



## Ryan White HIV/AIDS Program Services Report (RSR): Getting Your Data Ready for Submission

The Ryan White HIV/AIDS Program Services Report (RSR) is a reporting requirement for most recipients of funding from the HIV/AIDS Bureau (HAB) Ryan White Program in 2013. The RSR primarily consists of a client data file containing a single record for each client served with Ryan White funds during the reporting period. The record includes the client's demographics, a variety of medical data, lab results, and a summary of the Ryan White-funded services provided, but does not include any identifying information such as client name or date of birth. The full year report (January through December 2013) is due to the Office of AIDS (OA) in early 2014. This article will focus on preparing your data for the RSR submission. Our next ARIES Advisor will focus on the actual submission process.

### Generating the *Missing Data Report*

In order to generate the Missing Data Report and the Completeness Report, you'll need to generate the RSR.

- 1) From the black navigation bar in ARIES, hover your mouse over the word Reports. A drop down box will appear.
- 2) Scroll down to the word Compliance and click on it. A list of Compliance Reports will be displayed. Click on the first report entitled Ryan White HIV/AIDS Services (RSR) Export. The RSR Export screen will be displayed.

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### Compliance Reports

[Ryan White HIV/AIDS Services \(RSR\) Export](#)

Exports the Ryan White HIV/AIDS Services to an XML file (for 2009 and later)

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- 3) Make sure your agency name appears in the *Agency or Administrative Agency* box. If you only manage one agency, ARIES will populate that field with your agency name. If you manage multiple agencies (such as a Part A EMA/TGA or ARIES Administrative Agency), the agency dropdown will include all the agencies you manage. You may run the report for any one agency by selecting it from the dropdown, or you may run the report for all the agencies you manage by selecting your agency in the dropdown and checking the “Aggregate Data” box. When running the report for multiple agencies, the option to export the RSR Client Report as an XML file is not available (only individual agencies can submit the data file to HAB). Also, the Missing Data Report will not be displayed if you check the “Aggregate Data” box.

- 4) Next, select the report parameters for the report period. Click on the down arrow in the box next to *Reporting Period*. For the 2013 RSR, select 1/1/2013 – 12/31/2013.
- 5) Make sure that the appropriate selections are made for the *Missing RSR Data Report* section. If you are a medical provider (i.e. you were funded to provide Outpatient/Ambulatory Medical Care), you will want to select *Yes* in the *Include Medical Data* box. If you are not a medical provider, select *No* for this option. Selecting *No* is helpful for agencies that do not provide or pay for medical services as those elements will not show as missing on the report. Use the *Sort by* dropdown field to select whether you want to sort by *Client* or *Data Element*. Sorting by *Client* will list all the missing data elements by client. Sorting by *Data Element* will list all clients missing that particular data element. Selecting *Client* may be helpful for those agencies that have one staff person enter all data for a client, while selecting *Data Element* may be helpful for those agencies that assign a particular staff person to enter specific data elements such as lab tests, demographic data, etc. for all clients. The default is *All Elements*.
- 6) Next, click on the *Report* button. This will generate the client-level data export file (RsrExport.XML), the *Summary Report*, a *Missing Data Report*, and a *Completeness Rates* report. These reports run concurrently and will be displayed one right after the other.

## Reviewing Your Missing Data

The *Missing Data Report* will list the names of clients who have missing data elements. The report also lists

*RSR (continued from page 2)*

the same warnings, alerts, and/or error messages that you might see after uploading your client file to the HAB Web Application System. When you upload your RSR, data pass through a series of validation checks. These validation checks look for consistency and accuracy in your data to improve your data quality. HAB expanded the number of validation checks in 2012. In 2013, HAB changed the status of several validations from “alert” to “warning.” For a description of the validation messages, please visit

<https://careacttarget.org/library/rsr-2013-validation-messages>. The document contains a reference table that lists RSR system validation checks for the Grantee Report, Provider Report, and Client Level Data Upload updated for 2013. It lists the related data element, whether the validation will produce an alert, warning or error, and the validation message that appears in each instance. While you will be able to upload data that are flagged with alerts or warnings, you won’t be able to upload any data that are flagged as errors. You will need to fix these data before uploading your RSR.

