Reviewing Your Data at Upload: Tools Within the RSR Web System

Ryan White Services Report (RSR)
Health Resources and Services Administration HIV/AIDS Bureau
March 11, 2020

Welcome to today's Webcast. Thank you so much for joining us today!

My name is Ellie Coombs. I'm a member of the DART Team, one of several groups engaged by HAB to provide training and technical assistance to Ryan White HIV/AIDS Program recipients during the implementation of the RSR.

Today's Webcast is presented by AJ Jones, also from the DART Team. AJ will give you an in-depth look at reports available to recipients and providers within the RSR Web System, including the Upload Completeness Report and Validation Report. He'll also tell you how to maximize the effectiveness of these reports.

At any time during the presentation, you'll be able to send us questions using the "Question" function on your control panel on the right-hand side of the screen. You'll also be able to ask questions directly "live" at the end of the presentation. You can do by clicking the "raise hand" button (on your control panel) and my colleague, Ruchi, will conference you in. You can also click the "telephone" button and you'll see a dial-in number and code.

We hope you consider asking questions "live," because we really like hearing voices other than our own.

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 HRSA, HHS or the U.S. Government.

  o CAI and their partners Abt Associates and Mission Analytics, supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $450,000.

Before we get started, a quick disclaimer:

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Now I'll turn this over to our presenter, AJ.

Outline

RSR Timeline and Process

Why is Data Quality Important?

What Reports are Available in the Web System?

Questions

3

Thanks Ellie.

As Ellie mentioned, today I'll be talking about the great reports that are available in the RSR Web System to help you assess your data quality and understand where you are in the reporting process. This presentation is geared to people new to the process but it also serves as a great reminder about the available reports. It is a lot of information but remember, the slides and the recording will be available on TargetHIV within two weeks of the webinar.

During the presentation, (1) I'll review the RSR submission timeline and process and (2) give a brief overview of RSR data quality. (3) Then, I'll cover the different reports available to recipients and providers, including the Upload Completeness Report and Validation Report. I'll also review how to access these reports in the RSR Web System and show a quick demonstration.

(4) Finally, we'll open up the floor to you all to take your questions.

Poll Question #1

Which of the following statements best describes your RSR experience?

Which of the following statements best describes your RSR experience and technical assistance needs?

- I'm new and I need help
- This is my first time but I'm good
- I'm a seasoned veteran but have a few questions
- I'm all set and have submitted

RSR Work Flow

Recipient
Reviews GCMS
↓
Completes Recipient Report

February 3

Provider
Completes Provider Report (including Client-level Data Upload)
↓
Reviews data and validations
↓
Submits RSR

Target Deadline: March 2

Recipient
Reviews Provider Report, data and validations
↓
Accepts RSR or requests changes

Final Deadline: March 30

5
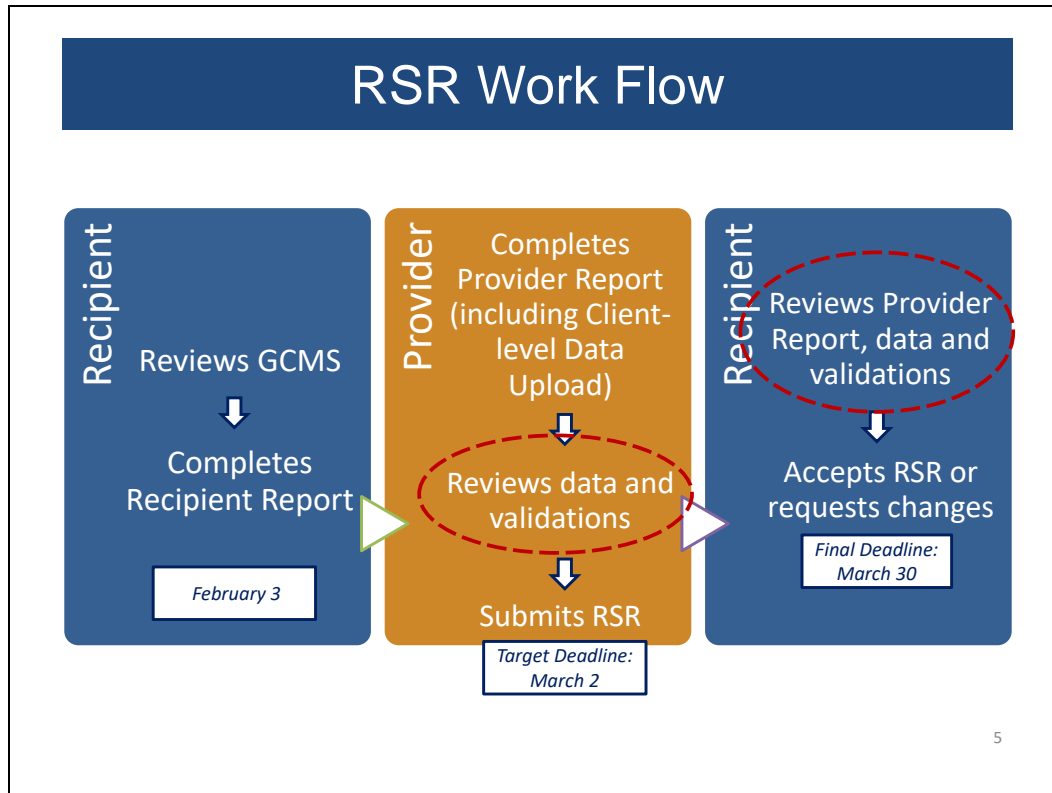
This is the basic work flow for all recipients and providers.

