MS-WITS

Mobile Crisis

End-User Guide

Applies to:

WITS Version 21.3.0+

See Also:

WITS Basics User Guide

Mississippi Department of Mental Health

Last Updated March 2022

Table of Contents

Preface

WITS includes core clinical features essential to managing mental health and substance use treatment services and case management. The **MS-WITS Mobile Crisis Module** is utilized to document crisis contacts and crisis evaluation data. Community Mental Health Centers (CMHCs) will participate as their staff take crisis client calls and dispatch CMHC-based MCeRT teams when necessary.

Intended Audience

This Mobile Crisis End-User Guide has been prepared for MCeRT team call-takers and evaluators. Topics covered include client profile setup, client contacts, intake, client mobile crisis program enrollment, mobile crisis evaluations, and client disenrollment from a mobile crisis program.

System Requirements

WITS is a web-based application accessed through an Internet (web) browser using Internet connection.

Internet Browsers

WITS is compatible with up-to-date versions of most modern Internet browsers such as:

Google Chrome™

Microsoft Edge™

Mozilla® Firefox®

Apple® Safari®

Note: Do not allow your Internet browser to save your password, as this information will be routinely updated.

Pop-up Blocker

Certain features in WITS, such as SSRS Reports, will open in a separate browser window when selected. Make sure your browser allows pop-ups from WITS.

Customer URL Links

Training Site:	https://ms-training.witsweb.org
Production Site:	https://ms.witsweb.org

The **Training Site** allows staff members to practice using the system before entering actual data in the Production Site. ***Do not enter real client information in the training site.***

Part 1: Customer Specific Information

This section is designed to include customer specific information for this particular user guide. Examples of customer specific information includes:

- Security Roles
- Business rules
- Specific terminology

Security Roles

The following existing agency roles are associated with the crisis workflow:

- Contact (Full Access)
- Contact (Read-Only)
- Contact Review

Business Rules

Mississippi (MS) crisis call-takers and evaluators will document their crisis contacts and crisis evaluation data in MS-WITS (WITS). CMHC agencies will participate as their staff take crisis clients and dispatch to remote crisis calls using CMHC-based MCeRT teams.

Specific Terminology

Terms	Description
MS-WITS	Mississippi Web Infrastructure for Treatment Services (WITS)
DMH	(Mississippi) Department of Mental Health
CMHC	Community Mental Health Center
MCeRT	Mobile Crisis Emergency Response Team
UCN	Unique Client Number

Part 2: MCeRT Agency & Facility Access

Where:* Home Landing Page > *Change Facility

> **Note:** Please refer to the **[WITS Basics User Guide]** for details on how to log into the WITS Training and Production websites.

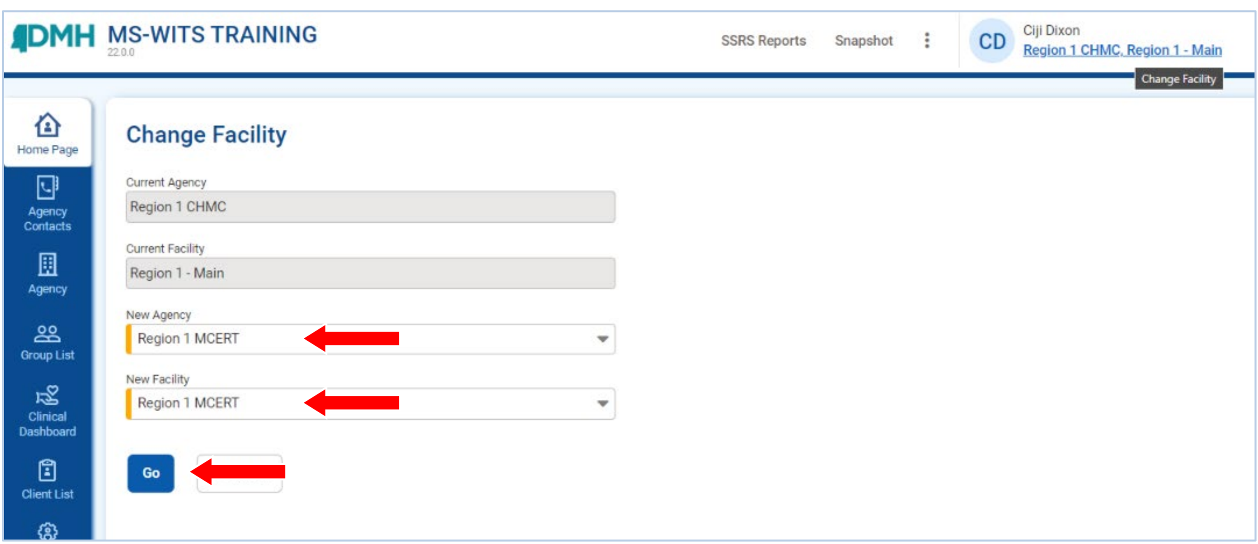
Change Agency and Facility

Where:* Landing Page > *Change Facility

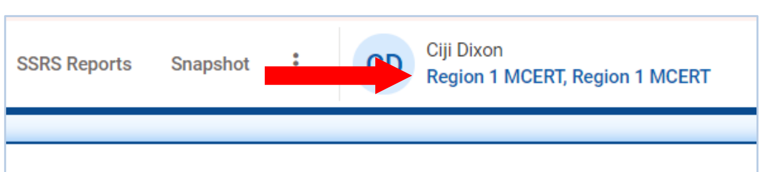
1. The **Change Facility** page is the landing screen when first logging into WITS.
2. Users will first see a default agency and facility listed in the **Current Agency** and **Current Facility** fields.
3. Check to assure that you are under the MCeRT agency/facility before entering Mobile Crisis data.
4. If incorrect, you may select the correct agency/facility from the **New Agency** and **New Facility** drop-down fields

> **Note:** The agency and facility for Mobile Crisis entry within WITS will have **MCERT** listed within the name.

5. You may select **Go** to proceed to the **Home Page** of WITS.



6. If for any reason the incorrect agency and/or facility was selected, you may click on the link at the top right of the WITS screen which displays the current agency and facility. This link will allow a user to return to the **Change Facility** screen and select a new agency and facility.

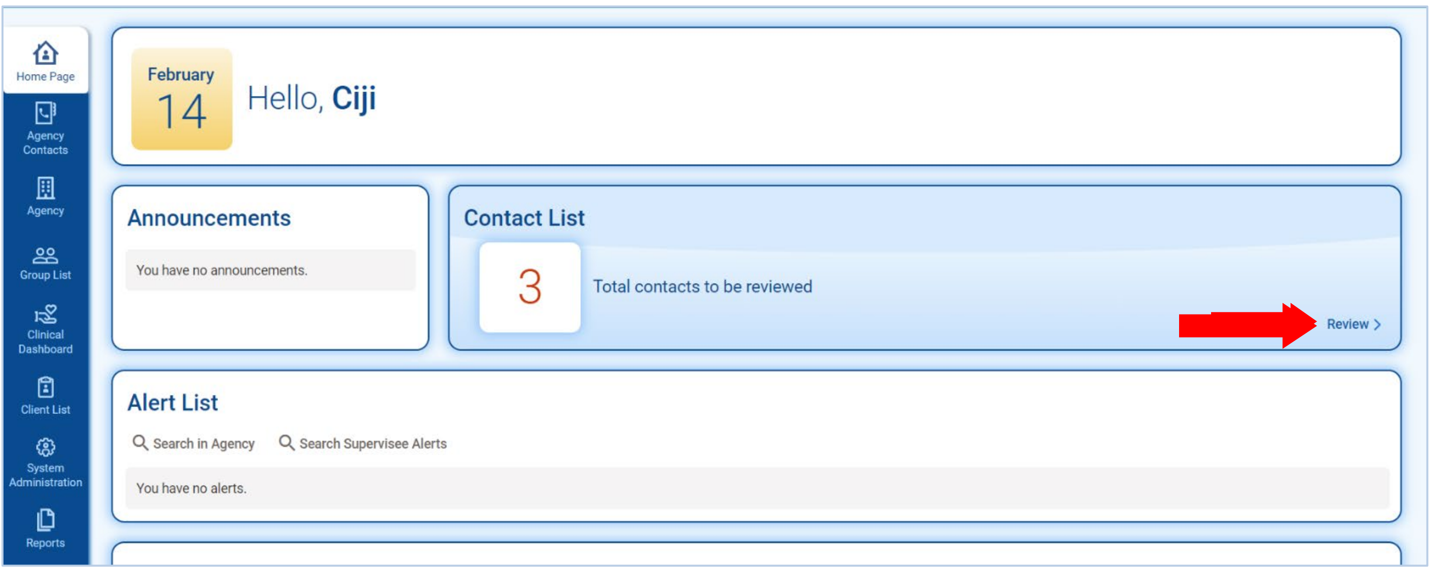


Agency Client Contacts to be Reviewed

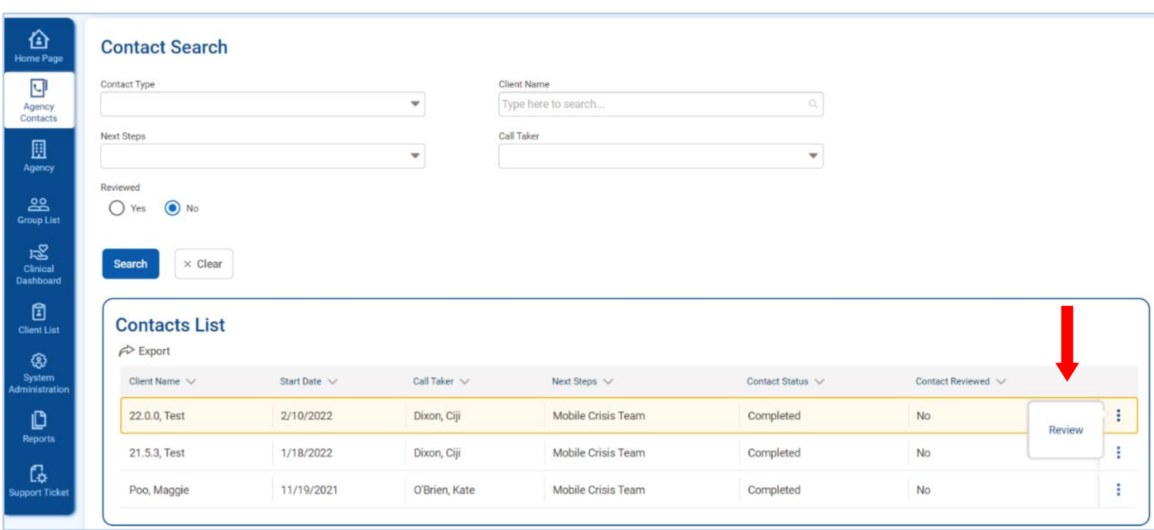
***Where:* Home Page > Contact List**

Note: The Contact List section of WITS allows the user to review previously entered crisis contacts for clients with existing profiles within the MCeRT agency in WITS. You may refer to Part 3: Client Setup – Create New Client's Profile for details on entering new client information.

1. The **Home Page** of WITS includes a shortcut to review a total number of contacts to be reviewed within the agency.
2. In the **Contact List** section, click **Review** to see the list of contacts within the agency.



3. You will then be taken to the **Agency Contacts** section of the WITS navigation menu.
4. To review or make changes to a client's contact details, hover your cursor over the ellipsis icon and click **Review**.
5. You will then be taken to the **Contact Profile**.



Part 3: Client Setup

Search for an Existing Client's Profile

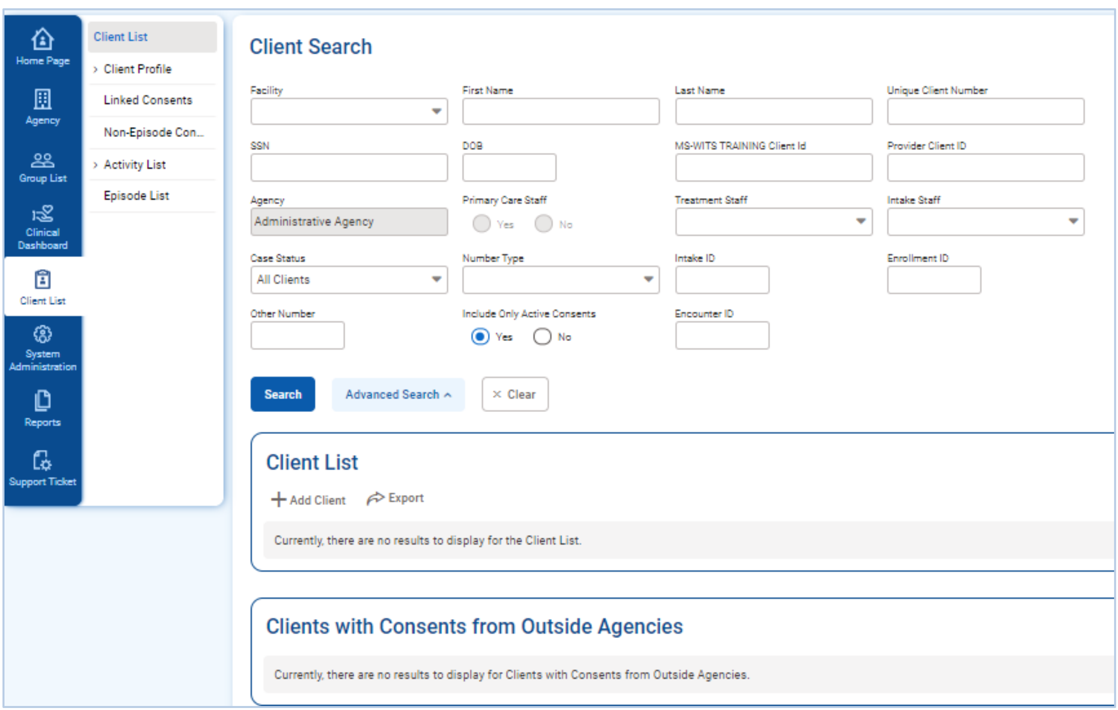
***Where:* Client List > Client Search**

Before creating a new client record, search for your client to make sure the client is not already in WITS.

1. To view clients within your agency, click on the **Client List** menu item. A blank Client List screen will appear.
2. Use the fields in the **Client Search** section to narrow your results. You may also select **Advanced Search** to view additional fields.

> **Note:** When searching for a client, try to use unique information, such as birthdates or social security numbers, if possible. You can also enter a partial name (or another field) followed by a "*". This is called a **wildcard** search. For instance, if you search for Last Name of "Smit*", the search results will display people with the last name of "Smith", "Smitty", "Smithson", etc.

3. After selecting from the search fields, click **Search** to view the results.



4. Look for your client in the **Client List**. If you find the right person, view their profile by clicking on the **Ellipsis** icon located on the far-right side of the client's record listed. If you do not find your client, you can create a new client record.