To enter missing data or fix any data flagged as an error (indicated in the Missing Data Report with a *Yes* in the last column labeled *Has Error*), click on the client’s name. It will link you back to the individual client's record. Keep in mind that HAB expects providers to collect all required data. If you leave a data element blank, it will be counted as an *Unknown*. Depending on your percentage of *Unknown* responses, HAB may ask you to collect the missing data and re-submit your RSR. The screenshot below shows an example of the *Missing Data Report*. The clients in this screenshot are fictitious.

Client	Staff	Missing RSR Data	Has Error
<a href="#">Barn, Red</a>	Staff, Trainee 1	Alert: Unknown Poverty Level; Alert: Missing Medical Insurance;	No
<a href="#">Baseball, Hat</a>	Staff, Trainee 2	Alert: Missing Enrollment Status; Alert: Missing Screened for TB; Alert: Missing Screened for TB Since HIV Diagnosis;	No
<a href="#">Cloud, Storm</a>	Staff, Trainee 1	Alert: Missing Screened for TB;	No
<a href="#">Happy, Bea</a>	Staff, Trainee 3	Alert: Missing CD4 Test Dates; Alert: Missing Viral Load Test Dates; Alert: Missing Screened for TB;	No
<a href="#">Rise, Sun</a>	Staff, Trainee 4	Alert: Unknown Medical Insurance; Alert: Missing Screened for TB;	No

## Completeness Rates

HRSA uses RSR client-level data to evaluate the impact of the Ryan White program, ensure the appropriate use of funds, monitor progress toward achieving the National HIV/AIDS Strategy goals, and address the concerns of the U.S. Congress. HRSA has created the ***RSR Completeness Report*** to help providers identify areas for improvement. HRSA expects all providers to improve demographic and clinical data elements with reported values under 90%. For the 2013 RSR, HRSA’s goal is to have agencies focus on five selected data elements: Federal Poverty Level, Health Insurance Status, Housing Status, CD4 Counts, and VL Tests.

*RSR (continued from page 3)*

Remember, only agencies that fund OAMC are required to report on CD4 and VL. ARIES can now generate these rates for your agency in a report called *Completeness Rates*. As previously mentioned, this report will be displayed underneath the *Missing Data Report* table after you generate the RSR XML. Once generated, the report displays the 66 RSR data elements. Non-medical providers are expected to complete data elements 1–45. Medical providers are expected to complete items 1–66. The table will also display the number of required clients for the particular data element. Additionally, the table will show the number and percent of clients with a known value reported for each required data element. You will focus on the percent underneath the *Clients with Known Values Reported* column. As mentioned above, demographic and clinical data elements should have a value of 90% or higher. If your values do not meet these benchmarks, please look at the client data and possibly client charts to see if you can fill in any missing or unknown data. The missing data should correspond with the clients and data elements listed in the *Missing Data Report* table. Please note that there may be a legitimate reason for a missing or unknown value. For example, a client may have reported as Hispanic under Ethnicity and Other under Race. On the RSR, the value of Other is coded as Missing since Unknown is not a valid response for Race on the RSR. HRSA does not expect you to determine the Race for these clients. If a similar situation happens in your data reporting, please indicate the reason in the comments field after uploading your XML file to the HAB RSR Web Application System.

If you are unable to meet the 90% goal for all of the RSR data elements for the 2013 submission, please focus on the five specified data elements listed above. Please make note of all the data elements that do not meet HRSA's goals and work on improving their completeness rates for the 2014 RSR submission.