- The first step in the process should already be complete. It's for recipients to make sure that the contracts in the Grantee Contract Management System (GCMS) are up-to-date. The information from the GCMS then populates the Recipient Report, which was due on February 3.

- Once Recipient Reports are certified, providers can go in and complete their Provider Report and client-level data upload in the RSR Web System. If you need assistance in doing so, I recommend checking out the previous webinars on TargetHIV or contacting DART to go over the process in detail. Once your data are uploaded, you should be reviewing the reports available to you in the web system. When you are confident that your data are as complete and accurate as possible, you will submit your report to your recipients to review. This is what you were asked to do by March 2nd if possible (1) to allow plenty of time for review. But, for those of you who didn't quite meet that deadline, never fear, there is still time.

- For those of you who are recipient-providers without any other Ryan White HIV/AIDS Program funding, once you have submitted your report you are done. If you are a recipient that funds other providers, however, it is then your responsibility to review your providers'

reports. You may also return their report and ask for changes up to a week before the final deadline. (3) All reports must be accepted by March 30th. Reports will be marked as late if they are not submitted by 6:00pm ET on the 30th.

The focus of today's presentation is on (4) reviewing your data and validations, both before and after the RSR Provider Report and client-level data have been submitted. Once again, if you need assistance completing the reports check out the webinar series on the TargetHIV.

RSR Roles and Responsibilities

- Two new TA documents
  - RSR Recipient Roles and Responsibilities
  - Provider Roles and Responsibilities

Now that we've reviewed the reporting process, I'd like to share two new resources with you for the RSR that will help you with your own workflow. We've designed one for Recipients and one for Providers.   We've listed specific activities in each document, along with key steps and specific resources that may be helpful. These are on the TargetHIV website so check them out if you haven't already.

RSR Data Count!

- RSR data are used to publicly report information to:
  - Your project officer
  - HRSA HAB leadership
  - Congress
  - HIV/AIDS community
  - The public
- See your data in action on the HAB website: https://hab.hrsa.gov/data/data-reports
- RSR data should accurately reflect your program activities

7

Now that we've reviewed the reporting process, let's take a minute to talk about why the RSR is so important! RSR data are used to publicly represent the Ryan White HIV/AIDS Program.

You want your RSR data to reflect the good work that you do! It is one way that your project officer and HAB leadership learn more about your program. It is essential that Congress, the HIV community, and the public at large receive accurate information about the importance of the Ryan White HIV/AIDS Program. You can see your data in action in HAB's annual data reports and slide decks that report out to you on the data you've submitted.

In addition, **good** quality data can help you improve quality of care, but poor quality data cannot. If your data do not reflect your actual program activities, you can't use it to improve your performance.

That is why HAB built so many tools in the web system to help you review your data and ensure that it is of high quality.

Outline

Introduction

Why is Data Quality Important?

What Reports are Available in the Web System?

Questions

Now that we've discussed why data quality is so important, and how the reports in the web system can help, let's talk more about what is available to you.
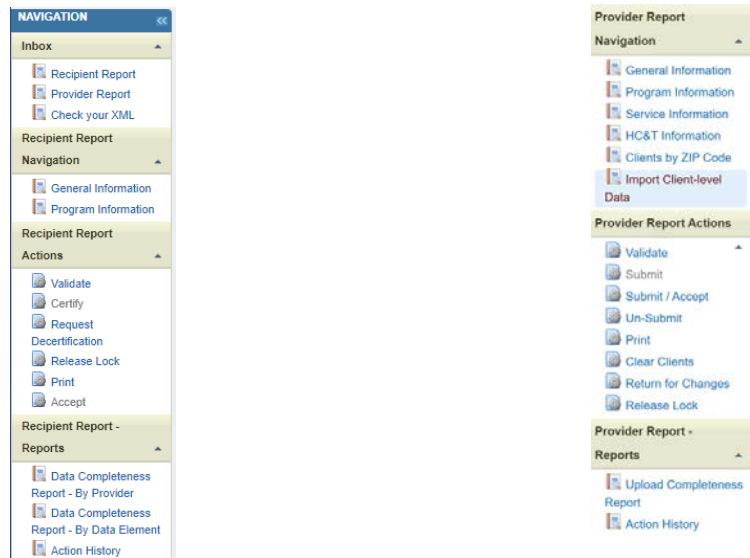
You are in the driver's seat!

We want you to think about the reports like you are driving a car. You are in the driver's seat!

Get Your Map!