Client Search Tips

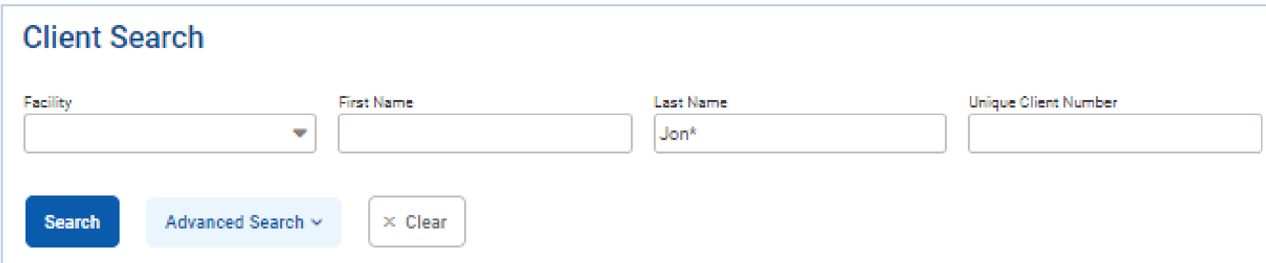
Client Name or Number

Use a client's nickname or alternate names in the **First Name** or **Last Name** fields.

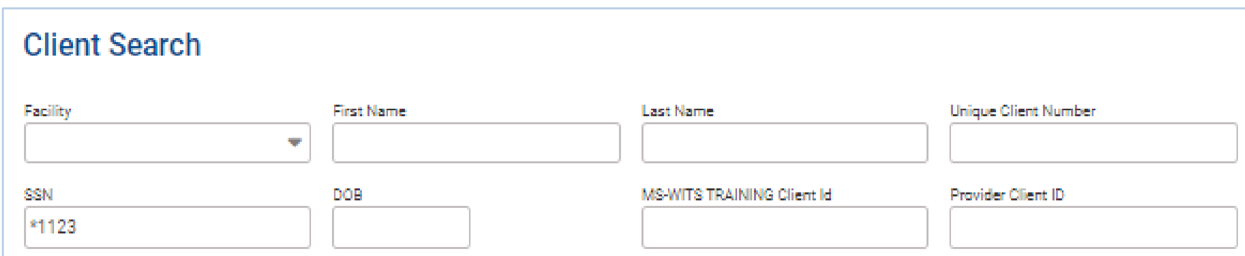
Use an **asterisk** (*) to perform a wildcard search.

Examples:

- Find clients whose last name starts with "Jon": Jon*



- Search by the last 4 digits of a client's SSN: *1123

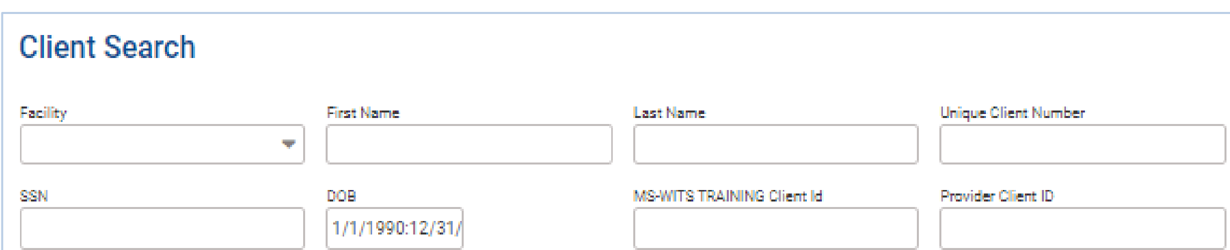


Client Birthday or Age

Search within a timeframe by separating the two dates with a **colon** (**:**). Search for clients born after a certain date with a **greater than sign** (**>**). Search for clients born before a certain date with a **less than sign** (**<**).

Examples:

- Find clients born in the year 1990: 1/1/1990:12/31/1990



- Find clients born after a certain date: >12/30/1959

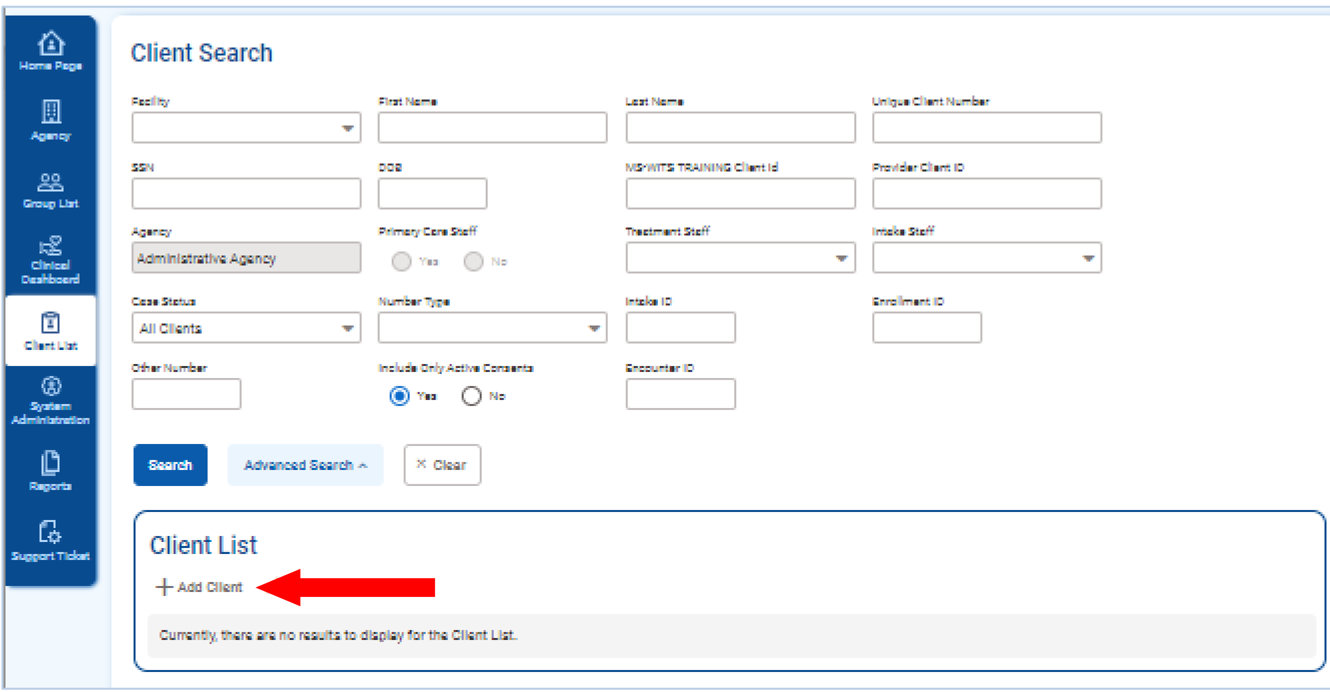
Create a New Client's Profile

***Where:* Client List > Client Profile**

Note: Please search for each client before creating a new record.

To add a new client to the system, follow the steps below.

5. On the left menu, click **Client List**.
6. In the Client List section, click the link to **Add Client**.

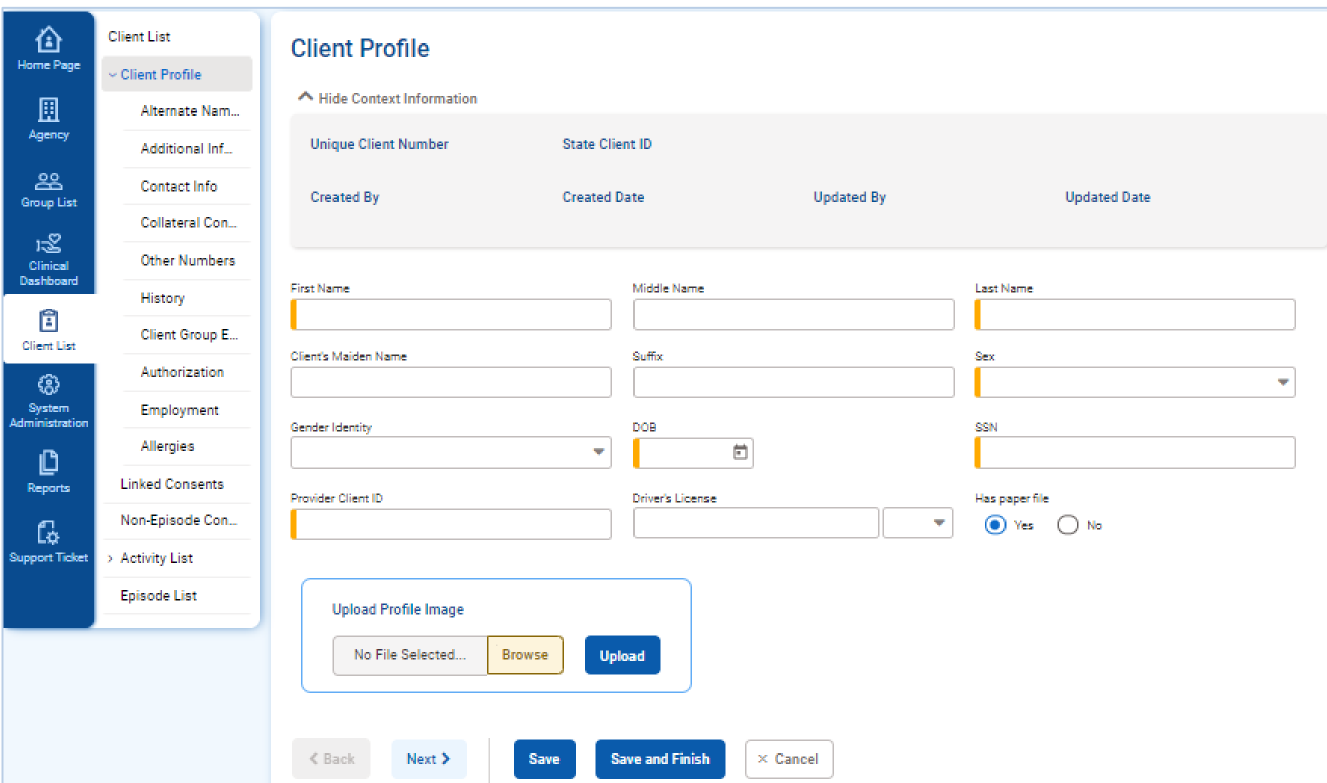


7. On the **Client Profile** screen, enter the required client information. See the table below for information on each field.

When adding new clients to the system, review the **Client Profile** fields for accuracy before saving the screen. Once the Client Profile screen is saved, a **Unique Client Number (UCN)** is created based on the data provided. It is important to enter client information correctly to avoid duplicate client entry in the future.

Field	Description
First Name	Type the client's current first name.
Middle Name	(Optional)
Last Name	Type the client's current last name.
Mother's Maiden Name	(Optional)
Suffix	(Optional)

Field	Description
Sex	Select the client’s sex from the drop-down list.
Gender	(Optional)
DOB	Enter the client’s date of birth. Please note the following: • If Month and Year of Birth known but the day is unknown, use ‘01’ as the day of birth (i.e., 03012000) • If Year of birth is known but month and day unknown, use ‘01’ as the month and ‘01’ as the day (i.e., 01012000) • If DOB is unknown enter ‘01/01/1901’
SSN	Type the client’s Social Security Number.
Driver's License and State	(Optional) Type the number and then select the State from the drop-down list.
Has paper file	(Optional) Select Yes or No. Field defaults to Yes.
Provider Client ID	(Optional) Type the client’s chart number or agency unique identifier for the client.



8. Review the profile fields for accuracy and then click **Save**.

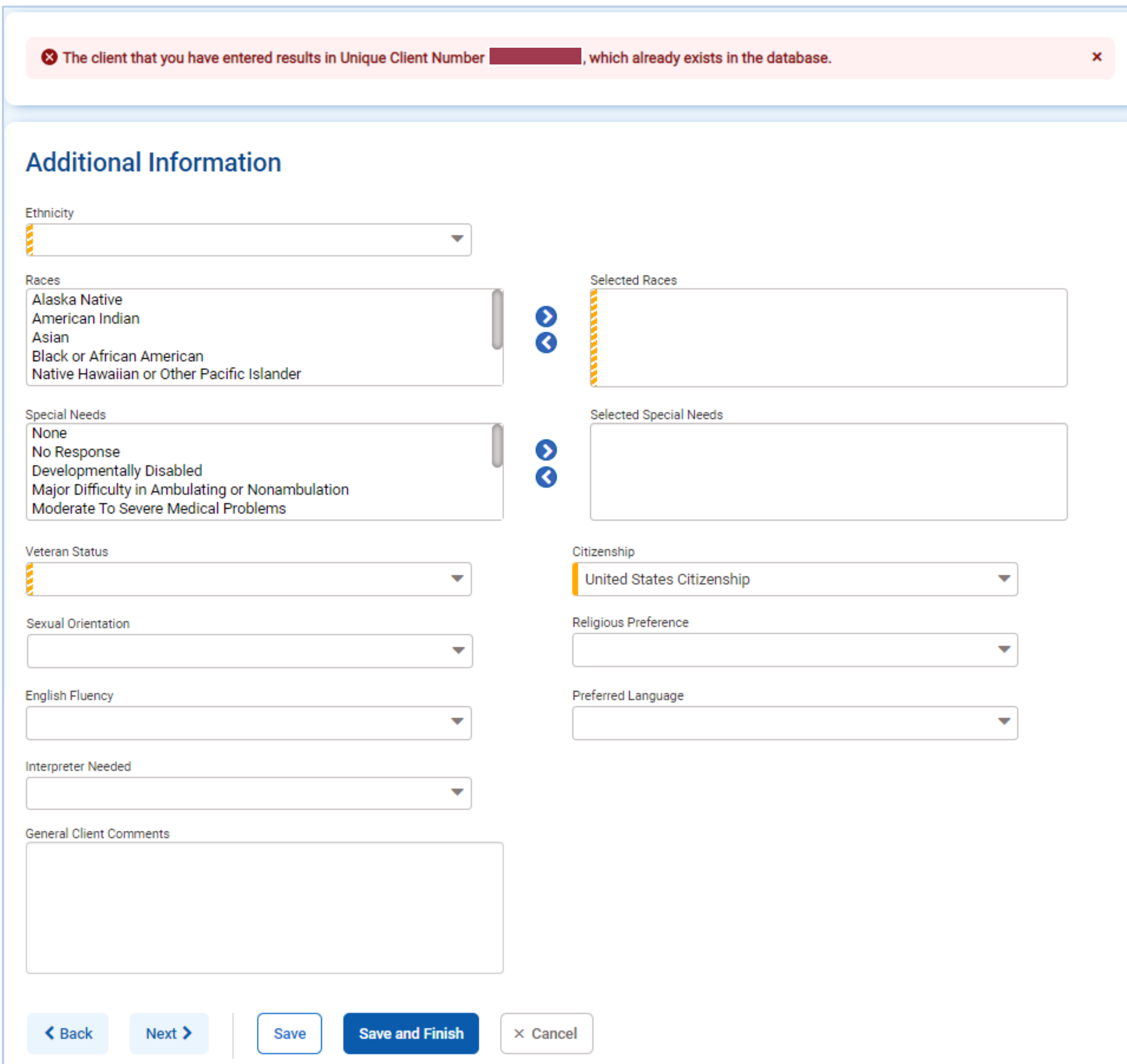
9. Clicking **Next** on the Client Profile screen will take you to the Alternate Names screen. Click **Next** again to reach the **Additional Information** screen to enter the client’s Citizenship.

