Access and Logging In Questions

1. How do I access the RSR Client-Level Data (CLD) XML Upload Test Application?

You may access the application at: https://perf-test.hrsa.gov/HAB/RsrXmlImport/

2. I went into the Electronic Handbooks (EHBs), and I don't see my RSR CLD XML Upload Test. What should I do?

The application is not part of the EHBs. You cannot log in through the EHBs. All users must login at the RSR CLD XML Upload Test Application website at:

https://perf-test.hrsa.gov/HAB/RsrXmlImport/

3. Can I use my same credentials (User Name & Password) in this system as I use in the EHBs?

For security reasons, it is inadvisable to use the same passwords to access multiple systems. However, you may use any User Name and Password that you like (including the same credentials as you use in EHB) as long as they meet the username and password requirements in the test system:

User Names:

- At least 4 characters and no more than 10 characters in length;
- May only contain letters and numbers.

Passwords:

- At least 8 characters and no more than 20 characters in length;
- Must contain at least one lowercase letter, at least one uppercase letter, at least one number and at least one special character.

Keep in mind that this system is independent of the EHBs and the RSR Web Application System – so you must register in this system.

To register:

1. Visit the RSR CLD XML Upload Test Application website at: https://perf-test.hrsa.gov/HAB/RsrXmlImportTest/
2. You may receive a website security certificate error notice. If you do, proceed to the RSR CLD XML Upload Test Application by selecting "Yes" to continue.
3. You will receive a U.S. Government Information System Rules of Behavior Warning. You must acknowledge these Rules of Behavior by selecting "OK" to access the system. Once you have done so, you will be presented with the Login page.
4. Select the "Create Account" Link.
5. Enter your information into the account registration form.
6. Select the "Create" button. If the Account was created successfully, you should see a "success" message. If any of the information is incorrect, you should see an error message telling you what needs to be corrected.
7. Select "OK" to clear the Account Creation message.

For additional information about registering a user account, see the RSR CLD Upload Test User Manual available on the TARGET Center website at http://www.careacttarget.org/rsr.asp

Navigation and Technical Questions

4. I uploaded my client-level data file and the system shows an accurate client count in the "clients" column. Am I finished? Do I need to submit?

No, you do not need to "submit" your client-level data. Once you have successfully uploaded your client records, it is important for you to print out your Upload Confirmation Report to make sure that your client information is correct. However, there is no link to "submit" the data. As long as you have confirmed and demonstrated your ability to collect and report (via compliant XML file upload) client-level data, you have completed the test. You may log out of the system.

5. Can I delete the data I have uploaded and replace it with a new file?

Yes, you may clear the client records you have uploaded, and upload a new file. To clear your clients and upload a new file, click the "Upload" icon. Make sure to check the checkbox indicating that you would like to "clear clients prior to upload" and upload your new file. The previously uploaded client records will be removed, and the number of clients displayed in the system should match the number of client records included in your latest upload.

6. Once I have uploaded data, can I add more data?

Yes. If you have already uploaded client level data and want to add more records, simply repeat the upload process and upload an additional file. Additional client records will be added to your data, while those previously uploaded will be retained. If you upload additional records for the same client, the system will add or replace values for that client based on certain substitution rules. For a description of these rules, review the ***RSR In Focus: Understanding Client-Level XML Import Rules for Merging Records***, accessible at:

http://www.careacttarget.org/library/RSR_In_Focus_Rules_for_Merging_3.pdf

You also may wish to review slides 25-26 of the "Client Level Data Uploads and Merge Rules" Webcast, broadcast April 13, 2010 and archived on the Target Center, at

http://www.careacttarget.org/library/media/datacollection/RSRMergeRules.pdf

7. How do I review the data that I (or my provider) have uploaded?

Once you or your providers have uploaded client-level data, you can review the data using the Upload Confirmation Report, which provides information such as totals for demographic and service information. To review the Upload Confirmation Report for a provider, click on the icon under the "Print" column for that provider.

8. How do I "Accept" the data that my provider(s) have uploaded?

You do not need to "accept" the report as you do with the RSR annual report. Once your providers have successfully uploaded their client records, you have met the requirement.

9. How do I request that my providers make changes to their data?

If you have questions or concerns about the data in your provider's submission, please contact your provider directly; you can instruct your provider to upload a revised CLD file any time before the September 24 deadline.

10. The list of providers in the RSR CLD XML Upload Test Application doesn't include all of my funded providers. Where are all the other providers?

The list of providers that you will see when you log into the RSR Client-Level Data XML Upload Test Application will not include providers who successfully uploaded client-level data during the 2009 annual reporting period. The list is limited to provider organizations who a) were identified on your 2009 RSR Annual Grantee report as funded for core or support services and b) did not upload client-level data for the 2009 annual report.

11. Where is my RSR Grantee and/or Provider Report?

HAB has decided to conduct the RSR CLD Upload Test in lieu of requiring a 2010 Interim RSR submission. Grantees will not need to complete a RSR Grantee Report and providers do not need to complete a RSR Provider Report. This is only a test that will confirm that the listed providers demonstrate their ability to collect and report (via compliant XML file upload) client-level data.

XML and Vendor Questions

12. What is an XML File?

XML is a file format based on the extensible markup language and is used as a standard format for sharing data between applications. For the RSR, a specific format, or "schema," has been developed that provides the required format for uploading all of the required RSR data elements.

13. None of our providers have previously had to report client level data, and we are not familiar with the requirements for creating a properly formatted XML file. How can our providers create the required file for upload?

