

THSP Reporting Template Changes - Ontario

How to change your W.I.S.H.™ Statistical Formulas to be able to report to statistics introduced by MCCSS for 2022/23 in Ontario.

[Original Revision April 2022]

This document is published by Grasp Software Corporation for the sole benefit of agencies licensed to use **W.I.S.H.**[™] (Women In Safe Housing®) Software. It is intended to provide guidance on how you could set up coding in **W.I.S.H.**[™] to collect the statistics asked by M.C.C.S.S. in the province of Ontario, and dovetails with the set of demonstration data provided for that province in version 2022.03 of the software. The update to be provided after April 2022 includes the changes suggested in this document.

The demo data is intended to provide a guide for how you can set up your WISH if you answer to this funder in Ontario.

Direct any questions or comments in writing to support@grasp.ca

Table of Contents

THSP Reporting Template Changes - Ontario	1
Changes.....	5
Archiving Formulas.....	6
THSP in VAW/IHWS Setting	7
Creating a New Section Header.....	7
Creating New Formulas	7
Adding New Codes to W.I.S.H.	8
Registered Program Codes.....	8
Time Log Codes	9
New Form	9
Create a New Form:	9
Add a Single Question to the Form.....	10
Create the valid choices for the Question	10
Attach the choices to the Question	12
Connect the Form to the Time Log Code	13
SQL Query.....	14
Creating a new Exit Code.....	16
Set up a Misc Demographic Field to track Human Trafficking status.....	17
Set up the Misc Code Label.....	17
Add the new Misc 2 Codes.....	18
Creating New Formulas	19
Appendix A: THSP Statistical Formulas Created	20
Attachment: THSP Session Summary Form	21

Changes

In April 2022, we were informed of changes made by Ministry of Children, Community and Social Services (MCCSS) in Ontario with regards specifically to their Transitional and Housing Support Program in VAW and IHWS Settings. At the time we wrote this document, it was unclear if these new statistical requests were to replace the prior stats asked for that funding line or if these new statistics were to be reported in addition to the statistics previously asked. For this reason, we have built them into our demo as an additional funding line group of statistics.

From time to time, funders (such as MCCSS) may change what they ask you to report in exchange for funding these programs at your agency, and this is what occurred sometime around April 2022. As usual, we are never given any forewarning or even looped in, and often find out simply because one of our **W.I.S.H.**TM users reaches out with a list of the changes and a conversation that may start like this: “Have you seen the changes....” Anyway, we thank very much the people who reach out to us and share the details of these changes. Doing so makes it easier for us to serve you in the use of our product, and in turn this comes back to all of those who use **W.I.S.H.**TM.

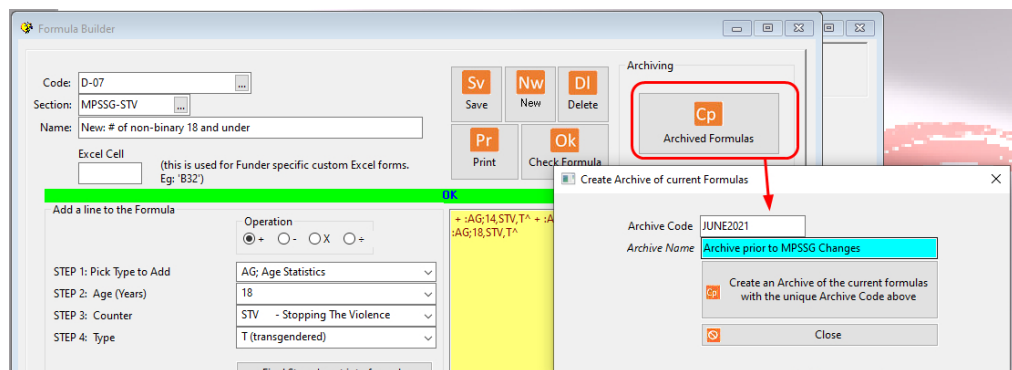
Archiving Formulas

Before you decide to make any formula changes we **HIGHLY SUGGEST** that you create an “Archive” of your existing Formulas. Archives are useful for two reasons:

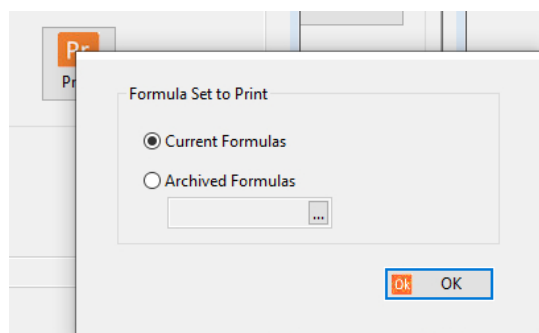
- You can print past statistics based on historical archived formulas, and
- If you make an error, or want to refer back to the way something used to be calculated, that information survives and exists in the Archived Formulas.

However, in this case, because we decided to add an additional statistical group rather than make any changes to existing statistics, you may choose (as we have in this case) to skip making an archive. If you do decide to create an Archive of existing statistical formulas, follow the steps below.

It is easy to create an Archive of existing formulas. From the **Formula Builder** screen, click on the **Archived Formulas** button and fill out the pop up screen to create a unique Archive Code and Description. Then click on the **“Create an Archive ...”** button.



