Wisconsin Incident Tracking System UPGRADE INFORMATION

WITS Version 2.0

Mini-Training for Experienced WITS Users

October, 2007

Why more WITS training?

❖ This is a brief introduction to changes in the Wisconsin Incident Tracking System

❖ It is intended for people already basically familiar with WITS

❖ We highlight changes and new features available in WITS starting **October 1, 2007**, and demonstrate how they work

What's Happening?

- Responders for adults at risk of **ALL AGES** will now use a single web-based system: The Wisconsin Incident Tracking System, or **"WITS"**

- For those working with people age 18-59, this is a new reporting system

- Those already using WITS in their work with people age 60+ will notice new system features, new fields, and new response options.

How can this help counties?

- Upgraded features improve user-friendliness and functionality of WITS

- Simplifies the reporting process for those working with both age groups

- Better reflects emerging practices, consistent through the life course

- Gives those working with younger adults at risk new flexibility to modify and/or delete reports any time during the year

What's New in WITS Version 2.0?

- ❖ A new "home page" provides a reference list of the 10 most recently-accessed reports

- ❖ A new "Notes" page at the end of each report allows users to record comments and case information (DHFS cannot access these notes)

- ❖ Direct link to a new Help website provides detailed info on getting started, using WITS, specific fields and their definitions, and related policy issues

More improvements...

❖ A new field allows counties to record an optional local case identification number

❖ Revised questions about life-threatening incidents and deaths improve clarity

❖ Response options are upgraded to reflect changes in the populations served

❖ More on-screen instructions help with flow of data entry and searches

Timeline for Changes

❖ Users can access WITS Version 2.0 beginning October 1, 2007

❖ Current WITS users will automatically access the upgrades when logging in as usual

❖ Current "Adult-at-Risk" workers using the Select Survey tool for incident reporting should transition to WITS immediately

We're still working on...

❖ Final formats for printable county and state summary reports

❖ Final process for data downloads

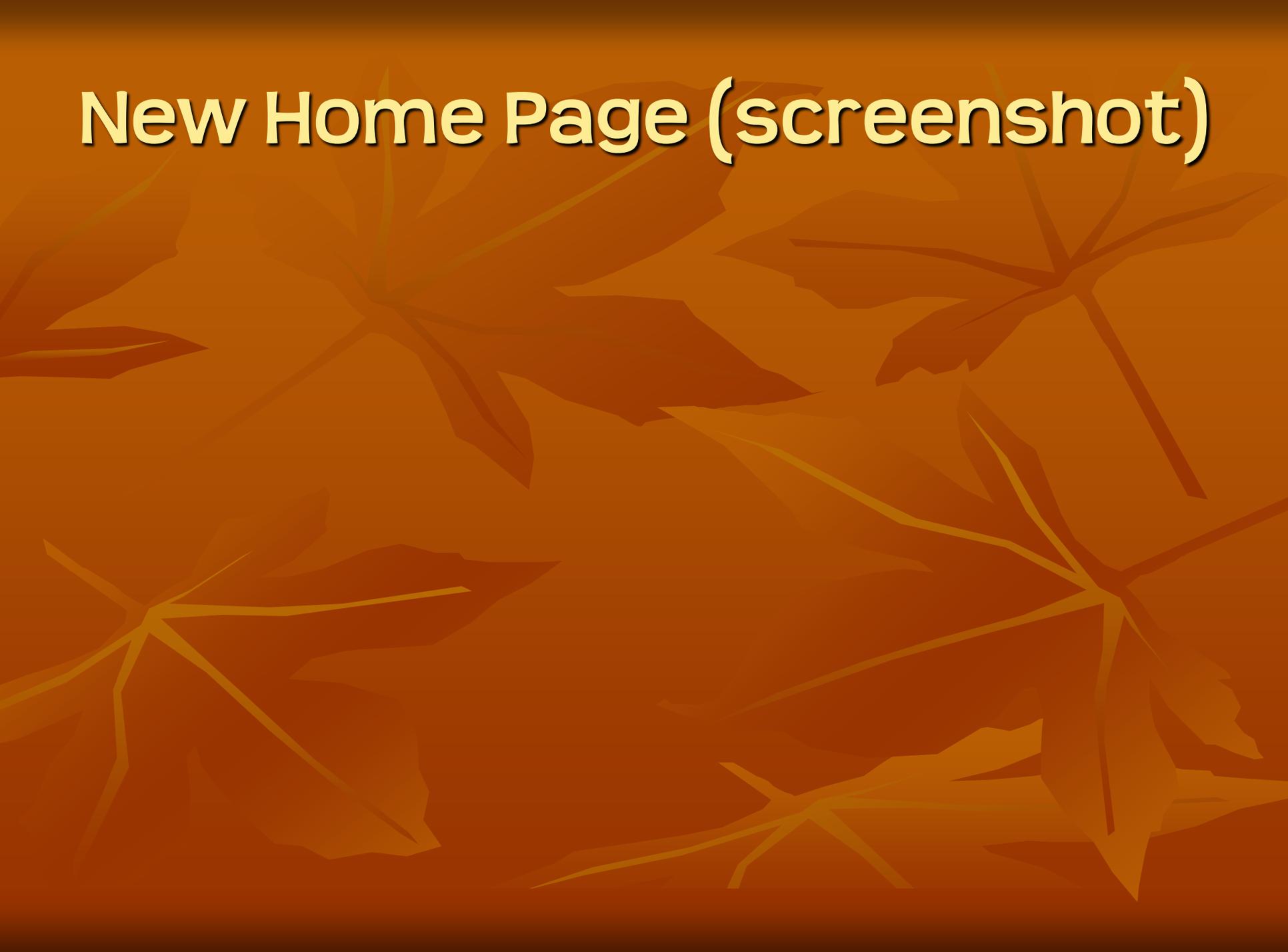*These and other features will be rolled out as they become available.*

