DMH WITS Crisis Module

How to Enter a CRISIS Call

1. **Upon login be sure to choose the correct agency.** The agency name will include the Region# and MCERT (i.e., Region 1 MCERT).

2. **Choose Client List from the WITS menu, then click Client Profile.**

3. **Search or Add Client**

   Search for Client. If found, move to step 4 otherwise, chose **+Add Client**.

   - **Search Tip**: Search for minimal information. For example, search for first name or last name or date of birth . If doing multiple searches, be sure to hit Clear at the bottom of the search to clear the search fields prior to entering your next search.
   - **Note:** Click search to get a list of all Clients.

   - **Complete** the following fields on Client Profile Screen 1:
     First and Last name
     Sex
     Date of Birth; If you know the month and year of birth, enter 01 as the day. If you know the year of birth enter 01/01 as the month and day. If you are unable to get the date of birth enter 01/01/1901.
     Social Security Number (last 4 digits); **if unknown** enter 9999

   - Once Client Screen 1 is complete click **Additional Information** located under the Client Profile on the WITS menu on the lefthand side of the screen. This will navigate to Client Screen 3 and enter Citizenship. Click **Save and Finish**.
     - **If you receive a duplicate error, click override and add.**

4. **Enter the Call**

   Choose Client Contacts located under the Client Profile menu group to enter the Crisis call. Click **Add**.

   - At a minimum, **enter required fields** that are denoted with a solid orange bar next to the field.

     Start/Stop Date will default to the current date.

     Start Time will default to the current time.
     Stop Time will record once the Contact record is completed.

   Note: If back-entering data, BE SURE to key in the correct dates and times for both the Start Date/Time and the Stop Date/Time. The STOP TIME is the time the call **ENDED**.

   - Enter **Next Steps**

- **If Next Steps is NOT Mobile Crisis Team**, click **Save.** If there is no existing address entry for the client, click **+Add** address and enter the required address information and click **Save**. This completes the call entry and the stop time will be recorded.
- **If Next Step IS Mobile Crisis team**, enter the Deployment Date and Time and click **Save**. The deployment time is the time the Mobile Crisis Team was notified and given the information to assist.
    - Once Saved, check to be sure there's an address entered in the Address section of the screen. If no address is entered, click **+Add Address** and enter the required address fields and click **Save**.
      *It's important to check or enter the address on all Contact entries (Calls) as the County of Residence is needed for reporting.
    - **Create Intake and/or Enrollment -**At the bottom of the Contact screen (once saved), there is a blue box labeled **Administrative Actions, click Enroll Client**.
      If this is the first time this client has been entered into the system, the Intake Screen will appear, **complete the required fields** (labeled in orange), click **Save and Finish**.
    - The program enrollment screen will appear, click **Save and Finish**.
    - Once the Program Enrollment is completed, the Mobile Crisis Evaluation screen will display.

    - If you **DO NOT** have the Crisis Evaluation Information, click **Cancel** at the bottom of the screen and the **call entry is complete**.

    - If you DO have the Crisis Evaluation information, you may proceed with the entry.
      Be sure to **complete ALL required fields.**
      Refer to the document **WITS Crisis Module – Crisis Evaluator Cheat Sheet** for more detail on the Crisis Evaluation screen.