TECHNICAL ASSISTANCE MANUAL FOR
KENTUCKY SUBSTANCE ABUSE TREATMENT OUTCOME STUDY
WEB BASED INSTRUMENTS

**********

KTOS, AKTOS, DCBS KTOS, R-KTOS & KORTOS

**********

Updated January 2010
University of Kentucky CDAR
Contents

Overview of the Data Collection Systems........................................................................................................ 3
What type of data collection is expected from me? .............................................................................................. 3
Who is responsible for completing the follow-up interview data collection with clients? .......................... 3
How do I know that my client data are protected? ......................................................................................... 3
Where can I get copies of the consent form or review training information? ................................................ 4
When can we use the new online programs? .................................................................................................. 4
How do I use the web-based survey? ................................................................................................................. 4
Can I keep using the PDA? ................................................................................................................................. 4
What if we no longer need the PDAs or modems? ......................................................................................... 4
What are the advantages of the web-based surveys? .................................................................................... 5
What security measures are in place for the web-based surveys? ................................................................. 5
What is the best way to collect data using the web-based surveys? ............................................................ 5
What else should I know about using the web-survey programs? .............................................................. 5
How to Begin a Record ..................................................................................................................................... 6
Intake Interview ................................................................................................................................................ 6
Discharge for RKTOS and DCBS KTOS ........................................................................................................... 6
How do I make a shortcut on my computer desktop to link directly to the online survey? ....................... 7
Exiting the Program .............................................................................................................................................. 7
Submitting your Data .......................................................................................................................................... 8
Example of Consent Process for Web-based Survey ....................................................................................... 8
Practice Records .................................................................................................................................................. 9
Tips for Entering Data ....................................................................................................................................... 9
What do I do if I have ANY kind of problem or question about the web surveys? .................................... 10
UK CDAR Staff Contacts .................................................................................................................................. 10
Overview of the Data Collection Systems

The Kentucky Treatment Outcomes Study programs are designed to measure what happens to individuals who participate in Kentucky’s substance abuse treatment, medication assisted treatment, or recovery services. Data includes information collected from clients when they enter a treatment or recovery program and at follow-up. These outcome studies compare client self-report information from the two data collection times. Programs that are funded by either the Substance Abuse Prevention and Treatment Block Grant or the Kentucky general funds must participate in data collection.

Results from these studies help answer key questions that are being posed by legislators and funding agencies. For example, after receiving treatment and recovery services do clients....

- Have increased employment stability?
- Report decreased mental health problems?
- Have decreased criminal justice involvement?
- Report more positive social activities?

What type of data collection is expected from me?

For each of your clients, you should complete an intake interview. A client is anyone ages 12-99 who receives state-funded treatment services. The intake interview is to be completed after you have established rapport and have an alliance with your client. The goal of the intake interview is to **take a picture of your client at the very beginning of the intervention** – prior to providing services for an extended period of time.

**Recovery KTOS** (R-KTOS) and **DCBS KTOS** have an additional discharge data collection piece. This is **not** an interview and does not have to be completed with the client. Clinical staff should enter discharge information based on their last contact with the client.

Who is responsible for completing the follow-up interview data collection with clients?

**UK CDAR** will take care of the follow-up interviews. Clients who have volunteered to participate in the follow-up study by **signing the electronic consent form** on the web survey and **providing accurate locator information** (phone number, contact address, etc...) may be called for a brief interview. Only a sample of about 20% of eligible clients are called due to the large number of potential follow-up interviews.

When a client agrees to participate in the follow-up study, you will give them a **paper copy** of the consent form to keep. ***NO paper forms should be sent to UK.*** If a client has concerns about the follow-up study or wants to update contact information, the client can call the phone numbers listed on the paper consent form.

How do I know that my client data are protected?

All data sent to **UKCDAR** once you click on the submit button at the end of the interview, are stored in a password protected and encrypted file on our server PCs. Only authorized staff may view the
unencrypted or identifying data. Tables used for data analysis and reports are all non-identified to further protect your clients.

**Where can I get copies of the consent form or review training information?**

The following websites include important information for you and your treatment program. You can download and print the follow-up consent forms, review training materials, or email UK staff with questions. The websites for each research study are located at the following links:

- **KTOS and AKTOS**  [http://cdar.uky.edu/ktos](http://cdar.uky.edu/ktos)
- **Recovery KTOS**  [http://cdar.uky.edu/rktos](http://cdar.uky.edu/rktos)
- **DCBS KTOS**  [http://cdar.uky.edu/dcbsktos](http://cdar.uky.edu/dcbsktos)
- **KORTOS**  [http://cdar.uky.edu/kortos](http://cdar.uky.edu/kortos)

**When can we use the new online programs?**

You may begin using the web-based surveys immediately. To interview a client using the online survey program, simply type the appropriate link into your web-browser for the survey you want to use.

