



Kentucky Substance Abuse Treatment Outcome Study (KTOS)

Data Collection Training

Updated May 24, 2007

**The Division of Mental Health and Substance Abuse
University of Kentucky Center on Drug and Alcohol Research**



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What is KTOS?

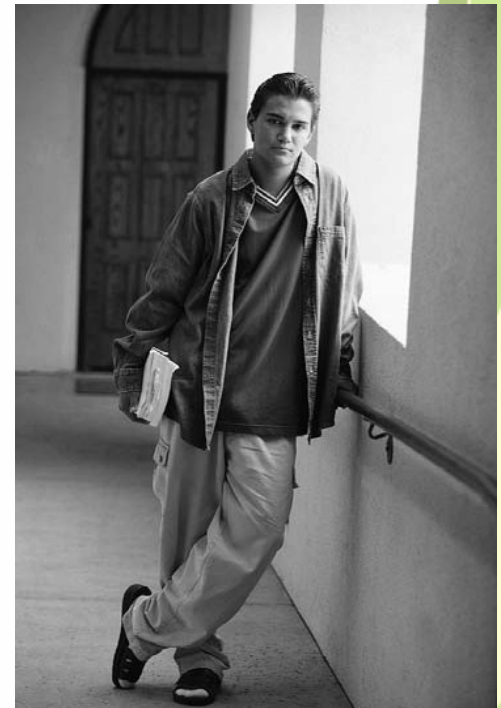
- KTOS is a treatment outcomes study designed to measure what happens to individuals who participate in Kentucky's substance abuse treatment services.
- KTOS includes information collected from clients when they **enter** substance abuse treatment and information **one year after** treatment. The study compares client self-report information from the two data collection times.
- It helps answer key questions that are being posed by legislators and funding agencies. For example, after receiving substance abuse treatment services do clients....
 - Have increased employment stability?
 - Report decreased mental health problems?
 - Have decreased criminal justice involvement?
 - Report more positive social activities?

Why are you asked to do this?

- There are increasing demands from Federal and state governments for evidence that programs actually achieve desired outcomes.
- There is limited and sometimes inaccurate information circulating in the media about what happens with clients in your programs and the positive impact your services have in client lives.
- For a variety of reasons, most practice level client data are inaccurate, missing critical fields, and suffer from variation in how they are recorded.
- This data collection program helps counteract untruths and old data. It provides accurate ways to report to the media and the legislature.

Who participates in KTOS?

- Publicly funded substance abuse treatment facilities are **required** by state law to participate in the study of treatment outcomes.
- Programs that are funded by either the Substance Abuse Prevention and Treatment **Block Grant** or the Kentucky **general funds** must participate.
- The 14 community mental health centers provide the majority of state funded treatment and they and their affiliated agencies participate in the study.



Do we have to do this? Yes, because....

- ...You and your agency need to know whether your clients actually benefit from your services.
- ...Substance abuse treatment programs must justify their existence in the competition for scarce public funds.
- ...It is critical to meeting the Federal Block Grant and state requirements for outcome data and it is written into KY statute that outcome data must be provided to the state.

This data collection program meets that requirement.





Data Collection Instruments

Instrument Development: The Process

Annually programmers, researchers, program directors and DMHSA directors review KTOS measures, before finally deciding on what is included in the data collection program.

- **In July 2007, the KTOS program will be reduced by approximately 45 questions to reflect current division needs and decrease the burden of data collection on clinicians.**

Questions in the instrument are based on the Addiction Severity Index (ASI) and the Government Performance Reporting Act (GPRA).

Baseline Data: Overview

Baseline data are **collected once** on each client at the beginning of a NEW treatment episode

- Baseline Data should be collected...
 - within the first 72 hours for inpatient/residential clients and
 - within the first 3 sessions for outpatient/IOP clients.

- A client is anyone **age 12-99** who receives state-funded substance abuse treatment

Baseline Data: Key Elements

- The baseline or intake interview takes about 30 minutes and focuses on key domains including:
 - **Employment history**
 - **Substance use history**
 - **Mental health history**
 - **Involvement in criminal justice system**
 - **Chronic physical health problems and head injuries**
 - **Social connectedness (living situation, support, recovery groups)**
- There is **NO compensation** for *baseline interviews*.
- There are **NO consent forms** for the baseline interviews since the baseline is considered part of intake into treatment.

12-Month Follow-up: Locator Info

- Locator data are only collected from clients who sign the electronic consent form on the PDA and volunteer to participate in the 12-month follow-up study.
 - These locator data are kept separately from the client baseline data for confidentiality purposes.
 - Locator data include a phone number and address for the client as well as 2 close friends or family members that might be able to help us contact the client in 12-months.
- A **sample** of the clients are called by UK for a telephone interview.
 - If a client completes a 12-month follow-up interview, he/she will receive a “thank you” of **\$20** from UK.

12-Month Follow-up: Consent Form

- The paper consent form in your packet is to be copied and shared with your clients.
- If they wish to volunteer for the 12-month follow-up interview, they should be given a copy of the paper form to keep.
 - **DO NOT mail any signed forms to UK.** The consent is electronically sent to us on the PDA.
 - Both adults and youth **use the same consent form.**
 - Be aware of the expiration date on the forms. The most current forms are always available on the website: **<http://cdar.uky.edu/ktos>**



Examples of Ways Data Can Be Used

Data Reports

<http://cdar.uky.edu/ktos>



- Reports do not use any client identifiers.
- The major annual report is the **Follow-up Findings Report** that summarizes findings about change after treatment for the sample of clients who were selected for follow-up interviews.
- Other special reports are also produced to highlight key findings about the outcomes of treatment.
- **All KTOS reports are available through the CDAR web site.**
 - The findings are used by public policy makers to help support the need for treatment services.
 - In addition, the findings are reported to the Federal government to meet Block Grant requirements.

