

CAREWare Assistance

CAREWare Help Desk

1-877-294-3571 (12pm-5pm ET, 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.

Timeline to Keep in Mind

Fall, 2011:

- HAB will begin providing training to grantees
- HAB will assess readiness of grantees to collect and report client-level data

April, 2012:

- Updated CAREWare released

April 1 – September 30, 2012:

- First data collection period

October 1 – December 17, 2012:

- Timeframe in which data report is submitted to HRSA

Technical Assistance for the ADAP Data Report (ADR)

Who to Contact for ADR 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 related to:

- 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 system.
- Data quality:
 - Communicating data quality issues to grantees;
 - Supporting grantees in making improvements.
- Providing TA on the encrypted Unique Client Identifier (eUCI) Application.

TARGET Center Website

Technical assistance for the Ryan White community

www.careacttarget.org/topics/adr.asp

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 ADR-related content and submission questions. Topics include:

- Interpretation of the ADR Instruction Manual and HAB's reporting requirements;
- Allowable responses to data elements of the ADR Grantee Report and client-level file;
- Policy questions related to the data reporting requirements;
- Data-related validation questions.

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.

IT Systems Support

HRSA Contact Center

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

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

Topics addressed include:

- Electronic Handbook (EHB) Integration:
 - EHB registration;
 - EHB access and permissions;
 - EHB submission statuses.
- ADR Web System navigation:
 - Workflow and status questions;
 - Generating print-ready versions of ADR 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.