# Mental Health Call

8/17/17

## Attendees
- Central Office: Sue Wherry, Michelle Buskey, Robert Willingham
- Region 1: Holly Morganstean, Mary Payton
- Region 2: Shannon Jones, Jennifer Chaffee
- Region 3: Sherri Edwards, Paula Torres
- Region 4: Julie Matta, Kate Bellomy, Tim Johns, Amy Roberts, Teresa Shackleford
- Region 5: Sally Bryan, Pam Shropshire
- Region 6: Cindy Wilson, Paula Miller
- Region 7: Randy Rodriguez, Danielle Stohl

## Trainings:
Upcoming trainings for MH. This month’s Trainings will cover Assessments and Diagnosis List. There will be a new topic each Month. The trainings have been scheduled thru December 2017. The trainings have been posted will be posted on the Web page [WWW.WITS.Idaho.gov](http://WWW.WITS.Idaho.gov). Anyone wishing to attend the trainings will need to Pre-Register. To Pre-Register for each training individually click on the name of the Training.

## Scheduler in WITS
We believe we have identified the issue with the Scheduler in WITS and Disappearing Appointments. Region 3 had an instance where one of the Prescribers schedules “Disappeared” for an extended period. Other prescribers and staff had appointments during the same time frame that were not affected. An Audit trail was requested, and after some further investigation I was able to identify that Place holder appointments were being entered using the Recurrence functionality. At a later time the place holders were deleted for a day the Provider would not be in the office. BECAUSE these are recurring appointments if you are not very careful, you delete the entire series. Thus, causing future appointments to “Disappear”. We are recommending the recurring functionality not be used to avoid this in the future. If you choose to continue to use this functionality, Users will need to be very cautious about deleting appointments as they may be in a “series” of recurring appointments. If something like this happens in Your Region, please call the Help Desk Prior to making any changes or recreating the Schedule in WITS. This will allow then to get a better picture of what is happening.

## ICANS
ICANS will be included with the 18.25 release in WITS. It is on schedule to be released to the Training site in next week and in Production sites by the 1st week in September (after Labor Day). There are 2 training opportunities currently scheduled for anyone interested. Anyone wishing to attend will need to Pre-Register for the Webinar. You can find the information at [WWW.WITS.Idaho.gov](http://WWW.WITS.Idaho.gov). To Pre-Register for each training individually click on the name of the Training. The Trainings will be on Monday 8/28/17 and Wednesday 8/31/17.
**Consumer Satisfaction Survey** – The Consumer Surveys were mailed from Central Office last week. You may have client’s asking about this. Please encourage the Client’s to complete the Survey’s and send them back in the envelope provided.

**GAIN ABS**
Communication will be sent to GAIN users in the next week regarding the changes with Access permissions if the User is not actively accessing GAIN. (Any user that has not accessed the GAIN ABS system in over 180 days will have their access removed. Once access has been removed, a user will be required to resubmit the GAIN ABS User form and go through the setup process which can take up to 5 business days.)

**ETCI**
In July 2017, there were 9 events entered into the ETCI system. (Seven Tier 2 and Two Tier 3)

**ERMTS**
Program Managers were given the 3rd Quarter reports at the Leadership meeting last week. Reports will be posted monthly in SharePoint in the future. July 2017 reports will be posted by the end of the week in the Leadership section of SharePoint. Program Specialists with the YES program will not be entered in the ERMTS as such there will not codes specific to these roles.

**Monitors**
Thank you to regions 1,2,3,5, and 7 for getting back to us on the final information and presentations. The content that is up and running on your screens should include all updated content confirmed by your region, as well as an updating RSS feed for your local weather. If at any time, you see an error or something that requires attention, please contact us as soon as possible so we can get it resolved for you. E-mail dbhmonitors@dhw.idaho.gov. As a reminder, we are still waiting on confirmation or additional information for regions 4 and 6 as far as customizing their presentation for their clients. We are still willing to help with getting that updated information included, and your presentations should already include the RSS weather feed. On 9/1/17, the fully updated ‘universal’ presentation will be uploaded to your monitors. You are welcome to add to it by providing resources and links to dbhmonitors@dhw.idaho.gov – or but uploading larger files to your specific SharePoint site.

If you have any questions about the functionality, links or what can be added, please don’t hesitate to contact us. Included in the notes will be links to the main monitor content SharePoint site with each individual region’s presentation as it currently stands. We are excited by the feedback we have received so far, and look forward to making this resource indispensable and an aid for both clients and staff. We sincerely appreciate the time and effort you have contributed to help create an effective and informative resource. Thank you.

http://sharepoint/sites/BH/automation/SitePages/DBH%20Regional%20Monitors.aspx

**WITS Release and Testing**
The WITS training site has been updated with the 18.25. The Help Desk will begin testing today with hopes to update production before 9/1/17.

- Fix for Treatment Plan –Note field on the treatment plan was cutting off and “Plan completed by” was blank on the generated report.
- Yellow Page error when Trying to download CAFAS into WITS.
- ICANS

**Other:**

**Comment box on the Contact Info screen in WITS.** - Danielle Presented a suggestion for an Enhancement in WITS. The suggestion is to add a Comment Box to the “Contact Info” Screen in WITS. This would allow staff to enter Notes regarding what the ‘other’ #’s are (i.e. Dad, Mom, Grandparent.....). It was also suggested staff could note if client had declined receiving Text Messages. The group felt this was a great idea. Sue will draft a Project Initiation form and Add it to the Wish List for future Enhancements if funding becomes available.

**Client Profile Draft Form.** A draft form of an updated Client Profile was sent to all attendees earlier in the Week. We discussed the layout of the form and participants of the call made suggestions of additional fields to add to the form. Sue will review the suggestions and attempt to include them all on the draft form. During the Leadership meetings, last week in Boise, it was determined that we will be adding “Preferred Method of Contact” to the client profile intake documents and we’ll also be modifying the intake consents to include text messaging. The Policy team is heading up that work. Once the draft Profile form has been updated with these latest suggestions, It will be sent to the Policy Unit for consideration.

You can email your comments to the following:

Sue Wherry (Meeting Host) – Wherrys@dhw.idaho.gov
Michelle Buskey (WITS Supervisor) – BuskeyM@dhw.idaho.gov
WITS Helpdesk - DBHWITSHD@dhw.idaho.gov