KTOS Client Information System

A Collaboration between the Department for Behavioral Health, Developmental and Intellectual Disabilities and the University of Kentucky Center on Drug and Alcohol Research

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What is the Kentucky Treatment Outcome Study?

KTOS is a research study designed to measure changes for several key risk factors for adults who participate in Kentucky’s substance abuse treatment services using an evidence based assessment.

The study helps answer key questions posed by legislators, funding agencies, families, and clients such as what is the status of clients 12 months after intake on:

✓ Substance use?
✓ Employment?
✓ Mental health problems?
✓ Victimization and Trauma?
✓ Criminal justice involvement?
✓ Social functioning and quality of life?
Why are you asked to do this?

- There are increasing demands from federal and state governments for evidence that programs actually achieve desired outcomes.
- Limited and inaccurate information circulates in the media about substance abuse treatment.
- This data collection program will help counteract myths and misinformation. It will provide accurate ways to report Kentucky-specific findings to providers, the public, and to policymakers.

Why do this every year?

- KTOS provides up-to-date regional and state data on substance abuse trends and treatment outcomes.
- Key trends in substance use and policy needs fluctuate annually depending on economic and sociopolitical issues.
Reports and Data Analysis

• Annual reports are provided for the KTOS study with the sample of clients who complete a follow-up interview.

• All annual reports, fact sheets, and at-a-glance findings can be downloaded from: http://cdar.uky.edu/bhos.

• Also available from the website are informational materials including:
  • Client Follow-Up Flyer (explaining study to clients)
  • Client consent form
  • Evidence based summary and report
  • PDF-version of intake interview
  • Website training information
Instrument Development

• KTOS is a robust, pragmatic, reliable, and valid evidence-based assessment.

• The instrument is made up of five core components each with strong reliability and validity research support and three supplemental components, most of which have strong reliability and validity research support.

• KTOS focuses on dynamic or changeable factors that are sensitive to individual-level change over time allowing recovery outcomes to be measured.

• KTOS is appropriate for the context of Kentucky and includes measures that consider the unique features of Kentucky and of a substance abuse treatment population.
Intake Interview Data: Overview

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

- within the first **72 hours** for inpatient/residential
- within the first **3 sessions** for outpatient/IOP

- There is **NO compensation** and **NO research consent forms** for *intake interviews* since the interview is considered part of intake into treatment.
- Intake data is considered treatment program data.
Intake Interview Data: Key Elements

- The intake interview takes about 30 minutes and focuses on five core domains:
  - Substance use
  - Mental health
  - Victimization and Trauma
  - Criminal Justice Involvement
  - Quality of Life
- And three supplemental domains:
  - Health and Stress-Related Health Consequences
  - Economic and Living Circumstances
  - Recovery Supports

**Best Practice**: In-person interviews to gather information and to ensure client-focused clarifications or questions can be made.
Intake Interview Data: Overview

Intake interview data is entered into the Client Information System (CIS) website.

- The CIS is an online secure system that sends the intake information to UK CDAR electronically.
- All responses to the intake interview are separated in the database from client identifiers and are secured and encrypted.

For the research study, the intake interview data is combined with the follow-up data for those clients who complete a follow-up interview in order to generate the outcomes presented in the reports.
Follow-up Interviews

- At the end of the intake interview, clients are asked to volunteer for the follow-up part of the study which consists of a 15-20 minute telephone interview about 12 months later.

  - This is the “research” part of the study. Client participation is completely voluntary. There is compensation and a consent form for the follow-up interview.

  - Clients give their consent to participate using an electronic consent form on the web survey, which is approved by the UK Medical Institutional Review Board (IRB).

  - Questions on the follow-up survey are very similar to the questions on the intake interview.
Follow-up Interviews

- UK CDAR contacts clients for the “UK Health Follow-up Study” to see how they are doing after treatment.
  - No information is revealed about the client as UK tries to reach individuals for the interview. We do not tell anyone that the client was in treatment. It is just referred to as the UK Health Follow-up Study.
  - Those clients who volunteer and complete the follow-up interview are paid $20 by check from UK.
  - One way to provide information about the follow-up interview to clients is to distribute participant flyers.
Participant Flyer

**KTOS** University of Kentucky Health Follow Up Study

**What will I do?**
In about 15 months, we may contact you to do a quick 15-minute phone survey. In the survey we will ask you:
- Tell us what you liked and didn't like about your treatment
- Tell us how you think the program could be better
- Tell us how you are doing

**Why should I sign up?**
Why not? Everyone has a different treatment experience and we want to hear about yours!
After you finish the survey, the University of Kentucky will send you a $20 check to thank you for your time.