The route you take depends on if you're a recipient, a recipient/provider or a provider. Your steering wheel is what we affectionately call the 'navigation menu'. Let's walk through an example of how this work. Recipients (2) will use this navigation menu to access your Recipient Report, all of your funded Providers' reports and Data Completeness Reports. We'll talk about all of those more in a moment. Recipients, recipient/providers and providers will all this (4) navigation menu to help you access all of the sections of your Provider Report. While Recipients would mainly use this review their funded providers' validations and upload completeness report before accepting the report, Providers and Recipient/Providers would be uploading aggregate zip code data and client-level data and review the validation and the upload completeness reports.

How to Access Your Reports

- Recipients and Recipient/Providers
  - Access the feature through the Electronic Handbooks (EHBs) https://grants.hrsa.gov/webexternal
- Providers
  - Enter directly through the RSR Web System https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx

11

To get to your map, you need to access the web system. All of these reports that are available to you live in the web system. If you are a recipient or a recipient/provider, you access the system through the EHBs.

Providers access the RSR Web System through a different login shown on this slide.

Available Reports

- Printable versions of online forms
  - Recipient Report*
  - Provider Report
- Summaries of client-level data
  - Validation Report
  - Upload Completeness Report
  - Data Completeness Report*
- Administrative
  - Comments
  - Action History

*Only available to recipients

XML file with report data
CSV (comma delimited)
PDF
MHTML (web archive)
Excel
TIFF file
Word
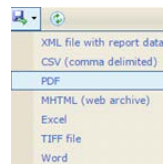
- XML
- CSV
- PDF
- HTML
- Excel
- TIFF
- Word

12

As you can see from this slide, there are a lot of reports available! (1) All of the reports are available in seven different formats except for the Action History and Comment Reports. However, those are actually included when you print the Recipient and provider reports so you can get them

Recipients have access to all of these reports, and providers have access to everything except for the printed Recipient Report and the Data Completeness Report.

Let's walk through examples of each of these before I do a live demonstration.

Recipient Report

To print a copy of your RSR Recipient Report, access the report as you would if you were going in to complete it. (1) Click on print in the left hand navigation menu under Recipient Report actions.

The report showing on the screen is the html version of the recipient report. (1) Remember, you can download this report in seven different formats.

These downloads are helpful because you can see all the information in your report. In one document, you will have a list of all of your funded providers and what services you fund them for. In the web system, you will have to click on different tabs and different links to see all this information. It is also a good idea to save the files for reference in future reporting.

This report also includes the action history and comments at the end of the report. We will discuss these later in the presentation.
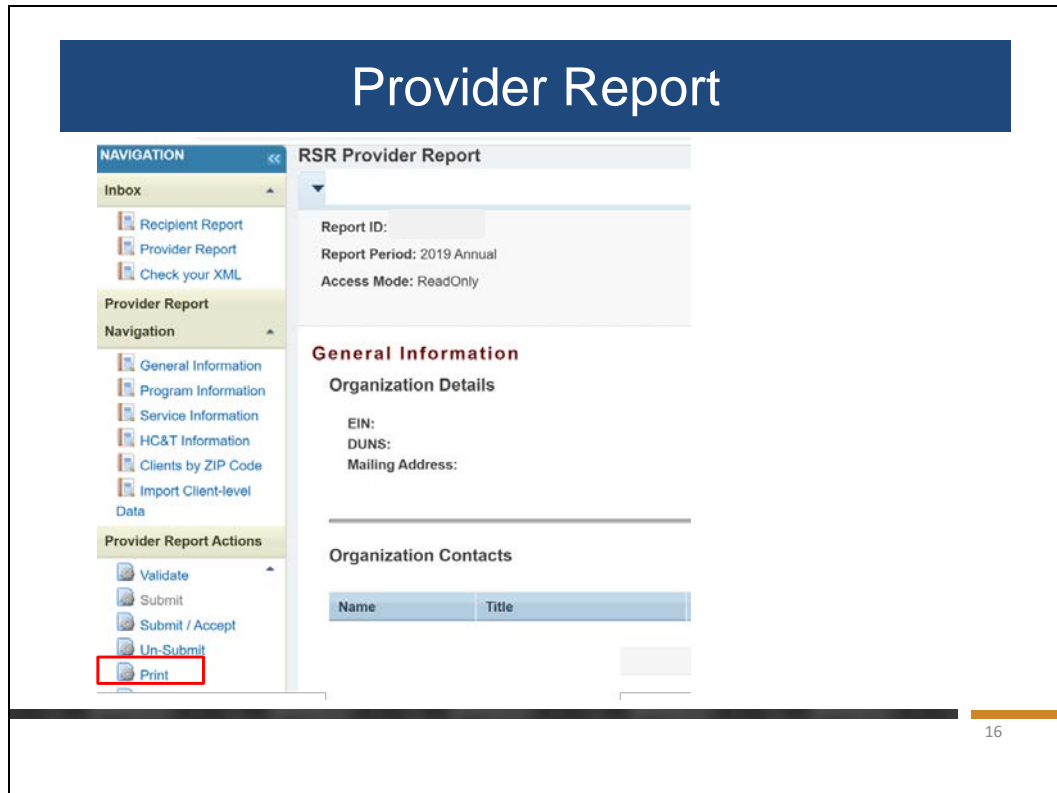
Accessing Provider Reports as a Recipient

For recipients accessing your providers' reports, you'll have one more step after accessing the RSR system. You'll need to open the provider report inbox to view a list of all of your provider's reports. To do this, (1) click on "Provider Reports" in the left hand navigation menu under the inbox. The provider reports associated with your organization will be listed in the table. (2) Locate the provider report you want to access to review and (3) select the envelope icon in the Action column.