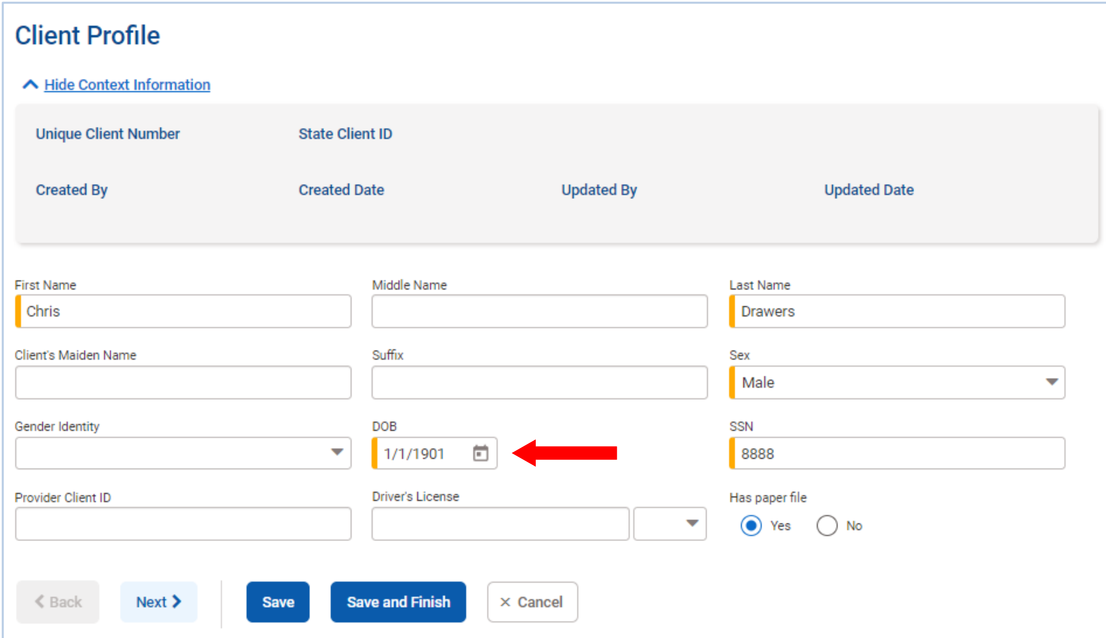
Additional Information (Required)

10. On the **Additional Information** screen, complete the **Citizenship** field, as it is required in order to save the client's profile.

Field	Description
Ethnicity	(Optional) Select from the drop-down list.
Selected Races	(Optional) Select one or more races.
Veteran Status	(Optional) Select from the drop-down list.
Citizenship	Select from the drop-down list.

Note: If you receive a warning indicating **the client that you have entered results in a Unique Client Number that already exists in the database**, select the **Back** button, and return to the **Client Profile** screen. Update the client's date of birth to **01011901** before proceeding.





11. When complete, click **Save and Finish**.

Note: If you receive a duplicate client error, click **Override and Add** to continue adding the client's profile.

Similar Clients already exist in the System and are listed below. Do you wish to continue inserting this client record? Click \"Override and Add\" to continue to Add the record or \"Cancel\" to Cancel the creation of the new record. If the client is in the same Agency, the Select Action will take you to the record of the duplicate client. If the client is in a different Agency, the Select Action will pull forward the client\u0027s profile information to create the client in the current Agency.

Part 4: Entering a Crisis Call

Client Contacts

Where: ***Client List*** *> Client Contacts*

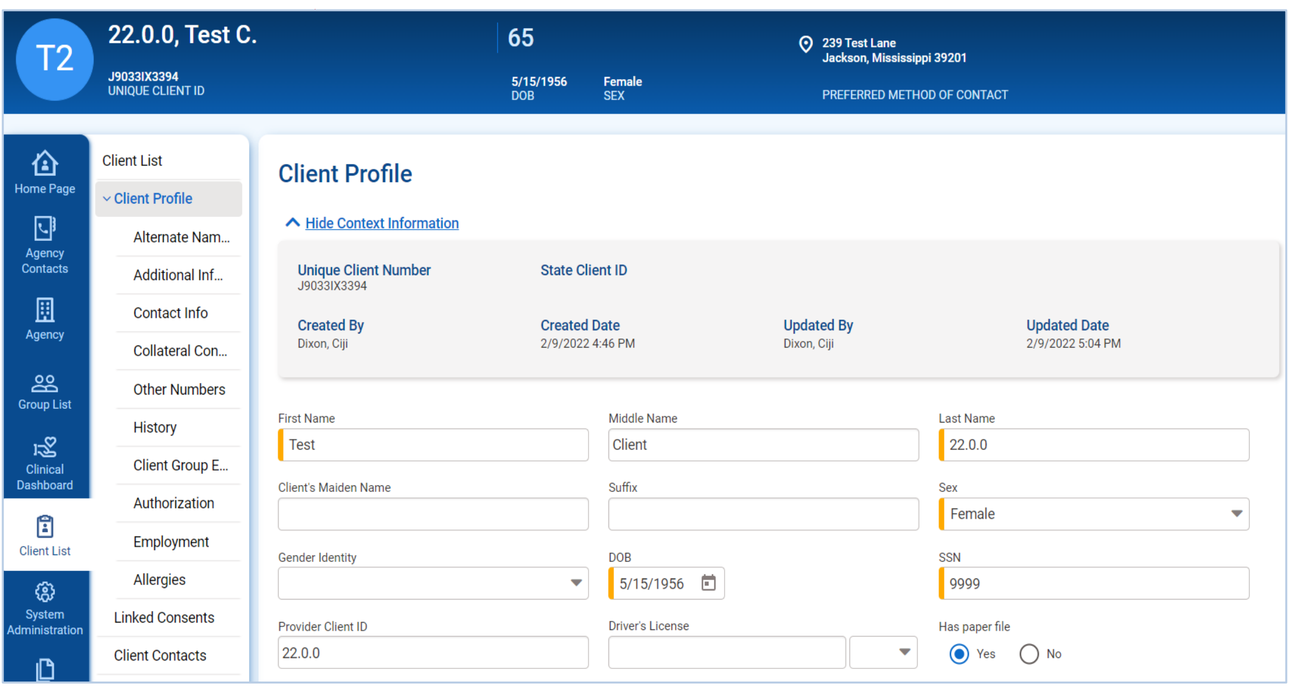
Crisis Basic Workflow

The workflow shows how staff will use WITS to document a crisis contact using the crisis module.

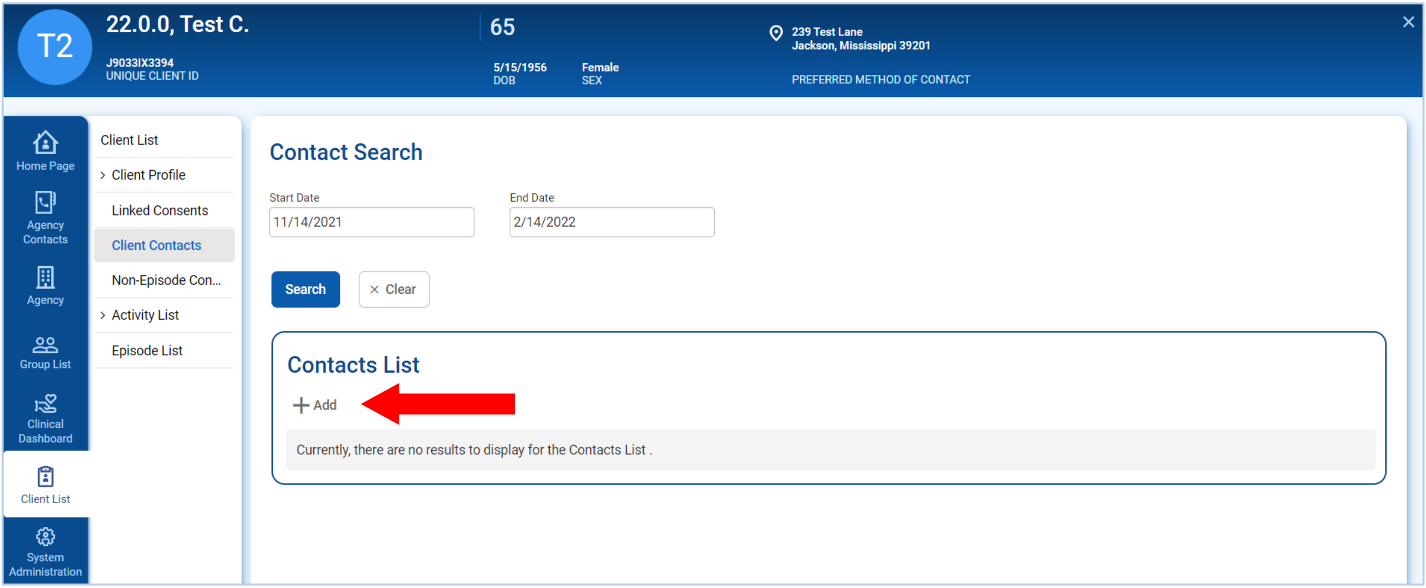
Step	Actor(s)	Screen
Record initial contact	CMHC staff	Client Profile Contact
If client requires immediate evaluation and intervention	CMHC staff	Intake (Create if no active Outpatient one) Program enrollment into "Crisis" (Modality Type/Level of Care Mode) program
Conduct Evaluation	MCERT member	Client Profile, CPE screen, Mobile Crisis Evaluation
Conclude crisis intervention	MCERT member	Mobile Crisis Evaluation screen, Program Enrollment
End		

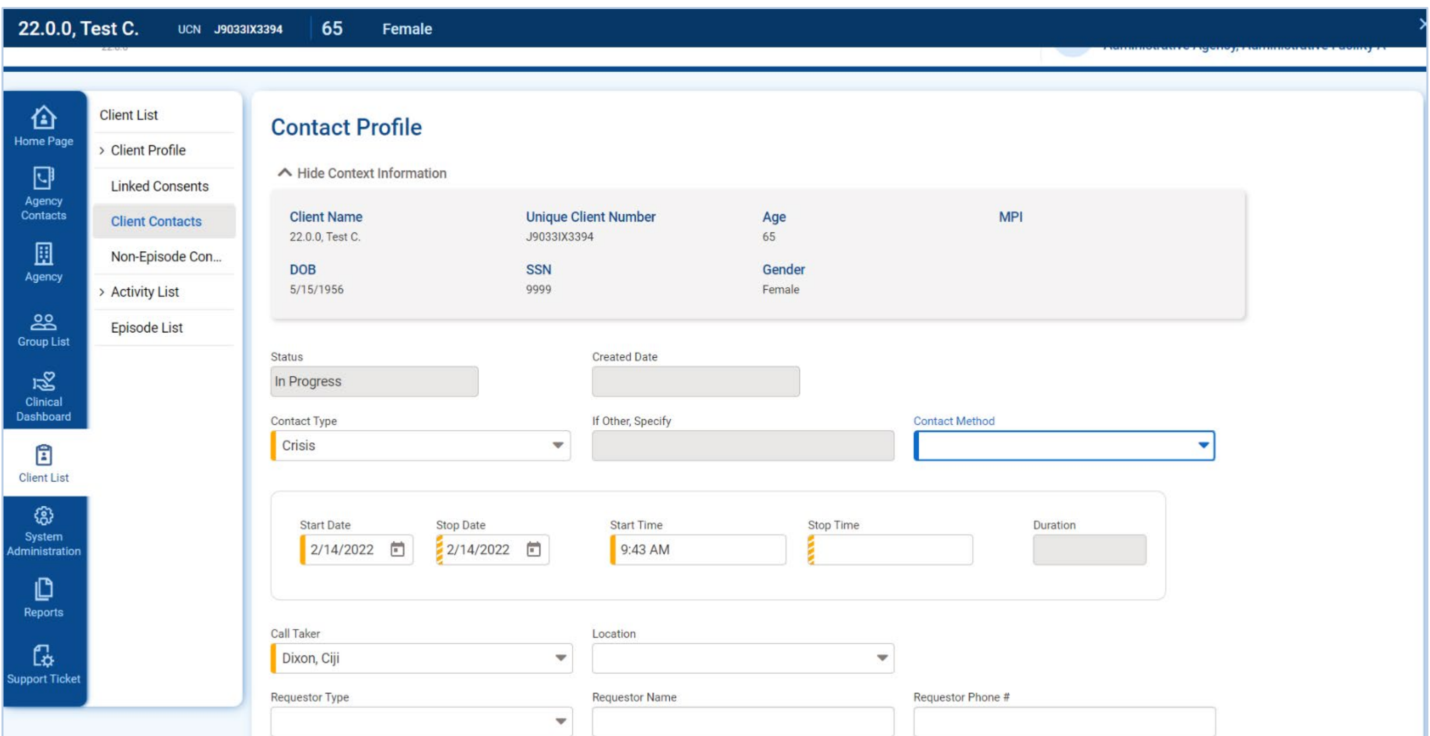
Add New Client Contact

1. Locate and review the client's profile first ([refer to Part 3: Client Setup for more information](#)). You'll know that you're under the correct client record when you see the client's information at the top of the screen.



2. Under the **Client List** section of the WITS navigation menu, select **Client Contacts.** Click **Add** located under the Contacts List to enter a new contact for the selected client.





