

CAREWare MA Webinar

2025 Ryan White HIV/AIDS Program Services Report (RSR)

February 2, 2026



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Introductions



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Please share

- . Your Name, Agency and Role
- . Favorite cold-weather food



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Learning Objectives

By the end of this webinar, participants will be able to:

- Know when their RSR is due
- Clean CAREWare data based on data validation checks
- Run the RSR Zip Code Count Report
- Run the RSR client-level data XML file in CAREWare
- Submit the RSR XML and Zip Code CSV in the HRSA web application or Electronic Handbook (EHB)

Poll

Have you submitted the RSR before?

- Yes
- No
- What's the RSR?



Agenda



Definition of Terms

- RWHAP Recipient vs. Subrecipient
- HRSA'S Web Application
- RSR Provider Report
- RSR Client-level Data Report (XML file)

2025 RSR Timeline and Updates

Data Quality & RSR Validation Report

- RSR Validation Report (HRSA Report)

Creating and viewing your XML

- RSR Client Report (HRSA Report)
- RSR Viewer (HRSA Report)

Creating your Zip Code CSV file

- Clients with Missing Zip Codes (Performance Measure Report)
- RSR Zip Code Count Report (HRSA Report)

Submitting your Provider Report

- Answer questions, upload XML and Zip code files
- Validating and submitting your Report

FAQ's and other Resources



Definition of Terms

- Ryan White HIV/AIDS Program (RWHAP) Recipient:
 - An organization that receives funds directly from HRSA under the RWHAP program.
 - For example: the Massachusetts Department of Public Health (MDPH) Part B and Part D programs
- RWHAP Subrecipient:
 - A direct service organization that has a contract with a recipient.

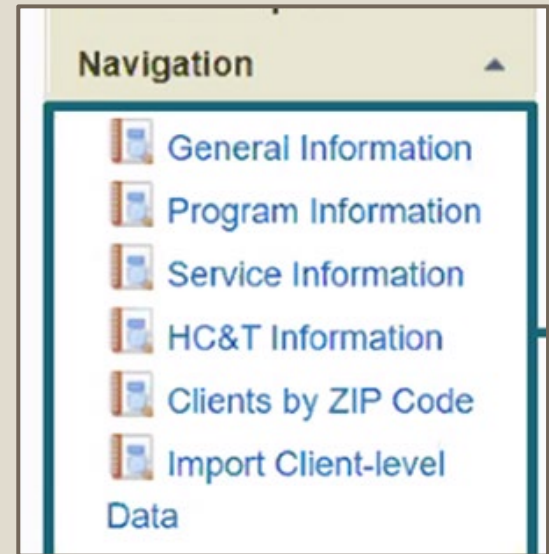
Definition of Terms

- HRSA's web application:
 - This is the online system where all HRSA subrecipients submit the RSR.
- HRSA's Electronic Handbook (EHB):
 - This is the online system where all HRSA recipients submit the RSR.
 - MDPH uses this system to review and approve provider reports.
 - If your agency is a RWHAP recipient (e.g., Part C), you will use the EHB.



Definition of Terms

- RSR Provider Report:
 - All providers must complete this report
 - Includes questions about your organization
 - Zip Code Count CSV
 - Client-Level Data Report (XML File)



Definition of Terms

- RSR Client-level Data Report:
 - Extract client-level data contained in an XML file and uploaded as part of the Provider Report
 - Casually referred to as “the RSR XML”
 - CAREWare generates this file automatically.
 - *We will go over this in detail during the webinar.*

2025 RSR Timeline and Updates



RSR Timeline

DATE	EVENT
Early February	JSI checks data quality and follow-up with agencies that need to edit their data.
February 2	Provider Report opens.
February 17	Provider Report (including the client-level data RSR XML file) must be uploaded to HRSA's web application for MDPH to review.
March 16	All Provider Reports must be complete. MDPH will approve the Provider Reports and client-level RSR XML data files.

