TA Resources for the AIDS Drug Assistance Program Data Report (ADR)

Data Management

Data Integration, Systems & Quality TA (DISQ) Team

The DISQ Team provides TA focused on:

- Guiding new users on where to start
- Mapping source data to required reporting variables/schema
- Creating compliant XML files using the ADR TRAX application
- Integrating data from multiple sources (e.g. ADR–Ready Systems, Electronic Health Record (EHRs), State Surveillance, Labs, etc.)
- Easing communication between recipients and data systems
- Connecting recipients who use the same data systems in peer learning opportunities
- Identifying and addressing data quality issues using system–generated reports (e.g. Validation and Upload Completeness Reports)
- Developing year–long processes for data collection, management, quality checks, and utilization

Data.TA@caiglobal.org | www.targetHIV.org/disq

EHB and Web System Support

EHBs Customer Support Center

The Electronic Handbooks (EHBs) Customer Support Center addresses EHB and ADR software–related questions, including issues with registration, permissions, and submission status in the EHBs, and ADR Web System errors.

1-877-464-4772 (M-F 8AM-8PM ET) | www.hrsa.gov/about/contact/ehbhelp.aspx

CAREWare Assistance

CAREWare Help Desk

The CAREWare Help Desk addresses issues related to the CAREWare data collection system. Topics include generating a compliant XML file, creating custom reports, and viewing sample client summary files. The CAREWare Help Desk can also assist with any needed upgrades to your CAREWare software.

1-877-294-3571 (MWF 12-5PM ET; Tu/Th 10:30AM-6:30PM ET) | cwhelp@jprog.com

Program-Related Questions

HAB Project Officers

Project Officers (POs) assist recipients with technical assistance (TA) and may submit formal TA requests on their behalf. POs can also address issues with programmatic components such as funding and exemptions, and help recipients resolve issues related to non–compliant providers, deadlines, and missing data.

Report Administration

Ryan White HIV/AIDS Program Data Support

Ryan White Data Support provides TA focused on:

- Interpretation of the RSR Instruction Manual and HRSA HAB reporting requirements
- Allowable responses for data elements in the Recipient Report, Provider Report and client-level data file
- Understanding and addressing the RSR validation alerts, warnings and errors
- Guidance for reporting recipient–provider relationships in the RSR Web System and Grantee Contract Management System (GCMS) (e.g. managing contracts, explaining funding sources and services, etc.)
- ADR submission status changes, including clarifying the report's status or report status change requests
- Understanding service category definitions

1-888-640-9356 (M-F 10AM-6:30PM ET) | RyanWhiteDataSupport@wrma.com

Key Dates for 2024 ADR Submission

Date	Client XML File Reporting Period 1/1/2024–12/31/2024	Recipient Report Reporting Period 4/1/2024–3/31/2025
03/27/2025	2024 Check Your XML and Data Quality Feature Opens	
04/07/2025	**ADR Web System Opens for 2024 data submission**	**ADR Web System Opens for 2024 data submission**
04/21/2025		**Target date to start the Recipient Report**
06/02/2025	**ADRs must be in "Submitted" status by 6:00 PM ET**	**ADRs must be in "Submitted" status by 6:00 PM ET**

ADR

CAI DISQ