

KORE Workflow and Tips Guide

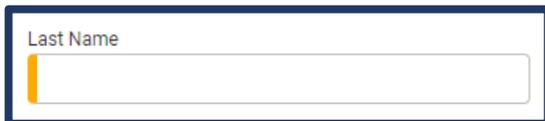
Creating a Client Profile and Completing a GPRA Intake

Create a Client Profile

Client List, Add New Client

1. Click **Client List** on the left side of WITS.
Note: If the client is previously entered into WITS click **Search**. Once found, hover over the ellipsis to access client's information 
2. For New Clients, click **Add Client**.
3. Fill out necessary client information including Full Name, Ethnicity/Race, Addresses, and Collateral Contacts.

Note: All orange marked boxes are required to complete the Client Profile.

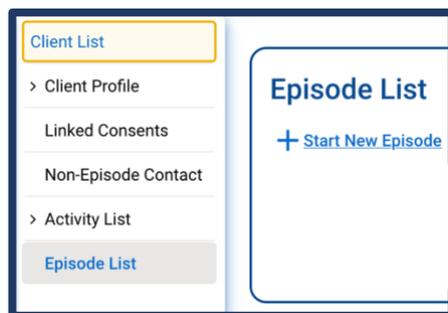


4. After collecting necessary client information, click **Save and Finish**.

Add a New Episode

Client List, Episode List

1. From the Client List, click **Episode List**.
2. Click **Start New Episode**.
3. Complete all required fields marked in orange.
4. Click **Save and Finish**.

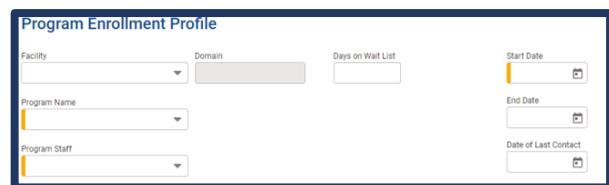


Record a Program Enrollment

Client List, Activity List, Program Enroll

1. From the Activity List, click **Program Enroll**.
2. Click **Add Enrollment**.
3. Complete all required fields marked in orange.
4. Click **Save and Finish**.

Note: If an error message occurs during the Program Enrollment step, email koreproject@uky.edu for assistance.



Complete a GPRA Intake

Client List, Activity List, GPRA

1. From the Activity List, click **GPRA**.
2. Click **Add New GPRA Intake**.
Note: Visit [KORE's webpage](#) for GPRA Data Collection and a question-by-question guide.
3. Once complete, click **Save and Finish**.



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Completing a GPRA Follow-up, Discharge, and WITS Program Dis-Enroll

Record a GPRA Follow-up

Client List, Activity List, GPRA

1. From the Activity List, click **GPRA**.
2. Click **Add GPRA Follow-up**.
3. Once Complete, click **Save and Finish**.

Note: GPRA Follow-up must be recorded between 5 to 8 months **after** GPRA Intake or the GPRA will not be counted. See GPRA timeline below.

Record a GPRA Discharge

Client List, Activity List, GPRA

1. From the Activity List, click **GPRA**.
2. Click **Add GPRA Discharge**.
3. Fill out the information requested on each screen.
4. Once complete, Click **Save and Finish**.

GPRA Interview List

+ Add GPRA Intake + Add GPRA Followup + Add GPRA Discharge

Dis-Enroll from Program

Client List, Activity List, Program Enroll

1. From the Activity List, click **Program Enroll**.
2. Hover over the ellipsis icon **:** on the Program Enrollment List and click **Review**.
3. Specify **Program End Date**.
4. Click **Save and Finish**.

Important Note: Only dis-enroll a client once a follow-up GPRA is completed or the follow-up window has closed.

Program Enrollment Profile

Facility: [Dropdown] Domain: [Text] Days on Wait List: [Text] Start Date: [Calendar]

Program Name: [Dropdown] End Date: [Calendar] (Red arrow points here)

Program Staff: [Dropdown] Date of Last Contact: [Calendar]

End Episode of Care

Client List, Activity List, Intake

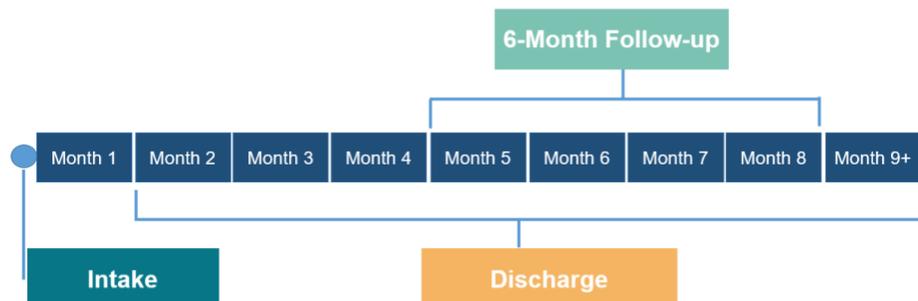
1. From the Activity List, click **Intake**.
2. Scroll to bottom of the page and specify End Date in the **Date Closed** field.
3. Click **Save & Close the Case**.
4. Click **Finish**.

Important Note: A GPRA Follow-up cannot be completed after the Episode of Care has been ended.

Date Closed

[Calendar] Save & Close the Case

Save Save and Finish Cancel



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Logging into WITS

Requesting an Account

Contact koreproject@uky.edu or your KORE implementation specialist to request an account.

WITS Login Welcome

After submitting account requests, all staff will receive a WITS login welcome email from koreproject@uky.edu. This email establishes communication between technical assistance and staff. Any questions or concerns can be directed to technical assistance.

Automated WITS Email

Once successfully onboarded, staff will receive an automated email from WITS alerting them to a new account. Staff should expect this email from noreply@witsweb.org.

Note: The automated WITS email may appear in your Spam/Junk folder. Please be sure to check these folders. If you do not receive the automated email within 24 hours of onboarding, please contact koreproject@uky.edu.

Activating WITS Account

When activating a WITS User account, the link to establish your password and pin will only remain active for **24 hours**.

- ⇒ Your password should be at least 6 characters and must include letters, numbers, at least one capital letter, and punctuation.
- ⇒ Your pin should also be 6 characters, letters, numbers, at least one capital letter, and punctuation.
- ⇒ Your pin and password must be different.
- ⇒ Your username will be included in the WITS Login Welcome email and is not your email address.

WITS Webage

Bookmark the WITS webpage: <https://ky.witsweb.org/Public/>

Account Maintenance

Please be advised that WITS user accounts require regular password changes for security (every 30 days). Inactive accounts will be disabled after 60 days of inactivity. If a user account is disabled, contact koreproject@uky.edu to request an account reactivation.



Need additional resources?

Be sure to visit the [KORE Data Collection and Grant Reporting](#) website for training videos and tip sheets!

Need to chat about WITS?

Be on the lookout for Announcements about weekly virtual individual and group new provider and refresher trainings!