



FEI Systems



MS-WITS

*Mobile Crisis
End-User Guide*

Applies to:

WITS Version 22.5.0+

See Also:

WITS Basics User Guide

**Mississippi Department of
Mental Health**
Last Updated August 12, 2022

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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>

Note: 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: MCoRT 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 MCoRT 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 **MCoRT** 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.

DMH MS-WITS TRAINING 22.0.0

SSRS Reports

CD Ciji Dixon
Region 1 CHMC, Region 1 - Main

Change Facility

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

Change Facility

Current Agency
Region 1 CHMC

Current Facility
Region 1 - Main

New Agency
Region 1 MCoRT

New Facility
Region 1 MCoRT

Go

SSRS Reports Snapshot

CD Ciji Dixon
Region 1 MCoRT, Region 1 MCoRT

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 MCoRT 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**.

Client Name	Start Date	Call Taker	Next Steps	Contact Status	Contact Reviewed
22.0.0, Test	2/10/2022	Dixon, Ciji	Mobile Crisis Team	Completed	No
21.5.3, Test	1/18/2022	Dixon, Ciji	Mobile Crisis Team	Completed	No
Poo, Maggie	11/19/2021	O'Brien, Kate	Mobile Crisis Team	Completed	No

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*

Client Search

Facility	First Name	Last Name	Unique Client Number
<input type="text"/>	<input type="text"/>	<input type="text" value="Jon*"/>	<input type="text"/>

SearchAdvanced Search ▾× Clear

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

Client Search

Facility	First Name	Last Name	Unique Client Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SSN	DOB	MS-WITS TRAINING Client Id	Provider Client ID
<input type="text" value="*1123"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Client Search

Facility	First Name	Last Name	Unique Client Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SSN	DOB	MS-WITS TRAINING Client Id	Provider Client ID
<input type="text"/>	<input type="text" value="1/1/1990:12/31/"/>	<input type="text"/>	<input type="text"/>

- 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.

1. On the left menu, click **Client List**.
2. In the Client List section, click the link to **Add Client**.
3. 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.
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.

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

Home Page

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

Client List

Client Profile

Alternate Nam...

Additional Inf...

Contact Info

Collateral Con...

Other Numbers

History

Client Group E...

Authorization

Employment

Allergies

Linked Consents

Non-Episode Con...

> Activity List

Episode List

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

Client's Maiden Name

Suffix

Sex

Gender Identity

DOB

SSN

Provider Client ID

Driver's License

Has paper file

Upload Profile Image

No File Selected...

Browse

Upload

< Back

Next >

Save

Save and Finish

< Cancel

Note: If you receive a duplicate error, click Override and Add.

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 will know that you are under the correct client record when you see the client's information at the top of the screen.

T2

21.5.3, Test

J9533X3354
UNIQUE CLIENT ID

11

5/5/2011
DOB

Female
SEX

2153 WITS Lane
Jackson, Mississippi 39201

PREFERRED METHOD OF CONTACT

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

Client List

Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

Activity List

Episode List

Contact Profile

Hide Context Information

Client Name

21.5.3, Test

Unique Client Number

J9533X3354

Age

11

MPI

DOB

5/5/2011

SSN

9999

Gender

Female

Status

Completed

Created Date

1/18/2022 3:40 PM

Contact Type

Crisis

If Other, Specify

Contact Method

Walk-in

Start Date

1/18/2022

Stop Date

1/18/2022

Start Time

3:39 PM

Stop Time

3:41 PM

Duration

2

Call Taker

Dixon, Ciji

Location

Requestor Type

Requestor Name

Requestor Phone #

Presenting Needs

Crisis

- 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.

The screenshot shows the WITS Client List interface. The top header displays 'T2 21.5.3, Test' and '11' (Age). The left sidebar contains navigation options: Home Page, Agency Contacts, Agency, Group List, Clinical Dashboard, Client List, System Administration, Reports, and Support Ticket. The main content area is titled 'Contact Search' and includes fields for 'Start Date' (5/11/2022) and 'End Date' (8/11/2022). Below these is a 'Search' button and a 'Clear' button. The 'Contacts List' section is highlighted with a red arrow pointing to the '+ Add' button. Below the list, it states 'Currently, there are no results to display for the Contacts List.'