Provider Report

The process to print the Provider Report is exactly the same. Both recipients and providers can access the provider report. Just like the recipient report, you print the provider report by (1) clicking on print in the left hand navigation menu under provider report actions.

And just like the recipient report (1), you can download this report in seven different formats so you can see can see all the information in your Provider Report at once.

Reports for Client-Level Data

- Validation Report
  - **Errors** must be fixed in order to submit
  - **Warnings** either need to be fixed or you'll need to enter a comment
  - **Alerts** do not require a comment but mistakes should be corrected
- Upload Completeness Report: Displays response options and percent for each data element

17

Next, I'm going to review the reports available for the client level data.

The validation report displays all of the validation messages for the provider report and client level data.

Just a quick reminder about validation messages. Errors must be fixed. You should try to resolve your warnings, but if you can't resolve them, you will need to enter a comment. You don't need to enter a comment to explain an alert, but you should fix those mistakes as necessary.

The other report that is available is the Upload Completeness Report. It aggregates the responses for each data element in the XML to make it easier to review. It also highlights missing/out of range data. I'll show you examples for each during the demonstration.

Let me show you how the upload and review of your data files work!

What you're seeing here is the way providers are going to access the Web System. If you're a provider and not a direct recipient, you'll log in during this site. Make sure to select HAB RSR Web Application from the drop-down menu, and log in.

Demo

Because I'm a member of the DART Team and not a provider, I'm going to be showing you what these reports look like in the RSR Check Your XML feature. These reports are identical to those in the Provider Report, so you can refer back to these slides to figure out what you should do, but my login will look slightly different from yours.

The way I am going to get into my report is by using the Search feature. You can either search for a report you want to access, or you can click on the Inbox icons and it will give you a list of reports of all the reports that are funded by your grants. This screen will look the same whether you are a recipient or a provider, you're going to see this table with all the reports you have access to. To get in to a report, you just click on the "Open" icon in the Action column.

For those of you who have completed an RSR or used the Check Your XML before, this should look familiar. This is the screen where providers upload their client-level data. If you're actually completing the Provider Report, you're going to see more options in this left-hand navigation panel that will take you into the different sections of the report – such as your program information, the services you deliver, and the new ZIP code data section. If you need help with any of those sections, please check out the webinar on the Provider Report.

I have already uploaded data into the system, so if you scroll down to the bottom of the upload screen, you'll see the Upload History table with all of the data that has been uploaded into this RSR. So you can see that there are two files uploaded into our report. To get more information about each file you can click on the plus sign next to each file, and that will give you some information about where these files came from. For example, you can see that the second file was uploaded by the DART Team and what software system was used to create it. For these files, we used TRAX.

If I wanted to look at an Upload Completeness Report or a Validation Report for one of these files, I could do so using the blue links on the right underneath the file itself. Rather than representing the aggregate data across the two files, these reports will show you the Upload Completeness Report and the validations for each associated file. If you're a site that uploads more than one XML, you can use these detailed reports to find out which data file has the problem you need to resolve before final submission.
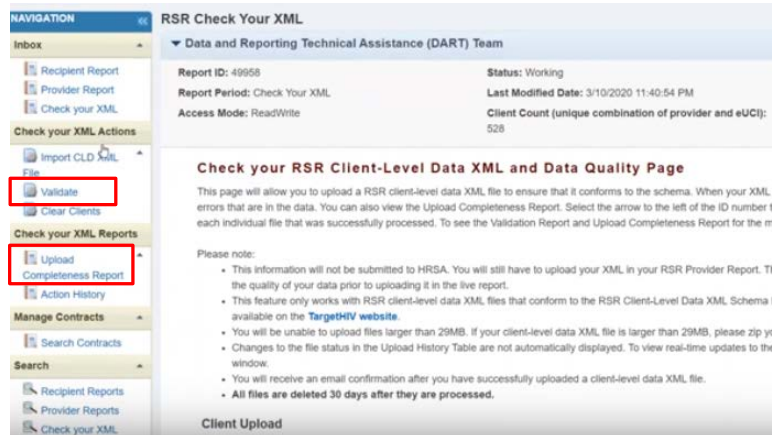
If you want to look at a report that is about the consolidated data across both of those files – a complete look at all of the data you uploaded – you want to use the links in the left-hand navigation menu.

The Validation Report you can access by clicking on Validate and the Upload Completeness Report is under the report heading. We'll look at the Upload Completeness Report first, because you're hopefully looking over this report with a fine-toothed comb before you validate your data.