WITS Version 2.0

Details on system upgrades:

New features

New fields

New response options

New Home Page (screenshot)

Using the "Recently Accessed Reports" feature

❖ Lists the 10 most-recently accessed reports, by date accessed

❖ Provides basic information about incident to help worker identify case

❖ Shows whether report was completed or left in "pending" status

❖ To view, edit, or delete a particular report, click its "magnifying glass" icon in right column

Screen shot: Recently accessed reports listing
(insert moving red arrow to point out magnifying glass)

Updated Navigation Menu

❖ Along the left edge of every page

❖ Quick links to key functions and features

- ❖ Return to WITS home page
- ❖ Search for existing incident reports
- ❖ Create a new incident report
- ❖ Navigate to each page within WITS
- ❖ Direct link to "Save as complete" function
- ❖ Print Incident Report
- ❖ Link to Adult-at-Risk HELP page

Screen shot of navigation menu with arrow pointing to Search as an example
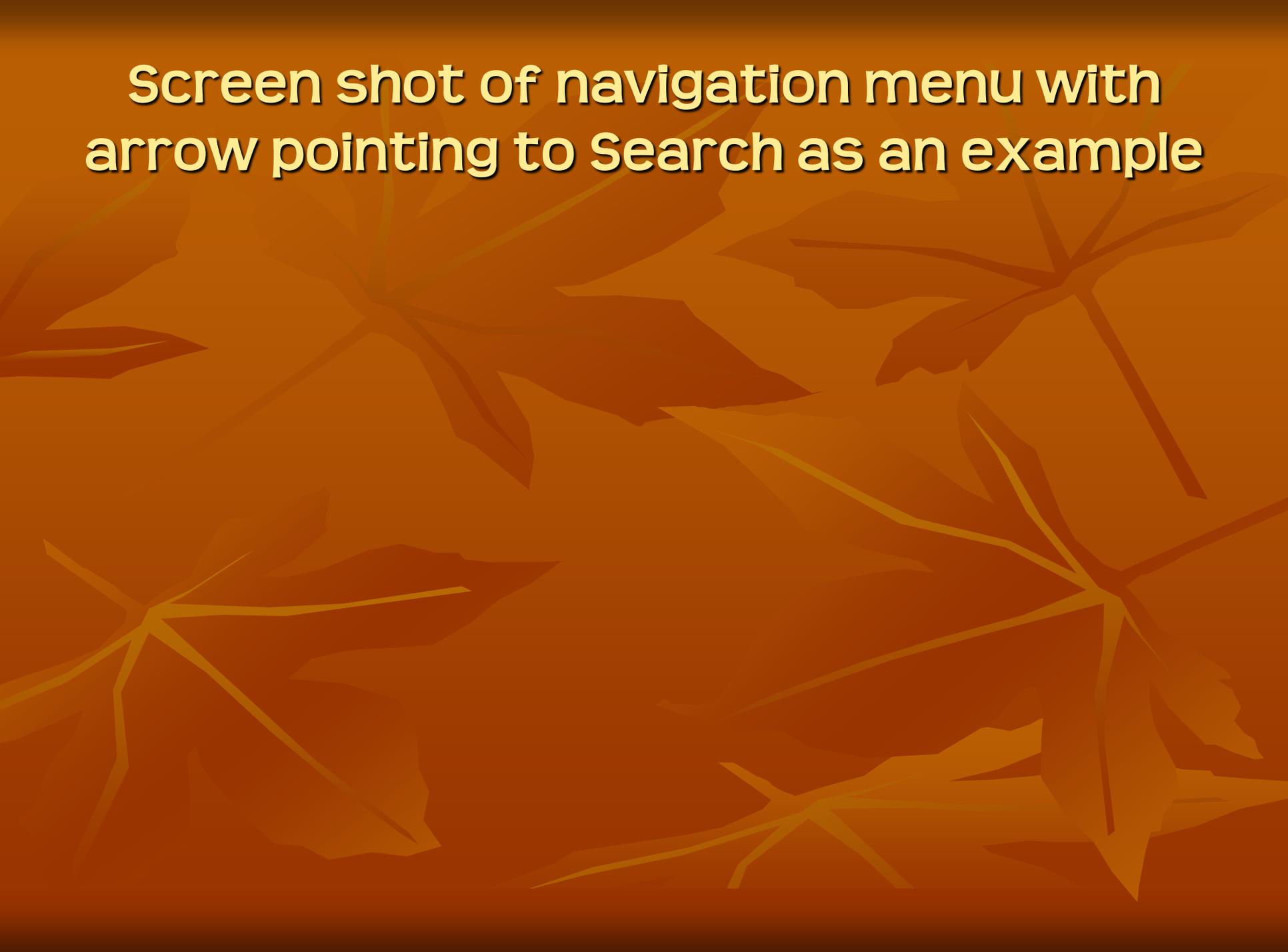
Refresher on SEARCH function

- ❖ Allows you to search for any incident report filed by your county
  - ❖ Including reports by others in your agency
  - ❖ Including reports by other agencies in your county
- ❖ Enter one or more search criteria including a reporting year, and click "GO"
- ❖ Results table shows all incidents that match the criteria, sorted by referral date
- ❖ Click magnifying glass in right column to go to a particular report

Screen shot of search criteria with arrow pointing to year; point out that year is required if no other criteria entered.

Screen shot of search page, with red arrow pointing to magnifying glass

Important Notes on Search

- While you can view and print any report filed for your county, you can only modify or delete those you entered yourself

- If your county has more than 25 reports saved, you may need to use "page arrows" at top of table to find the report of interest

Screen shot of "page selection arrows" at top of search results table, with red arrow pointing out how to move among them

Link to online AAR Help Page

❖ Screen shot of that page

Clarification: "Do Not Save"

❖ **"Do Not Save This Page"** button: Use this to discard changes made to THIS page only, keeping other pages intact (e.g., if you accidentally overwrite valid information and want to go back to original)

❖ To delete the entire incident report, use the **"DELETE INCIDENT"** button on lower right edge of Section A.

