

WV WITS

Standard User Guide for SUPRT Data Entry

A Standard WITS User Guide for WV State Opioid Response
Treatment and Recovery Programs

VERSION: 05/2026

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Introduction

The Web Infrastructure for Treatment Services (WITS) is a web-based data collection system software with the capability to collect all Substance Abuse and Mental Health Services Administration (SAMHSA) Unified Performance Reporting Tool (SUPRT) assessment data. WITS submits nightly SUPRT data to the SAMHSA Performance Accountability and Reporting System (SPARS) for federal grant data.

Recipients of West Virginia State Opioid Response (SOR) funding for recovery support and treatment services are required to perform SUPRT assessments at baseline, 6 month follow up, annual, and discharge. By entering SUPRT data into WITS, SOR participants are compliant with federal reporting requirements.

This Standard User Guide has been prepared for staff members delivering services to individuals that are funded under the SOR grant. Information provided within this document will assist providers in entering data into WITS.

Getting Started

Browser Requirements

WITS is a web-based application that is accessible through the most up-to-date versions of the following web browsers:

- Google Chrome
- Apple Safari
- Mozilla Firefox

Microsoft Edge is a web browser that is not recommended for WITS access.

Pop-Up Blocker

Certain features in WITS, such as Snapshot and Scheduler, will open in a separate browser window. Ensure the browser allows pop-ups for the WITS application to avoid functionality issues.

URL Links

To access the training environment, use the following link:

<https://wv-training-sts.witsweb.org>

Be sure that only fictitious data is entered into the training environment. DO NOT use data from an actual client. Additionally, the training environment is a shared space so be sure to keep all entered data professional.

To access the production (or live) environment, use the following link:

<https://wv.witsweb.org/Public/>

If you need access to the training and/or production environment, be sure to contact the WITS Administrator or SOR grant manager.

Data Entry Workflow

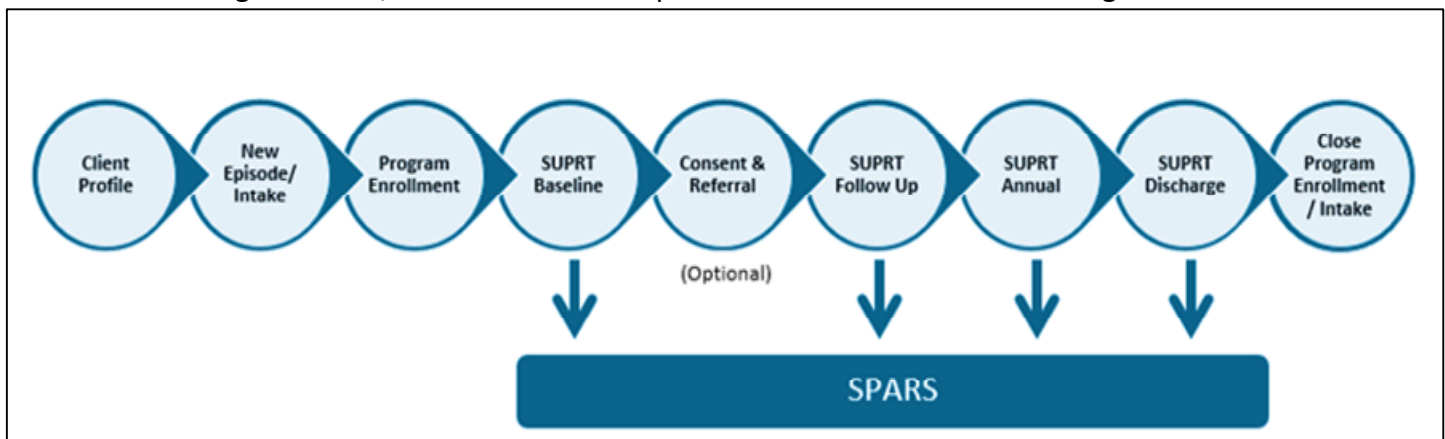
WITS allows providers to easily enter information for individuals and services they receive as part of a SOR grant that requires SUPRT data collection.

The initial provider agency that works with an individual will create the client profile, intake, and enroll the client into a program specific to a SOR grant.

Once the program enrollment has been completed, the SUPRT Assessment will become available, and the provider agency will be able to record the assessment in WITS.

If the provider agency needs to refer an individual to another provider for services, WITS has an automated consent/referral process. Once the referred-to service provider accepts the referral, WITS will automatically set up the client profile, intake, and program enrollment. The referred-to service provider will be able to update the SUPRT Assessment records accordingly.

As shown in the figure below, WITS will submit required data to SPARS at various stages.



SUPRT Assessment Types

The SUPRT Tool has several assessment types:

- **Baseline:** Baseline assessments should be completed 30 days before or after the client first receives services. Clients can receive multiple baseline assessments for episodes of care under the same grant.
 - Multiple baselines could occur if the client relapses after treatment, or if the client leaves treatment and returns at a later date.
- **6 Month Reassessment (Follow Up):** Reassessment is due 6 months after the baseline assessment. The window to complete this assessment is 30 days before and after the baseline assessment anniversary.
- **Annual:** Annual assessments are due 365 days after the baseline assessment, and every 365 days thereafter. The window to complete this assessment is 30 days before and 30 days after the baseline assessment anniversary.
- **Close Out (Discharge):** Closeout assessments are performed when the client is no longer receiving services in a grant program. This assessment must be completed within 30 days of the date when services were discontinued.

- Once a discharge is completed, the reassessment or annual assessment is no longer required, even if within the window for completing these assessments.
- If the client returns for care, a new baseline assessment should be completed.

SUPRT-A Assessment

The SUPRT-A assessment, completed by providers, gathers previously collected information about the client. This is not an assessment that is conducted face to face with the client, rather the information should be sourced from the client’s existing records. The tool is designed to support the collection and reporting of client-level service data at baseline, reassessment, annual, and discharge intervals. SUPRT-A is to be completed by the provider at each assessment interval and is required for all clients receiving services under the SOR grant.

There are different versions of the SUPRT-A assessment. For SOR grants, the adult version of the SUPRT-A assessments will be used for data reporting. This tool is divided into five sections. The table below describes each section.

SUPRT-A Assessment Section	Description
A. Record Management	Collects Administrative details like the Client ID, Grant ID, Date of assessment, etc.
B. Behavioral Health History	Client’s insurance type, acute services utilized in the past 30 days, and justice system involvement in the past 90 days.
C. Behavioral Health Screenings	Client’s screening or assessment results in the past 30 days.
D. Behavioral Health Diagnosis	Client’s current behavioral health diagnosis, and other health conditions.
E. Services Received	Information about services provided through the SOR grant. This section is not completed for the Baseline assessment.
F. Demographics <i>NOTE: This section is not required unless the client declines to complete the SUPRT-C assessment.</i>	Client’s demographic information, including race/ethnicity, and sex. This section is only collected for the Baseline assessment.

Depending on the assessment type, not all sections of SUPRT-A may be required. Reference the table below for which sections are required for each assessment type.

SUPRT-A Assessment Section	Baseline	Reassessment	Annual (Adult Only)	Closeout
A. Record Management	Yes*	Yes*	Yes*	Yes*
B. Behavioral Health History	Yes	Yes	Yes	No
C. Behavioral Health Screenings	Yes	Yes	Yes	No
E. Services Received	No	Yes	Yes	Yes
F. Demographics	No**	Yes	Yes	Yes

*Not all questions are required

**This section is not required if clients consent to SUPRT-C at baseline

SUPRT-C Assessment

SUPRT-C is an assessment completed by the client or proxy at baseline, reassessment, and annual intervals. A SUPRT-C assessment is not required for discharge. This tool is designed to support the collection and reporting of client identified needs and outcomes.

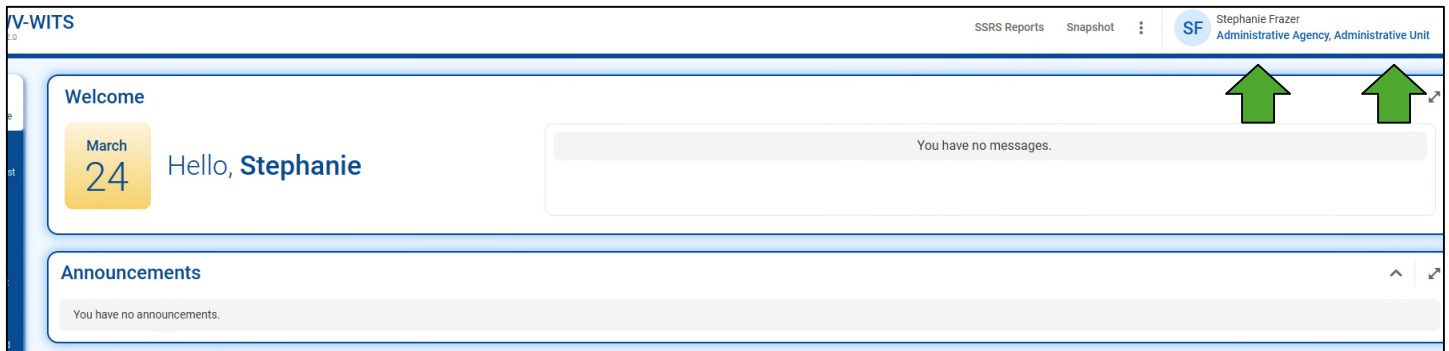
Like the SUPRT-A assessment, there are different versions of the SUPRT-C assessment. For SOR grants, the adult version of the SUPRT-C assessments will be used for data reporting. This tool is divided into four sections. The table below describes each section.

SUPRT-C Assessment Section	Completed By	Description
Record Management Office Use	Provider	Reports if the assessment was completed by client or proxy. If unable to conduct assessment, provider must select a reason for why.
Demographics	Client/Proxy	Client's self-reported demographic information, including race/ethnicity, and sex.
Social Drivers Of Health	Client/Proxy	The non-medical, environmental, and economic conditions impact on the client's mental and physical health.
Client Reported Core Outcomes	Client/Proxy	Client's interpretation of their health status, symptoms, and quality of life.

