

RSR System Update

The Ryan White Services Report System (RSR System) will not be able to accept Provider Reports or Client Record Uploads until August 1. We are using this notice to inform grantees, providers and HAB program staff.

We regret any inconvenience this causes grantees or providers. The reason for this delay is a need to improve the software so that second level providers will be able to report more easily. We are doing this because several providers had problems.

Providers will be able to work on their reports, review, validate and upload client data. The only function that will not work is “submit.” All providers that attempt to submit a report before August 1 will find a popup message that reminds them of the revised submission start.

Because this is an interim report, HAB does not believe a new interim due date should be established.

If you have any further questions, please contact the RSR.TA@sphereinstitute.org

Once again, we regret the inconvenience; we expect this work will give providers a stronger and more stable reporting system.