Welcome to

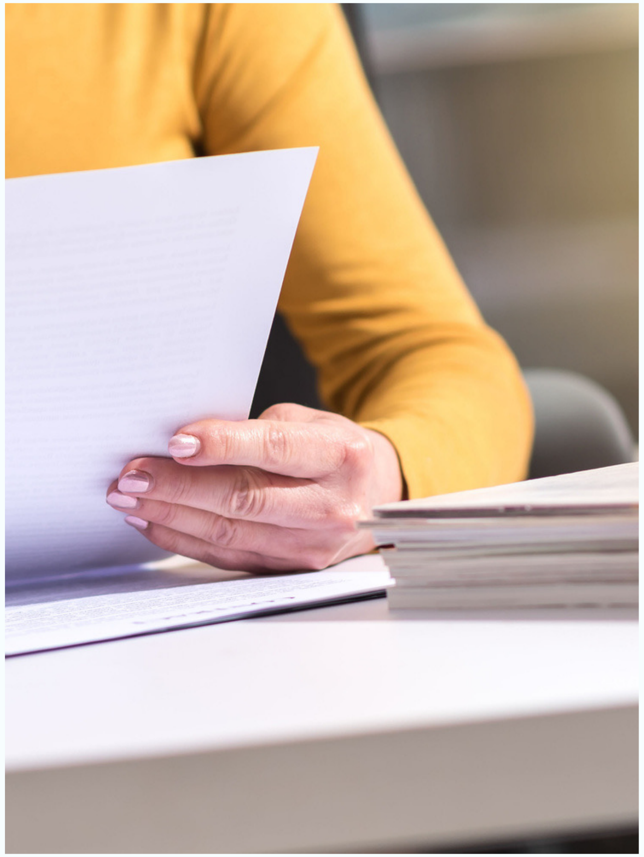
Data Collection Platform (DDOR)

Behavioral Health Conditional Dismissal Program

AGENDA

- Log in to DDOR
- Purpose
- Workflow
- Navigation
- Data Privacy
- Glossary
- Technical Support
- Questions
- Live Demo:

a) KYAE Referral
b) 14-Day Stabilization Report



Getting Started: Logins

1 **User Name**

- Your work email address, for example: erinh@treatmentprovider.com or your employer shared inbox email address sb90referrals@treatmentprovider.com

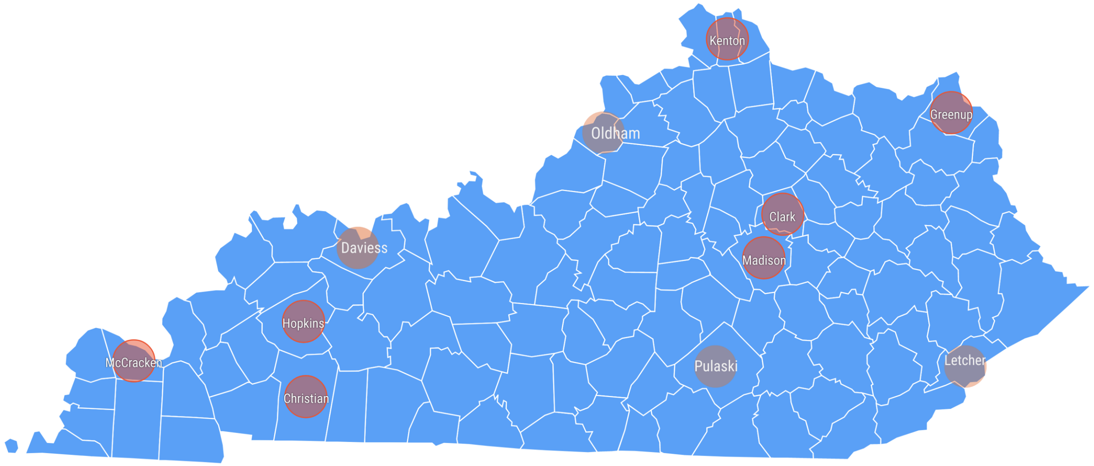
2 **Temporary Password**

- Ddor*Temp1
- Change as soon as you log in to a unique password

3 **Log in**

- Log in to DDOR at www.fgi-ddor.com
- If you cannot log in, please let us know in the chat and include your name and email address

Why Data Collection?



- Statutory requirement
- Measure outcomes: Evaluate program success and make it available to the rest of the state
- Progress updates for the Case Navigators
- Quality improvement
- Unique opportunity to track the progress of a hard-to-reach and underserved population

Platform Workflow: Referrals

1

AOC Case Navigator

Forwards the participant when the defendant, Commonwealth Attorney, and Public Defender have fully executed the legal agreement.

2

Treatment Provider: Referral Point of Contact

The referral point of contact forwards the client to staff completing the reports through email or DDOR.