Updates to RSR

Table 1. Sex at Birth Data Element Response Options **Table 2. RSR Provider Report Validation Message Updates**

Response Option	ID
Male	1
Female	2
Unknown	4

Validation Message	Update
Check no. 241—The [Service Delivery Site Name] has an invalid Website URL. Please correct.	New validation alert.
Check no. 242—Organization Contacts: At least one contact must be specified.	New validation error.
Check no. 72: [Count of Clients] Male clients or clients with unknown sex at birth with pregnancy status equal to YES.	Existing warning. Now uses the sex at birth data



Updates to RSR Pt 2

- Comments added to warning validations in the Provider Report may now be edited or deleted.
- All HRSA EHBs users must complete a one-time identity verification through Login.gov or ID.me. Existing HRSA EHBs users can use their current [Login.gov](https://login.gov) account to complete the identity verification with a **state-issued driver's license or state ID**.
- Providers will now enter hours of operation for each site using a series of dropdown menus.

Check Point

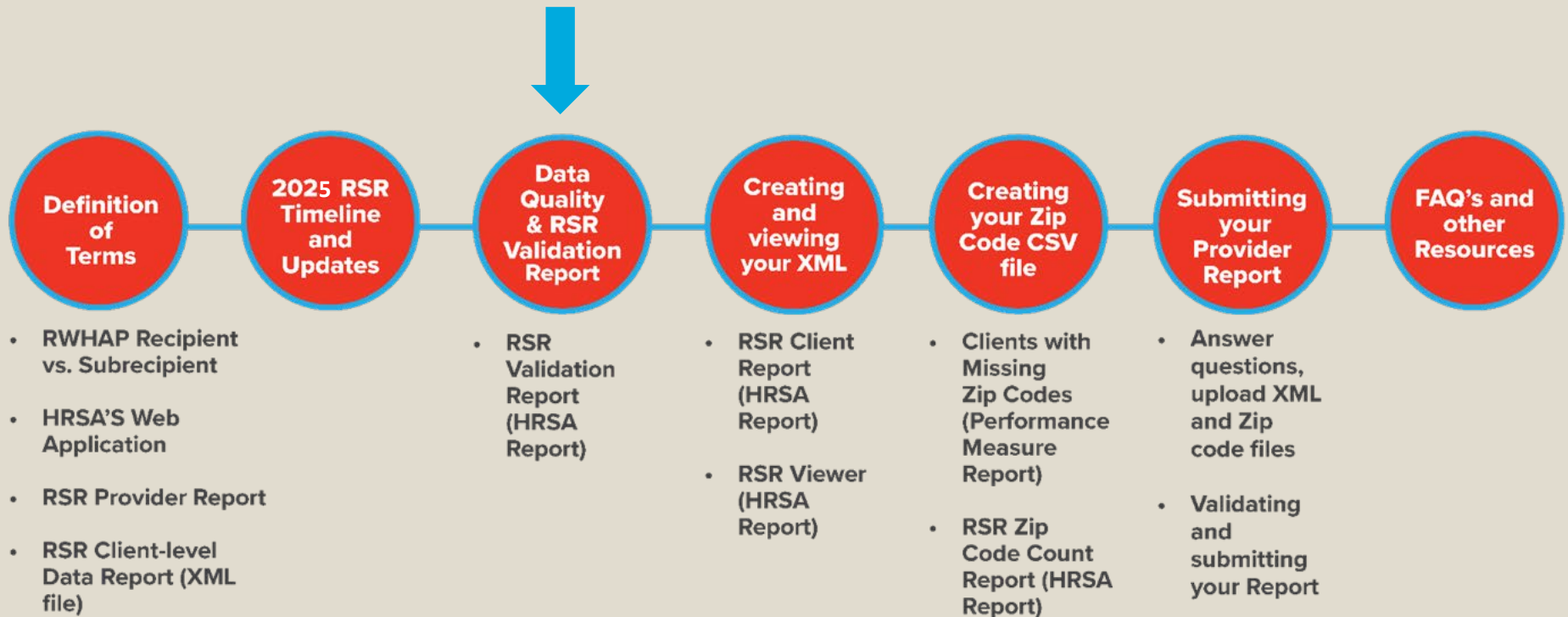
What two files will you generate and download from CAREWare to submit your Provider Report?