Provider Name (Org Id): Data and Reporting Technical Assistance (DART) Team (8628) ▼   View Report

◄◄ ◄ 1 of 7 ► ►◄   Find | Next

2019 Annual RSR Upload Completeness Report

Organization Name: Data and Reporting Technical Assistance (DART) Team   Report ID: 49958

Organization Data: Data and Reporting Technical Assistance (DART) Team

Summary Data

Population	N	%
Total clients submitted	528	100.0%
Clients with at least one service of any kind	28	5.3%
Clients with at least one Core Medical Service	18	3.4%
Clients with at least one OAHS, MCM, CM, or Housing Service	12	2.3%
HIV-positive clients with at least one OAHS Service	6	1.1%

Client Demographic Data

Vital Status (Item 2)
Denominator: Clients with OAHS, MCM, or CM services (N = 11)

Response Category	N	%
Deceased	5	45.5%
Alive	1	9.1%
Unknown	3	27.3%
Missing/Out of range	2	18.2%

24

This is what the UCR (Upload Completeness Report) is going to look like for all of you. This is an aggregate report that shows you all of the data that was uploaded across all of the files you uploaded into the RSR System. It starts off with a Summary Data table that will show you how many clients you uploaded and what sets of services those clients received. The reason you're seeing this table first is because services impact what data you're going to submit. For example, we know that clinical data are required for HIV-positive clients who received OAHS care. This table can give you a quick snapshot of what your clients are getting.

The remainder of the UCR breaks down every single element that is reported in the RSR. So, there is one table for each of those data elements that will aggregate your data and show you what you uploaded.

Demo

Client Demographic Data

Vital Status (Item 2)
Denominator: Clients with OAHS, MCM, or CM services (N = 11)

Response Category	N	%
Deceased	5	45.5%
Alive	1	9.1%
Unknown	3	27.3%
Missing/Out of range	2	18.2%

Birth Year (Item 4)
Denominator: Clients with any service (N = 28)

Response Category	N	%
1960 and before	9	32.1%
1961-1970	0	0.0%
1971-1980	3	10.7%
1981-1990	6	21.4%
1991-2000	2	7.1%
2001-2010	4	14.3%
2011-2019	2	7.1%
Missing/Out of range	2	7.1%

Ethnicity (Item 5)
Denominator: Clients with any service (N = 28)

For Vital Status, for example, we can see that our denominator is clients who received medical care or case management (medical or not medical). We have 11 clients who met that criteria, so we would expect 11 clients in our data to have a value uploaded for Vital Status. Our response options for Vital Status are Deceased, Alive, and Unknown, so the UCR is going to tell us how many clients we uploaded with that status. So we can scan this table and see that in the two files I uploaded, I have 5 clients who are deceased, 1 who is alive, and 3 who are unknown at the end of the year.

The last row for each table is Missing/Out of Range. If for whatever reason you don't have data for a client, or if that data is out of range of the acceptable responses for a data element, that client is going to show up in the Missing/Out of Range row in the UCR. Ideally what you want to do when you're looking at these tables is make sure that you have as little Missing/Out of Range data as possible, and that the data match your expectations of your program. For example, if I know that I did not have any clients who passed away during the year, but the UCR tells me that I have 5 deceased clients, I know that I need to go back and check my data to figure out what's going on.

I'm not going to walk through every table that is listed in this report, but I encourage everyone to go through this on your own and find more resources on TargetHIV.

I want to show you the structure of some of the other tables in this report. If you want to navigate, you can either use the blue arrows at the top of the screen to go to the next page or the previous page, or you can type in a specific page number and be taken directly there.

I want to highlight that there is a new data element this year which is Housing Status Collected Date. This has been a tricky data element for some users. For my data, you can see that I have 100% Missing/Out of Range data. This can mean that I don't have data for these clients, or that I uploaded a value that is out of range, meaning it was not recorded within the last calendar year. We strongly encourage you to review this data element because it is new.

Demo

Core Medical and Support Service Visits (Items 16, 18–19, 21–27, 28-44, 75)
Denominator: Clients with any service (N = 28)

CLD ID#	Response Category	N	%	Visits
16	Outpatient/Ambulatory Health Services	7	25.0%	1100
18	Oral Health Care	2	7.1%	5
19	Early Intervention Services (EIS)	1	3.6%	1
21	Home Health Care	1	3.6%	1
22	Home and Community-Based Health Services	1	3.6%	1
23	Hospice	1	3.6%	1
24	Mental Health Services	2	7.1%	3
25	Medical Nutrition Therapy	1	3.6%	2
26	Medical Case Management, including Treatment Adherence Services	4	14.3%	32
27	Substance Abuse Outpatient Care	1	3.6%	1
28	Non-Medical Case Management Services	3	10.7%	6
29	Child Care Services	1	3.6%	1
31	Emergency Financial Assistance	1	3.6%	1
32	Food Bank/Home Delivered Meals	1	3.6%	2
33	Health Education/Risk Reduction	1	3.6%	4
34	Housing	2	7.1%	3
36	Linguistic Services	1	3.6%	4
37	Medical Transportation	1	3.6%	1
38	Outreach Services	1	3.6%	1
40	Psychosocial Support Services	1	3.6%	2

28

Another important thing to look at is your service data. This table also changed a little bit this year. This is the Core Medical and Support Service Visits table. In this table, you're reporting the number of visits that a client had during the year for each of these service categories. The Response Category column lists each service provided, the CLD ID# can help you make edits in your file, N represents the number of clients who received the service, the percentage is the percentage of clients in your file who received this service, and the Visits is the total number of visits.

