7 - Day Crisis Services Program Enrollment

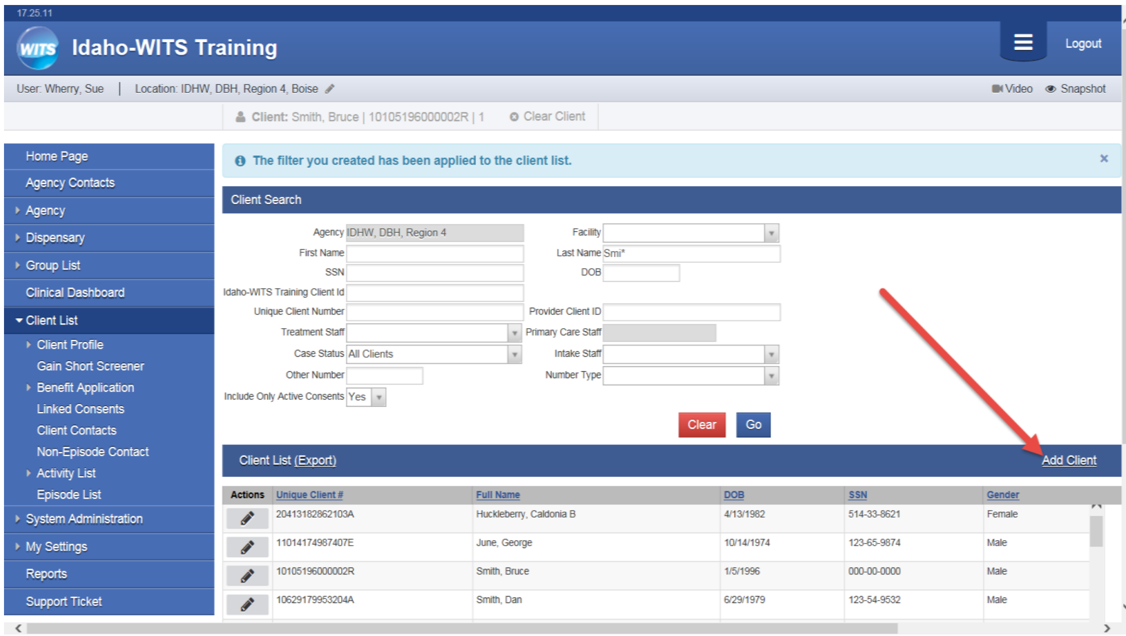
Purpose: To provide a process and expectations of using the crisis program enrollment in WITS.

- Crisis program enrollments can be utilized for those in crisis and services are expected to last 7 days or less.
- Crisis program enrollments will require an intake and will require a note in WITS containing the following:
    a. Assessment of current crisis
    b. Risk Assessment
    c. Goal of crisis intervention
    d. Transition plan after crisis services
    e. Rational for using crisis enrollment
- Crisis enrollment can be utilized for the following:
    a. Person is expected to receive services for 7 days or less.
    b. Service is being rendered (e.g. counseling, safety planning, medication appointment).
- Non-episode notes can be used for phone calls and walk-ins that do not require in-depth or ongoing treatment.
- On-going services will require a change in program enrollment to the appropriate program.
- Supervisors shall be notified when utilizing a crisis program enrollment.

Search/Create & Complete the Client Profile

1. **Getting here:** Login, select the **Facility**, select **Client List** on the Navigation Pane (left menu) to generate the Client Search Screen. **Search for an existing record by entering the first 3 letters of the last name followed by an ***. If the client already exists in WITS, proceed to step 5.