How confidential is KTOS?

- KTOS maintains a **Certificate of Confidentiality** from the U.S. Department of Health and Human Services that protects confidentiality for research participants and clients.
 - It means that the KTOS data can even be kept confidential from corrections officials and are not subject to court order.
- All written reports **EXCLUDE** any client identifying data and all electronic data are kept in password protected computer files.

A daily tally of your PDA data that has been sent to UKCDAR using your modem is available at <http://cdar.uky.edu/ktos/PalmCount>

PDA ID	Date of Record Upload	Number of Received Records
CDAR127 Adult	5/2/2007	1
CDAR127 Adult	3/5/2007	2
CDAR127 Adult	2/5/2007	3
CDAR127 Adult	1/3/2007	2
CDAR127 Adult	12/15/2006	2
CDAR128 Adult	1/3/2007	3
CDAR128 Adult	12/15/2006	6
CDAR128 Adult	10/5/2006	5
CDAR130 Adult	5/2/2007	1

Program Director Data Tables

<http://cdar.uky.edu/ktos/>

- With a unique password, program directors can download their region's data and analyze it for grants, reports, and general regional information.
- When we describe clients from your region or area, this is what we can show the state from the data you have collected so far:

Baseline Sample Data from FY07....

Variables	Percent Responses
Gender	61.0% Male
Race/ethnicity	87.8% White 12.2% Black
Age	36 years (average)
Marital status	29.3% Divorced 26.8% Never Married 24.4% Married 14.6% Separated 4.9% Cohabiting
Highest Education Level	70.8% High school/GED or more
Has a valid driver's license?	51.2%
Has chronic medical problems?	31.7%
Has chronic pain (3 months or more)?	26.8%
Agreed to 12-month follow-up?	29.3%

Substance Use – Sample FY07 Baseline Data

Reported use in past 12 months	%
Tobacco	87.8
Alcohol	82.9
Alcohol to Intoxication	70.7
Cocaine	51.2
Marijuana	58.5
Heroin	2.4
Opiates	31.7
Non-presc. methadone	2.4
Amphetamines	39.1
PCP, Hallucinogens	9.7
Tranquilizers	29.3
Inhalants	---
More than one substance in a day	56.1



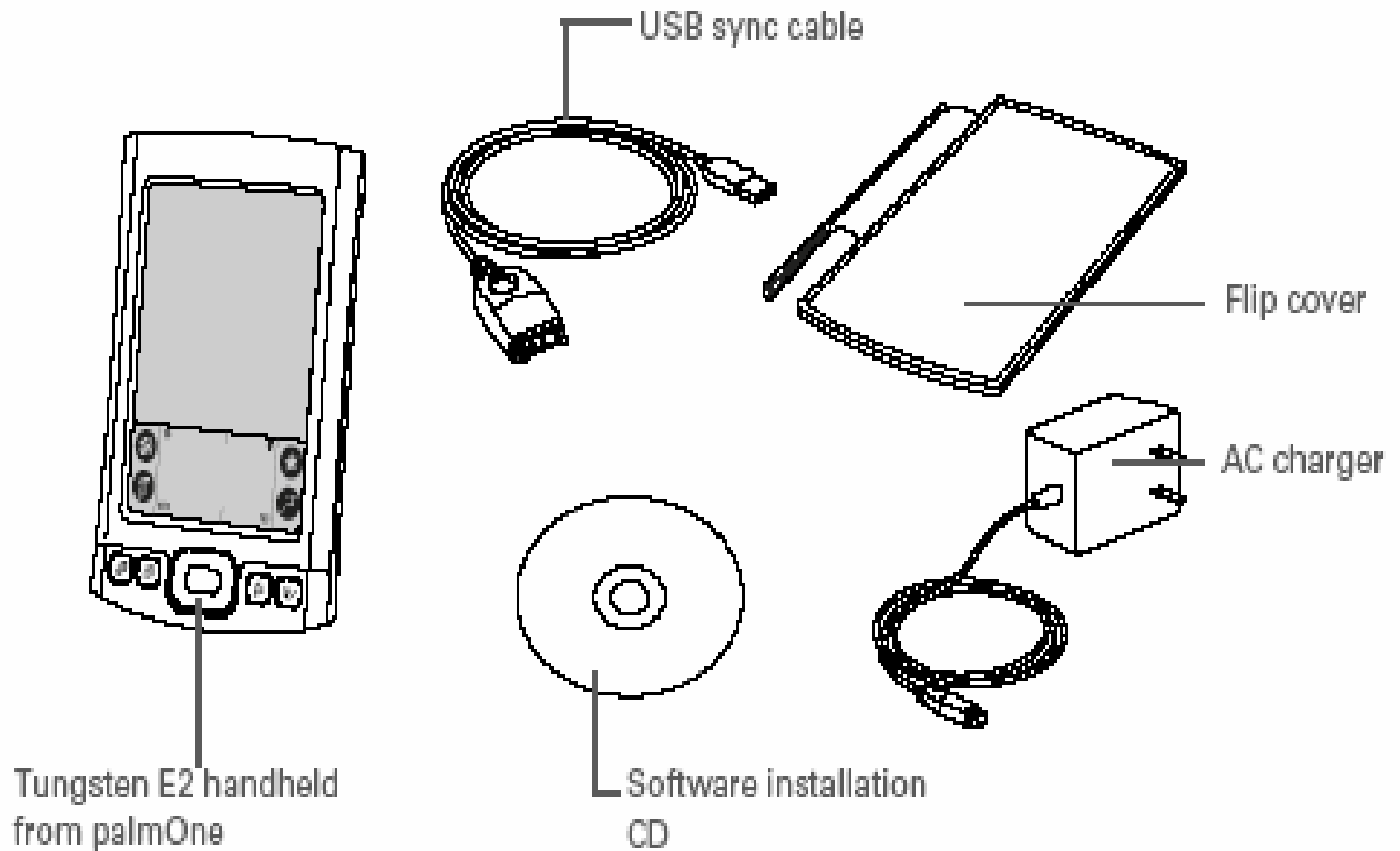
**Introducing the
Personal Digital Assistant (PDA)**

Introducing the PDA

The PDA is a handy and easy to use tool for data collection. Benefits of the PDA as a data collection program include...

