OAHS, MCM, CM, Housing or EHE Initiative services (N = 3321)

Response Category	2023		2022	
	N	%	N	%
Stable	1000	30.1%	N/A	N/A
Temporary	421	12.7%	N/A	N/A
Unstable	200	6.0%	N/A	N/A
<i>Missing/Out of range</i>	1700	51.2%	N/A	N/A

Aim for Less than 10% Missing

- Viral load
- ART prescription
- HIV risk factor
- Federal poverty level
- Housing status

Race

- Multiple responses so percentages can add up to more than 100%
- Race should be self-reported (not assigned by provider staff)
- It's Ok for race to be missing if client opts not to report. For example, some Hispanic clients may not identify with a specific race

Race* (Item 6)

2023 Denominator: Clients with any service (N = 3413)

2022 Denominator: Clients with any service (N = 3527)

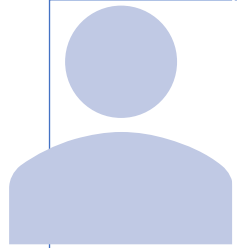
Response Category	2023		2022	
	N	%	N	%
American Indian or Alaska Native	20	0.6%	24	0.7%
Asian	49	1.4%	40	1.1%
Black or African American	2170	63.6%	2355	66.8%
Native Hawaiian or Other Pacific Islander	0	0.0%	0	0.0%
White	1078	31.6%	1079	30.6%
Missing/Out of range	102	3.0%	37	1.0%

Poll #3

Are you missing more than 10% for any data elements?

- Yes, several
- Just one or two
- No
- Not sure

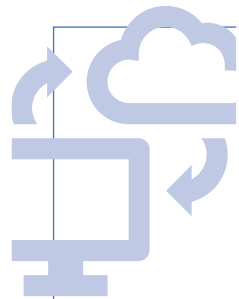
Why You Might Have Missing Data



Not collected
from clients



Not recorded by
staff



Not imported

Check for Patterns that May Not Reflect Client Characteristics

- HIV status
 - High percentage of clients with AIDS
 - High percentages of clients who are HIV negative
 - Babies born to people with HIV who were “indeterminate” and then tested negative
 - Affected clients who receive support services to benefit a person with HIV
- High percentage of “Other plan” for health insurance

Check for Patterns that May Not Reflect Actual Care Delivery

- High percentage of clients not on ART
- High percentage of client with no syphilis screen
- Why?
 - Program quality: People aren't getting screened/meds
 - Data quality: People are getting screened, but the data are not reported

Date Distribution

Housing Status Collected Date (Item 11)

2023 Denominator: Clients with OAHS, MCM, CM, Housing or EHE Initiative services (N = 2989)

Response Category	2023		2022	
	N	%	N	%
Jan-March	77	2.6%	N/A	N/A
Apr-June	29	1.0%	N/A	N/A
Jul-Sept	464	15.5%	N/A	N/A
Oct-Dec	1942	65.0%	N/A	N/A
Missing/Out of range	477	16.0%	N/A	N/A

HIV/AIDS Status (Item 12)

2023 Denominator: Clients with OAHS, MCM, CM or EHE Initiative services (N = 2989)

Uneven distribution makes sense because they could do their assessments at one time

Month of OAHS dates (Item 48)

Response Category	2023		2022	
	N	%	N	%
Jan-March	3052	24.7%	3471	24.6%
Apr-June	3227	26.1%	3647	25.9%
Jul-Sept	3233	26.1%	3787	26.9%
Oct-Dec	2862	23.1%	3188	22.6%
Missing	0	0.0%	0	0.0%
Out of range	0	0.0%	0	0.0%

Counts represent the number of OAHS visits in a given time period. Counts may contain duplicates, as clients can receive more than one OAHS visit during the time period.

