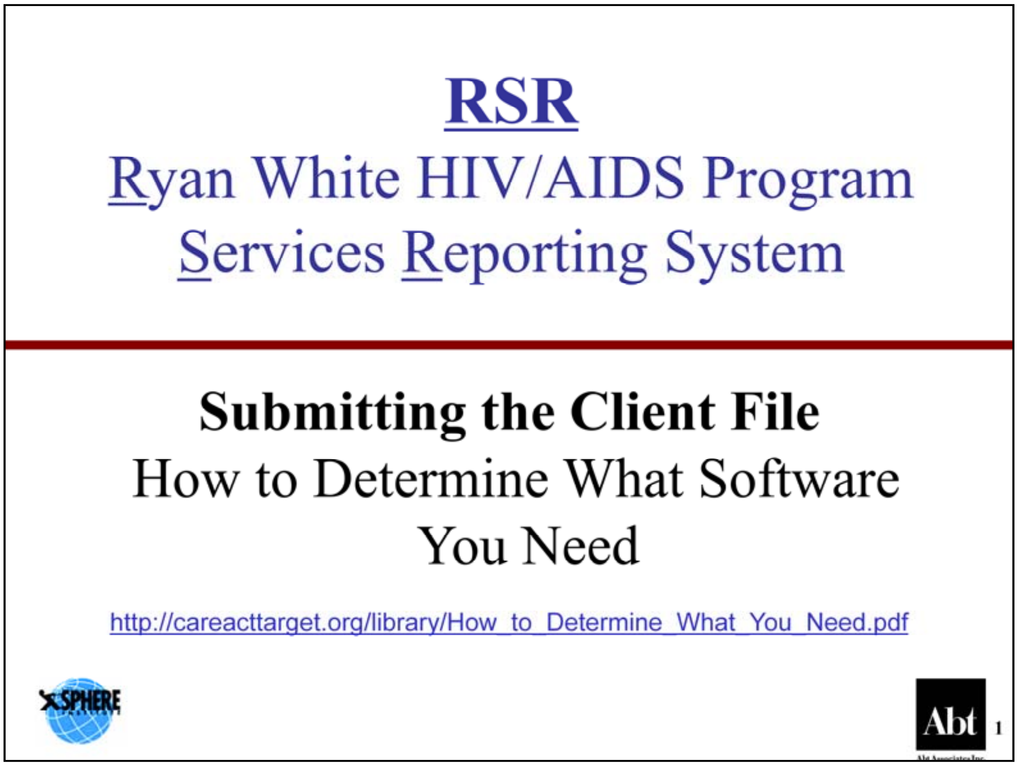


Welcome to today's Webcast titled: "Submitting the Client File: How To Determine What Software You Need"

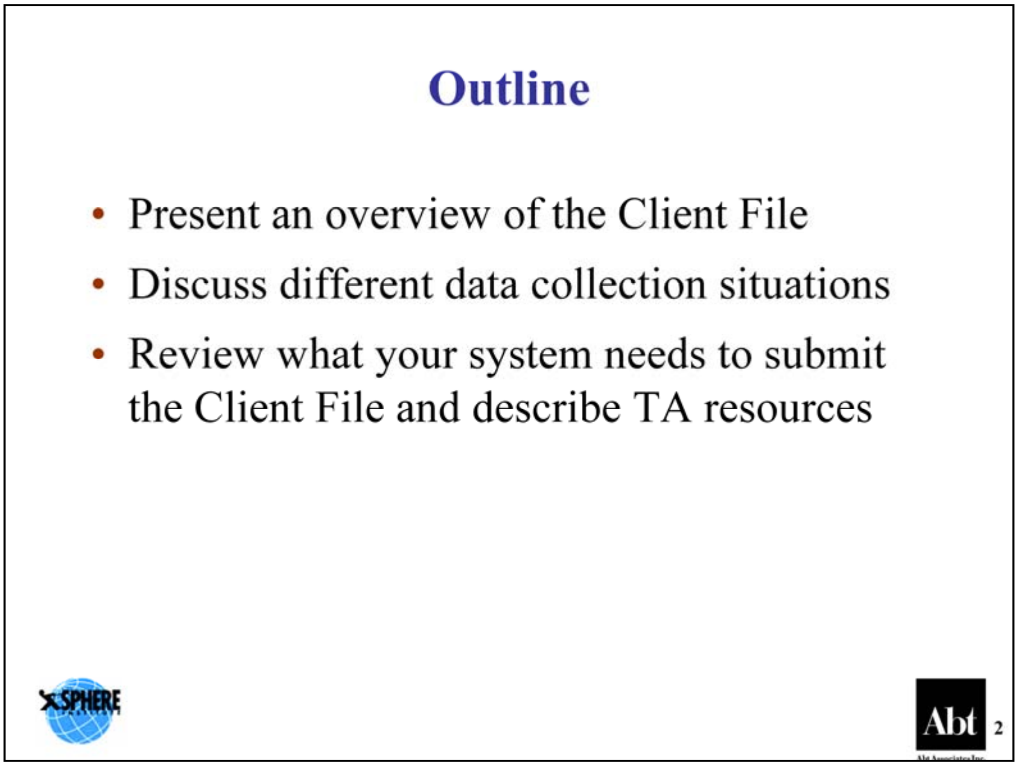
My name is Peggy O'Brien-Strain, and I am a member of the SPHERE/Abt team, one of several groups engaged by HAB to provide training and technical assistance to Ryan White grantees during the implementation of the RSR.