2. If the system does not return a match, Click **Add Client** on the right-hand side of the blue bar.



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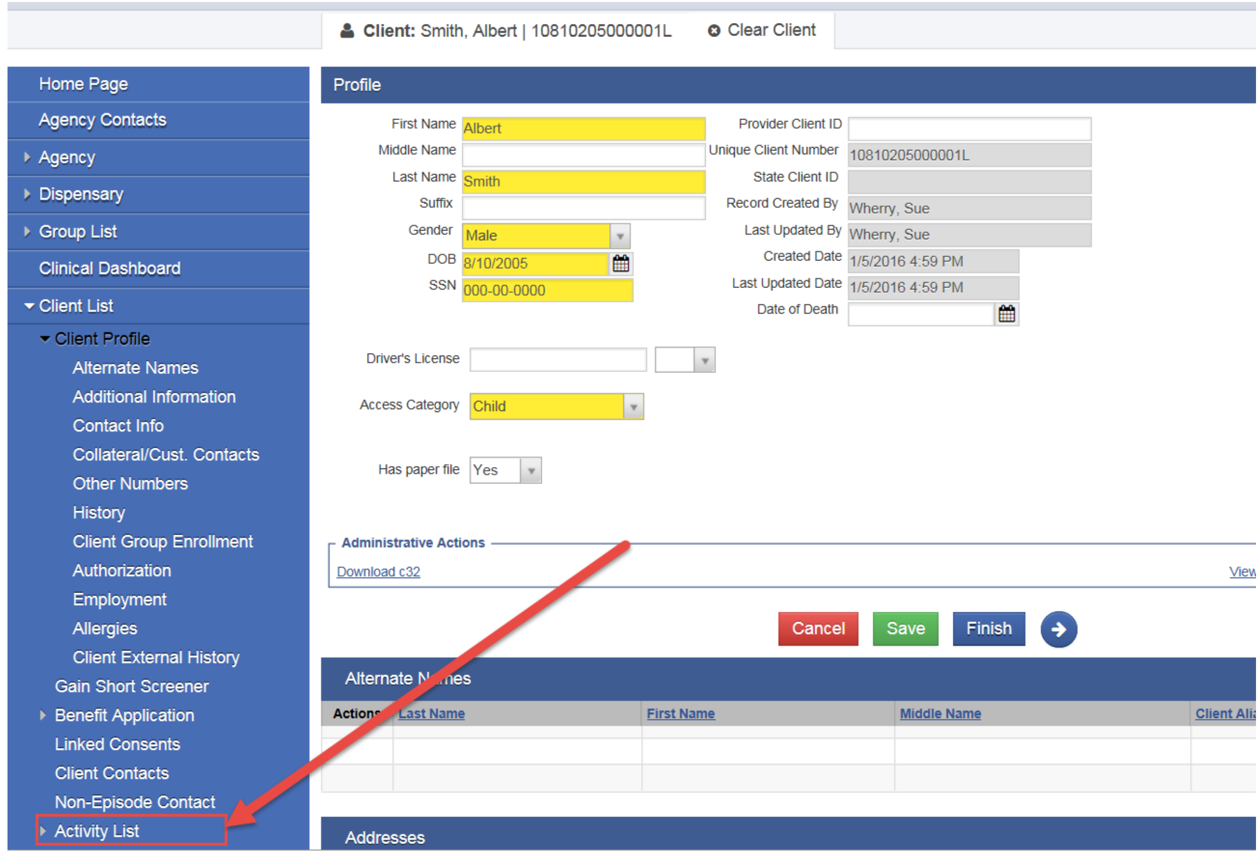
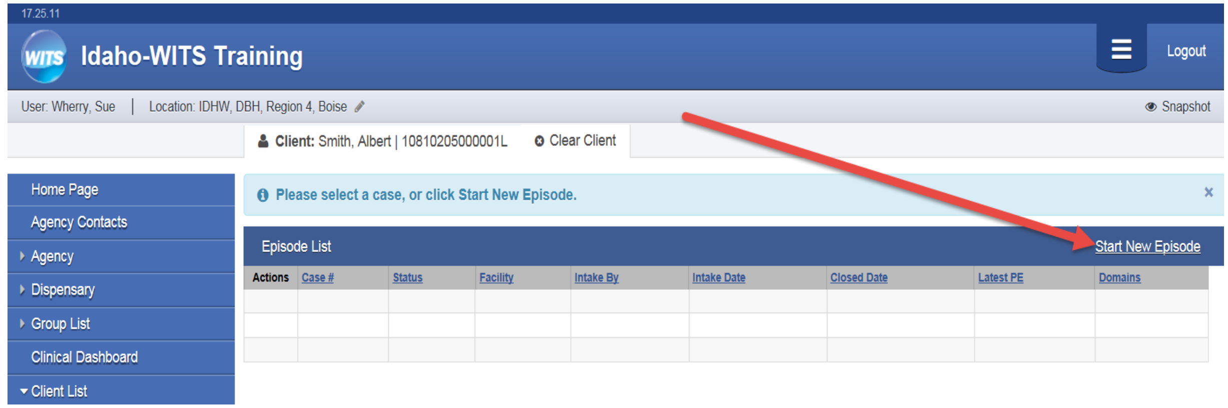
3. Complete the **<u>Client Profile</u>** screens which include:
   a. Client Profile
   b. Additional Information
   c. Contact Info (Address).



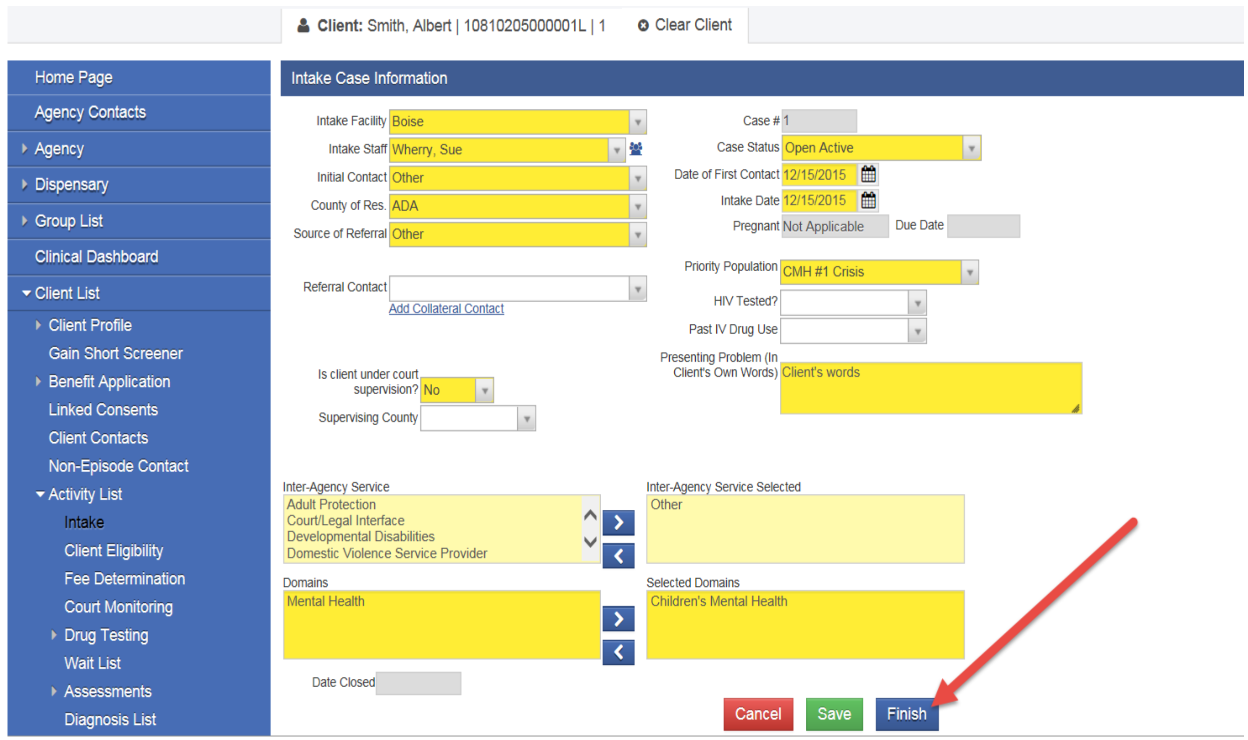
4. Click **<u>Activity List</u>** on the Navigation Pane.