That’s it. Your Archive has been created. Now, whenever you print stats by formulas, you can always select to print using Archived formulas over the default of Current formulas.

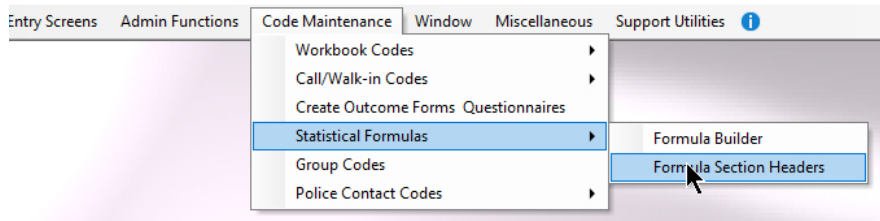


THSP in VAW/IHWS Setting

The new set of statistics being requested include cumulative data which can be easily reported by **W.I.S.H.**TM, but it also does request narrative to be provided which is not provided by **W.I.S.H.**TM.

Creating a New Section Header

As we decided to create this as an additional collection of statistics rather than replace the existing stats that we had for the THSP program, we first created a new **Formula Section Header**



In that screen, I created a new Formula Section Header: **MCSS-TH2**.

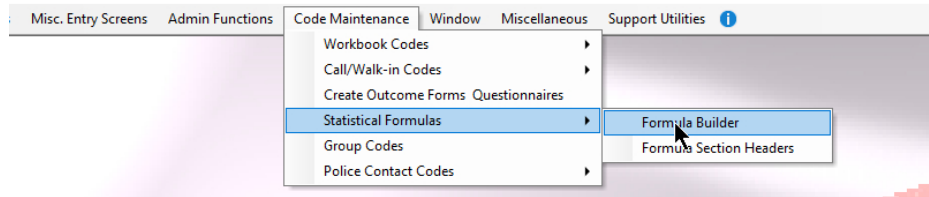
The screenshot shows the 'Formula Section Headers' window with a 'Save' button and a table of codes and descriptions. The table has two columns: 'Code' and 'Description'. The row for 'MCSS-TH2' is highlighted in yellow and circled in red.

Code	Description
F872	Counseling
F870	Emergency Residential
SAC	MAG- SAC Program
FCS	MAG Family Court Support
8779	Transitional Support
8778	Child Witness Protection
8773	Counseling
8771	Emergency Shelter
F875	Child Witness
F876	Transitional & Housing Support
MCSS-ES	MCSS Emergency Shelter
MCSS-CO	MCSS Counseling
MCSS-THSP	MCSS Transitional Housing Supp
MCSS-AHT	MCSS Anti-Human Trafficking
MCSS-HL	MCSS - Help Line
HT	Anti-Human Trafficking
MCSS-TH2	MCSS THSP (VAW and IHWS)

Creating New Formulas

Next, I created some new Formulas which would eventually report the results of the changes that I was planning to make. So in the Formula Builder, I set up all of the lines

for the stats. At this point, I left the formulas blank and would return at the end to add the formulas to each of the lines that I added:



I ended up creating the following list of blank Formulas (by the way, if you like this I have a utility that will import them all rather than you having to type them all in... get in touch with me if you want me to import these codes):

Section	Code	Name/Description
MCSS-TH2	01	# of Individuals accessing THSP Service
MCSS-TH2	02A	# of Individuals completed safety planning
MCSS-TH2	02B	# of Individuals completed transition plan
MCSS-TH2	02C	# of Individuals completed social housing application
MCSS-TH2	02D	# of Individuals successfully found housing
MCSS-TH2	02E	# of Individuals accessed THSP in prior year
MCSS-TH2	02G	# of Individuals accessed legal assistance
MCSS-TH2	02G	# of Individuals referred to counselling
MCSS-TH2	02H	# of Individuals referred to community services
MCSS-TH2	02I	# of Individuals referred to traditional healing supports
MCSS-TH2	03A	# of Individuals identified as survivors of human trafficking
MCSS-TH2	03B	# of survivors of human trafficking accessed shelter

[Adding New Codes to W.I.S.H.](#)

As I was adjusting the codes in the Ontario. Demo set of data for **W.I.S.H.**TM, most codes that I needed to report these stats already existed, and I simply needed to add a Form, an Exit Code and set up one of my Misc. Demographic fields to work for my purpose. These simple additions were all that were needed to be compliant.

[Registered Program Codes](#)

In the Ontario demo date, I already had a Registered Program that was set up to handle the Client Case monitory for the THSP program.

- **TH** (your code may be different)

There was no need to change or add any Registered Program Codes.

Time Log Codes

The Ontario demo data I already had a few Time Log Codes that worked for the program. Your codes may differ, but in our demo data we had these Time Log Codes specifically set up for the THSP program:

- **TH-INT** -THSP – Intake Assessment
- **THDS** -THSP – Direct one-on-one
- **THIND** -THSP – Indirect Service

For the purposes of meeting the new criteria, we found that we were OK to leave these codes untouched, and simply needed to add a “Service Summary” Form that would be attached to the **THDS** Time Log Code. See “New Form” section below.

