Changing Your W.I.S.H.™ Statistical Formulas To Accommodate the Fall 2020 Ontario MCSS VAW Sector Stat Modifications

In October we learned of a sweeping modification of many Ontario service sector stats requested by the Province of Ontario. This included a re-tooling of the stats requested in the MCSS VAW sector and therefor many agencies running W.I.S.H.™ in the province.

After reviewing the documentation that was provided to me, and discussing this with a few of our Ontario clients, I made changes to the Ontario Demo Data for Ontario in build 3.8.06 which reflects these statistical changes requested by the province. Furthermore, I wanted to break down the changes that I had to make within my demo set of data so that you could use it as a roadmap on how to change your own statistical formulas to be compliant with the new changes.

You may recall, that only a few short months ago, the province made minor changes to their stats – most significantly changing the Funding Section headers:

- **8771** became **F870**,

- **8773** became **F872**,

- **8778** became **F875**

- and **8779** became **F876**.

Other than that, the changes were fairly benign, with the Province electing to remove rather than adding new statistical markers. So one, could easily accommodate the changes by switching out the Formula Section Headers and deleting the unwanted statistical formulas.

The changes in this sweep of change are somewhat similar, in that the Province is requesting less information (not more) meaning that your stat report is shrinking rather than growing. We all have heard the saying "Less is more", well its seems like maybe your funder is buying into that approach. Regardless, even though the statistical set for Ontario is shrinking, you will need to make some alterations in W.I.S.H.™ to be compliant. These changes are almost – ALMOST – exclusively on the back end. This means that for front line staff, the daily routine is ALMOST unchanged.

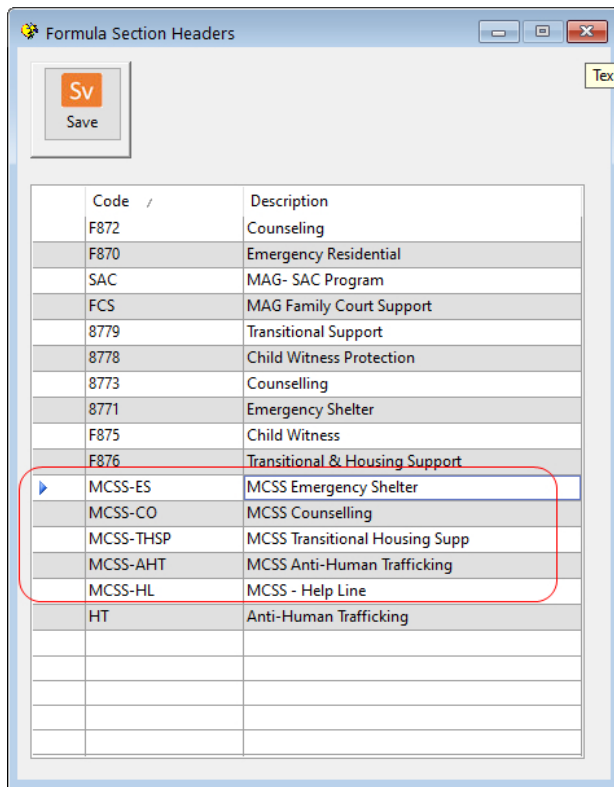In a nutshell, here are the changes:

- Section Headers changed (again).

    o The "F87#" codes have now disappeared from the documentation and seem to be replaced (as best as I can tell) with:

        ▪ ES – Emergency Shelter

        ▪ CO – Counselling

- THSP – Transitional Housing Support

- HL – Help Line (I'm guessing on this one)

- AHT – Anti-Human Trafficking

- Child Witness and Counselling are combined under "CO"

- Overall reduction in the statistics requested.

Step 1: Setting up the new Formula Section Headers

To perform any of these steps, you will need to be logged in as **ADM.**

1. Click on **Code Maintenance**

2. Open **Formula Section Headers.**

3. Add new Section Headers to reflect the service sectors that you are required to report on. I liked to start all of mine with "MCSS" so that they would be organized nicely in my stat report. Here is a screenshot of my new Section Headers along with the historical Section Headers.