Create/Complete the Intake

5. Click **Start New Episode** on the right-hand side of the blue bar.

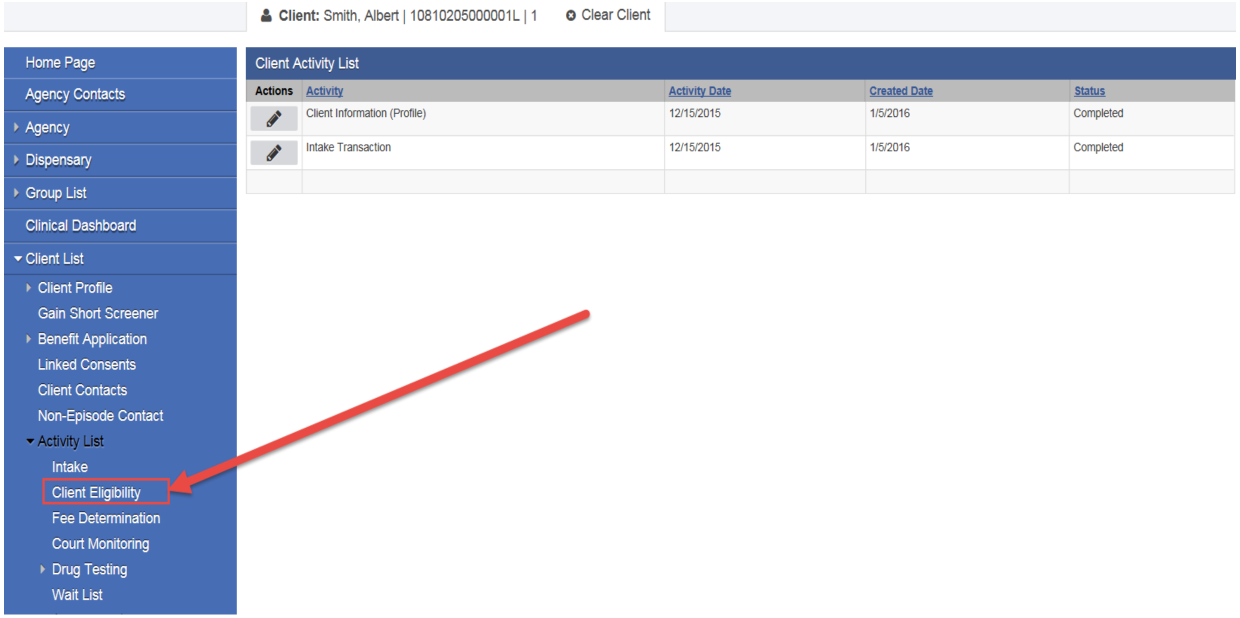


6. Complete all **yellow fields** on the Intake. Click **Finish**.

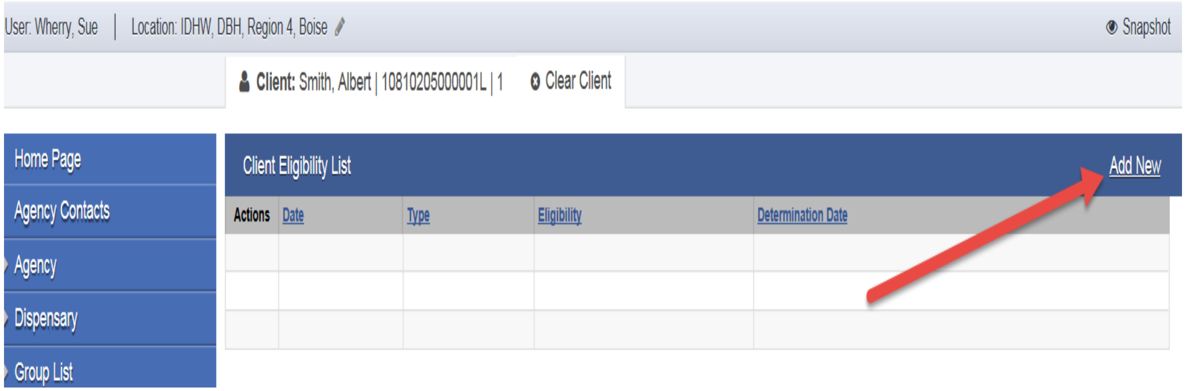


Create/Complete a Client Eligibility Screen

7. Click **Client Eligibility** on the Navigation Pane.



8. Click **Add New** on the right-hand side of the blue bar.