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## New Fix-It: Disenroll Reason Report

### *A New Tool for Fixing Agency Enrollment/Vital Enrollment Status in ARIES*

A new report is now available in ARIES which addresses a common problem with Agency Enrollment Status. This data element is also referred to as Vital Enrollment Status in the Ryan White Services Report (RSR). The new report is called the *Fix-It: Disenroll Reason*.

#### Background

There has been some confusion as to how a client's Agency Enrollment Status (also called the Vital Enrollment Status) is reported on the RSR. When looking at the data generated for the RSR upload, many agencies have found that clients are unexpectedly being reported as Unknown. It appeared that if the agency changed the client's Agency Status to anything other than active during the reporting period, the client was listed as Unknown. In other words, it seemed as though clients who were indicated as Inactive, Disenrolled, or Discharged were categorized as Unknown on the RSR for Vital Enrollment Status. These are valid answer options in ARIES. Why would they be reported as Unknown in the RSR?

Continued on page 5

*New Fix-It Report (continued from page 4)*

Clarification

ARIES uses the *Agency Status* field, the *Status as of Date* field, and the *Reason for Status Change* field to determine the client’s enrollment status on the RSR. The chart below shows the RSR mapping for *Agency Enrollment Status* or *Vital Enrollment Status* as referred to in the RSR:

Enrollment Status Mapping			
ARIES Status As Of Date	ARIES Agency Status	ARIES Reason for Status Change	RSR Mapping
After Reporting Period	N/A	N/A	1: Active
Within or Prior to Reporting Period	Active	N/A	1: Active
Within or Prior to Reporting Period	Reported Deceased or Confirmed Deceased	N/A	6: Deceased
Within or Prior to Reporting Period	Disenrolled or Discharged	Referred to another program	2: Referred
Within or Prior to Reporting Period	Disenrolled or Discharged	Violation of rules	3: Removed
Within or Prior to Reporting Period	Disenrolled or Discharged	Incarcerated	4: Incarcerated
Within or Prior to Reporting Period	Disenrolled or Discharged	Relocated	5: Relocated
Within or Prior to Reporting Period	All Others	N/A	7: Unknown

Below is the HIV AIDS Bureau’s (HAB’s) definition of Enrollment Status for the RSR. The *\*ONLY\** valid responses for the RSR are:

- 1 = Active, continuing in program
- 2 = Referred to another program or services
- 3 = Removed from treatment due to violation of rules
- 4 = Incarcerated
- 5 = Relocated
- 6 = Deceased
- 7 = Unknown

The list above is copied directly from HAB's RSR Data Dictionary. Items 2 through 5 all relate to disenrolled/discharged clients. When you disenroll or discharge a client, you **MUST** select from one of the reasons in the dropdown. If you select *Other* and enter free-form text, ARIES has no way of translating or mapping that to an acceptable HAB/RSR value. While there are plenty of other valid reasons why a client might be disenrolled or discharged, you must select one of the dropdown reasons in ARIES if you want the client to be reported correctly on the RSR. In addition, when you select a dropdown reason, you must also make sure that there is no text in the *If Other* field. Leaving any text in this field will overwrite any valid reason you might have chosen from the dropdown.

*New Fix-It Report (continued from page 5)*

### The Report

The report *Fix-It: Disenroll Reason* looks at clients served during the period, and if their current enrollment status is *Disenrolled* or *Discharged* but their Reason is not one of the four valid reasons (Referred to another program, Violation of rules, Incarcerated, Relocated), the message "Invalid Disenroll Reason" will appear in the Errors column. While the report includes all clients served, the clients with errors show up at the top of the report

