

Overview of the RSR

To meet the reporting requirements of the Ryan White HIV/AIDS Program (RWHAP), the Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) has developed a client-level data reporting system that provides data on the characteristics of funded recipients, their subrecipients, and clients served. HAB uses the Ryan White Services Report (RSR) data that you collect and submit for many things, including:

- Monitoring outcomes of clients receiving care through RWHAP;
- Addressing needs and concerns of HRSA and the U.S. Congress related to RWHAP's response to the HIV epidemic;
- Addressing the disproportionate impact of HIV in communities of color by assessing organizational capacity and service utilization in minority communities;
- Monitoring progress toward achieving the national goals for ending the HIV epidemic; and
- Reporting aggregate data for clients, providers, and the general public via [HAB's website](https://hab.hrsa.gov/data/data-reports) at <https://hab.hrsa.gov/data/data-reports>.

RSR Components

The RSR consists of three reports:

- **Recipient Report:** Each recipient who administers the Ryan White Grant for Parts A, B, C, and/or D is responsible for creating and certifying their Recipient Report. For Part B, the recipient is the State Office of

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AIDS. The recipient must manually enter the Recipient Report into the RSR Web System in HRSA's Electronic Handbook (EHB).

- **Provider Report:** All agencies that provide services funded by RWHAP must complete a Provider Report, which includes information about the agency's funding sources, types of services provided, ownership, staffing statistics, etc. For Part B, this includes the HIV Care Program (HCP) and the Housing Plus Project. The Provider Report must be entered manually in the RSR Web System. Agencies will be able to access their Provider Report in the RSR Web System on February 1, 2021.
- **Client-Level Data Report:** Providers are also required to upload an XML (Extensible Markup Language) file which contains one record for each eligible client who received RWHAP-eligible services between January 1 and December 31, 2020. Each record includes client demographics, medical data and lab results (if applicable), and a summary of services provided, but does not include any identifying information such as client name or date of birth. ARIES can generate the XML file for you.

Generating the RSR

To generate the RSR, login to ARIES. From the black navigation bar, click on **Compliance** from the **Reports** menu. Then select **Ryan White HIV/AIDS Services (RSR) Export (2020)**. The RSR Export screen will display. (If you are unable to access this report, contact the [ARIES Help Desk](#) at aries@cdph.ca.gov to verify you have proper permissions needed to access the RSR.)

- Make sure the agency name you want to run an RSR Export for appears next to **Agency or Administrative Agency (AA)** box. (Note: AAs can run an RSR for any single agency they manage by emulating that agency. AAs can also run a single RSR that aggregates the data for all the agencies they manage by logging into their AA account and running the RSR. For more details, see [Frequently Asked Questions](#).)
- For **Reporting Period**, select 1/1/2020 – 12/31/2020.
- **Include Medical Data** affects only the Validation Report. Select Yes if your agency is funded by RWHP to provide Outpatient/Ambulatory Health Services. If not, select No and the Validation Report will ignore the validations related to clinical data.
- Use the **Sort By** dropdown to select whether you want the Validation Report to be sorted

by Client or Data Element. Sorting by Client will list the alerts, warnings, and errors for all data elements that may need attention by client. These data elements will be listed together in one row or cell. Sorting by Data Element will list each data element that triggers a validation in separate rows or cells for each client. This format allows you to export the information to Microsoft Excel and sort by data elements. Selecting Client may be helpful for agencies that have one staff person who enters all data for clients.

- Selecting **Data Element** may be helpful for agencies that assign a staff person to enter specific data elements such as lab tests, demographics, etc. for all clients. The default is All Elements.
- Then click the Report button to generate the Summary Report, RSR Validation Report, and Completeness Rates Report. These reports run concurrently and will display one right after the other. It may take several minutes to generate the RSR. Please be patient.

Verifying RSR Data

Review the following reports before exporting and uploading data to the RSR Web System.

- **Summary Report** (see below): The Summary Report provides a statistical analysis of your data.