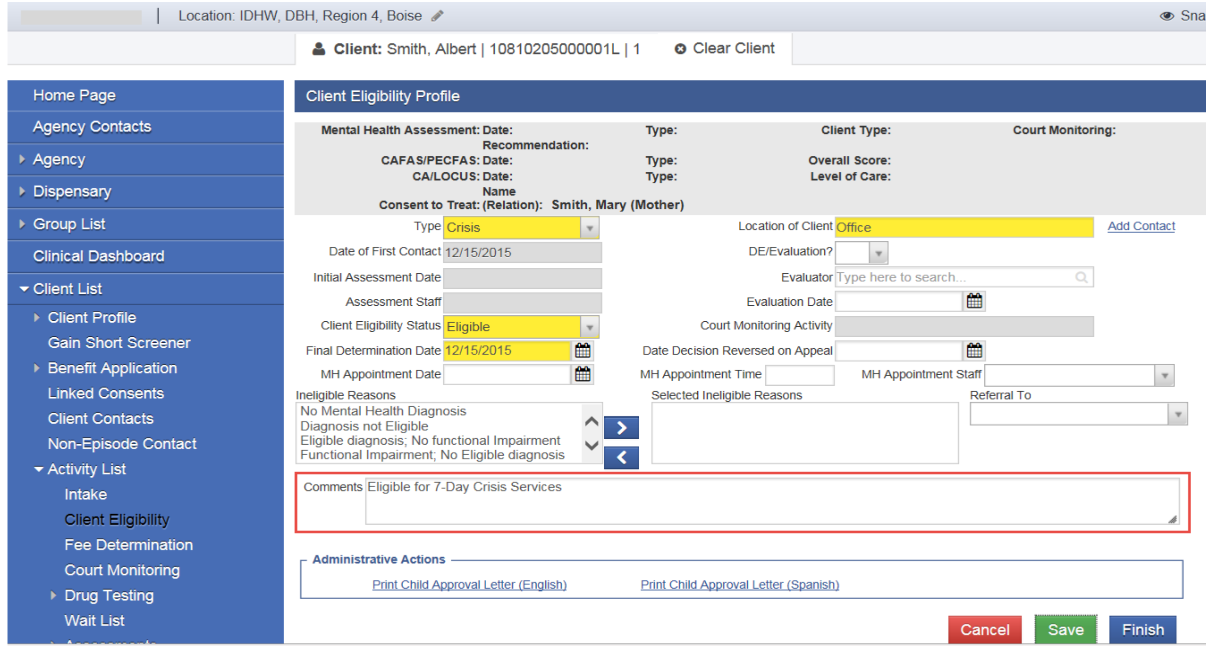


9. Complete all **yellow fields**.

10. Indicate eligibility for 7-Day Crisis Services in the Comments Box.

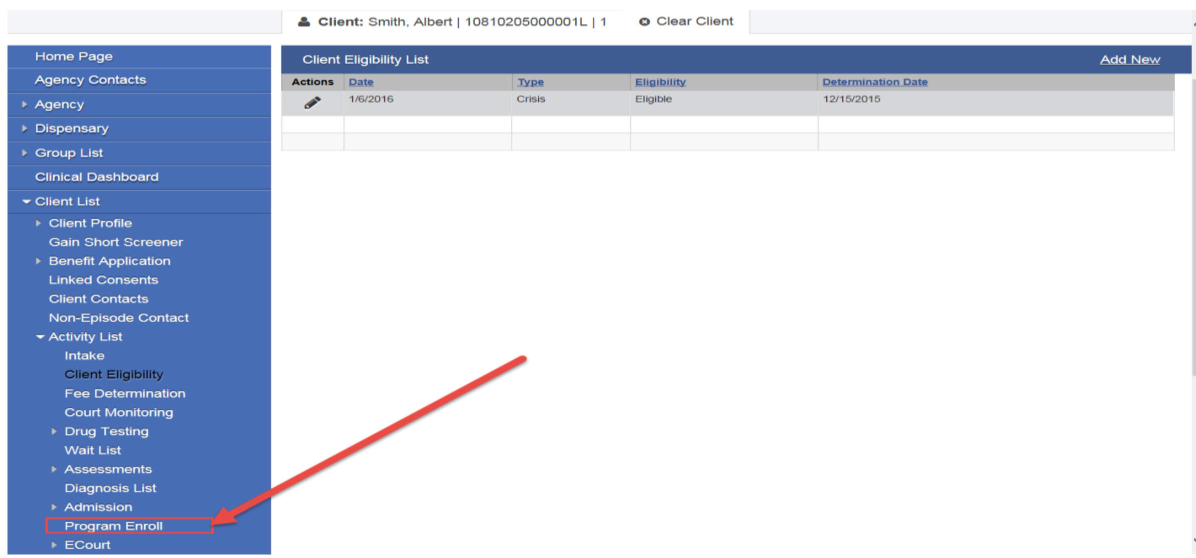
11. Click **Save** and **Finish.**

NOTE: Approval or Denial Client Eligibility Letters will NOT be utilized for clients who are eligible for the 7-Day Crisis Services Program.

