

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 Version 1.0
- ❖ We highlight changes and new features available in WITS Version 2.0 starting **October 1, 2007**, and demonstrate how they work

What's Happening?

- ❖ Responders for **ALL** adults at risk **age 18 and older** 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 Resources 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
- ❖ If you have also been using the Select Survey tool to report incidents involving adults at risk age 18-59, transition NOW to using WITS for all adults.

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

The screenshot shows the WITS Home page. At the top, there is a header with the WITS logo, user information (User ID: cindywweb, User Name: C Ofstead), and the release version (WITS Release: 2.0.0). There are also links for Help and Logout. On the left, there is a Navigation Menu with options: WITS Adult at Risk, WITS Home, Incident Search, Create New Incident, Incident Report, Adult-at-Risk Resources, and a Resources link. The main content area is titled "WITS Home" and contains a description of the system: "Wisconsin Incident Tracking System - WITS. Adult at Risk abuse, neglect and exploitation incident reporting system. WITS is a tool for Elder Adult-Adult-at-Risk agencies to collect and report information on incidents of alleged abuse, neglect and exploitation for all adults at risk, age 18 and older. WITS allows personal identifying information and a county assigned reference code to be entered for internal coordination and tracking purposes by Elder adult/Adult-at-Risk agencies. Wisconsin statutes prohibit the Department of Health and Family Services (DHFS) from accessing and using any identifying information. Therefore, WITS is designed to block all DHFS access to identifying information. For further information, please select the Adult-at-Risk Resources link in the Navigation Menu." Below the description is a table titled "Most recently accessed incidents. Click magnifying glass to view/edit." The table has columns for Incident Number, Incident Status, Referral Date, Name, Age, Sex, Accessed, and View/Edit Incident. The data rows are as follows:

Incident Number	Incident Status	Referral Date	Name	Age	Sex	Accessed	View/Edit Incident
820000098	Pending	07/21/2007		39	Male	09/11/2007	
120000091	Pending	05/08/2007	Test_IL Demo	60	Male	09/11/2007	
220000092	Complete	07/07/2007	Babowitz, Babs	78	Female	09/11/2007	
620000096	Pending	09/10/2007		20		09/11/2007	
320000093	Pending	08/17/2007				09/11/2007	
920000099	Complete	08/09/2007		57	Male	09/11/2007	
720000097	Complete	04/05/2007		71	Female	09/11/2007	

Using the “Recently Accessed Reports” feature

- ❖ Lists up to 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

Returning to a previous report

The screenshot displays the WITS web application. At the top, the user ID is 'cindyweb' and the user name is 'C Ofstead'. The page title is 'WITS Home' and the subtitle is 'Wisconsin Incident Tracking System - WITS'. Below the title, there is a brief description of the system: 'Adult at Risk abuse, neglect and exploitation incident reporting system.' A table titled 'Most recently accessed incidents. Click magnifying glass to view/edit.' contains the following data:

Incident Number	Incident Status	Referral Date	Name	Age	Sex	Accessed	View/Edit Incident
820000098	Pending	07/21/2007		39	Male	09/11/2007	
120000091	Pending	05/08/2007	Test,IL Demo	60	Male	09/11/2007	
220000092	Complete	07/07/2007	Babowitz, Babs	78	Female	09/11/2007	
620000096	Pending	09/10/2007		20		09/11/2007	
320000093	Pending	08/17/2007				09/11/2007	
920000099	Complete	08/09/2007		57	Male	09/11/2007	
720000097	Complete	04/05/2007		71	Female	09/11/2007	