Summary

Exports the Ryan White HIV/AIDS Services to an XML file (for 2020)

Provider Name: Data Design & Development

Report Period: 1/1/2020 - 12/31/2020

Number of clients: 5

Number of HIV-Positive clients with Outpatient/Ambulatory Health Services: 1

New and Continuing Clients	Number of Clients	% of Total
(RSR ID: 76 & 77) New or Continuing clients based on services. Percent will not add to 100%		
New Clients	3	60.00%
Continuing Clients	2	40.00%
Continuing Clients with Services in the Previous Year	1	20.00%

- **RSR Validation Report** (see below): When you upload your XML file into the RSR Web System, data passes through three levels of validation. Any data that does not meet HAB's expectations will generate an Alert, Warning, or Error message. The purpose of these messages is to notify you, in advance, how the RSR Web System will respond when you upload your XML file. The three levels of validation are as follows:

- ▶ **Alerts:** HAB wants you to check the data for accuracy, but no explanation is required, and the data will be accepted as-is.
- ▶ **Warnings:** HAB wants you to check the data for accuracy and correct as needed. If you cannot correct the data, HAB requires you to submit an explanation before the data is accepted.
- ▶ **Errors:** HAB wants you to correct the data. HAB will not accept your XML file until the data is corrected. You should never see any Error messages on your RSR. The data entry procedures in ARIES prevent you from entering data

that would cause an Error message.

To review or edit client information, click on the client's name in the RSR Validation Report and the client's record will open in a new browser window.

- **Completeness Rates Report** (see below): This report lists data elements of the RSR along with a percentage indicating how many of your clients have a known value for that data element. In other words, the Completeness Rates Report tells you how complete your reporting is. For each data element, you will be able to generate a list of clients who do not have a known value. For example, if your Completeness Rates Report shows that four of your clients do not have a known value for Risk Factor, you will be able to generate a list of names and ARIES IDs of those four clients. To generate this list, click on the cell containing the number of clients with "Unknown" values reported. A list of clients with corresponding ARIES IDs will appear. To go to the client record, click on the hyperlink. This will open the client record in a new window. You can simply enter the missing data, select save, and close

RSR Validation Report - by Client					
Export Format		XML	Validation Export		
ARIES ID	Client	Staff	Alerts	Warnings	Errors
			<i>Verify the data before uploading, HAB will accept the data without an explanation</i>	<i>If possible, correct the data before uploading, otherwise HAB will require an explanation</i>	<i>The data cannot be uploaded, and the client will be excluded from the XML upload file</i>
100097849	Alpha_RSR01 X			<ul style="list-style-type: none"> Missing Poverty Level Missing Health Coverage OAHS Services without CD Test Dates OAHS Services without ART Prescribed OAHS Services without Viral Load Test 	
100098037	Alpha_RSR02 X			<ul style="list-style-type: none"> Missing Poverty Level Missing Housing Status Missing Housing Status Collected Date Missing Health Coverage 	

Completeness Rates								
This table indicates the Known Rate, Unknown Rate, and Missing Rate for RSR client-level data elements. See your Completeness Report, downloadable from the EHB or the RSR System, for measure definitions. For a list of the clients who have incomplete data, click on the numbers in the Unknown or No Value columns.								
#	Client Data Item	Required Clients for this Data Element	Clients with Known Value Reported		Clients with "Unknown" Value Reported		Clients with No Value Reported	
			#	%	#	%	#	%
2	Vital Status	5	5	100.00%	0	0.00%	0	0.00%
4	Year of Birth	5	5	100.00%			0	0.00%
5	Ethnicity	5	1	20.00%			4	80.00%
65	Hispanic Subgroups	0	0				0	
6	Race	5	1	20.00%			4	80.00%

the window to return to your client list of unknown values. If you prefer to print a copy of the list, use your browser's menu to select Print, or in most browsers, you can right-click on a blank area of the screen and click Print from the pop-up menu.

When editing your data, some changes may not appear immediately when re-running the RSR. Changes to demographic or medical data will not update until the next day due to an overnight procedure that pre-calculates many RSR responses. However, changes to services the client received will be updated immediately after re-running the RSR.

Exporting the RSR

To export the RSR data file, select RSR Export (under the Results heading). A window will appear asking if you want to Open or Save the RsrExport.xml from ARIES. Select Save and save the RsrExport.xml file to a location on your computer. This is the data file for the RSR that you will upload to the RSR Web System. If you need help after you have generated the RsrExport.xml file and saved it to your computer, contact the EHBs Customer Support Center at 1-877-464-4772 for specific instructions on how to upload the file to the RSR Web System.

