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.

1-888-464-4772 (M-F 8AM-8PM ET)
EHBs TA Form

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

Data Management

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

- ✓ Guiding new users on where to start
- ✓ Mapping source data to align with reporting schema
- ✓ Using the TRAX application to create compliant XML files
- ✓ 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
- ✓ Facilitating peer learning opportunities for users of the same data system
- ✓ 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   DISQ - CAI

Report Administration

Ryan White HIV/AIDS Program Data Support provides TA focused on:

- ✓ Understanding HRSA HAB reporting requirements and guidance documents (e.g., the RSR Instruction Manual)
- ✓ Clarifying RWHAP service category definitions
- ✓ 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

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.

November 10, 2025
- **Check Your XML and TRAX Updated** – CYXML and TRAX will reflect 2025 reporting changes.

December 1, 2025
- **RSR Recipient Report Start Date** – System opens for recipients to complete their RSR Recipient Report.

February 2, 2026
- **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 2, 2026
- **RSR Provider Report Target Date** – Recommended submission deadline for all RSR Provider Reports and client-level data. RSR Provider Reports should be in Review or Submitted Status.

March 23, 2026
- **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 30, 2026
- **Final RSR Deadline** – All RSRs must be in Submitted status by 6PM ET.

Check out the RWHAP Data TA Brochure for additional technical assistance information