Thank you so much for joining us today!

This webcast is part of HAB's ongoing series designed to assist Ryan White grantees in transitioning to the RSR system. Today's Webcast is presented by Ellie Coombs. We hope to help you understand how you can successfully submit the Client File depending on your current system and resources. In particular, we hope this presentation will help identify next steps for those of you who are unsure if your data systems meet the RSR requirements.

The content of this webcast can also be found on the How to Determine What You Need document on the TARGET Center Website. The link to this document is provided on the slide.

We will have a question and answer period at the end of the presentation. At any time during the presentation, you will be able to send us questions using the "Chat" function. You will also be able to call in to ask questions over the phone line at the end of the presentation. Now I will turn over to Ellie for the presentation.



During this webcast, we first provide an overview of the Client File, highlighting what it contains and what submission entails.

We then present five different data collection situations, so you can determine the next steps that apply to your situation.

Then, we will review what features your software system needs to include to submit the Client File and what resources are available to help you incorporate these requirements.

What Is the Client File?

- One of three components of the RSR
- Captures de-identified client-level demographic, service, and clinical data
- Electronic file with a record for each client
- Uploaded in XML format
- Submitted by providers, summary data is reviewed and approved by grantees

As you all know, the RSR is composed of the Grantee Report, Provider Report and the Client File. This webcast focuses on submitting the third component – the Client File.

So, let’s go over exactly what the Client File is.

If you are one of the “Big 3” in that you provide outpatient/ambulatory care, medical case management or non-medical case management in 2009, you need to submit de-identified client-level demographic, service, and clinical data.

Rather than *filling out* the Client File for the RSR, like you will do for the Provider Report and the Grantee Report, client-level data are provided as an electronic file, with a record for each client. You must upload these data to the HAB server in a specific XML, or eXtensible Markup Language, format. XML is a simple and widely adopted method of formatting data so that it can be exchanged across different computer platforms, languages, and applications.

The Client File is submitted to the HAB server by providers to be reviewed and approved by grantees before the submission deadline.

Submission Deadlines for the Client File

- 2009 data will be submitted twice:
  - January to June data
    - Providers submit initial Client File by Sept 1 and any requested revisions by Sept 8
    - Grantees approve Client File by Sept 15
  - January to December data dates to be determined
- The second data submission includes the Jan-June period again, so you can improve data quality over time

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For 2009 data, you will submit the Client File twice; once with data from January to June and again, with data for the entire year.