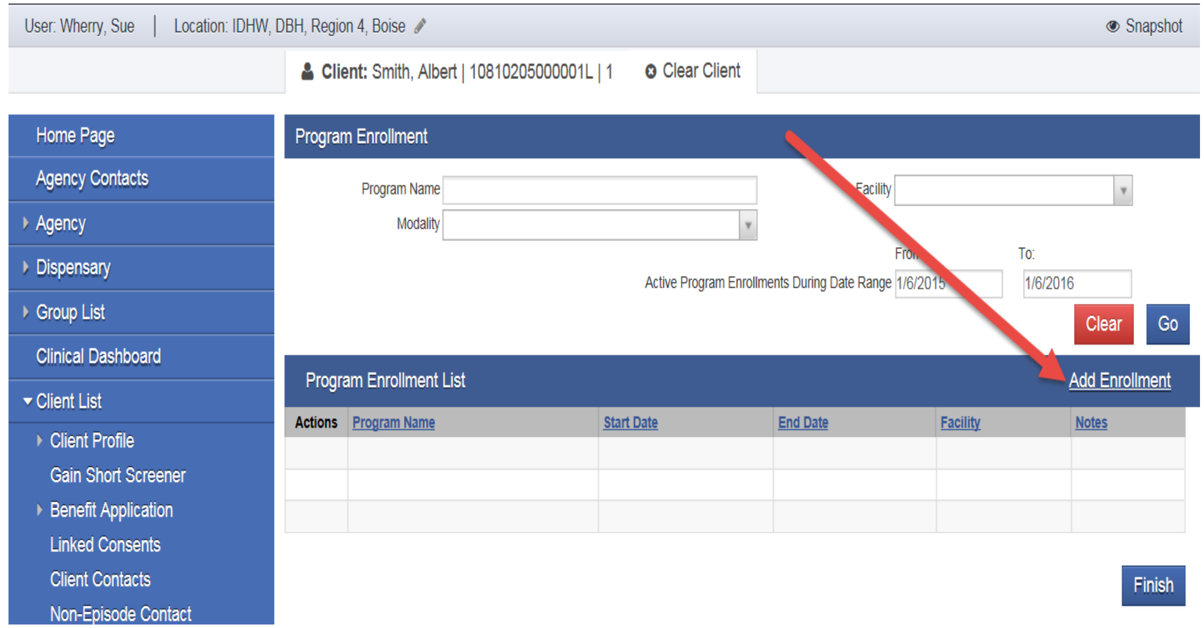


Create the Program Enrollment

12. Click **Program Enroll** on the Navigation Pane.

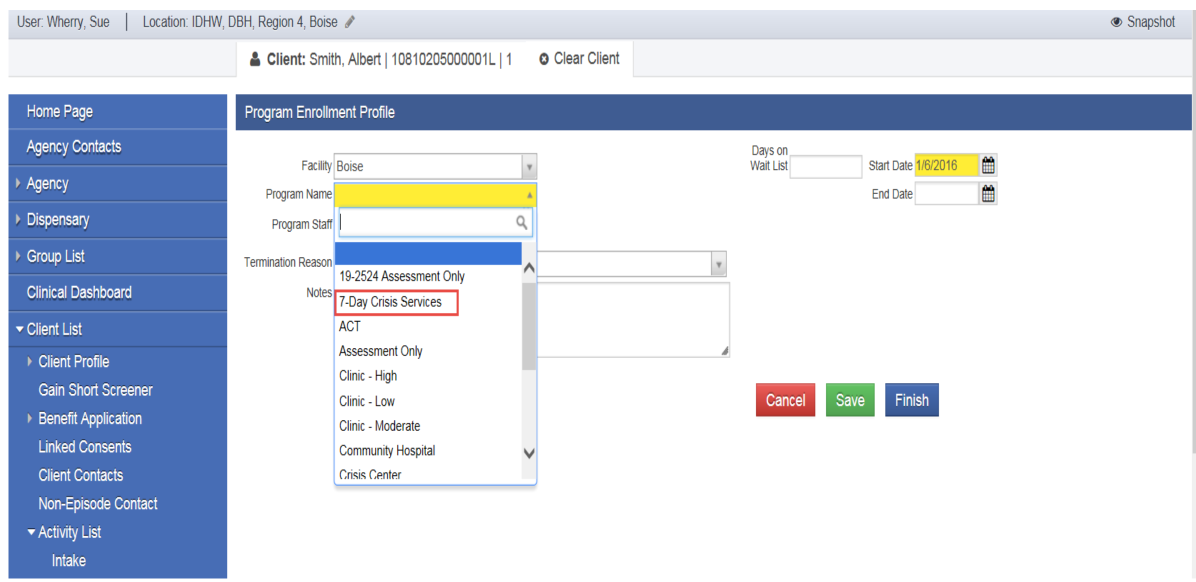


13. Click **Add Enrollment** on the right side of the blue bar.



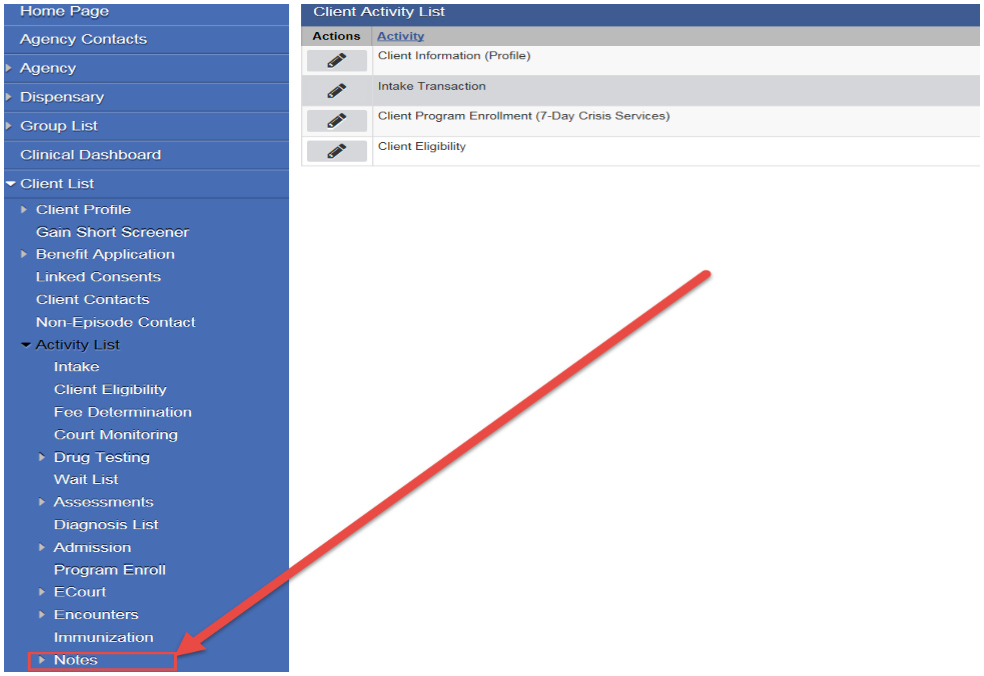
14. Select **7–Day Crisis Services** as the Program Name. **Edit the Start Date** as necessary.