**Who will see my answers?**
No one.
Not even your family, partner, or counselor will know what you say.
Your name is never attached to your answers so they can't be traced back to you.

**How do I know this is real?**
Check out our website: cdar.uky.edu/KTOS
Or you can call Dr. TK Logan at 1-466-310-5467 with any questions or concerns.

**Your opinions matter!**
For just 15 minutes of your time, you can help make treatment programs in Kentucky better.
Let your voice be heard.

**How do I sign up?**
All we need is:
- Your agreement to be in the study
- The best phone number to reach you
- An address where you get mail
No one of your information will ever be given out and we're part of your treatment program.

Last Year 1,225 people completed the survey with us, sharing their thoughts and opinions.

Join them today!

**Access copies to distribute to clients from cdar.uky.edu/bhos.**

**Go to KTOS at top of webpage then to Participant Flyer in the list.**
Follow-up Interview

- Follow-up interviews are conducted by staff at UK CDAR, who inform clients that they operate independently from the treatment program
  - Lack of affiliation with the interviewers ensures more accurate reporting
- Staff are highly trained and monitored on an ongoing basis by Dr. Logan
- Follow-up study is voluntary but has a high follow-up rate
  - Every client’s treatment experience is unique and important to be included in the study, and the interviewers invest substantial time and effort to reach every client who agrees to participate and who was selected for the study
  - Upon making contact with the client, the interviewers will re-consent the client, making sure that they still want to participate in the study
Follow-up Interview Protections

• Confidentiality protections
  • The study is approved by the UK Human Subjects Review Board and the Cabinet for Health and Family Services Human Subjects Review Board
  • All responses to the follow-up interview are separated in the database from client identifiers and are secured and encrypted.
  • A Federal Certificate of Confidentiality ensures identifying information about clients can never be revealed, even under a subpoena. The data are completely anonymous and secure.
Follow-up Consent – Contact Information

• If the client wants to participate in the follow-up it is important to:
  • Accurately record names, addresses, telephone numbers and relationship to client (all required) for at least one and preferably two contacts.
  • A female relative usually always knows where the client is.
    • Be sure to let clients know 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.”
• Remember, the survey will only be saved and submitted if the “Submit” button is clicked at the conclusion of the interview.
KTOS Study Wrap-up

• Questions?
KTOS Client Information System (CIS)
KTOS Client Information System Overview

Purpose

- The next group of slides provides an overview of the KTOS Client Information System and the Client Self-Report Substance Abuse Assessment with ASAM Recommended Levels of Care

This PowerPoint will show you:

- how to acquire an ID and password for the Client Information System
- how to enter a KTOS Intake Interview for a client
- how to use features in the KTOS Client Information System
- how to download Client Self-Report Substance Abuse Assessments
Logging In

- The KTOS Client Information System requires users to have a unique case-sensitive ID and password.
- To obtain an ID and password, you must contact your Regional Manager, Supervisor or Program Director who is responsible for assignments.
- Once you have your ID and password, you may log on to the system using your assigned ID and password at https://ukcdar.uky.edu/KTOSBaseline/
Terms of Use

By logging into the Client Information System, you agree to the Terms of Use for the system. These terms describe who is allowed to use the system and highlight that the ASAM recommendation is based on user entered information.
Home Screen

After logging in, the Home Screen appears. The Home Screen provides links to useful areas of the website and also provides notifications and system alerts in the green box on the right-hand side of the page.
Home Screen – New Intake Interview

From the Home Screen, you may enter a new intake interview by clicking on the link “Enter a new Intake Interview” on the green bar across the top of the page or by clicking the link under “Clients” in the list on the left side of the page.
Here you will enter the client information into the KTOS Intake Interview just like you did before.

Create New Client

Counselor, please answer the following questions before beginning the interview with the client. If your client is 17 or younger, please exit and open the Adolescent KTOS program instead.

All client information is confidential (with identifiers stored separately from intake responses), is encrypted (or scrambled) such that only those with a specific key can read them, and can only be accessed by authorized staff. This information is used for matching service event data.
KTOS Intake Interview

At the conclusion of the interview be sure to click the “Submit” button to record all of the interview responses.
KTOS Intake Interview

Once you complete a KTOS Intake Interview, you can click on the “Home” link that appears on the final submission screen to return you to the Home Screen. You may also immediately request the narrative report for the client or enter another intake interview from this screen.
Home Screen

From the Home Screen you can also access the Client List. The client list is also called “Completed Intakes” and will show you a list of those clients for whom you have completed an intake interview.
Home Screen - Client List

From the Client List (or Completed Intakes) screen, you can see each client that has completed an intake interview.
Home Screen – Incomplete Intakes

A new feature of the KTOS Client Information System is the Incomplete Intakes screen. This list will show you those interviews that you chose to “Resume Later.”
Resuming an Interview Later

At the bottom-left of each interview question page, you will see a button called “Resume later.” Clicking this button will save all of the interview responses up to that point and place the client on the “Incomplete Intakes” screen.