What's New for 2020

The biggest change to the 2020 RSR is the reporting scope. For 2020, the RSR returns to

an **Eligible Scope** report. This means that if you fund a given service category with RWHAP, every instance (provision) of that service is reportable on the RSR for Ryan White eligible clients regardless of who paid for a particular instance of that service (e.g., HOPWA, MCWP, etc.). The same Eligible Scope principle was used in 2018 and earlier.

The concept of Indirect Funding was introduced in 2019, but is now called **RWHAP-Related Funding** by HAB. RWHAP-Related Funding refers to program income or pharmaceutical rebates received by an agency as a result of RWHAP direct funding. For example, a Part A recipient might fund a local pharmaceutical assistance program (LPAP), receive rebates from drug manufacturers as a result of that RWHAP funding, and reinvest those rebates into HIV services (such as Outreach or Oral Health). Those services are considered RWHAP-Related Funding and should be reported on the RSR. Though you may include these data with your 2020 RSR, providers are not required to do so until the 2021 RSR (submitted in March 2022). Contracts for RWHAP-Related Funding are identified by checking the **Is Ryan White Related Funded (program income, rebates)** checkbox on the Contract Edit screen (see *below*). End users must contact the [ARIES Help Desk](mailto:aries@cdph.ca.gov) at aries@cdph.ca.gov to have this box checked or unchecked.

Although not a direct result of the 2020 RSR, ARIES has been updated to track services from new HAB funding: (1) the Coronavirus Aid,

Contract Edit for OA Training Agency 1

Contract Name	<input type="text" value="Program Income 2020"/>	Amount	<input type="text"/>
Contract Number	<input type="text"/>	Expended	<input type="text"/>
Service Hierarchy Version	<input type="text" value="Ryan White 2020, including EHE and HPP"/>	UDC Goal	<input type="text"/>
OA Program	<input type="text"/>	UOS Goal	<input type="text"/>
Administrative Agency	<input type="text" value="OA Training Admin Agency"/>	<input type="checkbox"/> Is Ryan White Funded	
Funding Source	<input type="text" value="RWHAP-Related"/>	<input checked="" type="checkbox"/> Is Ryan White Related Funded (program income, rebates)	
Start Date	<input type="text" value="01/01/2020"/>	<input checked="" type="checkbox"/> Is Ryan White Eligible	
End Date	<input type="text" value="12/31/2020"/>	<input type="checkbox"/> Exclude for New Services	
Display Order	<input type="text"/>	<input type="checkbox"/> Is ACE/MAI Contract	

Relief, and Economic Security (CARES) Act Supplemental and (2) the End the HIV Epidemic (EHE) Initiative. ARIES now includes these services in the export for the Client-Level Data Report. Please see the [Updated Contract Set Up Policy](#) article for more information.

HAB also added two new data elements to the RSR. The first asks if the client is new to your agency in 2020. **New** means the client's first service of any type at your agency was in 2020. The second data element asks, whether those clients who were not new to your agency in 2020 received services of any type at your agency in the previous year. The responses for these new data elements are summarized in the [New and Continuing Clients](#) table in the RSR Summary Report (see the screenshot in the *Verifying RSR Data* section on page 2).

Updated Contract Set Up Policy

ARIES Policy Notice D1 provides guidelines for setting up contracts in ARIES. A "contract" in ARIES is a list of specific services, funded by a single source, covering a defined time frame. Each contract can have only one funding source. In order to enter a client service into ARIES, the user must select a single contract.

ARIES Policy Notice D1 has been updated to reflect new federal funding sources (i.e., EHE, CARES Supplemental) and RSR reporting requirements (i.e., Eligible Scope, RWHAP-Related Funding). The guidelines were developed to ensure data are reported correctly on the RSR and to facilitate aggregate reporting across agencies, funding sources, and programs. Staff responsible for creating or editing contracts should familiarize themselves with the [revised policy notice](#) posted at <https://projectaries.org/resources/aries-policy-notice>.