Step 2: Archive your existing Formulas

It is important to Archive your Formulas BEFORE you make any changes to them so that you can go back later and print historical statistical reports

1. Click on **Code Maintenance**.

2. Open **Formula Builder**.

3. Click on **Archive Formulas** button.

4. Enter a suitable Archive Code and description to save and create. (I chose "OCT2020" as the Code and provided a suitable description.

Here is what that looks like:
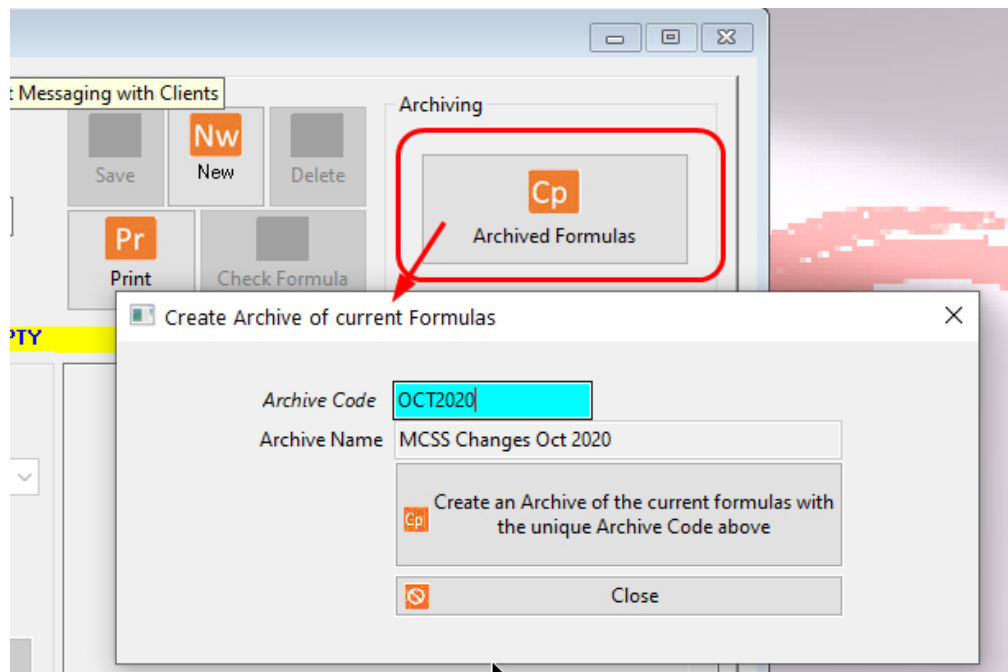
Step 3: Move the Current Formulas to the new Section Header.

The Ontario Demo up until this point did not include a demo for the AHT (although it does now), so the changes here only reflect the previous MCSS Core codes – namely F870, F872, F875 and F878. The Formulas vary from agency to agency and yours will likely be different from what we have in the demo. The intention of this paper is to simply illustrate how I accomplished the necessary modifications in the demo to reach conformity. You can then likely use the same method to make the modifications for your own agency. Of course, if you want help, just get in touch with us at support@grasp.ca and we can set a time to work directly with you.

Emergency Shelter (previously 8771 or F870)

Old Code	New Code	Change
01-CSSINSVW#	02	-Change Section to **MCSS-ES**
01-CSSINSVD#	04	-Change Section to **MCSS-ES**
03-RESDAYA#	01	-Change Section to **MCSS-ES** -Copy formula from 03-RESDAYB and append it to this existing formula
03-RESDAYB#	[delete after copy]	-Copy this formula and append it to the formula in 03-RESDAYA#
04VAWBEDA#	05	-Change Section to **MCSS-ES** -likely should change the formula to for all beds, just not for Funded Beds. To do this you need to be set to "Require Unit Codes for Stays" and have your rooms set up with the normal beds per room. Then change your formula to: +:IC;AllUnitBeds,,QtyCount^
04-VAWBEDB#	[delete]	
08-CSSINSVFD	[delete]	
08-CSSINSVFW	[delete]	
09-CSSINSVLA	[delete]	
09-CSSINSVLB	[delete]	
09-CSSINSVLC	[delete]	