**How do I use the web-based survey?**

Just like you do the PDA version – read each question to the client and record the response. The program will submit your answers directly to UKCDAR’s database as soon as you complete the survey and click on the “Submit” button that appears on the last screen of the interview.

**Can I keep using the PDA?**

Yes, you may continue to use the PDA to complete the intake interviews.

**What if we no longer need the PDAs or modems?**

If you no longer need the PDAs and modems at certain sites, please put the equipment, including chargers and adaptors, into a padded box or mailing envelope and send them with a note stating that they are to be returned to inventory. Address the package to:

**UKCDAR, Attention: Jennifer Newell, 333 Waller Avenue, Suite 480, Lexington KY 40504**
What are the advantages of the web-based surveys?

- A “Previous” button at the bottom of the screen can be used to review past questions and correct errors in response entries.
- Larger screen for easy visibility of questions and answer options.
- A “Submit” button on the final survey screen is used to automatically send your survey responses through a secure data connection to UKCDAR. No need for the infrared or Bluetooth modem to send data from the PC.
- The consent form has been simplified online – Clients will now be able to read the consent form on the screen. By clicking on a button the client will indicate whether or not he/she agrees to participate in the research study. There is no need for the client to sign anything on the web survey.

What security measures are in place for the web-based surveys?

The same confidentiality agreements cover the web-based surveys as the PDA survey. All information entered into either survey format is strictly confidential and identifying information is stored at UK in encrypted files. The client’s name will not ever be reported or even linked with the answers given in these surveys. When we write up reports they include overall findings about the entire group of participants, not individuals. We have a Federal Certificate of Confidentiality that prohibits us from ever revealing information about a person, even under a court order. The client’s responses to these questions are well protected.

What is the best way to collect data using the web-based surveys?

To keep data accurate and consistent, we ask that you simply read each question as it appears on the screen to the client and tap in the client responses. This ensures that every client has been asked the questions in the same manner and that no questions have been skipped.

What else should I know about using the web-survey programs?

At any point, you may click “Exit and clear survey” at the bottom right corner to exit the program. The “Exit and clear survey” option will be available on every screen of the survey. Use this if you need to stop the interview and cannot continue and complete the survey in one session. There is also a time-out feature on the web-based survey. The surveys will automatically time-out if not active for one hour. Once the survey has been exited or timed-out, you will need to start from the beginning again to complete the interview.
How to Begin a Record

Intake Interview

To enter intake interview responses for a client using the web-based program, start by clicking on the web-link or entering the web-link into your web-browser with an active internet connection. The following links are for each of the interview programs:

**KTOS (adult clients ages 18 and older, including DCBS Initiative clients in START, FISHN, SOLUTIONS) Web-Link**

**AKTOS (adolescent clients ages 12-17 years old) Web-Link**

**KORTOS (Medication Assisted Treatment Clients) Web-Link**

**R-KTOS (Recovery Center Clients) Web-Link**

Discharge for RKTOS and DCBS KTOS

When a client leaves the program completely, a discharge record should be entered into the PDA program as soon as possible. Your responses about the client should be based on the last meeting you had with him/her.

To enter discharge data online, use the appropriate web link below:

**DCBS-KTOS Discharge Web-Link**

**R-KTOS Discharge Web-Link**

*Note to Recovery KTOS: Discharge should be completed when client leaves Phase I. Exclude clients who just move backwards into SOS or MT again. Wait to enter a discharge record when the client actually completes Phase 1 or leaves the Recovery Center.*
How do I make a shortcut on my computer desktop to link directly to the online survey?

1. Right click on your desktop and select “New Shortcut” or “Create Shortcut” from the pop-up menu list.

2. A new box will appear on the screen asking for the location of the shortcut. Carefully type the web address into the box and click “Next.”

3. Type a name for the shortcut into the box on the next screen (i.e., KTOS, AKTOS, R-KTOS, KORTOS Interview, etc...).

4. Click “Finish.” The program will have created a link on your desktop that should take you directly to the survey webpage.