3. The **Contact Type** field will default to ‘Crisis’.

4. Select a **Contact Method** from the drop-down field.

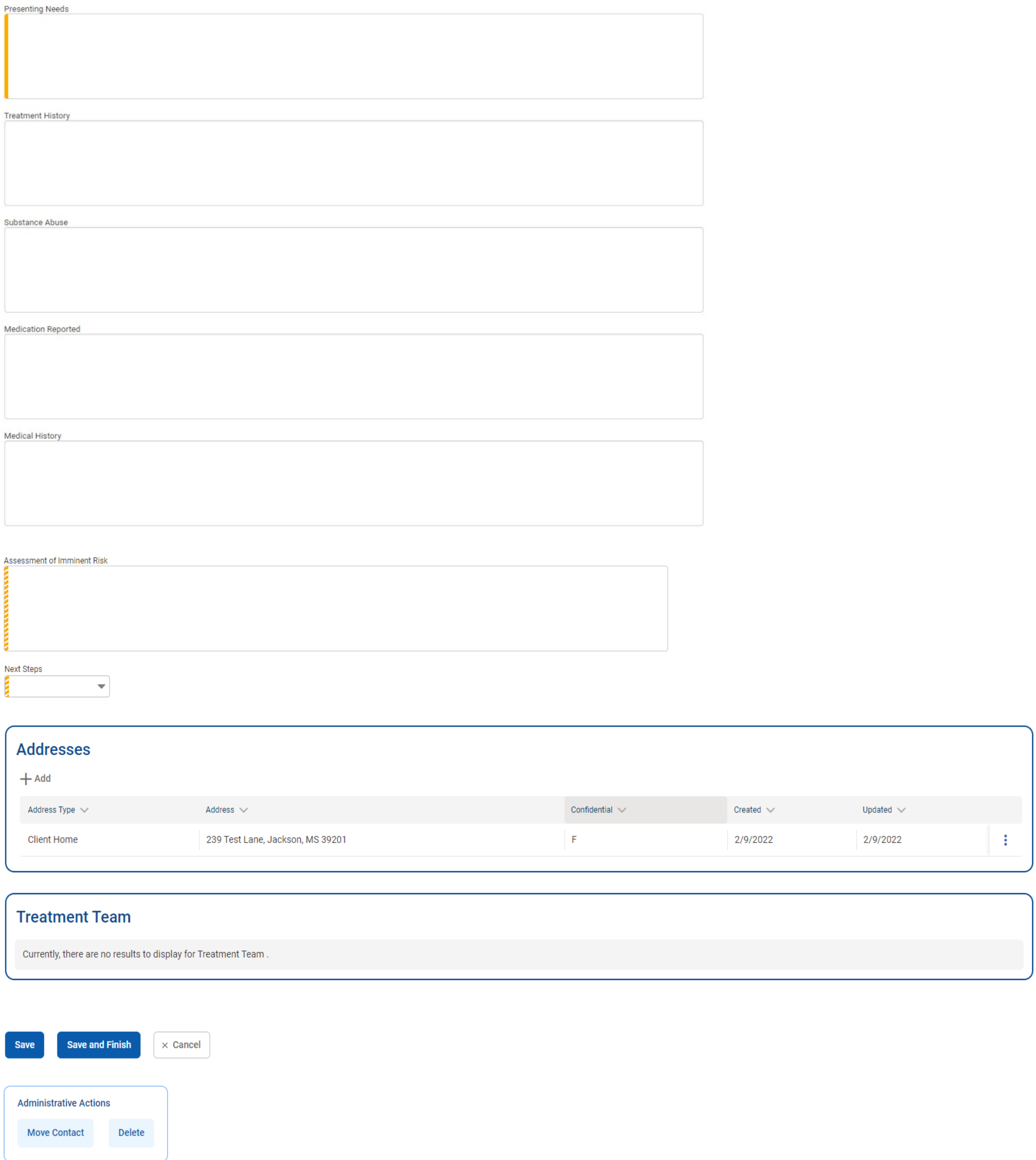
5. The **Start/Stop Date** fields will default to the current date, and the **Start Time** field will default to the current time.

6. The **Stop Time** will record once the contact record is completed.

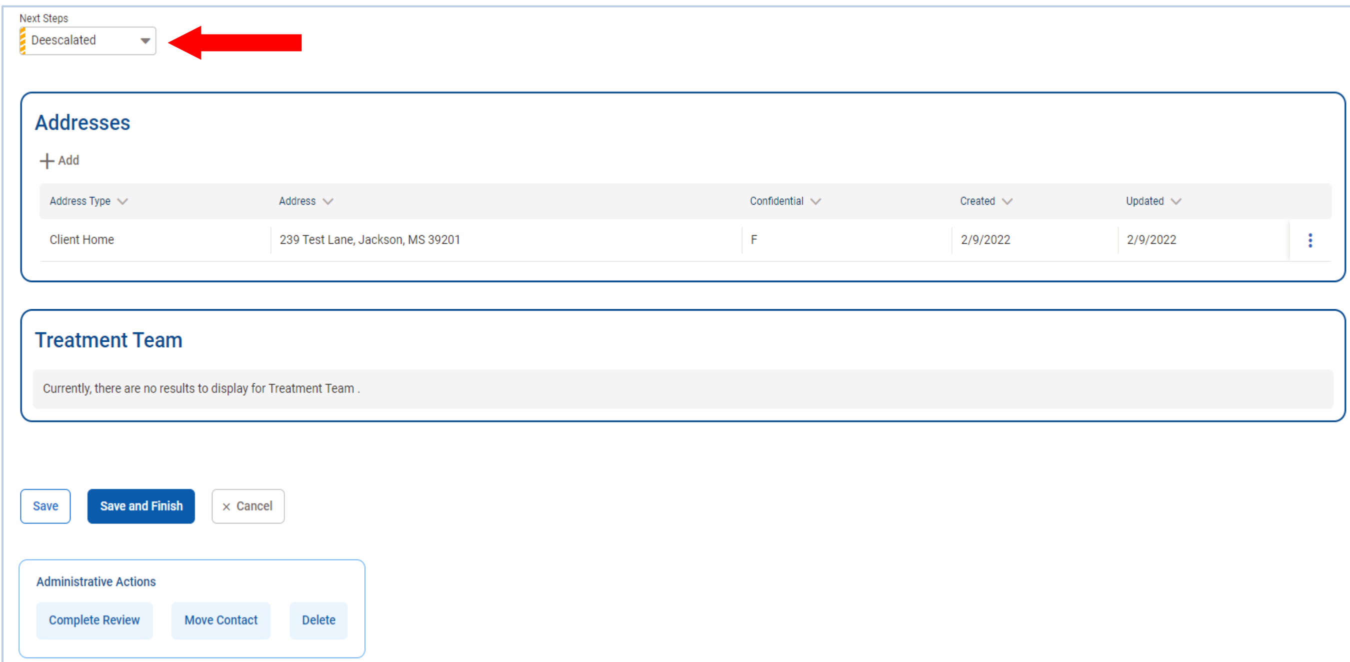
> **Note:** If you are entering a crisis call into WITS that was taken prior to the current date and time (i.e., backdating), be sure to update the Start/Stop Date and Time fields as they will default to the current date and time.

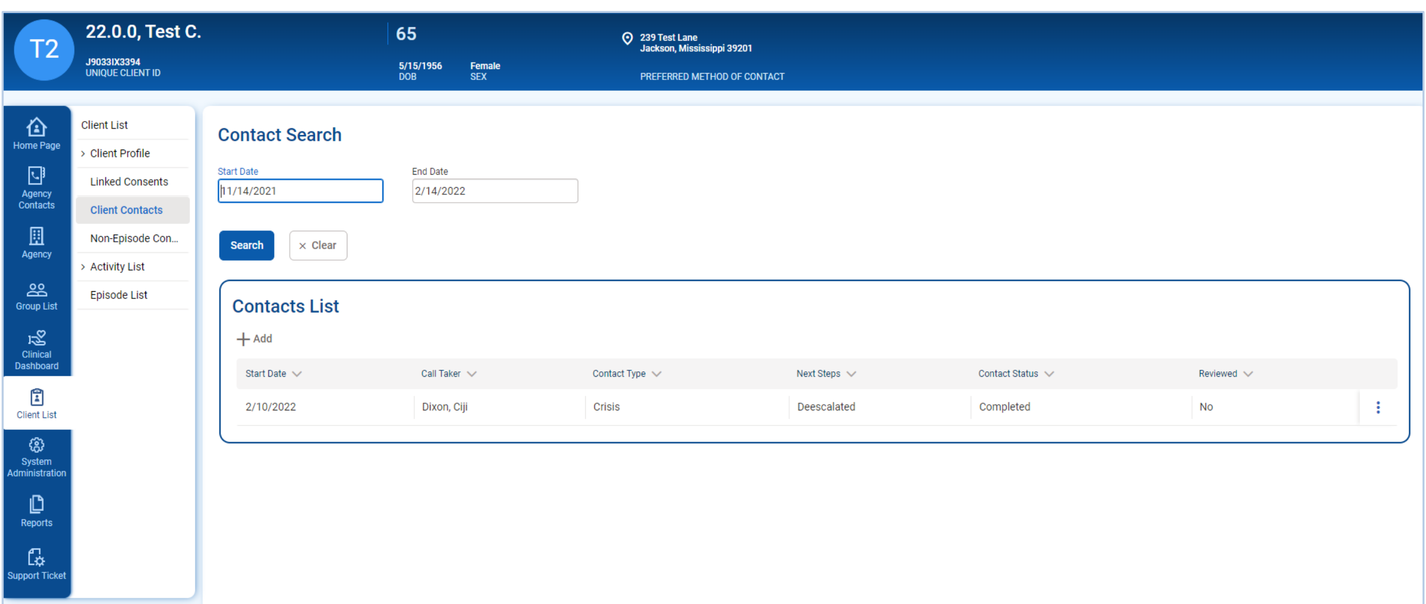
7. The **Call Taker** field will default to the call-taker entering the call details.

8. At a minimum, enter required fields **Presenting Needs** and **Assessment of Imminent Risk**.



9. Select an option for **Next Steps** by choosing one of the following from the drop-down:
    - Mobile Crisis Team,
    - Police,
    - Follow-up next day,
    - None, or
    - Deescalated.
10. If the option selected for **Next Steps** is **NOT** Mobile Crisis Team, click **Save and Finish**. This completes the call, and the stop time will be recorded.





11. If **Mobile Crisis Team** is chosen in the Next Steps drop-down field, enter the **Deployment Date** and **Deployment Time** with the date/time that the Mobile Crisis Team was deployed. Click **Save**.

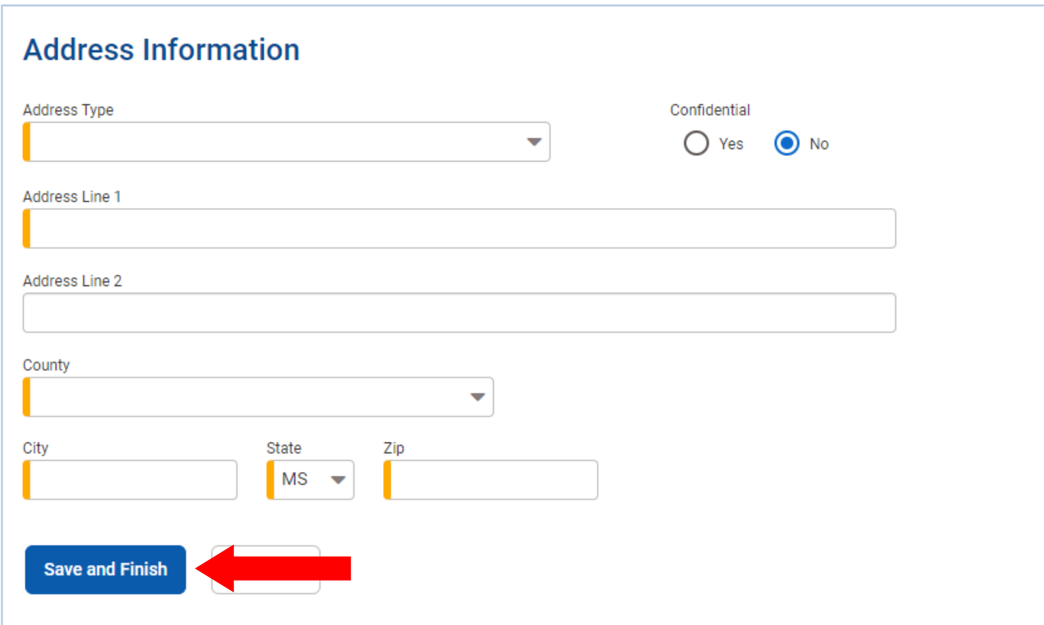
12. The **Start/Stop Date** fields will default to the current date, and the **Start Time** field will default to the current time.

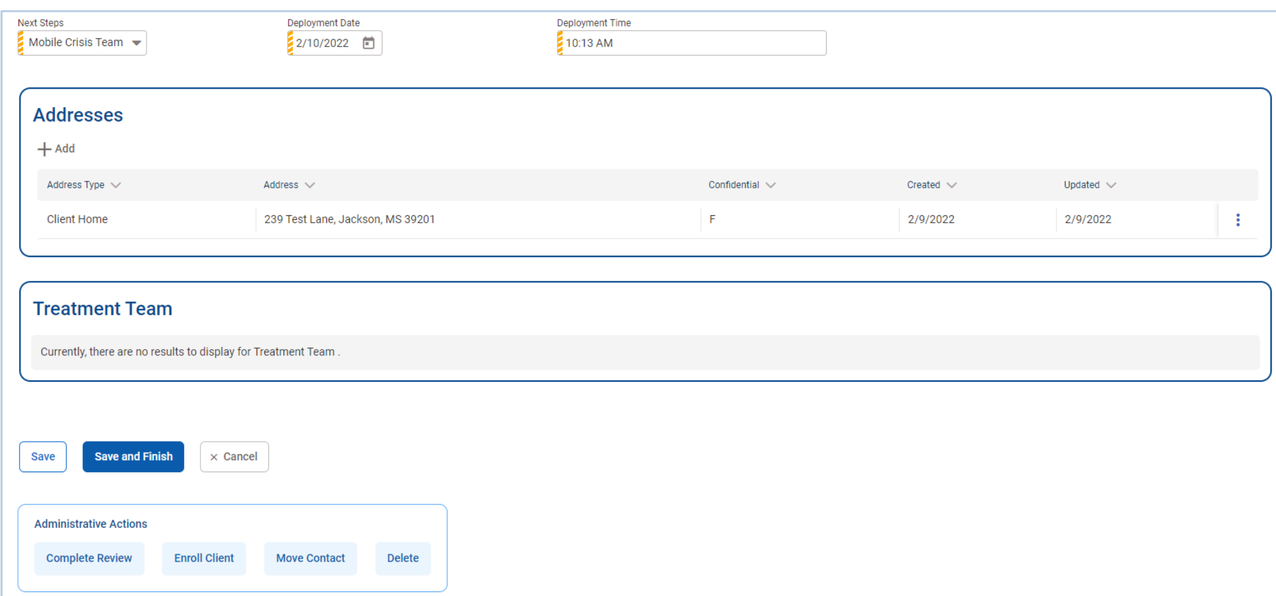
> **Note:** The time can be entered as HHMM (Example: 0800).