Answer

- 1) Client-Level Data Report (XML File)
- 2) ZIP Code Count Report (CSV File)

Data Quality and RSR Validation Report



Data Quality Throughout the Year

- CAREWare Data Quality Recommendations
 - Run the TLS Missing Ryan White Eligibility Custom Report for 2025 to see which clients need their Eligibility updated
 - Update Annual Review data (housing, poverty level, insurance, etc.) every 6 months
 - View RSR Issues displayed directly in client records
 - Select “2025 RSR: # Issues” to view RSR validation issues for a client

Demographics

2026 RSR: 0 issues

2025 RSR: 0 issues

Client Report

RSR Validation Report

HRSA Reports

[RSR Client Report](#)

Create the RSR client level data file

[RSR Viewer](#)

View RSR files

[RSR Validation Report](#)

View the RSR Validation Report

[RSR Zip Code Count Report](#)

View the RSR Zip Code Count Report

Save Cancel

RSR Validation Report Settings

Year: 2025

Cross Provider ART: No sharing set up

Cross Provider Eligibility: No sharing set up

Cross Provider No sharing set up

CAREWare Reports > HRSA Reports > RSR Validation Report Settings > RSR Validation Report For Year: 2025

[View Client List](#) [Back](#) [Print or Export](#) [Hide/Show Columns](#)

RSR Validation Report For Year: 2025

Search:

Category	Check #	Validation Rule	Level	# Clients
Demographics	99	Clients missing Health coverage	Warning	1
Demographics	97	Clients missing Housing Status	Warning	1
Demographics	216	Clients missing Housing Status Collectec	Warning	1
Demographics	96	Clients missing Poverty Level	Warning	1



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Validation Levels

Correct ALL validation errors, and double-check warnings and alerts:

- ERROR: Must be corrected before you can submit
- WARNING: Requires a comment before you can submit
 - Aim for under 5% missing for poverty level housing status, and insurance status
- ALERT: Can submit even if Alerts appear

Demo: RSR Validation Report

Creating and Viewing your XML file (Client Level Data Report)



Which clients will be included in the XML file?




Clients who:

- received a RWHAP-funded service during the reporting period (calendar year 2025)
- AND are designated as “Ryan White Eligible” in CAREWare

Find Client > Search Results > Demographics > Eligibility History

Save Cancel

Edit

Eligibility Date:	<input type="text" value="12/31/2024"/>	
Is Eligible:	<input type="text" value="Yes"/>	
Funding Source:	<input type="text" value="Part B"/>	
Comment:	<input type="text"/>	

Running the RSR in CAREWare

- Customize
- Add Client
- Find Client
- Reports**
- Rapid Entry
- Appointments
- My Settings
- System Information
- System Messages
- Administrative Options
- Switch Providers
- Log Off



CAREWare Reports

CAREWare Reports

- HRSA Reports** RSR And ADR
- Custom Reports Run Or manage custom reports
- Performance Measures Run Or Manage Performance Measures
- Client Data Reports Run reports on client information
- Financial Report Setup And run the financial report

Step 1: Creating the RSR Client Report (XML)

HRSA Reports

- RSR Client Report** Create the RSR client level data file
- RSR Viewer View RSR files
- RSR Validation Report View the RSR Validation Report
- RSR Zip Code Count Report View the RSR Zip Code Count Report

Save Cancel


RSR Validation Report Settings

Year: 2025

Cross Provider ART: No sharing set up

Cross Provider Eligibility: No sharing set up

Cross Provider: No sharing set up

 Report complete

Download RSR file

Step 2: Using the RSR Viewer

CAREWare Reports > HRSA Reports

[Help](#) [Back](#)

HRSA Reports

[RSR Client Report](#) Create the RSR client level data file

[RSR Viewer](#) View RSR files

[RSR Validation Report](#) View the RSR Validation Report

[RSR Zip Code Count Report](#) View the RSR Zip Code Count Report

[View RSR File](#) [Help](#) [Back](#)