New Form

To keep entry simple for front line staff, I wanted to leave the existing Time Log codes unchanged, but simply wanted a “pop up” to appear when the Time Log code **THDS** was used. We would use this popup to track what sort of services were provided to the Client during the session with the Client.

Here is what the “popup” Form ends up looking like in **W.I.S.H.™**.

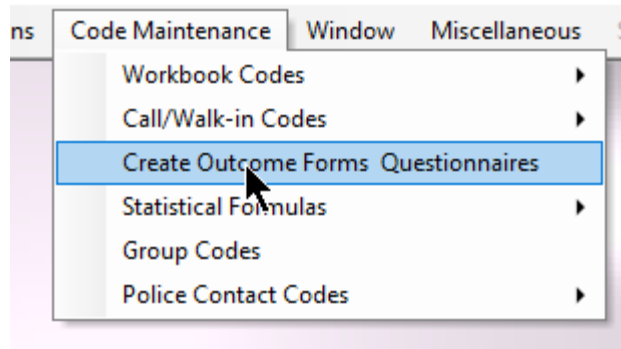
The screenshot displays the W.I.S.H.™ software interface. On the left, a 'Time Log' table is visible with columns for Date, Time, STM, Shift, Code, and Duration. The 'Code' column contains 'THDS'. A red box highlights the 'THDS' code, and a red arrow points from it to a 'Linked Form' button in the top right corner of the interface. The 'Linked Form' popup is titled 'Question 1 of 1' and contains a text area for 'During today's session what services did you provide to the Client?'. Below the text area is a list of service codes with checkboxes:

Code	Select all that apply
<input type="checkbox"/> Z101A	Helped complete safety planning
<input checked="" type="checkbox"/> Z101B	Helped complete transition plan
<input checked="" type="checkbox"/> Z101C	Completed application(s) for social housing
<input checked="" type="checkbox"/> Z101D	Accessed legal assistance
<input type="checkbox"/> Z101E	Referred to counselling services
<input type="checkbox"/> Z101F	Referred to community resources
<input type="checkbox"/> Z101G	Referred to traditional healing supports

To achieve this, I created a “Session Summary Form”

Create a New Form:

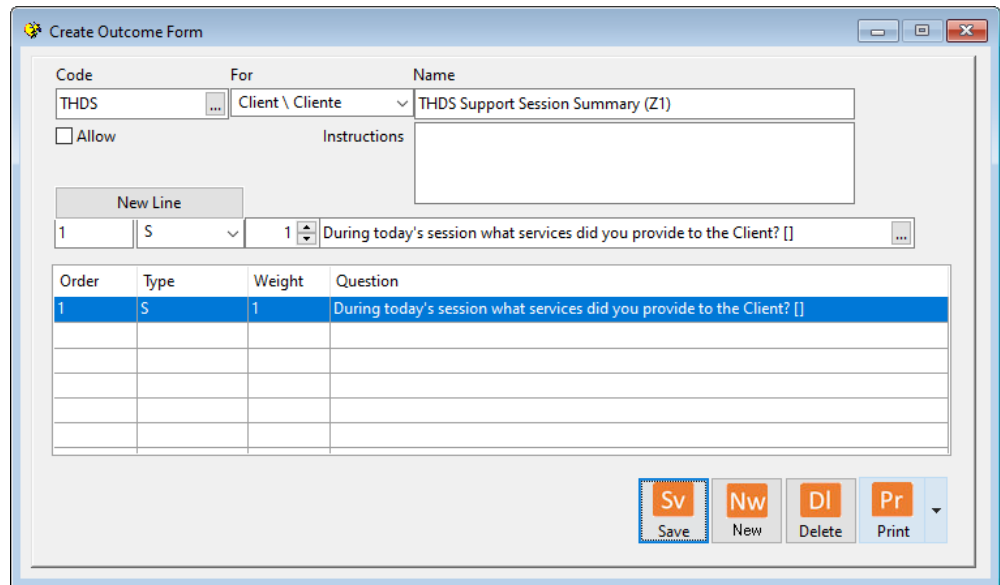
From the “**Code Maintenance**” menu, select **Create Outcome forms and Questionnaires**.



- a. Create the new Form with a code **THDS**.
- b. Give the form an appropriate name
- c. BE SURE to leave the **Allow** field unchecked

Add a Single Question to the Form

Add a single question that looks like this:



In my case, I created a Question type “S” worded as this:

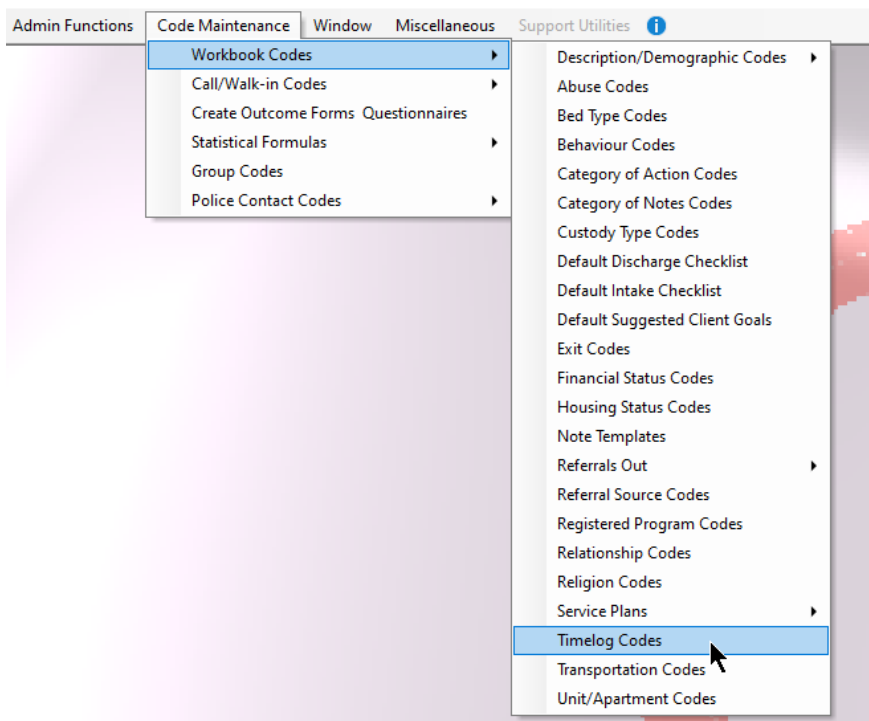
“During today’s session what services did you provide to the Client?”

Create the valid choices for the Question.

The pick list choices for the question are actually Time Log Codes that are created but set to NOT ALLOW.

- a. Open Time Log screen

- b. Add Time Logs with Allow set to unchecked. (Your Codes may be different)
 - i. **Z101A** – Helped with safety planning
 - ii. **Z101B** - Helped with transition plan
 - iii. **Z101C** - Completed application(s) for social housing
 - iv. **Z101D** - Accessed legal assistance
 - v. **Z101E** - Referred to counselling services
 - vi. **Z101F** - Referred to community services
 - vii. **Z101G** - Referred to traditional healing supports



Maintain Timelog Codes

USED IN:
Client and Child Workbooks
Employee Timelog

Who:

When:

Sv
Save

Show Only Allowed Codes

Code	Description	Allow	No Value	No Client	Requisite	Program	Alt. Prog.	Form
Y01C	Program Full - Client placed on Wai...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Y01D	Services not appropriate. Ref to mo...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101A	Helped complete safety planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101B	Helped complete transition plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101C	Completed application(s) for social ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101D	Accessed legal assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101E	Referred to counselling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101F	Referred to community resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			
Z101G	Referred to traditional healing supp...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None			

Attach the choices to the Question

Go back to the **Create Forms and Questionnaires** screen to attach the new Time Log codes to the Question to create the selection list choices for the single question on the Form.

Code Maintenance Window Miscellaneous

- Workbook Codes
- Call/Walk-in Codes
- Create Outcome Forms Questionnaires**
- Statistical Formulas
- Group Codes
- Police Contact Codes

Select the Question, and click on the selection button at the end of the field

Create Outcome Form

Code: THDS For: Client \ Cliente Name: THDS Support Session Summary (Z1)

Allow

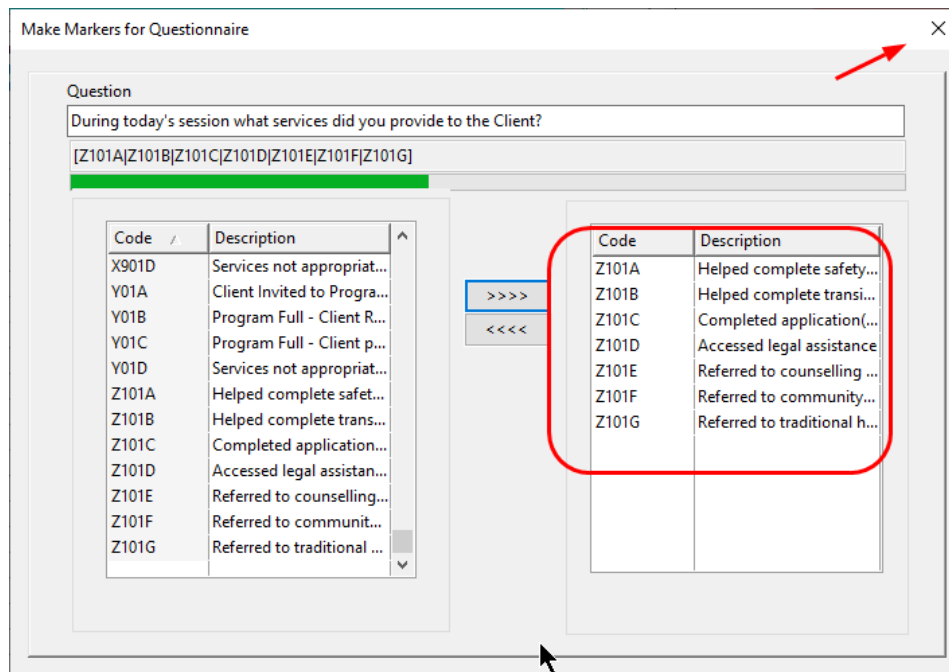
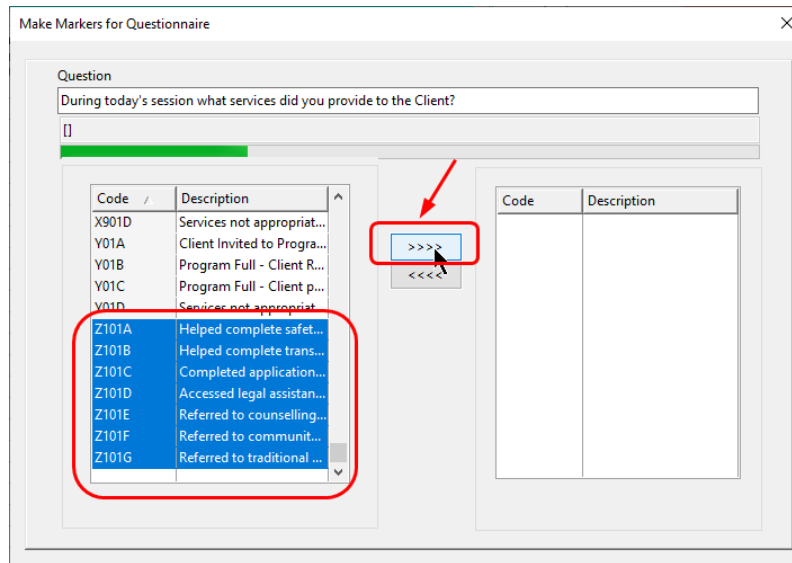
Instructions:

New Line

Order	Type	Weight	Question
1	S	1	During today's session what services did you provide to the Client? []

Sv **Nw** **DI** **Pr**
Save New Delete Print

This opens up the selection list for Time Log Codes. Highlight the Codes that you had created in the prior step and click on the >>>> button to add the codes to the list on the right.

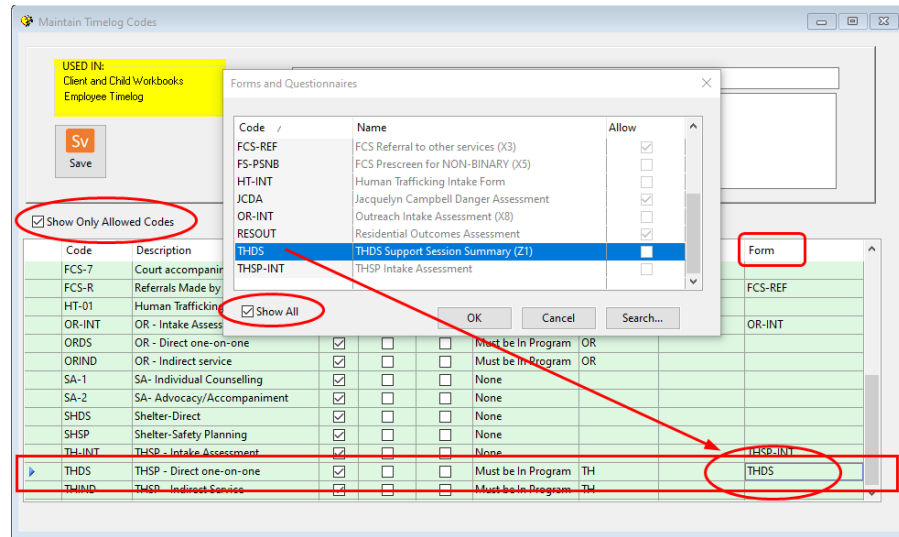


Save and close the Form

Connect the Form to the Time Log Code

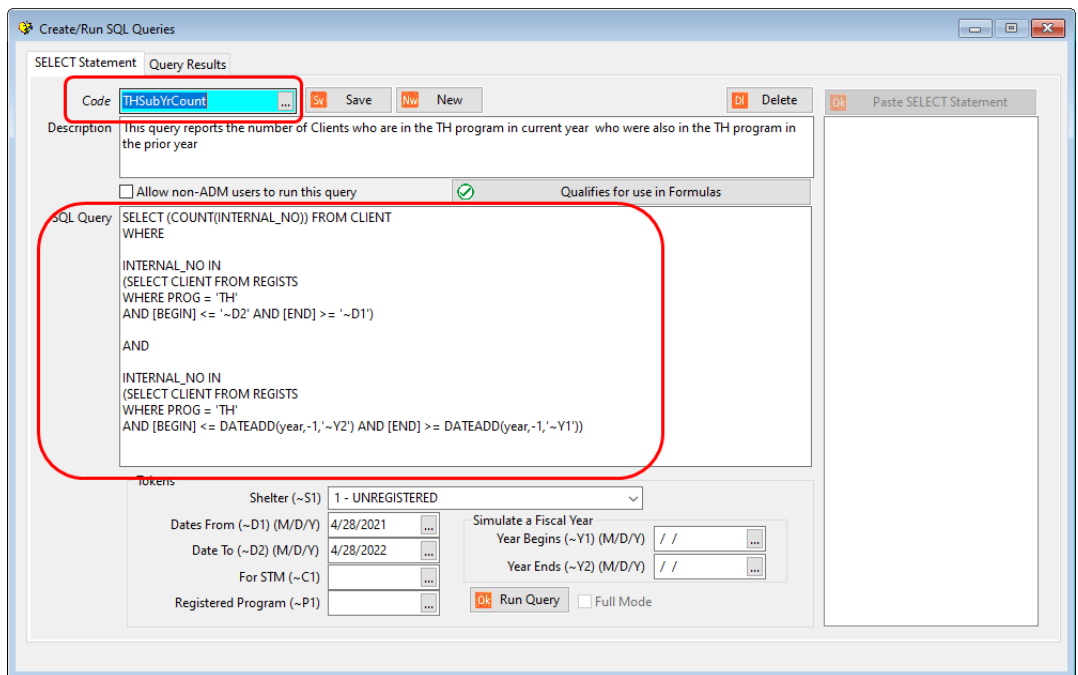
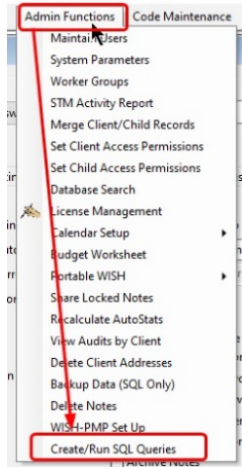
- a. Open up the **Time Log** screen again
- b. Click the checkbox **Show Only Allowed Codes**