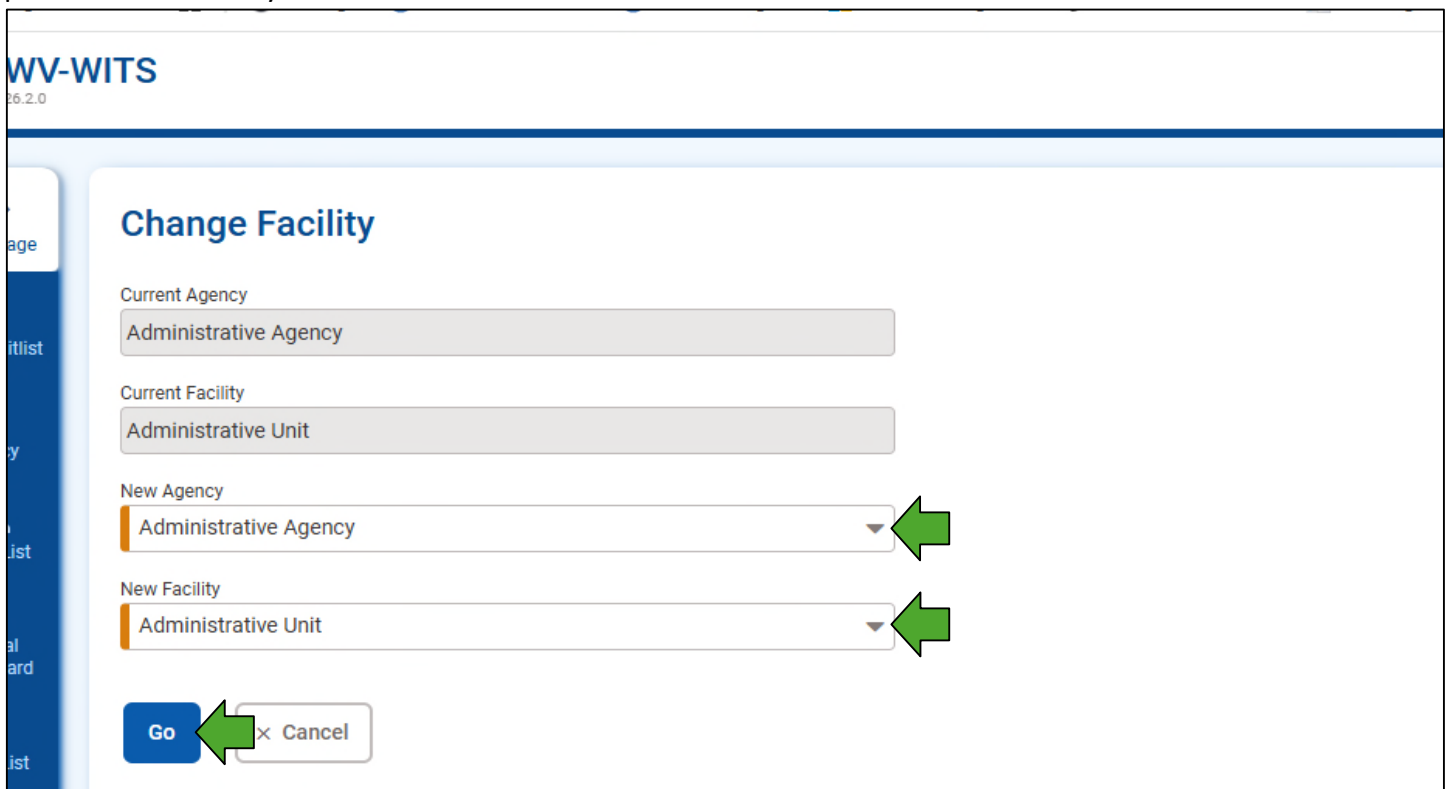
By answering the SUPRT-C questions, the client is providing consent to participate in data collection.

Change Agency/Facility Assignment

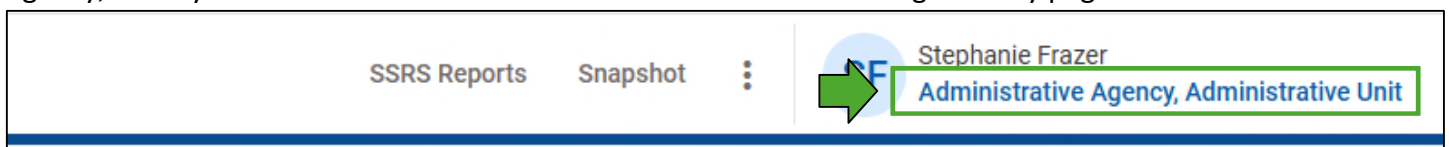
Usually when users log in, the Welcome screen with their name and area of assignment featured in the top right-hand corner of the screen will populate. If users notice that their name or area of assignment is incorrect, contact the WITS Administrator or SOR grant manager.



If a user is responsible for data entry for more than one SOR grant or more than one agency, then that user will experience the Change Facility page instead of the initial Welcome screen. Users will need to select an option in the New Agency and/or New Facility fields and then click the "Go" button in order to begin the process of data entry.



If at any point these users need to switch to a different assigned facility or agency, users must click on the Agency, Facility link under their name. This will take them to the Change Facility page.



New Client Entry

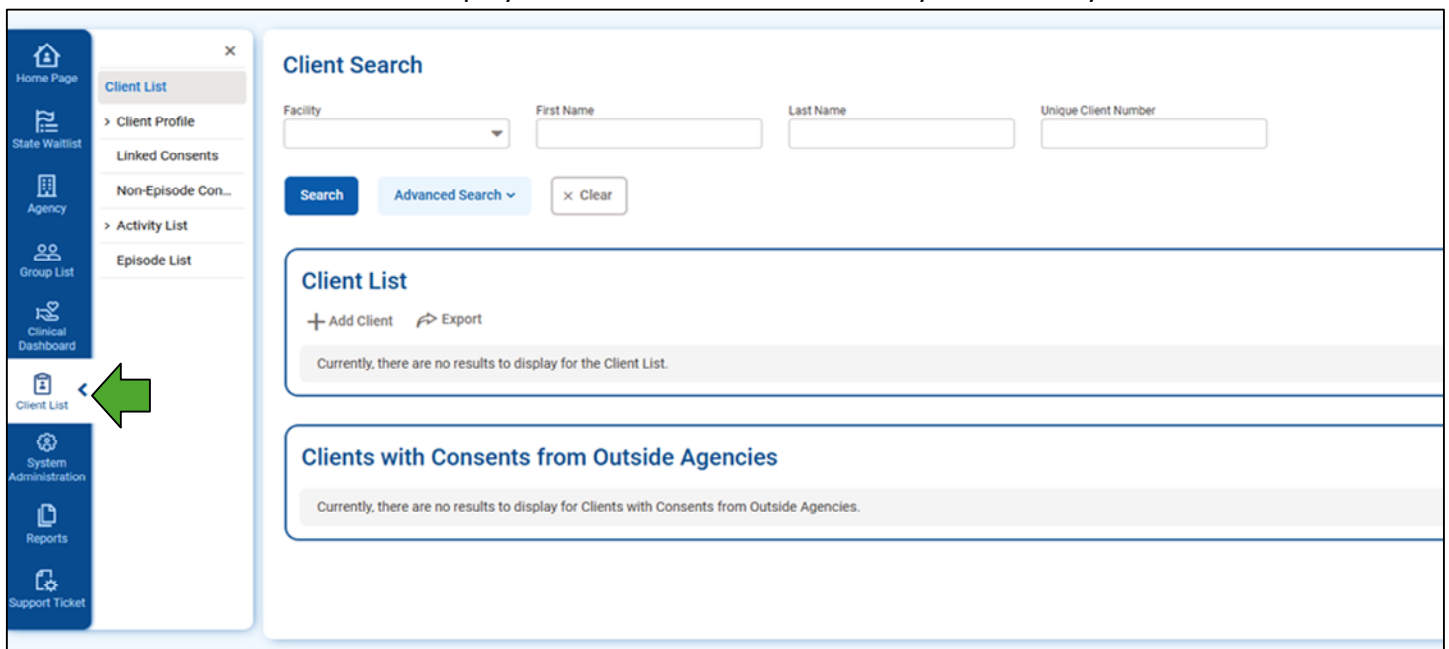
The first steps in accessing the SUPRT-A and SUPRT-C assessments in WITS begin with the creation of client profile.

Client Search

Before creating a new client record, the user should always perform a search for an existing client record. This prevents duplicate records from being created.

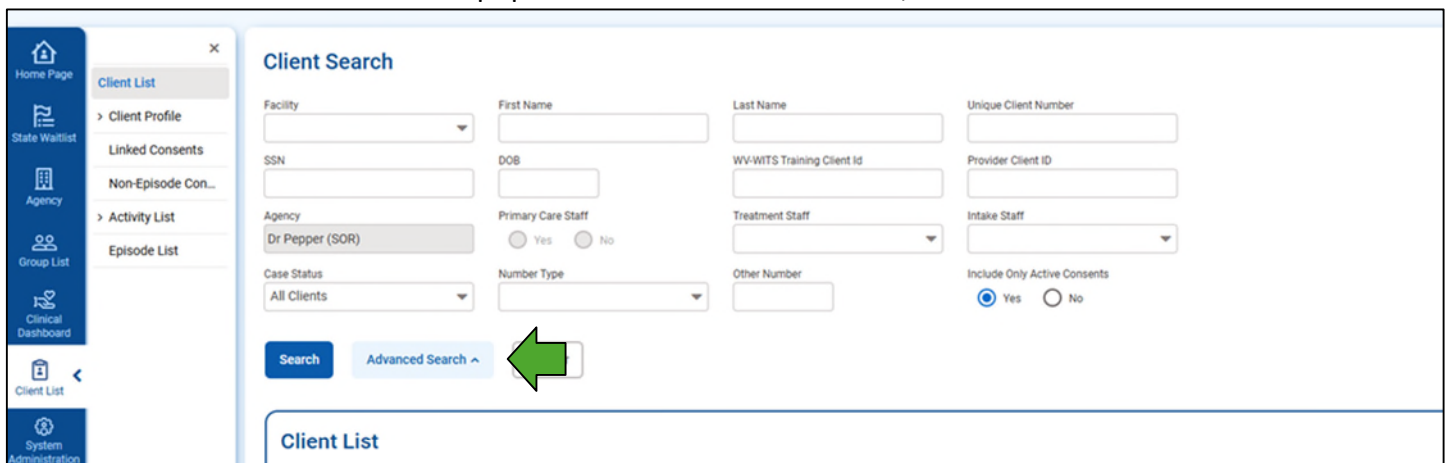
To search for a client record,

1. From the blue navigational menu on the left side of the screen, click “Client List.”
2. The Client Search screen displays with basic search functionality immediately available.



The screenshot shows the 'Client Search' interface. On the left is a blue navigation menu with icons for Home Page, State Waitlist, Agency, Group List, Clinical Dashboard, Client List (highlighted with a green arrow), System Administration, Reports, and Support Ticket. The main content area is titled 'Client Search' and contains four input fields: Facility (a dropdown menu), First Name, Last Name, and Unique Client Number. Below these fields are three buttons: 'Search', 'Advanced Search' (with a dropdown arrow), and 'Clear' (with an 'x' icon). The interface also features two summary boxes: 'Client List' with '+ Add Client' and 'Export' buttons, and 'Clients with Consents from Outside Agencies'. Both boxes indicate 'Currently, there are no results to display for the Client List.' and 'Currently, there are no results to display for Clients with Consents from Outside Agencies.' respectively.

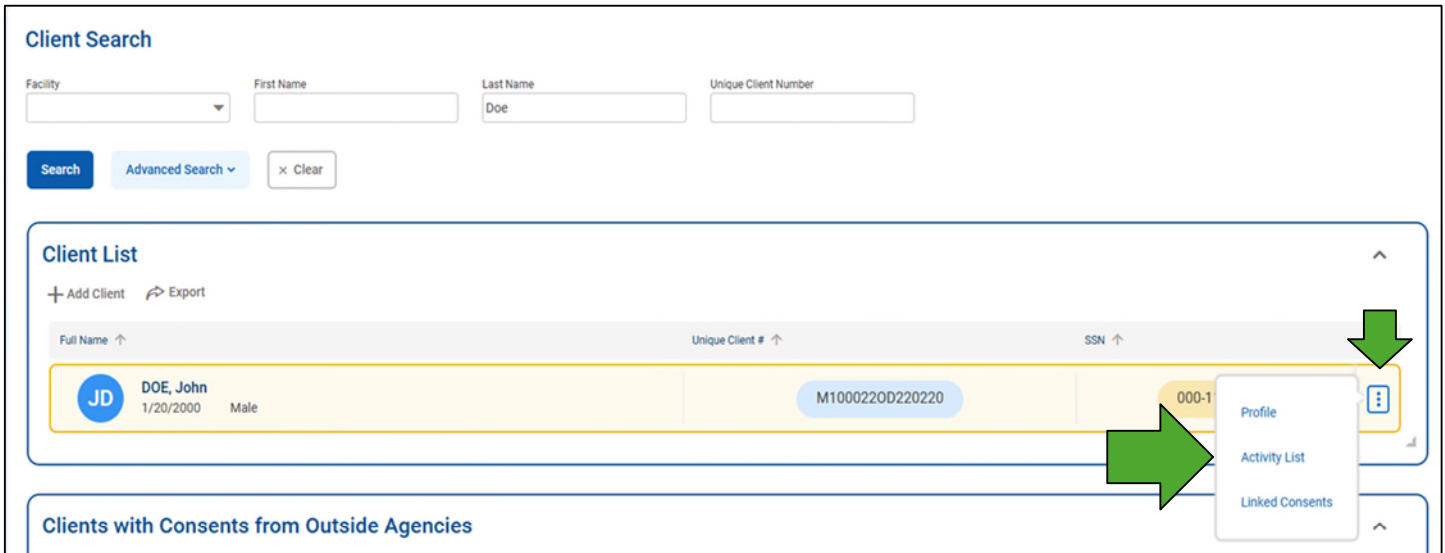
If other criteria besides those under basic search is needed to locate the client record, then click “Advanced Search.” This will populate additional search fields, such as SSN and DOB.