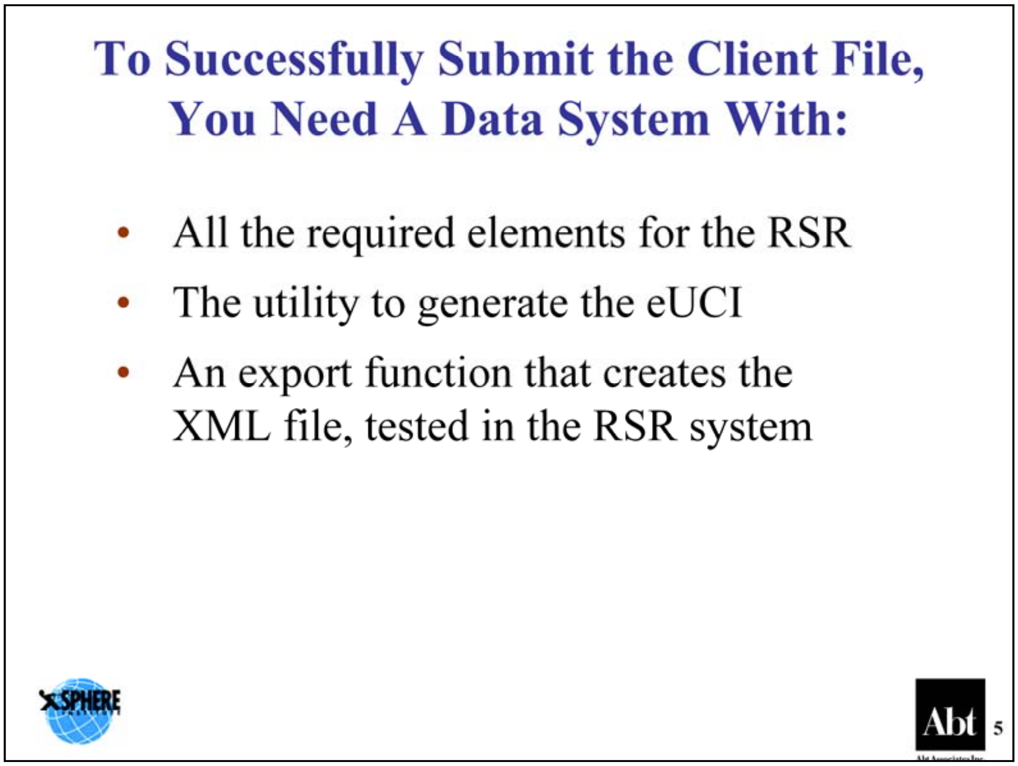
The submission deadlines for the January to June data are as follows. Providers must submit an initial Client File to the HAB server for grantees to review by September 1st, but can start submitting this file any time after July 16th.

As a reminder, grantees will not be able to access any client-level data when they review the Client File providers submit. Grantees will only see summary information.

Providers must then make any revisions that their grantee requests and submit the final Client File by September 8th. Grantees have until September 15th to approve the Client File.

The submission deadlines for the January to December data are still to be determined.

Please note that the second batch of data includes the January to June period again, so don't worry if your first batch of data is incomplete. You will have time to improve its quality during the rest of the year.



Your software system must have the following to successfully submit the Client File:

- All the required data elements for the RSR
- The utility to generate the eUCI
- The XML export, tested within the RSR system

But, don't panic! Some or all of these requirements may already be taken care of for you. What *you* need to do depends on your current system. Some providers are using what we call RSR-Ready software systems, which are putting the final touches on the client-level data XML export function, while other providers don't collect electronic data at all.

So to help you determine what software option is best for you and the action you need to take, we've identified five different data collection cases. These are intended to represent common data collection cases; I am sure that there are other situations that apply to some of you.

Don't Consider RSR Requirements in Isolation

- National move towards electronic medical records
- RSR system developments should match your organization's long term data management strategy
- Raise HRSA requirements as part of IT planning

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Before we discuss these cases, be sure to consider how your preparations and system upgrades for the RSR relate to larger data management trends at your organization and at the national level, such as the recent push towards electronic medical records.

Additionally, it is important for you to raise HAB reporting requirements with your IT planning staff so that you are involved in emerging data policy decisions. For example, good EMR solutions should be adaptable to meet RSR requirements.

Outline

- Present an overview of the Client File
- Discuss different data collection situations
- Review what your system needs to submit the Client File and describe TA resources

Let’s now discuss some common data collection cases.

Five Common Cases

1. You use one “RSR-Ready system” for all your client data
2. You don’t have *any* electronic data system
3. Your system captures all the required RSR data, but isn’t “RSR-Ready”
4. Your system doesn’t capture all the required RSR data
5. You and your subproviders use different systems for some clients or some services

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This slide presents five common data collection cases that may apply to your organization.

• You use one of the RSR-Ready systems

•You don’t collect client level data electronically

•You have a system that collects all the required fields, but its not RSR-Ready

•Your system does not capture all the required data

•And lastly, you and your subproviders are not using the same system

For each of these cases, we are going to talk through what actions you need to take before the submission deadlines.

Case 1: You Use One RSR-Ready System for All Your Client Data

- **RSR-Ready Systems:** AIRS, Allscripts, ARIES, CAREWare, Casewatch Millennium, CHAMPS, eCOMPAS, Labtracker, Provide Enterprise
- You should be all set!
  - Make sure you are collecting all required data
  - Check out "vendor information" on TARGET Center CLD page for build updates

If you use AIRS, Allscripts, ARIES, CAREWare, Casewatch Millennium, CHAMPS, eCOMPAS, LabTracker, or Provide Enterprise, you do not need to take action at this time because these are RSR-Ready systems. Just make sure you are collecting the required data.

