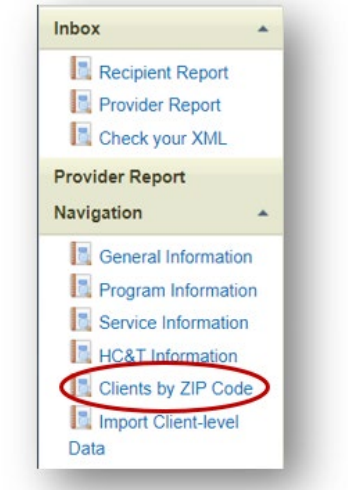
The RSR Provider Report: Clients by ZIP Code



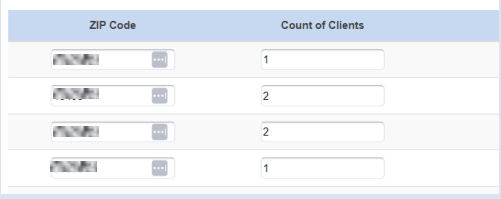
Providers report the number of clients by ZIP code of residence as part of the Ryan White HIV/AIDS Program (RWHAP) Services Report (RSR) Provider Report. The clients reported in this ZIP code report should be the same as the clients in the provider's RSR Client-level Data file (CLD). This RSR in Focus provides guidance on the ZIP code requirement. See the RSR Instruction Manual on the CAI-DISQ site under the RSR section of the Resources Tab for comprehensive information on the RSR Provider Report.

Reporting Clients by ZIP Code

This information is reported through the Clients by ZIP Code link in the left-hand navigation menu of the Provider Report. There are two ways of reporting information:

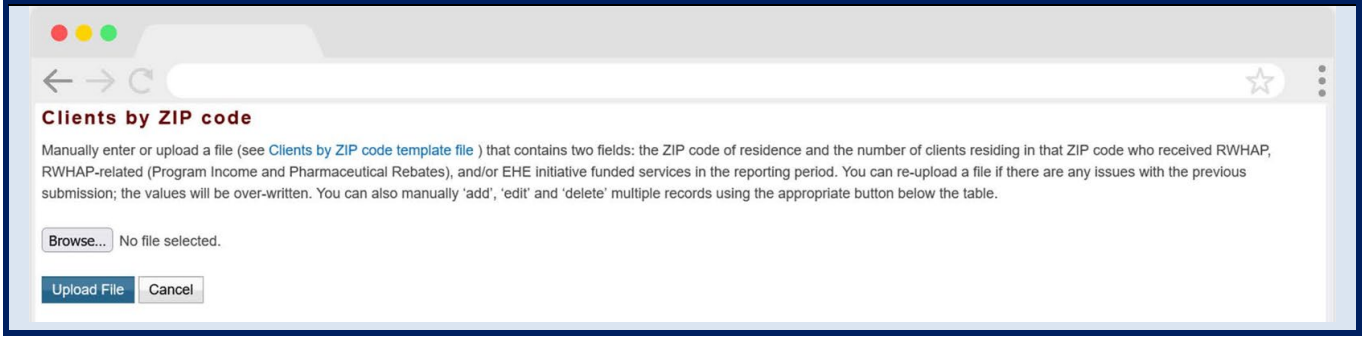
1. First, you can type in the ZIP codes and number of clients per ZIP code directly into the webpage. You can add rows to the form if needed.

Option 1: Enter Data into Webpage



2. Alternatively, you can upload a .CSV file with the information. You can download the .CSV file template from the Clients by ZIP Code page in the Provider Report. It has one column for ZIP code and one column for number of clients. You can only upload one .CSV file. After entering data or uploading a file, subsequent files will overwrite the existing data. You can download the ZIP Code template from the blue link on the Clients by ZIP Code Page.

Option 2: Upload .CSV file



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Creating the ZIP Code Report

Most RSR-Ready Systems create the .CSV file for upload.

If you use **CAREWare**, you can generate the report through CAREWare Reports > HRSA Reports> RSR Zip Code Count Report.

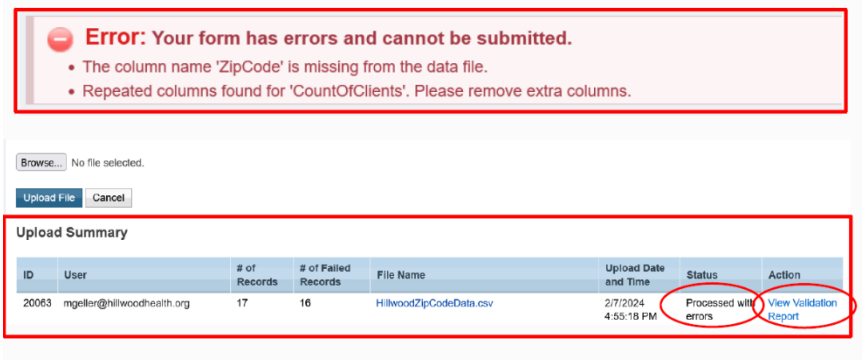
Learn more about creating the ZIP code file with CAREWare **here**. If you need support, contact the CAREWare helpdesk at cwhelp@jprog.com or 877-294-3571.