The screenshot shows the WITS Contact Profile form. The top header displays 'T2 21.5.3, Test' and '11' (Age). The left sidebar contains navigation options: Home Page, Agency Contacts, Agency, Group List, Clinical Dashboard, Client List, System Administration, Reports, and Support Ticket. The main content area is titled 'Contact Profile' and includes a 'Hide Context Information' toggle. The form contains the following fields:

- Client Name:** 21.5.3, Test
- Unique Client Number:** J9533X3354
- Age:** 11
- MPI:**
- DOB:** 5/5/2011
- SSN:** 9999
- Gender:** Female
- Status:** Completed
- Created Date:** 1/18/2022 3:40 PM
- Contact Type:** Crisis
- If Other, Specify:**
- Contact Method:** Walk-in
- Start Date:** 1/18/2022
- Stop Date:** 1/18/2022
- Start Time:** 3:39 PM
- Stop Time:** 3:41 PM
- Duration:** 2
- Call Taker:** Dixon, Ciji
- Location:**
- Requestor Type:**
- Requestor Name:**
- Requestor Phone #:**
- Presenting Needs:** Crisis

- The **Contact Type** field will default to 'Crisis'.
- Select a **Contact Method** from the drop-down field.
- The **Start/Stop Date** fields will default to the current date, and the **Start Time** field will default to the current time.
- The **Stop Time** will record once the contact record is completed.
- The **Call Taker** field will default to the call-taker entering the call details.
- At a minimum, enter required fields **Presenting Needs** and **Assessment of Imminent Risk**.

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.

21.5.3, Test UCN J95330X3354 11 Female

Assessment of Imminent Risk

Test

Next Steps: Mobile Crisis Team Deployment Date: 1/18/2022 Deployment Time: 3:41 PM

Addresses

+ Add

Address Type	Address	Confidential	Created	Updated
Client Home	2153 WITS Lane, Jackson, MS 39201	F	1/18/2022	1/18/2022

Treatment Team

Currently, there are no results to display for Treatment Team .

Save Save and Finish x Cancel

Administrative Actions

Complete Review View Enrollment

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).

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

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.

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

Address Information

Address Type


Confidential ☐ Yes ☒ No

Address Line 1

Address Line 2

County

City State Zip

Save and Finish 

Next Steps

Deployment Date

Deployment Time

Addresses

+ Add

Address Type	Address	Confidential	Created	Updated	
Client Home	239 Test Lane, Jackson, MS 39201	F	2/9/2022	2/9/2022	

Treatment Team

Currently, there are no results to display for Treatment Team .

Save **Save and Finish**

Administrative Actions

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**.

Next Steps
Mobile Crisis Team

Deployment Date
2/10/2022

Deployment Time
10:13 AM

Addresses

+ Add

Address Type	Address	Confidential	Created	Updated
Client Home	239 Test Lane, Jackson, MS 39201	F	2/9/2022	2/9/2022

Treatment Team

Currently, there are no results to display for Treatment Team .

Save

Save and Finish

Cancel

Administrative Actions

Complete Review

Enroll Client

Move Contact

Delete

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**.



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](#).

22.0.0, Test C.

UCN J90330K3994

CASE# 2

65

Female

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

Client List

Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

Activity List

Intake

Drug Testing

Tx Team

Screening

CONTINUUM ...

Assessments

ASAM

Admission

Outcome Mea...

Program Enroll

Diagnosis List

Encounters

Notes

Treatment

Continuing Care

Discharge

Recovery Plan

Recovery Plan...

Consent

Referrals

Payments

Episode List

Intake Case Information

Hide Context Information

Case #

2

Created By

Dixon, Ciji

Created Date

2/14/2022

Updated By

Dixon, Ciji

Updated Date

2/14/2022

Intake Facility

Admin - MCERT

Intake Staff

Dixon, Ciji

Case Status

Open Active

Initial Contact

Phone

Initial Contact Date

2/10/2022

Intake Date

2/14/2022

Pregnant

Due Date

Prenatal Treatment

☐ Yes
☐ No

Residence

Hinds

Source of Referral

Referral Contact

Add Collateral Contact

HIV Positive

Injection Drug User

DUI Offender

Occupation

Problem Area

Presenting Problem (In Client's Own Words)

Psychosis

Special Initiative

Interested in TeleMat
 Needs Medication Assisted Treatment
 Substance Use Recently
 Stress Related to COVID19
 Disasters