To run the *Fix-It: Disenroll Reason* Report, click on *Report* in the black navigation bar in ARIES. Next, click on *Client*. Once the *Clients Report* menu is displayed, scroll all the way to the bottom of the screen. Click on the link entitled *Fix-It: Disenroll Reason*. Typically, we advise users to run the Fix-It reports for a 12-month period ending near today, but since this is related to RSR reporting, users will more likely (and more appropriately) be running it for the RSR reporting period. In light of the way that we capture and report *Enrollment Status*, there can be a discrepancy between the results of this report and the results of the RSR. If an agency was to run this report on February 1, 2013, for the 2012 calendar year, a client who had been disenrolled on January 15, 2013, with a bad *Reason* would show up on this report with an error but would NOT be reported on the RSR with an error. That's because, as of the end of the reporting period, the client would have still been active and would have been reported as such on the RSR. The report only looks at the current enrollment status. Therefore, the *Fix-It Report* can contain false positives. Technically, they are still "positives" because the client really does have a bad *Disenroll Reason*, but in practicality, they are "false" positives because they won't affect RSR reporting -- at least for *this* reporting cycle. They could be true positives for the *next* reporting cycle, assuming the client had a 2013 service before being disenrolled.

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## New User Training

Are you are new user? Did you know that online training for ARIES is available? The self-paced training courses can be taken at your convenience. New users are encouraged to complete this training, especially courses 1 through 3 which outline key concepts about security, share status, logging in, and client enrollment. The courses are also a good resource for existing users who want to learn more about a particular feature in ARIES.

To access the ARIES trainings:

1. Go to [the California Department of Public Health's WebEx training page](#).
2. Click on the "Topic" heading to view the trainings in order by course number.

3. Click on the name of the course you want to take. You will be brought into that course's "Recording Information" screen.
4. Click "View" to take the course.
5. Finally, you will be required to provide some basic information on the registration pop-up screen before you can begin.

Please note that the trainings are narrated, so be sure you have sound enabled on your computer. If you receive an error message related to your browser version, please contact the ARIES Help Desk at 866-411-ARIES (2743).

## ARIES Client Consent Forms

Eighty percent of all ARIES clients served in the last year were “share” clients. While this is an impressive statistic, it is important to remind users how to document clients’ share decisions in ARIES. Below are some key points taken from [ARIES Policy Notice C1](#). Providers must:

- Use the most recent version of the form dated July 2010 in the lower right-hand corner.
- Ensure that every active client has a current ARIES Consent Form in their chart (i.e., last signed no later than three years ago).
- Ensure that the share status to which the client has agreed is reflected appropriately on the Agency Specifics screen in ARIES.
- Enter “ARIES Consent Form” under Eligibility Documents on the Eligibility Documents screen in ARIES, as well as the dates when the form was signed by the client, was obtained by the provider, and will expire. The expiration date is three years from the date which the client signs the form.
- Ensure that clients renew the ARIES Consent Form once every three years or sooner for clients who want to change their share status.

For more information, please read the ARIES Policy Notice C1. It’s posted at [www.projectaries.org](http://www.projectaries.org) under the “Policy Notices” link. If you need assistance using the “Eligibility Documents” screen or changing a client’s share status in ARIES, please call the ARIES Help Desk at 1-866-411-ARIES (2743).

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## Client Detail Report

The Client Detail Report, which is similar to a face sheet, is now available in ARIES. You can run a Client Detail Report listing key information for a client, including services, that you may view in ARIES based on your permissions. Users with the proper permissions can access the report by clicking on the new Client Detail Report button on the Contact Info Read Only screen. The report can be customized by selecting the date range and the data elements to include. For detailed instructions on how to generate this report, please read the ARIES User Manual by pressing the F1 key while in ARIES.

If you need access to the Client Detail Report, please have your manager or ARIES technical lead contact the ARIES Help Desk at 1-866-411-ARIES (2743).

## ARIES Demo Site Ends

For the past seven years, the ARIES demonstration website (“Demo site” for short) provided users and interested providers a place where they would train, explore, and demonstrate ARIES using fictitious data. Due to security concerns and budget constraints, the State Office of AIDS (OA) discontinued the Demo site on November 1, 2013. In lieu of the public-facing Demo site, OA will host a secure Training website which will require digital certificates to access. If your agency used the Demo site as part of its user training, please contact the ARIES Help Desk for instructions on how to request access to the Training site.