OR, bypass this and use left-side navigation menu to start **SEARCH**

WITS Home

Wisconsin Incident Tracking System - WITS

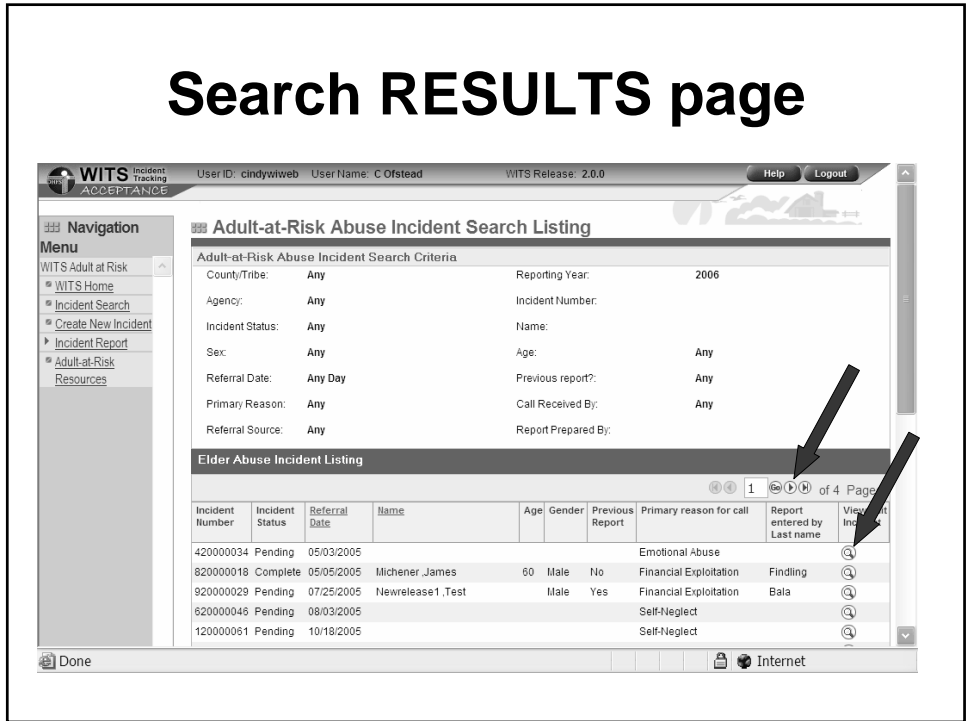
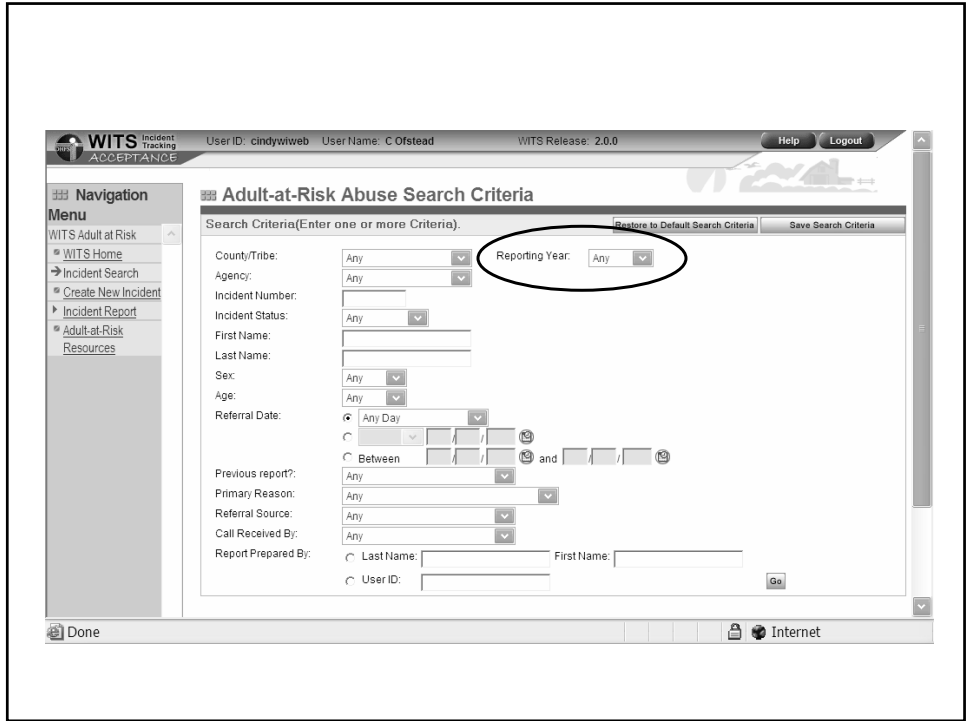
WITS is a tool for Elder Adult/Adult-at-Risk agencies to collect and report information on incidents of alleged abuse, neglect and exploitation for all adults at risk, age 18 and older. WITS allows personal identifying information and a county assigned reference code to be entered for internal coordination and tracking purposes by Elder Adult/Adult-at-Risk agencies. Wisconsin statutes prohibit the Department of Health and Family Services (DHFS) from accessing and using any identifying information. Therefore, WITS is designed to block all DHFS access to identifying information. For further information, please select the Adult-at-Risk Resources link in the Navigation Menu.

Most recently accessed incidents. Click magnifying glass to view/edit.

Incident Number	Incident Status	Referral Date	Name	Age	Sex	Accessed	View/Edit Incident
820000098	Pending	07/21/2007		39	Male	09/11/2007	🔍
120000091	Pending	05/08/2007	Test,IL Demo	60	Male	09/11/2007	🔍
220000092	Complete	07/07/2007	Babowitz, Babs	78	Female	09/11/2007	🔍
620000096	Pending	09/10/2007		20		09/11/2007	🔍
320000093	Pending	08/17/2007				09/11/2007	🔍
920000099	Complete	08/09/2007		57	Male	09/11/2007	🔍
720000097	Complete	04/05/2007		71	Female	09/11/2007	🔍

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



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 will use “page arrows” at top of table to find the report of interest

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 left edge of Section A.