SAIC is working with your vendor to make sure it captures all necessary data elements, creates the encrypted Unique Client Identified or eUCI, and creates the XML file for easy upload.

An update of vendor progress is posted on the TARGET Center website – be sure to keep an eye on this document for build updates from RSR-Ready vendors.

Case 2: You Don't Have An Electronic Data System

- The RSR client level file is an electronic file – you cannot simply go through case files to report
- Excel, Access, other commercial systems, custom built systems could all be adapted for the RSR (Case 3)
- Consider adopting an RSR-Ready system
  - Find vendor contact information under "vendor information" on TARGET Center CLD page
  - Consider which system works best for all your data needs, not just the RSR requirements

If you do not currently collect data electronically (in any format), consider adopting an RSR-Ready system. If you would like to learn more about each vendor, you can find contact information on the TARGET Center website under "Vendor Information". Remember the larger data management context when selecting the system that works best for you.

If you are worried about cost, HAB offers CAREWare and CAREWare Lite free of charge, which are available for download on HAB's website. Resources are also available through the website to help you train your staff on the new system.

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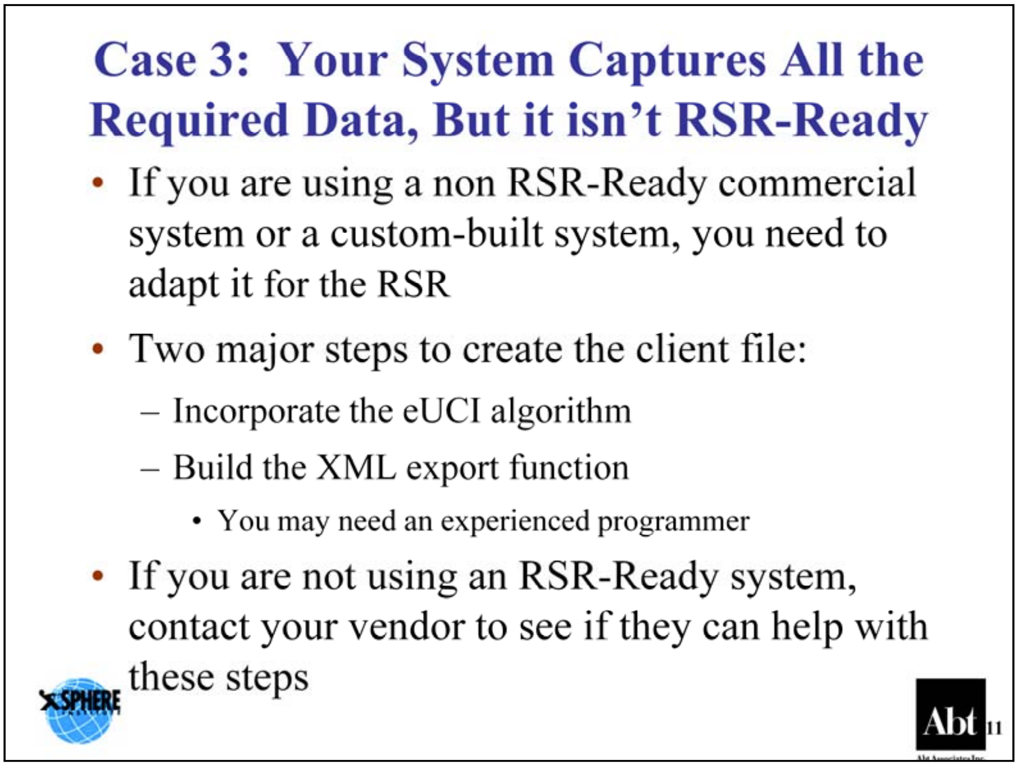