# Screen shot with arrows pointing out "do not save" button

Refresher: Using the "Delete Incident" function

- You may choose to delete a report you have already saved, due to:
  - Accidental duplication
  - The need to make so many changes or corrections that you just want to start over
- At bottom of "Section A," click "Delete Incident" button
- Warning message prompts you to click it **again** to permanently delete the report

Screen shot of Section A with red arrow pointing to Delete Incident button

Screen shot of Section A showing warning message saying "click again to delete"
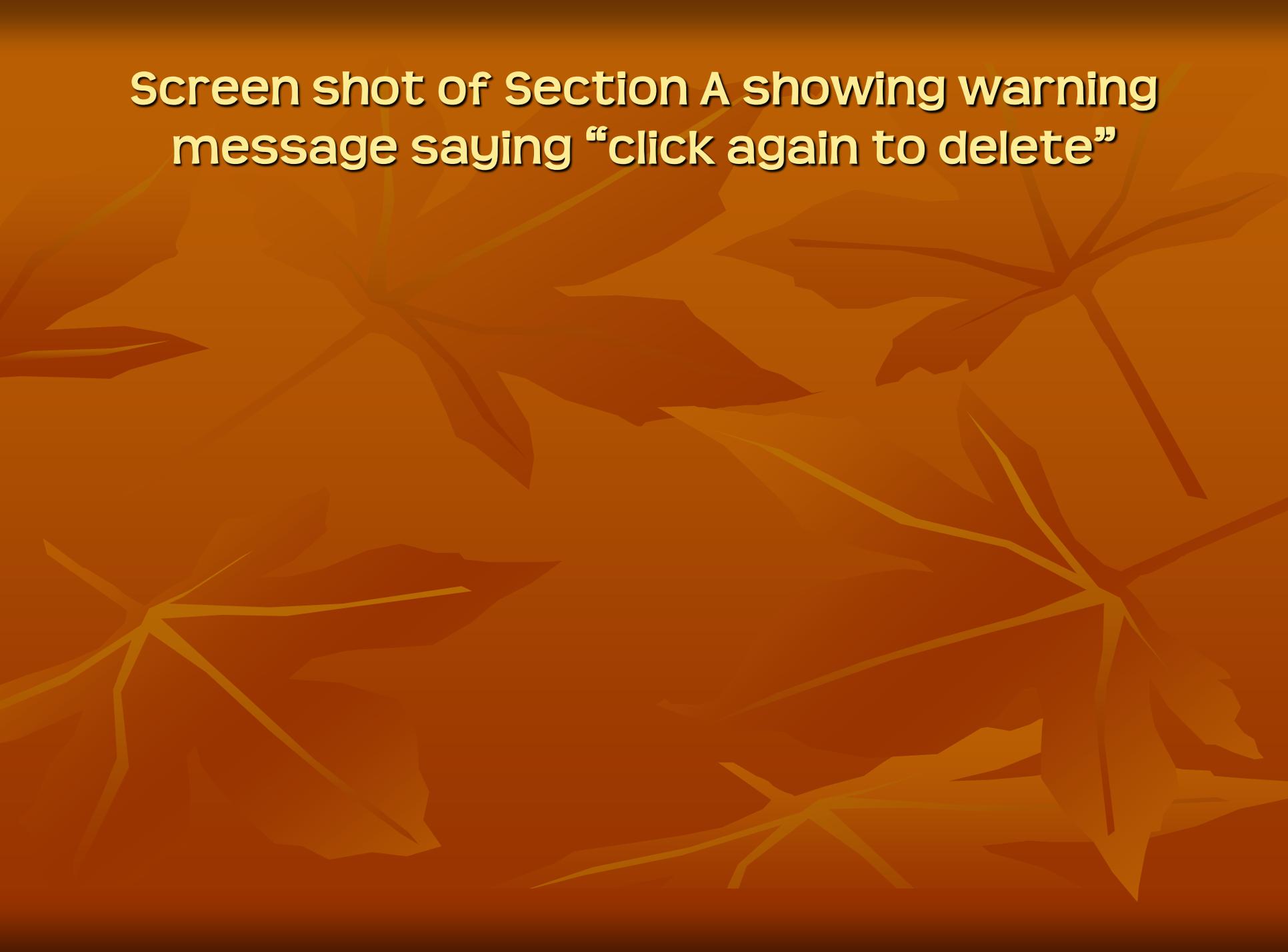
Section A: New Wording for Fatalities Questions