WITS Adult-at-Risk Abuse and Neglect Report
 Division of Long Term Care
 DDE-441 (Rev. October, 2007)

Incident Number: 82000098 Report Status: Pending Name:

Section A - Initial Information

Incident Information

*Referral Date: 07/21/2007 *Reporting Year: 2007 Previous report?: No *County/Tribal: Jefferson County

Primary Reason for Call

*Primary Category for Call: Physical Abuse

*Primary Reason: Bruises, welts

Other (specify):

Other Reasons for Call Maximum Selections Allowed: 15

Click above to make selections.

Additional Details

Date-Initial Contact: 07/22/2007 Incident Occurred at or Near: Place of employment/day services Other (specify):

Life Threatening Incident?: No

Has individual died? If yes, was death related to incident? If yes, was death directly caused by incident?

*Referral Source: Residential support provider Other (specify):

*Call Received By: Developmental Disability Board Other (specify):

Initial Response Agency Assigned: Human services dept Other (specify):

*Field entry required for assignment of incident number

Do Not Save this Page

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

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 death 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 “Reference Code” field for your own use; not available to DHFS.
 - ❖ Can be a HSRS, Medicaid number
 - ❖ Can be an internal tracking code you create

The screenshot displays the WITS web interface for an 'Adult-at-Risk Abuse and Neglect Report'. The form is titled 'Section D - Adult at Risk' and includes the following sections:

- Adult-at-Risk Information:** Fields for First Name, Last Name, Suffix, Age Type, Age, and Sex.
- Contact Details:** Fields for Street address 1, Street address 2, City, State, Zip, Telephone, and Living Arrangement.
- Race (Optional - Check all that apply):** Checkboxes for American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Asian, White, Black or African American, and Other.
- Ethnicity (Optional):** A dropdown menu for Ethnicity.
- Substitute Decision-Maker:** A dropdown menu for Substitute Decision-Maker.
- Client Characteristics:** A section for selecting client characteristics.
- Additional Details:** A section for providing additional details, including a 'Reference Code (Optional)' field which is circled in red.

At the bottom of the form, there are buttons for 'Do Not Save this Page', 'Save & Previous', and 'Save & Next'.

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 18-59):
 - ❖ 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.

The screenshot displays the WITS Incident Tracking interface. At the top, the header includes 'WITS Incident Tracking ACCEPTANCE', 'User ID: cindywweb', 'User Name: C Ofstead', 'WITS Release: 2.0.0', and 'Help Logout' buttons. The main content area is titled 'Adult-at-Risk Abuse and Neglect Report' and shows 'Incident Number: 220000092', 'Report Status: Complete', and 'Name: Babs Babowitz'. The 'Section E - Comments' section is active, showing 'Add/Edit Comments' with 'Date Entered: 09/13/2007' and 'Entered By: Cynthia Ofstead'. A large text area for comments is currently empty, with a note 'Current Size = 0 characters (1000 characters max.)'. Below this is a 'Review Comments' table with columns for 'Date Entered', 'Entered By', and 'Comments'. The table is currently empty, displaying 'No data found.' and 'Print Comments' options. At the bottom of the form, there are 'Reset', 'Add', 'Do Not Save this Page', 'Save & Previous', and 'Save & Next' buttons. A navigation menu on the left lists various options like 'WITS Home', 'Incident Search', 'Create New Incident', and 'Incident Report'.

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

The screenshot displays the WITS Incident Tracking interface. At the top, it shows the user ID 'cindyweb', user name 'C Ofstead', and WITS Release version '2.0.0'. The main heading is 'Adult-at-Risk Abuse and Neglect Report' with incident number '72000097' and report status 'Pending'. The 'Section E - Comments' section is active, showing a text area with the comment: 'Third attempt to locate alleged abusers failed (9/12/07). AAR suspects they may have left the area to avoid investigation.' Below this is a 'Review Comments' table with two entries. Three black arrows point to the 'Print Comments' button and the 'Edit Comments' and 'Delete Comments' buttons in the table.

Date Entered	Entered By	Comments	Edit Comments	Delete Comments
09/11/2007	Cynthia Ofstead	Family members have been involved in fraudulent activity of other kinds in the past	<input type="checkbox"/>	<input type="checkbox"/>
09/11/2007	Cynthia Ofstead	One or more episodes of stealing or enrolling Social Security checks, as well as some evidence of simple theft from the home.	<input type="checkbox"/>	<input type="checkbox"/>

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:
 - Email: ofstecm@dhfs.state.wi.us
 - Phone: (608) 267-3202
- ❖ For policy questions involving persons 18-59, contact Kay Lund:
 - Email: lundkm@dhfs.state.wi.us
 - Phone: (608) 261-5990
- ❖ For policy questions involving persons age 60+, contact Jane Raymond:
 - Email: ramoja@dhfs.state.wi.us
 - Phone: (608) 266-2568