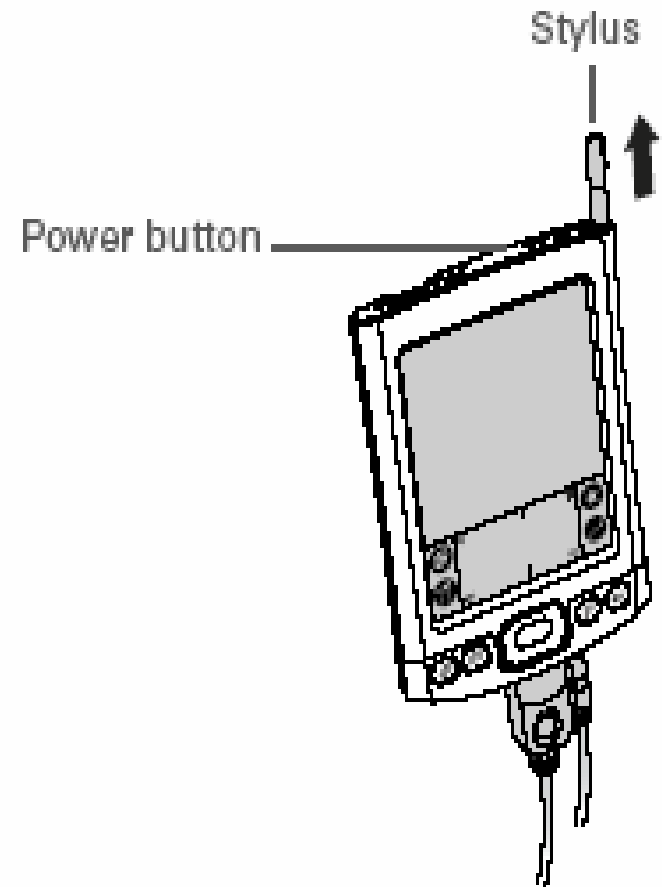
- It can be taken *anywhere* to do an interview and is easy to carry into the field
- It needs only a modem and phone line to send in data
- It saves time compared to paper forms
- It corrects minor errors programmatically to keep data accurate
- It is unobtrusive when interviewing a client

What's in the box?



First Things First: How to Turn on the PDA

- Open the **cover** so you can see the main screen.
- **On/off** = Black power button with green line on the top of the PDA
 - When turned on, the screen lights up and asks for your password.
- The **stylus** is tucked into the right-hand side of the PDA.



Screens are Touch Sensitive

- Pull out the **stylus** from the slot at the **top right hand corner** of the PDA and use it to **gently** tap the screen.
- **Hold the stylus like you would a pen or pencil.**
 - Note: Using actual pens or pencils can scratch, damage, or permanently mark on the screen.
- **Light taps are all that are required.**
 - *Heavy taps damage or puncture the screen.* If you feel like the screen is not responding to light taps, call UK-CDAR **immediately** to prevent damage.
- Cost for replacement of damaged PDAs or modems will be the responsibility of the person and/or agency.

Your Top Secret Password is...

Please ask your supervisor or call CDAR for your password if you have lost or forgotten it.

- You must enter your password every time you turn on the PDA for security purposes.
 - **Do not change or turn off this password** – the computer that receives your data will not be able to recognize your PDA and you will leave your data unsecured.