Use the table at the end of the ARIES Policy Notice D1 when creating a contract. First find the program for which you want to create a contract listed under Column A. Then work across the row left to right as you set up the contract in ARIES.

For instance:

- Follow the guidelines in Column B for the program when selecting the funding on the Funding Sources Edit screen;
- When on the Contract Edit screen, follow the directions in Columns C, D, E, F, and G; and
- Lastly, follow the instructions in Column H when selecting services on the Primary Services Edit.

Standardizing the way contracts are set up will make aggregating (reporting on) data across agencies, programs, and funding sources much easier. It will also ensure that the right data are included in the RSR.

Frequently Asked Questions

Q: What if my Ryan White HIV/AIDS Program funding did not start on January 1, 2020?

A: If you received any RWHAP funding at any time during the 2020 calendar year, you are required to submit an RSR.

Q: Which clients included in the RSR are required to have clinical information?

A: Providers must report clinical information (data elements No. 47 and above) for each HIV-positive client who received Outpatient/Ambulatory Health Services during 2020. Clinical information is NOT reported for HIV-indeterminate (infants <2 years only) clients.

Q: How are referrals captured in the RSR?

A: The RSR captures referrals from the Service Line Item screen, not the Referrals tab. Referrals provided through Outpatient/Ambulatory Health Services, Medical Case Management, or Non-Medical Case Management Service visits are captured on the RSR under these service categories. All other referrals can be captured on the RSR using the service category called Referrals for Health Care and Supportive Services (RHCSS).

In order to track these referrals, RHCSS must be activated on your RWHAP-funded contract. For HCP (Part B) providers, OA will only activate RHCSS for those providers that fund this service category. To have this service turned on in ARIES, you must have indicated that you funded this service on your OA-approved HCP budget.

Q: Does the XML file contain any identifying client information? I'm concerned about storing it on my computer or uploading it to the RSR Web System.

A: The exported XML file does not contain any identifying client information. There are no names, birthdates, or addresses. The file does contain the client's age but not the birth date. An anonymous encrypted Unique Client Identifier (eUCI) is also included.

Q: I want to analyze and verify the data in the XML file (RsrExport.xml) for a single client. How can I link a client in this file to one of my clients in ARIES?

A: If you question how a specific client is reported in the RSR, one option is to run the RSR for a single client. To do so, enter

the client's ARIES ID in the field provided on the RSR criteria page. When you tab out of that field, ARIES will display the name of the client so you can confirm the correct ARIES ID was entered. When you run the RSR, only that one client's data will be included in the report. If the report does not run, it means the client is not included in the RSR.

Q: How do I find clients who are missing from the RSR? The Summary Report only shows the total number of clients who were included in the report, not the individual clients. And the XML file only identifies clients with their eUCI, which cannot be looked up in ARIES directly.

A: The State Office of AIDS has prepared a Microsoft Excel template to identify missing RSR clients. By following the instructions included in the spreadsheet, you would first run the RSR and export the XML file. Then you would run another ARIES report and export the data from that report. This report includes ALL clients who received a service meeting your criteria. Finally, you would paste the contents of both reports into the spreadsheet, and it would then identify clients who received a qualifying service but who were not in the RSR. To request a copy of the spreadsheet template, contact the [ARIES Help Desk](mailto:aries@cdph.ca.gov) at aries@cdph.ca.gov.

Q: I work for an Administrative Agency (AA). Can I use ARIES to generate individual RSRs for each of my agencies and a combined RSR for my AA?

A: AAs can run an RSR for any single agency they manage by emulating that agency. AAs can also run an aggregate report for

the entire group of agencies within their jurisdiction by logging into their AA account and running the RSR. While ARIES allows for this option, HAB requires that each provider agency generates and uploads their own RSR.

entire data element is excluded from the XML file, and the client is counted in the “No Value” column.

Q: I work for an AA. Will non-share clients be counted more than once if I run an aggregate RSR?

A: No. Each unique client is counted only once. For non-longitudinal data elements – data elements where ARIES does not keep a history, such as Race or HIV Status – a non-share client enrolled at multiple agencies may have conflicting data. In this case, ARIES looks at all the records for the clients that have valid “known” data and selects the most recently edited record. If there are no records with valid or “known” data, the client is reported as Unknown. For longitudinal data elements – data elements where ARIES keeps a history, such as CD4s, Insurance, Services – ARIES considers all records at all agencies to determine how to report the client.