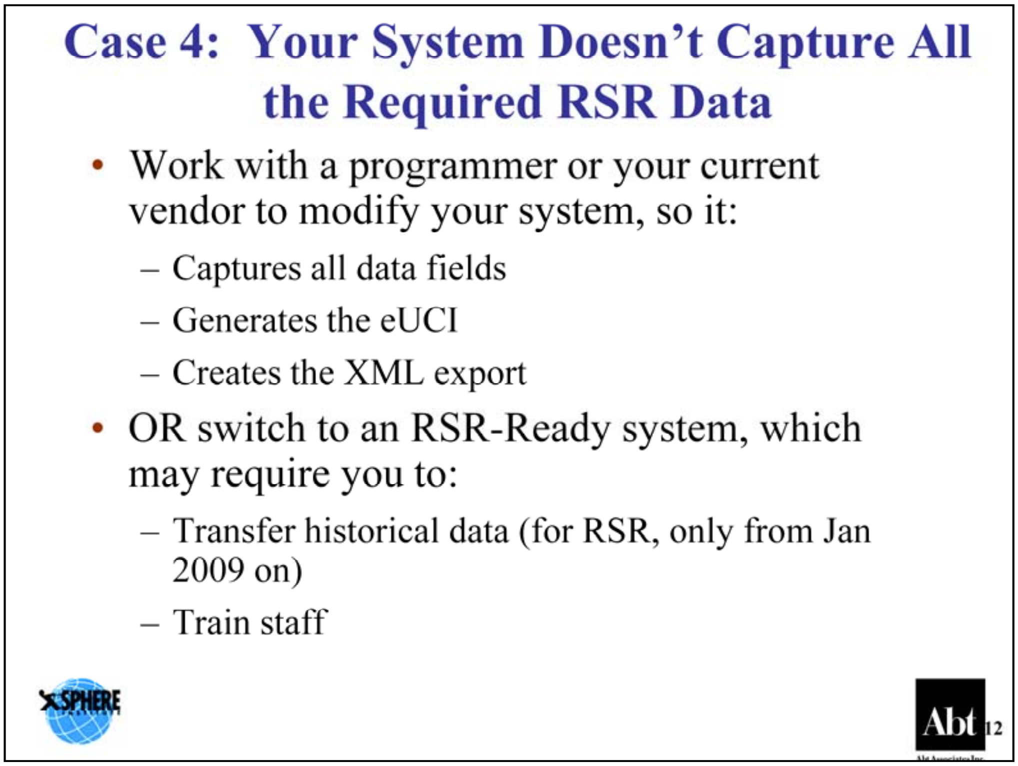
If you don't have an RSR-Ready System, but you are currently collecting *all* necessary data elements for *all* of your Ryan White clients and funded services electronically – Case 3 – you need to do two things:

First, you must incorporate the eUCI algorithm. Contact the SPHERE/Abt team to access the eUCI.

Second, you need to build the XML export. If your organization uses a custom-built system, a programmer needs to write a program that extracts data in the layout required for the client-level data XML upload. If you use commercial software, contact your vendor to talk about strategies for the XML upload. Some vendors that are not building RSR functionality may still be willing to provide consulting services to help you with system modifications.

The HAB and SPHERE/Abt team is considering the possibility of creating a general crosswalk utility for the XML conversion and will keep you posted on its development.

Remember, you can also use the discussion boards on the TARGET Center website to contact fellow providers and grantees that use your system to talk about XML solutions and strategies.



If you are currently capturing some data on *all* of your Ryan White clients but you are missing required RSR data elements, you have two options depending on your resources.

First, you can either modify your current system to capture all required data elements, generate the eUCI, and create the XML file. As in case 3, this may require working with a programmer or with your current vendor. Since the data collection period started on January 1 2009, you may also want to adopt an RSR-Ready System temporarily while you are modifying systems to avoid significant data entry later.

Second, you can switch to an RSR-Ready system. You will need to transfer historical data from your existing system (only from Jan 2009 for the RSR) and train staff on the new system if you decide to switch. However, if you use your existing system for a broad set of services, beyond Ryan White funded programs, or as part of a larger system of care, switching may not be the best choice.

Case 5: You and Your Subproviders Use Different Systems

- There are multiple ways in which this could occur:
  - You have multiple subproviders, each collecting all required data, but not in the same system
  - You have multiple subproviders, but one or more do not collect all the required data

Many of you likely have subproviders that are not using the same software system that you are using. This situation could occur in a number of ways.

Your providers may collect all required data but just don’t use the same system as you do. Alternatively, your subproviders may not be collecting all the required fields which you are collecting.

If Your Subproviders Each Collect All Required Data

- Use an RSR-Ready system as an "aggregator"
  - Some systems have features to import data from multiple systems
  - The client data would then be aggregated in one system, which would be used to produce the client file
  - If none of the current systems are RSR-ready, CAREWare can be used just as an aggregator

If all the required data is being collected and it's just not in the same system, you can use an RSR-Ready system to aggregate this data.

Many systems have import features that combine data from outside systems. For example, CAREWare already contains the Provider Data Import feature, which allows you to import data from non-CAREWare users into a centralized system.

If neither you nor your providers' software system is RSR-Ready, CAREWare can be used as an aggregator and downloaded for free from the HAB website.