This screenshot shows the 'Client Search' interface with the 'Advanced Search' option selected. The search fields are expanded to include: Facility, SSN, Agency (with a dropdown menu showing 'Dr Pepper (SOR)'), Case Status (with a dropdown menu showing 'All Clients'), First Name, DOB, Primary Care Staff (with radio buttons for 'Yes' and 'No'), Number Type (with a dropdown menu), Last Name, WV-WITS Training Client Id, Treatment Staff (with a dropdown menu), and Other Number. There are also fields for Unique Client Number, Provider Client ID, Intake Staff (with a dropdown menu), and an 'Include Only Active Consents' section with radio buttons for 'Yes' (selected) and 'No'. The 'Advanced Search' button is highlighted with a green arrow.

3. Enter search criteria, and then click “Search.”

4. Search results will be listed under the Client List section. If the client record currently exists, the record will be present.
 - a. If a client record exists, hover the cursor over the vertical ellipsis to the right of the record of interest and click on one of the available options.



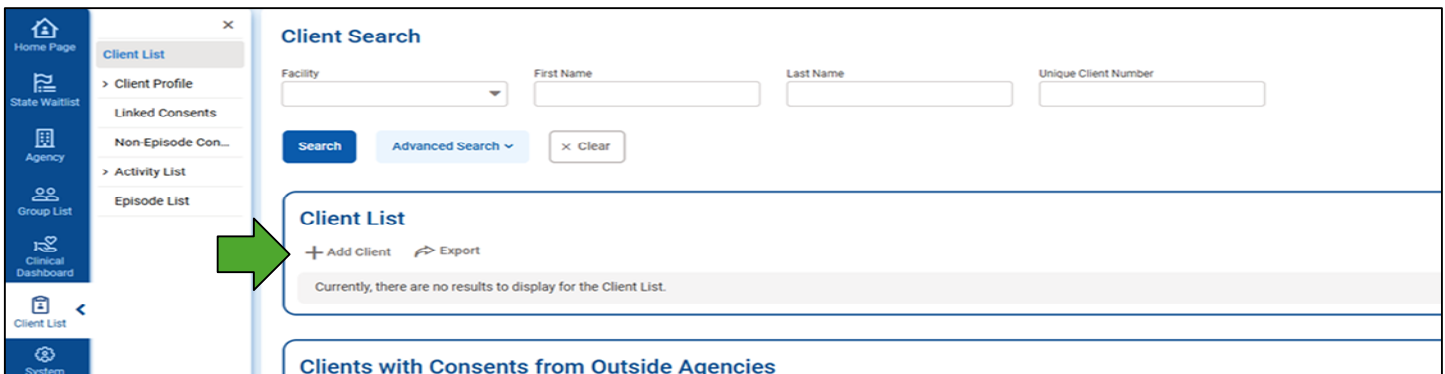
The table below explains the list of available options.

Existing Client Record Options	Description
Profile	Quicklink to the client’s profile. Users can edit DOB, SSN, and address.
Activity List	Quicklink to the list of actions/ tasks completed or started for the client record. If records need to be added (such as reassessment or annual assessment) this quick link should be utilized.
Linked Consents	Quicklink to the list of any consents that have been created for referral to another provider.

Add Client

If the client record does not exist in WITS, then a client record will need to be created.

1. In the Client List section, click “+Add Client.”



- The Client Profile screen will display. Any field that has an orange tab is a required field. Be sure to use the client's actual SSN and DOB. Users will need to fill out the pages Client Profile, Contact Info, and Additional Information.

Client Profile

Hide Context Information

Unique Client Number State Client ID

Created By Created Date Updated By Updated Date

First Name Middle Name Last Name

Mother's Maiden Name Suffix Sex

Gender Identity DOB SSN

Provider Client ID Driver's License Has paper file Yes No

Upload Profile Image

No File Selected... Browse Upload

Back Next Save Save and Finish Cancel

On the next page is a table of the required fields on the pages Client Profile, Contact Info, and Additional Information. These fields need to be completed in order for the client record to be completed.

Field Name	Webpage found	Description
First Name	Client Profile	Client's first name should match what appears on government documents. Do not use nicknames or shortened variations of their name.
Last Name	Client Profile	Same as above.
Sex	Client Profile	This field denotes the client's sex at birth.
DOB	Client Profile	The client's date of birth. The format should be DD/MM/YYYY or use the calendar function to select the date.
SSN	Client Profile	The client's social security number.
Address Type	Contact Info <i>Select "+Add Address"</i>	Type of address being recorded. Facility addresses may be used to replace the client's address.
Address Line 1	Contact Info <i>Select "+Add Address"</i>	Primary street address or P.O. Box
City	Contact Info <i>Select "+Add Address"</i>	The municipality, town, or city
State	Contact Info <i>Select "+Add Address"</i>	The state, province, or region
Zip	Contact Info <i>Select "+Add Address"</i>	A 5-digit postal code
Ethnicity	Additional Information	The cultural heritage, language, ancestry, or upbringing of the client.
Races	Additional Information	The physical characteristics or shared ancestry of the client.
Veteran Status	Additional Information	Denotes if the client served in active military, naval, air, or space service.

3. Once the required fields have been completed, click "Save and Finish."

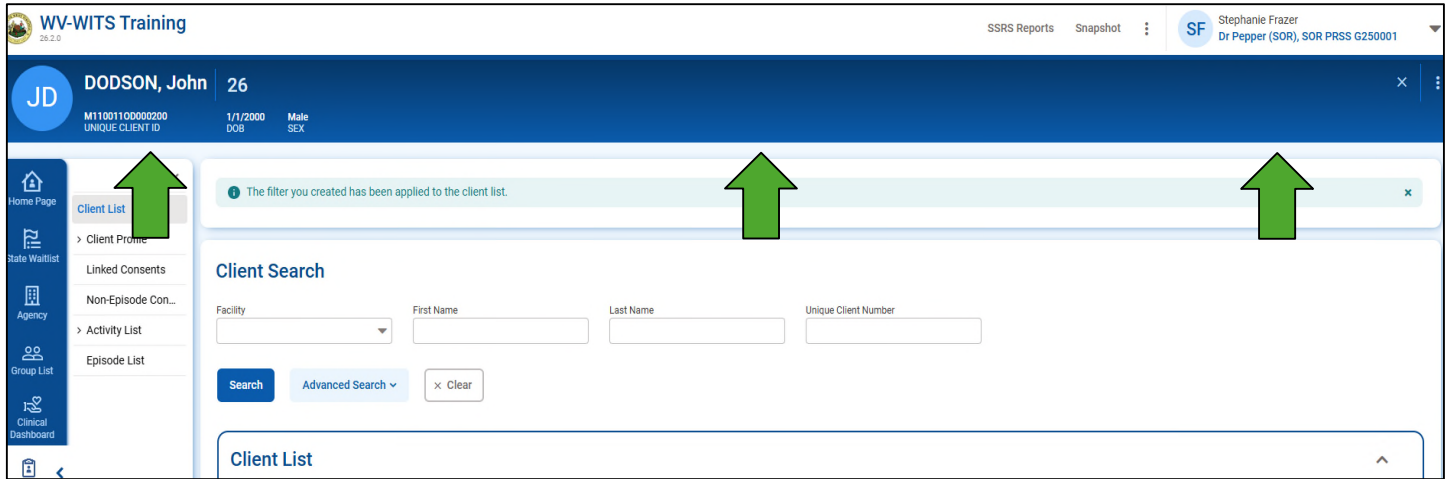
The screenshot shows a web form with the following elements:

- Navigation:** A blue sidebar on the left contains 'System Administration', 'Reports', and 'Support Ticket'.
- Form Fields:**
 - 'Allergies' section with 'Linked Consents', 'Non-Episode Con...', 'Activity List', and 'Episode List'.
 - 'Provider Client ID' and 'Driver's License' input fields.
 - 'Has paper file' radio buttons (Yes/No).
 - 'Upload Profile Image' section with 'No File Selected...', 'Browse', and 'Upload' buttons.
- Bottom Bar:** Navigation buttons: '< Back', 'Next >', 'Save', 'Save and Finish', and 'Cancel'.

A large green arrow points to the 'Save and Finish' button.

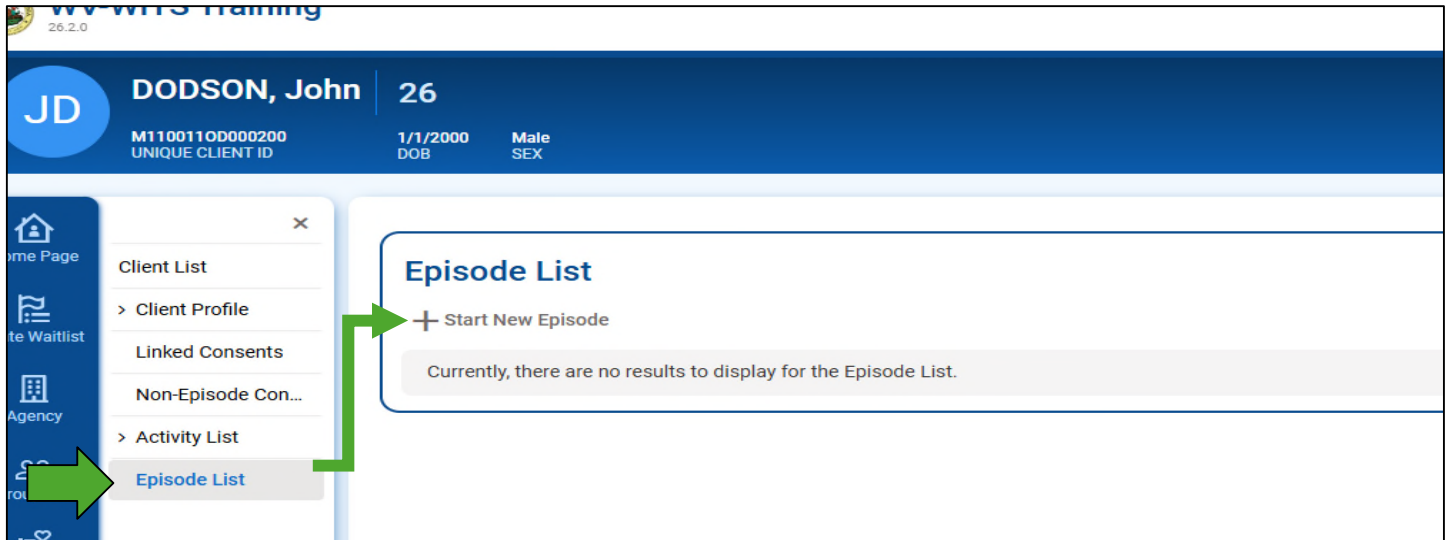
Start New Episode/Intake Transaction

When the Client Profile is complete for a new client, users will need to record a new episode of care and complete the Intake Transaction page. Be sure that the client record is open before completing any actions. To make sure that the correct client record is open, look at the top of the screen in the blue ribbon under the user's name (pictured below)



If the correct client record is open, follow these steps to start a new episode and intake:

1. Click on "Episode List" on the white ribbon located to the left of the screen.
2. Click on "+Start New Episode" on the Episode List page.