Exiting the Program

To leave the web-based program and delete what you have entered so far, tap the option in the bottom right hand corner of any web-survey screen marked [Exit and clear survey].
Submitting your Data

The program only records your responses when you have completed the entire interview and reached the final screen which states: “Thank you.” By clicking on the Submit button, you send your responses through a secure link to UKCDAR.

Example of Consent Process for Web-based Survey

In the section on “Explanation of the Study” the clinician should explain the follow-up process and the ways that confidentiality is protected. Note: For Recovery KTOS clients, the consent form is at the start of the program.

Have the client read the Consent Form and answer questions as needed. At the bottom of the Consent Form screen select the appropriate response indicating whether the client agrees to participate in the research study or not. Remember that clients are provided $20 if they are contacted and complete a follow-up interview; no compensation is made for the intake interview.

By choosing the appropriate option below, the client agrees to being contacted by telephone in approximately 12 months for a follow-up interview.

Choose one of the following answers:

☐ I agree to participation in the research study

☐ I do NOT agree to participation in the research study

? About one in five people are contacted for a second interview

If consent is given, collect contact information as requested. Accurately record names, addresses, telephone numbers and relationship to client (all required) for at least one and preferably two contacts.
Be sure to assure client that contacts are only made with these folks as a way to locate the client, not to discuss any aspect of the survey or treatment. (If consent is not given, mark appropriate response and click “next”. The next screen will ask you to click “submit” to submit responses and thus complete the survey.)

After contact information is complete, click “next” and screen will appear asking you to submit the survey. Click “submit” and the survey will be complete.

Remember, the survey will only be saved and submitted if the “Submit” button is clicked at the conclusion.

**Practice Records**

For all practice records use fake clients “John Practice” or “Jane Practice.”

This way, when these records identified in the database, they can be deleted from the true client list. You may do this anytime want to practice entering a record. Be sure to have the fake client say “Yes” to the follow-up study so you can view that segment of the data entry too.

This will give you a chance to see what the format of the program questions look like on the screen.

**Tips for Entering Data**

- Please answer all questions as accurately as possible.

- For questions using check boxes or buttons for responses, simply click on the appropriate box/button.

- For questions with a drop down arrow, simply click on the arrow and a list of choices will appear (click on the appropriate response).

- For questions requiring text entry, simply type in the box as requested.

- At the bottom of each screen there are buttons which allow you to go back to the “previous” screen as well as to advance to the “next” screen. (Please note, you can only advance to the next screen after all questions on the current screen have been answered.) These buttons allow you to review and edit responses as necessary.

- In the lower right corner of each screen you will see “exit and clear survey”. Clicking here will exit the entire survey without saving any data. Only use this if you are sure you will not be completing the survey.

- After the initial site number, clinician, and client names have been entered, the questions are directed towards the client. They should be read to the client and his/her answers entered as given (or client may be allowed to enter information directly if they are capable and comfortable doing so, and if allowed by management/IT staff in your program).
• Remember to answer each question in order on each screen. **After each screen is completed, click the “next” button at the bottom.**

• In the section on **Substance Use**, be certain to answer yes/no to each substance.
  
  o When asked about use in the past 12 months, remember that using a substance even once in a given month constitutes a month of use. (Think of it in terms of how many months did you use that substance at least once.)

• In the section on **Living Situation**, be sure to mark **all** that apply. For instance, if you lived with your parents three months, alone three months and with a partner 6 months, you would mark **all** three boxes.

**What do I do if I have ANY kind of problem or question about the web surveys?**

Please remember, **No question is too silly.** We would much prefer you call us with your problems or questions before you become overly frustrated. You can call or email us and we will do our best to help you as quickly as possible.

If you encounter any problems with the survey please do not hesitate to call UK CDAR with any questions you have.

**UK CDAR Staff Contacts**

<table>
<thead>
<tr>
<th></th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Newell</td>
<td>859.323.4763</td>
<td><a href="mailto:jenni.newell@uky.edu">jenni.newell@uky.edu</a></td>
</tr>
<tr>
<td>Tom Jackson</td>
<td>859.257.9061</td>
<td><a href="mailto:tom.jackson@uky.edu">tom.jackson@uky.edu</a></td>
</tr>
<tr>
<td>Erin Stevenson</td>
<td>859.257.1521</td>
<td><a href="mailto:erin.stevenson@uky.edu">erin.stevenson@uky.edu</a></td>
</tr>
<tr>
<td>Terry Hunt</td>
<td>859.257.6386</td>
<td><a href="mailto:terry.hunt@uky.edu">terry.hunt@uky.edu</a></td>
</tr>
</tbody>
</table>