Special Initiative Selected

Inter-Agency Service

Child Protective Services (OCS)
 Court/Legal Interface
 DCSF
 Developmental Disabilities
 Domestic Violence

Inter-Agency Service Selected

Domains

Prevention

Selected Domains

Treatment

Date Closed

Save & Close the Case

Save

Save and Finish

Cancel

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

Program Enrollment

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

T2 22.0.0, Test C. 65 239 Test Lane Jackson, Mississippi 39201

J90200294 2 CASE # 5/15/1956 DOB Female SEX

PREFERRED METHOD OF CONTACT

Program Enrollment Profile

Facility: Admin - MCERT Days on Wait List: Start Date: 2/14/2022

Program Name: Mobile Crisis End Date:

Program Staff: Dixon, Ciji Date of Last Contact:

Termination Reason:

Notes:

BHSS Contact
Id: 2069 | Type: Crisis | Start Date: 2/10/2022 9:43:00 AM | End Date: 2/10/2022 10:00:00 AM

Save **Save and Finish** **Cancel**

Administrative Actions
View Contact

4. Once all required fields are completed, select **Save and Finish**. You will then be taken to the **Mobile Crisis Evaluation** screen.
5. 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.

T2

22.0.0, Test C.

65

239 Test Lane
Jackson, Mississippi 39201

PREFERRED METHOD OF CONTACT

J9033IX3294
UNIQUE CLIENT ID

2
CASE #

5/15/1956
DOB

Female
SEX

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

This client needs a Functional Assessment to be completed. Please go to the Assessment menu item and add a Functional Assessment record for this client as soon as you are done with creating this client program enrollment.

×

Program Enrollment Profile

Facility

Admin - MCERT

Days on Wait List

Start Date

2/14/2022

Program Name

Mobile Crisis

End Date

Program Staff

Dixon, Ciji

Date of Last Contact

Termination Reason

Notes

BHES Contact

Id: 2068 | Type: Crisis | Start Date: 2/10/2022 9:43:00 AM | End Date: 2/10/2022 10:00:00 AM

Save

Save and Finish

Administrative Actions

Crisis Evaluation

View Contact

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.

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

Client List

> Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

> Activity List

Episode List

Client Search

Facility

First Name

Last Name

Unique Client Number

Search

Advanced Search

Clear

Client List

+ Add Client

Export

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

Clients with Consents from Outside Agencies

Currently, there are no results to display for Clients with Consents from Outside Agencies.

- Once the filters are added, click **Search** to access the client's record in the **Client List** section at the bottom of the page.
- Hover your cursor over the ellipsis icon to the right of the client's record and select **Activity List**.

The screenshot shows the 'Client Search' interface. On the left is a sidebar with navigation links: Home Page, Client List, Client Profile, Linked Consents, Client Contacts, Non-Episode Con..., Activity List, Episode List, Clinical Dashboard, System Administration, Reports, and Support Ticket. The main area is titled 'Client Search' and contains several input fields for filtering: Facility, First Name (Test), Last Name, Unique Client Number (J9033IX3394), SSN, DOB, MS-WITS TRAINING Client ID, Provider Client ID, Agency (Administrative Agency), Primary Care Staff (Yes/No), Treatment Staff, Intake Staff, Case Status (All Clients), Number Type, Intake ID, Enrollment ID, Other Number, and Include Only Active Consents (Yes/No). Below these fields are buttons for 'Search', 'Advanced Search', and 'x Clear'. At the bottom is a 'Client List' section with '+ Add Client' and 'Export' links. It contains a table with columns for Full Name, ID, and Unique Client #. The table has one row: 'T2 22.0.0, Test C. 5/15/1956 Female' with ID '8958' and Unique Client # 'J9033IX3394'. A red arrow points to the ellipsis icon on the right of this row.

This is a close-up of the 'Client List' table row. The row is highlighted in yellow and contains the following data: 'T2 22.0.0, Test C. 5/15/1956 Female', ID '8958', and Unique Client # 'J9033IX3394'. To the right of the Unique Client # is an ellipsis icon. A red arrow points from the ellipsis icon to a dropdown menu that is open, showing four options: 'Profile', 'Activity List', 'Delete Record', and 'Linked Consents'. Below the table is a section titled 'Clients with Consents from Outside Agencies' with the text 'Currently there are no results to display for Clients with Consents from Outside Agencies'.

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 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**.