3. The Intake Case Information page will display. Any field that has an orange tab is required. Click "Save and Finish" at the bottom of the screen once the required fields have been completed.
Note: The Intake Date will default to today's date. Be sure that the Intake Date field reflects the actual date of program intake.

JD DODSON, John 26

M1100110D000200 UNIQUE CLIENT ID 1 CASE # 1/1/2000 DOB Male SEX

Intake Case Information

Hide Context Information

Case # 1

Created By	Created Date	Updated By	Updated Date

Intake Facility: SOR PRSS G250001 | Intake Staff: Frazer, Stephanie | Case Status: Open Active

Initial Contact: | Initial Contact Date: | Intake Date: 3/19/2026

Pregnant: Not Applicable | Due Date: | Prenatal Treatment: Yes No | Residence: | [Add Collateral Contact](#)

Source of Referral: | Referral Contact: | HIV Positive: | Injection Drug User: | Problem Area: |

Presenting Problem (In Client's Own Words):

- If the information is saved correctly, the Client Activity List page will display. From this page, the user can see the status of any saved records. If any record needs to be completed, the status will say 'In Progress' and will have a hyperlink that will generate a popup window with the details of what is needed to save the record. Click on the vertical ellipsis to make edits to a record.

JD DODSON, John 26

M1100110D000200 UNIQUE CLIENT ID 1 CASE # 1/1/2000 DOB Male SEX

Client Activity List

Activity ↑	Activity Date ↑	Created Date ↑	Status ↑
Client Information (Profile)	11/10/2025	3/19/2026	In Progress (Details)
Intake Transaction	11/10/2025	3/19/2026	Completed

If the records have been completed appropriately, proceed with next steps for Program Enrollment.

New Program Enrollment

Once the Episode/Intake has been completed, the client can be enrolled in a program. The client must be enrolled in a program before a SUPRT Assessment can be completed. For this reporting period, all users will enroll clients into the SORIV program.

- Click on "Program Enroll" on the white ribbon to the left of the screen.
- Click on "+Program Enrollment" on the Program Enrollment page.

DODSON, John 26

M110011OD000200 1 1/1/2000 Male
UNIQUE CLIENT ID CASE # DOB SEX

Program Enrollment

Program Name Facility

Modality

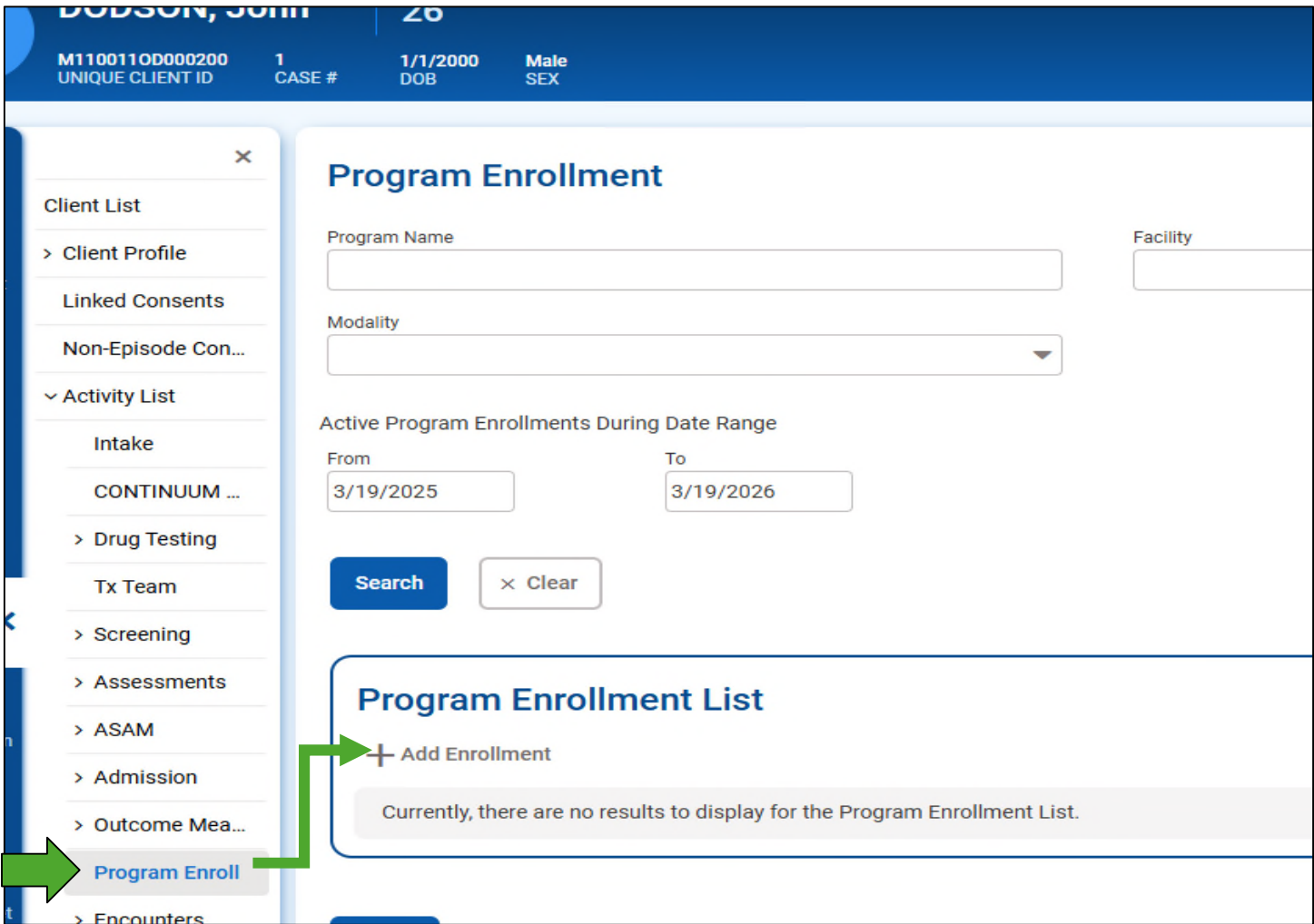
Active Program Enrollments During Date Range

From To

Program Enrollment List

[+ Add Enrollment](#)

Currently, there are no results to display for the Program Enrollment List.



- The Program Enrollment Profile will display. Fill in the required fields: Program Name and Start Date. For this reporting period, all SOR recipients will select SORIV for the Program Name. Click “Save and Finish” once all fields are completed.

Note: The Start Date will default to today’s date, and the Program Staff will default to the user. Be sure the Start Date field reflects the date the client was enrolled in the program. The Start Date cannot be prior to the Intake Date field on the Intake Transaction page.

The screenshot shows the 'Program Enrollment Profile' form. On the left is a navigation menu with options like 'Client List', 'Client Profile', 'Linked Consents', 'Non-Episode Con...', 'Activity List', 'Intake', 'CONTINUUM ...', 'Drug Testing', 'Tx Team', 'Screening', 'Assessments', 'ASAM', 'Admission', and 'Outcome Mea...'. The main form area contains the following fields:

- Facility: SOR PRSS G250001
- Domain: Substance Use
- Days on Wait List: (empty)
- Start Date: 3/19/2026 (with a calendar icon and a green arrow pointing to it)
- End Date: (empty)
- Date of Last Contact: (empty)
- Program Name: SOR IV (with a green arrow pointing to it)
- Program Staff: Frazer, Stephanie
- Termination Reason: (empty)
- Notes: (empty)

At the bottom of the form are three buttons: 'Save', 'Save and Finish' (with a green arrow pointing to it), and 'Cancel'.

- If saved appropriately, the Program Enrollment page will display. The newly saved SORIV program enrollment will be displayed under the Program Enrollment List.

The screenshot shows the 'Program Enrollment' page. At the top, there are search filters for 'Program Name', 'Facility', and 'Modality'. Below these is a section for 'Active Program Enrollments During Date Range' with 'From' and 'To' date pickers set to 3/19/2025 and 3/19/2026, and 'Search' and 'Clear' buttons.

The main section is titled 'Program Enrollment List' and contains a table with the following data:

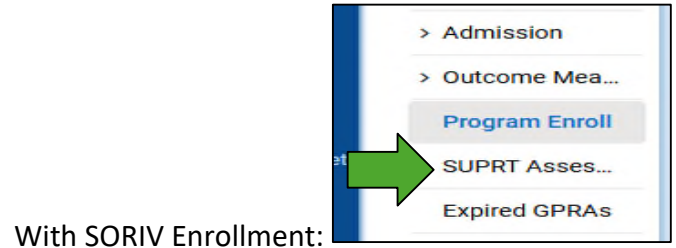
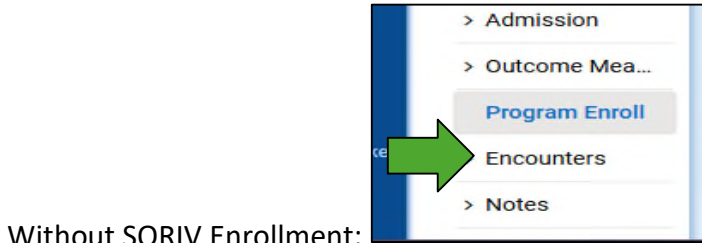
Program Name ↑	Start Date ↑	End Date ↑	Facility ↑
SOR IV	11/10/2025		SOR PRSS G250001

Green arrows point to the 'Add Enrollment' button, the first row of the table, and the 'Facility' column header.

SUPRT Baseline Assessment Entry

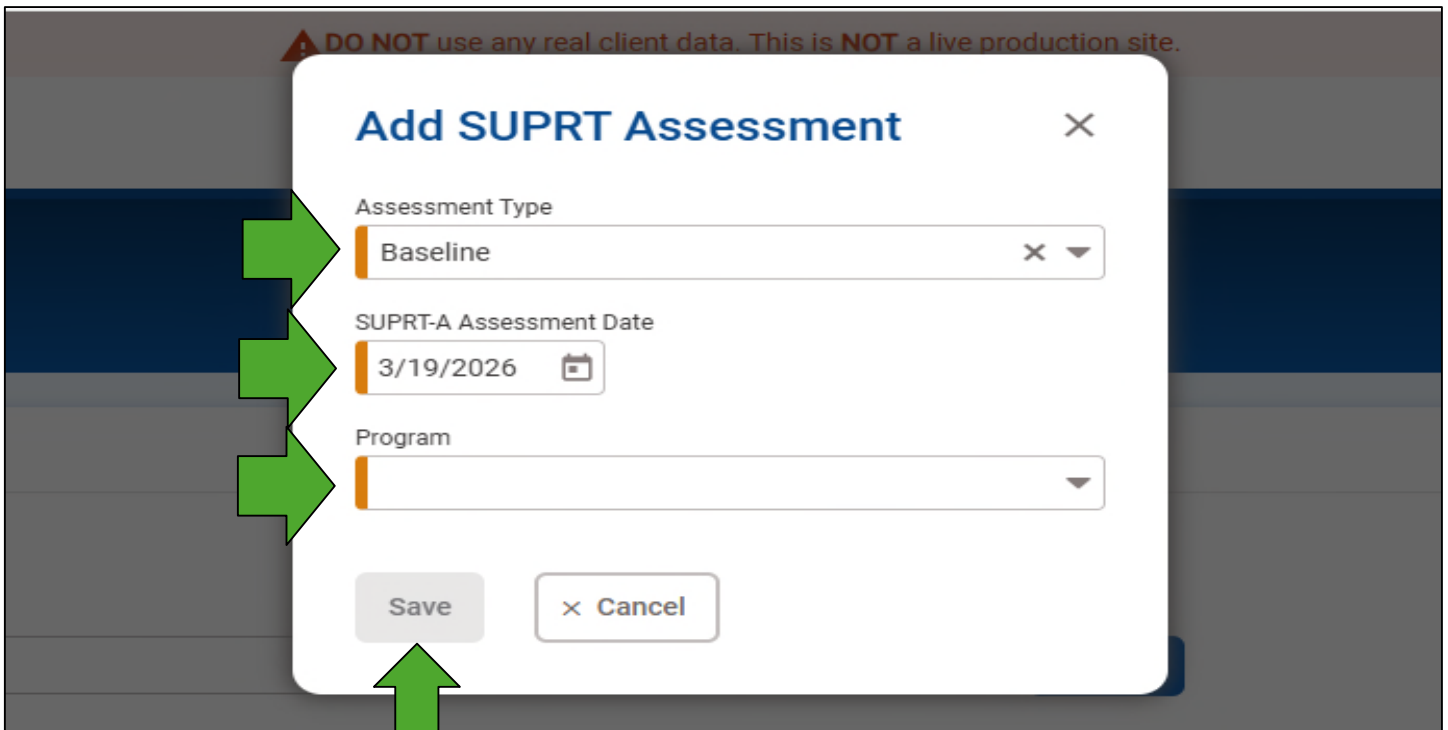
The SUPRT Assessment feature contains both SUPRT-A and SUPRT-C assessment tools. For the baseline assessment, both SUPRT-A and SUPRT-C tools should be utilized.