10-INDIGEN#	**03**	-Change Section to **MCSS-ES**
12-INTPHA#	**01**	-Change Section to **MCSS-HL** - IMPORTANT! Recognize that this is a different Section Header -Copy the formula from 12-INTPHB and append it to this Formula
12-INTPHB#	**[delete after copy]**	-Copy this formula and append it to the existing formula in 12-INTPHA#
14-INDSPA#	**[delete]**	
14-INDSPB#	**[delete]**	
15-BEDAVAIL#	**07**	-Change Section to **MCSS-ES** -likely should change the formula to for all beds, just not for Funded Beds. To do this you need to be set to "Require Unit Codes for Stays" and have your rooms set up with the normal beds per room. Then change your formula to: +:IC;AllUnitBeds,,QtyCount^ * :IC;DaysInReportPeriod,,QtyCount^
16-UNASSIGN#	**08**	-Change Section to **MCSS-ES**
18-ADMA#	**06**	-Change Section to **MCSS-ES**
18-ADMB#	**[delete]**	
19-INDRWA#	**10**	-Change Section to **MCSS-ES** -Copy the formula from INDRWC# and append it to this formula
19-INDRWB#	**09**	-Change Section to **MCSS-ES**
19-INDRWC#	**[delete after copy]**	-Copy this formula and append it to the formula in 19-INDRWA#

Counselling (previously 8773 or F872)

This is now a merge between Counselling and Child Witness. You will need to set up an "Umbrella Code" for use here to ensure unique Client Counts. My demo only needed an Umbrella to be set up for Adults, but depending on your agency, you may also need an Umbrella Code to be set up for Children. For instructions on how to set up Umbrella Codes, see Step 4 below. In my demo, I set up **Umbrella B** to represent adults in either Counselling (the old F872) or Child Witness (the old F875). Your Umbrella Code may differ.

Old Code	New Code	Change
01-CSSINSVW#	**01**	-Change Section to **MCSS-CO** -Change Formula to be the ActiveInProg for the "Umbrella Code" (not the Registered Program Code)
01-CSSINVSD#	**05**	-Change Section to **MCSS-CO** -Copy the formula from F875 for 01-CSSINSVD# to be pasted here. -IMPORTANT! IF this Formula already counts children, instead of pasting from CSSINSVD# from F875, you will need to instead set up an Umbrella Code for Children in either Counselling or Child Witness. Contact us for help if this is unclear.
05-GRPINT#	**[delete]**	
07-COUNSHR	**04**	-Change Section to **MCSS-CO** -You will need to append the **PR;,ServiceValue** and **GR;,ServiceValue** data elements for any Child Witness direct service Time Log Codes or Groups that are run for Child Witness so that they are added to the existing formula.
08-CSSINSVFD#	**[delete]**	
08-CSSINSVFW#	**[delete]**	
09-CSSINSVLA#	**[delete]**	
09-CSSINSVLB#	**[delete]**	
09-CSSINSVLC#	**[delete]**	
10-INDIGEN#	**03**	-Change Section to **MCSS-CO**

		-Modify this formula so that it uses the Umbrella Code that you set up instead of the Registered Program Code
12-INTPHB#	**[delete]**	
14-INDSPA#	**[delete]**	
14-INDSPB#	**[delete]**	
19-INDRWA#	**02**	-Change Section to **MCSS-CO** -Copy any existing Formula from 19-INDRWC# in both F875 and F872 and append it to this formula so that they are included -Copy any existing Formula from 19-INDRWA# in F875 and append it to this formula so that it is included -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an easy stat to track. This is detailed in Step 5 later in this document.
19-INDRWB#	**06**	-Change Section to **MCSS-CO** -Copy any existing Formula from 19-INDRWB# in F875 and append it to this formula so that it is included -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an easy stat to track. This is detailed in Step 5 later in this document.
19-INDRWC#	**[delete after copy]**	-Copy this formula and append it to 19-INDRWA# -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an easy stat to track. This is detailed in Step 5 later in this document.

