

**RWSR Technical Assistance Request Form**

**Agency Name:** \_\_\_\_\_

**Primary Contact Name & Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Program(s) Supported:**  **Ryan White Part A**       **Ending the HIV Epidemic (EHE)**       **Both**

**1. Type of Assistance Requested** *(Select all that apply)*

**Programmatic / Administrative**

Service category guidance       Policies & procedures       Provider Profiles

Outreach/engagement strategy support       Linkage workflows

Other: \_\_\_\_\_

\_\_\_\_\_

**Fiscal / Contracting**

Budget       BRASS support       Invoice review or corrections       Allowable cost clarification

Other: \_\_\_\_\_

\_\_\_\_\_

**Quality Management**

Standards of Care       QI Project support       Performance measures       Data quality

Other: \_\_\_\_\_

\_\_\_\_\_

**Data / CAREWare / Reporting**

CAREWare troubleshooting       RSR guidance       Data validation

Other: \_\_\_\_\_

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**2. Description of Issue or Support Needed** *Please describe the problem, question, or deliverable you need assistance with*

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**3. Urgency Level**

High (deadline within 3 business days or blocking service delivery)

Medium (deadline within 1–2 weeks)

Low (general support or future planning)

**Relevant Deadlines (if any):**

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**4. Preferred Format of Assistance:**     Email response     Virtual meeting     In-person meeting

Other: \_\_\_\_\_

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**5. Supporting Documents (if applicable):**     Attachments included

**Describe attachments:**

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## Submission Instructions

### **Email Submission (recommended)**

**Send completed form to:** rwsr@nola.gov

**Subject line:** TA Request – [Agency Name] – [Topic]

### **Teams Submission**

**Upload the completed form to:**

RWSR Stakeholder Channel → General → Technical Assistance → TA Requests

Then tag @Mindi Keenan in the comments.

### **Confirmation & Follow-Up**

- You will receive confirmation within 2 business days.
- An assigned staff member will reach out to schedule time or resolve the issue.
- Additional follow-ups will be coordinated if ongoing monitoring is required.