If Some of Your Subproviders Are Not Collecting All Required Data:

- Use an RSR-Ready system as a "complementary" system
  - Import existing data as in the "aggregator" situation
  - Also do original data entry in the RSR-Ready system to complete records as needed
    - May require duplicate data entry (two systems)
    - May require additional training
    - Select the RSR-ready system that best meets your needs

If your subproviders are not collecting all the required data and are not using the same system as you, you need to use an RSR-Ready system to complement to your existing system.

Not only will you use the RSR-Ready system to import existing data, you will also use it for collecting elements that are not currently being captured.

Remember when selecting an RSR-Ready system, you need to consider all your data management needs.

What You Need to Do To Submit CLD

	Fields in System	eUCI	XML Generated	Additional Activities
Case 1: Should be all set!	✔	✔	✔	
Case 2: Consider adopting an RSR system	✔	✔	✔	Train staff on new system
Case 3: Build XML export	✔	Need to do	Need to do	Test upload
Case 4: Modify current system	Need to do	Need to do	Need to do	Test upload
OR – Use an RSR-Ready System	✔	✔	✔	Train staff on new system
Case 5: Use RSR-Ready system as aggregator or complementary system	✔	✔	✔	Use or develop utilities to import/export data

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Let's go back to the three main requirements for submitting the Client File. This table presents what you need to do depending on the case that applies to you.

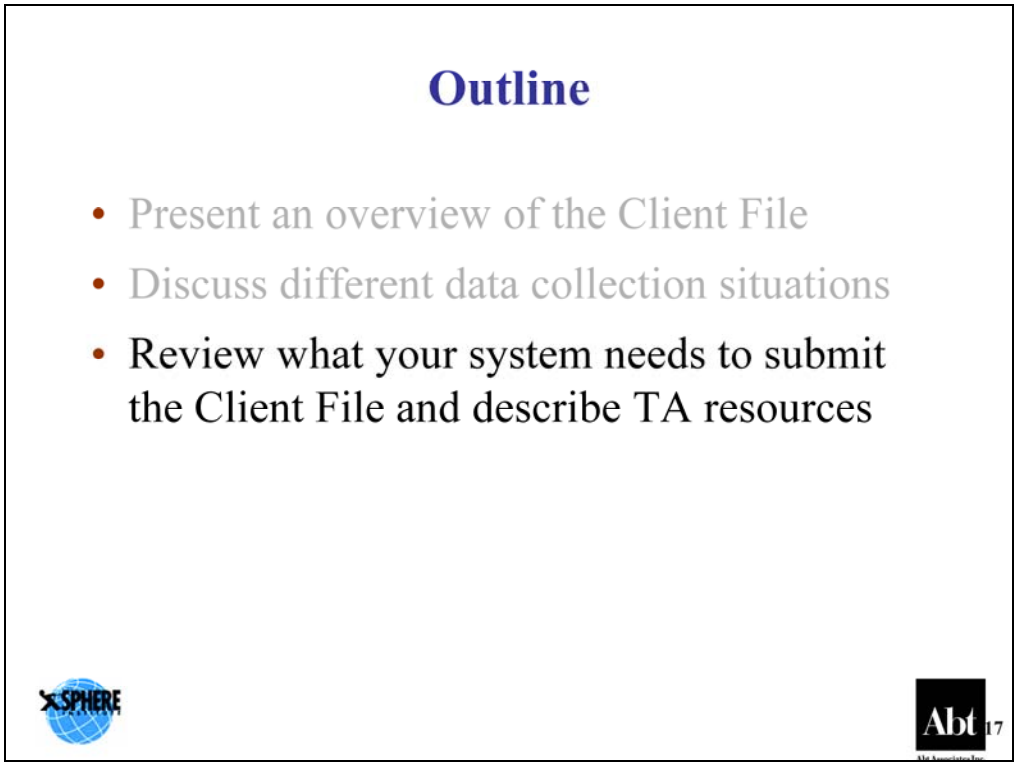
As you can see, if you already have an RSR-Ready system (Case 1) or are planning to adopt one because you do not currently collect data electronically (Case 2), all the requirements will be taken care of for you by your software vendor. But if you are in case 2, remember you will need to train your staff on using the new RSR-Ready system.

If case 3 applies to you, i.e. you are adapting a non RSR-Ready system, you need to install the eUCI algorithm, as well as build and test the XML export.

If you fall into case 4 - you are not collecting all the required data fields - you need to modify your current system. This means you must incorporate all the requirements. Alternatively, you can to adopt an RSR-Ready system, in which case the vendors will incorporate the requirements, but you will need to ensure staff are trained in the new system.