15. Click **Save** and **Finish.**

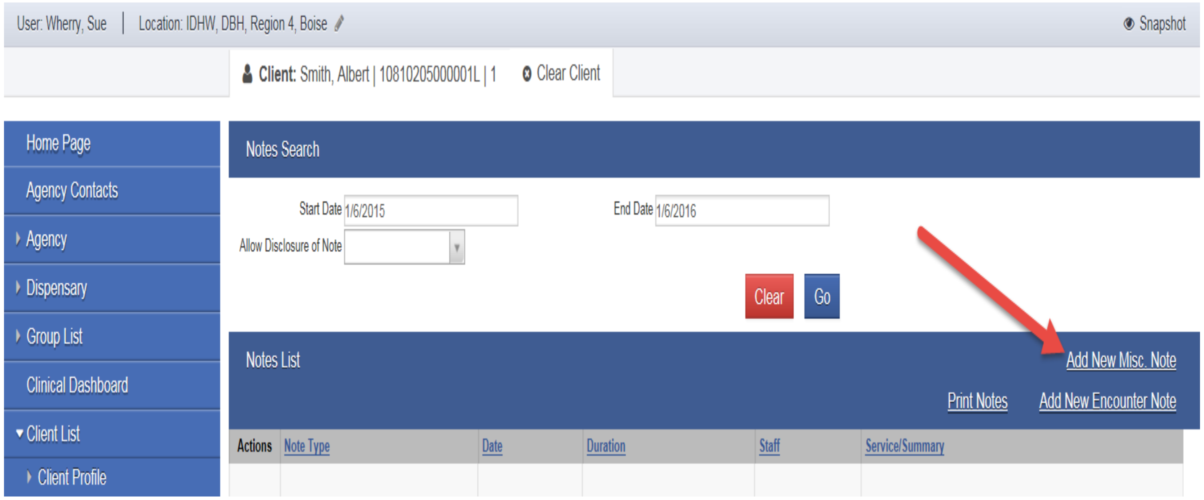


Create Misc. Notes to document all Activity

16. Click **Notes** on the Navigation Pane.

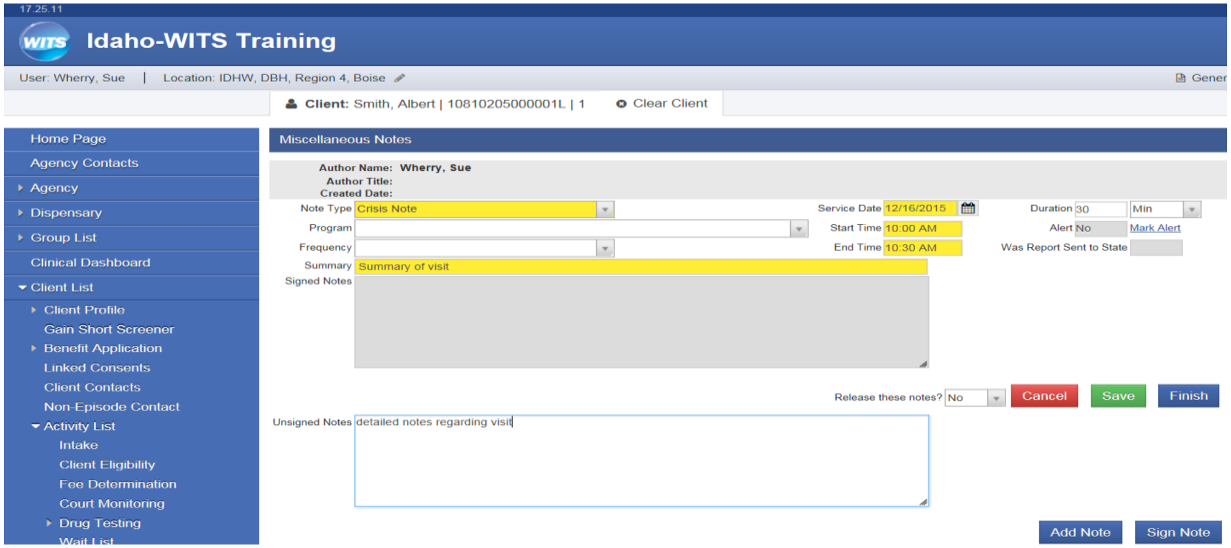


17. Click **Add New Misc. Note** on the right side of the blue bar.



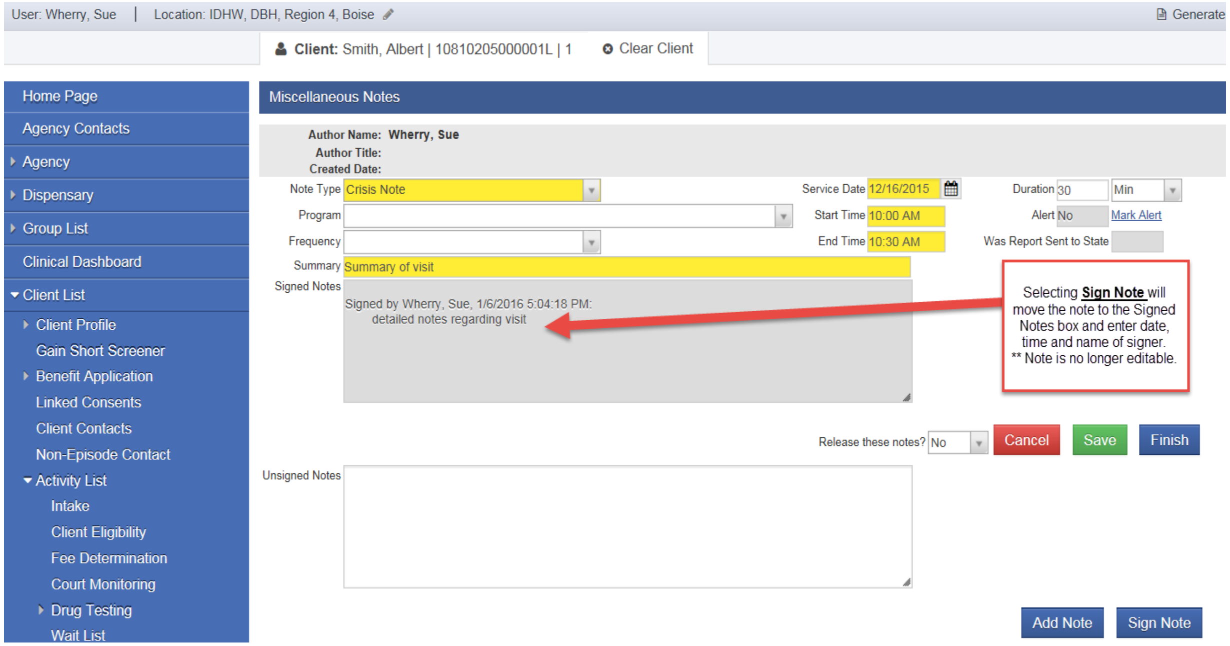
18. Complete all **yellow fields**.

