Adolescent Kentucky Treatment Outcome Study (AKTOS)

Client Information System

REVISED NOVEMBER 2023

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

Overview

1. What is the purpose of AKTOS?
2. What are the components and best practices for AKTOS?
3. How do I navigate the Client Information System (CIS)?
4. Summary and where can I get help if I have questions?

What is the Purpose of AKTOS?

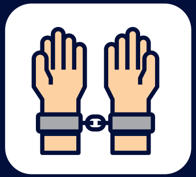
AKTOS

- AKTOS is a research study designed to measure client-level outcomes and program satisfaction for adolescents who participate in Kentucky’s substance abuse treatment services through Kentucky’s Community Mental Health Centers (CMHCs).
- The study helps answer key questions posed by legislators, funding agencies, families, consumers, and clients, such as what is the status of clients 12 months after intake on :

SUBSTANCE USE

MENTAL HEALTH PROBLEMS

SCHOOL INVOLVEMENT



JUVENILE JUSTICE INVOLVEMENT

LIVING SITUATION

RELATIONSHIP WITH CAREGIVER

QUALITY-OF-LIFE

RECOVERY SUPPORTS

Why is Your Program Included?

- The CMHC programs are designated by the state to participate in AKTOS.

- Because the Kentucky legislature often requests evidence that SUD programs work; thus, it is important to collect program quality indicators and outcome data.

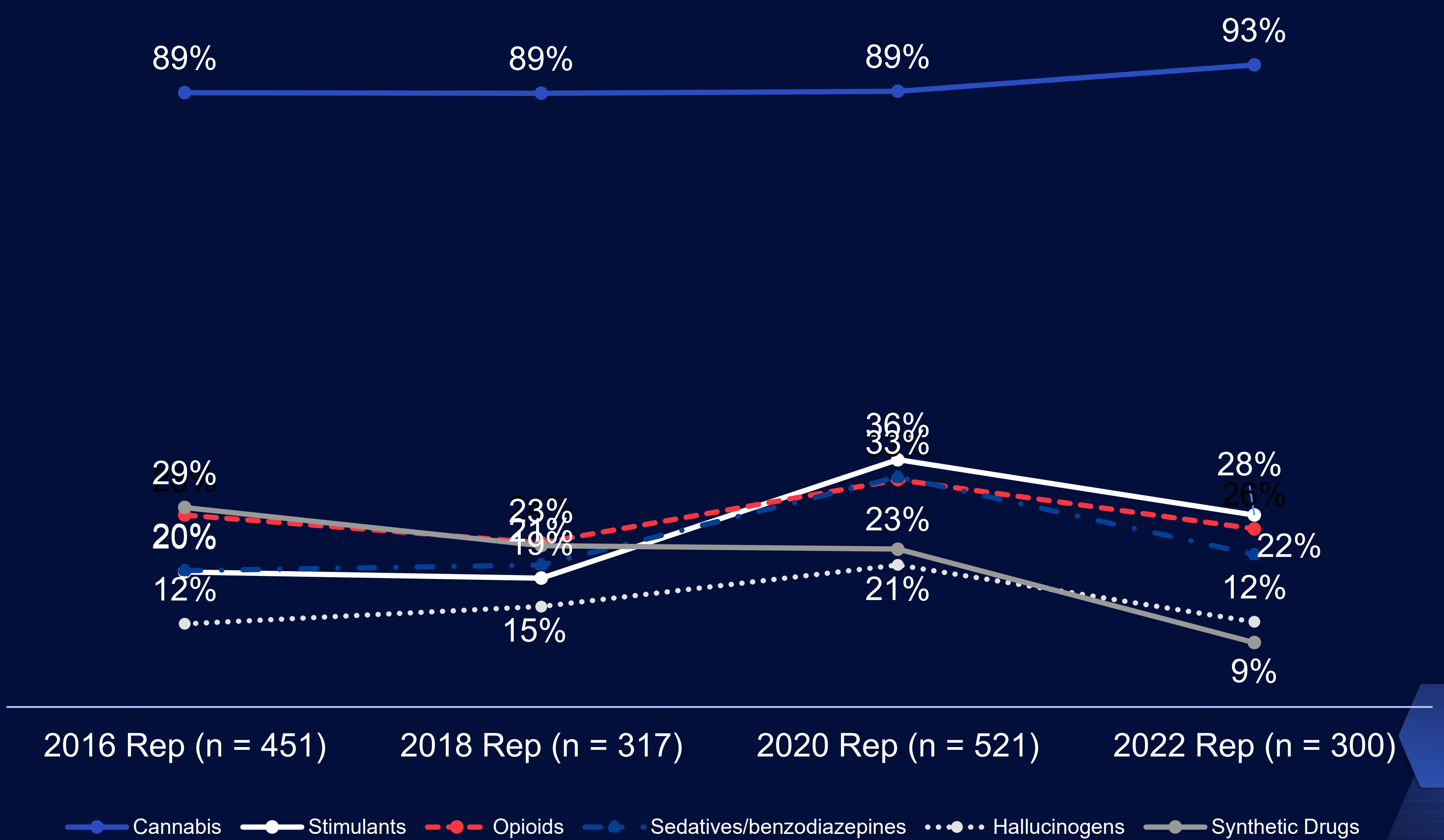
- It is important to provide timely and accurate information to counter negativity circulating in the media about what happens with clients in substance abuse treatment and to demonstrate the ***positive impact*** your services have on clients' recovery.

- **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?

- AKTOS provides up-to-date region-specific and statewide data on substance use trends and treatment outcomes.
- Trends in substance use and policy needs fluctuate annually depending on economic and sociopolitical issues.

Trends in Illicit Drug Use 2016 – 2022 Rep



Reports and Data Analysis

- Biannual reports are developed and published for AKTOS, analysis includes intake data as well as outcomes for the sample of clients who complete a follow-up interview.

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

- We can conduct data analysis for CMHC regions/programs for grants or other reasons when data requests are approved by DBHDID.

- Also available from the website are informational materials including:
  - Client consent form
  - Evidence base summary and report
  - PDF-version of intake interview
  - Website training information

Instrument Development

- AKTOS 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 **two supplemental components**, most of which have strong reliability and validity research support.
- Questions in AKTOS focus on **dynamic or changeable factors** that are **sensitive to individual-level change over** time allowing recovery outcomes to be measured.
- Questions in the instrument are based on the Teen Addiction Severity Index (T-ASI), the Government Performance Reporting Act (GPRA) and the World Health Organization's Quality of Life Measures.
- Client feedback about the program is also included in the follow-up survey.

Kentucky in Context

Although Kentucky is represented in a few national datasets, those national studies do not provide the state, county - and regional - level data and national surveys do not consider or account for Kentucky's unique cultural context.

1ST HIGHEST
IN THE NATION FOR

DEPRESSION

6TH HIGHEST
IN THE NATION FOR

BIRTH RATE FOR TEENS

4TH HIGHEST
IN THE NATION FOR

CHILDHOOD DISABILITY

21ST HIGHEST
IN THE NATION FOR

ALCOHOL USE

13TH HIGHEST
IN THE NATION FOR

ELECTRONIC VAPOR PRODUCT USE

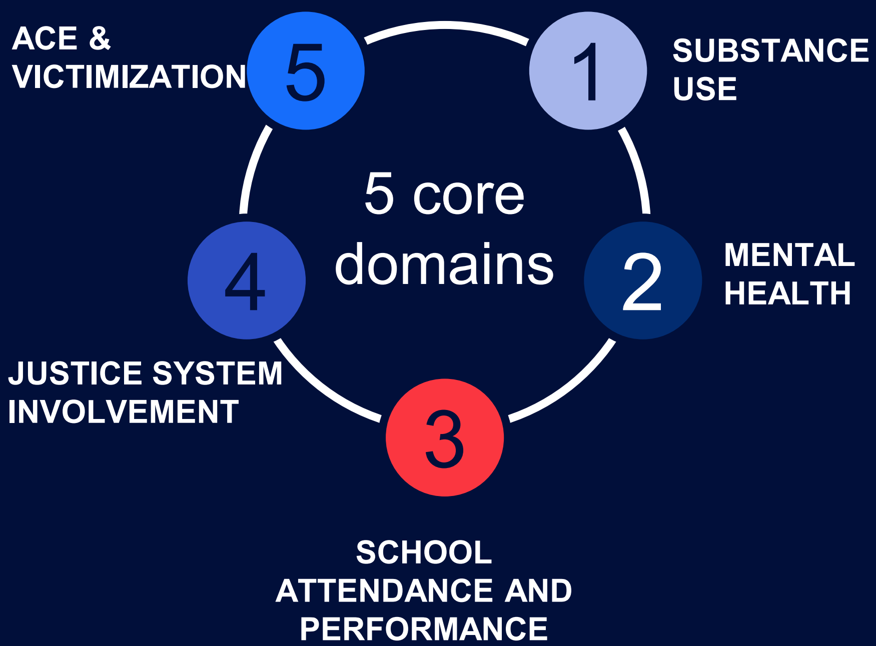
6TH HIGHEST
IN THE NATION FOR

VICTIMS OF SUBSTANTIATED OR INDICATED MALTREATMENT

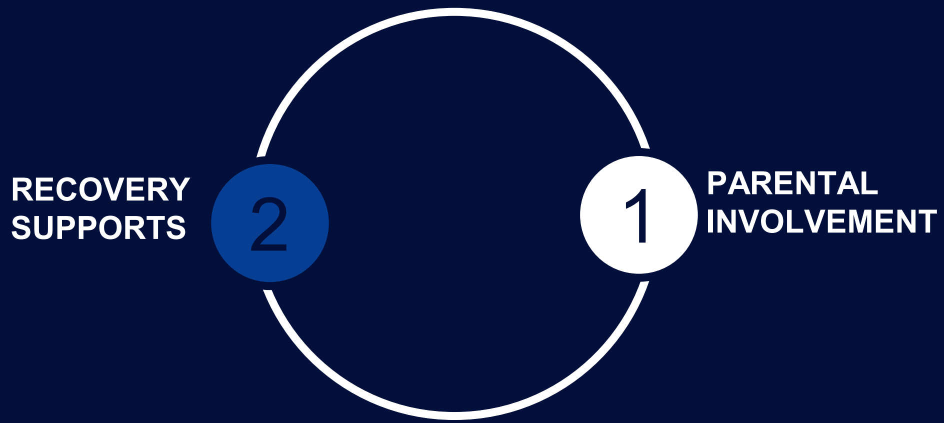
Source: United Health Foundation. (2023). Annual Report 2023. Retrieved from https://www.americashealthrankings.org/learn/reports/2023-health-of-women-and-children-report; Young, N.A. (2021). Childhood disability in the United States: 2019. American Community Survey Briefs. U.S. Census Bureau.

Intake Interview Data: Key Elements

The interview takes about 30 minutes and focuses on **five core domains**:



And **two supplemental domains**:



Also included: *history of prior treatment episodes, program satisfaction and feedback.*

What are the Components and Best Practices for AKTOS?

KTOS has Two Components

1

INTAKE INTERVIEWS

Should be completed on each client the beginning of a new treatment episode within the first 72 hours for inpatient/residential or within the first 3 sessions for outpatient/IOP.

At the end of the intake clients are asked to sign a consent (and provide locator information) for staff from UK CDAR to contact them for a follow-up interview.

No payment to clients for intake.

Staff can obtain a client narrative report that summarizes the client status based on how the intake questions are answered.

2

FOLLOW-UP INTERVEWS

12 months after the intake survey, clients who agree to be contacted and who provide at least some valid contact information are contacted.

At the time of the follow-up, clients are provided the opportunity to participate in the follow-up survey (15 minutes) with staff from UK CDAR.

Clients who complete the survey are paid $20.00.

Best Practices for 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.

  - Questions on the follow-up interview are very similar to the questions on the intake interview
    - The follow-up survey is shorter than the intake survey
      - Questions about lifetime experiences such as the Adverse Childhood Experiences are not asked at follow-up.

Who Gives Informed Consent for Follow-up Interviews?

- Because Kentucky law allows minors (< 18 years old) to obtain substance use and mental health treatment without the consent of a parent/guardian (KRS 222.441):
  - Federal regulations state that minors may provide their own informed consent if the research is conducted on a specific treatment for which minors can give consent outside the research context (45 CFR 46.402; Code of Federal Regulations, Title 45, Part 46, 1994)
  - Adolescents (not their guardians) give consent to be in the follow-up study.
  - 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).

Follow-Up Interviews

- UK CDAR staff contact clients for the "UK Health Follow-up Study" to see how they are doing 12 months after starting 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. We refer to their participation in the **UK Health Follow-up Study**.

  - Clients who **volunteer and complete the follow-up interview** are paid $20 by check (mailed to client within about 2 weeks) or e-gift card (2-3 days) from UK.

Follow-up Interview

- Follow-up staff 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.

- The follow-up study is **voluntary** but it is important to include as many individuals as possible.
  - Every client's treatment experience is unique and important to be included in the study. 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 go through the informed consent process with the client a second time**, making sure that they still want to participate in the study.

Follow-up Interview: Protections

- **Confidentiality protections**
  - The study is approved by the UK Institutional Review Board.
  - All responses to the follow-up interview are separated in the database from client identifiers. Data are encrypted when not in use.
  - A **Federal Certificate of Confidentiality** ensures researchers cannot be compelled to provide identifying information about clients, even under a subpoena.

Contact Information for the Follow-Up Interview

- If the client wants to participate in the follow-up, it is VERY important to:
  - Accurately record names/nicknames for client as well as an address where they receive mail, a home or cell phone number they can be reached on, and an email address.

  - Get the names and contact information for two people who will know how to contact the client in a year. Female relatives usually knows where the client is.
    - **Be sure to let clients know that study interviewers make contact with persons they list as a way to locate the client and not to discuss any aspect of the survey or program.**

Best Practice with Intake Interviews

- Program staff/clinicians complete the Intake Interview with:
  - All new program clients

- Intake interviews should be completed as soon as possible after entering the program to more accurately represent the client's situation and behavior before receiving treatment.

- Intake data is considered program data (rather than research data) as designated by the state.

- There is **NO compensation** and **NO research consent forms** for *intake interviews* since the interview is considered part of intake into treatment.