## Document Upload

Have you ever wanted to attach the HIV diagnosis letter or signed ARIES Consent Form to a client's ARIES record? The new Document Upload feature allows users with the proper permissions to do just that!

Document Upload allows users to add a Word (.doc, .docx) or PDF file to client records on the Eligibility Documents subtab and on the new Documents tab. The file size is limited to 2,000 KB (2 MB) per document which is about the size of a three-page document scanned at 150 dpi. If you are scanning a document, resolutions less than 150 dpi may be difficult to view online.

There are two screens where documents can be uploaded to:

### Eligibility Documents Subtab

Up to 10 documents can be uploaded on a client's Eligibility Documents. Users can (1) upload a file to a newly-created record, (2) add a file to an existing record, (3) replace an old file in an existing record with a new file, or (4) delete a file from an existing record.

To add a file to an Eligibility Document record, go into the Eligibility Document Edit Screen. To add a file to an existing record, click the Edit button. There is a new field called File with a Browse button to the right of it. Click Browse to locate and select the file on your computer or network. Its name should now appear in the File field. Continue to fill out or edit the other fields (e.g., Document Date, Expiration Date, Source) for the record. Click Save and then click Done.

When you return to the Read Only Screen, the document name will now have a hyperlink. To access the document, simply click on the hyperlink. Internet Explorer will ask whether you want to Open the file,

Save it, or Cancel the request. To view the document, click Open. (Note that hyperlinks do not appear on the Edit Screen.)

### Documents Tab

A new tab called Documents will be visible to users with the Document Upload permissions. Users can upload files that are not associated with Eligibility Documents – such as an insurance policy or apartment rental agreement – on this tab.

Up to 5 documents can be uploaded on this tab. With one exception, the upload process is the same as the above instructions. Users must enter a Document Name and Description in order to save the upload file to ARIES.

Since there is a limit to the number of documents ARIES allows, it is recommended that general information of use to many be uploaded. OA strongly encourages uploading the ARIES Consent form, especially for share clients. Additionally, because ARIES is **not** the database used for the administration of the AIDS Drug Assistance Program (ADAP), **do not upload ADAP Enrollment forms into ARIES.**

For more detailed instructions on how to use this feature, press the F1 key while in ARIES and search for “document upload” in the ARIES Help Manual. If you would like to use the Document Upload feature, please have your manager or ARIES technical lead contact the ARIES Help Desk at 1-866-411-ARIES (2743).

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## Federal Poverty Level Household/Family Numbers

Until recently, ARIES allowed users to enter a zero for a client’s Household or Family Size. However, all households and families must have at least one person (i.e., the client) in them. ARIES has been updated to disallow entering “0” as a value for number of people in household and in family. The system now requires a number between 1 and 24 for these fields. The fields can also be left blank if unknown.

Providers are encouraged to run the Fix-It: Poverty Level report to quality-check Household Federal Poverty Level. The “Invalid Household Size” error will be displayed for records that have Household Size of zero. For more information on how to use this report, go to [www.projectaries.org](http://www.projectaries.org) > Training > Focused Technical Assistance > Improving Collection of Poverty Level in ARIES.

## Tracking Viral Load Monitoring and Suppression

In October 2008, the HIV/AIDS Bureau (HAB) Quality Management (QM) Indicators Report was deployed in ARIES. Initially, the report allowed providers to run Group 1 of HAB’s HIV/AIDS Core Clinical Performance Measure for Adults and Adolescents. HAB added Viral Load Monitoring and Viral Load Suppression measures to Group 1 in December 2011. These two measures have now been added to the HAB QM Indicators Report in ARIES.

These measures identify a subset of a population that meets certain criteria related to standards of care. The outcome is measured as a percentage by dividing the number of clients meeting the criteria (numerator) by the number of eligible clients in the population as a whole (denominator). For patient management, providers may run the QM Client Follow-Up report to identify clients in the denominator but not the numerator, thus indicating clients who did not receive the required level of care and may need follow-up.