Activity	Activity Date	Created Date	Status	
Client Information (Profile)	2/14/2022	2/9/2022	Completed	⋮
Intake Transaction	2/14/2022	2/14/2022	Completed	⋮
Client Program Enrollment (Mobile Crisis)	2/14/2022	2/14/2022	Completed	⋮ Review

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.

BHEs Contact
Id: 2068 | Type: Crisis | Start Date: 2/10/2022 9:43:00 AM | End Date: 2/10/2022 10:00:00 AM

Save Save and Finish Cancel

Administrative Actions

Crisis Evaluation

Mobile Crisis Evaluation Screen

- On the **Mobile Crisis Evaluation** screen, complete all required fields with orange indicators on the screen.
- 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.
- Complete all required fields.

T2

22.0.0, Test C.

66

239 Test Lane
Jackson, Mississippi 39201

J9033IX394

2

CASE #

5/15/1956

DOB

Female

SEX

PREFERRED METHOD OF CONTACT

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Support Ticket

Client List

Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

Activity List

Intake

Drug Testing

Tx Team

Screening

CONTINUUM ...

Assessments

Mental He...

BHA

DENS ASI

Crisis

Functional ...

ASAM

Admission

Outcome Mea...

Program Enroll

Diagnosis List

Encounters

Notes

Treatment

Continuing Care

Discharge

Recovery Plan

Recovery Plan...

Consent

Referrals

Payments

Episode List

Mobile Crisis Evaluation

Hide Context Information

Client Name

22.0.0, Test

Age

66

DOB

5/15/1956

Client ID

J9033IX394

MPI

SSN

9999

Program Enrollment

Admin - MCERT/Mobile Crisis : 2/14/2022 -

Evaluation Date

2/14/2022

Evaluation Time

4:35 PM

Evaluator

Dixon, Ciji

Evaluation Location

Home

Police Department

County Sheriff

Presenting Problem

Test

Assessment of Imminent Risk

Test

Evaluation Outcome

Crisis Stabilization Unit

Diverted from CSU for violence/medical instability

Yes

No

Warm Hand-off

Yes

No

Arrest Made

No

Resolution Date

2/14/2022

Resolution Time

5:02 PM

Resolution Facility

Crisis Stabilization Unit

Referral to CMHC for Follow-up Appt.

Yes

No

Transport Method

Mobile Crisis Team

Diverted from State Hospital to receive CSU services

Yes

No

CIT Officer Present

Yes

No

Most Serious Charge

Resolution Referral

Psychiatric

Other Resolution Facility

Comments

Treatment Team

+ Add New

Currently, there are no results to display for Treatment Team.

Addresses

+ Add New

Address Type	Address	Confidential	Created	Updated	
Client Home	239 Test Lane, Jackson, Mississippi 39201	No	2/9/2022	2/9/2022	

Save

Save and Finish

Cancel

- Once the crisis evaluation has been completed, select Save and Finish

- After selecting the Save and Finish 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.

T2

22.0.0, Test C.

65

239 Test Lane
Jackson, Mississippi 39201

PREFERRED METHOD OF CONTACT

J9033IX3394
UNIQUE CLIENT ID

2
CASE #

5/15/1956
DOB

Female
SEX

Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

> Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

< Activity List

Intake

> Drug Testing

Tx Team

You have indicated this Evaluation is complete; would you like to close the associated Program Enrollment?

Yes

No

- 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).
- 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**.
- Click on **Activity List** to review all completed activities.

22.0.0, Test C.	UCN J9033IX3394	CASE# 2	65	Female
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Home Page

Agency Contacts

Agency

Group List

Clinical Dashboard

Client List

System Administration

Reports

Client List

> Client Profile

Linked Consents

Client Contacts

Non-Episode Con...

< Activity List

Intake

> Drug Testing

Tx Team

> Screening

CONTINUUM ...

< Assessments

Mental He...

BHA

DENS ASI

Crisis

Crisis Evaluation List

Program Enrollment	Evaluation Date	Evaluator	Created Date	Updated Date	
Mobile Crisis	2/14/2022	Dixon, Ciji	2/15/2022	2/15/2022	

Review Mobile Crisis Evaluation

- 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**.
- 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.

Crisis Evaluation Progress

- Resolution Facility is missing.