Intake Interviews

Best Practice for Conducting the Intake Interview

- The clinician uses the secure, online Client Information System (CIS) to guide the interview with the client
  - Efficient: Allows for simultaneous data collection and data entry

- All responses to the intake interview are separated in the database from client identifiers and are secured and encrypted.

Alternative Practice

- If the clinician does not have online access at the time of the interview (e.g., no Wifi), the clinician can download the Intake Interview PDF before the interview from http://cdar.uky.edu/AKTOS/ and complete the interview on the paper copy

- Will need to enter the information from the paper copy into the online Client Information System within 7 days

Completing the Intake Interview Process

- Once the contact information has been entered, click “submit” to save the interview
- If consent is not given, mark the appropriate response and click “next”.
- ***Remember, the survey will be saved and submitted only if the “Submit” button is clicked at the conclusion of the interview.***
- You can request the client narrative report, which summarizes client responses to the intake.

How do I Navigate the Client Information System?

AKTOS Client Information System

Intake Interview data is entered into the secure Client Information System (CIS) website: https://ukcdar.uky.edu/AKTOS

Program Director or Administrator Access

- For administrator log-in and password contact Jeb Messer (859-257-1400 or jeb.messer@uky.edu)

Clinician or Staff Access

A. Contact your Program Director who will assign you a user ID and password for your OTP site
B. With your password/login ID you can now view the KTOS Client Information System at **https://ukcdar.uky.edu/AKTOS**
C. Log-in and add/view/edit clients and enter new intake interviews

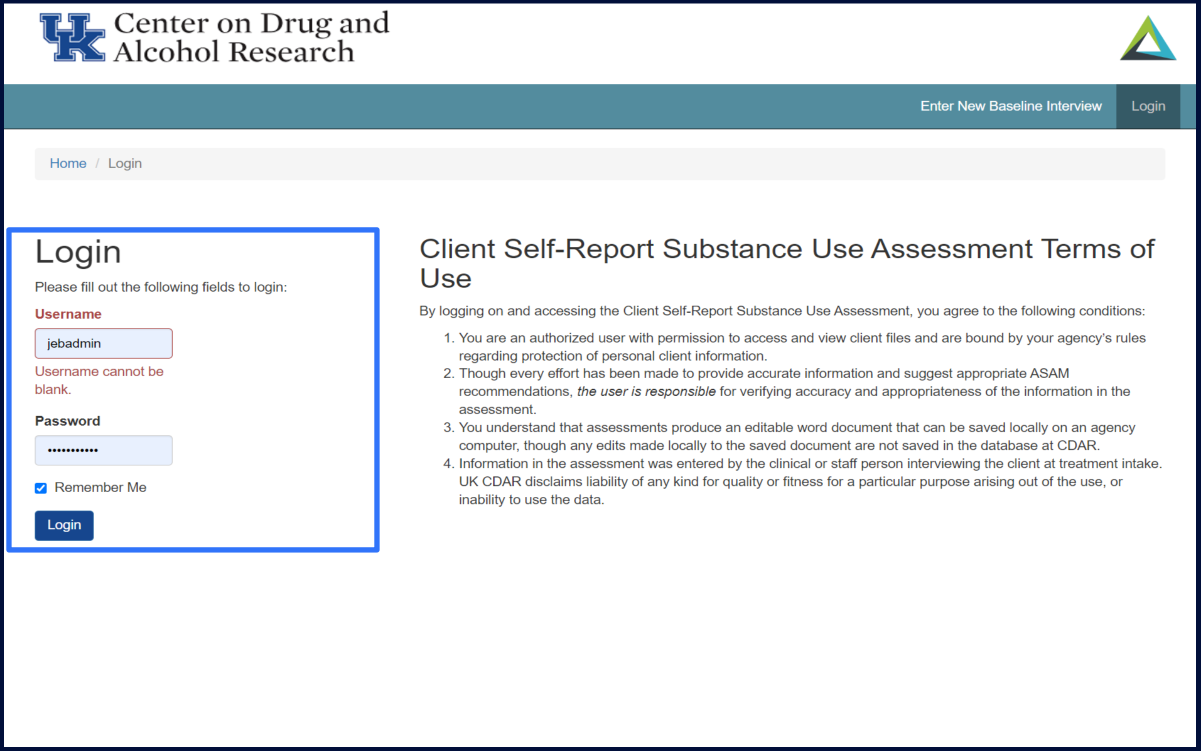
AKTOS Client Information System Overview

- The next group of slides provides an overview of the AKTOS Client Information System (CIS) and the Client Narrative Report.

- **This part of the presentation will show you:**
  - How to acquire an ID and password for the Client Information System
  - How to enter a AKTOS Intake Interview for a client
  - How to use unique features in the AKTOS Client Information System
  - How to download and save AKTOS Client Narrative Report

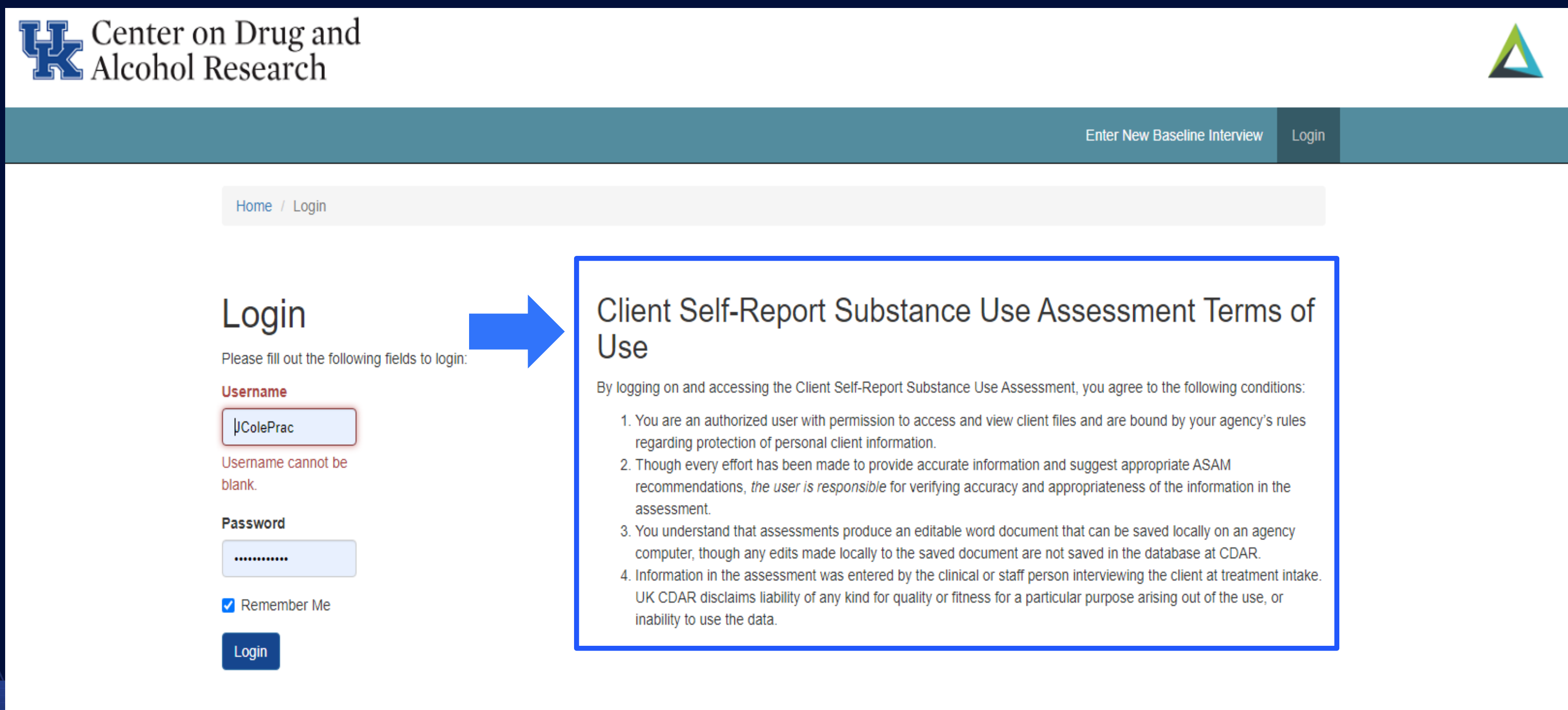
Logging In

- The AKTOS Client Information System requires users to have a **unique case-sensitive ID** and **password** assigned to you by your Program Director or supervisor.
- Unique passwords are used to protect security and privacy. Staff can see their clients only if they have their own password and login.
- Once you have your ID and password, you can login at https://ukcdar.uky.edu/KTOS



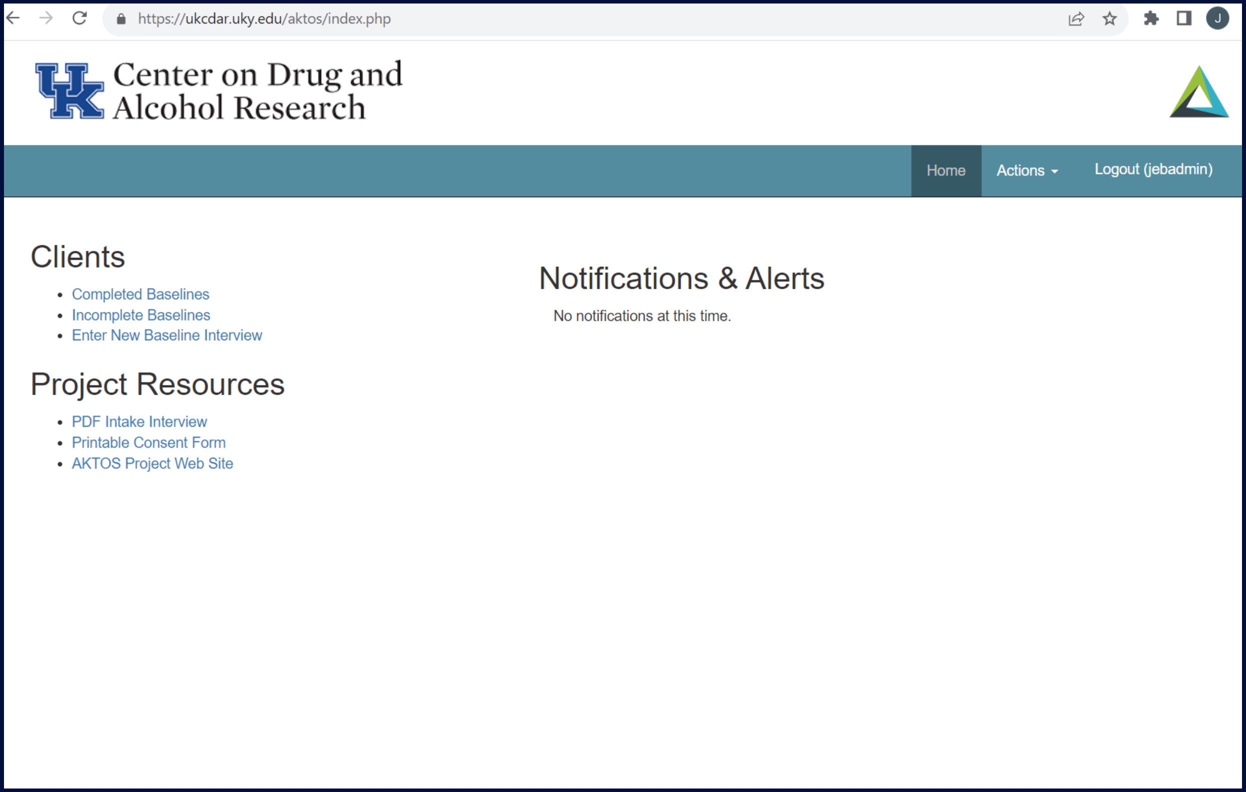
Terms of Use

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 Client-Self Report Assessment is based on user entered information.



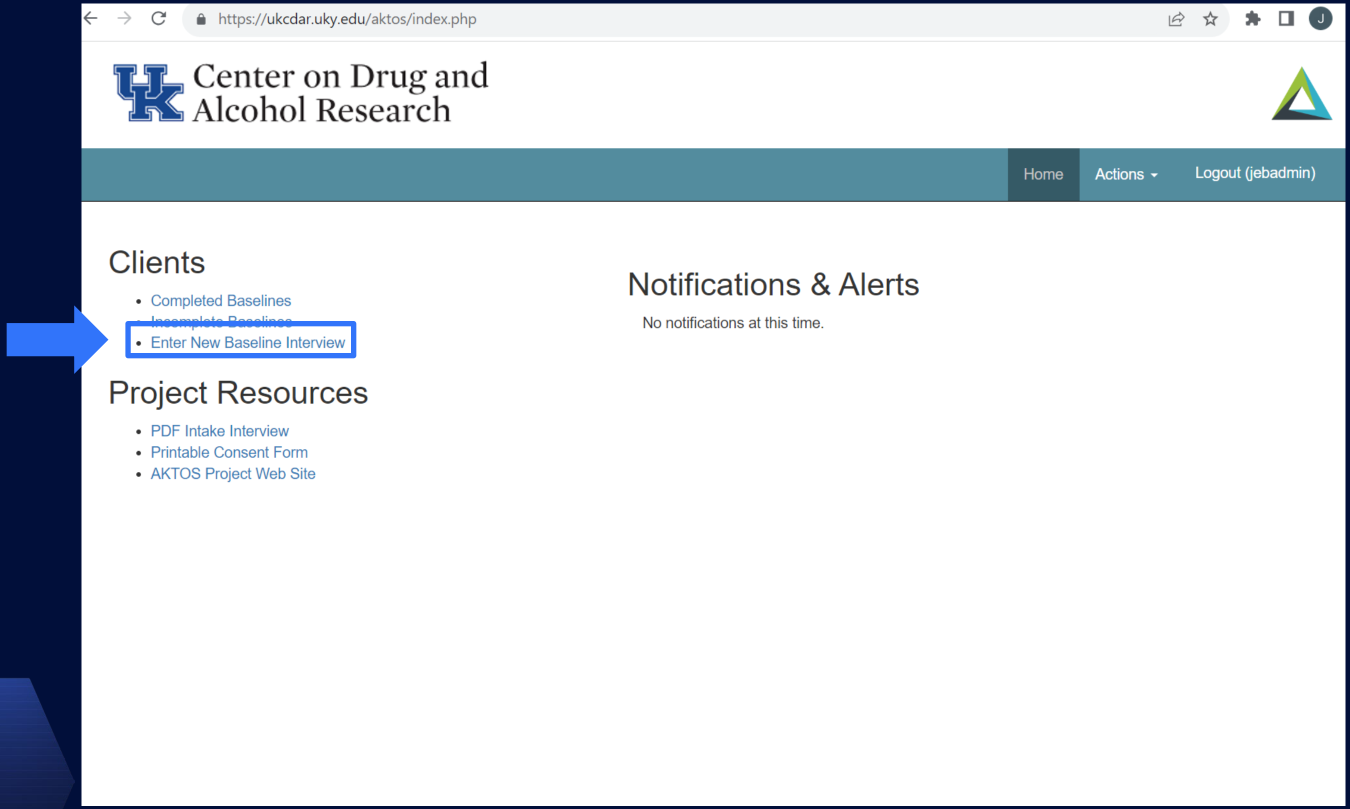
Home Screen

After logging into the Client Information System, the user is presented with the Home Screen. From this location, you are provided links to useful areas of the website and **notifications and alerts** on the right-hand side of the page.