3

Treatment Provider: Staff completing the Reports

The staff member assigned to the client will complete the reports at the designated intervals.

Platform Workflow: Referral Types

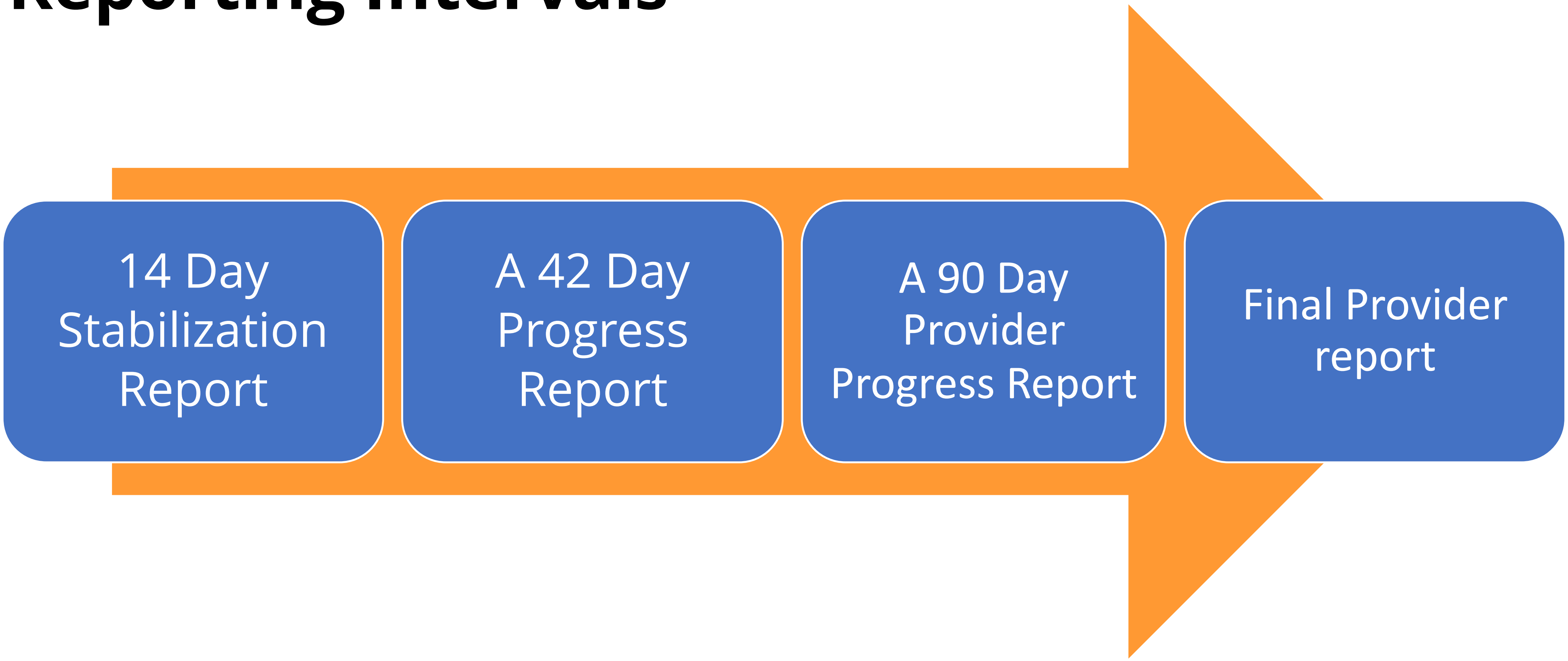
Treatment Referrals

- A BHCDP-eligible client may be referred to the treatment provider if symptoms are acute and severe before the legal agreement has been fully executed.
- Received via a phone call or email from the Case Navigator.
- Treatment begins

DDOR Referrals

- The Case Navigator forwards the participant to the provider in DDOR once the legal agreement to participate has been fully executed.
- Received via email notification from DDOR.
- Reporting Begins

Platform Workflow:
Reporting Intervals



Platform Workflow: First 14 Days

1	Kentucky Office of Adult Education Referral	Complete within 14 days of referral.
2	14 Day Stabilization Report	Complete at day 14 of the referral.

Platform Workflow: 42 Days

1

42 Day Progress Report

Complete 42 days after DDOR referral.

The report will focus on services rendered and the status of social determinants of health.

2

BARC-10 PHQ9/GAD7

Complete 42 days after DDOR referral.

Co-occurring diagnoses: BARC-10 & PHQ9

SUD only: BARC-10

MH Only: PHQ9/GAD7

3

WAI-SR

(Working Alliance-Short Report)

Complete 42 days after DDOR referral.

Evaluates the collaborative relationship between the helper and the client.