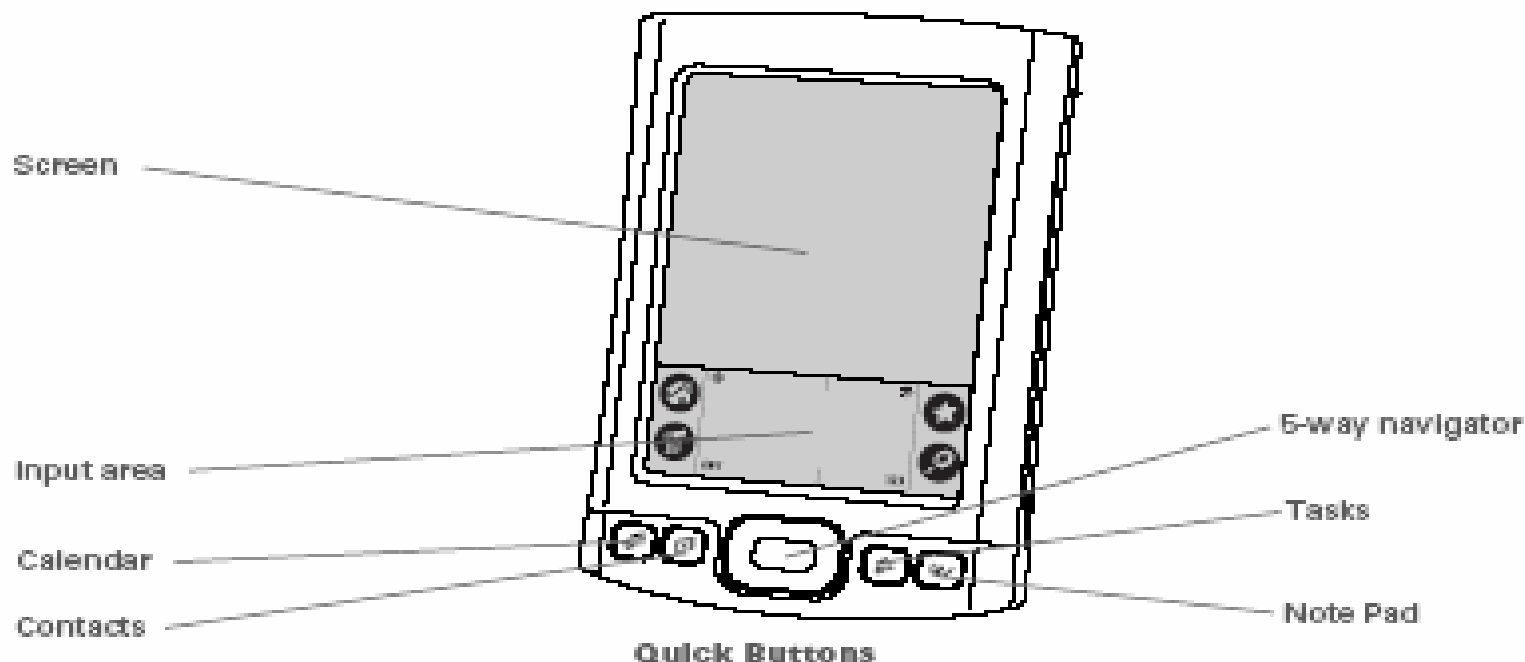
Recharge the PDA Regularly!

Plug the PDA into the charger and plug the charger into a wall outlet. The small arrow  on the tip of the plug should be facing up towards the PDA screen in order to correctly plug-in.

- Recharging takes around 20 -30 minutes.
 - **Charging a PDA from scratch or if the battery has died completely may take 3-4 hours.**
- **If the battery is too low**, the PDA will not allow you to enter a record. Recharge the battery and try again.
 - You cannot overcharge the PDAs. It is a good idea to **leave them plugged in whenever they are not in use** to make sure they are fully charged when you need to use them.
- **If the battery has drained completely** and the PDA will not turn on, **immediately plug in the PDA.**

What's on my handheld?

Front



Screen

Displays the applications and information on your handheld. The screen is touch-sensitive.

Input area

Lets you enter info with Graffiti® 2 writing or open the onscreen keyboard.

5-way navigator

Helps you move around and select info to display on the screen.

Quick buttons

Turn on your handheld and open Calendar, Contacts, Tasks, and Note Pad.

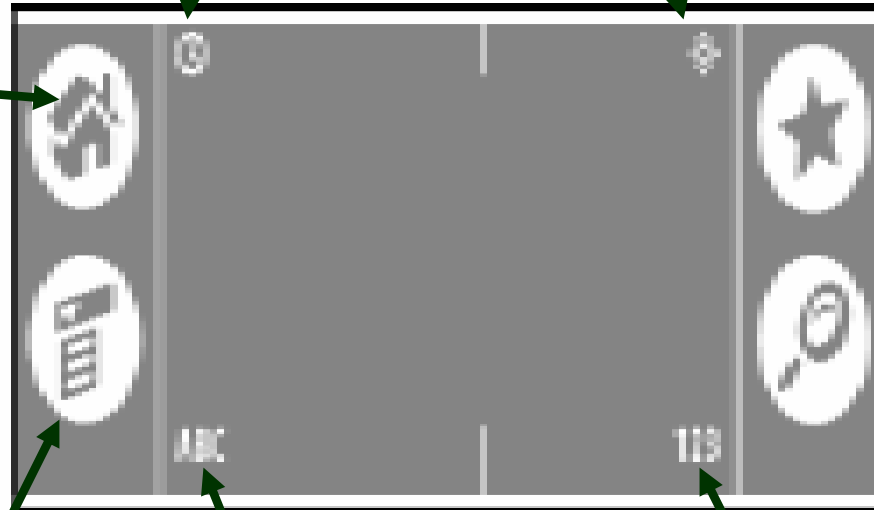
Input Area

Clock icon: Displays the current time and date. Display closes automatically after two seconds.

Brightness icon: Opens the Adjust Display dialog box, where you can set the brightness of your handheld's display.

Home icon: Displays Applications View, where you can open applications.