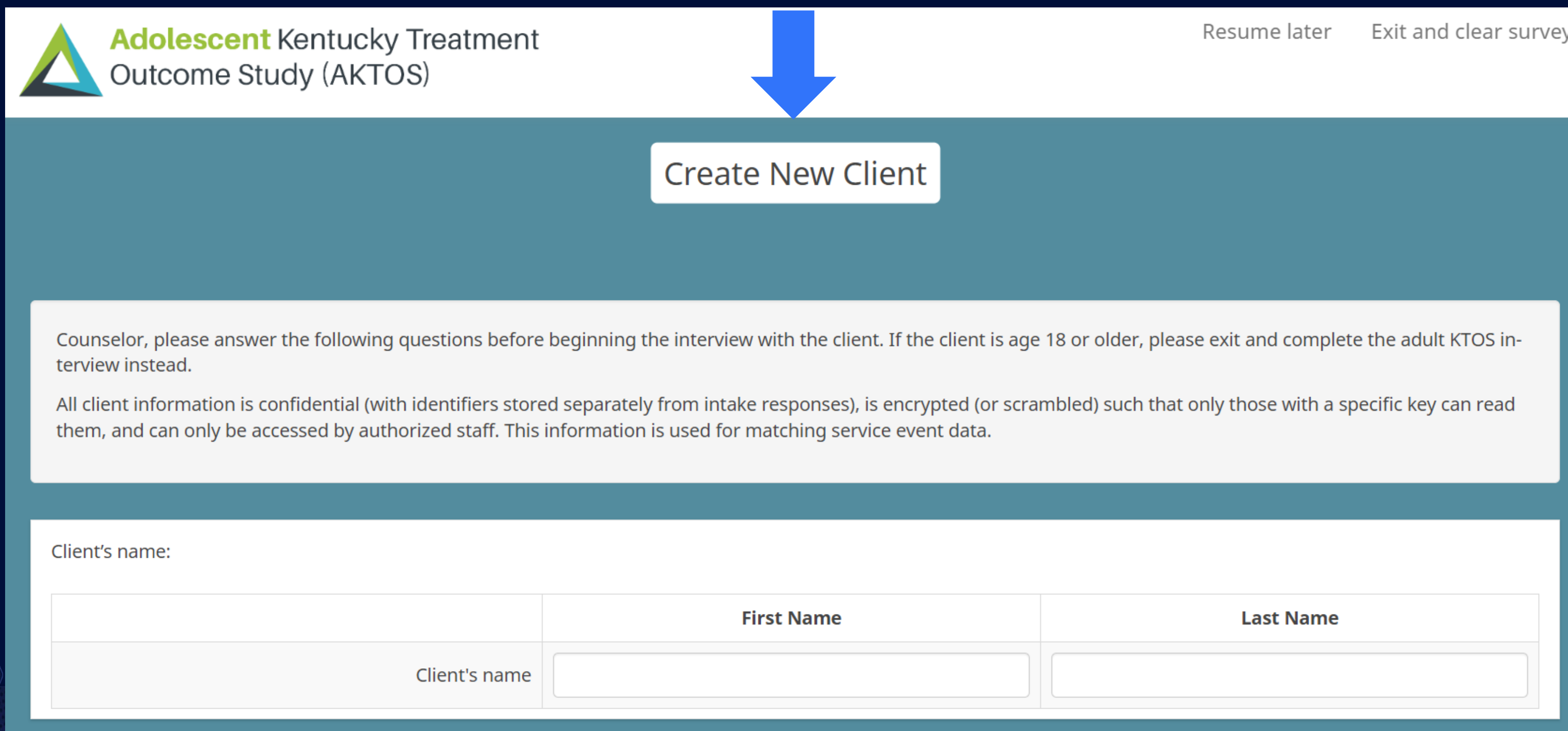


Home Screen – New Intake Interview

From the Home Screen, you can **Enter a New Baseline Interview** by clicking on the link across the top or clicking the link under “Clients” in the list on the left side of the page.



Create New Client to Start a AKTOS Record



Adolescent Kentucky Treatment Outcome Study (AKTOS)

Resume later Exit and clear survey

Create New Client

Counselor, please answer the following questions before beginning the interview with the client. If the client is age 18 or older, please exit and complete the adult KTOS interview instead.

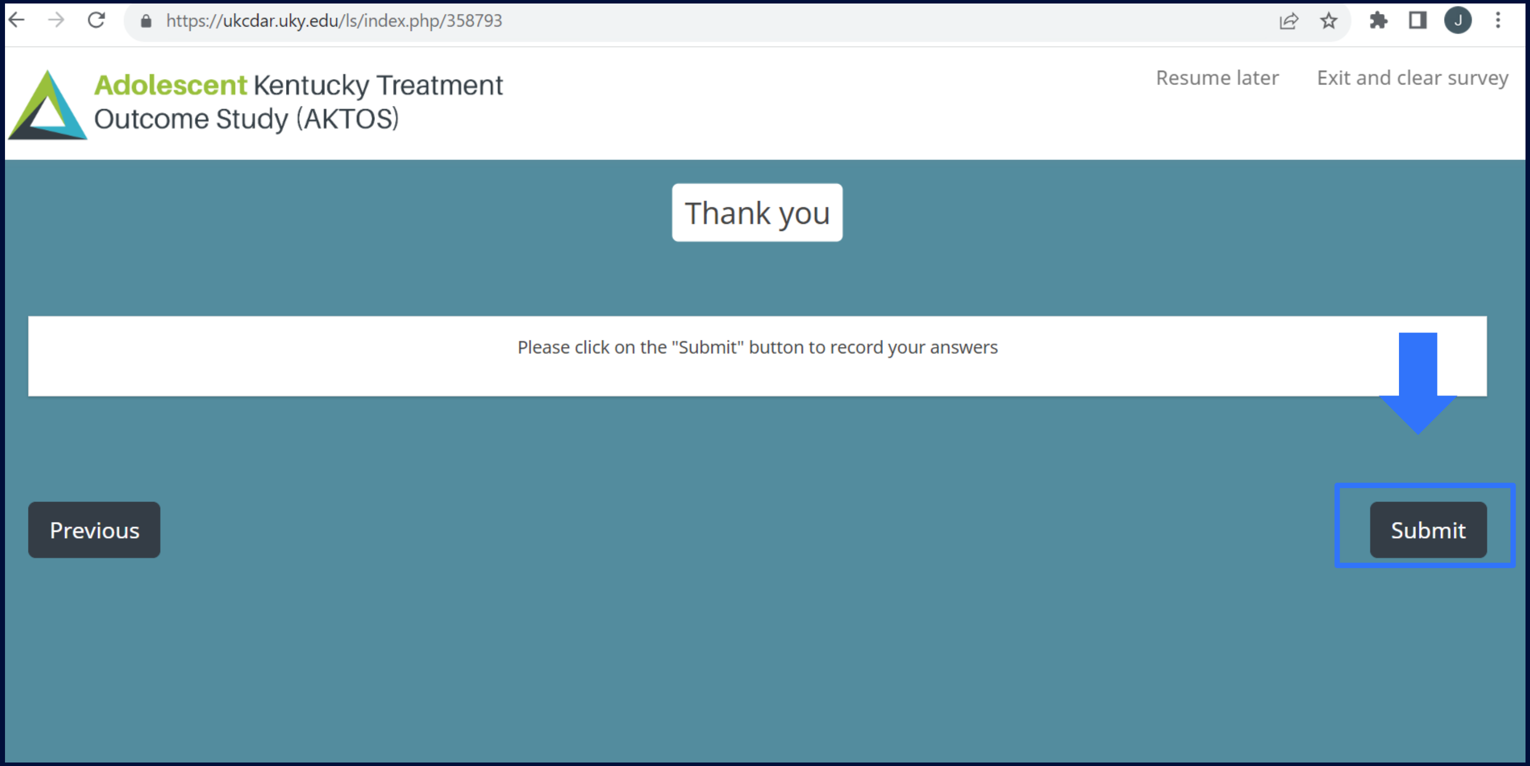
All client information is confidential (with identifiers stored separately from intake responses), is encrypted (or scrambled) such that only those with a specific key can read them, and can only be accessed by authorized staff. This information is used for matching service event data.

Client's name:

	First Name	Last Name
Client's name		

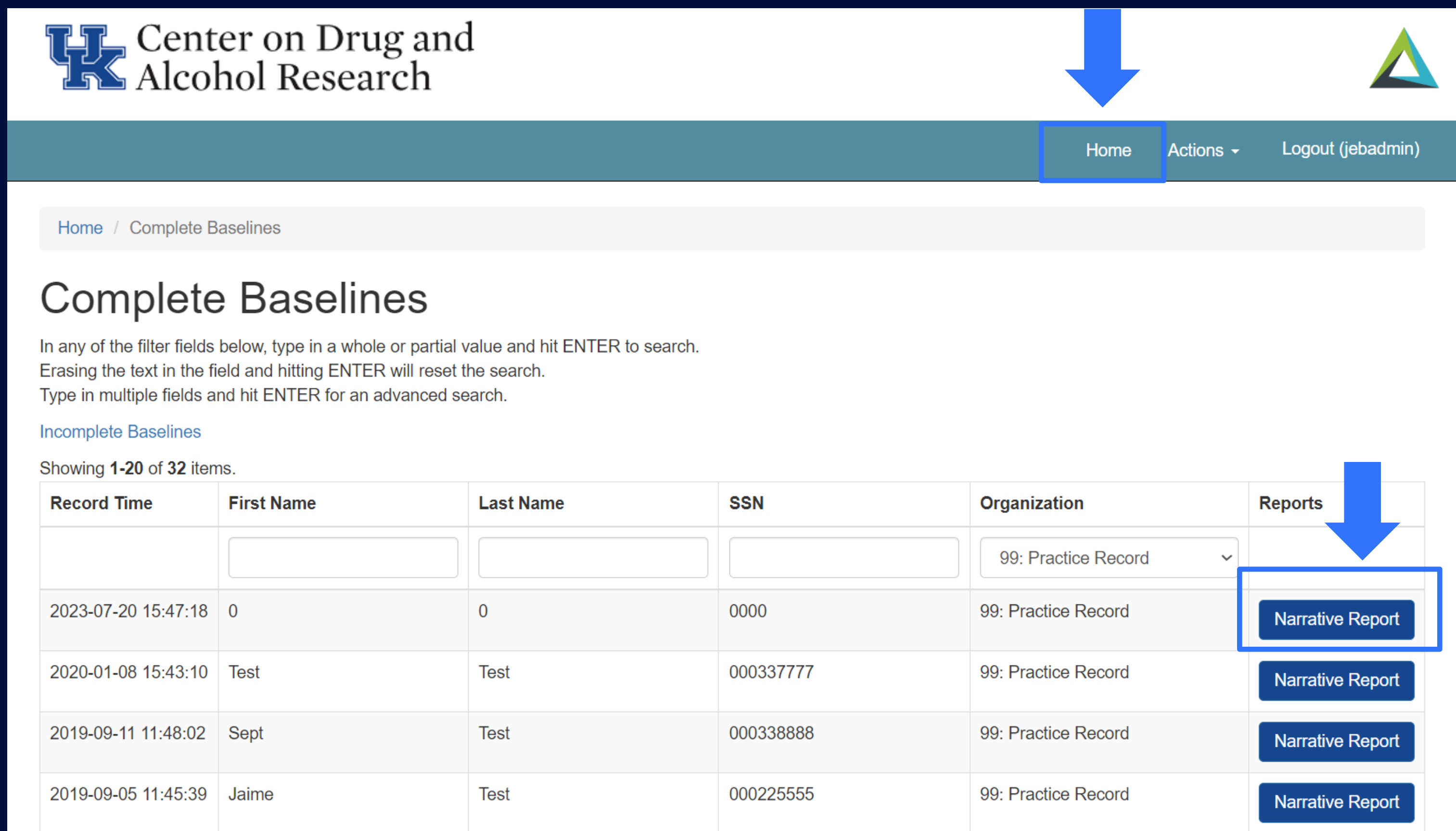
AKTOS Intake Interview

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



AKTOS Intake Interview

- Once you complete an AKTOS 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.



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Home Actions Logout (jebadmin)

Home / Complete Baselines

Complete Baselines

In any of the filter fields below, type in a whole or partial value and hit ENTER to search.
Erasing the text in the field and hitting ENTER will reset the search.
Type in multiple fields and hit ENTER for an advanced search.