RSR Viewer

RSR File Name: 2025_RSR_Export.xml Upload Completed Successfully. (1.94 KB of 1.94 KB)

CAREWare Reports > HRSA Reports > RSR Viewer > MDPH 2024 RSR viewer

[View Client List](#) [Back](#) [Print or Export](#) [Hide/Show Columns](#)

MDPH 2024 RSR Viewer

Search:

Category	Count	Percent
Total Clients (any s	2	100%
Clients with Core M	1	50.0%
Clients with OAHS/	1	50.0%
Clients with OAHS/	1	50.0%
Clients with OAHS/	1	50.0%
HIV+ Clients with C	0	0.0%
Female HIV+ Clie	0	0.0%
2. Vital Status (OAH	1	
2. Alive:	1	100.0%



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Demo: RSR Client Report and RSR Viewer

Check Point

What does the HRSA RSR Viewer do?

- A. It produces the XML file
- B. It allows you to view the contents within the XML file
- C. It shows validations for your XML data



Answer

B. It allows you to see the data within the XML file

Creating your ZIP Code CSV file



Steps for Creating your ZIP Code CSV file

1. Run the Missing ZIP Codes Report
2. Correcting Missing ZIP Codes
3. Run the RSR ZIP Code Count Report
4. Upload to Provider Report

The total number of clients in the RSR ZIP Code Count Report should match the number of clients in the RSR XML file.

Step 1: Run the Missing ZIP Codes Report

- Customize
- Add Client
- Find Client
- Reports**
- Rapid Entry
- Appointments
- My Settings
- System Information
- System Messages
- Administrative Options
- Switch Providers
- Log Off

CAREWare Reports

CAREWare Reports

- HRSA Reports RSR and ADR
- Custom Reports Run or manage custom reports
- Performance Measures** Run or Manage Performance Measures

CAREWare Reports > Performance Measures

Back

Performance Measures

- Run Performance Measures Evaluate the current status of one or more performance measures
- Create Client List** Examine clients in the performance measure sections

Step 2: Correcting Missing ZIP Codes

CAREWare Reports > Performance Measures > Client List

Use Selected Back Print or Export

Client List

Search:

Code	Name	Description
ZIP01	Clients with missing zip code	Produce list of clients with a missing zip code

CAREWare Reports > Performance Measures > Client List > Performance Measure Client List Settings

Today Create Client List Back

Performance Measure Client List Settings

Performance Measure: Clients with missing zip code

As Of Date:

Performance Measure Section: In Numerator

Output Format: Real-time Lookup list

CAREWare Reports > Performance Measures > Client List

Go To Client Back Print or Export

Clients with missing zip code

Search:

Client	Viewed
Test, Test	
smith, rob	

Correcting Missing ZIP Codes

- If the client has moved during the reporting period:
 - use the most recent ZIP code
- If the client is experiencing homelessness:
 - use the ZIP code of the service location
- If the ZIP code is missing:
 - enter 99999

Step 3: Run the RSR Zip Code Count Report

CAREWare Reports

CAREWare Reports

- HRSA Reports** RSR And ADR
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HRSA Reports

- RSR Client Report Create the RSR client level data file
- RSR Viewer View RSR files
- RSR Validation Report View the RSR Validation Report
- RSR Zip Code Count Report** View the RSR Zip Code Count Report

Edit Edit Filter Open In New Tab **CSV** Back

RSR Zip Code Report Settings

Year: 2025

Apply Filter:

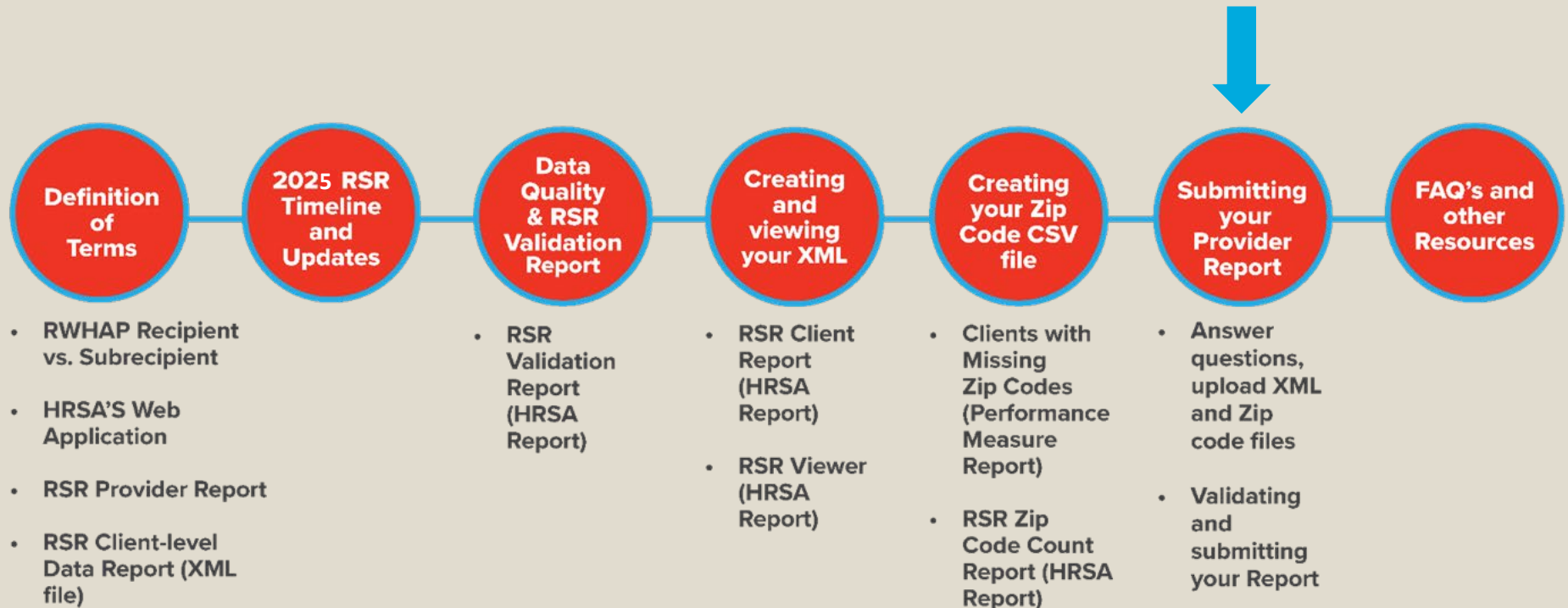
Filter Description: Report Filter is empty

CSV export generation is now complete.

Download RSR Zip Code Count report

Demo: RSR ZIP Code Count Report

Submitting the Provider Report



Submitting the Provider Report

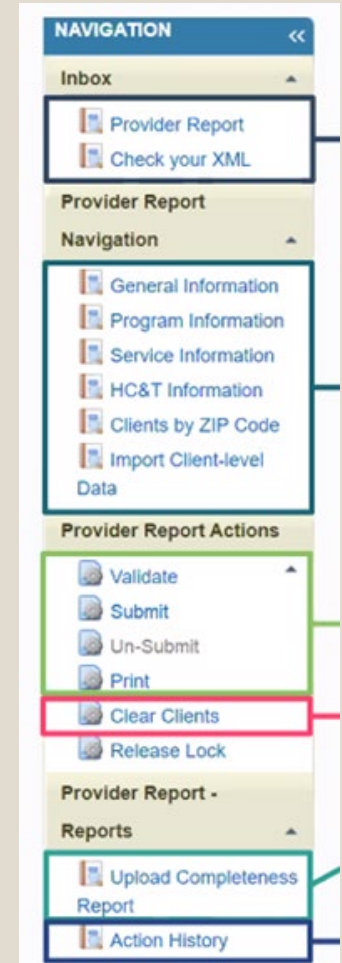
- MDPH keeps track of who has opened their Provider Report. Start filling in key information now, even if your RSR XML file isn't ready!
- If you're a subrecipient, go to the HRSA web application:
 - <https://grants.hrsa.gov/EAuthNS/serviceprovider/account/SignIn>
- If you're a recipient, go to the EHB:
 - <https://grants.hrsa.gov/EAuthNS/external/account/SignIn>