Child Witness (previously 8778 or F875)

Old Code	New Code	Change
01-CSSINSVW#	[delete]	
01-CSSINSVD#	[delete after copy]	-This formula should be copied to 01-CSSINSVD# in F872
02-GRPSER#	[delete]	
05-GRPINT#	[delete]	
08-CSSINSVFD#	[delete]	
08-CSSINSVFW	[delete]	
09-CSSINVLA#	[delete]	
09-CSSINSVLB#	[delete]	
09-CSSINVLC#	[delete]	
10-INDIGEN#	[delete]	
12-INTPHB#	[delete]	
13-GRPPARTA#	[delete]	
13-GRPPARTB#	[delete]	
14-INDSPA#	[delete]	
14-INDSPB#	[delete]	
19-INDRWA#	[delete after copy]	-This formula should be appended to 19-INDRWA in F872
19-INDRWB#	[delete after copy]	-This formula should be appended to 19-INDRWB in F872
19-INDRWC#	[delete after copy]	-This formula should be appended to 19-INDRWC in F872

Transitional Housing (previously 8779 or F876)

Old Code	New Code	Change
01-CSSINSVW#	02	-Change Section to **MCSS-THSP**
05-GRPINT#	[delete]	
06-INDTP#	[delete]	
08-CSSINSVFW#	[delete]	
09-CSSINSVLA#	[delete]	
09-CSSINSVLB#	[delete]	
09-CSSINSVLC#	[delete]	
10-INDIGEN#	03	-Change Section to **MCSS-THSP**
12-INTPHB#	[delete]	
13-GRPPARTA#	[delete]	
14-INDSPA#	[delete]	
19-INDRWA#	04	-Change Section to **MCSS-THSP** -Copy any existing Formula from 19-INDRWC# and append it to this formula so that it is included -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an easy stat to track. This is detailed in Step 5 later in this document.
19-INDRWB#	01	-Change Section to **MCSS-THSP** -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an easy stat to track. This is detailed in Step 5 later in this document.
19-INDRWC#	[delete after copy]	-Copy this formula and append it to 19-INDRWA# -Many agencies did not track this. We are suggesting that you set up an Intake Assessment Time Log Code and Form which will make this an

		easy stat to track. This is detailed in Step 5 later in this document.

Help Line

There are three things that you can set up under **MCSS-HL**:

- 01 - # of Phone Interactions - This is simply a total of the old **F870-INTPHA** and **F870-INTPHB…** (at least that is the way that I have interpreted it).

- 02 - # of Texts – If you are using the **WISH™ Private Messaging Portal (PMP),** then you will already have a valid Crisis Call Type Code that can be added to your formula. If not you need to decide the best way for you to log this in W.I.S.H.™, and this is most likely going to be a Crisis Call Type

- 03 - # of Chats – If your agency offers a chat service, then likely you should consider an appropriate Crisis Call Type Code that can be added making it possible for you to track the statistics and general details of any chat session that your staff participate in.

Anti-Human Trafficking

The demo data did not previously contain an example of Anti-Human Trafficking although I have assisted several agencies in setting that up in W.I.S.H.™. Build 3.8.06 of W.I.S.H.™ now includes a complete set up for Anti-Human Trafficking that you can refer to as a model. The changes that I have noticed (so you may want to check your current set up) are:

- The ordering of the stat formulas has been changed, so you may want to rework the coding so that the ordering matches how the Ministry is asking for it.

- They have grouped together Gender Types "Non-binary", "2 Spirited", "Transgender" and "Other" into a single line "Other", leaving "Male" and "Female" on their individual lines. In your formulas, you simply need to append those formula lines together for "Other"

- The "Type of Trafficking" as well has grouped a few things together and you would take the same approach by consolidating formulas together to a single line where it has changed.