13. If the client does not already have an address on file, you will select **Add** in the Addresses section. You will be taken to the **Address Information** screen.

> **Note:** It is required that the client's home address is on file.

14. After adding the client's address, you may select **Save and Finish** to return to the Contact Profile.



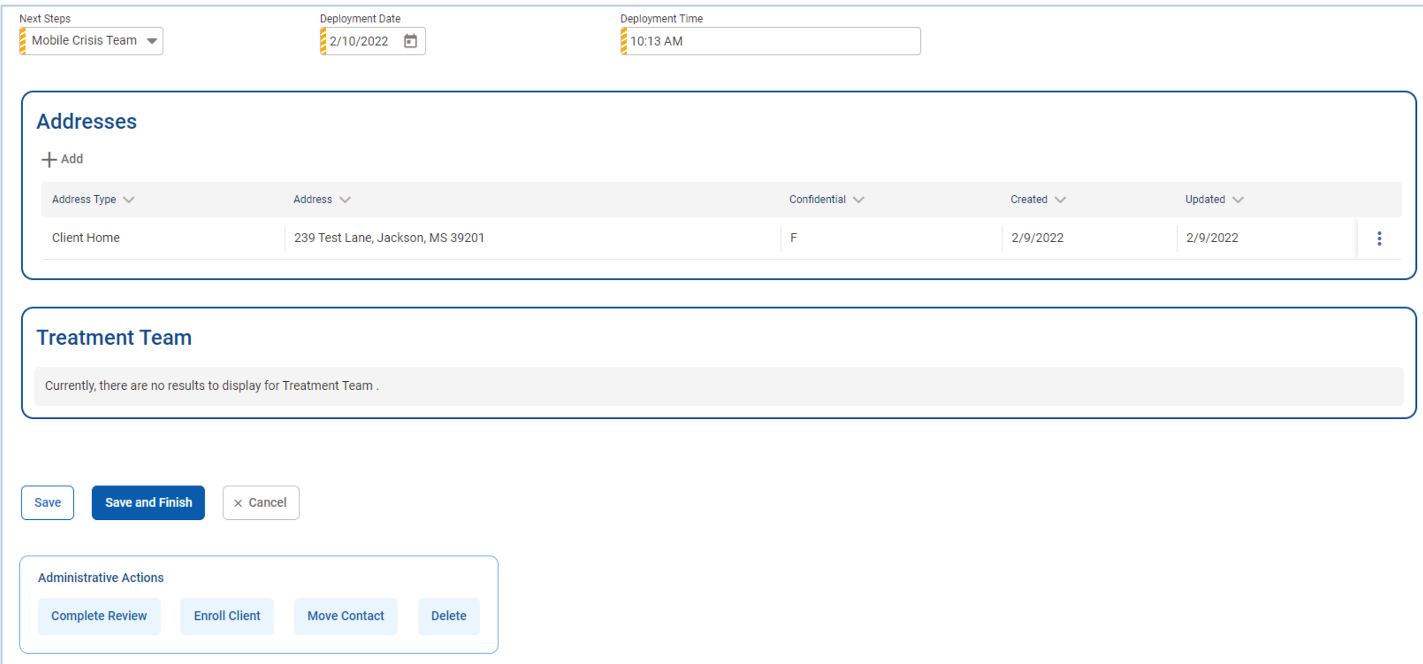


Part 5: Client Intake and/or Program Enrollment

Where:* *Contact Profile* > *Administrative Actions* > *Enroll Client

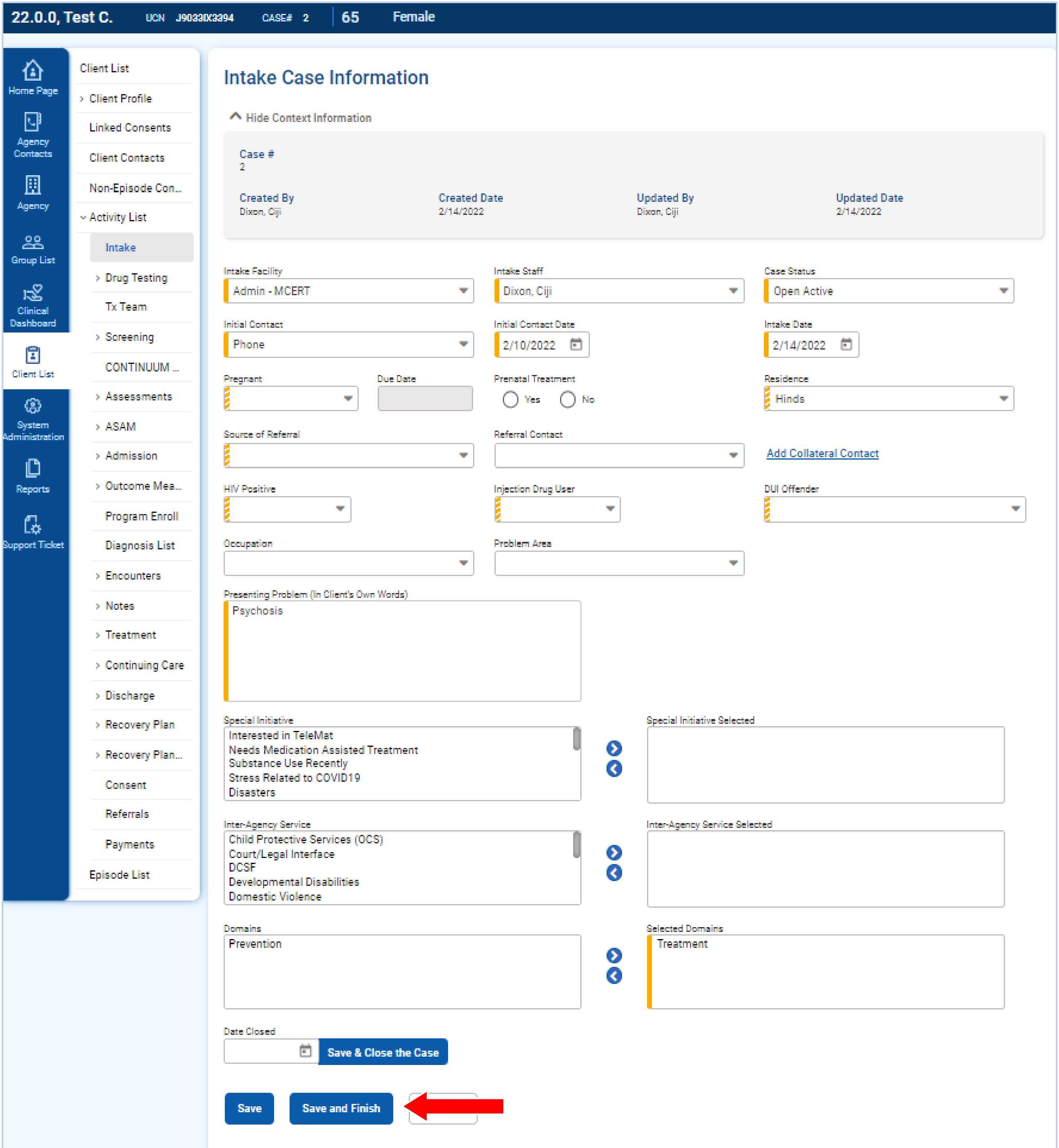
Intake

1. At the bottom of the client's **Contact Profile** screen (once saved), you will select **Enroll Client** which is located in the **Administrative Actions section**. Select **Enroll Client**.



Note: If the client already has an open episode of care with the facility, the user is brought to the [Program Enrollment Profile (CPE) screen.](#)

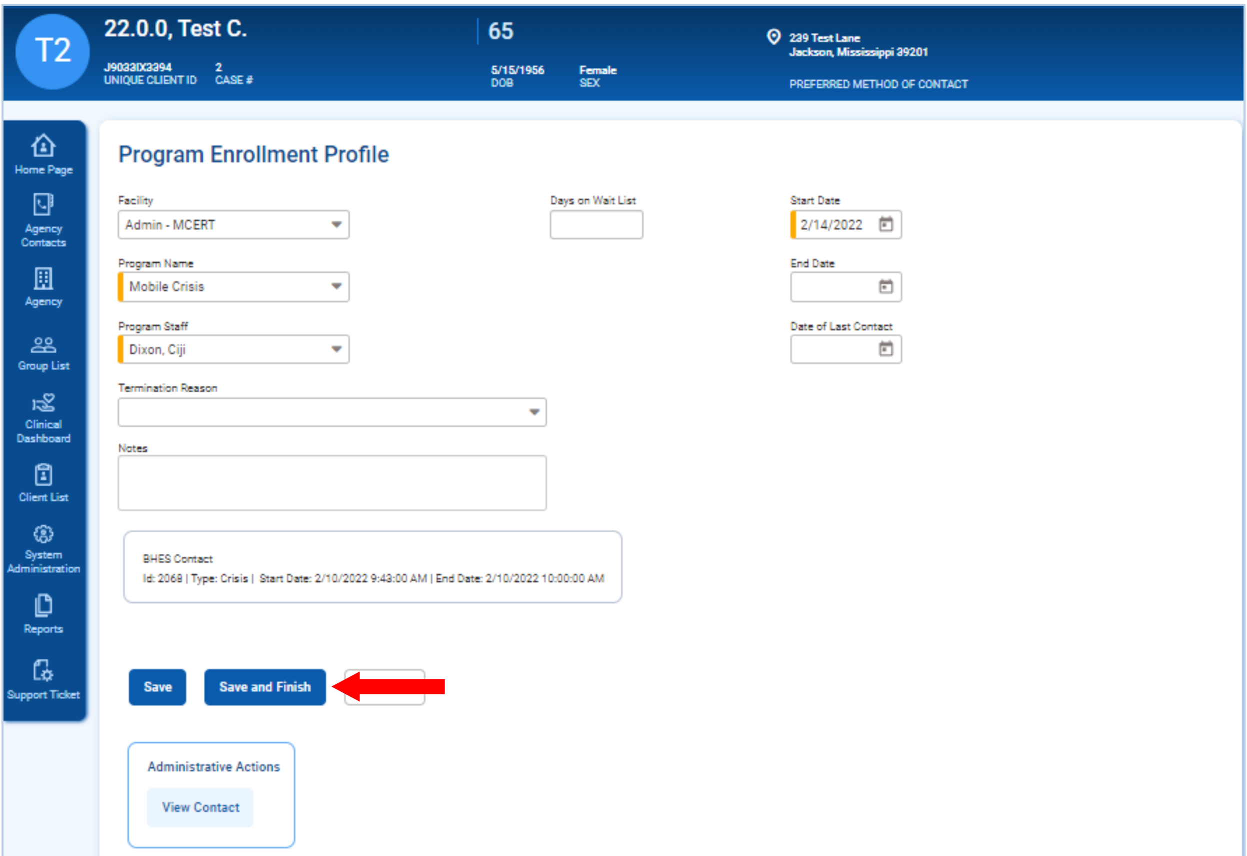
2. If no open treatment episode exists for the client, the user is brought to the **Intake** screen if one does not exist. On the **Intake Case Information screen**, complete the applicable fields as shown in the image below. Select **Save and Finish**.



3. On the **Intake Case Information screen**, you'll notice that some of the required fields are pre-populated.
4. Complete the **Residence** field and select **Save and Finish**. The user will then be taken to the **Program Enrollment Profile** screen.

Program Enrollment

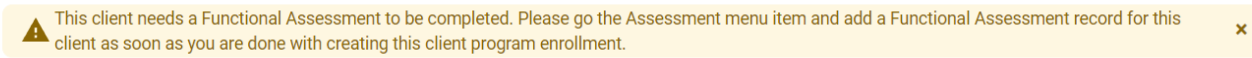
5. On the **Program Enrollment Profile** screen, required fields are already pre-populated.
6. The Program Name will default to **Mobile Crisis**. The user will dispatch the MCeRT using CMHC internal protocols outside of WITS.
7. The **Start Date** will default to the current date, and the **Program Staff** will default to the user entering the data.

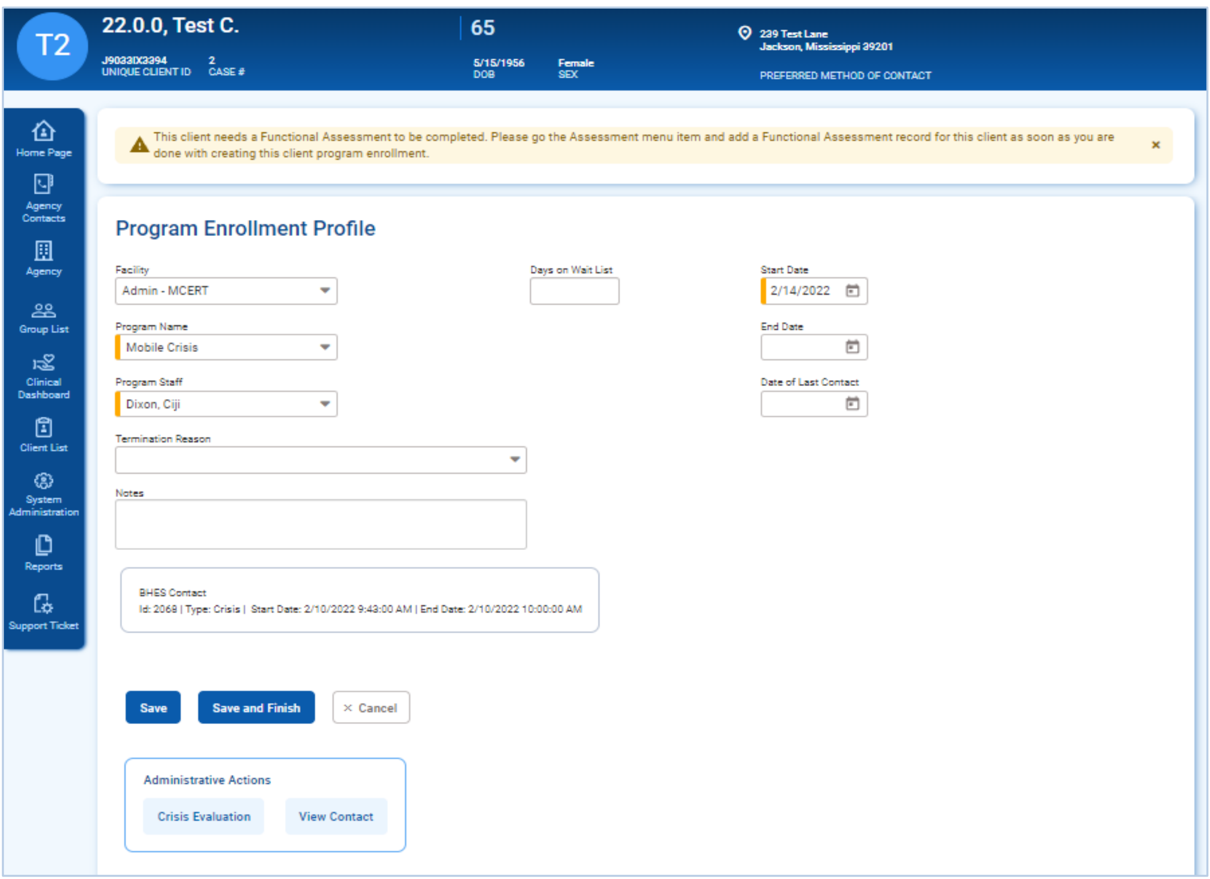


8. Once all required fields are completed, select **Save and Finish**. You will then be taken to the **Mobile Crisis Evaluation** screen**.**
9. If you select **Save** instead of **Save and Finish**, you will also have the option to select **Crisis Evaluation** from the **Administrative Actions** section at the bottom of the screen.