Again, you'll want to check that your data are complete and are accurate. We can see from my data that there is a wide spread of services that my clients received. However, if I know that I didn't provide any Housing services this year, I would expect to see a zero in that row, so I would have to go back and see what was reported incorrectly.

Another thing that's important to check is that the number of service visits looks accurate as well. We can see that in the first row that I only had 7 clients who received OAHS, and between them they had 1100 visits. This should raise a red flag that this number is likely too high, so I should go back and check my data file.

Moving on, the last section of the UCR is for Clinical Information. As I mentioned before, this data is required for OAHS clients who are HIV positive. The denominator under Client Clinical Information will be the denominator for all of the rest of the tables in the report. Like with the other tables, you'll check all of these tables to see if the data match your expectations.

Demo

Last Viral load test result (Item 50)

Response Category	N	%
<200 copies	3	50.0%
≥200 copies	3	50.0%
Missing/Out of range	0	0.0%

Month of viral load tests (Item 50)

Response Category	N	%
Jan-March	1	5.6%
Apr-June	3	16.7%
Jul-Sept	11	61.1%
Oct-Dec	3	16.7%

30

One of the most important data elements reported in the RSR is viral load, so you'll want to check this element to ensure that the data match your expectations.

We can see that in my files, I have 100% completeness on viral load because I have uploaded a value for all of my clients. However, we can see that my viral suppression rate is 50%, only 3 of the 6 clients. If I know that my viral suppression rate is higher than that, this should raise a major flag. Your data can be complete but not accurate, and only you will be able to pick up on problems like this before your data is submitted to HAB.

The other thing I wanted to show you in this report is the HIV Counseling and Testing Services Data section in the last section of the UCR. There are two elements you're reporting here for newly-diagnosed clients. You'll report their HIV positive test date, and the date that they were linked to outpatient care.

If you have any questions about the UCR, please let us know at data.ta@caiglobal.org.
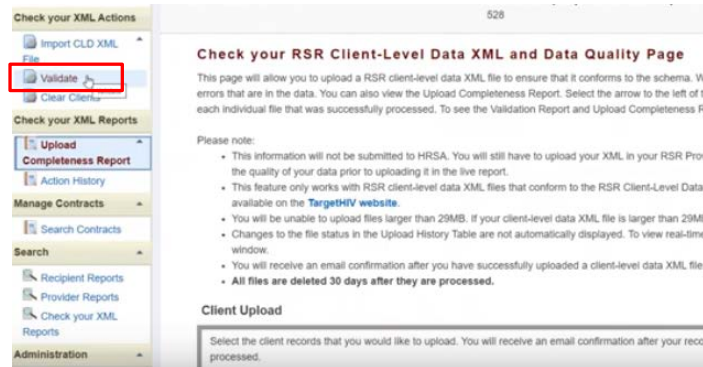
Now we'll look at the Validation Report. Ideally in the work flow, once you've looked at the UCR and cleaned your data as much as possible, then you will validate.

You will click on "Validate" in the Action header to get to the Validation Report.

What the Validation Report does is look at all of your data and check it against a series of validation rules that are set up in the system. These are the errors, warnings, and alerts addressed earlier.

Demo

Row No.	Check No.	Message	Level
1	84	1 Clients age 98 years or older.	Alert
2	173	1 Clients with an HIV Positive Test Date who are HIV Negative.	Warning
3	176	1 Clients with an Outpatient/Ambulatory Health Service Linkage Date who are HIV Negative.	Warning
4	38	Clients missing Core Medical or Support Services.	Warning
5	170	4 Clients have more Outpatient/Ambulatory Health Services visits (CLD Item 16) than Outpatient/Ambulatory Health Services Visit dates (CLD Item 48).	Alert
6	184	1 Clients have greater than 365 Outpatient/Ambulatory Health Services visits.	Alert
7	185	1 Clients with Outpatient/Ambulatory Health Services who are HIV negative.	Warning
8	185	1 Clients with AIDS Pharmaceutical Assistance (LPAP, CPAP) who are HIV negative.	Warning
9	110	1 HIV negative clients with Outpatient/Ambulatory Health Service Dates.	Warning
10	96	2 Clients missing Poverty Level.	Warning
11	99	4 Clients missing Medical Insurance.	Warning
12	221	2 Clients are missing Birth Year.	Error
13	118	1 Clients with a First HIV Outpatient/Ambulatory Health Service Visit Date and no Outpatient/Ambulatory Health Service Visits.	Warning
14	127	4 Clients have Outpatient/Ambulatory Health Service dates and no Outpatient/Ambulatory Health Service visits.	Warning
15	209	1 Clients have a viral load test that is out of range (over 10,000,000).	Warning
16	216	3 Clients missing Housing Status Collected Date.	Warning
17	222	2 Clients have two or more CD4 counts on the same date with a discrepancy in the values.	Warning
18	223	2 Clients have two or more viral load test counts on the same date with a significant discrepancy in the values.	Warning

34

You'll see here that I have quite a few validation messages in the data that I've uploaded. The first one, which you can see is just an alert, is telling me that I have one client in my data who is 98 years of age or older. While that very well may be correct, this is just prompting you to take a second look at your data.

