How to Use CORA

CORA is STAAND's Case Management AI assistant, providing answers and support for completing key work products in the system. This tip sheet will guide case management users through the process of using CORA in STAAND.

How Can CORA Help Me?

CORA offers help and information in **four** areas:

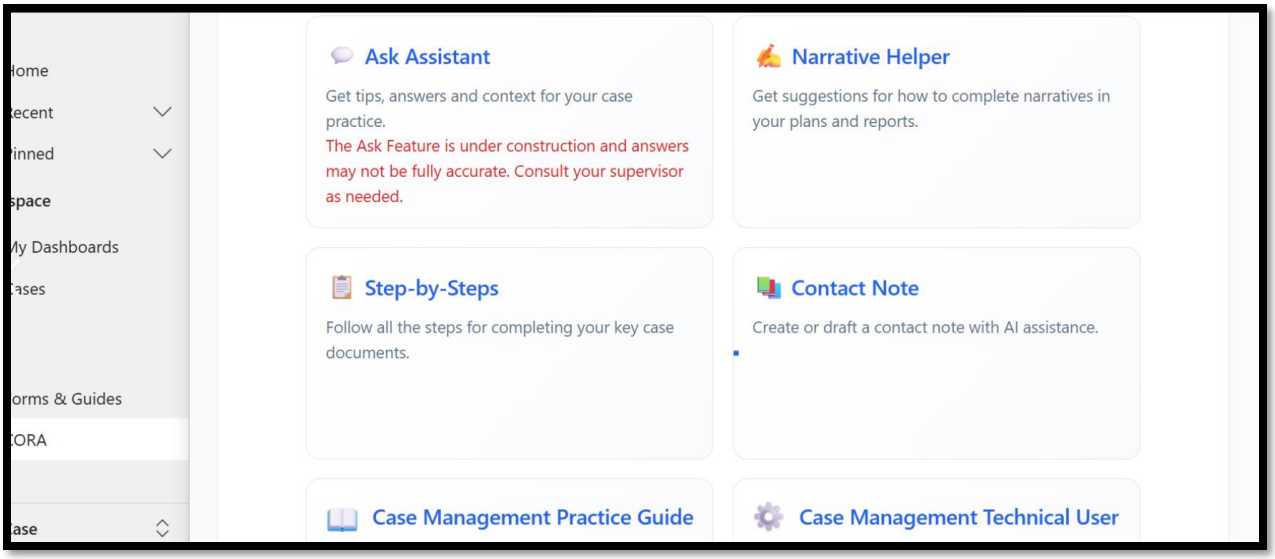
1. **The Ask Assistant.** Provides answers to questions like: What's a case person? or What's in a Family Roadmap? Note that the AI-generated content in this feature may sometimes be inaccurate (it is still under development). Be sure to consult with your supervisor, if needed.

2. **The Narrative Helper.** Provides prompts and suggested content for the narrative fields in your case plans, psychosocial assessments, court reports and other case documents.

3. **Step-by-Step Guides.** Provides easy-to-follow instructions for completing Family Roadmaps, YTPs, Case Plans, Court reports and other case documents.

4. **Contact Note -** Leverage AI to quickly create or draft contact notes that capture the key details of meetings, calls, or interactions. With AI assistance, notes are organized, clear, and professional—saving time while ensuring important information like discussion points, next steps, and follow-ups are documented accurately.