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

SSRS Reports Snapshot CD Ciji Dixon Administrative Agency, Administrative Facility A

65 239 Test Lane Jackson, Mississippi 39201

5/15/1956 DOB Female SEX

PREFERRED METHOD OF CONTACT

Activity	Activity Date	Created Date	Status
Client Program Enrollment (Mobile Crisis)	2/14/2022	2/14/2022	Completed
Crisis Evaluation	2/14/2022	2/15/2022	In Progress (Details)

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

Client Activity List

Activity	Activity Date	Created Date	Status
Client Information (Profile)	2/14/2022	2/9/2022	Completed
Intake Transaction	2/14/2022	2/14/2022	Completed
Client Program Enrollment (Mobile Crisis)	2/14/2022	2/14/2022	Completed
Crisis Evaluation	2/14/2022	2/15/2022	In Progress (Details)

Review

- 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.

The screenshot shows the top header with client information: T2, 22.0.0, Test C., 65, 5/15/1956 DOB, Female SEX, and 239 Test Lane Jackson, Mississippi 39201. The left sidebar contains navigation options: Home Page, Agency Contacts, Agency, Group List, Clinical Dashboard, Client List, Client Profile, Linked Consents, Client Contacts, Non-Episode Con..., Activity List, Intake, Drug Testing, and Tx Team. The main content area displays a message: "You have indicated this Evaluation is complete; would you like to close the associated Program Enrollment?" with two buttons: "Yes" and "No".

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.

The screenshot shows the "Program Enrollment Profile" screen. The top header displays client information: 22.0.0, Test C., UCN J9033IX3394, CASE# 2, 65, Female. The left sidebar contains navigation options: Home Page, Agency Contacts, Agency, Group List, Clinical Dashboard, Client List, Client Profile, Linked Consents, Client Contacts, Non-Episode Con..., Activity List, Intake, Drug Testing, Tx Team, Screening, CONTINUUM..., Assessments, ASAM, Admission, Outcome Mea..., Program Enroll, Diagnosis List, Encounters, Notes, Treatment, and Continuing Care. The main content area displays the "Program Enrollment Profile" form with fields for Facility (Admin - MCERT), Days on Wait List, Start Date (2/14/2022), End Date (2/14/2022), Program Name (Mobile Crisis), Program Staff (Dixon, Ciji), Termination Reason (Evaluation/Consultation Completed), and Notes. A red arrow points to the "Date of Last Contact" field. Below the form are buttons for "Save", "Save and Finish", and "Cancel". A red arrow points to the "Save and Finish" button. At the bottom, there is a section for "Administrative Actions" with buttons for "Crisis Evaluation" and "View Contact".

- 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**.

22.0.0, Test C. UCN J9033IX3394 CASE# 2 65 Female

Client List

- > Client Profile
- Linked Consents
- Client Contacts
- Non-Episode Con...
- > Activity List
- Intake
- > Drug Testing
- Tx Team
- > Screening
- CONTINUUM ...
- > Assessments
- > ASAM
- > Admission
- > Outcome Mea...
- Program Enroll**
- Diagnosis List
- > Encounters
- > Notes

Program Enrollment

Program Name Facility

Modality

Active Program Enrollments During Date Range

From To

Search

Program Enrollment List

+ Add Enrollment

Program Name	Start Date	End Date	Facility	Notes
Mobile Crisis	2/14/2022	2/14/2022	Admin - MCERT	

Finish

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.

- From the left navigation menu, click **Activity List**.
- Locate the **Client Program Enrollment (Mobile Crisis)** record on the list. Hover the cursor over the ellipsis icon and select **Review**.

Client Activity List

Activity	Activity Date	Created Date	Status	
Client Information (Profile)	2/14/2022	2/9/2022	Completed	⋮
Intake Transaction	2/14/2022	2/14/2022	Completed	⋮
Client Program Enrollment (Mobile Crisis)	2/14/2022	2/14/2022	Completed	⋮
Crisis Evaluation	2/14/2022	2/15/2022	Completed	⋮

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
- **Katie Storr**, Chief of Staff – Katie.Storr@dmh.ms.gov
- **Veronica Vaughn**, Director of Branch of Coordinated Care – Veronica.Vaughn@dmh.ms.gov
- **Mallory Malkin**, Chief Clinical Officer – Mallory.Malkin@dmh.ms.gov
- **Kim Wood**, Chief Information Officer – Kim.Wood@dmh.ms.gov