DMH WITS Mobile Crisis – Frequently Asked Questions

Access to WITS:

- **My account is locked. How to I get into WITS?**
  Send an email to the DMH helpdesk at ehrhelpdesk@dmh.mh.gov . Be sure to include WITS in the subject line of the email. Your credentials will be re-set and you will receive an email from the WITS system to reset your password and PIN.
- **Why do I keep getting locked out of WITS?**
  Sometimes your browser will default your WITS User ID to your email address causing your password to fail. Also, sometimes the browser will put your saved password in your PIN. It's best to check your WITS user ID prior to login and always type in the password and PIN.

WITS Mobile Crisis Entry Tips

- **How can I search for a client?**
  Under the **Client List** option on the WITS menu located on the left-hand side of the screen, you can search for a client. It's recommended that you keep your search simple. For example, search for first name or last name or Date of Birth. You can also click search in the client list and see all clients. If you are doing multiple searches, be sure to click **Clear** at the bottom of the search screen before you begin each search.

- **How do I enter the date correctly?**
  Dates are displayed in the format MM/DD/YYYY.
  You can enter a string of numbers (no slashes) such as 02282022 or even 022822 for 2/28/2022. Always be sure to add any leading zeros for month, day and year as WITS is looking for two-digits for each field.
- **How do I enter the time correctly?**
  The time is displayed as HH:MM AM or PM.
  For example: Eight fifteen in the morning is displayed as 08:15 AM. Eight fifteen in the evening is displayed as 08:15 PM. WITS recognizes military time. You can enter 1300 for 1:00 PM or 0100 for 1:00 AM. If you do not wish to type in military time, you can enter 1:00 p for 1:00 PM and 1:00 a for 1:00 AM, however, you **must** enter a colon character with this entry method.

Crisis Client Entry:

- **What if I don't have the Social Security Number?**
  If you can't obtain any part of the Social Security Number, enter 9999 in the SSN field.
- **What if I'm unable to obtain the Date of Birth?**
  It's important to obtain the date of birth if possible. If you can obtain the month and year of birth, use 01 as the day. If you are only able to obtain the year of birth, enter 01 as the month and 01 as the day of birth. If you are unable to obtain any part of the date of birth, enter 01/01/1901.

- **Why can't I save the Client I entered?**
  You must complete ALL required fields to save the client. For Crisis this includes the following: First Name, Last Name, Sex, Date of Birth, Social Security Number (last 4 digits) on first Client Screen.
- **How do I enter a Client Profile for a School, Business etc?**
  Enter the name of the school, business etc. in the FIRST NAME of the Client. Enter the type of caller in the Last Name (Examples: School, Business, Fire Department, etc.).
  For example: First Name: Eastview Fire Department Last Name: Fire Department
  First Name: West High School Last Name: School
  You must also complete the required fields: Sex: Choose "Unknown"; Date of Birth: You will need to enter a date. You can enter a standard date for all non-Client entries if preferred; Enter 9999 for the Social Security Number .

Crisis Call Entry – Client Contacts

- **Where do I find my Crisis Calls entered?**
  Crisis calls can be found under Client Contacts. The Client Contacts option is located under the Client List sub-menu on the lefthand side of the screen. To view the details of a specific call, hover your cursor over the 3 dots on the righthand side of the contact entry and choose **Review.**
  Crisis Calls **are not** located in the Activity List.
- **Where do I enter the address information?**
  Once you save the Client Contract entry, click **add address** located under the Next Steps field of the Client Contact Screen. You can also enter client address information under the Client Profile at the bottom of screen 1.
- **After entering a call where the Crisis Team was dispatched, I did not receive the intake or program enrollment screen.**
  If you click **Save and Finish** after completing the Client Contact, you will be taken back to the Client Contacts Summary. To create the Intake and/or Program Enrollment, go to the Client Contacts listed on the menu in the Client List menu section. Hover over the 3 dots (ellipse) next to the call entered and click **Review**. Go to the bottom of the screen and click **Enroll Client**. This will take you to the intake and/or the program enrollment for completion.
- **I didn't get the intake screen and only the program enrollment after I entered the call.**
  The intake screen and/or program enrollment are only entered for Calls that are dispatching the Mobile Crisis Team (Next Steps=Mobile Crisis Team). If the Mobile Crisis team is **NOT dispatched**, the system does not require an Intake and/or Program Enrollment entry.
  The intake screen will only need to be completed once. On the first call for each client you will be prompted to complete the intake screen and the program enrollment if the Mobile Crisis team is dispatched. Subsequent calls dispatching the Mobile Crisis team will only require the program enrollment.
- **How do I exit the Crisis Evaluation screen after completing the program enrollment?**
  If you do not have the Crisis Evaluation information, you may click **Cancel** to exit the Crisis Evaluation screen.

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Crisis Evaluation Screen

- **How can I find the Client?**
  Choose Client List from the WITS menu located on the left-hand side of the screen. You will see the search screen at the top of the screen. It's recommended that you keep your search simple. For example, search for first name or last name or Date of Birth. You can also click search in the client list and see all clients. Once you find the client, hover over the 3 dots (ellipse) on the right-hand side of the screen next to the client and choose **Activity List** to continue to the Crisis Evaluation screen.
- **I do not see the Crisis Evaluation Screen listed in the Activity List for the client.**
  In order to complete the Crisis Evaluation, hover of the 3 dots (ellipse) on the right-hand side of the Program Enrollment and click **Review**. Go to the bottom of the Program Enrollment and click **Crisis Evaluation** located in the blue box labeled **Administrative Actions**.
- **The system won't let me save the Crisis Evaluation.**
  To save the Crisis Evaluation, **ALL required fields** must be completed. Required Fields are denoted by the orange bar next to the field.
- **I didn't receive the question to close the Program Enrollment when I saved a completed Crisis Evaluation.**
  If you did not receive the close Program Enrollment question upon saving your entry, there are missing data elements in the Crisis Evaluation screen. To find out what needs to be completed, go to the Client's **Activity List**, you will see the Crisis Evaluation screen is not listed as complete in the Status column. In the status column for the Crisis Evaluation click **Details**. This will give you a detailed list of the missing items. You can then Review the Crisis Evaluation and make the necessary changes.

Mobile Crisis Reports

WITS Mobile Crisis Reports are located in SSRS Reports. Click SSRS Reports at the top of the WITS screen. The system will open a new tab in your browser. Choose Mobile Crisis Reports and you will see your choices for reporting. Once you are finished running reports, close that tab in your browser.