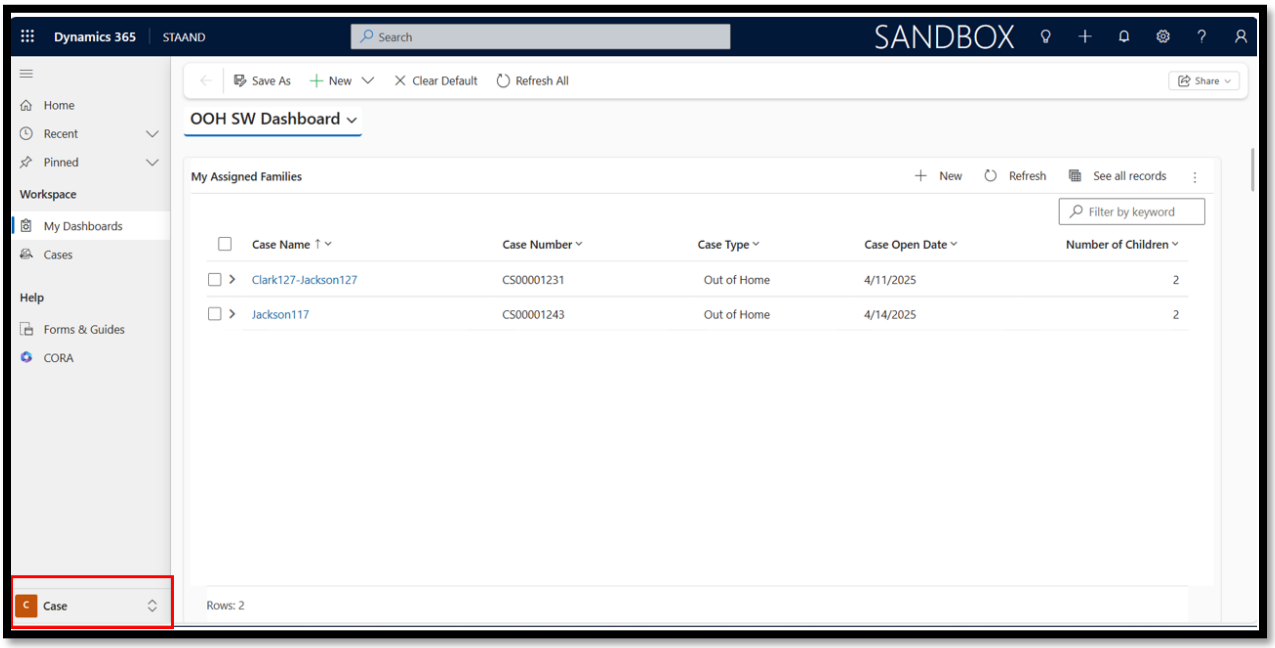
On the CORA landing page, you will also find links to the comprehensive Case Management Practice Guide and the Case Management Technical User Guide.



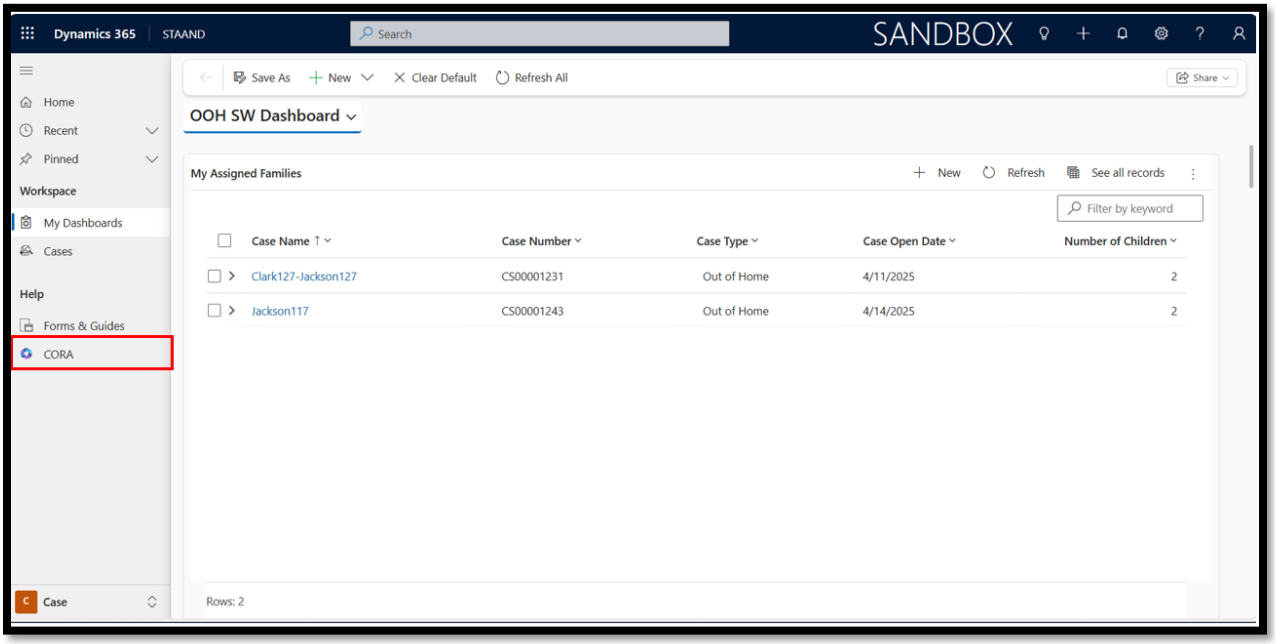
How to Access CORA

CORA is accessible from anywhere in the "Case" area of the system – whether you are on your dashboard, on a case, or in the middle of a plan or report.