* If an incident was life-threatening, you must report whether the person has died.

* If you report that the person has died, you will also be asked:
  * *"Was the fatality related to the incident?"*

* If it was related, you will be asked:
  * *"Was the death directly caused by the incident?*

New Question in Section B:

- ❖ "What county/state programs have served this person?"
  - ❖ Medicaid, HCBS waivers, Family Care, other MA waiver programs
  - ❖ Community Support Program, other programs
- ❖ This replaces "Is Elder Person a Waiver Participant?"

More New Items: Section B

- Experienced WITS users note new living arrangements options appropriate for new populations served (age 18-59). Feel free to use any that apply for persons of **any** age.

- "Optional Local ID Number" field for your own use; not available to DHFS.
  - Can be a HSRS, Medicaid number
  - Can by an internal tracking code you create

What if you don't know??

- When we've added choices allowing new detail that you have not collected (e.g. on program participation), what should you do?
  - You can add detail if you know it from experience or have the info on file
  - If you cannot provide the detail, use "Other" and type in "Unknown" in the text box.
  - Begin now to collect this information for new referrals

Section B:
Adult at Risk Characteristics

❖ Experienced WITS users will note new characteristics appropriate for newly served populations (age 18-59). Feel free to use any that apply for persons of **any** age.

Section C: New "Relationship" Options

❖ "Relationship" is the place to enter information about social and family ties between the adult at risk and alleged abuser.

❖ Experienced WITS users will note new categories appropriate for new populations served (age 18-64):

  ❖ Parent

  ❖ Residential, vocational, and transportation service provider

  ❖ Feel free to use any that apply for persons of **any** age.

Refresher on Section D: Incident Result

* "Incident result" is the place to report whether the reason for call and other problems were substantiated or not.

    * Choose "Substantiated" when the investigation shows that the adult at risk has been hurt or harmed, and is in need of intervention or services to counter abuse, neglect or financial exploitation.

    * Even if the original "reason for call" is "unsubstantiated," the adult at risk may have other needs that require services.

More about Substantiation

You may be "unable to substantiate" an allegation of abuse, neglect, or financial exploitation when:

- An adult at risk refuses all contact
- An adult at risk cannot be located
- An adult at risk has moved out of state
- An adult at risk died before the response began

This is not a "catch all," but should be used only when these or similar circumstances prevent an initial response to a referral.

NEW!! Section E: Notes

❖ This new WITS feature allows you to add more information about the individual or about the investigation/response.

❖ Its purpose is to make WITS more useful for consolidating case information in one place.

❖ DHFS has no access to these notes and will not receive them in any datasets.

