



**RSR Orientation Call: General Orientation**  
**Written Q & A Summary**  
**September 21, 2023**

This RSR Orientation Call aimed to support people new to the Ryan White HIV/AIDS Program (RWHAP) or the RWHAP Services Report (RSR). We talked through RWHAP funding mechanisms and basic RSR requirements. Participants asked questions throughout the webinar verbally and through the chat feature.

#	Questions	Answers
1	Are we submitting the RSR through CAREWare or Electronic Handbooks (EHBs)?	An RSR-Ready System, such as CAREWare, generates the client-level data XML file. RSR-Ready System users generate the file and then save it to a secure location on their computer. They then log into the EHBs and upload the file through the Import Client-level Data link by navigating to the file on their computer.
2	Is there a grace for missing data?	HAB strives for less than 10% missing data for a given data element. In fact, DISQ contacts recipients and providers that are missing more than 10% of required data for five key elements (viral load, poverty level, housing, healthcare coverage, and HIV risk factor). In addition, the Validation Report will flag you of missing data. However, we understand there are many reasons why a provider may be missing data. A client may opt not to self-report race or not come in to care for viral load testing. For some missing data, you can leave a comment in the Validation Report to explain why the data is missing and what you plan to do to address the issue. <a href="#">Contact the DISQ team</a> with more specific concerns.
3	When registering for the CAREWare listserv, which option should we select, "Regular" or "Digest"?	These options refer to the frequency of the messages you can receive through the CAREWare listserv. A "digest" combines all messages within a given time period. With the "regular" option, each individual message goes to your Inbox. Register for the CAREWare listserv <a href="#">here</a> .
4	Can clients marked as "inactive" in CAREWare show up on the RSR if they're still eligible?	CAREWare includes clients in the client-level data file if they are eligible for RWHAP and received a service in the reporting period. The "inactive" status does not affect the RSR.
5	Do we know what version of CAREWare we will need to have in order to submit the 2023 RSR in March 2024?	The target date for the RSR release of CAREWare is November 15. Register for the <a href="#">CAREWare listserv</a> here to get the latest updates on CAREWare builds.
6	What about other RSR-Ready Systems?	There are no schema changes this year, so systems do not need to make major updates. Systems typically release their RSR builds in December or January. DISQ will post information about build release in October on <a href="#">TargetHIV's RSR-Ready Systems Vendor page</a> .
7	If a client is over-income for services you would not include them in the RSR? Do you still enter them into CAREWare?	Yes, you likely want CAREWare to capture data on all clients with HIV you serve, so you can have a good picture of your overall care delivery and client health outcomes. You would just indicate that the client is not eligible for RWHAP in CAREWare, and the client will not be exported into the client-level data file.
8	We used to be a provider only. The grant was transferred to us in July. Do we complete the recipient report for July-December or the full year? Does this affect the provider report?	The RSR corresponds to a calendar year, and often grant years are different from the calendar year. If the grant year overlaps with any part of the RSR calendar year, then you will need to do a Recipient Report.





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9	When is the RSR due and how frequently?	The RSR is due to HAB annually the last Monday of March. Here is the link to the <a href="#">RSR Submission Timeline</a> . However, your recipient may impose a different timeline, so make sure you are familiar with those requirements as well.
10	Does the RSR follow the grant year dates?	The RSR follows a calendar year from January to December. Grants typically correspond to a different time period. Here is the link to the <a href="#">RSR Submission Timeline</a> .
11	Is there a list of acceptable PHQ2 and PHQ9 definitions which are compatible with the database? If I understand correctly, score numbers are not accepted.	If you're funded to provide mental health services by RWHAP or related funding, then you should report those services for eligible clients in the RSR (i.e., the number of mental health services the client received in the reporting period). For a definition of mental health services, see <a href="#">PCN 16-02</a> .
12	Can you kindly share what is the RSR ready system	Here is the link to the <a href="#">RSR-Ready Systems list on TargetHIV</a> . These systems generate the RSR client-level data file.
13	How do I get on your mailing list?	Subscribe to our DISQ listserv <a href="#">here</a> .
14	How many RSR reports do I submit?	The RSR has three components: the Recipient Report, the Provider Report, and the client-level data file. You submit a Recipient Report for each direct grant you receive from HAB. If you receive a Part C and D grant from HAB, then you submit two Recipient Reports. If you receive your RWHAP funding from another recipient, such as a state or local health department, then you do not submit a Recipient Report. All providers of direct services submit just one Provider Report, regardless of your RWHAP funding streams. The client-level data file is uploaded as part of the Provider Report.
15	Does the state do an RSR report?	State health departments that receive RWHAP funding (typically Part B) submit an RSR.