OAHS visit dates should be evenly distributed

Service Table

CLD ID#	Response Category	2023			2022		
		N	%	Visits	N	%	Visits
16	Outpatient/Ambulatory Health Services	1138	30.8%	4992	1095	30.9%	4992
18	Oral Health Care	322	8.7%	1238	353	10.0%	1216
19	Early Intervention Services (EIS)	0	0.0%	0	0	0.0%	0
21	Home Health Care	0	0.0%	0	0	0.0%	0
22	Home and Community-Based Health Services	0	0.0%	0	0	0.0%	0
23	Hospice	0	0.0%	0	0	0.0%	0
24	Mental Health Services	20	0.5%	344	34	1.0%	379
25	Medical Nutrition Therapy	168	4.5%	209	153	4.3%	209
26	Medical Case Management, including Treatment Adherence	2494	67.4%	16324	2472	69.9%	17650

- Percentage of total clients with a given service
- Eyeball the average number of service visits per client

Check out service definitions in PCN 16-02: PCN 16-02 as a resource

<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>



Large Changes from One Year to the Next

- May accurately reflect changes in your program or health care delivery landscape
 - Changed eligibility criteria
 - Added new services
- May reflect a correction in reporting
- May reflect a problem in reporting

Chat It In!

Do your data pass the giggle test? What looks off? Why?



Understanding Tricky Logic

- Linkage to care data elements (mistake in the UCR calculation)
- For EHE providers
 - New clients served
 - Received services in the previous year

Linkage to Care

Data Element	Denominator
HIV Diagnosis Year (72)	Clients with a diagnosis year reported (<i>required for “new” clients only</i>). <i>New can be new to the agency or with a new diagnosis</i>
HIV Positive Date (Item 73)	OAHS clients with an HIV diagnosis year in the reporting period
OAHS Linkage Date (Item 74)	OAHS clients with an HIV diagnosis year in the reporting period

Correct! The only clients with missing data have a diagnosis year *after* the reporting period

Incorrect! The denominator is everyone who got OAHS, resulting in a lot of people listed as missing. Disregard.

Correct! Only includes people with an HIV diagnosis in 2023

EHE Providers

Data Element	Denominator
New Client (76): <i>Did the client receive HIV services for the first time at your agency in the reporting period?</i>	Any client with a service
Client Received Service Previous Year (Item 77): <i>If no, did the client receive services in the previous reporting period?</i>	Clients: <ul style="list-style-type: none">• With OAHS, EHE initiative services, MCM, or CM services and• Are NOT New Clients including Missing/Out of range

Helps You Identify Three Types of Clients

Data Element	Response		
New Client (76): Did the client receive HIV services for the first time at your agency in the reporting period?	Yes	No	No
Client Received Service Previous Year (Item 77): If no, did the client receive services in the previous reporting period?	N/A	Yes	No
What it means?	New (new to the agency, new diagnosis)	Engaged in care and receiving ongoing services	Got reengaged in care

EHE Providers

New Client (Item 76)

2023 Denominator: Clients of EHE-funded providers who received any service (N = 250)

Response Category	2023		2022	
	N	%	N	%
Yes	25	10.0%	N/A	N/A
No	225	90.0%	N/A	N/A
Missing/Out of range	0	0.0%	N/A	N/A

Client Received Service Previous Year (Item 77)

2023 Denominator: Existing clients of EHE-funded providers with OAHS, MOM, CM or EHE Initiative services who received services in the previous year (N = 225)

Response Category	2023		2022	
	N	%	N	%
Yes	200	88.9%	N/A	N/A
No	25	11.1%	N/A	N/A
Missing/Out of range	0	0.0%	N/A	N/A

EHE Providers

25 = New

200 = Engaged in care and receiving ongoing services

25 = Reengaged in care

New Client (Item 76)

2023 Denominator: Clients of EHE-funded providers who received any service (N = 250)

Response Category	2023		2022	
	N	%	N	%
Yes	25	10.0%	N/A	N/A
No	225	90.0%	N/A	N/A
Missing/Out of range	0	0.0%	N/A	N/A