Note: If someone other than the call taker (i.e., MCeRT Evaluator) will complete the **Crisis Evaluation**, the call taker may select **Cancel** after saving the client's program enrollment. The MCeRT Evaluator may refer to Part 6: Mobile Crisis Evaluation for accessing **Crisis Evaluation** screen.

Note: Upon saving the client's Program Enrollment Profile, a soft yellow warning will appear at the top of the screen indicating that a **Functional Assessment** has to be completed. You may ignore this message, as it will not prevent you from proceeding to the Crisis Evaluation screen in WITS.





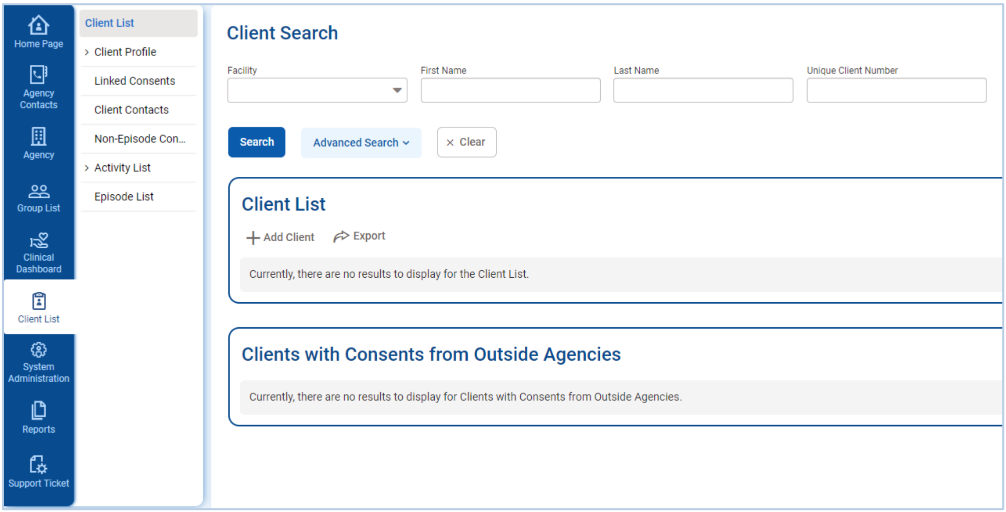
Part 6: Mobile Crisis Evaluation

How to Enter a Mobile Crisis Evaluation

***Where:* Client List > Client Search > Activity List > Program Enrollment > Crisis Evaluation**

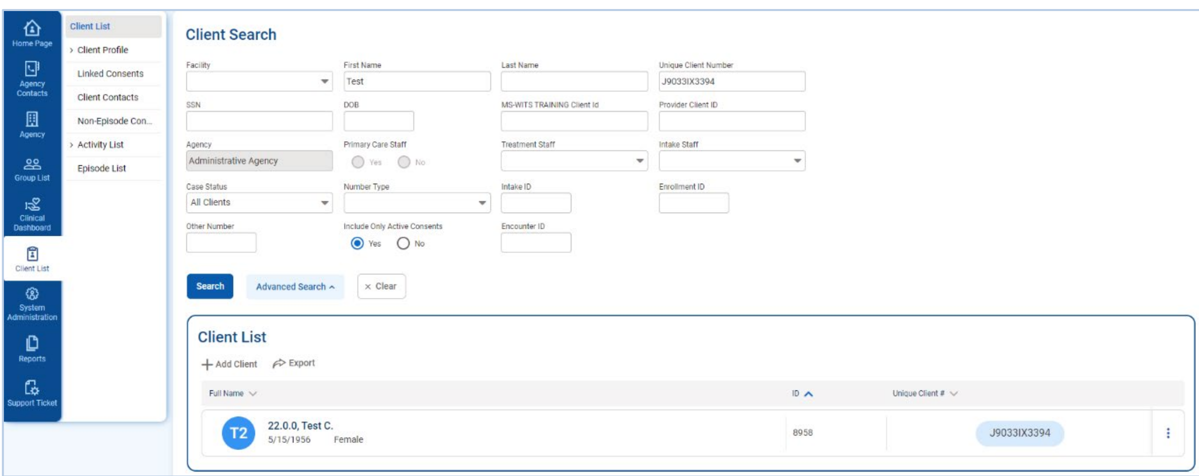
1. A CMHC MCeRT staff member will log into WITS to search for the client from the **Client List** section of the navigation menu. Selecting the Client List will take the user to the **Client Search** page.

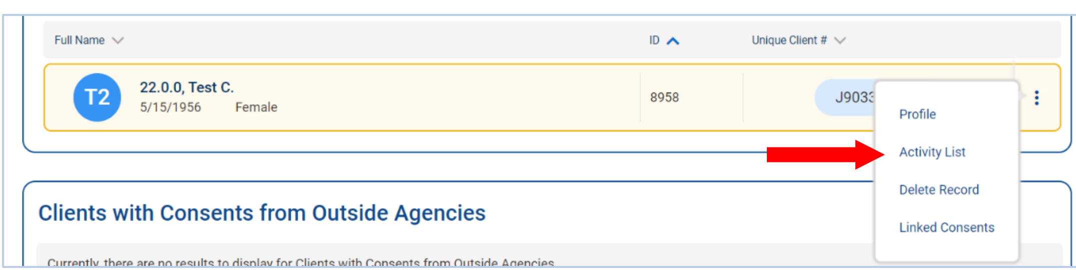
2. Using the client's information provided in the dispatch information, the MCeRT staff member may use the filters at the top of the page to search for the client. The **Advanced Search** button will expand and display more filters to search for the client.



3. Once the filters are added, click **Search** to access the client's record in the **Client List** section at the bottom of the page.

4. Hover your cursor over the ellipsis icon to the right of the client's record and select **Activity List**.

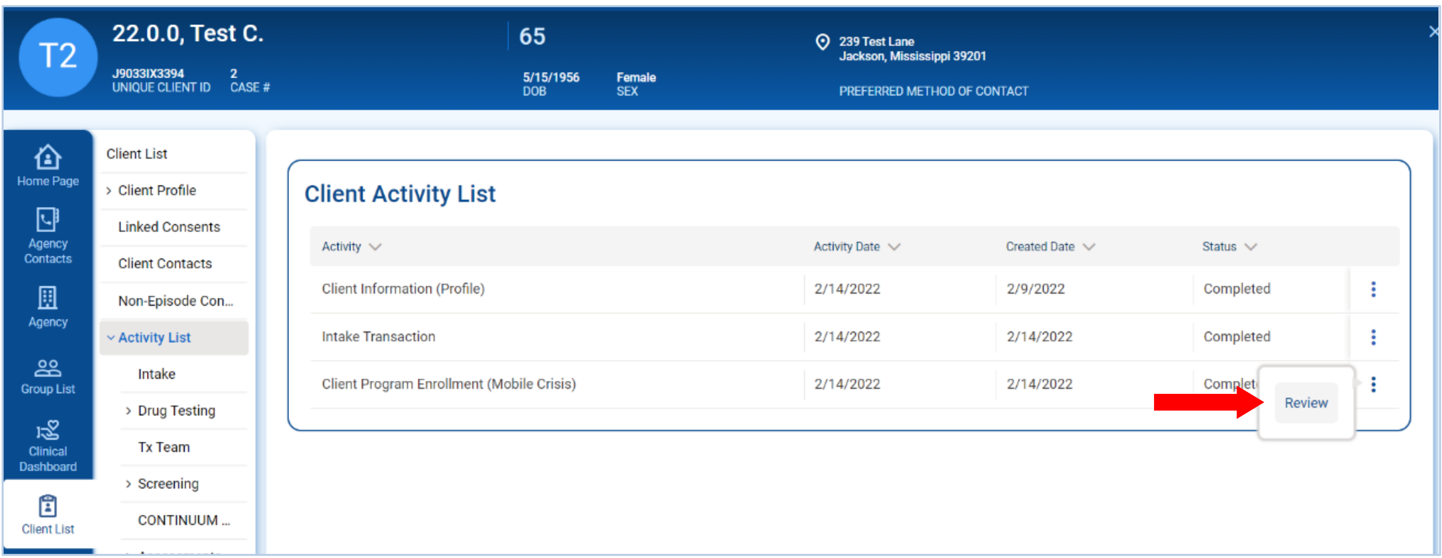




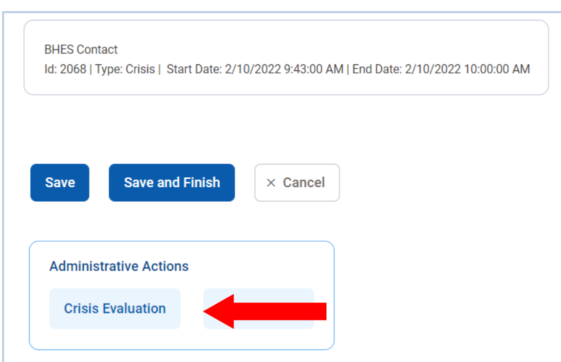
Client Activity List

It is important to understand that data collection in WITS happens within a Client's **Activity List**. The Activity List includes all of the client's activities, such as the Client Information (Profile), Intake Transaction, Client Program Enrollment (Mobile Crisis), and Crisis Evaluation.

5. From the client's **Activity List**, the MCeRT staff member will review the client's program enrollment to access the **Crisis Evaluation** screen.
6. Hover the cursor over the ellipsis icon next to the **Client Program Enrollment (Mobile Crisis)** activity. Select **Review** to access the client's **Program Enrollment Profile**.

