

# Ryan White Services Report

---

## Getting Ready for the RSR

2010 Grantee Training



# Outline of Today's Presentation

---

- Developing a Training Plan
- Developing a Submission Plan
- Developing a Communication Plan



# Discussion

---

- Did you train your staff and Providers for the first annual submission of the RSR?
- Did you use the TA resources?
- What worked, what didn't?
- What would you like to do better?



# Training Your Staff and Providers

---

## Exercise 1

- Write down a bulleted list of items where the RSR submission process stalled or broke down or could be improved for your staff or Providers in the last reporting period.

# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Step by step resources for training your staff and Providers
  - Can be used for any step at any time, depending on where your staff or Providers are in the process

# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Define key players (staff and Providers) who are part of the RSR reporting process.
  - Who should have been part of the process, but wasn't?
  - Review with key players the process for collecting, storing, extracting, mapping and submitting the data.



# Training Your Staff and Providers

---

- Exercise 2
  - List your key players (staff and Providers) who are part of the RSR reporting process. Include:
    - Data entry staff, Program Managers
    - System Managers, and IT staff
    - Provider Data Managers or staff
    - Staff responsible for submitting the report
    - Staff or external partners who should've been included, but weren't



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Review the RSR Reporting Requirements and Timeline with your staff and Providers!
  - Review Funded vs. Eligible scope, if necessary
  - New Grantee or Provider? Review the matrix that specifies who reports (and therefore collects) data under three categories: client demographics, core services, and support services.



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - New staff responsible for submitting the RSR Report? View the webcast *Managing the RSR Deliverable*.

# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Review with staff what's required for the Grantee Report
  - Review with staff how to use the reporting system for the Grantee Report
  - Review with Providers what's required for the Provider Report
  - Review with staff or Providers how to use the system for the Provider Report



# Training Your Staff and Providers

---

- Exercise 3
  - Fill in the Staff and Provider list with the Resources we've discussed so far for the staff and providers who are involved in data collection, and program management.



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Disseminate the Instruction Manual to staff and Providers, along with the Instruction Manual Supplement. *\* There is a copy in your binder.*
  - Both manuals provide detailed information on what's required in the all three reports, different scenarios for reporting, and technical information.



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - What's changed in the RSR System and the XML Schema since last year? Review with staff or Providers using the webcast to show them what's different.
  - Make sure technical staff have the Data Dictionary, which provides structural and content information on the data elements for the client level data report.



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - The XML Schema has been updated! Give the newest XML Schema to your IT or Technical staff.
  - If your IT or Technical staff or Provider needs more information on the XML Schema, view the webcast on the *XML Schema and T-REX*.



# Training Your Staff and Providers

---

- The RSR Training Booklet
  - Your IT or Technical staff or Provider should understand the merge rules for the XML Upload.
  - View the webcast on *Merge Rules and the XML Upload*.

# Training Your Staff and Providers

---

- Exercise 4
- Fill in the staff and Provider list with the technical resources we've just discussed that are appropriate to them.



# Training Your Staff and Providers

---

- RSR Training Plan
  - Review the list you've created, you now have the outline of a training plan
  - Next step: set “due dates” for reviewing



# Training Your Staff and Providers

---

- An RSR Submission Plan will help you:
  - Effectively manage the RSR reporting deadlines
  - Communicate deadlines and expectations to your staff and Providers
  - Identify trouble spots or activities that may require more time, resources or technical assistance
  - Request and set up technical assistance in advance of the due date
  - Plan for next year, and how to improve the process

# Training Your Staff and Providers

---

- Exercise 5
  - Developing an RSR Submission Plan
  - Base the plan on the RSR Reporting Requirements and Timeline
  - See the sample plan for examples of activities and due dates



# Training Your Staff and Providers

---

- An RSR Communication Plan will help you:
  - Know when to check in with staff and external partners on their RSR task status
  - Learn of any complications or difficulties staff are having in completing their tasks
  - Adjust the plan to address any complications in a timely manner so that reports are submitted on time



# Training Your Staff and Providers

---

- Exercise 6
  - Developing an RSR Communication Plan
  - Base the plan and dates on your RSR Submission Plan
  - See the sample RSR Communication plan for a sample list of activities and dates
  - Inform staff and Providers of the plan, and your role and responsibility in communicating with them

# Resources

---

- The TARGET/RSR page has webcasts, documents, announcements and tools to assist you in the RSR submission process

<http://careacttarget.org/rsr.asp>

- Sign up for the RSR Updates Emails to receive news, announcements, and updates on resources.