Questions on the Provider Report

- Organization information (Tax ID, DUNS, address)
- Organization type (e.g., hospital, community-based organization)
- Section 330 funding (for community health centers)
- Ownership type (public, private)
- Faith-based organization
- Race/ethnicity of staff
- FTEs

Validating the Provider Report

- Upload the “Clients by ZIP code” file and the client-level XML file
- Validate your Provider Report by clicking “Validate” on the left navigation panel in the “Provider Report Actions” section.
- This is where the errors, warnings, and alerts may appear.
 - Remember, errors must be corrected before you can submit, and warnings require comments.
- After validating, click “Submit” on the left navigation panel.



Submitting the Provider Report

- Your report will be in “Review” status.
- MDPH will review your report and either:
 - Approve you’re done!
 - Return for changes you will need to:
 - delete your RSR client-level file from the Provider Report,
 - make corrections, and
 - re-upload and re-submit

Check Point

1. What is the deadline to submit your RSR Provider Report to the HRSA Web-application or EHB?



Answer

The deadline is February 17, 2026

Common Questions & Resources



Common Questions

- Do providers receiving funding from multiple RWHAP Parts complete multiple Provider Reports?
- No. Each provider will submit only one Provider Report including data from all RWHAP Parts under which the agency is funded.
- Note: it is possible to submit more than one client-level XML file if necessary.

Common Questions

- How do I report a service that I delivered that does not appear in my Provider Report?
- If you receive RWHAP funds to deliver a service that is not populated in your Provider Report, contact us at carewaremahelpdesk@jsi.com.
- If you did not receive RWHAP funds to deliver the service, do not mark it in your Provider Report.

Common Questions

- MDPH has approved my Provider Report but it's still in review status. Why?
- If you receive funding from:
 - RWHAP Part A (Boston Public Health Commission) and/or
 - RWHAP Part C
- They will also need to approve your report.

Common Questions

- Why are all of my clients not showing up in my RSR XML file in CAREWare?
- All clients receiving RWHAP Part B funded services must be designated as “Ryan White Eligible” in CAREWare.
- Demographics tab > click Eligibility > click Start > Add a date of 12/31/24 and funding as Part B

Common Questions

- The Data Validation screen in CAREWare says clients are missing poverty level, housing, and insurance status, but there are records entered for these fields.
- The entry must be for calendar year 2025 for the data to be included in the RSR.
- Add a new entry with a 2025 date for each client.

Common Questions

- My agency is a Part C funded recipient that maintains its own CAREWare. Do I have to run the RSR in the state CAREWare system?
- If all of your Part B services are contained within your own agency's CAREWare, you can run **one** XML file and submit it.
- If not, then you need to submit **two** files: one from your system, and one from the state system.

Supporting Resources

1. RSR Data Updates and Reports
2. Report Instructions
3. Our website: <http://carewarema.jsi.com/>

RSR Data Updates and Reports

RSR Data Updates and Reports

January 2025



This document provides instructions for running data quality reports, making data corrections, and creating the RSR XML and zip code files.

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Report Instructions

Instructions for Data Reports

December 2024, v2.6

Yellow highlights indicate changes since the last version.



This document describes the data reports that are available in the Massachusetts CAREWare system, and provides instructions on how to run them.