While you may not need to make changes in response to every validation message you get, you may have something that you want to change because of a message you receive in the validation report. For example, I have an error that is telling me that two clients are missing Birth Year. If I need to find these clients' eUCIs, I can click on the arrow on the left-most column and bring up the eUCI of these clients that are triggering the validation. Most data systems have a search function where you can input this code and edit client data to make any changes necessary before your final submission.

Demo

	Row No.	Check No.	Message
▶	1	84	1 Clients age 98 years or older.
▶	2	173	1 Clients with an HIV Positive Test Date who are HIV Negative.
▶	3	176	1 Clients with an Outpatient/Ambulatory Health Service Linkage Date who are HIV Negative.
▶	4	38	Clients missing Core Medical or Support Services.
▶	5	170	4 Clients have more Outpatient/Ambulatory Health Services visits (CLD Item 16) than Outpatien
▶	6	184	1 Clients have greater than 365 Outpatient/Ambulatory Health Services visits.
▶	7	185	1 Clients with Outpatient/Ambulatory Health Services who are HIV negative.
▶	8	185	1 Clients with AIDS Pharmaceutical Assistance (LPAP, CPAP) who are HIV negative.
▶	9	110	1 HIV negative clients with Outpatient/Ambulatory Health Service Dates.
▶	10	96	2 Clients missing Poverty Level.
▶	11	99	4 Clients missing Medical Insurance.
▶	12	221	2 Clients are missing Birth Year.

36

If you want to download this report, which may make it easier to look at, you'll click on "View Detailed CLD Validation Report" above the validation list.

This will open a new window like the UCR did. Here, you'll have a sortable and easy-to-navigate list of all the validations that are being triggered and which client eUCIs are causing that.

If you click on the floppy disk on the top of the report, you can also download the report in seven different file formats including Excel.

Data Completeness Report

- Recipients have two Data Completeness Report options:
  - By provider
  - By data element
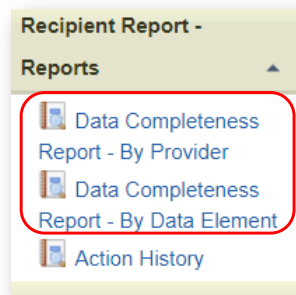
In addition to what I just reviewed, I want to highlight a few other reports in the system. Recipients have access to the Data Completeness Report across all of their funded providers. The report can be generated in any of the seven different formats as well, and you may either look at each provider (1) individually, or look at each data element across your providers.

We recommend that recipients use the Upload Completeness Report when possible, because it gives you more detailed information and is better at identifying missing/unknown data for specific data elements. However, the Data Completeness Report is a great resource for recipients that want to look at all of their provider's data in one place.

Recipients can run the data completeness report by provider, but it will only show you the data that is tied to your providers that have actually uploaded their client level data at that time. So, if you review the data completeness report before your providers have submitted their report, the information is subject to change. So, for example, if you fund four providers and only two of them have uploaded their client level data, you will only be able to see the data completeness for the two providers that uploaded the client level data. If you generate the data completeness report by data element, the totals will not include any provider's data that was not uploaded yet. But, since your providers may upload and clear data multiple times before they submit their RSR, be aware that the reports can change until they are in submitted status.

To generate the Data Completeness Report in either format, access your Recipient Report and use the left hand navigation menu.

Comments

- Two ways to access
  - In the printed Recipient and Provider reports
  - Click on left-hand link in navigation menu
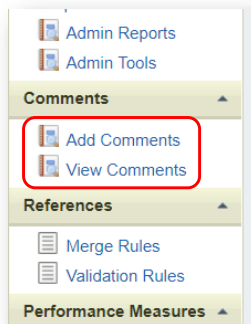
The final tool available for you to review are comments. You can access the comments that have been added to your report in two ways:

First, comments are in the printed version of the recipient and provider reports, near the end of the document. Second, you can click (1) on the view comments link in the left hand navigation menu under the comments heading.

Comments

- Date a comment was entered
- Name of the user that entered the comment and the actual comment
- Comment type

Comment ID	Comment Type	Comment	Action Taken By	Action Taken On
215163	workflow related comments	Report reviewed on 02/26/2020 by Frank Smith	Frank Smith	2/26/2020 3:07:40 PM
214700	workflow related comments	I certify that the data in this report is accurate and complete to the best of my knowledge.	Ellen Chambers	2/25/2020 2:43:39 PM
214670	workflow related comments	Here is our Part B and Part C 2019 RSR	Frank Smith	2/25/2020 2:12:01 PM

40

You can see the date the comment was entered, the actual comment, and the comment type. Comments that were added to warnings will be displayed with a type of "validation related to comments". The comments feature is a tool for your to explain your data to HAB, and to provide us with your feedback on the process of submitting the RSR. It is very important that the comments are clear – every single one of your comments are reviewed so please make sure that when you enter comments, they are clearly stated and completely understandable.