If your providers use one of the "participating vendor" software products, the current versions of those software programs include the ability to export a client-level data file in the required XML format. Participating software vendors include:

- AIRS
- ARIES
- CAREWare
- Casewatch Millennium
- CHAMP
- eClinicalWorks
- eCOMPAS
- LabTracker
- Provide Enterprise

If your provider uses a software system that is not listed above, including a custom-built/home-grown system, options for creating the client-level data file include:

- Obtaining one of the above-listed systems and exporting data for the first 6 months of 2010 from their current system into the participating-vendor system, then creating the XML file. Continuing to use the participating vendor system throughout the remainder of 2010 will enable the provider to create the 2010 annual data file for the next reporting period as well without having to go through the export process again.

- Obtaining HAB's Tool for RSR Export (T-REX) and exporting data for the first 6 months of 2010 from their current system into T-REX, then using T-REX to create the XML file.

Because T-REX is designed only to create the client-level data file from imported data this process must be repeated for each reporting period.

14. Our provider's client data are stored in an Excel or Access database. Can we save this file as an XML file and upload that?

No, the file must be formatted in accordance with the XML schema specifically designed for RSR. Any XML file will not do, it has to be properly formatted.

15. Our provider uses one of the "participating vendor systems" (listed above), but we are not sure how to export the required file. What should we do?

Please contact the vendor for instructions on creating the client-level data file. Contact information for all participating vendors is available at: http://careacttarget.org/library/Vendor_Status_and_Contact_Information.pdf

16. Our provider does not use one of the "participating vendor systems" (listed above), but they have a computer programmer on staff. How can they create the file?

One option is to use the T-REX tool. The T-REX tool and accompanying documentation can be downloaded from: https://performance.hrsa.gov/HAB/RSRFiles/

After the programmer has reviewed the technical information, if he or she has questions about how to use T-REX, his or her questions can be directed to the RSR Technical Lead Michael Dols, at Michael.j.dols@saic.com

17. Our provider does not use one of the "participating vendor systems" (listed above), and has no programmers on staff who are able to program an export from their data collection system into T-REX or another tool. What should we do?

More intensive technical assistance may be available, on a case-by-case basis, from the SPHERE/Abt technical assistance staff. To seek this level of assistance, contact: RSR.TA@sphereinstitute.org

18. How are my clients' data being protected?

HAB requires the use of the Encrypted Unique Client Identifier (eUCI) to help protect your client's data. The eUCI is a one-way, irreversible, encrypted version of the UCI. All of the participating vendor products, as well as T-REX, have an embedded eUCI generator, so they take care of creating the eUCI for each client record for you. For more detailed information on the eUCI (as well as XML) see the Tuesday, February 16, 2010 Target Center Webcast "XML Overview and T-REX" which can be found at: http://www.careacttarget.org/library/media/datacollection/RSRTrex.pdf

19. We or our provider have realized that we have not been collecting all of the required RSR data elements in the first six-months of 2010. What should we do?

Please contact TA partner SPHERE/Abt at: RSR.TA@sphereinstitute.org**.**

Eligibility and Program Related Questions

20. **We (or our provider) uploaded client-level data for the 2009 interim reporting period but not for the 2009 annual period. Do we (or our provider) have to participate in the summer upload test?**

    YES. If you (or your provider) were funded for core or support services, and did not upload client-level data for the 2009 annual reporting period, you are required to participate even if you uploaded data for the 2009 interim reporting period.

21. **Our grantee organization funds multiple providers who use the same software system. During the 2009 annual reporting period, we uploaded client-level data for some of our providers (those who delivered one or more of the "Big Three"). However, we did not upload client-level data for those providers who deliver other core or support services. Since we've already demonstrated our ability to upload client-level data during the 2009 annual reporting period, do we still have to participate in the summer upload test?**

    YES. HAB wants grantees to ensure the readiness of all providers to report client-level data. Even if one or more of your funded providers have uploaded client-level data in the past (or if you, as the grantee, did the upload yourself) you are still required to ensure the upload of client-level data during the summer test period for all providers who deliver core or support services and who did not upload client-level data in the 2009 annual reporting period.

22. **We (or our funded providers) don't provide clinical services. How will we provide the clinical data for our clients?**

    If you do not provide clinical services, you are not expected to supply that data. (In other words, after question 45, stop.) The data elements reported per client are determined by the specific RWHAP-funded service(s) the client received at your agency. See the chart "Required Client-Level Data Elements for RWHAP Eligible Services" in Appendix A of the RSR Instruction Manual to determine the minimum client-level data elements that will be reported for a client based on the RWHAP-funded service(s) he or she received. The instruction manual can be accessed on the HAB Website at: http://hab.hrsa.gov/manage/RSRInstructionManual.pdf

23. **What will HAB do with the interim data that are being uploaded as a part of the summer upload test?**

    The data submitted during the "Summer Test" for the first six-months of 2010 will be used by HAB, its grantees, and contractors to assess "readiness to report" and to identify grantees and providers who may need assistance with improving their data completeness or quality. The data will not be used to evaluate program performance are not are not considered an "official" submission.

24. **I believe that one (or more) of our funded providers who is on the list for participation in the summer test should be exempted from reporting. How do I submit the request?**

    All exemption requests are processed by Data Support. To submit an exemption request, send an email to Data Support at ryanwhitedatasupport.wrma@csrincorporated.com. Please include your contact information, your provider's name, and the reason why you believe the provider should be exempted from participating in the summer upload test.

25. **My list of providers required to report is either incomplete or incorrect (a provider organization needs to be added or deleted from the list). Who do I contact?**

    Contact Data Support at ryanwhitedatasupport.wrma@csrincorporated.com to request additions to or deletions from your list of providers.