  - A caveat or "gotcha" to this is for the code that may have in the form indicating that the risk was BOTH Sex and Labour based trafficking. The Ministry has removed this from the stat and left Sex trafficking and Labour trafficking as individual lines. This was often collected on a Form and you will need to edit the Form to remove this choice. The problem is what to do historically with the answers that indicated BOTH Sex and Labour Trafficking. My only suggestion is that you will

need to add that existing Formula to EITHER the line for Sex Trafficking or Labour Trafficking (whichever you would guess is more prevalent).
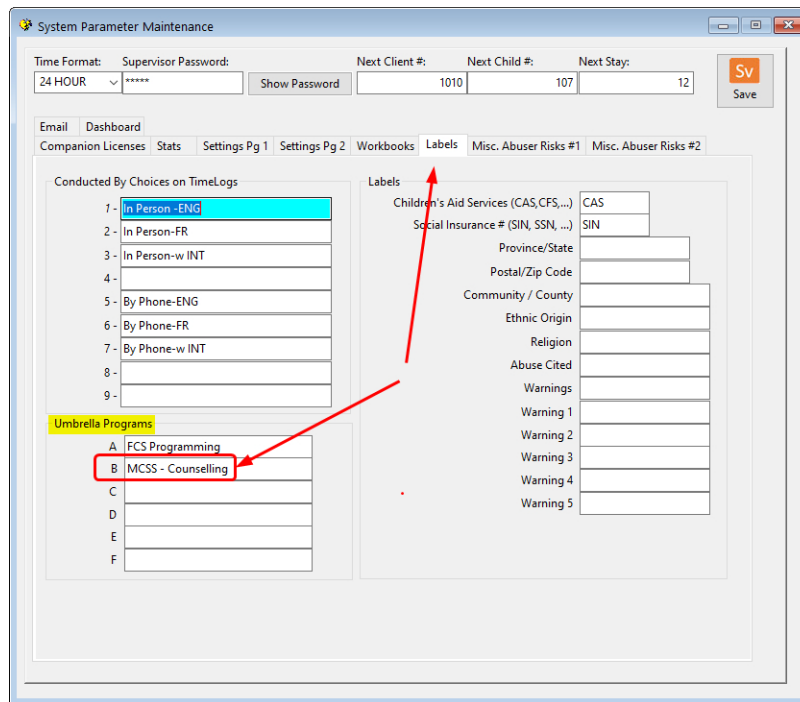
- Lastly, there was the addition of another piece to this stats reflecting what the "Primary Service Type" of the individual clients was. I would suggesting adding an additional Multiple Choice (type M) to your Anti-Human Trafficking Intake Form to track this, and add the codes that you set up to the appropriate range in the formulas.

Step 4: Setting up "Umbrella" Codes

Sometimes you may need to track a statistic that is an "either/or" scenario. That is exactly what is now the case with the Counselling stat for MCSS that want you to report an unduplicated (ie unique) count of all Clients who were served by Counselling OR Child Witness. If you had a Client who was served by both Counselling AND Child Witness, we would want to avoid double counting them in our unique Client count, and we can achieve that by setting up an "Umbrella" Code to link together the Outreach Counselling and Child Witness Client lists.

Set up the Umbrella

The first step is to create the "Umbrella" Code to be used for this purpose. In W.I.S.H.™ you can have up to 6 Umbrella Codes, and they are set up on the **Labels** tab page of the **Maintain System Parameters** screen found under the **Admin Functions Menu.** You will see in the demo data for Ontario, I have set aside "*Umbrella B"* to service this purpose. Here is what my screen looks like:

CAUTION! Prior to build 3.8.04 there was a bug that prevented Umbrella Codes that were already allocated from being shown on this screen. To ensure that you don't accidentally re-use an Umbrella Code that is already in use, we suggest that you ensure that you are running W.I.S.H.™ version 3.8.04 or higher OR contact us for assistance.

