



Rockville, MD 20857

Dear Ryan White HIV/AIDS Program Grantee:

In preparation for submission of your 2009 Ryan White HIV/AIDS Program Services Report (Ryan White Services Report), we are sending you the 2009 Ryan White Services Report (RSR), instructions, and supporting documentation. Also enclosed is important information about HRSA's Electronic Handbooks (EHBs)—your online portal to the Ryan White Services Reporting System (RSRS)—and other relevant information for you and your providers.

To ensure a complete data submission package, be sure to do the following:

1. Verify and register your current project director.
  - If your agency has a new project director (PD) you must inform Grants Management of the change. Contact the Grants Management Specialist noted on your Notice of Grant Award (NGA). Failure to change the PD name may prevent staff from accessing the Ryan White Services Reporting System. Once your NGA is updated, the PD must register in the EHBs and grant the appropriate access permissions to system users in your organization.
  - If you are a returning user, you may be prompted to update your password and to verify contact information.
2. Review the enclosed provider list for accuracy as soon as possible. Beginning June 1, 2009, log into the EHBs to complete your Grantee Report. This entails providing information about your grantee organization and reviewing, editing, and certifying your list of Ryan White contracts. Make changes, if necessary, through the EHBs. Once you have certified your contract list, further changes require approval by Data Support.
3. Formally review and approve all providers' Service Provider Reports and Client Reports (if applicable) through the EHBs.

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Please inform each of your Ryan White HIV/AIDS Program-funded service providers to complete one Service Provider Report for the period January 1, 2009, through June 30, 2009. Service Providers receiving RWHAP funds to provide outpatient/ambulatory medical care and/or case management services (medical or non-medical) must also submit a Client Report.

The important deadlines to keep in mind:

- Service Provider Reports must be in Review status on or before September 1
- Return Service Provider Reports to providers for correction by September 8
- Approve all Service Provider Reports by September 15

Be sure to review the RSR Instruction Manual before reporting, and visit the Technical Assistance (TA) Web site regularly at <http://hab.hrsa.gov/manage/CLD.htm> for help and to ensure that you have the most current information.

You and/or your providers must submit data electronically.

### **1. Grantee Report**

Grantees will complete a separate Grantee Report for each Ryan White HIV/AIDS Program grant—Part A, Part B, Part C, Part D, and Part F (Part A MAI or Part B MAI)—it receives from HRSA. Beginning June 1, 2009, grantees (even those that are also providers) must access the Grantee Report in the RSRS through the EHBs at <https://grants.hrsa.gov/webexternal>. The Grantee Report is completed online by manual data entry into the Grantee Report forms.

### **2. Service Provider Report**

The Service Provider Report will be available to service providers on July 1, 2009. Providers that are not also grantees access the RSRS at <https://performance.hrsa.gov/hab>. Providers must select the "HAB RSR Web Application" option from the drop down box when logging in.

Providers access the system using the same user account information as is used for the Ryan White Data Report (RDR) Web system. New users will need to establish a user account using their provider registration codes. Be sure to distribute the assigned registration code to each provider.

Provider agencies may manually enter their data into the Service Provider Report forms in the RSRS. Alternatively, providers that use a software system capable of exporting the Service Provider Report XML file may upload their Service Provider Reports directly into the RSRS. Providers then submit their information for review and approval by their grantee(s) of record before final submission to HAB.

### **3. Client Report**

Service providers will submit the Client Report through the RSRS as an electronic file upload. Each file will contain one record for each Ryan White client and must be submitted in an XML file that conforms to the rules of the RSR XML schema provided by HAB.

Providers using a "participating" vendor-distributed software application will be able to export the data in the required XML format. No special action will be required to develop this export capability. To learn if a software system is being adapted to generate the RSR Client Report XML file, review the vendor information available through the TARGET Center RSR Web page at <http://www.careacttarget.org/rsr.asp>.

Agencies that use a custom-built or a non-participating vendor distributed data collection system will need to extract the client-level data elements out of their systems and into the proper XML format before they can upload their data to the HAB server. Someone familiar (or able to become familiar) with the structure of your database should use the XML schema provided by HAB to write a program that will extract data from your system and place it into the XML schema format. The XML schema can be obtained from HAB through the TARGET Center RSR Web page at <http://www.careacttarget.org/rsr.asp>.

For agencies that do not use an electronic client-level data collection system or that can not program their

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systems to generate the required XML file, HAB has made available a version of CAREWare, CAREWare-Lite, which will create the required XML upload file. Users will need to manually enter their client data into CAREWare-Lite. For more information on CAREWare-Lite, please visit the CAREWare Web site at <http://hab.hrsa.gov/careware/>.

**Help Lines:** For help with any aspect of RSR preparation, please contact a TA specialist at our toll-free help line: 888-640-9356, from 9 a.m. to 5:30 p.m. ET, Monday through Friday. You also may e-mail your inquiry to [ryanwhitedatasupport.wrma@csrincorporated.com](mailto:ryanwhitedatasupport.wrma@csrincorporated.com).

Contact the HRSA Call Center at 1-877-GO4-HRSA for assistance with submitting an XML file, to obtain help with the EHBs, or to resolve technical problems in the Ryan White Services Reporting System.

We greatly appreciate your efforts to collect and submit the required data to HAB in a timely fashion. This information is critical in establishing and reporting annual performance measures for the Ryan White HIV/AIDS Program. We hope that the variety of RSR submission options will make this process easier for you.

Sincerely,



Margarita Figueroa-Gonzalez,  
M.D., M.P.H.  
Director  
Division of Community Based  
Programs



Douglas H. Morgan, M.P.A.  
Director  
Division of Service Systems

Enclosures (3):

Important Notices to Ryan White HIV/AIDS Program Grantees and  
Providers  
Provider List  
Compact Disc - RSR Resource Materials