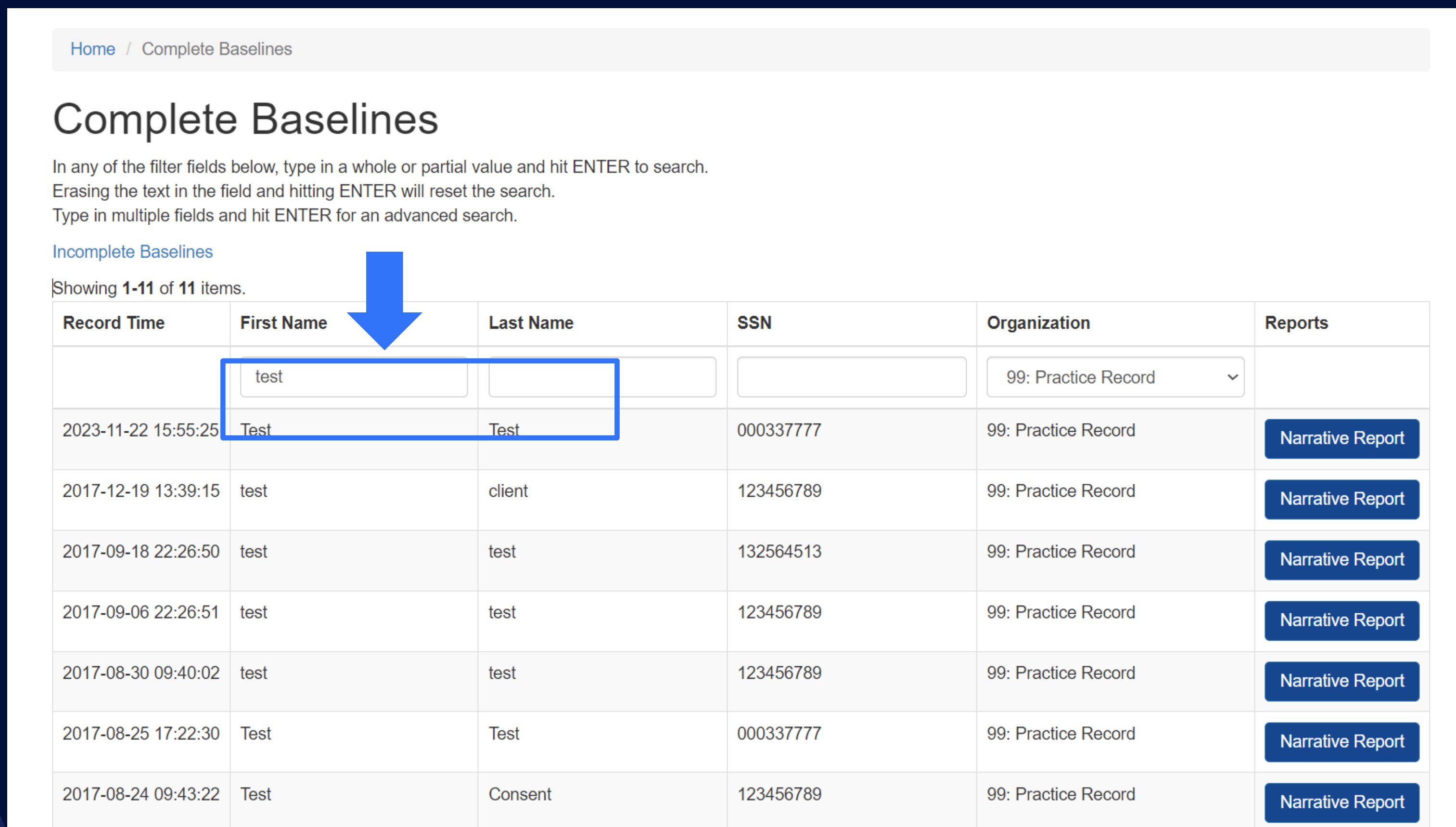
Incomplete Baselines

Showing **1-20** of **32** items.

Record Time	First Name	Last Name	SSN	Organization	Reports
				99: Practice Record	
2023-07-20 15:47:18	0	0	0000	99: Practice Record	Narrative Report
2020-01-08 15:43:10	Test	Test	000337777	99: Practice Record	Narrative Report
2019-09-11 11:48:02	Sept	Test	000338888	99: Practice Record	Narrative Report
2019-09-05 11:45:39	Jaime	Test	000225555	99: Practice Record	Narrative Report

AKTOS Home Screen – Client List

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



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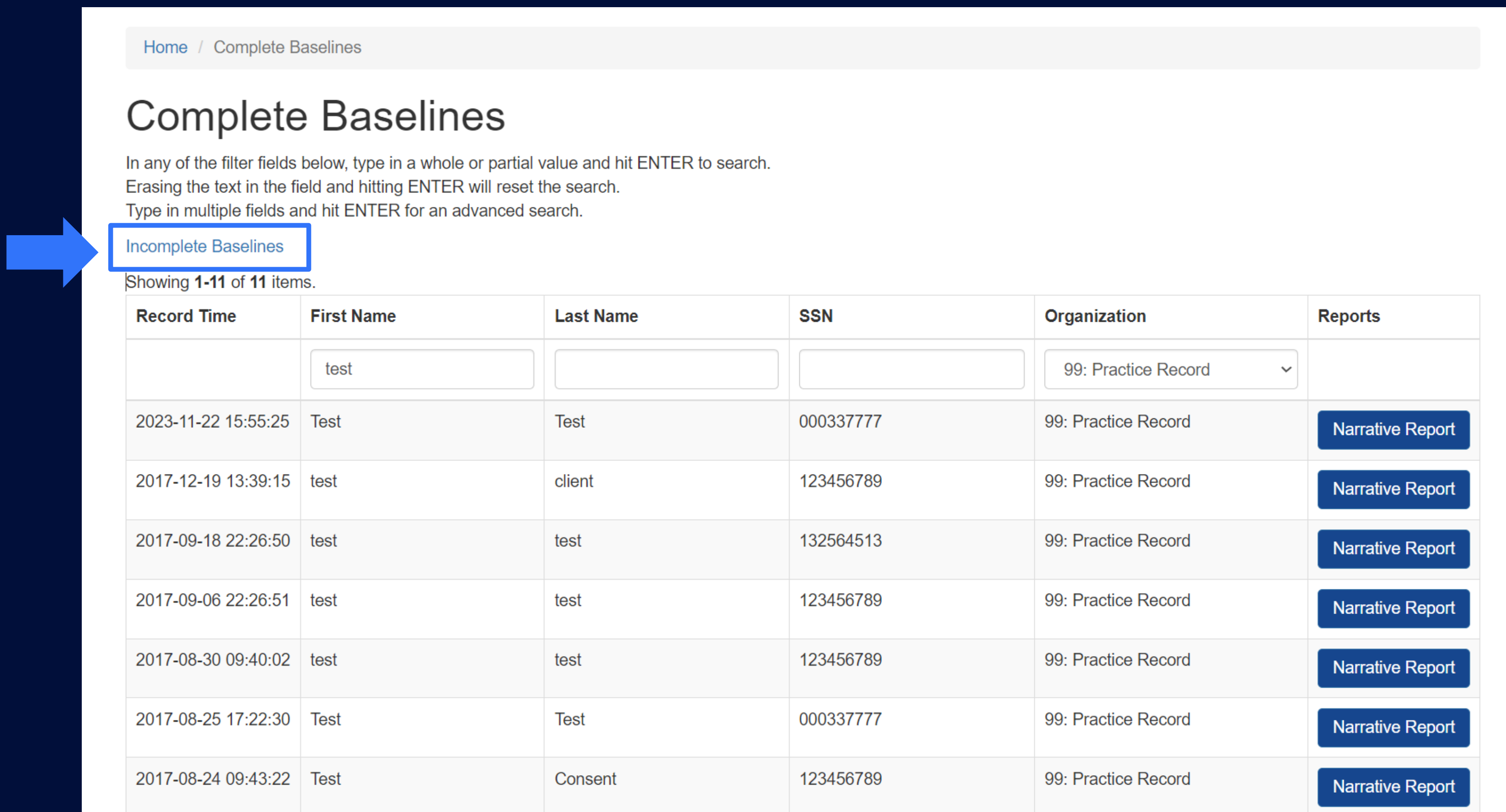
Incomplete Baselines

Showing **1-11** of **11** items.

Record Time	First Name	Last Name	SSN	Organization	Reports
	test			99: Practice Record	
2023-11-22 15:55:25	Test	Test	000337777	99: Practice Record	Narrative Report
2017-12-19 13:39:15	test	client	123456789	99: Practice Record	Narrative Report
2017-09-18 22:26:50	test	test	132564513	99: Practice Record	Narrative Report
2017-09-06 22:26:51	test	test	123456789	99: Practice Record	Narrative Report
2017-08-30 09:40:02	test	test	123456789	99: Practice Record	Narrative Report
2017-08-25 17:22:30	Test	Test	000337777	99: Practice Record	Narrative Report
2017-08-24 09:43:22	Test	Consent	123456789	99: Practice Record	Narrative Report

Home Screen – Incomplete Intakes

- A new feature of the AKTOS Client Information System is the Incomplete Baselines screen. This list will show you those interviews that you chose to “Resume Later.”



Home / Complete Baselines

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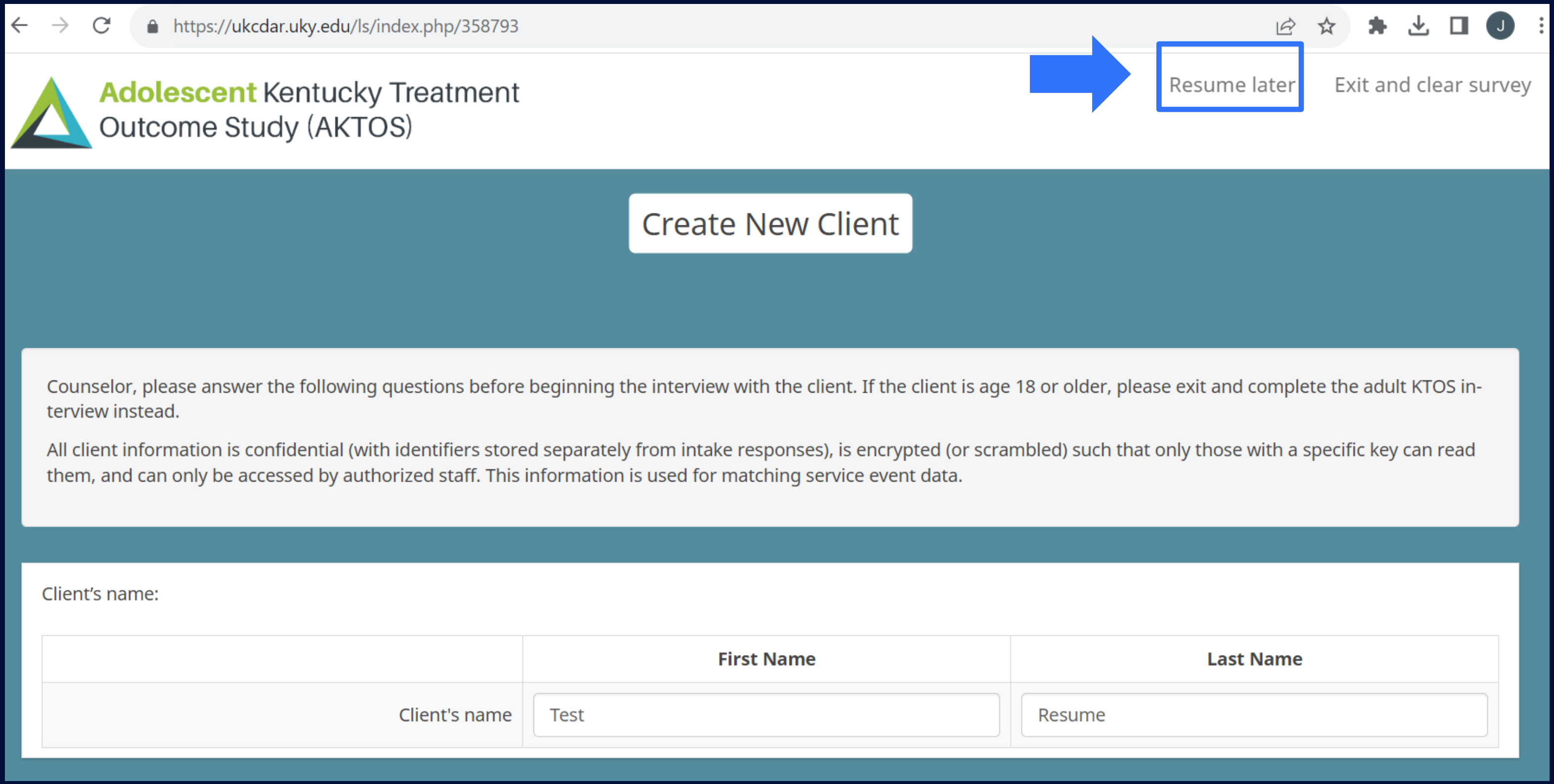
2023-11-22 15:55:25	Test	Test	000337777	99: Practice Record	Narrative Report
2017-12-19 13:39:15	test	client	123456789	99: Practice Record	Narrative Report
2017-09-18 22:26:50	test	test	132564513	99: Practice Record	Narrative Report
2017-09-06 22:26:51	test	test	123456789	99: Practice Record	Narrative Report
2017-08-30 09:40:02	test	test	123456789	99: Practice Record	Narrative Report
2017-08-25 17:22:30	Test	Test	000337777	99: Practice Record	Narrative Report
2017-08-24 09:43:22	Test	Consent	123456789	99: Practice Record	Narrative Report

