Ryan White HIV/AIDS Program TA Resources

RWHAP Data Support

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditure Report, GCMS, and DSR

The Ryan White Data Support team provides support for questions related to data report content and submission data validations, and interpretation of the instruction manuals and HRSA HAB's reporting requirements. They can address such issues as:

- I don't understand something in the instruction manual.
- I don't understand a reporting requirement.
- What is the allowable response for a given data element?
- I received a validation message (alert, warning, error) and I don't know how to fix it.
- What is my organization's relationship with our recipient/subrecipient/provider?
- How do I manage contracts in the GCMS?
- What is my provider's registration code?
- What is my GUID code?
- How do I change my report's submission status?
- I need the report returned to me for changes.
- I don't understand a certain RWHAP service category and what activities are included in that category.

RWHAP DATA SUPPORT

1-888-640-9356
Hours: 10am-6:30pm ET, M-F

RyanWhiteDataSupport@wrma.com

Data Integration, Systems and Quality (DISQ) Team

Reports: RSR, ADR, AETC, EHE, HIVQM

The DISQ Team aims to enhance the completeness, accuracy and consistency of RWHAP client-level data through capacity building, training and technical assistance (TA) for recipients and providers. They can address such issues as:

- I'm a new user and I don't know where to start.
- I need help with my client-level data.
- What is the data reporting schema and how do I use it to map my source data?
- How do I create an XML file?
- How do I use TRAX?
- How do I integrate data from multiple sources?
- How do I use the upload completeness report?
- I need help addressing a data issue identified in my system-generated report.
- How do I check the quality of our data?
- I would like to improve my organization's process for collecting/managing/using/reporting our data.
- Is there another organization that uses the same data system that I can talk to?

DISQ
Data Integration, Systems & Quality
TECHNICAL ASSISTANCE

Data.TA@caiglobal.org

EHBs Customer Support Center

Reports: RSR, ADR, AETC, EHE, HIVQM, PTR/Allocations Report, Expenditures Report, GCMS

The EHBs Customer Support Center assists with registering, accessing, and navigating the EHBs They can address such issues as:

- I can't log into the EHBs
- I need help registering in the EHBs.
- I need to add/change who is allowed to complete the report.
- I need help finding my report in the EHBs.
- I have a web system error.

HRSA Electronic Handbooks

1-877-464-4772
Hours: 8am-8pm ET M-F

EHBs TA Form

CAREWare Help Desk

Reports: RSR, ADR, EHE, HIVQM

The CAREWare help desk can assist with generating XML files from CAREWare. They can address such issues as:

- I need help with CAREWare.
- How do I generate my compliant XML file using CAREWare?
- How do I create a custom report in CAREWare?
- How do I import data from another system into CAREWare?

jProg®

1-877-294-3571
Hours: 12-5pm ET (Mon-Wed-Fri) and 10:30-6:30pm ET (Tue-Thu)

cwhelp@jprog.com

Contact Your Project Officer

They can address such issues as:

- I have questions about my organizations RWHAP program.
- I need help with my progress report.
- I have a question about my grant funding.
- I can't meet the report deadline?
- My organization is a recipient, and my provider is not submitting their data on time.
- My organization did not collect all the required data. What do I do?

HRSA
Health Resources & Services Administration

HHS Employee Directory