- c. Find the line for the TH support sessions (**THDS** in the case of the Ontario demo data)
- d. In the column **Form**, use the selection button to add the Form that was created in step 4. (On the Form selection list, you may have to tick the “Show All” choice to see the Form Code)



SQL Query

This is a bit of an advanced topic. MCCSS is asking for the number of individuals accessing service in the THSP program who also accessed THSP services from your agency in the prior year. This is easy to track by building a special SQL Query. If you are NOT running the SQL version of **W.I.S.H.**™ you will not be able to use this method and will need to find another way to track this. If you need assistance handling how to track this stat or to set up this SQL Query, just get in touch with our support department. Here is the SQL Query that I created in the Ontario Demo Set of data for illustration purposes only (since the Ontario Demo Data is not stored in SQL):



If you are running SQL and you need a hand to set this up, just reach out to our Support Department for assistance.

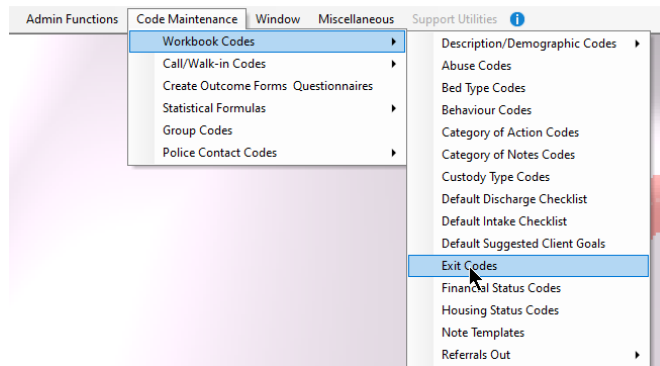
On the other hand, if you are NOT running **W.I.S.H.**™ in SQL, you will need to find another way to track and report this. One option would be to consider creating an Intake Form, but this would not work for Clients carrying over from one year to the next without being sure to go through another Intake process. The best advise is to upgrade to the SQL version of **W.I.S.H.**™ to ensure full compliance with this statistical request.

Creating a new Exit Code

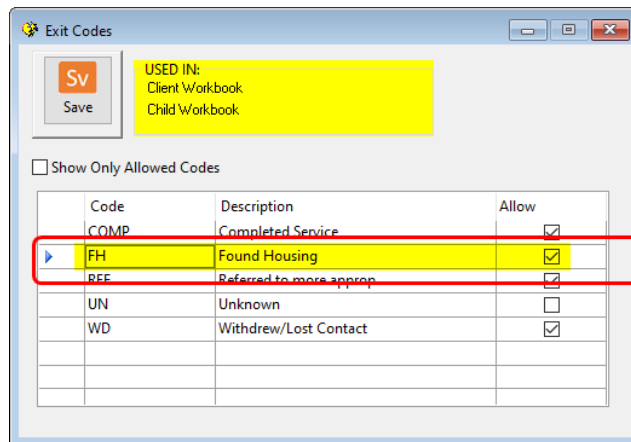
At one time, Exit Codes were very important when reporting to MCSS (yes, before MCCSS was MCCSS, it was MCSS). About 4 years ago, MCSS stopped asking for the statistic that was collected in **W.I.S.H.**™ using the Exit Code. For the stat now being requested by THSP regarding tracking Clients who have found Housing, the Exit Code field is a very good candidate for tracking this. When a Client has successfully found safe and appropriate housing be sure to CLOSE THE CLIENT from the THSP program and select a new Exit Code **FH – Found Housing**.

To set up this new Exit Code:

Open the Exit Code Screen



Add the **FH** code:



Set up a Misc Demographic Field to track Human Trafficking status

W.I.S.H.™ has 4 optional *Miscellaneous Demographic* fields that show on the bottom left corner of the Client's Workbook.