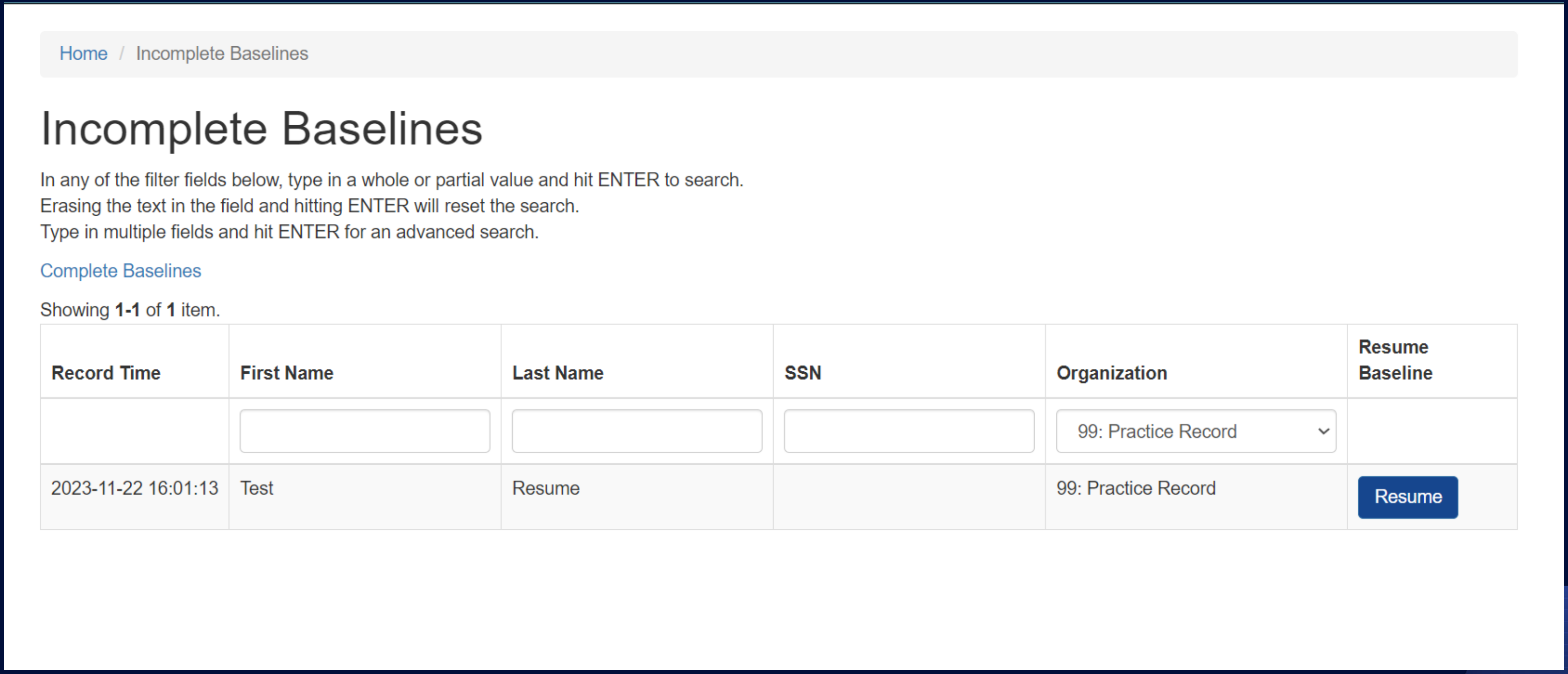
Resuming an Interview Later

- At the top-right of each interview question page, you will see a button to **Resume later**. Clicking this button will save all of the interview responses up to that point.
- 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 no longer be saved 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 screen which will indicate that the interview was saved on the **Incomplete Intakes** screen. Again, the interview will be saved only for 14 days from the day you chose to resume later.



Home / Incomplete Baselines

Incomplete Baselines

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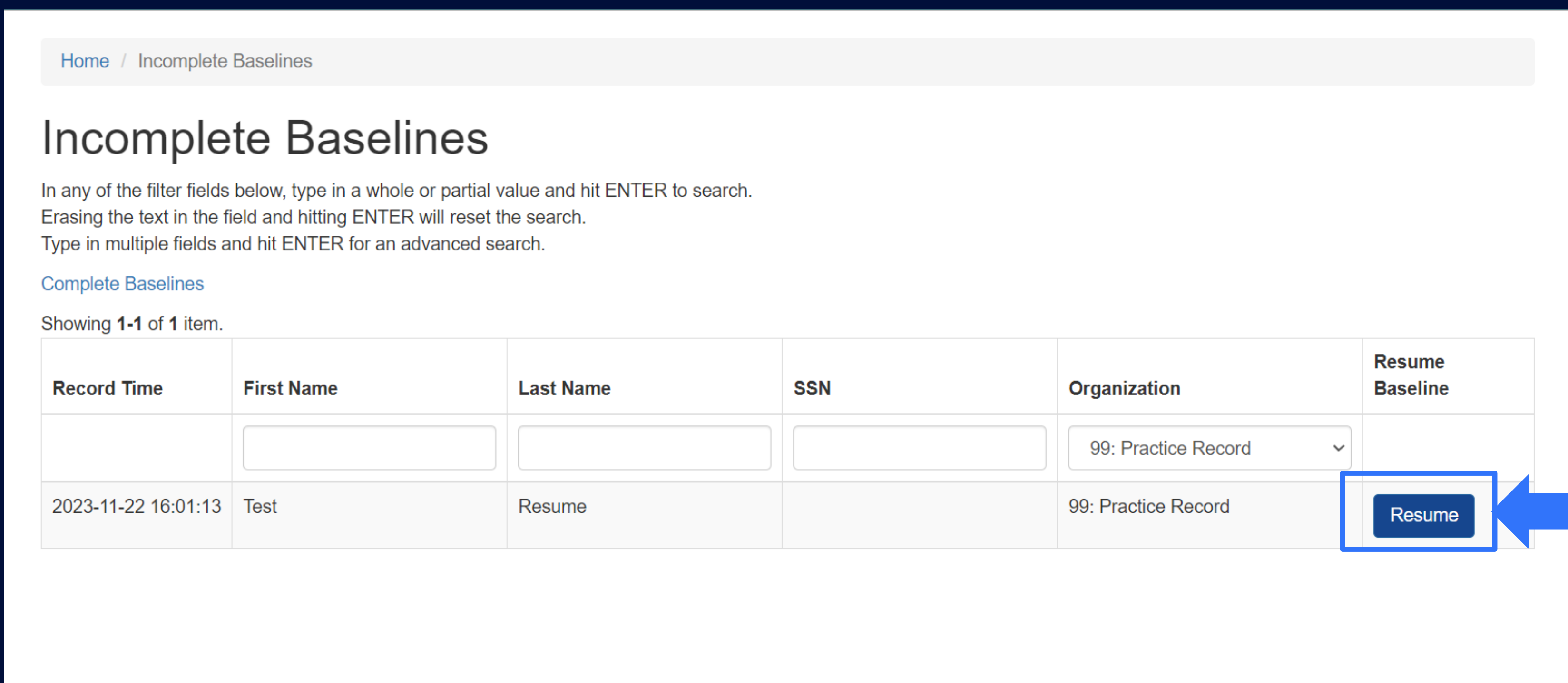
Complete Baselines

Showing **1-1** of **1** item.

Record Time	First Name	Last Name	SSN	Organization	Resume Baseline
				99: Practice Record	
2023-11-22 16:01:13	Test	Resume		99: Practice Record	Resume

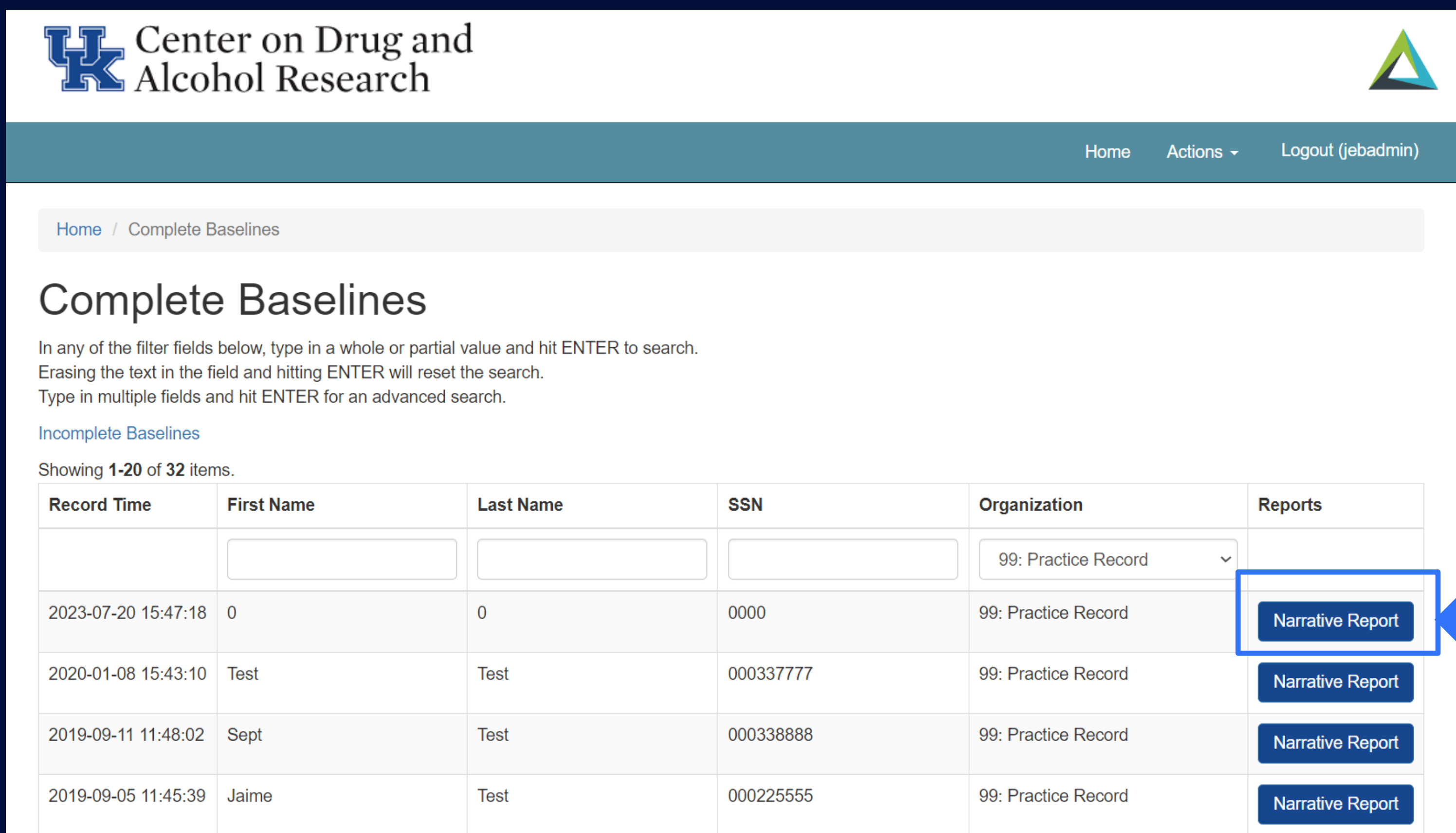
Resuming an Interview Later

- To resume the interview within 14 days, go to the Incomplete Intakes screen, locate the client, and then click "**Resume**" 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.



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Home Actions Logout (jebadmin)

Home / Complete Baselines

Complete Baselines

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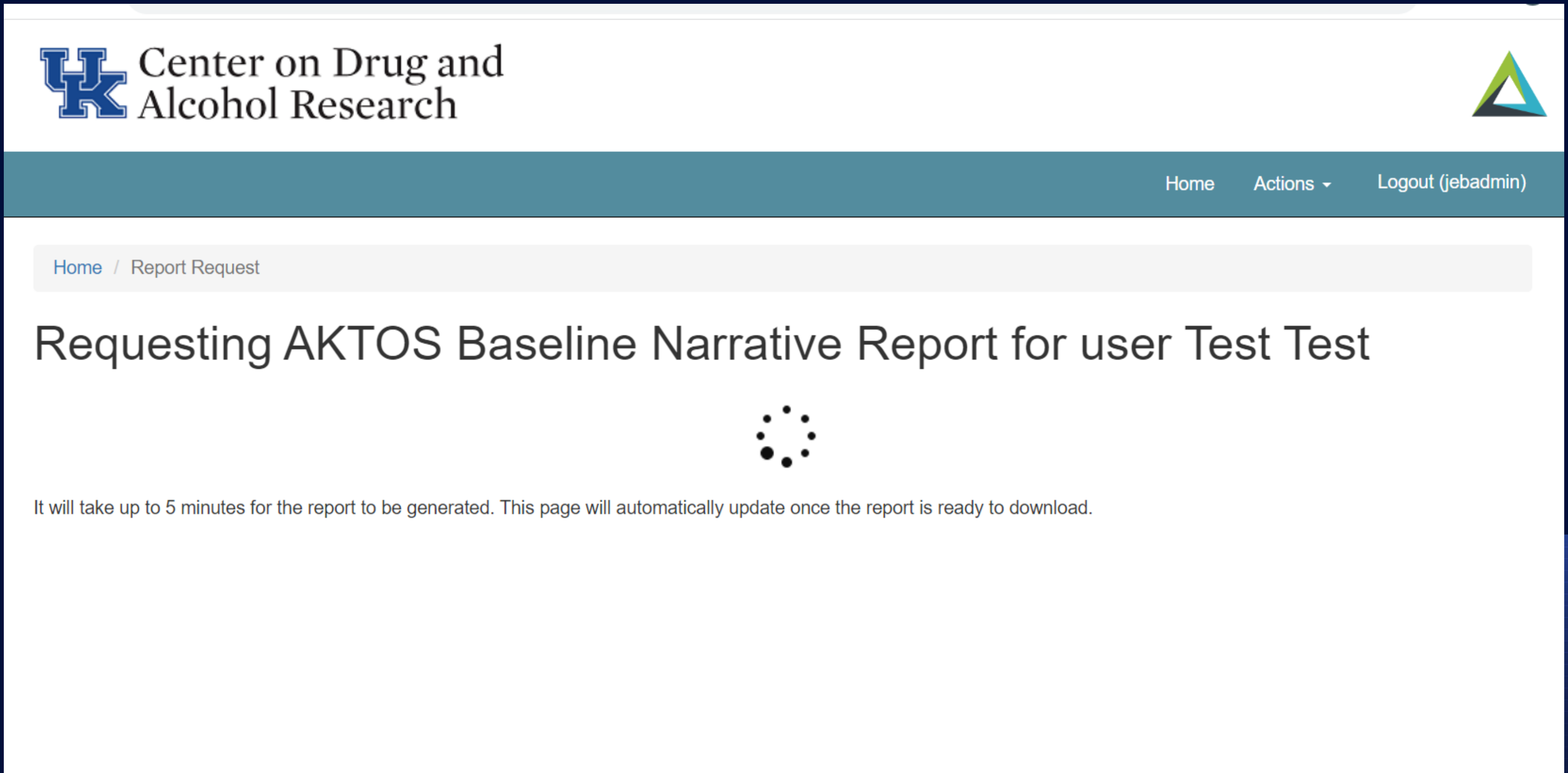
2019-09-05 11:45:39	Jaime	Test	000225555	99: Practice Record	Narrative Report