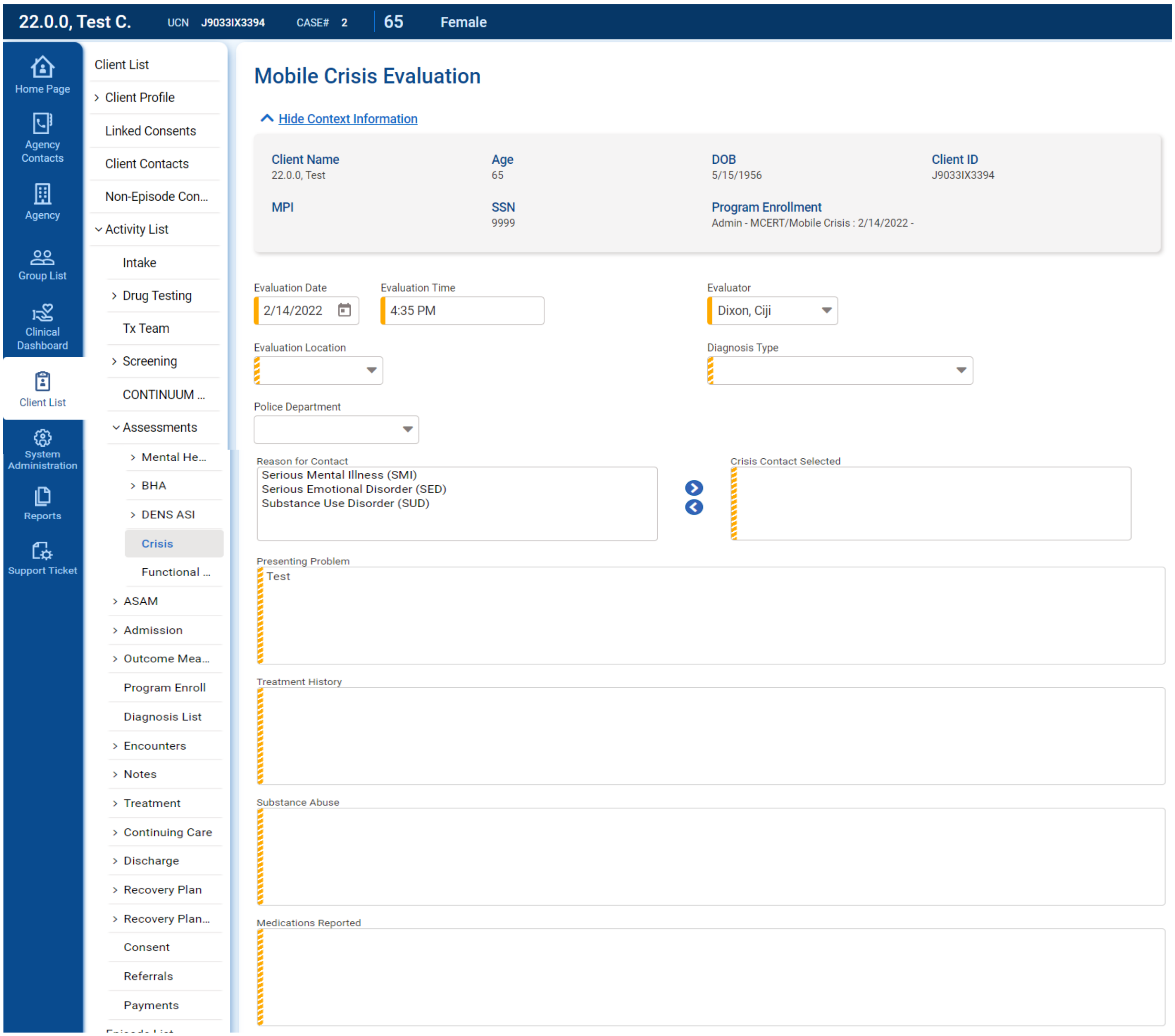


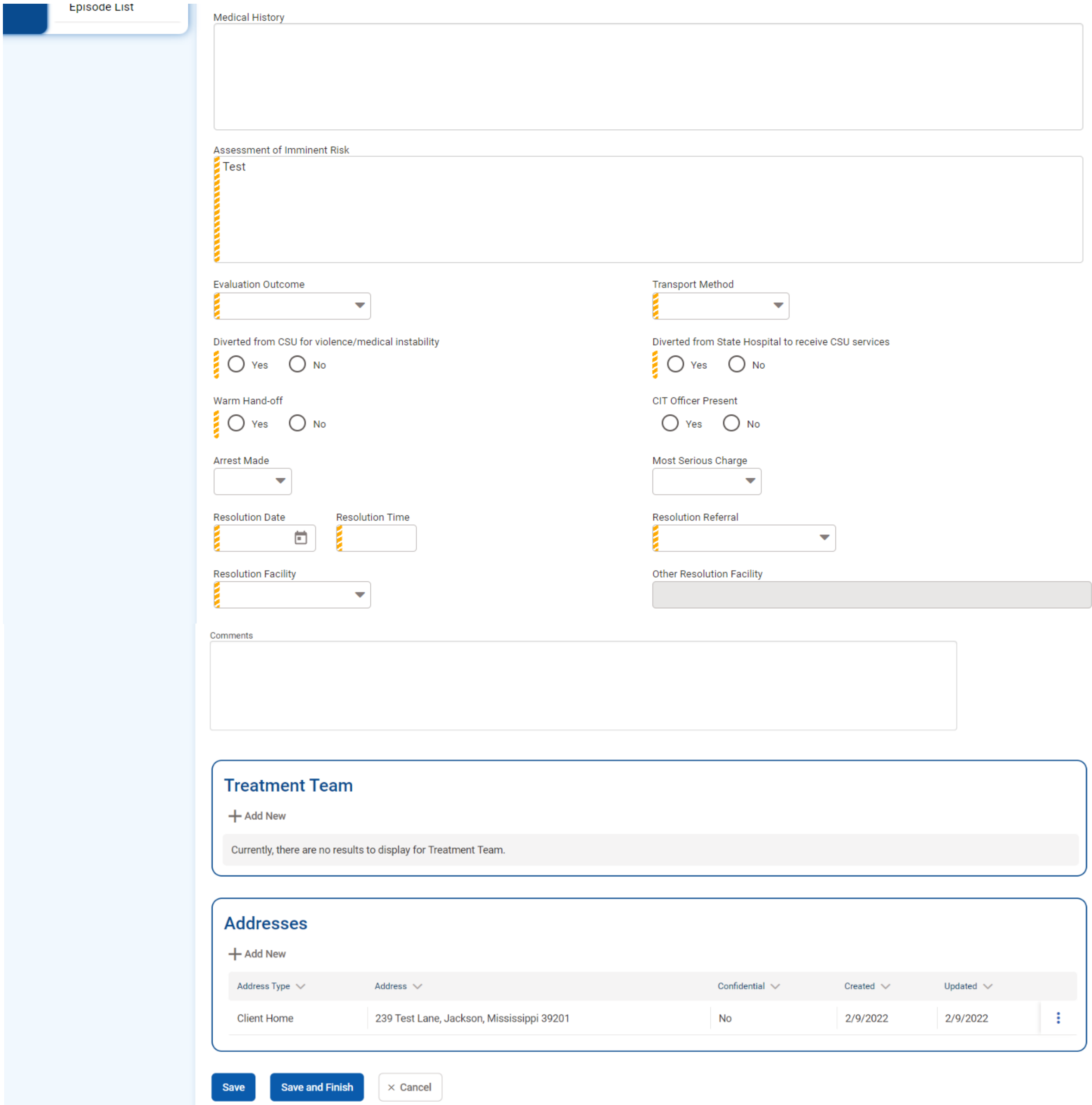
7. At the bottom of the client's Program Enrollment Profile, select **Crisis Evaluation** in the **Administrative Actions** section. This action will take you to the **Mobile Crisis Evaluation** screen.



Mobile Crisis Evaluation Screen

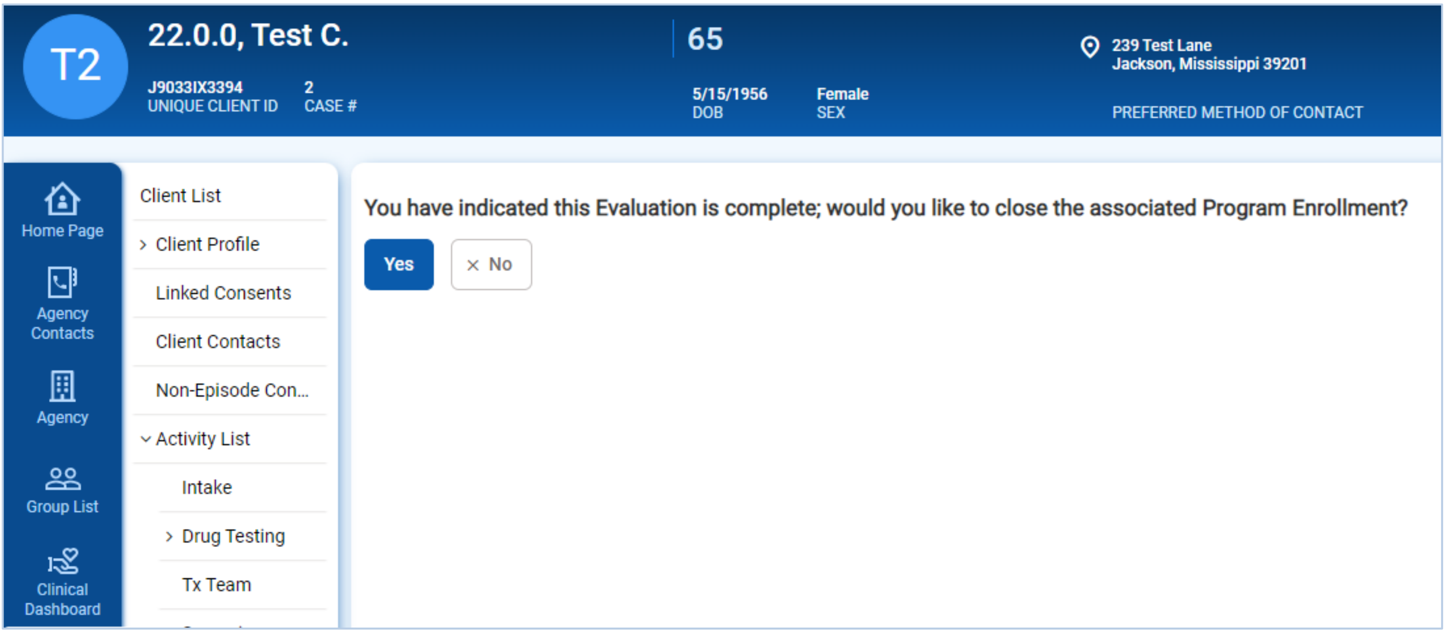
5. On the **Mobile Crisis Evaluation** screen, complete all required fields with orange indicators on the screen.
6. The **Evaluation Date** and **Evaluation Time** fields will default to the current date and time. The **Evaluator** field will default to the user entering the data. The **Presenting Problem** will also default to the value as previously entered on the Client Contact screen.
7. Complete all required fields.





8. Once the crisis evaluation has been completed, select **Save**.

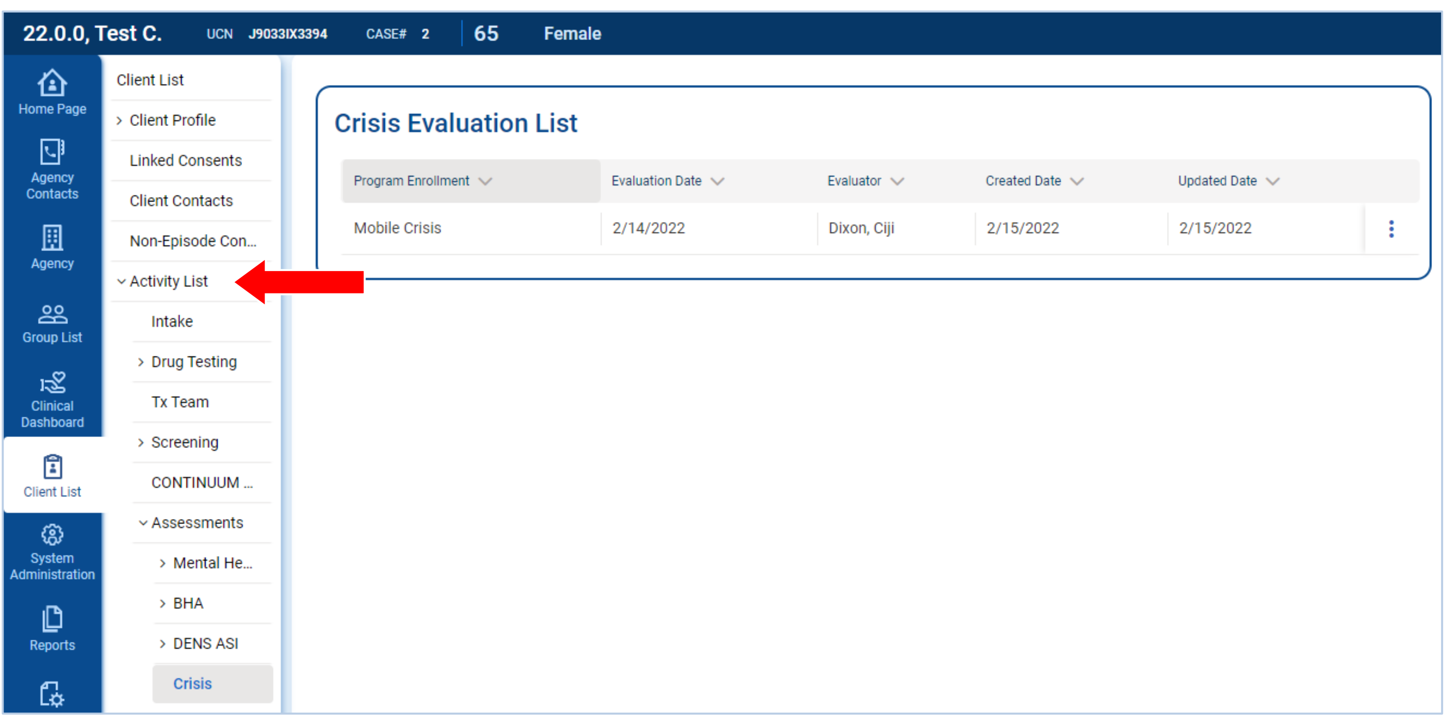
9. After selecting the **Save** option, a prompt will appear on the screen indicating that the evaluation is complete. The user will be asked if they would like to close the associated Program Enrollment.



10. Selecting the **Yes** option will send the user to the client's **Program Enrollment Profile** to proceed with disenrolling the client from the mobile crisis program (see [Part 7: Client Program Disenrollment]() for more details).

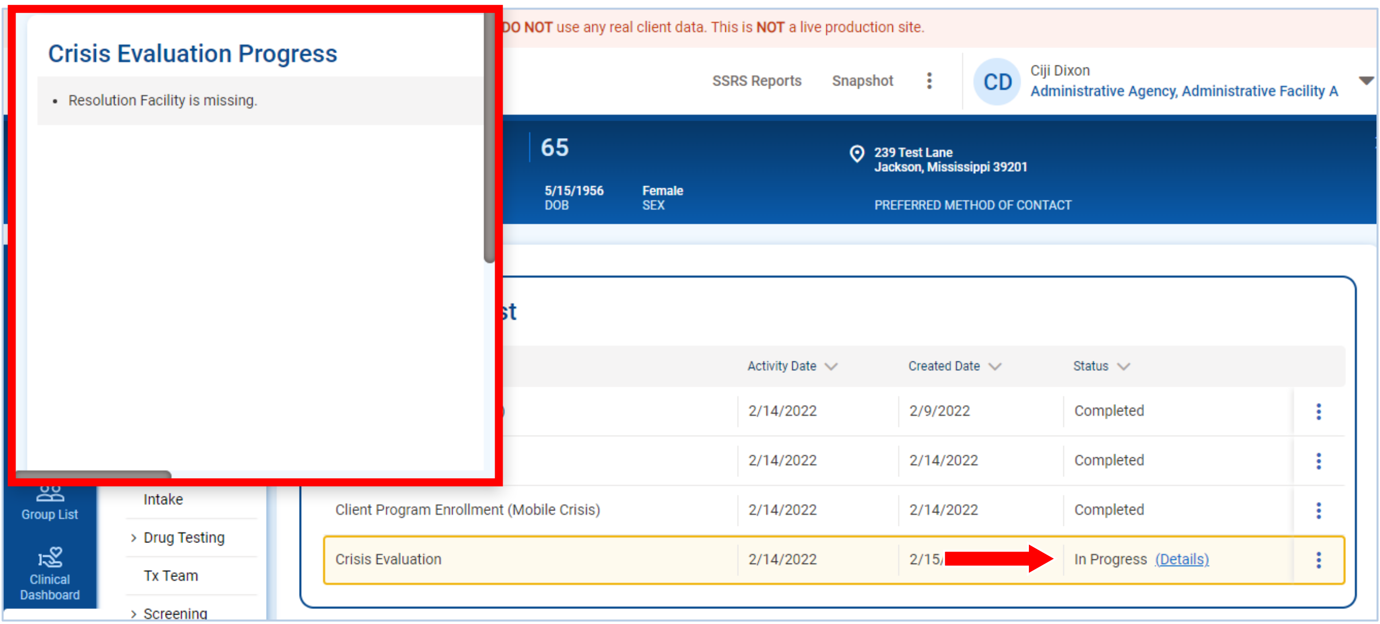
11. Selecting the **No** option will return the user to the **Mobile Crisis Evaluation** screen. Selecting the option to **Save and Finish** will take the user to the **Crisis Evaluation List.**