Other RSR-Ready System users should contact their system manager (e.g., vendor or recipient) to learn how to generate the report.

If your system does not generate the ZIP code report to upload to the RSR Web System, you'll need to calculate the values yourself. You can extract residence information for all your RWHAP clients and sum them by ZIP code.

Zip Code Validation Report

The RSR Web System will generate a ZIP Code Validation Report to highlight any issues with your data. Issues will also be displayed at the top of the screen. Click on **View Validation Report** to see validation messages.



Possible validation issues include:

- Incorrect header row in ZIP code file
- Duplicate ZIP codes
- 00000 reported as a ZIP code
- ZIP codes that are not five digits
- No client counts associated with a ZIP code

You can manually edit a ZIP code row by selecting that row and clicking on Edit Selected. If you want to remove all data and upload a new file, click Select All and Delete All.

Frequently Asked Questions

What if I don't know a client's ZIP code?

When a client's record is missing a ZIP code, use the service location ZIP code as a proxy when appropriate. For the small number of clients whose residence ZIP code is unknown and who do not have an appropriate proxy ZIP code available, report the client's ZIP code as 99999 to indicate that the residence is unknown.

- **Example 1:** A client experiencing homelessness receives services at your location and does not have a residence ZIP code documented. Use the ZIP code of the service location as a proxy.

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- **Example 2:** A client does not have a residence ZIP code documented, and services were provided outside the service location (e.g., through a mobile clinic). In this situation, report 99999.

What if a client moves during the reporting year?

Report the most recent ZIP code on file if a client changed residences during the reporting period.

What if I use more than one system?

It's not uncommon for providers to have multiple data management systems. If one of the systems contains all of the clients in your CLD, use that system to aggregate your Clients by ZIP Code data. If none of your systems have all off the clients in your CLD there are a few strategies you can use.

- Ideally, combine the records into a single list with a common unique identifier, such as the EURN, and remove duplicate clients before calculating ZIP code counts. A pivot table in Excel, database query, or other reporting tool can be used to summarize the deduplicated list by ZIP code. This approach generally produces the most accurate client counts.

If this strategy is not feasible, you should "do the best you can" to create a **single, unduplicated file**. Some options for creating this file include:

- Sum values across files by ZIP code: This strategy is best for providers that have different clients with records in each system and no clients have records in both systems. For example, you may have all your clients with services funded by Part D in CAREWare and your clients with services funded by Part A in Provide Enterprise. If the CAREWare file has 5 clients in ZIP code 47293 and the Provider Enterprise file has 3 clients in ZIP code 47293, you would report a total of 8 clients for that ZIP code.
- Use the largest ZIP code value: If you have clients with records in both systems, another option is to merge the two files, but take the largest value for each ZIP code you're your CAREWare generated CLD has records for 5 clients in ZIP code 47293 and the ecomap's generated CLD has records for 3 client for ZIP code 47293, you would report a total of 5 clients.
- Use the largest file: Providers that have systems with overlapping clients can use the file with the most clients. For example, you may have 1000 clients with outpatient ambulatory health services (OAHS) in your EHR and 100 of these clients have records in CAREWare. You would use your EHR data to calculate your Clients by ZIP code report because that system contains more clients.

What if my client counts don't match?

There are two validation messages related to Clients by Zip Code:

Check #	Validation Message	Level
213	The count of clients receiving eligible services in each ZIP Code must be greater than zero.	Warning
214	The total number of clients reported in your CLD ([Count of Clients]) differs from the sum of clients reported by ZIP Code ([Count of Clients]).	Alert

If you uploaded or entered a zip code with a client count of zero (validation message 213), check what this value should be. If there are no clients in the client level data file with this zip code.

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To edit the count of clients for any ZIP code currently in the table, select the checkbox to the left for the ZIP codes you wish to modify and then click the “Edit Selected” to change the value, or “Delete Selected” button to remove the zip code if no clients live in that zip code.

If your total number of clients reported in your CLD differs from the sum of clients reported in the Client ZIP Code section, you will receive validation message 214. If this is unexpected, check to make sure your system is using the same inclusion criteria for the Clients by ZIP code report as was used for the CLD. If you have ever changed your CLD, you may need to change the Clients by ZIP code as well. (Always check that you have removed any CLDs you do not want in your report).

However, if you are using more than one CLD, do your best to get the numbers as close as possible. We understand that this process is an art, not a science.

Quick Reference:

- Report clients by their ZIP code of residence (home ZIP code).
- Report the most recent ZIP code on file if a client changed residences during the reporting period.
- The Clients by ZIP Code section should include the same eligible clients reported in the CLD. As a result, the total number of clients reported by ZIP code should closely match the total reported in the CLD. If data come from multiple systems, deduplicate clients when possible before calculating ZIP code counts.
- When a residence ZIP code is unavailable, use the service location ZIP code as a proxy when appropriate.
- Report 99999 only when a residence ZIP code and an appropriate proxy ZIP code are unavailable. Review the ZIP Code Validation Report and any validation alerts before submission.

The DISQ Team provides data-related technical assistance (TA) to RWHAP recipients and providers during and between required data reporting periods.
To contact the DISQ Team, email data.ta@caiglobal.org.

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