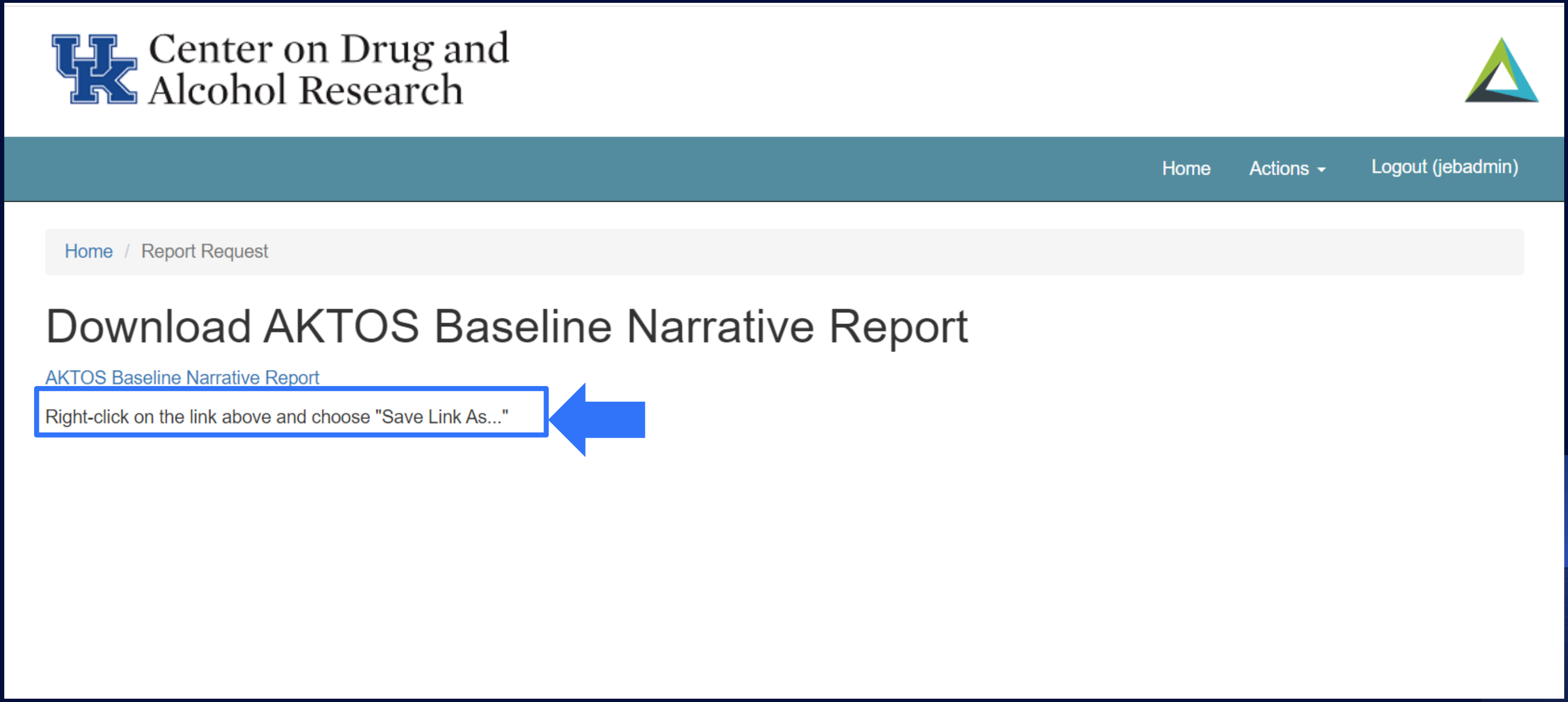
Generating the Report

- Once you select the report link, the Baseline Narrative Report 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-Reported Baseline Narrative Report

- After the report generation has completed, a link will appear titled "AKTOS Baseline Narrative 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.



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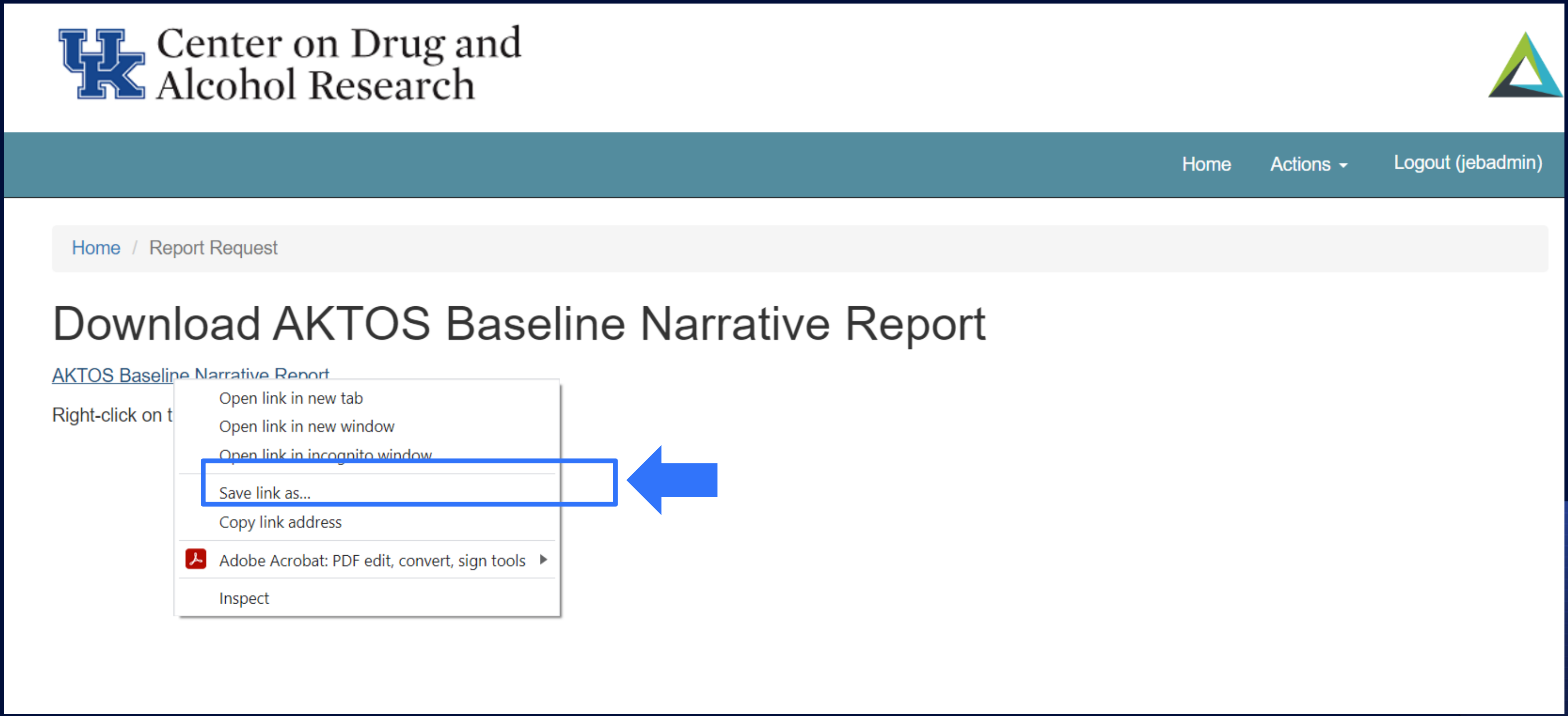
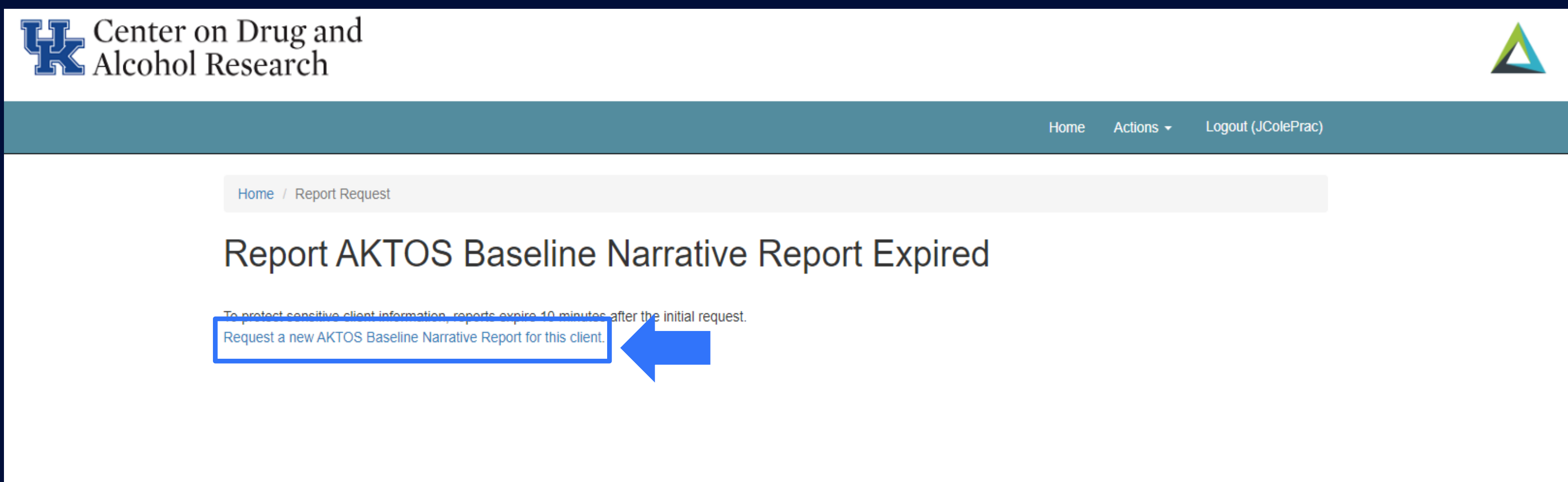


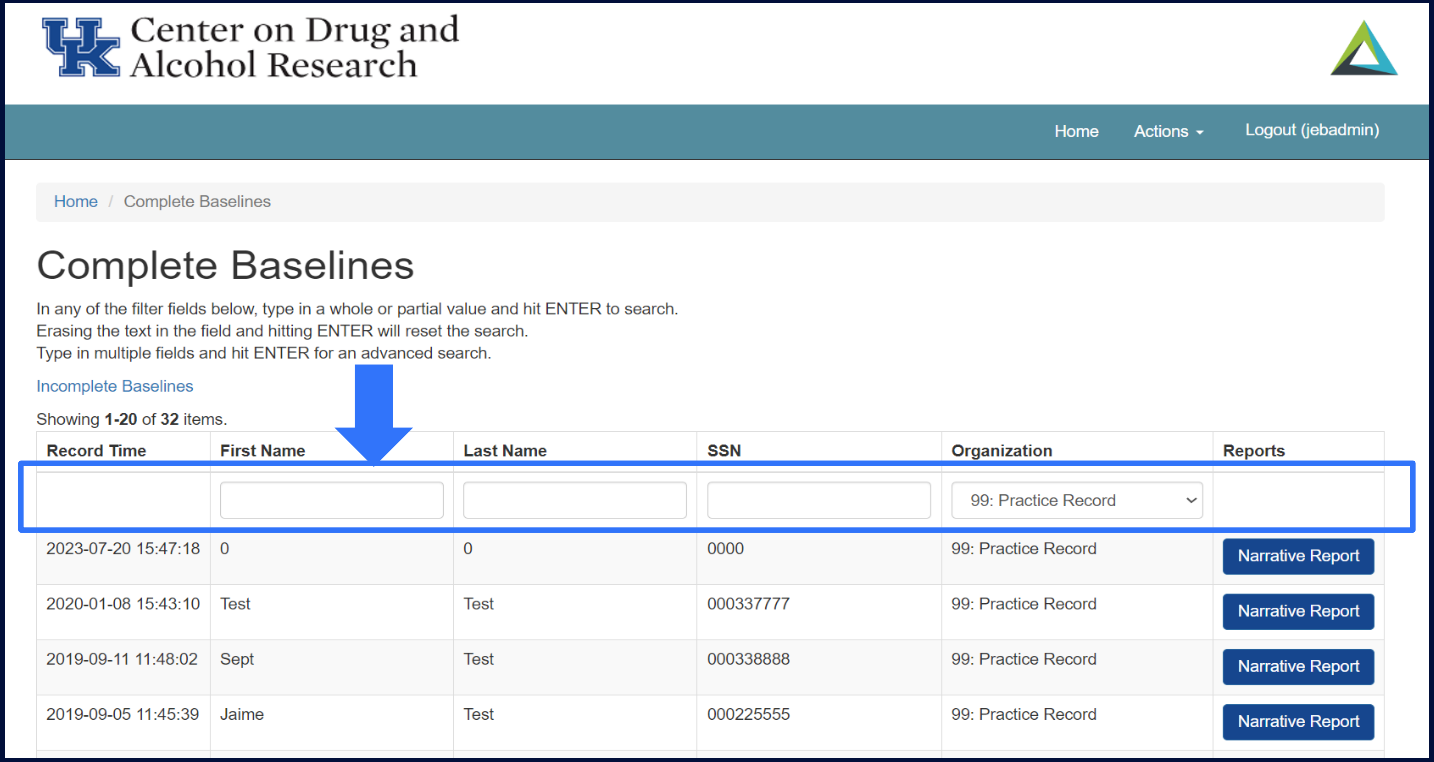
Report Timing Out

- For security and confidentiality reasons, the Client Self-Report Baseline Narrative 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.