12. Click on **Activity List** to review all completed activities.

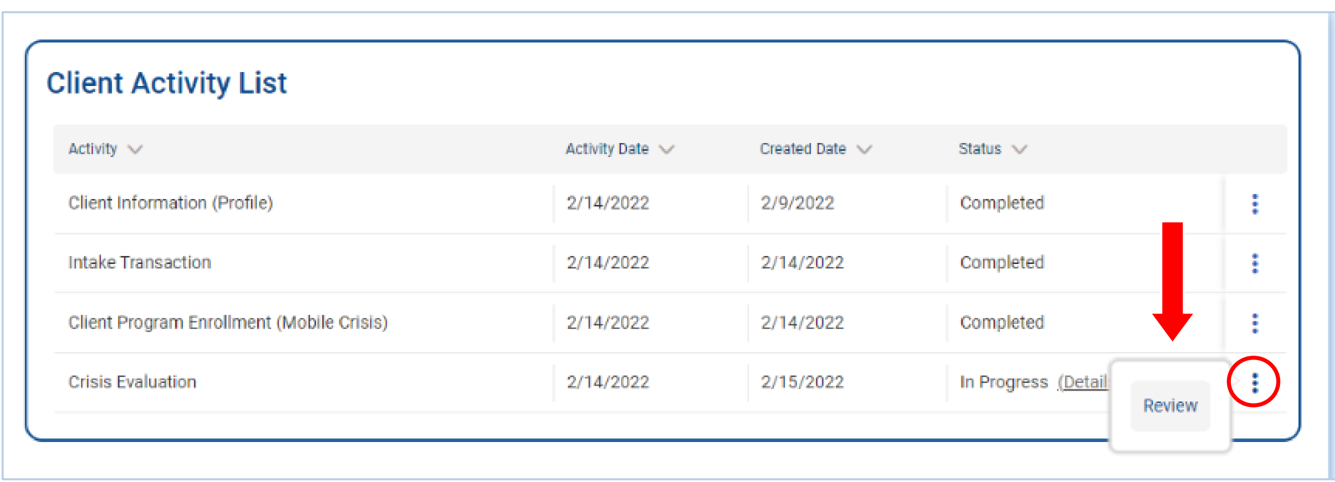


Review Mobile Crisis Evaluation

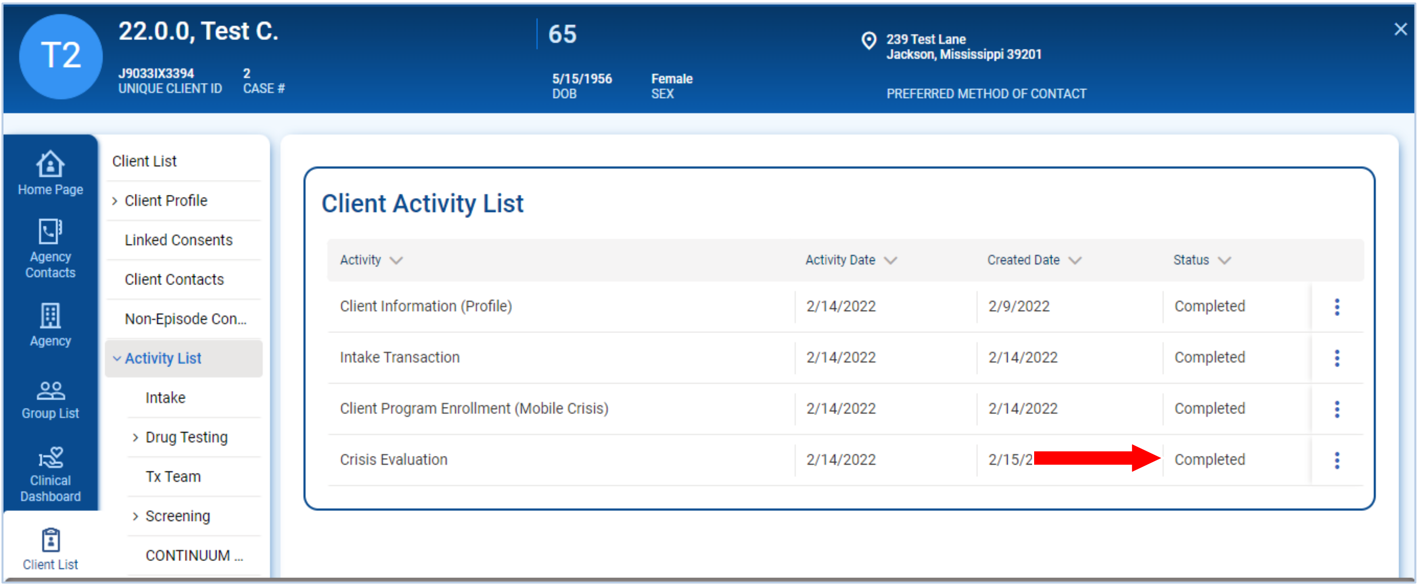
13. The client's **Activity List**, will display all activities previously entered, such as the Client's profile, intake transaction, program enrollment, and crisis evaluation (*refer to [Part 6: Mobile Crisis Evaluation – Client Activity List](#) for more details*). To review either of the activities in detail, hover the cursor over the ellipsis icon located at the far right of the record, and select **Review**.
14. If the Status of the Crisis Evaluation displays as **In Progress (**Details**)**, click the Details link to see what's missing on the Crisis Evaluation screen. A pop-up box will appear to detail the area that needs to be updated.



15. To edit the Crisis Evaluation screen, hover the cursor over the ellipsis on the right side of the record and select **Review.**



16. After making updating the **Mobile Crisis Evaluation** screen, you may select **Save and Finish**. The status of the Crisis Evaluation will now display as **Completed** on the Client Activity List.

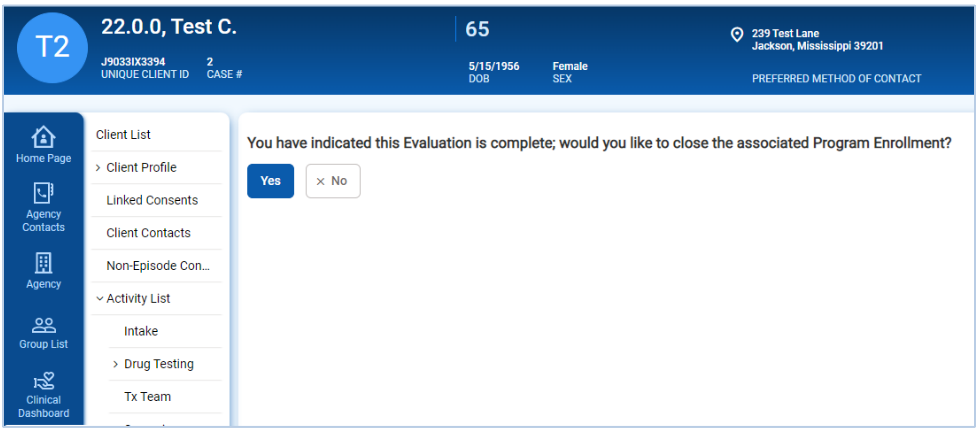


Part 7: Client Program Disenrollment

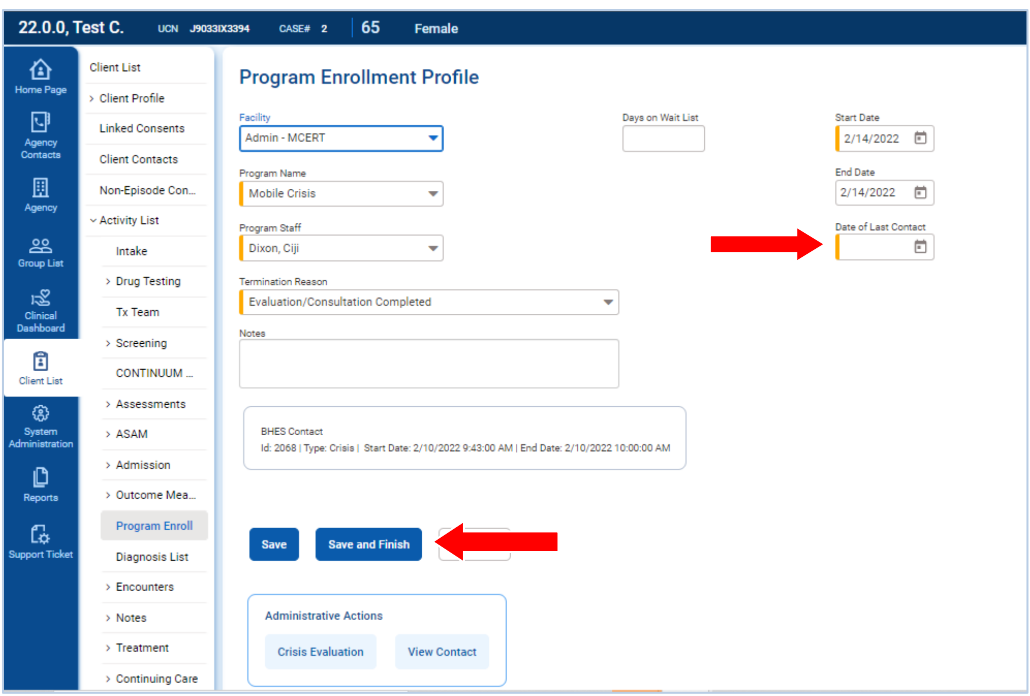
***Where:* Client List > Activity List > Program Enroll**

Prompt to close Program Enrollment from Crisis Evaluation Screen

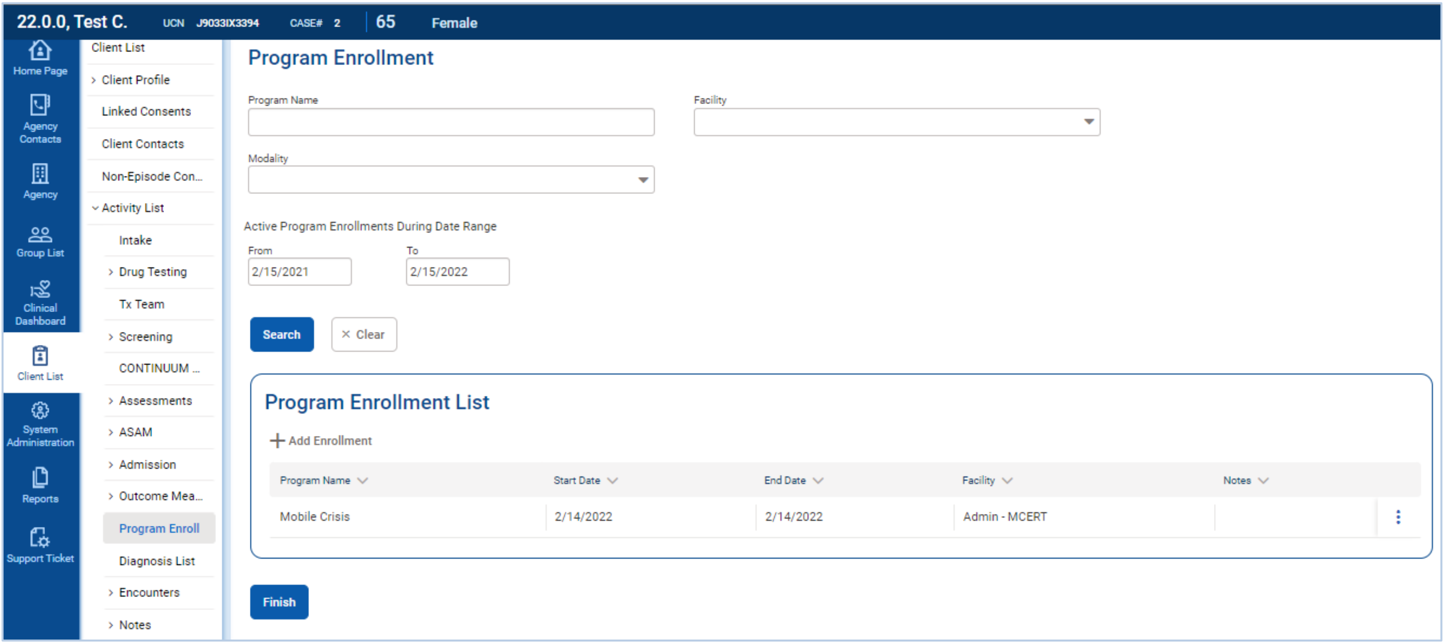
1. After completing all required fields on the **Mobile Crisis Evaluation** screen, selecting the **Save** option will prompt a message to appear on the screen indicating that the evaluation is complete. The user will be asked if they would like to close the associated Program Enrollment.



2. Selecting the **Yes** option will send the user to the client's **Program Enrollment Profile** screen.
3. The required fields are populated automatically. Complete the field **Date of Last Contact** field.



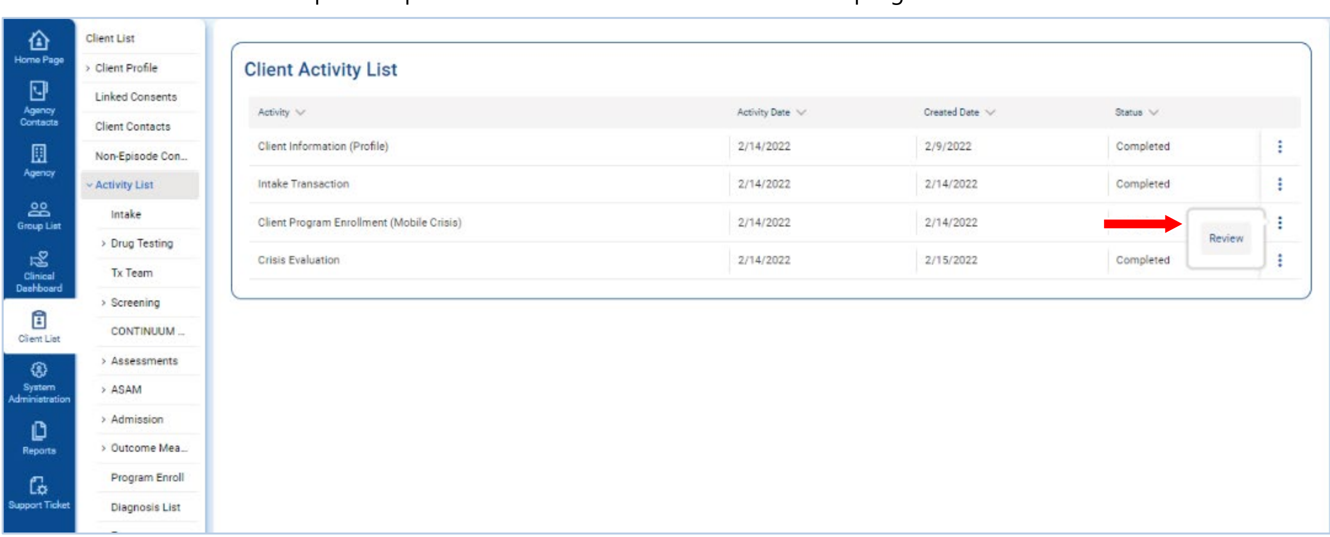
4. Once completed, select **Save and Finish** to disenroll the client from the program and to view the **Program Enrollment List**. The Mobile Crisis program name will display in the list with a start and end date in which the client was enrolled into the program. Select **Finish** to return to the client's **Activity List**.



Close Program Enrollment from Client's Activity List

Note: If the user originally selected **No** when prompted to close the client's program enrollment upon completion of the **Mobile Crisis Evaluation** screen, the user may go back into the client's **Activity List** to access the Program Enrollment record for disenrollment.

5. From the left navigation menu, click **Activity List**.
6. Locate the **Client Program Enrollment (Mobile Crisis)** record on the list. Hover the cursor over the ellipsis icon and select **Review**. Complete steps **3 and 4** to disenroll the client from the program.



DMH WITS Support and Contacts

- **WITS Technical Support** - send an email to **EHRHelpdesk@dmh.ms.gov**. Be sure to include '***WITS***' in the subject of the email.
- **Freda Nichols** - Freda.Nichols@dmh.ms.gov
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