New

Ongoing

Client Received Service Previous Year (Item 77)

2023 Denominator: Existing clients of EHE-funded providers with OAHS, MCM, CM or EHE Initiative services who received services in the previous year (N = 225)

Response Category	2023		2022	
	N	%	N	%
Yes	200	88.9%	N/A	N/A
No	25	11.1%	N/A	N/A
Missing/Out of range	0	0.0%	N/A	N/A

Clients being
reengaged in care

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 <small>Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditure Report, GCMS, and DSR</small> 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:	<ul style="list-style-type: none">• 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?	<ul style="list-style-type: none">• 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 <small>Reports: RSR, ADR, AETC, EHE, HIVQM</small> 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:	<ul style="list-style-type: none">• 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?	<ul style="list-style-type: none">• 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 Integration, Systems & Quality TECHNICAL ASSISTANCE Data.TA@caiglobal.org Target HIV - DISQ
EHBs Customer Support Center <small>Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditures Report, GCMS</small> The EHBs Customer Support Center assists with registering, accessing, and navigating the EHBs. They can address such issues as:	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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 <small>Reports: RSR, ADR, EHE, HIVQM</small> The CAREWare help desk can assist with generating XML files from CAREWare. They can address such issues as:	<ul style="list-style-type: none">• I need help with CAREWare.• How do I generate my compliant XML file using CAREWare?	<ul style="list-style-type: none">• 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@jprolog.com
Contact Your Project Officer They can address such issues as:	<ul style="list-style-type: none">• 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?	<ul style="list-style-type: none">• 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?	 Health Resources & Services Administration HHS Employee Directory



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To learn more about our agency,
visit

www.HRSA.gov



Sign up for the HRSA *eNews*

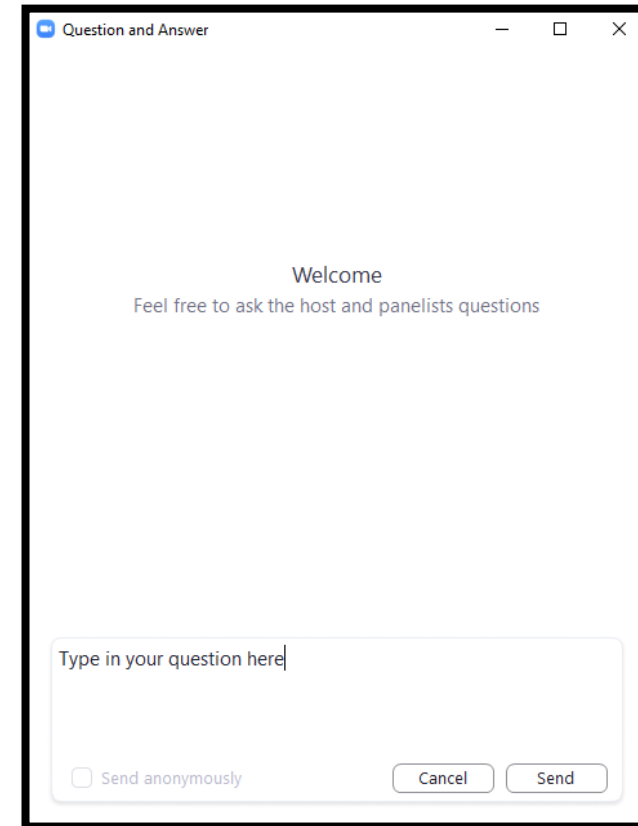
FOLLOW US:    

Let's Hear From You!

- Please use the “raise hand” function to speak. We will unmute you in the order that you appear.

OR

- Type your question in the question box by clicking the Q&A icon on the bottom toolbar.



Question and Answer

Welcome
Feel free to ask the host and panelists questions

Type in your question here

☐ Send anonymously

Cancel Send