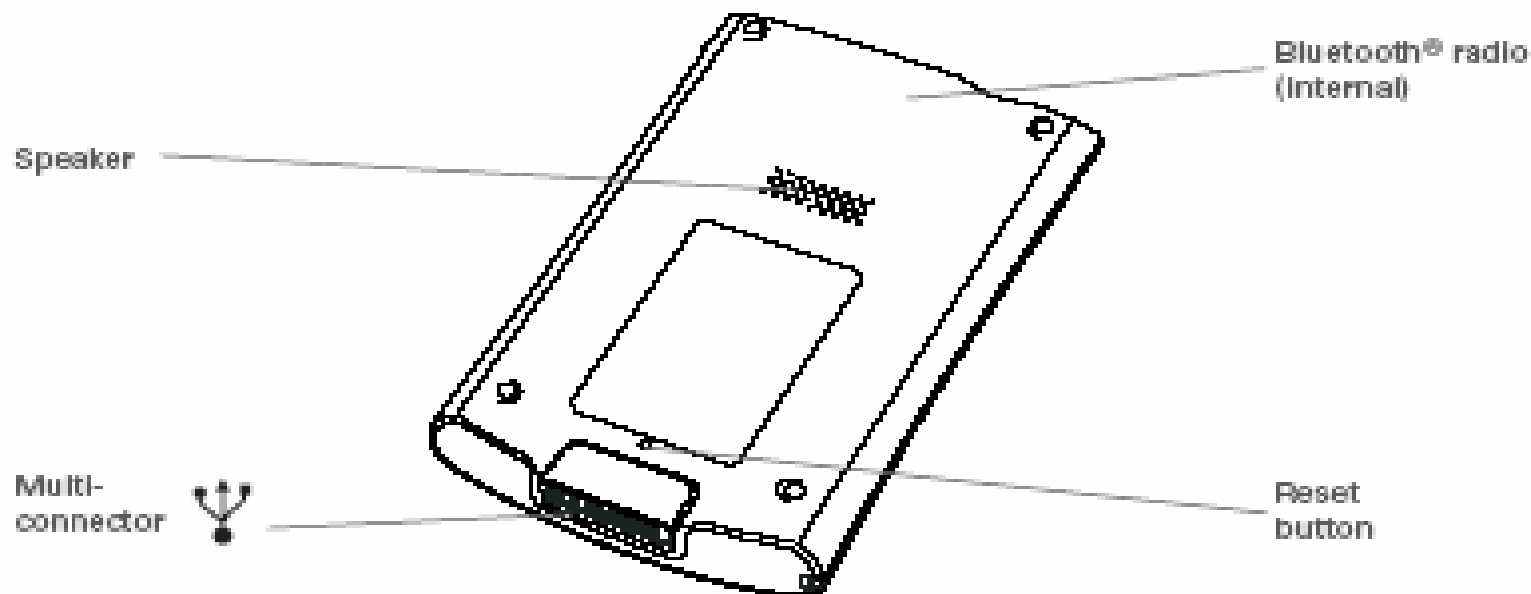
Menu icon: Opens the menus, where you can select items that provide access to other features.



ABC: Brings up Letter keyboard

123: Brings up Number Keyboard

Back



Speaker

Lets you listen to alarms, game and system sounds, and music.

Reset button

Resets your handheld if it freezes (stops responding).

Multi-connector

Lets you connect a sync cable (included) or a cradle (sold separately) to your computer so you can synchronize. Also lets you connect the AC charger to your handheld so you can charge it.

**Bluetooth® radio
(internal)**

Enables your handheld to connect with other devices (sold separately) that use Bluetooth® wireless technology.

QUESTIONS??





**The Data Collection Program:
How To Begin a Record**

Starting KTOS

- **To start the program....**
 - Turn on the PDA
 - Enter your password
 - Tap the icon labeled **“KTOS”** or **“AKTOS”** depending on the age of your client
 - **KTOS – ages 18-99**
 - **AKTOS – ages 12-17**
 - If the program icon does not appear on your screen, **tap the picture of the house** on the **bottom left** of the screen
 - The PDA will display various sets of icons. Tap until you see the icon you need in the menu.






The Opening KTOS Screen

You can use this opening screen to:

1. Check the number of baseline records you have entered
2. See that the number has gone back to zero once you send the data using the modem
3. Check your battery level, date, and time
4. Enter a baseline record on a new client

Tips for Entering Data

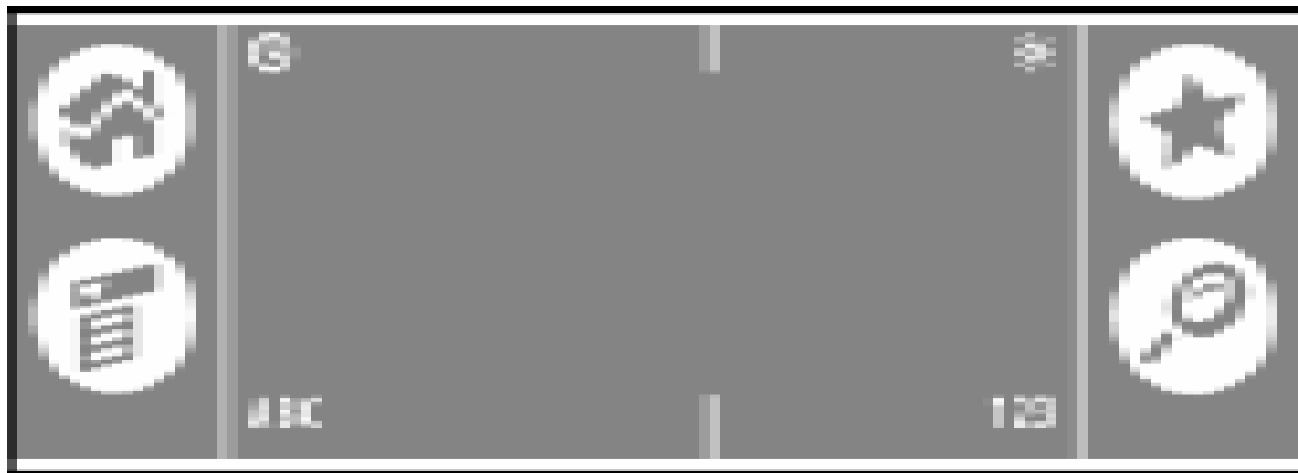
To make a selection...	Tap on the response or on the circle next to the response you wish to select
To enter birth dates or social security numbers...	The program will not allow you to move forward unless the correct format is used (i.e., SSN = ###-##-#### or DOB = ##-##-####)
To put a space between words...	Tap on the  symbol that appears on the number/letter popup keypads
To bring up a list of answer choices when none appear...	Tap the upside down triangle 
To scroll to the bottom of a list...	Slide the stylus down the right hand side of the screen or tap on the arrows at the ends of the scroll bar.
To move forward or back in the program...	Tap NEXT or PREVIOUS
To delete a response...	Tap the backward pointing arrow 
To switch between the number and letter keypads...	Tap the letter A or the number 1 on the top of the keypad screen

Exiting the Program

- **To leave KTOS and delete** what you have entered so far, tap the word **EXIT**
- KTOS saves a record only when you have completed the entire interview and you reach the final screen which states :
“Thank you for answering these questions. Your information will help improve substance abuse treatment in Kentucky.”
 - Tap OK to save the survey and go back to the main screen.