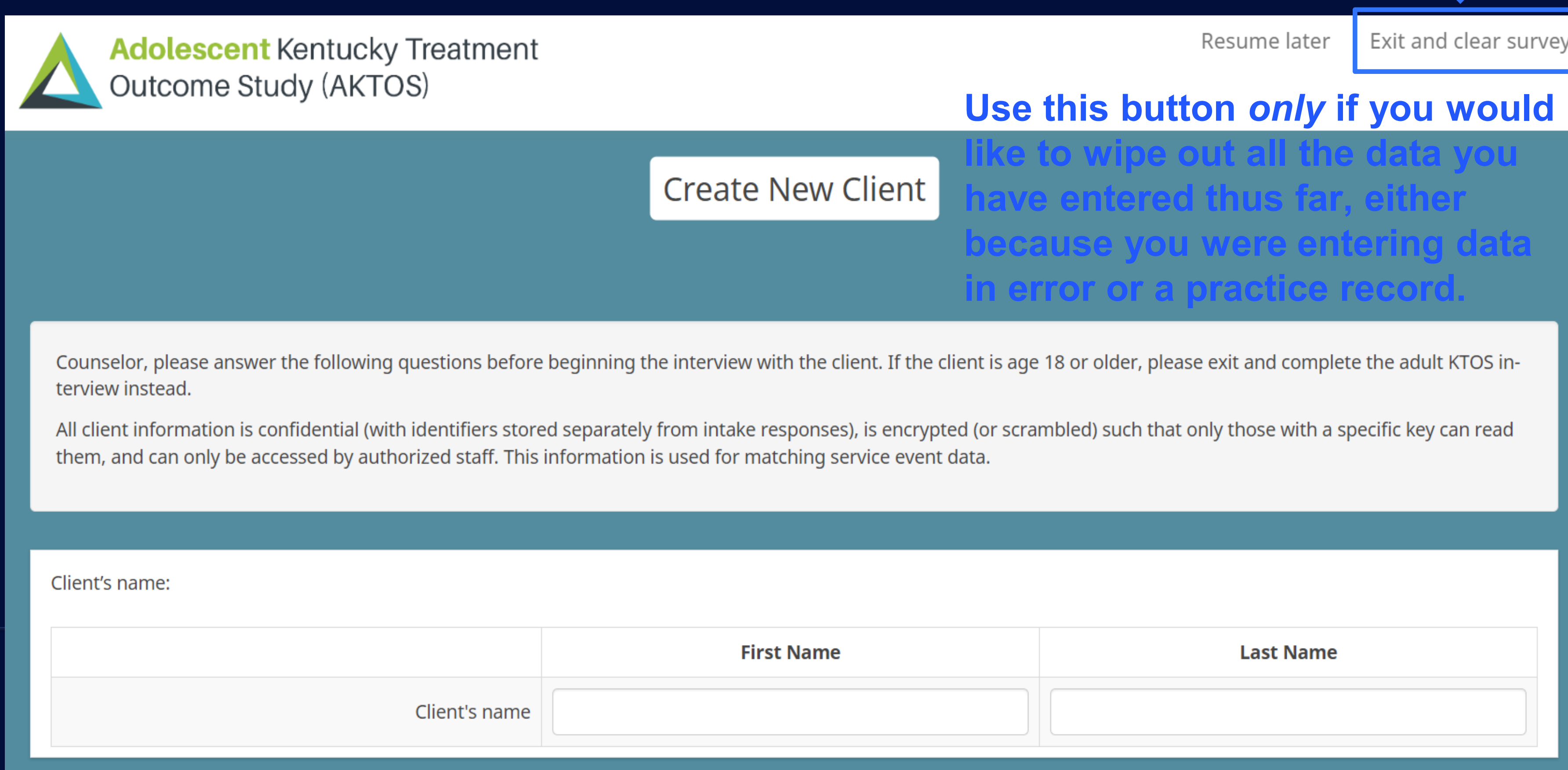
Locating a Client - Search by Name, SSN, or DOB

- 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.



Exit and Clear Survey

- If you have started entering an Intake in error or would like to delete all of the client's responses and start over, you can click **Exit and Clear Survey** at any time.

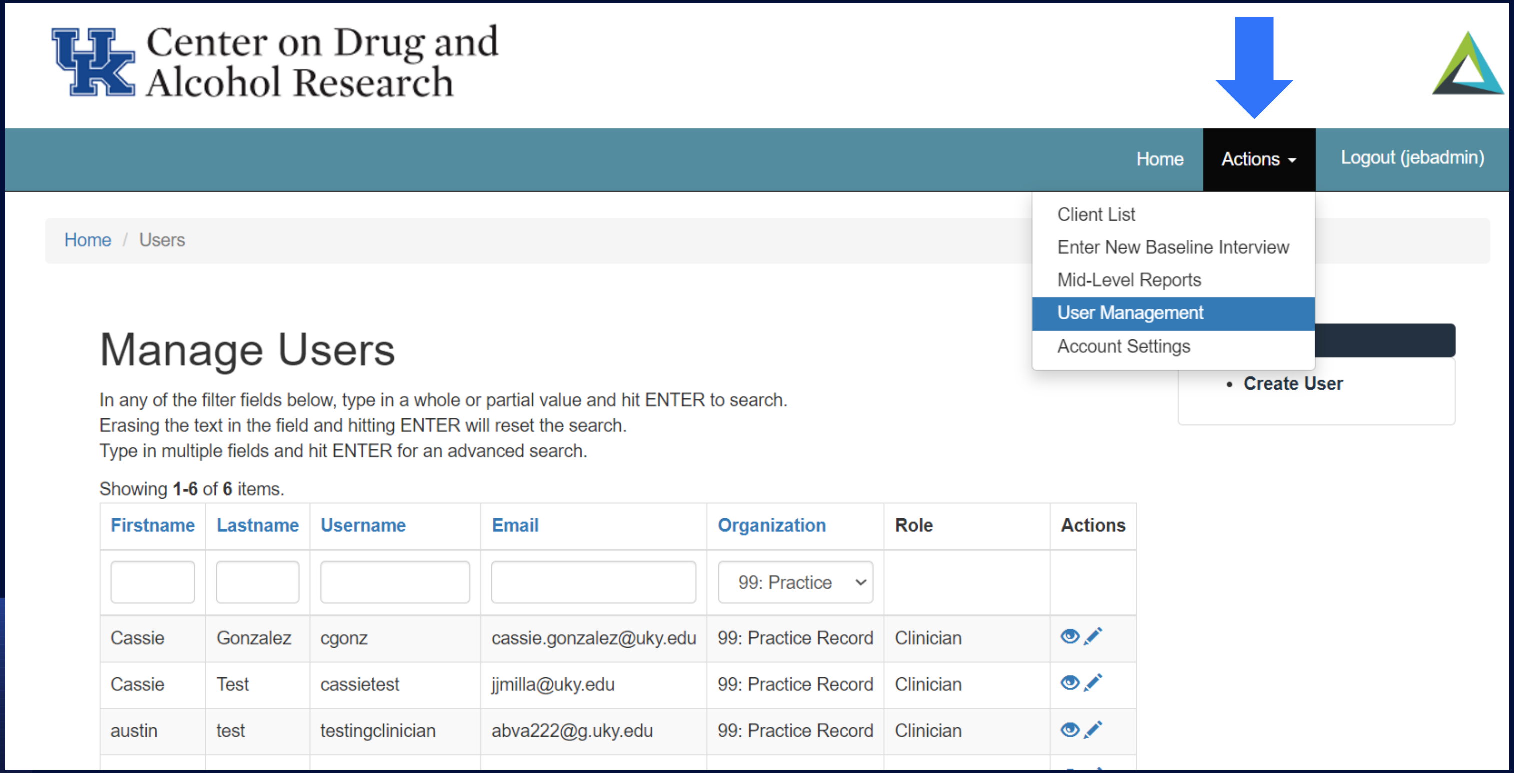


Use this button *only* if you would like to wipe out all the data you have entered thus far, either because you were entering data in error or a practice record.

Program Management Tools

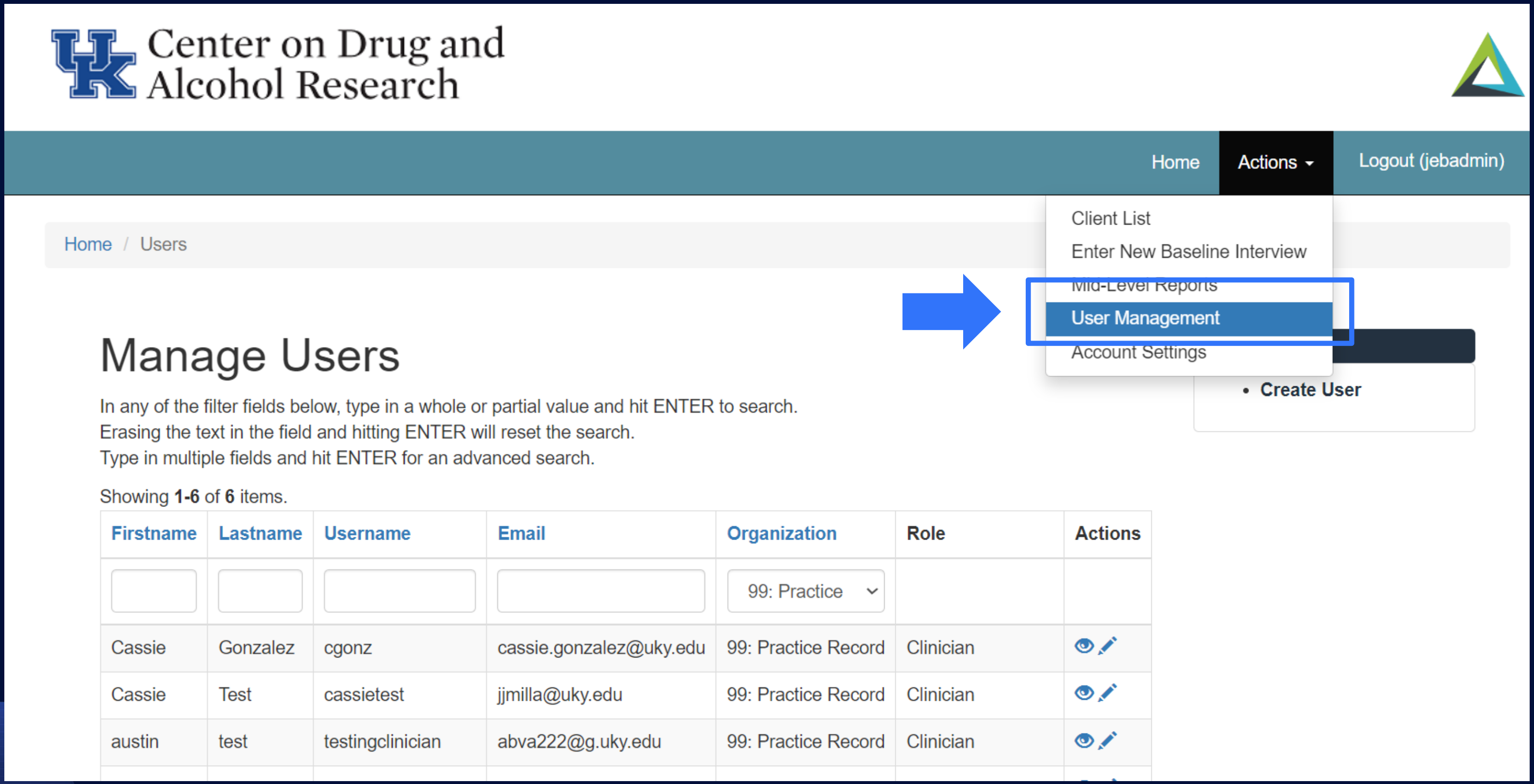
Program Manager Options – Home Screen

- When you log in as Program Manager, the home screen displays ALL CLIENTS for the site.
- 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.



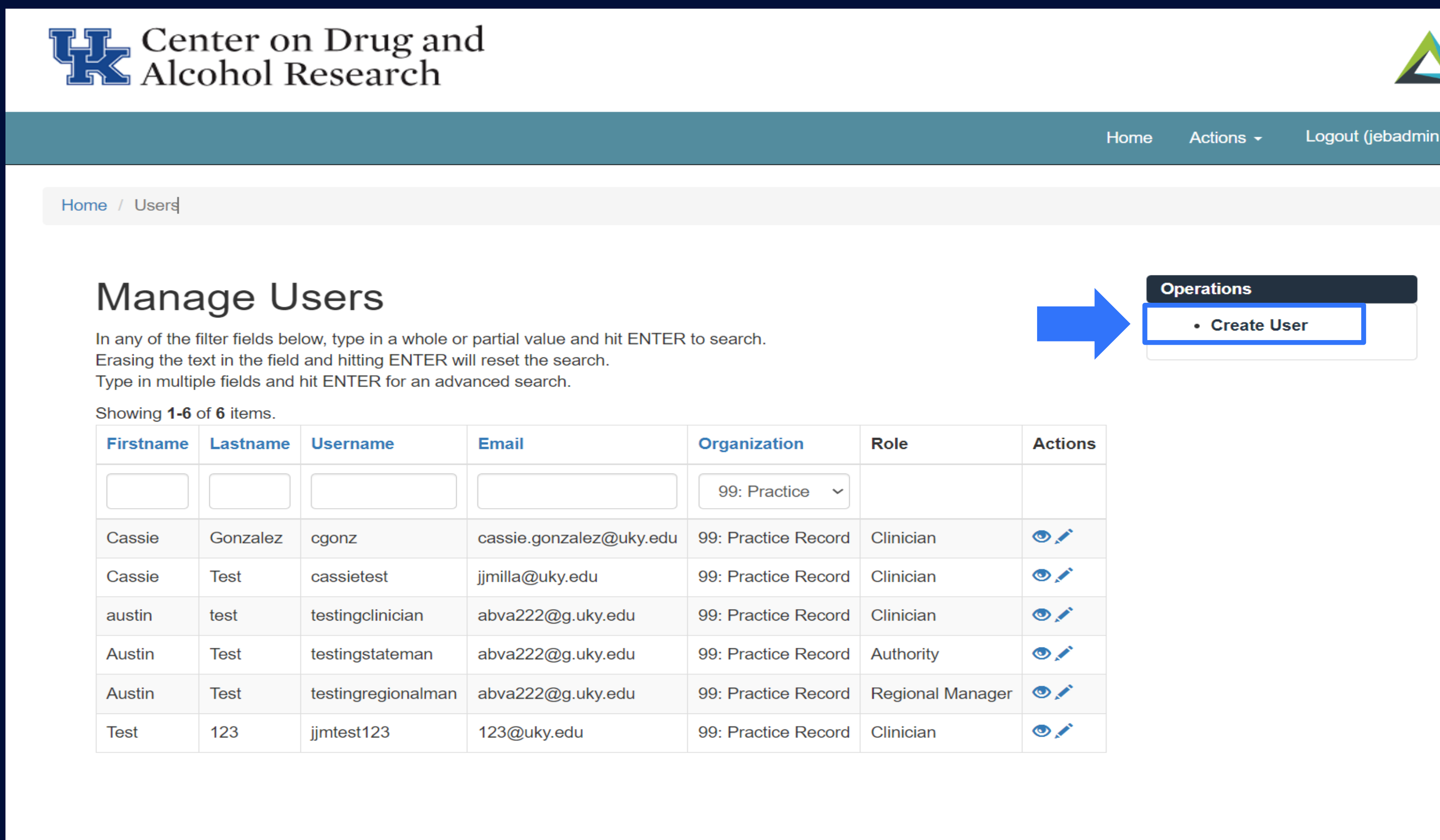
User Management

- 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.