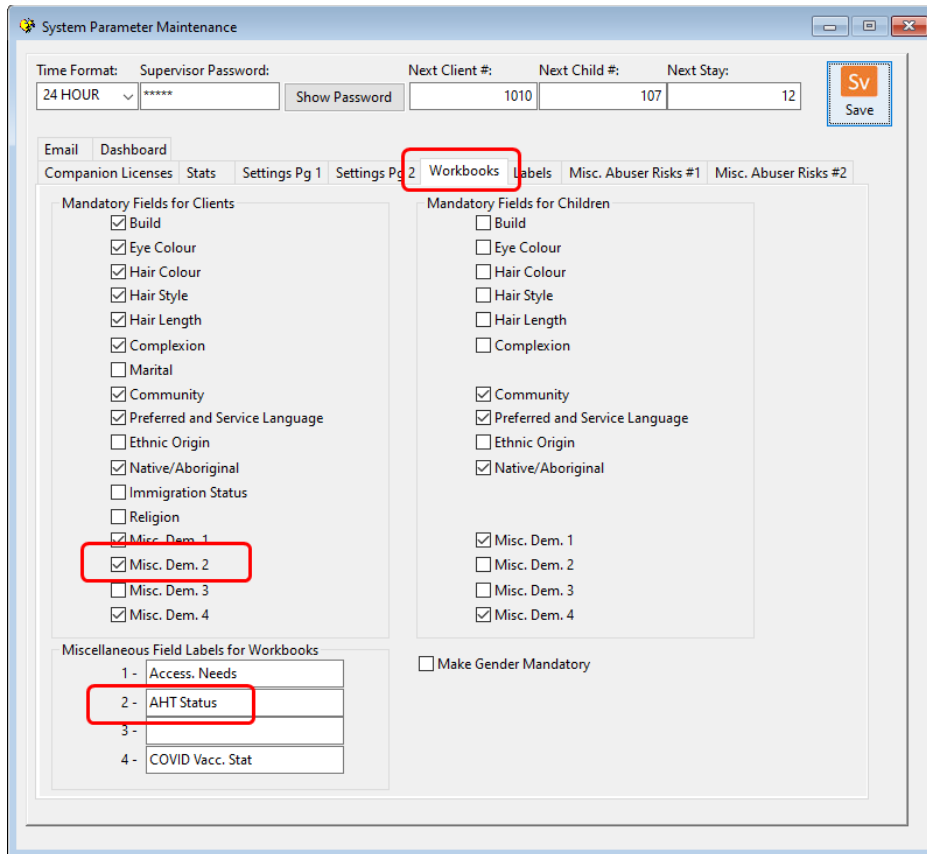
The screenshot shows the 'Client Workbook' interface for a client named SMITH, SUSAN. The interface includes a top navigation bar with buttons for 'Previous', 'Next', 'Save', 'New', and 'Print'. Below this is a tabbed interface with various sections like 'Desc./Demograph.', 'Addr./Misc', 'Children, Abusers and Others', etc. The 'Desc./Demograph.' tab is active, showing fields for 'Last Name', 'First Name', 'Birthdate (M/D/Y)', 'Alternate Name(s)', 'Pr. Worker', 'Deceased', 'Weight', 'Height', 'Build', 'Eye Colour', 'Hair Colour', 'Hair Length', 'Hair Style', 'Complexion', 'Marital Status', 'Community', 'Preferred Language', 'Service Language', 'Access Needs', 'AHT Status', 'Misc. 3', and 'COVID Vacc. Stat'. A red box highlights the 'Access Needs', 'AHT Status', 'Misc. 3', and 'COVID Vacc. Stat' fields. A red arrow points to the 'Miscellaneous Demographic' label.

In our Ontario demo, we had been using Misc Field 1 to track Accessibility Needs and recently we opted to use Misc Field 4 to track COVID Vaccination Status. For the purpose of tracking Human Trafficking status, in version 2022.03 of the demo data for Ontario, we have decided to use Misc. Field 2 to track this.

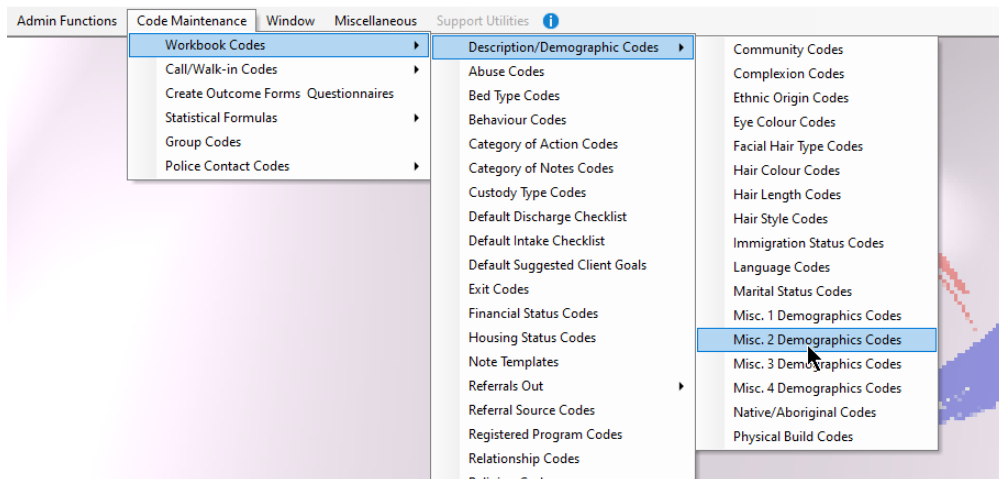
Set up the Misc Code Label

In the **System Parameters** screen you can set the label for the Miscellaneous Demographic fields. For our demonstration, we decided to use Miscellaneous Field 2, so wanted to change its label to **AHT Status** and set it to be a Mandatory field.