And finally, in case 5, if you and your subproviders use different systems, you must use an RSR-Ready system as an aggregator or to complement your existing systems. Again, the vendors will take care of the required features.

You may need to use or develop utilities to import and/or export data depending on your situation.

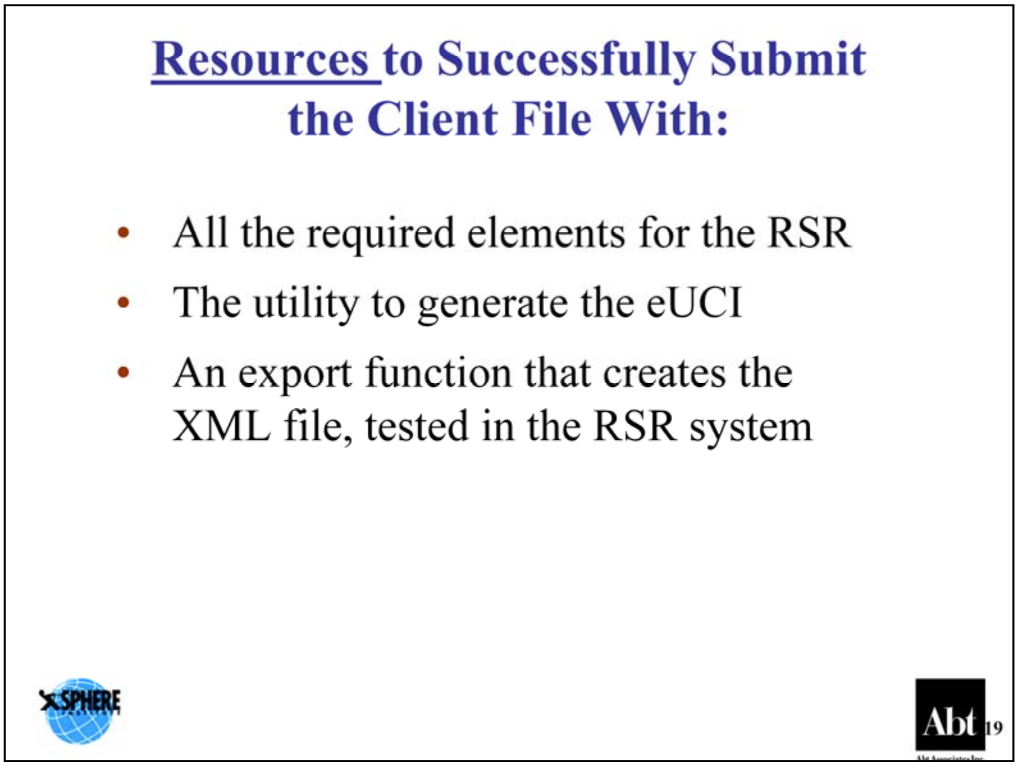


Now that you have an idea of your software options and what you need to do given each case, we will review with you the TA resources available to help you with this process.

RSR-Ready Software Vendors

- AIRS
- Allscripts
- ARIES
- CAREWare
- Casewatch Millennium
- CHAMPS
- eCOMPAS
- Labtracker
- Provide Enterprise

Just as a reminder, these requirements are being addressed by your vendor if you use an RSR-Ready system.



So let’s review the TA resources available to you for obtaining each of these three requirements.

All the required elements for the RSR

- Go to the TARGET Center website, and download:
  - The Instruction Manual Version 1.4
  - Required Data Elements for the Client Report
- For support with data element definitions and reporting logistics contact WMRA/CSR
  - 1-888-640-9356
  - rwdatasupport.wrma@csrincorporated.com

To understand which data elements are required for the RSR, go to the TARGET Center website and download:

1) The Instruction Manual - please note that version 1.4 of the Instruction Manual, an update of version 1.3, has recently been posted.

2) Required Data Elements for the Client Report. You will see that you are already collecting many of these data elements for the RDR.

If you need support related to data element definitions and reporting logistics, contact WRMA/CSR via phone or email.

The Utility to Generate the eUCI

- To access the application contact the SPHERE/Abt team
  - RSR.TA@sphereinstitute.org
- Also contact the SPHERE/Abt team for questions about systems development

The eUCI converts individually identifiable information, such as name and date of birth, to an encrypted string of letters and numbers.

To access the utility that creates the eUCI and for related technical support, please contact the RSR TA helpdesk (these emails will go to me). The SPHERE/Abt team can also provide support with additional system development questions you may have.

