SOR-Funded Provider

Complete GPRA Intake:
1. Gain Client Consent
2. Complete Contact Form
3. Administer GPRA Intake Survey

GPRA Data Manager

Every Week:
- Clean and batch upload data into Salesforce and SPARS
- Update GPRA Dashboards

GPRA Graduate Assistant Team

60 Days Post-Intake – Initiate Check-in
- Begin making contact attempts
- Log each attempt in Salesforce
- Aim for 4 attempts during check-in window

5 Months Post-Intake – Initiate Follow-up
- Begin making contact attempts
- Log each attempt in Salesforce
- Aim for an average of 8-10 attempts during follow-up window

Follow-up Completed?

No

- Continue making contact attempts and using various contact strategies
- Log each attempt in Salesforce

Yes

Log completed attempt in Salesforce

8 Months Post-Intake –Follow-up Window Closes
- Submit Administrative Follow-up in SPARS
- Log Complete Attempt – Method = Administrative in Salesforce
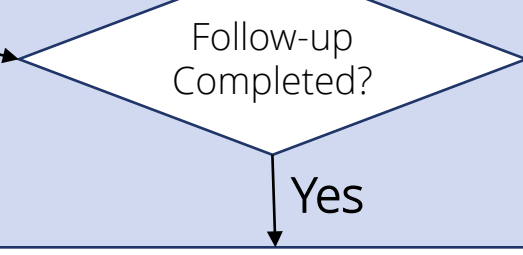
Clients can discharge from SOR-funded services at any point. The GPRA GA team will be notified and provided further instruction if a discharge is received.