

COMMON RSR-RELATED QUESTIONS

To ensure the success of Ryan White HIV/AIDS Program grantees as they begin this new chapter in data reporting, HAB is offering TA in three areas:

- *Report Administration,
- *IT Systems Support, and
- *Grantee Infrastructure Development.

Program-Related Questions: Project Officers

Project officers are responsible for:

- Assisting grantees with submitting TA requests, and submitting formal TA requests on behalf of grantees
- Educating grantees on the RSR including referring grantees to the appropriate sections of the Instruction Manual, instructing grantees/providers on which questions to answer, and assisting grantees in identifying which report(s) the grantee/provider must submit.
- Addressing programmatic issues such as funding questions and requests for exemptions from data reporting requirements.
- Helping grantees address issues related to non-compliant providers, missed deadlines, and missing data.
- Being familiar with definitions of data elements, basic reporting requirements,

Timeline Dates to Keep in Mind!

June 1:

The Grantee Report is available for data entry

July 1:

The Service Provider Report is available for data entry

July 15:

The initial due date for the Grantee Report

July 31:

The final deadline for the Grantee Report

September 1:

Service Provider Reports must be in Review status

September 8:

Last day to return Service Provider Reports for correction

September 15:

Service Provider Reports must be approved by all grantees

HAB
HRSA

TECHNICAL
ASSISTANCE
FOR THE RYAN
WHITE SERVICES
REPORT (RSR)

WHO TO
CONTACT FOR
RSR TECHNICAL
ASSISTANCE

MAY 2009

Grantee Infrastructure Development **The TARGET Center (Sphere/Abt)**

RSR.TA@sphereinstitute.org

Obtain a TA request form at:
careacttarget.org/rsr.asp

The TARGET Center addresses advanced questions related to:

- Accessing and installing the Unique Client Identifier (UCI) algorithm.
- UCI generation utility, including how the UCI ensures anonymity.
- Requests for significant, high-investment assistance to meet data reporting requirements, specifically involving:
 - Determining if grantee systems currently collect required data;
 - Accessing resources to assist grantees in extracting data from their systems for input into the compliant schema (including TA grants, etc.);
 - Helping grantees who have not yet done anything to extract data from their system, do not know what to do, and/or do not have the resources to do it;
 - Explaining what a “schema“ or “XML” are, and helping grantees understand their data sources and/or data structure;
 - Connecting grantees to other grantees that use their same data system;
 - Supporting data analysis for quality control and grantee internal purposes, such as performance monitoring.

Report Administration **Ryan White HIV/AIDS Program** **Data Support (WRMA/CSR)**

1-888-640-9356 (9am-5:30pm EST, M-F)
rwdatasupport.wrma@csrincorporated.com

Ryan White Data Support addresses content- and submission-related questions regarding data content, policy, and guidance.

For example, topics Ryan White Data Support addresses include:

- The intention of this reporting requirement.
- How to calculate the number for [X] field.
- Interpretations of RSR Instruction Manual.
- Policy questions related to the data reporting requirements.
- Validation questions that deal with incorrectly entered data.
- Understanding grantee-provider contractual changes and the implications for data reporting (e.g., see p. 12 of RSR Instruction Manual, v. 1.3).

CAREWare Assistance **CAREWare Help Desk**

1-877-294-3571 (12pm-5pm EST, M-F)
cwhelp@jprog.com

The CAREWare help desk addresses issues pertaining to the CAREWare data collection system.

Topics the CAREWare Help Desk addresses include:

- How to generate the XML file correctly.
- How to view a sample of the client summary data.
- Creating custom reports

IT Systems Support **HRSA Call Center**

1-877-466-4772 or 301-998-7373
(9:am-5:30pm EST, M-F)
CallCenter@HRSA.gov

The HRSA Call Center (HCC) addresses RSR software -related questions. For example, topics HCC addresses include:

- RSR System questions.
- Validation questions related to the RSR Computer Application.
- XML upload problems.
- Bug/defect reporting.
- EHB integration.
- EHB questions/issues/access problems.
- Workflow and status questions.
- Distributing copies of the XML schema.
- Guidance on choosing which software option is best for grantees given their current data system and resource capacity.