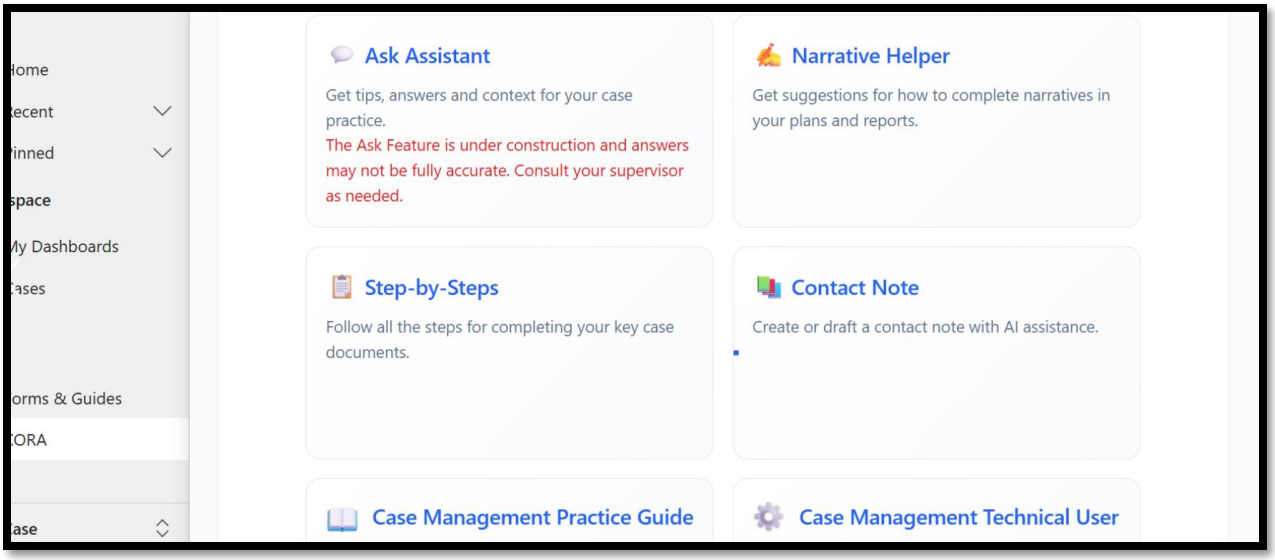
Step 1: Makes sure "Case" is selected in the menu in the bottom left corner of your screen.



Step 2: Select the colorful CORA icon at the bottom of the sidebar on the left side of the screen.



Once selected, the CORA landing page will appear and you can pick the area of support you need.



