

TA Resources for the Ryan White HIV/AIDS Program Services Report (RSR)

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.

EHB and Web System Support

EHBs Customer Support Center

The Electronic Handbooks (EHBs) Customer Support Center addresses EHB and RSR software-related questions, including issues with registration, permissions, and submission status in the EHBs, and RSR 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.

1-877-294-3571

(MWF 12-5PM ET; Tu/Th 10:30AM-6:30PM ET)

cwhelp@jprog.com



RSR

Data Management

Data Integration, Systems & Quality (DISQ) Team provides TA focused on:

- ✓ Guiding new users on where to start
- ✓ Mapping source data to required reporting schema
- ✓ Creating compliant XML files using the TRAX application
- ✓ Integrating data from multiple sources (e.g. RSR-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

Report Administration

Ryan White HIV/AIDS Program 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 provider funding sources and services, sending provider registration codes, etc.)
- ✓ Obtaining a GUID code
- ✓ RSR submission status changes, including clarifying the report's status or report status change requests
- ✓ Understanding RWHAP service category definitions

1-888-640-9356 (M-F 10AM-6:30PM ET)

RyanWhiteDataSupport@wrma.com

Important Dates

Year-Round:

GCMS is open for recipients to enter their provider contract and service information.

Thursday, October 24, 2024

Check Your XML and TRAX Open

December 2nd, 2024:

RSR Recipient Report Start Date – System opens for recipients to verify RSR Recipient Report.

February 3rd, 2025:

RSR Recipient Report Due Date – All RSR Recipient Reports must be in Certified status. After this deadline, recipients must contact Ryan White Data Support to certify or to make changes to their RSR Recipient Report.

RSR Provider Report Start Date – System opens for providers to begin work on their RSR Provider Reports and upload their client-level data files.

March 3rd, 2025:

RSR Provider Report Target Date – Target deadline for the submission of all RSR Provider Reports and client-level data. RSR Provider Reports should be in Review or Submitted status.

March 24th, 2025:

Return for Changes Deadline – Last day for recipients to return RSR Provider Reports and client-level data files to providers for changes or corrections.

March 31st, 2025:

Final RSR Deadline – All RSRs must be in Submitted status by 6PM ET.

All RSR TA Resources can be found at
www.TargetHIV.org/topics/RSR