As a note, every comment that you add to your report is tracked here, which means that if you add comments before your final submission they will continue to appear in the report. You should only add warning comments when you are confident that your data are ready to be submitted.

Reminders

- Don't forget to enter/upload aggregate ZIP Code information in the Provider Report

    o You can download the template from within your Provider Report

    o Be sure that the column headers match the template and the file is a csv format

    o If you upload more than one XML file, merge your data locally for the ZIP Code file. If that isn't feasible, upload the ZIP Code file for the larger client count

    o Contact the DART Team if you have questions about how to merge your files and upload your data

41

Before we finish up the webinar, I want to share a few reminders based on TA questions that we've been receiving. First I want to discuss the new ZIP Code information in the Provider Report. There is a required template that you need to use that you can download from within your Provider Report. If you don't use the template provided, make sure that the column headers match the template and the file is a csv format.

If you are a provider that uploaded more than one XML file, you'll need to merge your ZIP Code data locally as you can only upload one file. If that isn't feasible, upload the ZIP Code file for the larger client count.

Don't forget to contact the DART Team if you have any questions.

Reminders

- There was a schema change this year
  - Be sure you have an updated version of your data system
  - Review the RSR Instruction Manual
- For TRAX users, download the most recent version of the templates and read the instruction manual
- Give yourself plenty of time to use these reports and make adjustments when necessary
- HAB wants to support you in submitting the best data possible

42

Also a reminder that there was a schema change this year so be sure that you are using the updated version of your data system. Also remember to check the RSR Manual when you have a question-you can often find the answers there. TRAX users should also be sure to download the most reason and read the manual. I'll share the link for both of these in a moment.

Give yourself plenty of time to use these reports-you want to be able to review the data and make any needed changes. We're here if you have any questions!

TargetHIV Website

- **RSR Instruction Manual**
- **Archived Data Webinar Recordings**
- Validations
  - **RSR in Focus: Data Validations for Client-Level Data**
  - **Annual RSR Data Validation Messages**
- Upload Completeness Report
  - **RSR in Focus: How To Use The Upload Completeness Report**
- **TRAX for the RSR**

43

Before we finish, I want to review resources with you. The TargetHIV website provides a lot of resources to assist you. These includes archives of all of the webinar records. In addition, there are two helpful resources for the validations. As I mentioned before, you can download all validation messages against which your data will be compared. You can also review the RSR in Focus which provides a summary of the validations.

There is also an RSR in Focus for the Upload Completeness Report which provides guidance regarding how to review the report.

Finally for TRAX user be sure that you are using the most recent csv templates and have the instruction manual. If you haven't used TRAX since last year, be sure to uninstall and reinstall the application

TA Resources

- The DART Team: Data.TA@caiglobal.org
- Ryan White HIV/AIDS Program Data Support
- EHBs Customer Support Center
  - 877.Go4.HRSA (877.464.4772); http://www.hrsa.gov/about/contact/ehbhelp.aspx
- CAREWare helpdesk
  - 877.294.3571; cwhelp@jprog.com
  - TA Request Form - https://www.targethiv.org/careware/cw6-help

Assistance for the Ryan White HIV/AIDS Program Services Report (RSR)

Who to Contact for RSR Technical Assistance

Funded by
Cooperative Agreement U69HA27221-04
Health Resources and Services Administration
HIV/AIDS Bureau
February 2020

44

Now before we start the Q & A, I'd like to review the available technical assistance resources. The DART Team addresses questions for those needing significant assistance to meet data reporting requirements, such as helping recipients and providers who do not know what to do or where to start; Determining if data systems currently collect required data; Assisting providers in extracting data from their systems and reporting it using the required XML schema; and providing TA on TRAX.
TargetHIV has a wealth of materials and links.

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

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

The CAREWare helpdesk provides technical assistance for CAREWare and is available by phone or email.
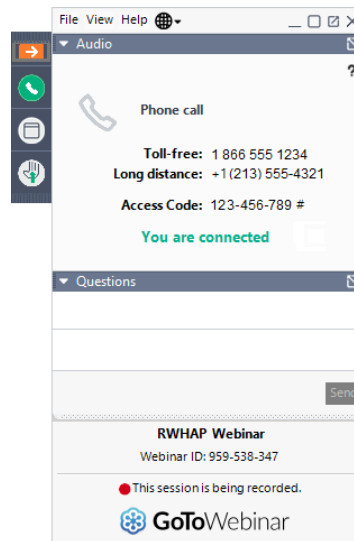
There is no wrong door!

Now I'd like to turn things back over to Ellie for the Q & A. Ellie?

And now to your questions – but first, I would like to remind you that a brief, three-question 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 we use this information to plan future webcasts.

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, my colleague, Beth, 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", 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.