Keyboards

Below the lit up screen on your PDA, you'll see a gray area with several images:



Use "ABC" to bring up the letter keyboard

Use "123" to bring up the number keyboard

When entering KTOS data...

Be careful to touch only images on the lit screen - Touching buttons below the screen (i.e., calculator, numbers, letters, search, date book) may take you out of the program.

If this happens, you will lose what you have entered and you will have to start the interview over again

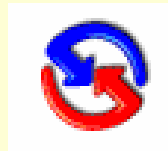
Continue Practicing ...

- Now that you are familiar with some of the basic functions, practice entering a client record with fake client information.
- For all practice records using fake clients, use "**John Practice**" or "**Jane Practice**" as the client name.
 - This way, when these records are synchronized to UK, they can be deleted from the true client database.
 - You may do this anytime you train someone new to use the PDA or want to practice entering a record.
- 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 PDA.

QUESTIONS??



Sending Completed Data To UK-CDAR:





Hot Syncing with an IR Modem

Syncing KTOS Data

- Once you have entered records into the PDA program, you need to **send or “sync” data** to the main office at UK-CDAR where the data are saved.
- You should sync your PDA regularly – try to build syncing into your **normal work routine (weekly)** – even if you don’t have records to send to us, we may have program updates to send to you.
- It is a good idea to also **sync prior to going on vacation** or away for a long weekend.

Using an Infrared (IR) Modem – Checking your settings


To make sure your PDA is ready to send data to UK-CDAR using the Infrared (IR) modem, turn on the PDA and enter your password.

- Tap on the icon labeled **Prefs.** 
- Tap on the word **Connection.**
- **Choose IRModem or Infrared** as your available connection choice.
- Tap on “Done” and then use the house button to exit to the main menu.
- Tap on the **HotSync icon** 
- Make sure that:
 - 1) “Modem” is highlighted and below the circling arrows picture
 - 2) you see the word “Infrared” or “IR” and
 - 3) the phone number “18663051719” (or 9,18663051719)

Using an IR Modem – Plugging it all in

- Make sure the switch on the back of the modem is switched towards “**IR**”.
- **Unplug the phone/fax line from the wall outlet and insert the splitter provided** into the wall outlet
- *Plug the phone/fax line into one side of the splitter.*
- **Plug the black phone line cord provide** into the jack on the modem **and then** into the other side of the splitter.
- **You should now have a splitter in the phone/fax wall outlet with:**
 - **A phone line running into the modem**
 - **Another phone line running into the fax/phone**

Using an IR Modem - Time to sync

- Plug in your modem to a **power outlet and push the “on” button.** A little green light should come on.
- Enter your password on the PDA.
- Tap on the icon labeled **HotSync**. 
- **On a firm surface, set down your PDA and modem aligning the infrared transmitter** on your modem (center opposite end of phone line) with the transmitter on your PDA (center near on/off button).
- On the HotSync screen, tap the circling arrows picture in the center of the screen.
- The PDA **will automatically dial the toll-free UK-CDAR office number (18663051719)** and send all data from your PDA.

Using an IR Modem – Completed Sync

- You know the **transmission is finished** when the top of the PDA screen reads:

HotSync operation complete

- Do not move the PDA or modem until you see this screen, as you could interrupt the transmission and have to start over again.
- Tap the house image to go back to the main screen where KTOS appears.

Using an IR Modem - Troubleshooting

If you get an error message, make sure the modem is plugged in correctly and recheck your settings using the previous setup instructions.

“Cannot find carrier” means the phone line is not connected or working properly.

- Check the plugs and make sure all your connections are solid.
- You may not need a “9” to dial out or you may need to add a “9” to the phone number. Try tapping on the phone number below the hotsync image. Check/uncheck “Dial prefix 9” and sync again to see if that fixed your problem.

“Modem not found” probably means the PDA and modem are not lined up properly.


- Realign, make sure the green light is on, and try again.
- Sometimes it helps to unplug the modem’s power cord (resets it) before you try again.
- If the modem still does not work, call CDAR and they can help.

Using a Bluetooth Modem



Using a Bluetooth Modem – Checking your settings

To make sure your PDA is ready to send data to UK-CDAR using the Bluetooth modem, turn on the PDA and enter your password.

- Tap on the **HotSync icon** 
- Make sure that:
 - 1) "Modem" is highlighted,
 - 2) below the circling arrows picture you see the word "Bluetooth" and,
 - 3) the phone number reads "18663051719" (or 9,18663051719 if you need a 9 to dial out)

Setting up a Bluetooth Connection




- If there is not a Bluetooth option listed when you look at the connection settings, you will need to set one up.
- Additional instructions for making this type of new connection are included in your training packet.
- Please call our staff if you have problems with setup once you get back to your office. We'll be glad to walk you through it!