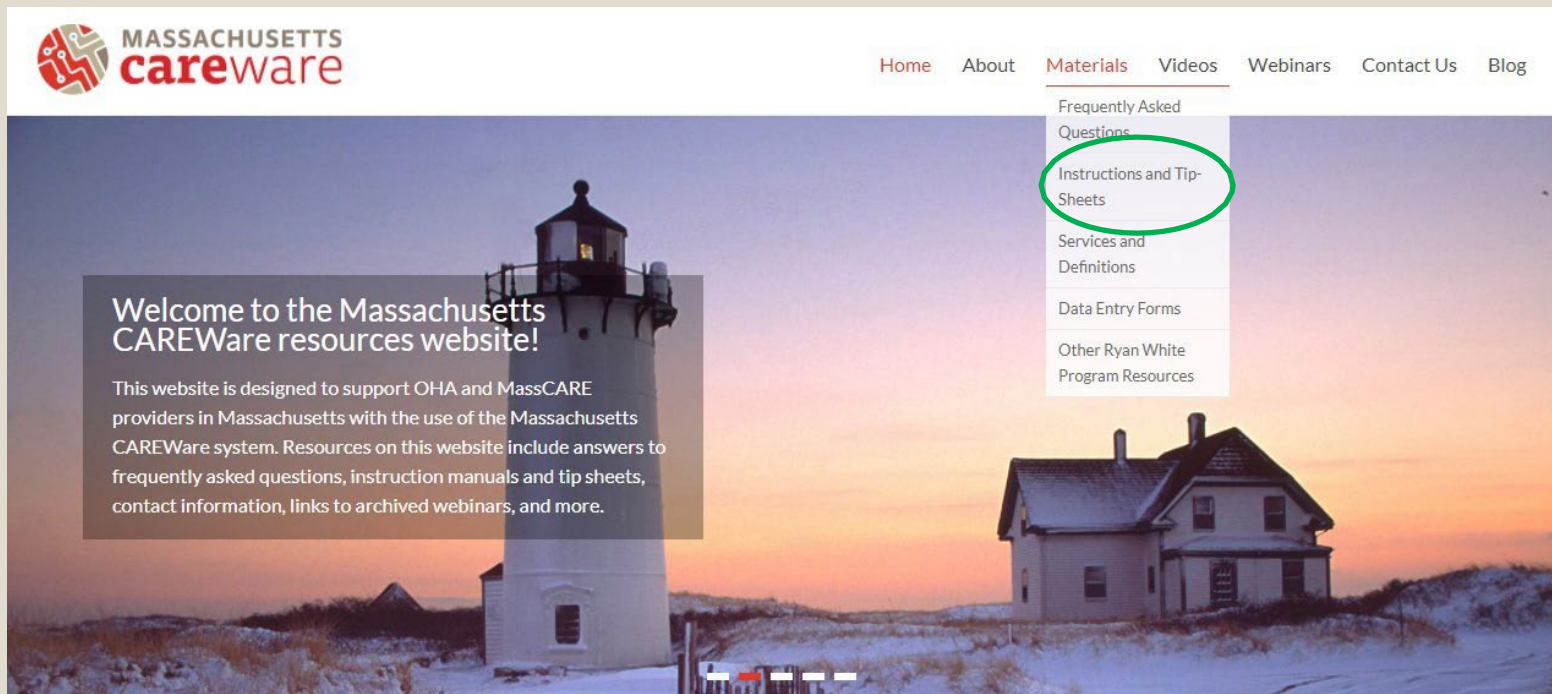
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How to find these resources

Find this and other resources at

<http://carewarema.jsi.com/> under “Materials.”



The screenshot shows the homepage of the Massachusetts CAREWare website. The header includes the logo and navigation links: Home, About, Materials, Videos, Webinars, Contact Us, and Blog. The 'Materials' dropdown menu is open, listing several options: Frequently Asked Questions, Instructions and Tip-Sheets (circled in green), Services and Definitions, Data Entry Forms, and Other Ryan White Program Resources. A large banner image features a lighthouse and a house in a snowy landscape. A text box on the left of the banner reads: 'Welcome to the Massachusetts CAREWare resources website! This website is designed to support OHA and MassCARE providers in Massachusetts with the use of the Massachusetts CAREWare system. Resources on this website include answers to frequently asked questions, instruction manuals and tip sheets, contact information, links to archived webinars, and more.'

QUESTIONS

Thank you!

- Please complete the webinar evaluation after today's session.
- A recording of today's call will be available at: CAREWareMA.jsi.com
- Email us anytime at: CAREWareMAhelpdesk@jsi.com
- Fax 617-482-0617