

Program-Related Questions

HAB Project Officers

Project Officers support grantees in the following ways:

- Assisting grantees with TA requests and submitting formal TA requests on behalf of grantees;
- Educating grantees on the RSR, such as definitions of data elements and which grantees/providers answer which questions, and referring grantees to the appropriate sections of the Instruction Manual;
- 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.

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 help desk addresses include:

- How to generate the XML file from CAREWare correctly;
- How to view a sample client summary file;
- Creating custom reports.

Dates to Keep in Mind

December 5, 2011:

System opens for grantees to begin work on their 2011 RSR Grantee Reports

January 3, 2012:

System opens for providers to begin work on their 2011 RSR Provider Reports and upload client-level data files

January 30, 2012:

All Grantee Reports must be in "Certified" status by 6:00 PM ET. After this deadline, grantees must contact Data Support to make changes to or certify their Grantee Reports

March 5, 2012:

Target submission date for all Provider Reports and client-level data files. Provider Reports should be in "Review" or "Submitted" status

March 19, 2012:

Last day for grantees to return Provider Reports and client-level data files to providers for changes/corrections

March 26, 2012:

All 2011 RSRs must be in "Submitted" status by 6:00 PM ET

Technical Assistance for the Ryan White HIV/AIDS Program Services Report

Who to Contact for RSR Technical Assistance



HIV/AIDS Bureau, Division of Science and Policy, Health Resources and Services Administration, U.S. Department of Health and Human Services

Grantee Infrastructure Development

DART Team

Data.TA@cicatelli.org

The DART Team addresses questions regarding:

- Significant assistance to meet data reporting requirements:
 - * Helping grantees who do not know what to do or where to start;
 - * Determining if grantee systems currently collect required data;
 - * Assisting grantees in extracting data from their systems and reporting it using the required XML schema;
 - * Connecting grantees to other grantees that use the same data systems.
- Data quality:
 - * Supporting grantees in analyzing their Completeness Reports;
 - * Communicating data quality issues to grantees and supporting them in making improvements.
- Providing TA on the encrypted Unique Client Identifier (eUCI) Application.

Essential Data Steps

Data Academy

www.careacttarget.org/dataacademy

Data Academy was created for Ryan White HIV/AIDS Program grantees and service providers. The web-based training modules help grantees understand and use the seven essential data steps.

Report Administration

Ryan White HIV/AIDS Program Data Support

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

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 Grantee Report, Provider Report, and client-level file;
- Policy questions related to the data reporting requirements;
- Data-related validation questions;
- Grantee-provider relationships and the implications for data reporting.

Ryan White Data Support also assists grantees with:

- Setting up Grantee Report contract lists in the RSR Web System;
- Amending Grantee Reports after the final Grantee Report submission deadline;
- Requests to return Provider Reports to 'Working' status in the RSR Web System;
- Requests for provider registration codes;
- Adding a new organization to the RSR Web System provider directory;
- Requests to un-duplicate agencies in the RSR Web System provider directory.

IT Systems Support

HRSA Contact Center

1-877-464-4772 (9am-5:30pm ET, M-F)
CallCenter@HRSA.gov

The HRSA Contact Center directs RSR software-related questions to SAIC.

Topics addressed include:

- Electronic Handbook (EHB) Integration:
 - * EHB registration;
 - * EHB access and permissions;
 - * EHB submission statuses.
- RSR Web System navigation:
 - * Workflow and status questions;
 - * Generating print-ready versions of RSR reports.
- Report validation and troubleshooting:
 - * Understanding validation errors, warnings, and alerts;
 - * XML upload problems;
 - * Bug/defect reporting.
- Distributing copies of the XML schema.
- Guidance on choosing which software option is best given a grantee's current data system and resource capacity.

TARGET Center Website

Technical assistance for the Ryan White community

www.careacttarget.org/topics/rsr.asp