Using a Bluetooth Modem – Plugging it all in

- **Unplug** the phone/fax line from the wall outlet.
- *Plug the phone/fax line into the jack on the modem labeled "Phone".*
- **Plug the black phone line cord provide** into the jack on the modem **labeled "Line"** and then **plug the other end** into the wall outlet.
- **You should now have:**
 - **A phone line running from the modem to the wall outlet, and**
 - **Another phone line running from the modem into the fax/phone machine.**

Using a Bluetooth Modem - Time to sync

- Plug your modem into a **power outlet** and **push the on button marked "SW" on the back of the modem**. The red power light should come on.
- Enter your password on the PDA. 
- Tap on the icon labeled **HotSync**.
- On the center of the HotSync screen, tap the circling arrows picture to start the syncing operation.
- The PDA **will automatically dial the toll-free UK-CDAR office number (1-800-771-0723)** and send all data from your PDA.

Using a Bluetooth Modem – Completed Sync

- You know the **transmission is finished** when the top of the PDA screen reads:

HotSync operation complete

- Do not move the PDA or modem until you see this screen, as you could interrupt the transmission and have to start over again.
- Tap the house image to go back to the main screen where KTOS appears.

Using a Bluetooth Modem - Troubleshooting

If you get an error message, make sure the modem is plugged in correctly and recheck your settings using the previous setup instructions.

“Cannot find carrier” means the phone line is not connected or working properly.

- Check the plugs and try again
- You may not need a “9” to dial out or you may need to add a “9” to the phone number. Try tapping on the phone number below the hotsync image. Check/uncheck “Dial prefix 9” and sync again to see if that fixed your problem.

“Modem not found” probably means the PDA settings are not correct. Check your settings on the Hot sync screen and try again.

- Sometimes it helps to turn the modem off for a second (resets it) before you try again.
- If the modem still does not work, call UK CDAR – Erin (859-257-1521) or Tom (859-257-9061)

Syncing Data - Sidebar

- Setting up the IR or Bluetooth Modem using the splitter allows for the modem and the phone or fax machine to both remain plugged in at all times.
- However, you cannot transmit data via the modem while the fax machine is receiving/transmitting a fax.
- Likewise, if the modem is in use – someone trying to send a fax would get a busy signal.

QUESTIONS??





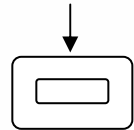
Common Questions and Troubleshooting

Resetting Your PDA

Sometimes the PDA will get stuck or give you a blank screen. Resetting it will help correct this problem. Resetting **will NOT erase your data** if performed correctly.

Simple reset: Take your stylus and tap it in the small reset hole in the bottom back of the PDA. The screen should light up and everything will be restored. If the simple reset doesn't correct the problem, try a warm reset.

Warm reset:



- Press and hold the UP part of the rectangle toggle button on the front bottom of the handheld. Hold only the top part of the button - not the center or sides.
- Continue to hold the toggle button in the UP position while firmly pressing the stylus into the reset hole on the back of your PDA.
- **Don't Release the UP button until you see the Handheld light up.**
- Always choose to **Activate** your former settings if you are prompted with this question.
- If a warm reset does not resolve the problem, please call for additional assistance.

If You Reset the Palm OR Let the Battery Completely Die...

You also need to go into the PDA and re-set:

1. Auto-off feature

- On the home screen – Tap “AutoOff” icon
- Use the number keyboard and enter 60 minutes. Tap “set” to select the time
- Tap the Home button to return to the main menu