It is important to note that the SUPRT Assessment feature will not appear on the white ribbon unless the client is successfully enrolled in a program.



To access the SUPRT Assessment:

1. Click “SUPRT Assessment” on the white ribbon on the left side of the screen.
2. The SURT Assessment Search page will be displayed. Click “+Create New SUPRT Assessment” on the right corner of the page.
3. The Add SUPRT Assessment popup window will be displayed. Fill out the required fields, including choosing ‘Baseline’ for the Assessment Type field. Once these fields are complete, click “Save.”
Note: The SUPRT-A Assessment Date will default to today’s date. Be sure that the SUPRT-A Assessment Date field reflects the actual date of the baseline assessment.



DO NOT use any real client data. This is NOT a live production site.

Add SUPRT Assessment

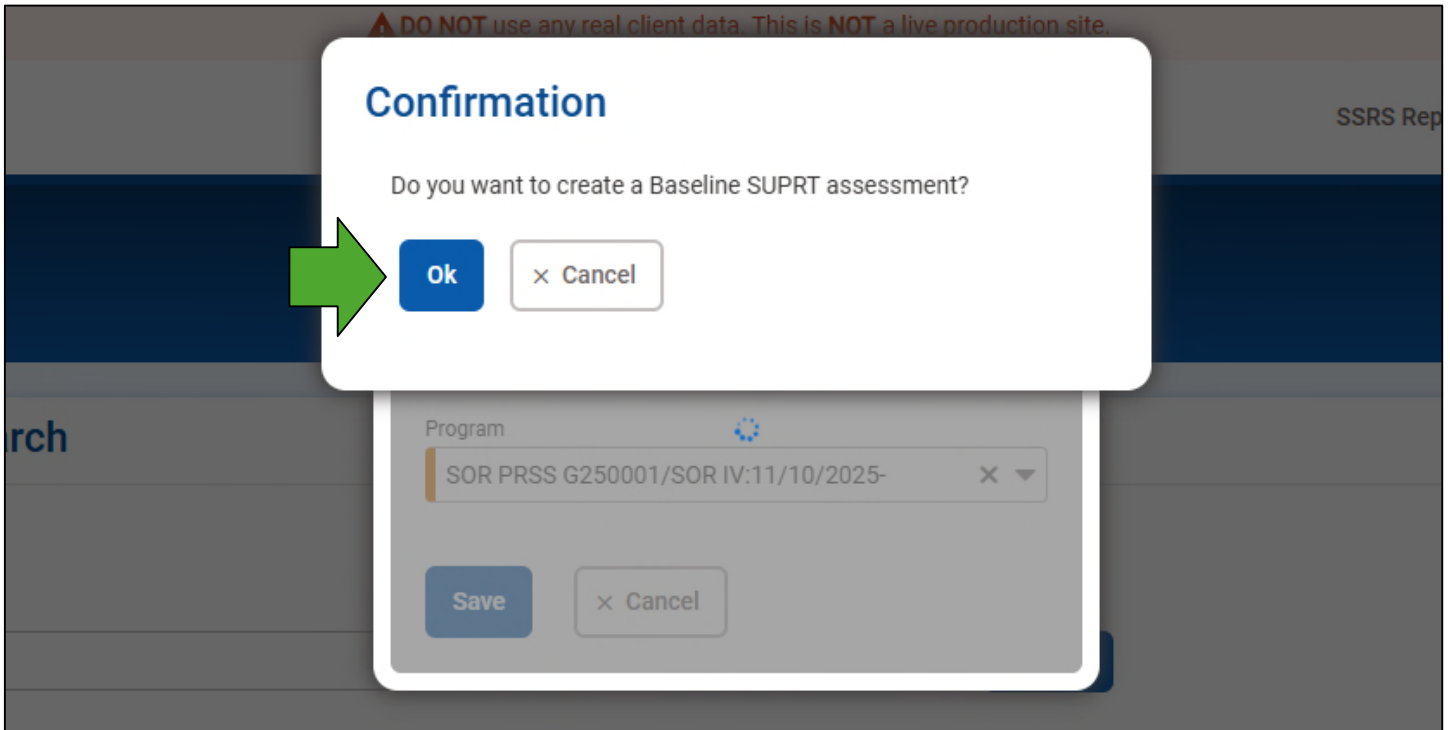
Assessment Type
Baseline

SUPRT-A Assessment Date
3/19/2026

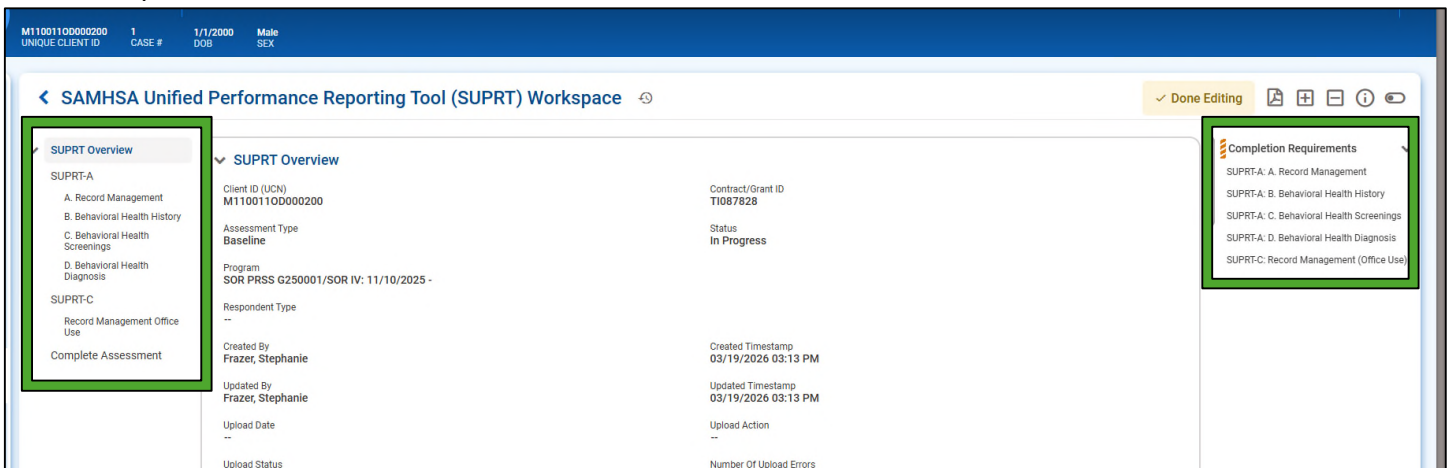
Program

Save Cancel

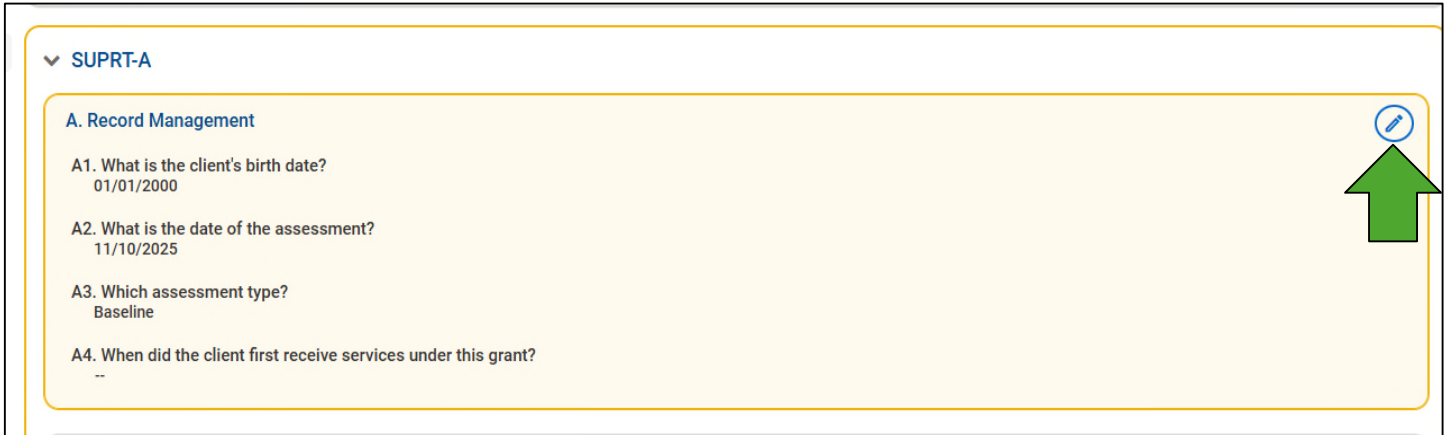
- A secondary popup window will appear requesting confirmation. If users wish to continue to enter a SUPRT baseline assessment, click "Ok."



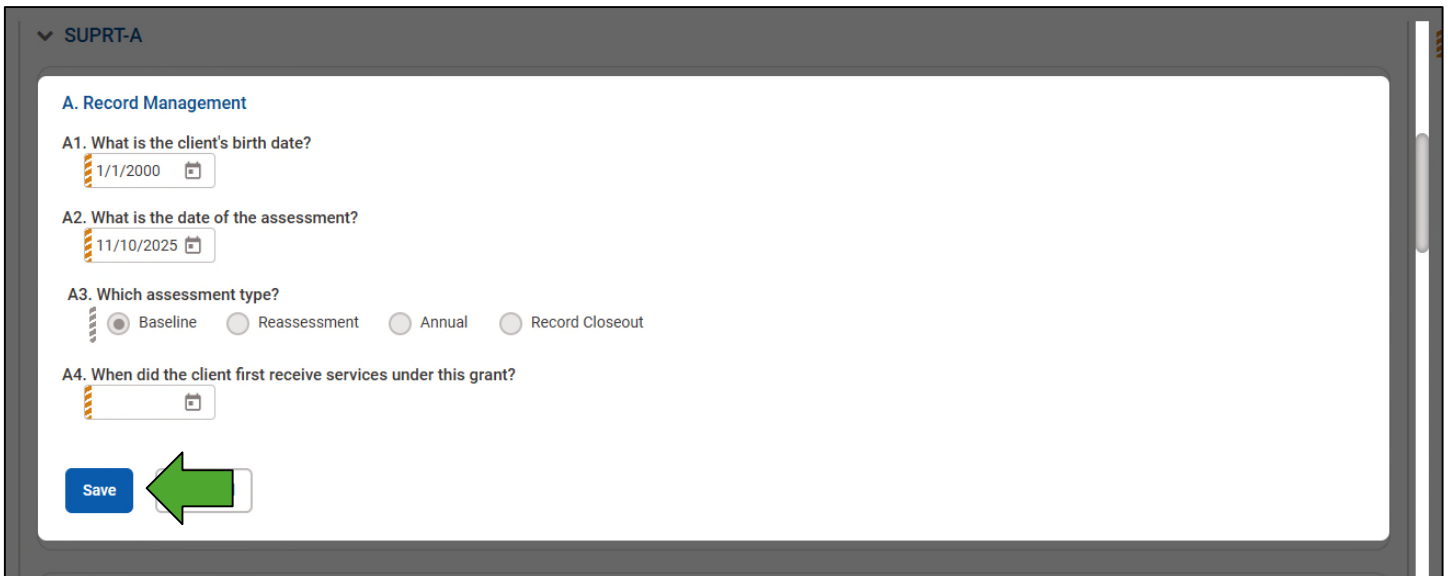
- The SAMHSA Unified Performance Reporting Tool (SUPRT) Workspace will display. Navigate to each section by scrolling, clicking on the section from the SUPRT Overview list, or clicking on a Completion Requirement.