Q: On the Completeness Rates Report, what’s the difference between the “Clients with Unknown Value Reported” and the “Clients with No Value Reported” columns?

A: HAB allows an “Unknown” answer for only a few data elements. If ARIES is not able to calculate a known value for these data elements, a value of “Unknown” is reported in the XML file, and the client is counted in the “Unknown” column. For many data elements, however, “Unknown” is not considered to be a valid response by HAB. For these data elements, if ARIES is not able to calculate a known value, the

Q: My recipient has given us a different deadline than HAB’s deadline. Why are they different and which deadline should I meet?

A: Always comply with the deadlines given by your recipient. If you are funded by more than one recipient and they have different deadlines, always comply with the **earliest deadline**. While HAB’s deadline for submitting all Provider Reports and Client-Level Data Reports in the RSR Web System is March 1, 2021, your recipient may have many RSRs to review, verify, and submit. The earlier deadline will ensure they can review and validate all RSRs in a timely manner. **HCP (Part B) providers must upload their Provider Report and Client-Level Data Report to the RSR Web System by February 19, 2021.**

Q: How do I access the RSR Web System?

A: This year, most providers will now access the [RSR Web System](https://grants.hrsa.gov/2010/WebEPSEExternal/ServiceProvider/Interface/Common/AccessControl/Login.aspx) by logging into the EHB at <https://grants.hrsa.gov/2010/WebEPSEExternal/ServiceProvider/Interface/Common/AccessControl/Login.aspx>. Providers who are **also RWHP Recipients** continue to access the RSR Web System by [logging into the EHB](https://grants.hrsa.gov/webexternal) at <https://grants.hrsa.gov/webexternal> and navigating to Performance Reports.

- If you are an existing user, use the same username (e-mail address) and password you used last year to access the system. If you cannot remember your password, click the Forgot Password link.

- If you are a new user, click the Create an Account button. You will need your agency's registration code to create a username and password. If you do not know your agency's registration code, contact Ryan White Data Support at 1-888-640-9356.

Once you log into the system, please check that your contact information is current. If you need to update your contact information, select Edit Registration on the left side under Administration. Your Recipient will use this information to notify you if your Provider Report is returned for correction or requires other immediate attention.

If you need help logging in, creating an account, or navigating the EHB to find your annual RSR, call EHBs Customer Support Center at 1-877-464-4772.

Q: Why can't I access the RSR Web System?

A: HAB recently migrated the RSR Web System. Every migrated user should have received a system-generated e-mail in November 2020 with instructions for logging into the EHB. Contact the EHBs Customer Support Center at 1-877-464-4772 if you did not receive the e-mail.

Q: What if I only provide HIV testing?

A: If your agency used RWHAP funding to provide HIV Counseling and Testing (HC&T) services during 2020, complete the HC&T Information section of the Provider Report.

ARIES URL Change:

The **ARIES URL** has changed to **<https://aries.cdph.ca.gov/aries>**. Please update your shortcuts. The old URL will no longer work after July 1, 2021.

Important Note:

HAB REQUIRES all providers to complete their own Provider Report and upload their own XML file.

Technical Assistance

Resource	If you are Call when you need assistance with ...
<p>Ryan White Data Support 1-888-640-9356 ryanwhitedatasupport@wrma.com</p>	<p>A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)</p>	<ul style="list-style-type: none"> • Obtaining your agency registration code • Interpreting the 2020 RSR Instruction Manual and HAB's reporting requirements • Understanding specific data validation checks • Completing the RSR Recipient or Provider Reports • Checking the status of your RSR in the EHB
<p>EHBs Customer Support Center 1-877-464-4772 www.hrsa.gov/about/contact/ehbhelp.aspx</p>	<p>A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)</p>	<ul style="list-style-type: none"> • Creating an account for the RSR Web System • Logging into the RSR Web System • Navigating and using the RSR Web System • Uploading the XML file to the RSR Web System
<p>ARIES Help Desk aries@cdph.ca.gov</p>	<p>An ARIES user</p>	<ul style="list-style-type: none"> • Generating your RSR in ARIES • Using the RSR Validation Report or Completeness Rates Report in ARIES • Exporting your XML file from ARIES • Creating RHWAP-Related Funded contracts
<p>HIV Care Program Advisors Contact your assigned advisor</p>	<p>HIV Care Program (Part B) subrecipients or providers only</p>	<ul style="list-style-type: none"> • Obtaining your agency registration code • Checking the status of your RSR in the EHB
<p>TargetHIV www.targethiv.org Click on Library > Data Reporting > RSR</p>	<p>A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)</p>	<ul style="list-style-type: none"> • Accessing the 2020 RSR Instruction Manual, data definitions, important notices, dates to remember