Once the Umbrella Code is set up, you need to flag the related Registered Program Codes together. In the screen for setting up Registered Programs you can see how to do that. Here is what it looks like in the demo.

Last step: Because you have just created this new Umbrella relationship, the statistics gathered to date were not aware of the Umbrella. Now you need to Recalculate the autostats for the current fiscal year for this to be recognized.

1. Click on **Admin Functions**

2. Click on **Recalculate Autostats**

3. Select the current year, and click the **Recalculate** button. Allow the process to continue.
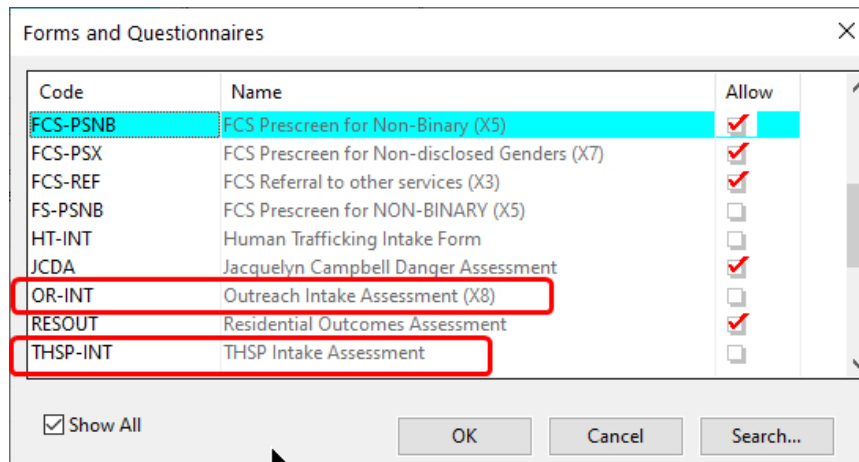
Step 5: Creating an Intake Assessment (Pre-screen) Form.

Probably the best way for you to learn about this topic is to have a look in the demo set of data for Ontario. The creation of an Intake Assessment Form opens up a lot of possibilities. It is essentially a Form that has questions on it, and the answers provided to questions can be used for statistical purposes. In my Demo for Ontario, I set up 3 different "Intake Assessment" forms. In this case, they are relatively simple and only have a single question, but I could have added more questions such as "How far do you have to travel to come to our counselling sessions?" or another question about the types of services that the Client is requiring. But in this case, I decided to keep it simple and have just a single question relating to whether or not we could serve the client or not. The answers are then able to be included in the statistical formulas.

Create the Forms

This document won't go into the detail of how to create Forms, we assume that you know how to do that. If not you can refer to the manual, help centre or give us a call to help. Forms are set up on the **Code Maintenance** menu in the **Create Forms and Questionnaires** screen.

Here is a shot of the 2 of the Forms that I set up in version 3.8.06 of the Ontario Demo Data:

In my case, I coded them:

- OR-INT

- THSP-INT

- I actually also set up one for Child Witness (CW-INT) but it is higher up the list and not visible on the screen shot.

They each look very similar, and here is how they look on the Create Forms screen. I am showing the THSP-INT Form.

Notice the Code Section that I circled in red. These are 4 different codes for CW, OR and THSP

- CW-INT - [X901A|X901B|X901C|X901D]

- OR-INT - [X801A|X801B|X801C|X801D]

- THSP-INT - [Y01A|Y01B|Y01C|Y01D]

Notice that the Form is set to NOT Allow. This is because we want it to be only used with a Time Log code.

Attach the Form to a Time Log Code

In the demo, I have created 3 new Time Log Codes, each which were tied to the Intake Form. Here is what the screen looks like:

This means that whenever one of those Time Log codes are used, the User will also be presented with the corresponding Form. The answers to the Questions on the Form, can be pulled into stats. For example:

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This concludes this White Paper. Remember that every Agency is different and your codes and needs may not be aligned with how we have illustrated it here. If you want to help to make these changes, just get in touch with us at support@grasp.ca and we will arrange a time to help you.

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Michael Cooper,

Grasp Software Corporation

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