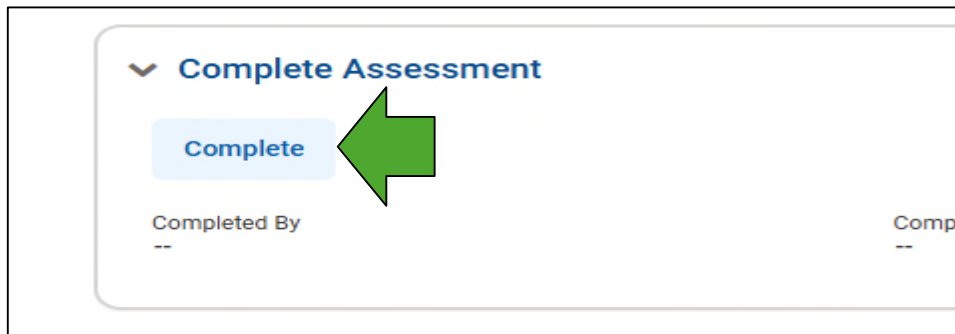
- To edit a section of the assessment, hover over the section and click the pencil icon in the upper right corner of the section.



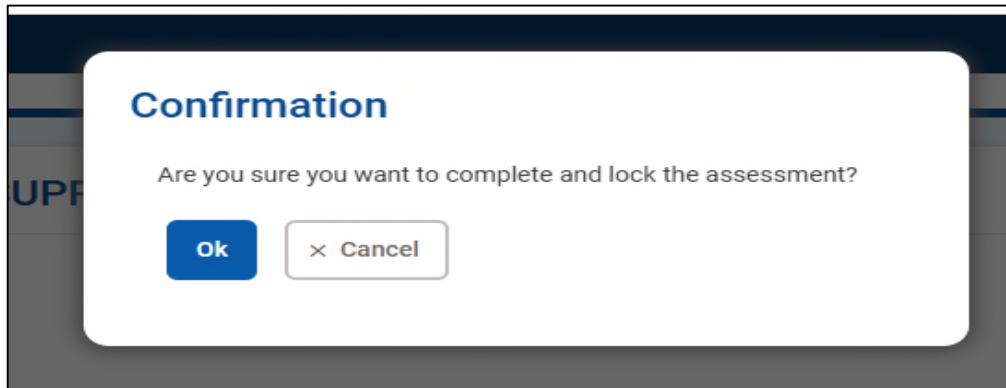
- A window for the selected section will open. After answering each question for the section, click "Save" to save the responses and close the window. Once all questions have been answered in a section, the section will be removed from the Completion Requirements list.



- Repeat step 7 until all sections have been completed for SUPRT-A and SUPRT-C.
- Once both SUPRT-A and SUPRT-C have been completed, the Completion Requirements on the right will no longer display, and the Complete button will populate at the bottom of the workspace. Click it to complete the assessment.



10. A Confirmation popup window will display. Click “Ok” if the assessment is complete or click “Cancel” if the assessment needs further edits.



SUPRT Reassessment Entry

At 6 months from the baseline assessment, a follow-up assessment needs to be completed for SAMHSA compliance for every active SOR client. This reassessment has an assessment window of 30 days before and after the baseline assessment date. For the reassessment, both SUPRT-A and SUPRT-C tools should be utilized. Clients can opt out of participating in SUPRT-C assessments.

To create a 6-month reassessment:

1. Search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see [Client Search](#)).
2. Click “SUPRT Assessment” on the white ribbon to the left of the screen.
3. On the SUPRT Assessment Search page, click “+Create New SUPRT Assessment.”
4. Select “Reassessment” on the dropdown options for the Assessment Type field. Fill out the other required fields and click “Save.”
5. The confirmation window will popup, select “Ok” to continue with reassessment entry.
6. The SAMHSA Unified Performance Reporting Tool (SUPRT) Workspace will display. Fill out all questions so that the Completion Requirements on the right no longer display each section. Select the “Complete” button at the bottom of the screen and “Ok” on the Confirmation popup window (see steps 5-9 under [SUPRT Baseline Assessment Entry](#) if needed).

SUPRT Annual Assessment Entry

Every 12 months, an annual assessment needs to be completed for SAMHSA compliance for every active SOR client. This assessment has an assessment window of 30 days before and after the baseline assessment anniversary. For the annual assessment, both SUPRT-A and SUPRT-C tools should be utilized. Clients can opt out of participating with SUPRT-C assessments.

To create an annual assessment:

1. Search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see [Client Search](#)).

2. Click “SUPRT Assessment” on the white ribbon to the left of the screen.
3. On the SUPRT Assessment Search page, click “+Create New SUPRT Assessment.”
4. Select “Annual” on the dropdown options for the Assessment Type field. Fill out the other required fields and click “Save.”
5. The confirmation window will popup, select “Ok” to continue with annual assessment entry.
6. The SAMHSA Unified Performance Reporting Tool (SUPRT) Workspace will display. Fill out all questions so that the Completion Requirements on the right no longer display each section. Select the “Complete” button at the bottom of the screen and “Ok” on the Confirmation popup window (see steps 5-9 under [SUPRT Baseline Assessment Entry](#) if needed).

SUPRT Discharge & Closeout

When a client is no longer receiving SOR funded services, the client record in WITS needs to be closed out. The steps to this closeout process are as follows:

1. Record a SUPRT discharge assessment
2. Terminate the client’s Program Enrollment
3. Close the client’s Intake Transaction

SUPRT Discharge Assessment Entry

At the end of an episode of care for a client, a SUPRT discharge assessment needs to be completed. This assessment has an assessment window of 30 days from the date when services were discontinued. For the assessment, only the SUPRT-A tool should be utilized.

To create a discharge assessment:

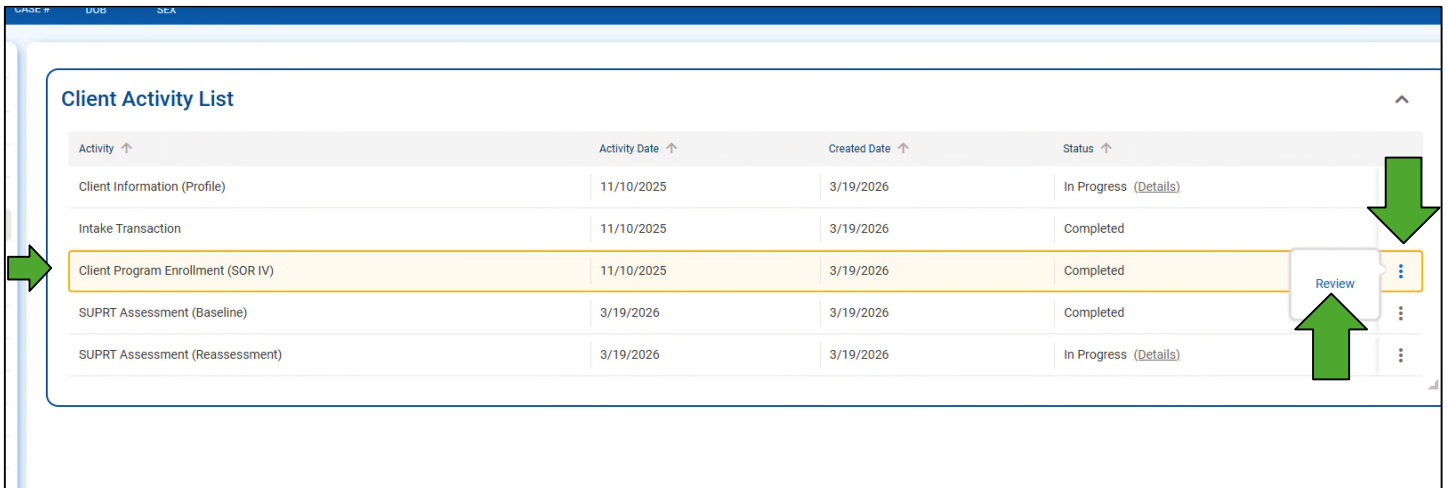
1. Search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see [Client Search](#)).
2. Click “SUPRT Assessment” on the white ribbon to the left of the screen.
3. On the SUPRT Assessment Search page, click “+Create New SUPRT Assessment.”
4. Select “Close Out” on the dropdown options for the Assessment Type field. Fill out the other required fields and click “Save.”
5. The confirmation window will popup, select “Ok” to continue with discharge assessment entry.
6. The SAMHSA Unified Performance Reporting Tool (SUPRT) Workspace will display. Fill out all questions so that the Completion Requirements on the right no longer display each section. Select the “Complete” button at the bottom of the screen and “Ok” on the Confirmation popup window (see steps 5-9 under [SUPRT Baseline Assessment Entry](#) if needed).

Program Enrollment Termination

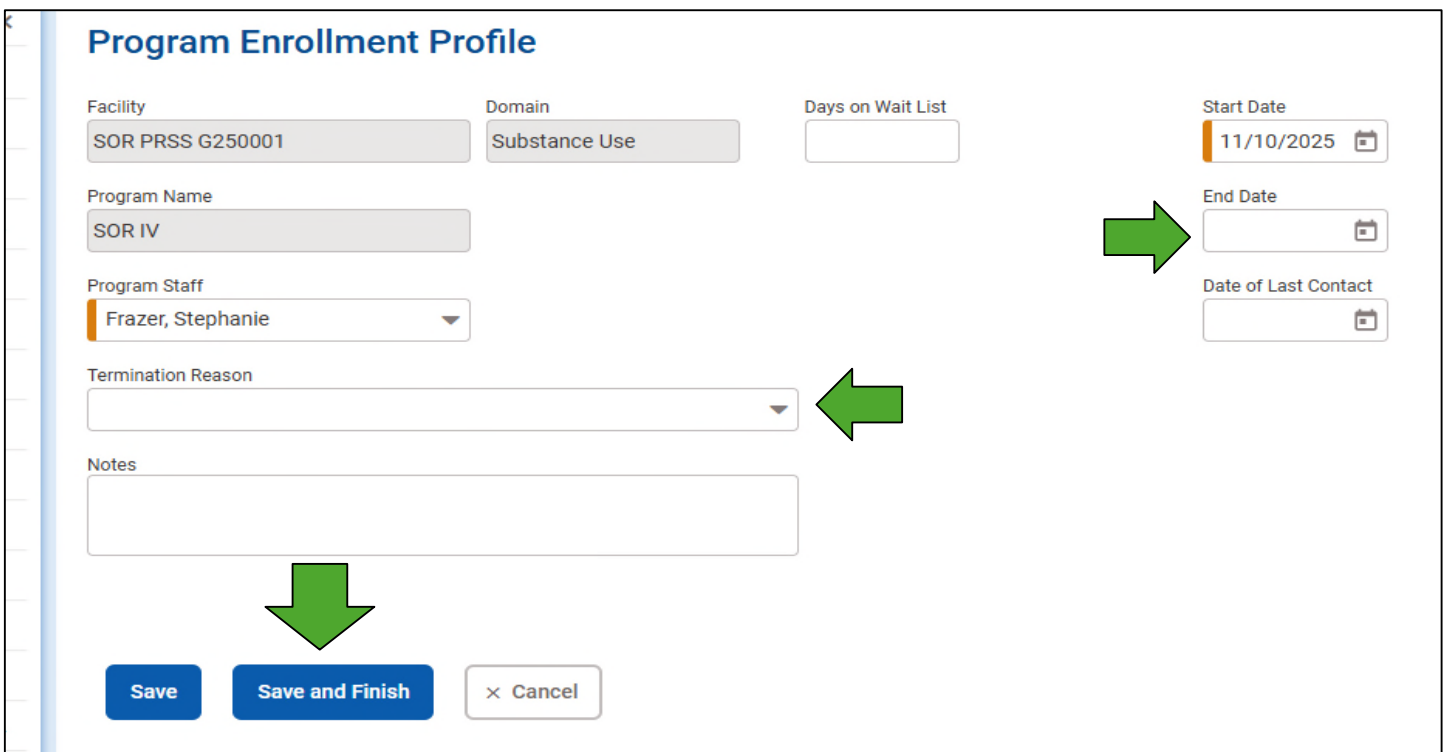
The next part of the client record closeout is terminating the client’s program enrollment.