Key Dates

Date	Recipients	Subrecipients/Providers
January 11, 2021	The 2002 RSR is available in ARIES for users to access.	
January 19, 2021 1 to 2 PM (PST)	The State Office of AIDS will host a webinar about generating your RSR in ARIES on. Keep an eye out for more details.	
February 1, 2021	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 Reports.	The RSR Web System opens for providers to begin work on their RSR Provider Reports and upload their Client-Level Data Reports (XML files).
February 3, 2021 11 AM to 12 PM (PST)	HAB will present step-by-step instructions on completing the 2020 RSR Provider Report in the RSR Web System. Topics include uploading client-level data, modifying service delivery sites, and addressing alerts and warnings. Register at: https://targethiv.org/calendar/completing-2020-rsr-provider-report .	
February 17, 2021 11 AM to 12 PM (PST)	HAB will demonstrate various reports available in the RSR Web System at upload to check and improve data quality for the 2020 RSR submission. Register at: https://targethiv.org/calendar/reviewing-your-data-upload-tools-within-rsr-web-system-6	
February 19, 2021		HIV Care Program (Part B) providers must upload their Provider Reports and Client-Level Data Reports to the RSR Web System.
March 1, 2021		Unless your Recipient provides an earlier deadline, this is the target deadline for the submission of all RSR Provider Reports and Client-Level Data Reports . RSR Provider Reports must be in “Review” or “Submitted” status.
March 22, 2021	Last day for Recipients to return RSR Provider Reports and Client-Level Data Reports to providers for changes or corrections.	
March 29, 2021 3:00 PM (PST)	All RSRs must be in “Submitted” status by 3 PM (PST).	

Got Data?

ARIES has two simple, but powerful tools for generating reports.

The ARIES Statistical Analysis Report (STAR) allows you to build reports by selecting tables such as Basic Demographics, Medical History, or Services. You can also apply filters such as Program, HIV Exposure Category, and Poverty Level to refine your report. To access the STAR, select Clients under the Reports menu and then click on the ARIES Statistical Analysis Report (STAR) hyperlink.

The Cross Tab Wizard allows you to develop a cross tabulations where one data element is in rows (such as Primary Language or Race) and another data element is in columns (such as Age or Viral Load Count - Most Recent). To access this, select Cross Tab Wizard under the Report menu.

If you need help using either of these reports, click the F1 button while logged into ARIES to access the Help Manual or contact the [ARIES Help Desk](mailto:aries@cdph.ca.gov) at aries@cdph.ca.gov.

ARIES Security Reminder

All new staff, including volunteers, who need access to ARIES must first complete and submit

an ARIES User Registration Form. The State Office of AIDS will then contact the new users to install digital certificates on their computers. An individual user who wants to access ARIES from multiple computers – such as from her office and from two exam rooms – will have to install digital certificates on each computer.

As a protective measure, ARIES users must never share their logins and passwords with other staff or managers. ARIES maintains an audit trail of each user's actions while in the system. Since ARIES can only identify users by their logins and passwords, it is critical that users keep this information confidential.

For more information, see [ARIES Policy Notices A1 and B2](https://projectaries.org/resources/aries-policy-notice) at <https://projectaries.org/resources/aries-policy-notice>.

Agency Contact Information

Agency managers should periodically review the information on the Agency and/or Agency Site screens in ARIES. Each agency's address, primary contact person, telephone or fax numbers, or e-mail addresses should be updated whenever there are changes. The State Office of AIDS uses this information to communicate with agencies about ARIES.