An Export Function that Creates the XML File, Tested in the RSR System

- Adapting a non RSR-Ready system: contact SAIC for a test upload before the submission deadline
- Using an RSR-Ready system: check the Vendor Information on TARGET Center website for build updates
- Contact SAIC for XML schema and export support
  - CallCenter@HRSA.gov
  - 1-877-466-4772

An XML export function must extract de-identified RSR required data elements from your database into a record layout that conforms with the RSR required Client File layout and convert it to an XML file.

If you don’t use an RSR-Ready system you must successfully test the XML upload before you submit data to HAB. Give yourself plenty of time so you can fix any problems that may arise before the submission deadline.

SAIC provides XML schema, export and testing support. The XML schema and the data dictionary can be found on the TARGET Center website.

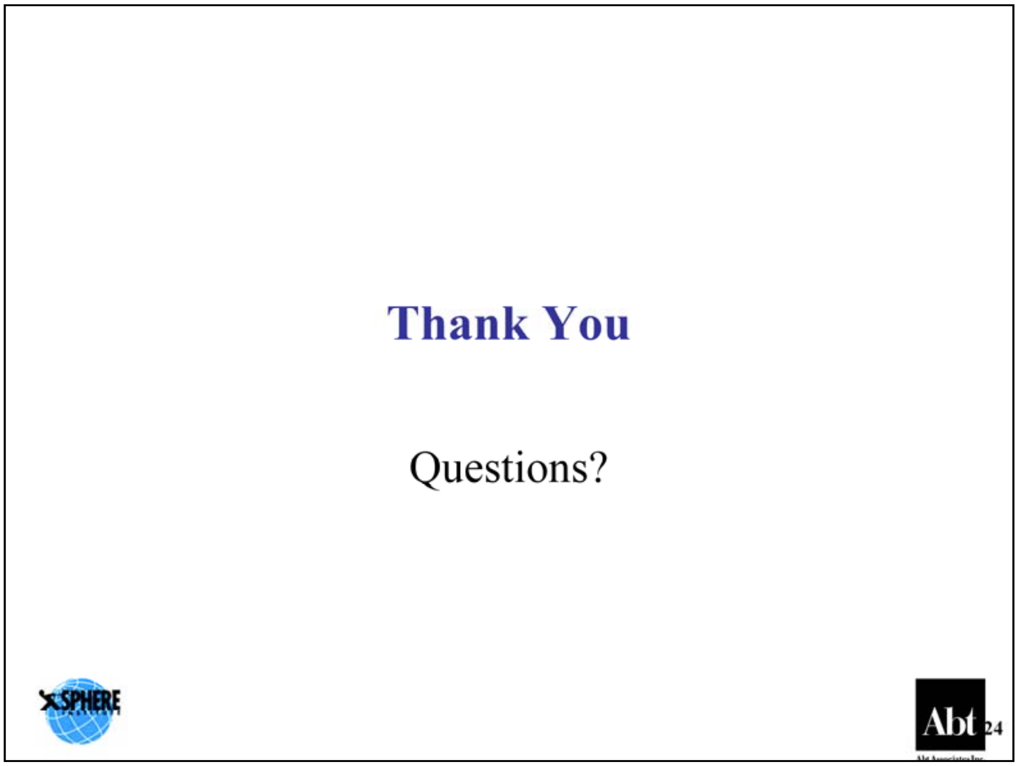
As I mentioned earlier, the TA team is considering the possibility of producing a general crosswalk utility for the XML conversion and we will have an answer regarding this utility for you by mid-July.

You Can Also…

- Use the TARGET Center website for additional resources and up-to-date information
  - Review the evolving Instruction Manual
  - Contact fellow grantees/providers to ask or share system solutions using the discussions groups
  - Consult the FAQs on topics such as reporting logistics and the eUCI
- Contact your project officer

Remember that there is plenty of helpful information regarding the RSR on the TARGET Center website, including the Instruction Manual, peer support from online discussions, and regularly updated FAQs.

Lastly, you can also contact your HAB project officer with questions.



We will now take some of your questions. If there is not an answer ready at hand for you, it will be researched and the answer will be posted on the TARGET Center Website

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Your questions were great and I want to emphasize that anything we did not answer today will be researched and the answer will be posted it on the TARGET Center Website

It is now time to bring this webcast to a close, but first I would like to thank you all for your participation.

…And before we close, I'd like to ask each of you to respond to a few brief evaluation questions. If you look on the right-hand side of your screen, you will see that the "Polls" bar has been added.

You'll see three questions there. Please take a moment to answer these questions before leaving the session. Your input helps us to assure and improve the quality of future webcasts.