19. Enter a note in the Unsigned Notes box.



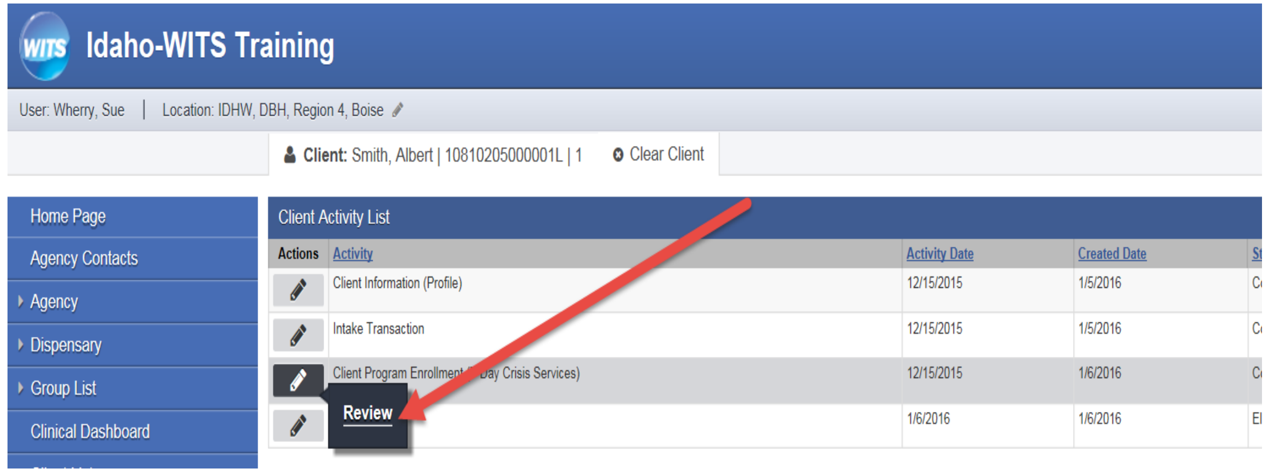
20. Click **Sign Note.**

NOTE: Selecting Sign Note will move the Unsigned Note to the Signed Notes box and will include the electronic signature of the person, and the date and time the note was signed. The Note is no longer editable.