The screenshot shows the 'System Parameters' screen. The 'Admin Functions' tab is active, and a list of options is displayed. The 'System Parameters' option is highlighted. Other options include 'Maintain Users', 'Worker Groups', 'STM Activity Report', 'Merge Client/Child Records', 'Set Client Access Permissions', 'Set Child Access Permissions', 'Database Search', 'License Management', 'Calendar Setup', and 'Budget Worksheet'.



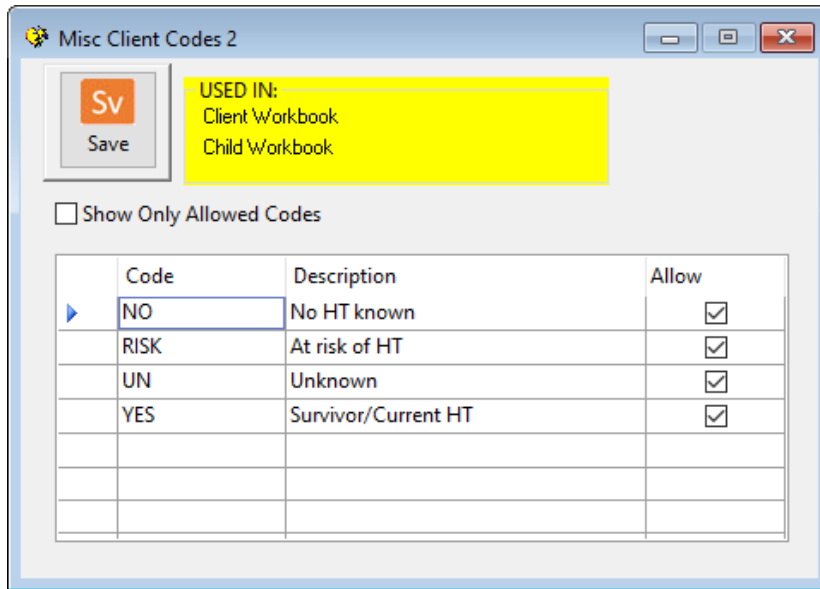
Add the new Misc 2 Codes



Add new codes to track this. The codes that I added in the Ontario set of demo data were:

- **NO** - No HT history
- **YES** - Is currently HT or Survivor

- **RISK** - at risk of HT
- **UN** - Unknown status



Creating New Formulas

In a step above, the Formula Sections and Formula Titles were created, but without any Formulas. Now that the additional codes to track the detail have been added to **W.I.S.H.**[™], you can now return to the Formulas screen and create the formulas for each line. The formulas that I have set up in the demo data for Ontario in version 2022.03 are included at the end of this document as Appendix A.

Appendix A: THSP Statistical Formulas Created

SECTION	NAME/TITLE	FORMULA
MCSS-TH2 - 01	# of Individuals accessing THSP Service	+ :RP;TH,,ActiveInProg^
MCSS-TH2 - 02A	# individuals completed safety planning	+ :PR;Z101A,Total,ClientCount^
MCSS-TH2 - 02B	# individuals completed transition plans	+ :PR;Z101B,Total,ClientCount^
MCSS-TH2 - 02C	# of individuals completed social housing applications	+ :PR;Z101C,Total,ClientCount^
MCSS-TH2 - 02D	# of individuals successfully found housing	+ :EX;FH,TH,QtyCount^
MCSS-TH2 - 02E	# of individuals accessing service in prior year	+ :SQ;,THSubYrCount,^
MCSS-TH2 - 02F	# of individuals accessing legal assistance	+ :PR;Z101D,Total,ClientCount^
MCSS-TH2 - 02G	# individuals referred to counselling	+ :PR;Z101E,Total,ClientCount^
MCSS-TH2 - 02H	# of individuals referred to community resources	+ :PR;Z101F,Total,ClientCount^
MCSS-TH2 - 02I	# of individuals referred to traditional program/support	+ :PR;Z101G,Total,ClientCount^
MCSS-TH2 - 03A	# of TH Clients identified as survivor or Human Trafficking	+ :M2;YES,TH,QtyCount^
MCSS-TH2 - 03B	# of survivors of human trafficking accessed shelter	+ :M2;YES,InShelter,QtyCount^

Attachment: THSP Session Summary Form



Grasp Software Corporation
THDS Support Session Summary (Z1)

1. During today's session what services did you provide to the Client?

(Select all that apply)

- Z101A - Helped complete safety planning
- Z101B - Helped complete transition plan
- Z101C - Completed application(s) for social housing
- Z101D - Accessed legal assistance
- Z101E - Referred to counselling services
- Z101F - Referred to community resources
- Z101G - Referred to traditional healing supports