The data for these two measures are captured on the data entry screens in ARIES:

Measurement		Basic Medical	Service Line Item Screen		Medical History Screen	
		HIV-Positive	Any Service at my agency	One isMedicalQM service at any agency	At least two VL tests	Last VL count <200 copies/mL
Viral Load Monitoring: Percentage of clients, regardless of age, with a diagnosis of HIV/AIDS with a viral load test performed at least every six months during the measurement year.	Numerator	X	X	X	X	
	Denominator	X	X	X		
Viral Load Suppression: Percentage of patients, regardless of age, with a diagnosis of HIV/AIDS with viral load below limits of quantification (< 200 copies/mL) at last test during the measurement year.	Numerator	X	X	X		X
	Denominator	X	X	X		

*(continued on page 10)*

*Tracking Viral Load (continued from page 9)*

For more detailed information on the HAB QM Indicators Report, please review October 2008 edition of The ARIES Advisor (for Group 1) and the August 2009 edition (for Group 2). The newsletters are available at [www.projectaries.org](http://www.projectaries.org) > Newsletters.

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*HAB is currently revising the portfolio of performance measures. Their goal is a performance measure portfolio which will (1) emphasize priorities, (2) align with other federal measures programs, and (3) be mindful of resources. Once HAB officially releases the new portfolio, the State Office of AIDS will begin the work to determine how ARIES needs to be enhanced to monitor the new portfolio. So, please stay tuned!*

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## New ARIES Feature: Import by ARIES ID

Importing data from one system into another always relies on some form of client identifier to match clients between the two systems. For ARIES, the default identifier for import is the Extended URN (eURN), which is made up of components of the client's first name, last name, middle initial, date of birth, gender, and mother's maiden name. When data is imported from another system, if the eURN matches an existing client in ARIES, the data is saved as a part of that client's record. If the eURN does not match an existing client, a new client record is created. A common problem with matching data by eURN is that the components of the eURN are subject to change, which results in a change to the eURN itself, and ultimately results in duplicate clients in ARIES. Here's an example:

*A client is imported into ARIES for the first time in January; thus, a new ARIES record is created. In March, the client's name changes. The update occurs in the source data system but not in ARIES. At the end of the month, the client's data is again imported into ARIES. Now, however, the new eURN does not match any existing client. A new ARIES client record is now created -- a duplicate of the original record.*

In 2012, The Office of AIDS introduced a new feature to ARIES allowing data to be imported by ARIES ID. ARIES ID is a unique 9-digit number that is assigned to each new client record in ARIES. The first 8 digits are sequentially assigned, and the ninth check-digit is randomly assigned for security. Since the number does not usually change, it can be an excellent client identifier for imports. Please contact the ARIES Help Desk at 866-411-ARIES (2743) for more information on how to utilize this feature if you are importing data into ARIES.

## Password Warning

When you reach the ARIES Login page, newer version of Microsoft Internet Explorer may ask if you want to save your user name and password. Likewise, some after-market security software (e.g. Norton) may also contain a password archive feature. The Office of AIDS wants to remind all users that ***saving your password in any form is a violation of ARIES policy.*** Passwords should never be written down, never saved in a document, never emailed, and never stored in a browser or third party password archive.

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## Windows XP Support Ends

Microsoft has announced that they will no longer support Windows XP after April 2014. Likewise, ARIES will also stop supporting Windows XP. If your agency is still using computers with Windows XP to access ARIES, please check with your IT staff about upgrading your operating system.

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## Internet Explorer 11 and ARIES

Microsoft recently released Internet Explorer 11. If you upgrade to the new browser and cannot log in to ARIES, add [www.ca.gov](http://www.ca.gov) to the browser's *Compatibility Mode* settings. For help with Compatibility Mode, contact the ARIES Help Desk: 866-411-ARIES (2743).