Using Section E

- You can add multiple notes as you progress through your response to a referral

- You can return at any time during the reporting year to add more information

- Use to document anything you need to know, that DHFS does not ask about

- Print this page alone if needed

Screen shot of Section E
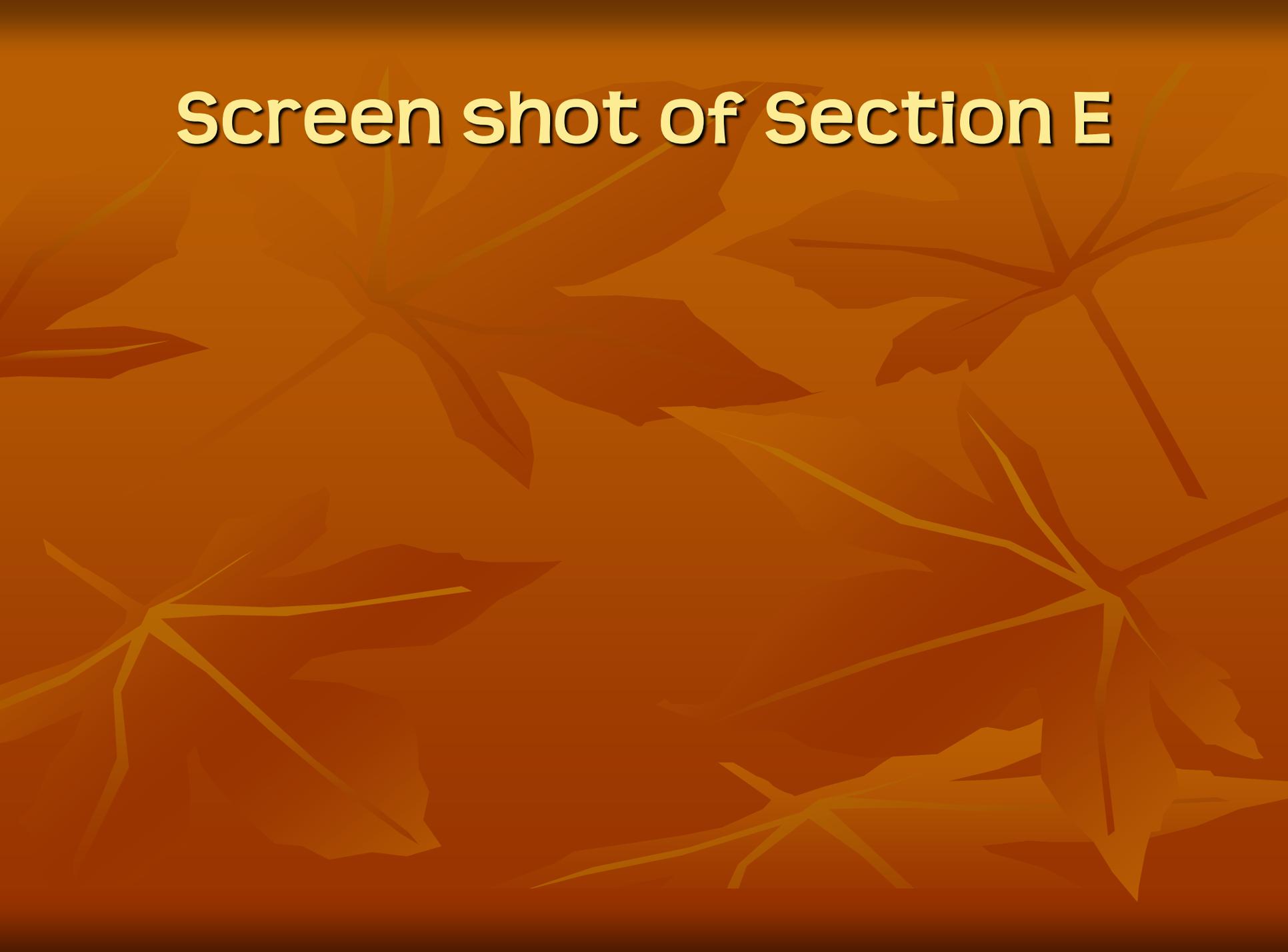
Watch for More Info…

❖ User Updates via email and web postings

❖ January, 2008:

    ❖ Information about how to create and print reports

❖ Spring, 2008:

    ❖ Information about how to download a copy of your dataset for your own use

Contacts

❖ For questions about getting security clearance (WAMS) and a WITS user account, contact Karl Schlenker:

   Email: schlekm@dhfs.state.wi.us

   Phone: (608) 266-2537

❖ For technical questions about using WITS, contact Cindy Ofstead:

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❖ For policy questions involving persons 18-59, contact Kay Lund:

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❖ For policy questions involving persons age 60+, contact Jane Raymond:

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