You may return to an incomplete intake and complete it within 14 days of when you chose to resume later. After 14 days, the interview will not appear on the Incomplete Intakes screen anymore, and you will need to begin the interview from the beginning with the client.
Resuming an Interview Later

After clicking the “Resume later” button, you will see the “Baseline Saved” screen, which will indicate that the interview was saved on the “Incomplete Intakes” screen. Again, the interview will only be saved for 14 days from the day you chose to resume later.
Resuming an Interview Later

To resume the interview within 14 days, go to the Incomplete Intakes screen, locate the client, and then click “Resume Intake” to the right of the client. The interview will begin from the page where you left off. Once the interview is completed, the client will now be listed on the “Completed Intakes” screen.
Home Screen - Client List

Also from the Client List (or Completed Intakes) screen, you can access the narrative report for each client that has completed an intake interview. Clicking this link will send a request to the system to generate that client’s Self-Report Substance Abuse Assessment based on the client’s KTOS interview responses.
Generating the Report

Once you select the report link, the Client Self-Report Substance Abuse Assessment will be requested from the system. For security purposes, each report is generated upon request, thus it can take up to 5 minutes to generate the report. On average it takes around 1 minute for the report to be generated.
Saving the Client Self-Report Substance Abuse Assessment

After the report generation has completed, a link will appear titled “KTOS Baseline Report.” To save this file to your computer, right click on the link “Save link as...” or “Save target as...” and select a location on your computer to save the file.
Report Timing Out

For security and confidentiality reasons, the Client Self-Report Substance Abuse Assessment report is only available to download for 10 minutes. If you do not download and save it within 10 minutes of creating the report, you will need to go back through the process to request and generate the report again.
Locating a Client - Sorting

Clients are listed in order by most recent intake interview date to oldest intake interview date. The black arrow next to the “Intake Interview Date” column heading can be clicked to sort by oldest to newest interview or vice versa.

You may click any column name to sort by that column to help locate a client by first name, last name, or SSN.
Locating a Client - Searching

Another way to locate a client is to search for them by entering an interview date, first name, last name, or SSN into the white boxes below each of the column names.

Type some or all of the information that you know into the box for the column that you’re searching and then press the ENTER key or click out of the white box to run the search.

To return to the full list of clients, erase what you typed into the white box and then press ENTER or click out of the white box.
Program Management Elements
Program Manager Options – Home Screen

• When you log in as Program Manager, the home screen displays **All Clients** for the region.
• You can perform the same functions from the client lists as described in the training for clinicians.
• In addition, there are several administrative functions which can be accessed and performed from this screen.
User Management

• Clicking on the **User Management** tab at the top of the screen brings up the current list of authorized users for the site. The list includes all clinicians and administrators.
• Clicking on **Create User** brings up the screen that allows you to add authorized users for the system. (See next slide)
• Clicking on the **View** icon next to a user’s name brings up their current account information for updating or deleting.
User Management – Create New Users

• When you click on Create User from the User Management screen, you will see the screen below. You must fill out all fields completely and then click on Create to add the new user.

• User name should be First Initial and Last name with no spaces, and passwords should be at least 8 characters with some mixture of capital and lower case letters (they are case sensitive!). We highly recommend using a random password generator for maximum security. [www.freepasswordgenerator.com](http://www.freepasswordgenerator.com) is a reliable source.
User Management – Deleting Users

• To delete a current user (as in the case of a staff resignation), locate the desired clinician from the user list displayed under the User Management tab and click on the Delete icon (small red “x” shown below).

• The system will ask if you are sure you want to delete the item. If so, click yes and clinician will be removed.
Mid-Level Reporting

View Mid-Level Reports to see summary counts of all clients and baselines by clinician. (This feature will only produce clinician-specific lists after all clinicians are assigned login passwords and the previous link to KTOS baselines is disabled.) You can specify certain date ranges or select the last 30, 90 or 180 days using the pre-set buttons.
Questions? Need more help?

Contact us and we’ll be glad to help you!

KTOS Technical Questions
• Jeb Messer 859-257-1400 or jeb.messer@uky.edu

Programmatic or KTOS Questions
• TK Logan 859-257-8248 or tklogan@uky.edu

Need a unique log-on ID and/or password
• Contact your administrator, regional supervisor or Program Director

Web address for KTOS Client Information System
https://ukcdar.uky.edu/KTOSBaseline