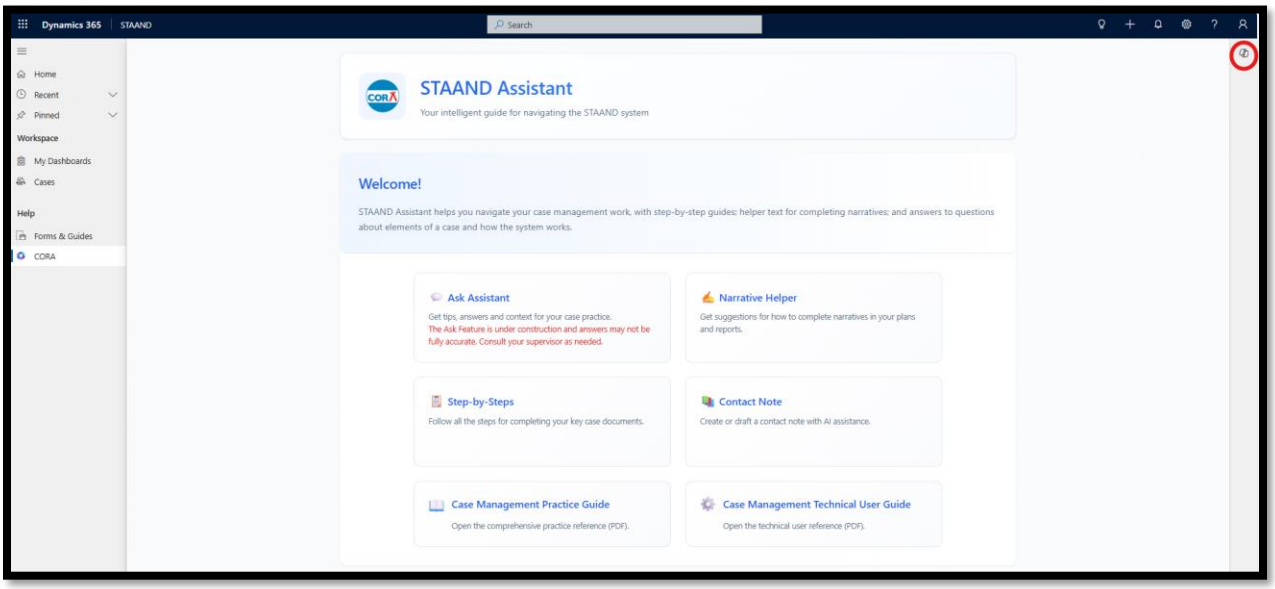
Using CORA While Working on your Case

You can use CORA directly from the landing page, or you can "move it" to the side of your screen so that you can review the help *while* you are working on your case.

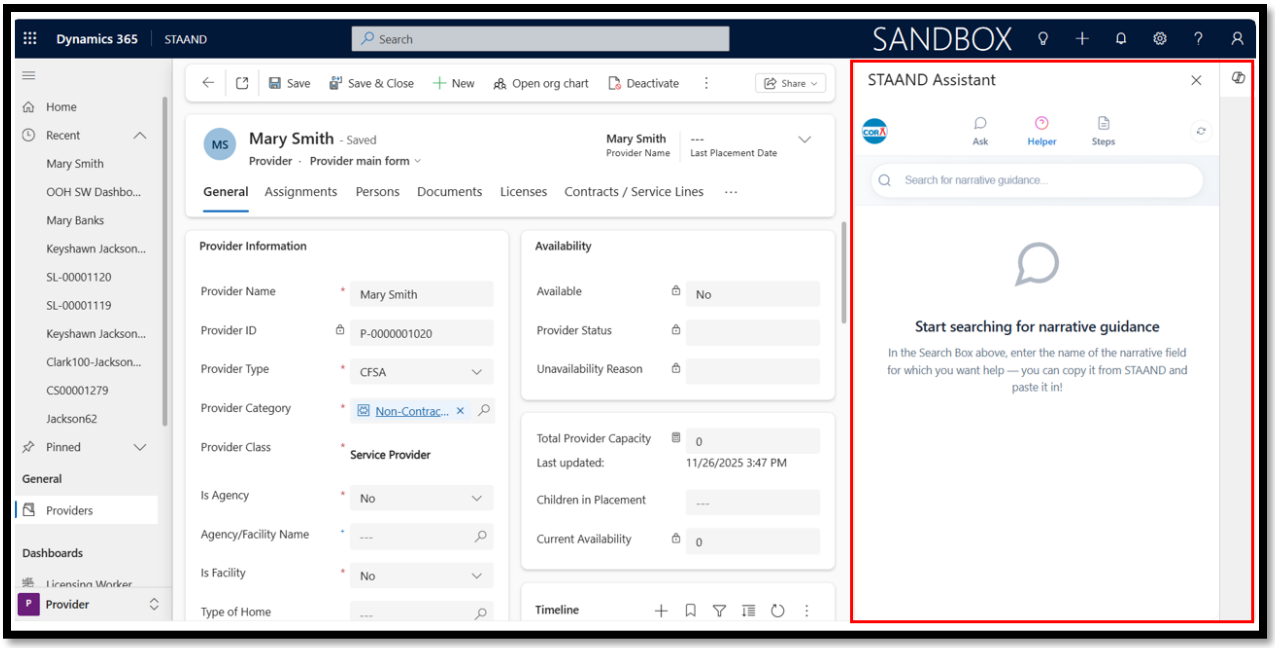
> For example, if you are working on a Case Plan and come across a required narrative about which you are unsure, you can put CORA's Narrative Helper on the side of your screen, look up the name of the narrative field, and then review the guidance at the same time you are typing into the narrative box on your Case Plan.

Step 1: If you have already been in CORA during your current STAAND session, proceed to Step 2 below. If you have *not* been in CORA during your current STAAND session, follow the steps above for how to access CORA then proceed to Step 2.

Step 2: Select the "STAAND Assistant" icon in the upper right corner of your screen. This will put CORA in the right-hand sidebar.



Step 3: Navigate to your case or case document as you normally would. CORA will stay in the right-hand sidebar (until you click the X to close it) and you can select the Ask, Helper or Steps area.



For questions, call the STAAND Help Desk at 202-434-0009, or email them at cfsa.helpdesk@dc.gov.