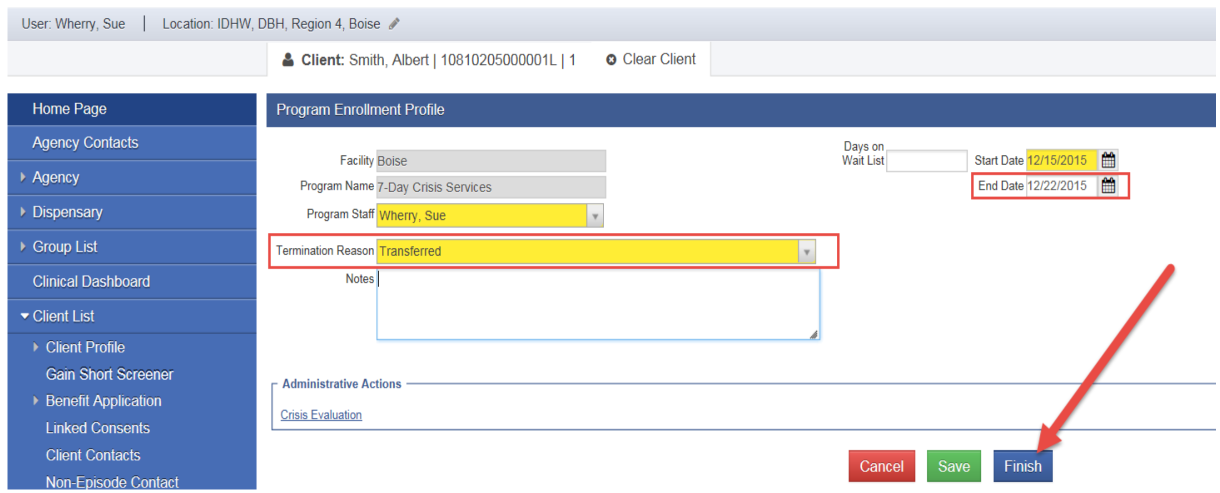


Close the Program Enrollment

1. At the end of the 7-Day period, close the Program Enrollment. On the Client Activity List, hover over the and select **Review** under the actions column forthe Program Enrollment .

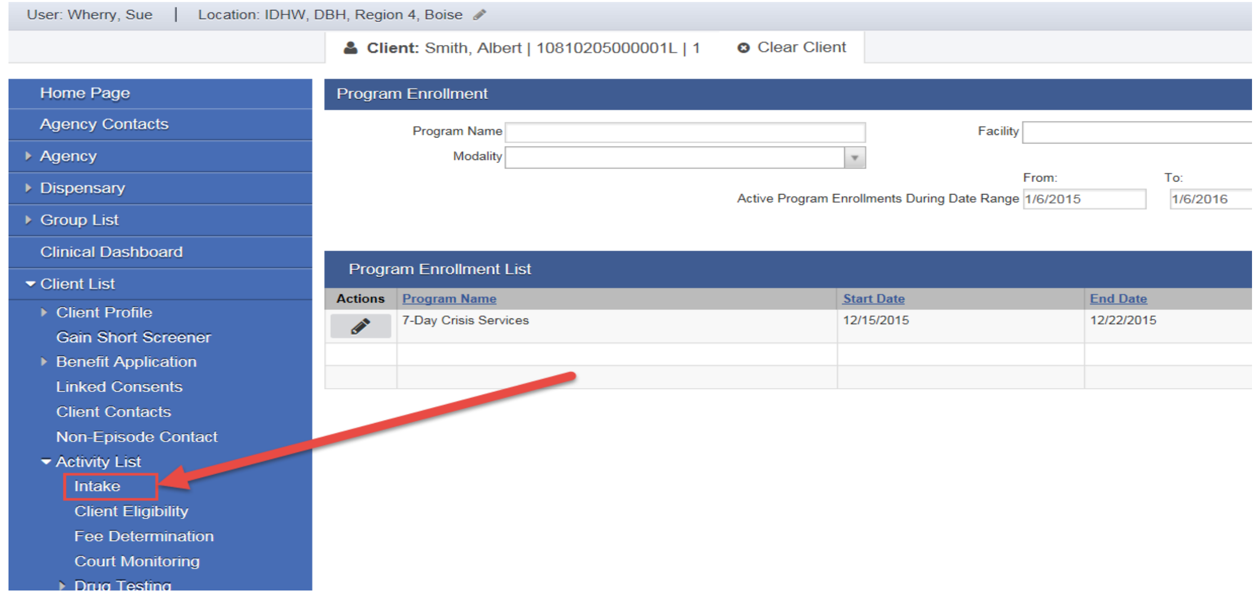


2. Enter the **End date**, select the **Termination Reason,** and click **Finish.**



Close the Intake

3. Click **<u>Intake</u>** on the Navigation Pane.



4. Enter the **<u>Date Closed</u>** and click **<u>Save & Close the Case</u>**. The case is now Read-Only.