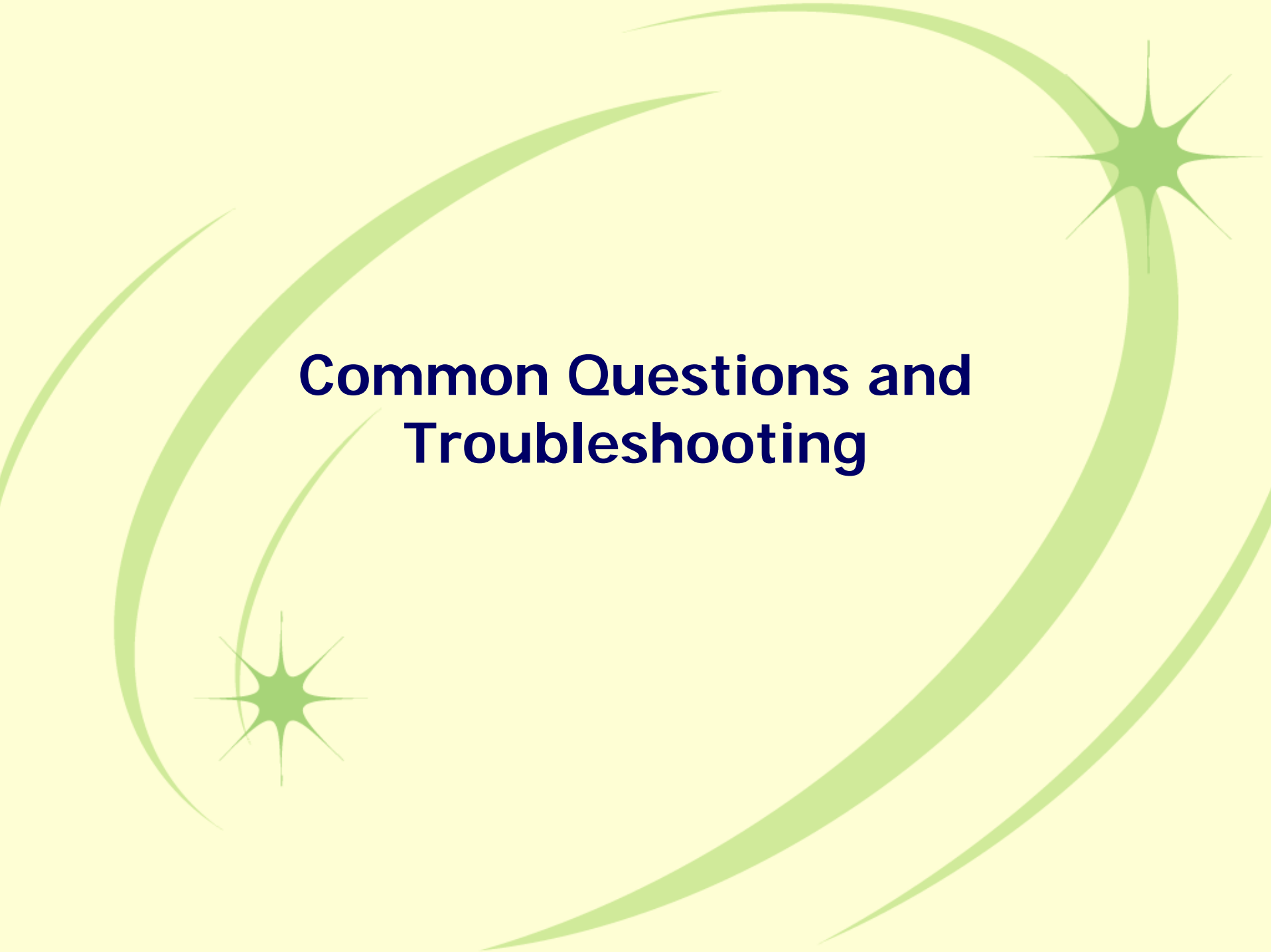
2. Date/Time



- Tap the “WorldClock” icon
- Tap on “Set Date & Time” in the bottom left corner
- Select the correct date and time and Tap “Done”
- Tap the Home button to return to the main menu

3. FatFinger

- Tap the “FatFinger” icon (refers to the big keyboard)
- Tap “On” in the upper right hand corner
- Tap the Home button to return to the main menu



Common Questions and Troubleshooting

How often do I need to HotSync data from the PDA?

- You should send in records at least once a week. If you are going away on vacation or holiday, please sync your data before you go. This also ensures that you get any updates to the program.

How do you know whose PDA has synced data?

- There is a built-in code that transmits the PDA's I.D. number along with each record so that we can track which PDA sent data.
- If you have a record that you need to delete or correct, call us and we can modify it for you.

How are my data protected on the PDA?

- The PDA automatically requires you to enter a password every time you turn it on and allows you to safely store data on the PDA.
- The PDA erases records off the PDA once they have been uploaded to the main server from your HotSync operation.
- ***The PDA encrypts the social security number and client name automatically as you enter them.***

What is the best way to collect data using the PDA?

- 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 if I get interrupted while entering data?

- The PDA will automatically shut itself off if not being used.
 - To change the amount of time that lapses before the PDA shuts itself off, open the program called **“AutoOff”**.
 - Use the Number keyboard to change the amount of time and tap “Set” when you are done.
- While entering data, the PDA will also **shut-off automatically if the battery is too low**. If this happens, plug it in immediately. The record that was being entered will be lost.

Why won't the PDA let me put in the password?

- If the PDA beeps every time you tap on the 123 or will not give you the number keypad, check to see that there is a flashing cursor above the dotted line on the bottom of your screen.
- If no line appears, take your stylus and tap above the dotted line; a flashing cursor should show up. Now you can enter the password.

I am on a screen I don't recognize. How do I get back to the screen with the program icon?

- Tap the picture of the house on the bottom left-hand side of the PDA. It will take you back to the main screen with the program icon.
- Remember NOT to tap the House button **if you are actually entering data** because you will leave the program and erase your data.

How do I know the PDA is actually charging?

- **When the PDA is plugged in**, turn on the PDA and enter your password.
- The opening screen will show a **lightning bolt** at the top center over the battery picture. When the lightning bolt is over the battery picture, the PDA is recharging.

How do I know if the records I entered have been sent from the PDA?

- You can check to see that all data have been sent by opening the program to the **first screen**. Record the **number of records to upload before you sync** to see how many records you are sending.
- **After you have synced your PDA, open the program again**. This time the number (#) of records to upload should have returned to zero (0).

NEED MORE HELP?

You can call or email us and we will do our best to help you.

Tom Jackson 859-257-9061 tom.jackson@uky.edu

Erin Stevenson 859-257-1521 erin.stevenson@uky.edu


Allison Scrivner 859-257-3218 almate00@uky.edu

Jennifer Newell 859-323-4763 jenni.newell@uky.edu




The PDA Fun Stuff...

Calibrating Your Screen to Your "Tap Style"

- Select "Prefs"  on the main menu screen
- Tap on "Touchscreen"
- Follow the instructions to tap on the bullseye until the program completes its process.
- Any time the PDA seems to be "off" in responding to your taps, you can recalibrate.

Changing Your Screen Color

- Select “Prefs”  on the main menu screen
- Tap on “Color Theme”
- Select a color theme and tap “done” when you are finished.
- Use the small arrow in the top right hand corner to scroll through the long list of color options.

Calendars and Contacts



- You are welcome to use the calendar on your PDA for your schedule and important reminders.
 - If you sync your PDA to a PC, it will also link to your outlook or outlook express calendar automatically.
- Similarly, use the contacts to keep key contact numbers and info on your PDA.
- NOTE: UKCDAR does not upload this information from your PDA when you sync data to us. We only get your data from the KTOS program.



For More Information about additional PDA functions...

You can get more information on the functions of the PDA by downloading a Palm User Guide. Find the one that matches your PDA type:

Tungsten E

<http://www.palm.com/us/support/tungstene/>

Tungsten E2

<http://www.palm.com/us/support/userguides/tungstene2/en/TOC.html>

**Thank you for your
time and attention!**