To end the client’s program enrollment:

1. If the client record is already open, click “Activity List” on the white ribbon on the left of screen and proceed to Step 2.
If the client record is not already open, search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see [Client Search](#)).
2. On the Client Activity List page, hover over the vertical ellipsis to the right of the Client Program Enrollment record. Click on “Review.”



3. The Program Enrollment Profile will display. Provide a date in End Date field and select one of the options in the Termination Reason field. Select an option that best fits the client. Click “Save and Finish.”



- Once the Program Enrollment record is updated, the Program Enrollment page will display. At the bottom of this screen under the Program Enrollment List, the updated record will now have an End Date listed for the Client Program Enrollment record.

Intake Transaction Closure

The final part of the client record closeout is providing an end date on the client’s intake transaction. By closing the intake transaction, the episode of care will also close.

To close the intake transaction:

- If the client record is already open, click “Activity List” on the white ribbon on the left of screen and proceed to Step 2.
If the client record is not already open, search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see Client Search).
- On the Client Activity List page, hover over the vertical ellipsis to the right of the Client Program Enrollment record. Click on “Review.”

Activity ↑	Activity Date ↑	Created Date ↑	Status ↑
Client Information (Profile)	11/10/2025	3/19/2026	In Progress (Details)
Intake Transaction	11/10/2025	3/19/2026	Completed
Client Program Enrollment (SOR IV)	11/10/2025	3/19/2026	Completed
SUPRT Assessment (Baseline)	3/19/2026	3/19/2026	Completed

- The Intake Case Information page will display. Scroll to the bottom of the page and locate the Date Closed field. Provide a date and then click “Save & Close the Case” button.
- The client record is now closed, and no further edits can be made. If the record needs to be reopened, contact the WITS administrator or SOR grant manager with the following information:
 - WITS ID of the client (do not provide their real name)
 - Date of Episode needing reopened

Transitioning from GPRA to SUPRT

The Government Performance and Results Act (GPRA) were the assessment tools previously used for SOR treatment and recovery programs in order to be in SAMHSA reporting compliance. The SUPRT tools replaced the GPRA tools on 10/1/2025. GPRA assessments will no longer be recorded in WITS. Users will encounter clients that need a SUPRT reassessment, annual assessment, or discharge assessment for clients with a GPRA assessment.

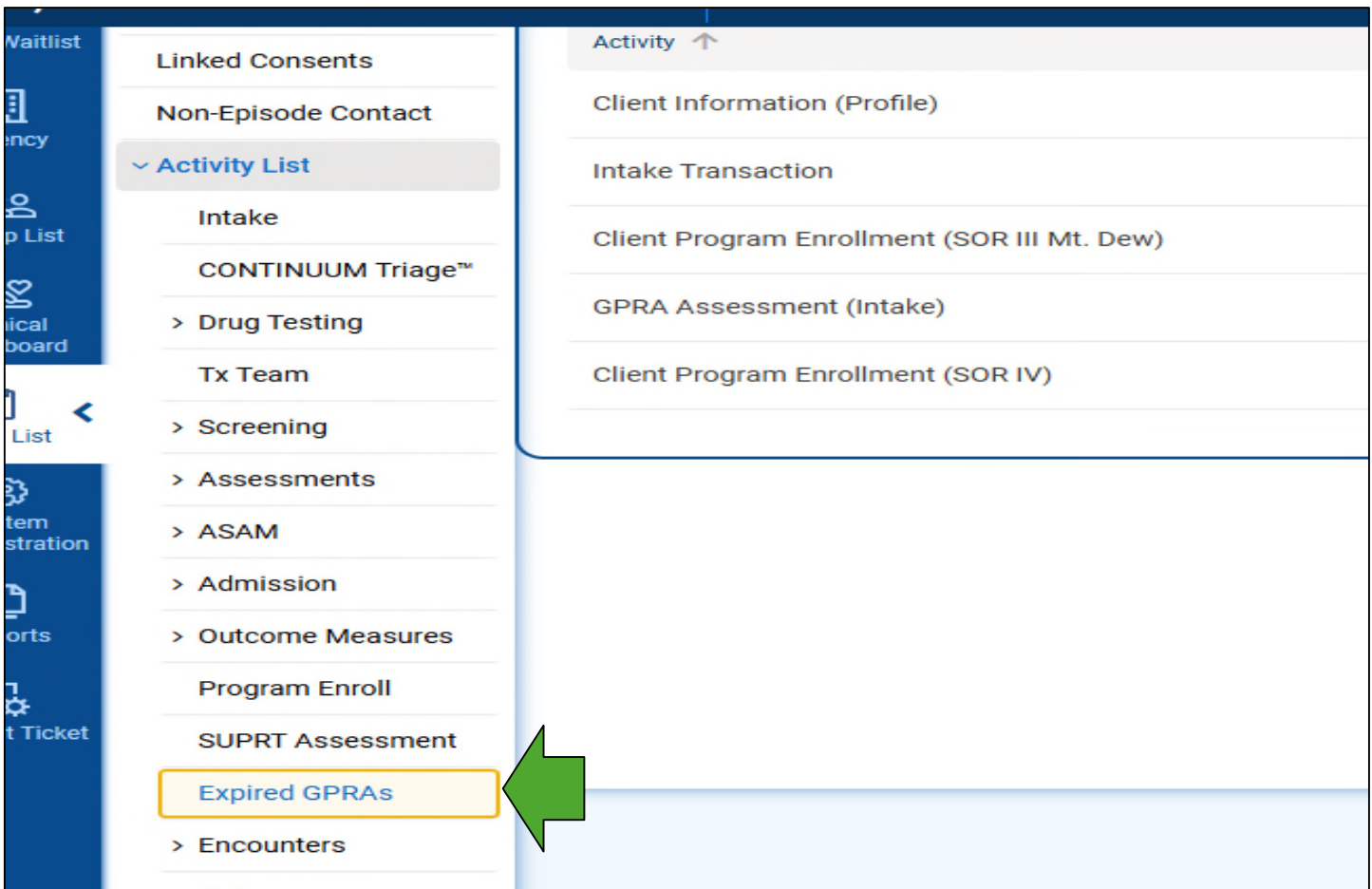
If a GPRA assessment was previously completed for a client:

- The SUPRT Baseline assessment does not need to be completed unless a new episode of care is opened for the client.
- The SUPRT-C assessment is not required for any assessment period during the client’s current episode of care; only the SUPRT-A assessment is needed.
- The reassessment and annual SUPRT-A assessments will be completed within their respective anniversary windows based on when the initial GPRA intake was completed.
- The closeout SUPRT-A assessment will be completed when the client is no longer receiving services.

If you are unsure that a GPRA intake has been completed or to review previously completed GPRAs, navigate to the Expired GPRAs while the client’s record is open.

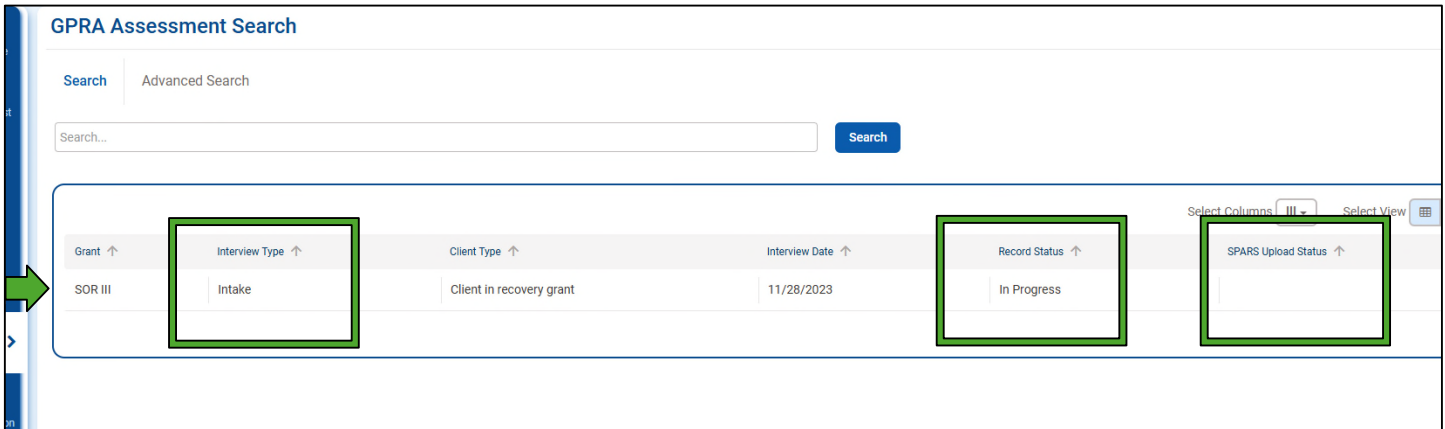
To locate a client’s expired GPRA records:

1. Search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click “Activity List” from the list of options (see [Client Search](#)).
2. Click “Expired GPRAs” on the white ribbon to the left of the screen.



3. The GPRA Assessment Search page will display; here all previously created GPRA will display, even those that were not completed. To determine if the intake was completed, look for the following:
 - a. Interview Type – Intake
 - b. Record Status – Completed
 - c. SPARS upload Status – Accepted

If the intake's Record Status is not complete and the SPARS Upload Status is not accepted or blank, then the SUPRT Baseline assessment needs to be performed.



Editing Existing Records

Most records in WITS can be edited by standard users. The Client Profile, Program Enrollment, and Intake Transaction pages are examples of records that can be edited.

To edit a client's record:

1. Search for the client of interest on the Client Search page. Hover over the vertical ellipsis to the right of the record, click "Activity List" from the list of options (see [Client Search](#)).
2. Find the record of interest and hover over the vertical ellipsis to the right of the record. Click "Review."
3. The screen should be updated with a new display. If the new screen does not match the record that needs to be updated, click "cancel" and the bottom of the screen. This will take the user back to the Activities List page.

SUPRT Assessment Edits

Unlike other pages in WITS, the SUPRT Assessment records are not as easily editable. SOR staff highly recommend that users review the assessment at the data entry phase specifically before hitting the "Complete" button. Once an assessment has been marked 'completed' by the user and is locked in for data submission to SPARS, the process to delete or modify a record becomes more difficult.