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.



Center on Drug and Alcohol Research

Home   Actions   Logout (jebadmin)

Home / Users

Manage Users

In any of the filter fields below, type in a whole or partial value and hit ENTER to search.
Erasing the text in the field and hitting ENTER will reset the search.
Type in multiple fields and hit ENTER for an advanced search.

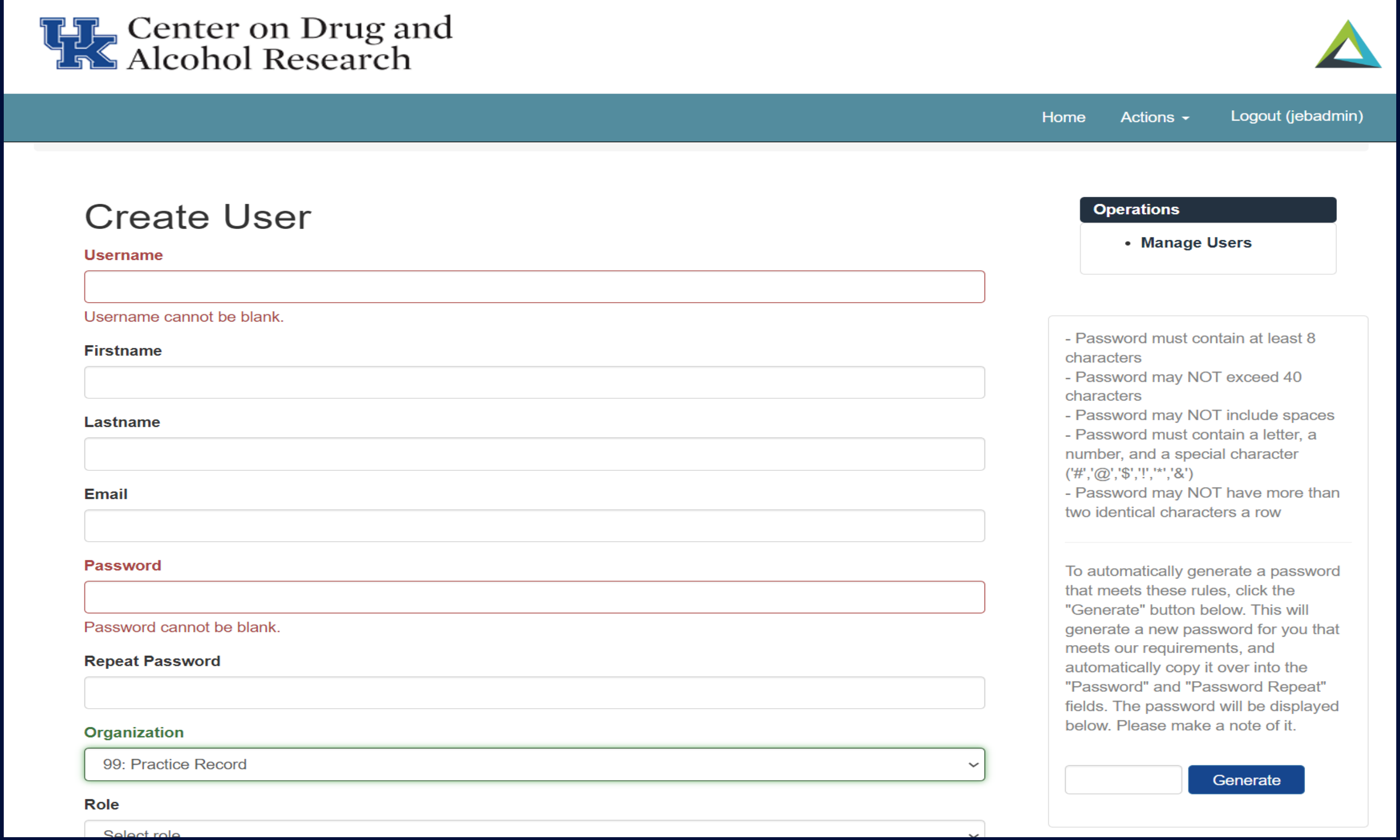
Operations
- Create User

Showing **1-6** of **6** items.

Firstname	Lastname	Username	Email	Organization	Role	Actions
				99: Practice		
Cassie	Gonzalez	cgonz	cassie.gonzalez@uky.edu	99: Practice Record	Clinician	
Cassie	Test	cassietest	jjmilla@uky.edu	99: Practice Record	Clinician	
austin	test	testingclinician	abva222@g.uky.edu	99: Practice Record	Clinician	
Austin	Test	testingstateman	abva222@g.uky.edu	99: Practice Record	Authority	
Austin	Test	testingregionalman	abva222@g.uky.edu	99: Practice Record	Regional Manager	
Test	123	jjmtest123	123@uky.edu	99: Practice Record	Clinician	

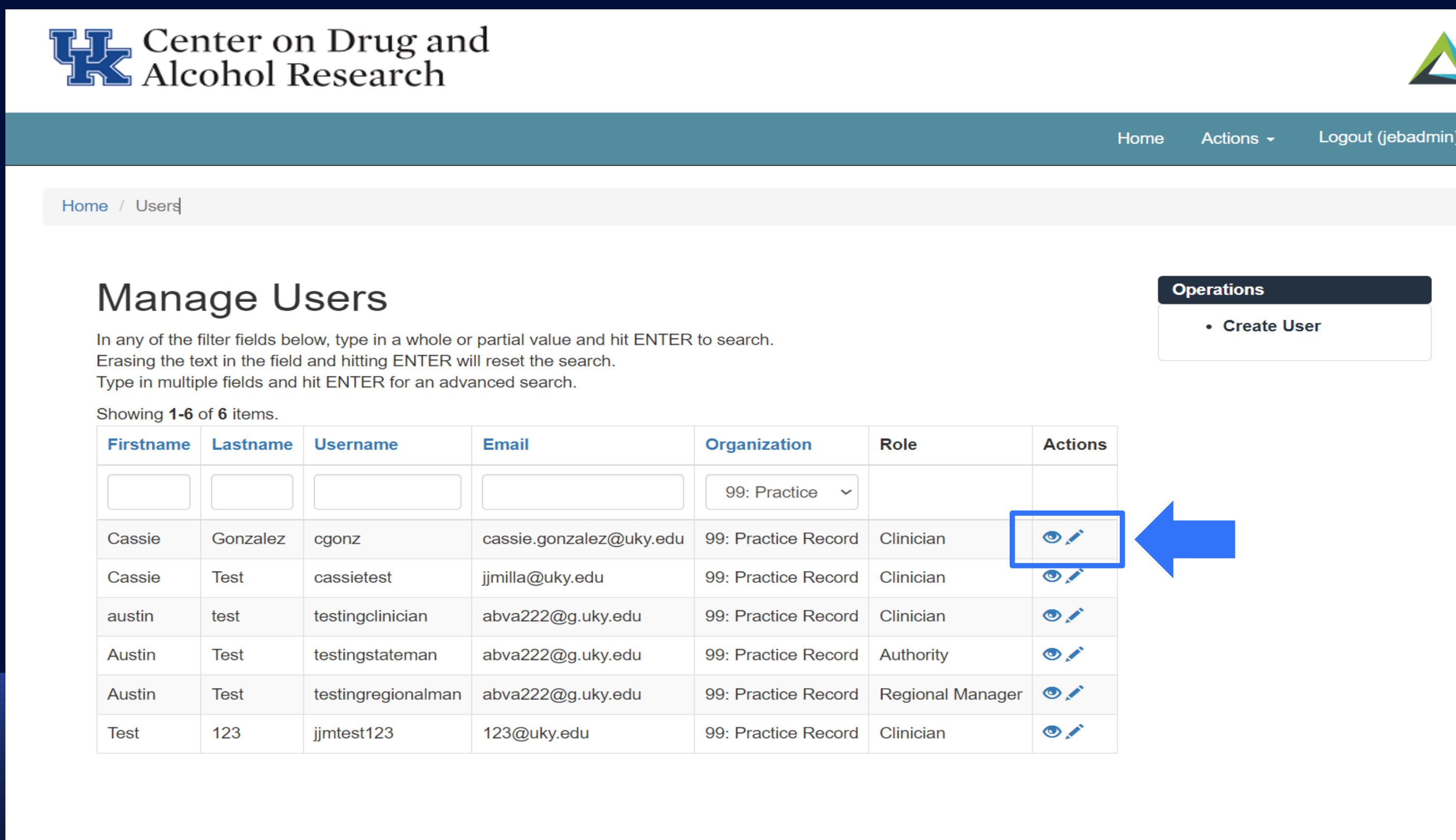
User Management – Create New Users

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 is a reliable source.



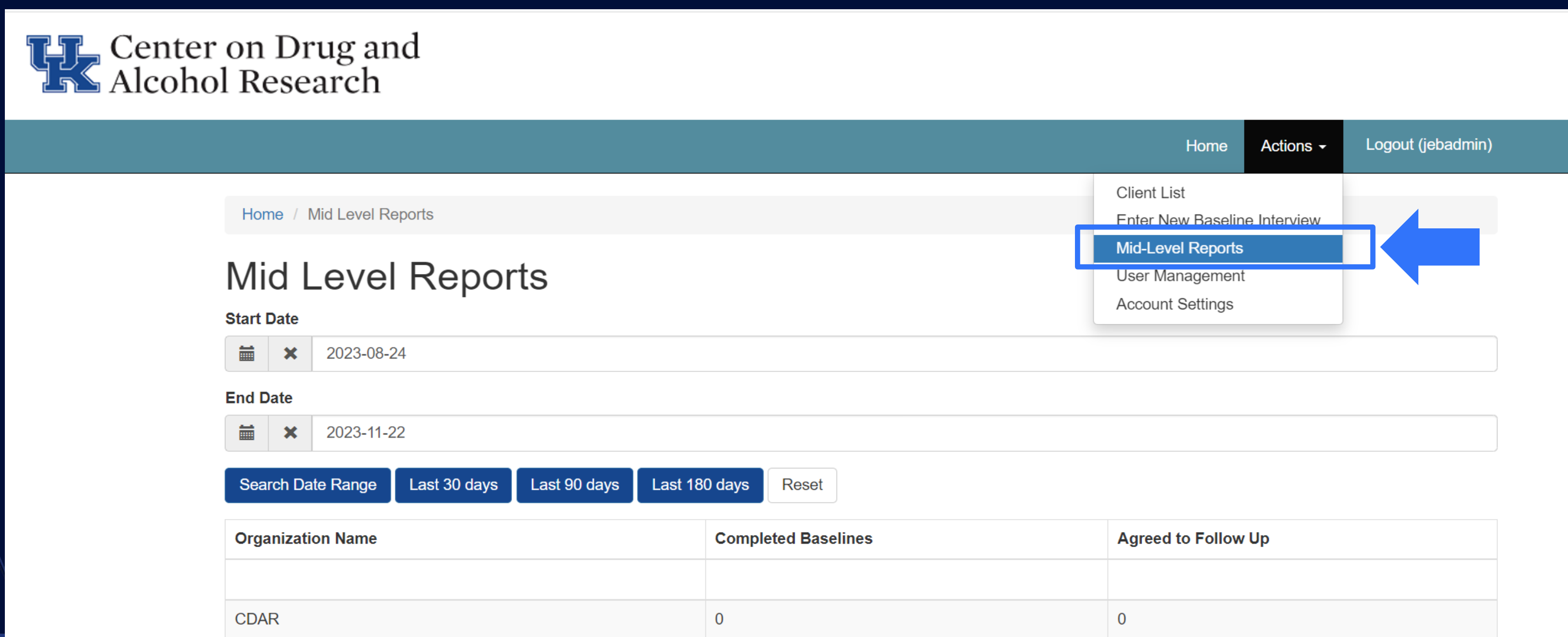
User Management – Deleting Users

- 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 blue trashcan 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 intakes by clinician. (This feature will only produce clinician-specific lists after all clinicians are assigned login passwords and the previous link to AKTOS intakes is disabled.) You can specify certain date ranges or select the last 30, 90 or 180 days using the pre-set buttons.



Summary and Where Can I Get Help if I Have Questions?

- AKTOS provides Kentucky with information about who gets SUD treatment through the CMHCs, recovery outcomes, risk and protective factors associated with recovery outcomes, and program satisfaction/feedback.
  - AKTOS data provides program quality indicators (e.g., client-level outcomes)
  - Because AKTOS is collected annually and presented biannually, trends over time in Kentucky are presented in biannual reports.

- The intake surveys are conducted by staff and are not considered research data.

- Follow-up surveys are conducted by UK CDAR interviewers who are trained and monitored.

- The CIS provides a one-stop shop for entering the intakes and obtaining a client narrative report.
- Program managers/supervisors can also obtain a variety of other reports through the CIS.
- All the data entered into the CIS is behind UK Medical Center firewalls and identifying information is encrypted.

Questions? Need more help?

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

AKTOS Technical Questions

- Jeb Messer 859-257-1400 or jeb.messer@uky.edu

Programmatic or KTOS Questions

- Jennifer Cole 859-257-9332 or jecole2@uky.edu

Need a unique log-on ID and/or password

- Contact your Program Director

Web address for AKTOS Client Information System

https://ukcdar.uky.edu/AKTOS