Standard WITS users cannot delete or modify assessment information once it is entered and locked. Users will need to contact the WITS administrator or SOR grant manager to begin the process of deleting the assessment in SPARS before WITS can be updated. Users will need to submit the following information:

- WITS ID of the client
- Assessment type and date
- Reason for deleting/editing

If an assessment is still in progress and has not been marked as complete, users can follow the above steps to edit the SUPRT assessment record (see above in [Editing Existing Records](#)).

GPR Assessment Edits

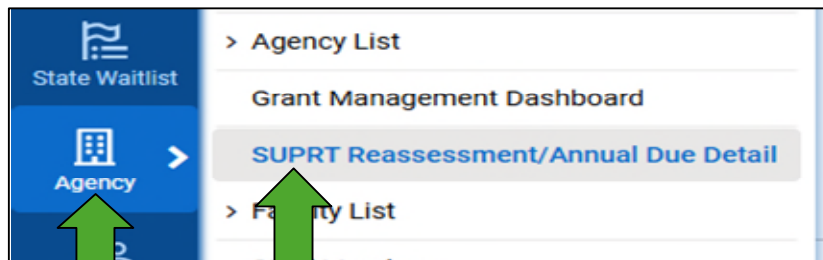
GPR assessments that have been recorded in WITS can no longer be edited. No new GPR assessment records can be made at this time.

Reassessment/Annual Assessment Due Detail Page

As previously stated, the annual assessments and 6-month reassessments must be completed by their respective anniversary dates from the client's baseline assessment to be compliant with SAMHSA requirements. Managing SUPRT assessment compliance for a SOR grant can be accomplished using the SUPRT Reassessment And Annual Due Detail page.

Users can access this webpage by:

1. Click "Agency" on the blue ribbon and navigate to the SUPRT Reassessment And Annual Due Detail link.



If successful, users will be able to view the SUPRT Reassessment And Annual Due Detail Search page.

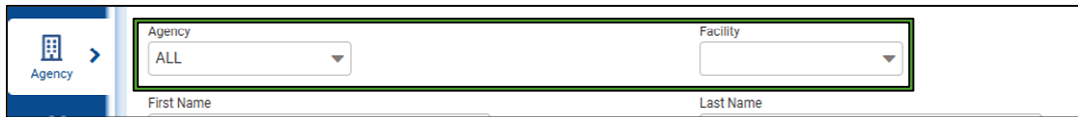
A screenshot of the 'SUPRT Reassessment And Annual Due Detail Search' page. The page has a blue sidebar on the left with navigation icons for Home Page, State Waitlist, Agency, Group List, Clinical Dashboard, Client List, System Administration, and Reports. The main content area is white and contains a search form with the following fields: 'Grant' (dropdown menu), 'Assessment Type' (dropdown menu), 'Agency' (dropdown menu), 'Facility' (dropdown menu), 'First Name' (text input), 'Last Name' (text input), 'GPRA Intake/SUPRT-A Baseline Date' (text input), 'Due Date' (text input), 'Status' (dropdown menu), and 'Unique Client Number' (text input). Below the form are 'Search' and 'Clear' buttons. At the bottom of the page, there is a section titled 'SUPRT Reassessment And Annual Due Detail List' with an 'Export' button.

Due Detail Navigation

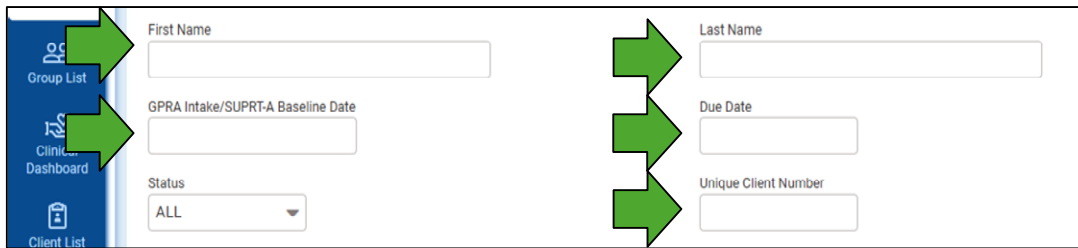
While on the SUPRT Reassessment And Annual Due Detail Search page, there are only two required fields: Grant and Assessment Type. For this current funding period, users will select SORIV for the Grant field. For the Assessment Type, users will select the appropriate assessment using the dropdown box.



Though the rest of the fields are not required, SOR staff recommend using the Agency and Facilities fields to produce a report specific to a SOR grant. Users should search for their agency name in the Agency field dropdown box. Please note that the Facility field should contain the SOR grant number. If users leave the Facility field blank, an agencywide report is generated. However, average users will not be able to view client records if they do not have access to more than one facility in WITS.



If users wish to generate a report specific to a client or reporting period, the Name, Date, and Unique Client Number fields can be utilized.



By default, the Status field is labeled as All. Users can change this by selecting an option from the dropdown box. Below is a table that describes each status option:

Status	Description
ALL	Includes all the status options available.
Due	Clients that are within the 6-month reassessment or annual assessment window that have not yet been completed.
Missed	6-month reassessments or annual assessments that were not completed for the client within the respective assessment window.
New	Any client that has a SUPRT baseline assessment completed and is not within the 6-month reassessment or annual assessment window.
Non-Compliant	6-month reassessments or annual assessments that were completed outside the assessment window.
Compliant	Assessments entered into WITS during the 6-month reassessment or annual assessment window are considered compliant.

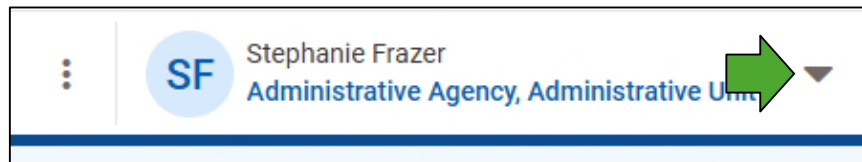
Reports can be exported into Excel spreadsheets by using the Export link under the SUPRT Reassessment And Annual Due Detail List title at the bottom of the page.

Change Login Credentials

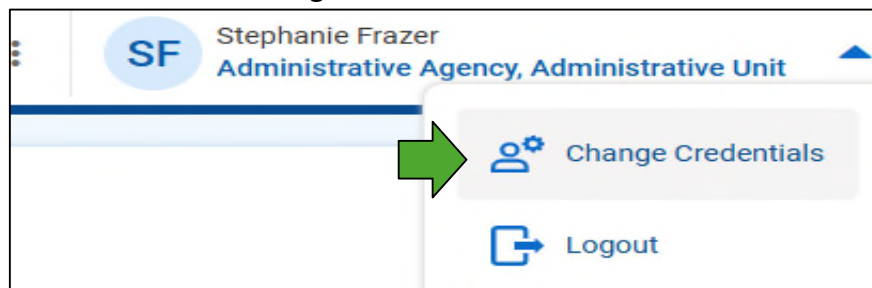
WITS users are required to establish a password, PIN, and security question when setting up their account. Passwords and PINs will need to be updated every 60 days. There are a variety of ways for users to update this information when or if it is needed.

While logged into WITS, users can update their credentials by:

1. In the top right-hand corner of the screen, look for the down arrow next to the user's name and area of assignment.



2. Hover over the arrow and click "Change Credentials."



3. The Change Credentials page will populate. From this page, the password and PIN, and/or security question and security question answer can be updated. Click the "Change" button once the edits have been made.

If users are unable to access their WITS account, they can still change their password and PIN from the login screen by clicking the "Forgot Password or PIN?" link as pictured below.

A screenshot of the WITS login form. It contains three input fields: "User ID" (with "Username" as a placeholder), "Password", and "PIN". At the bottom right of the form, there is a link labeled "Forgot Password or Pin?". A green box highlights this link.

Users who are locked out of their account or who are unable to log in will need to contact the WITS Administrator or the SOR grant manager requesting a password reset. Please note that password reset links are only active for 24 hours.

Error Message Guidance

If users receive error messages at any stage of data entry and are unsure of how to proceed, be sure to contact the WITS administrator or SOR grant manager with the following information:

- WITS ID of the client of interest
- Stage of the data entry process
- Image of the error message received

Frequently Asked Questions

1. I entered the wrong assessment information and didn't notice until I completed the assessment. Can I delete the wrong assessment?

- a. Standard WITS users cannot delete assessment information once it is entered and locked. Please contact the WITS administrator or SOR grant manager to begin the process of deleting the assessment. We will need the following information:
 - i. WITS ID of the client
 - ii. Assessment type and date
 - iii. Reason for deleting

2. After setting up my password and pin, I got an error message stating I was locked out. What do I do?

- a. Be sure the correct username is being used. All usernames (unless directed otherwise) will be the first initial and last name of the user, not their email address. For example, John Smith will have a username of JSmith.

If users continue to experience issues with logging in despite using the correct username and password, users should clear their browser cache and restart their internet browser. Be sure to use an internet browser that functions best with WITS. View a list of acceptable browsers on [page 2](#).

Do not use old password reset links to access WITS. This confuses the system into thinking that users are using an outdated password. Use the link listed on [page 2](#).

If the error persists or if users do not know their username, contact the WITS Administrator.

3. I am using Autofill for my password and PIN and it still does not let me log in. What do I do?

- a. We do not recommend using Autofill for WITS. Typically, the information for the password and PIN do not save in the fields correctly. Be sure to type in your login information manually.

4. I do not know who my WITS Administrator is. Who do I contact?

- a. You can contact any member of the SOR team, and we can help navigate you.

5. I have a client who left services but then returned the same day, what do I need to do?

- a. Clients who have a SUPRT Discharge recorded in WITS will need to have a new SUPRT Baseline entered in the system. For these clients, you would treat them as if they were a new client:

- i. Start a new episode/complete a new intake transaction
- ii. Start a new program enrollment
- iii. Enter a new baseline assessment

For clients that do not yet have a SUPRT Discharge recorded in WITS, providers may just continue with the episode of care.

- 6. I have a client that left services the same day that he started, how do I enter that information?**
 - a. Per SAMHSA guidelines, providers will not be able to record a SUPRT Discharge assessment the same day as the SUPRT Baseline assessment. In cases like this, providers will need to record a SUPRT Discharge assessment the following day.
- 7. My client refused to do a SUPRT C, do I still need to do a SUPRT-A?**
 - a. Yes, a SUPRT-A is always needed even if clients refuse to participate with SUPRT-C.
- 8. If the client discontinues services before the 6 Month Reassessment or Annual, do I still need to complete them?**
 - a. No. Only the SUPRT Discharge/Closeout is required.
- 9. What happens if the client returns for services after the closeout assessment is completed?**
 - a. Start a new episode of care with a baseline and subsequent assessments.
- 10. How do I answer a question in the SUPRT-A tool if the information is not available?**
 - a. Select the option, "Not documented in records."
- 11. There is no ICD-10-CM code in the clinical record. How do I record this in the SUPRT-A?**
 - a. If no diagnosis is recorded in the client's clinical record, then you will select "No Diagnosis."
- 12. I do not have access to view the client's clinical record, what do I do?**
 - a. If you are unable to view the client's clinical record, then you would select "Missing Data" for fields in the SUPRT-A requesting information pertinent to the client's clinical record.
- 13. Do the SUPRT-A and SUPRT-C assessments need to be completed at the same time?**
 - a. No. However, WITS will not be able to submit the assessments to SPARS until required data for A and C are entered.
- 14. Why is a section still showing in the Completion Requirements section of the SUPRT Workspace?**
 - a. It is because one or more questions have not been answered for the section.
- 15. What happens if an assessment is completed outside of the assessment window?**
 - a. Assessment should be entered into WITS even if performed outside of the assessment window. The assessments will still be uploaded to SPARS.