Platform Workflow: Continuing Reporting

1

A 90 Day Provider Report

Complete at 90-day intervals

(Reports: 90, 180, 270, 360 Day)

SUD: BARC-10 ; MH : PHQ9/GAD7

WAI-SR

2

Status Change

Complete within 24 hours

Discharges

Level of Care Change

Change in facility location within the parent agency

3

Final Provider Report

Complete as soon as completion of SB90 but no later than 30 days after discharge

DDOR Navigation

1. **Dashboard**
   Landing page when logging on through fgi-ddor.com. Search by report & participant here.

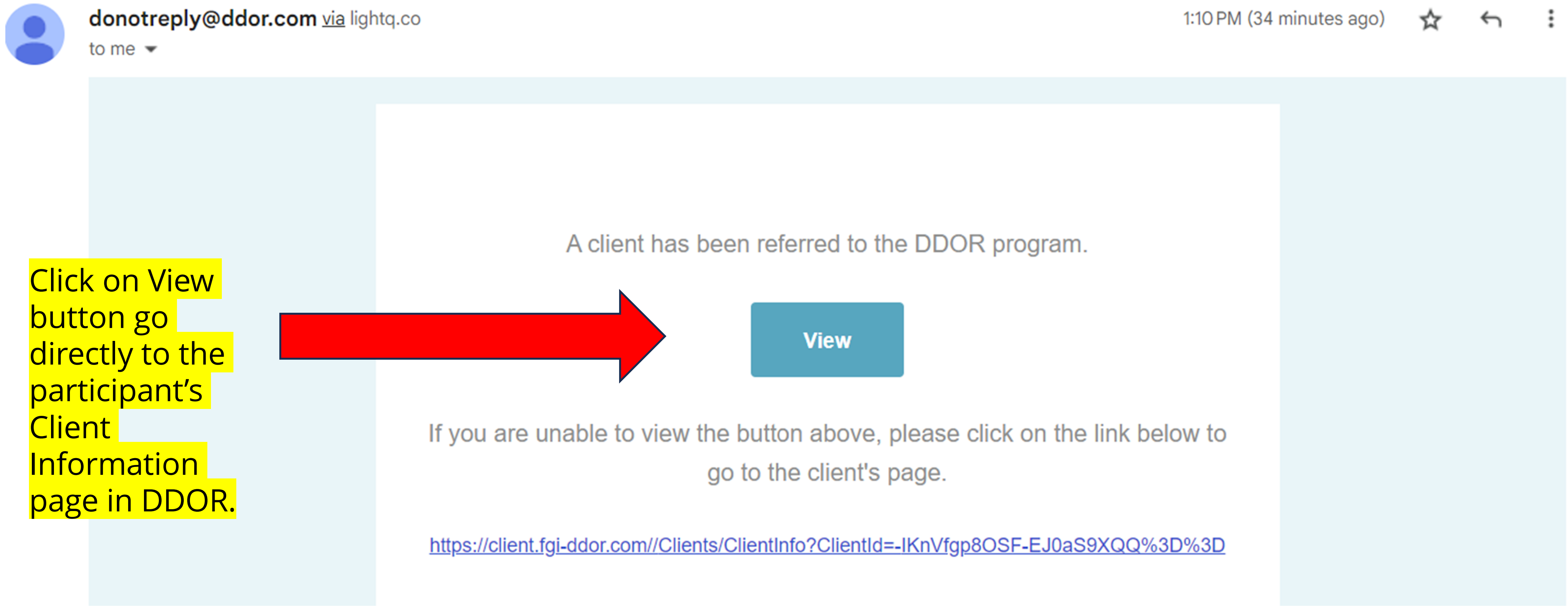
2. **Referred Client List**
   Your client caseload. Search for individual participants here.

3. **Client Information Page**
   Individual participant's information and reports are located here.

4. **Client Chart**
   Read individual reports here.

Receiving a Referral: Step 1 – Reporting Begins

Your agency’s point of contact will receive an email notification. You may already be treating the client, or the client has yet to show up for the first appointment. This email referral in DDOR referral signals that the participant agreement has been signed and it is time to begin reporting.



Click on View button go directly to the participant’s Client Information page in DDOR.

**The point of contact may forward this notification via email to the staff member completing the reporting or forward it in DDOR.*

Receiving a Referral: Step 2
The Client Information Page

The referral point of contact will read the Statewide Clinical Assessor Findings Summary Report <u>for Level of Care and Facility recommendation</u>.

The referral point of contact will notify the staff member responsible for reporting by adding their address in the "Send Copy to" field on the client profile page and clicking the "Send" button or forwarding the notification via email.

Forward to

FORWARD

Forward Outside Account

FORWARD OUTSIDE ACCOUNT

Send Copy to

Email Maryjane@yourtreatmentcenter.com

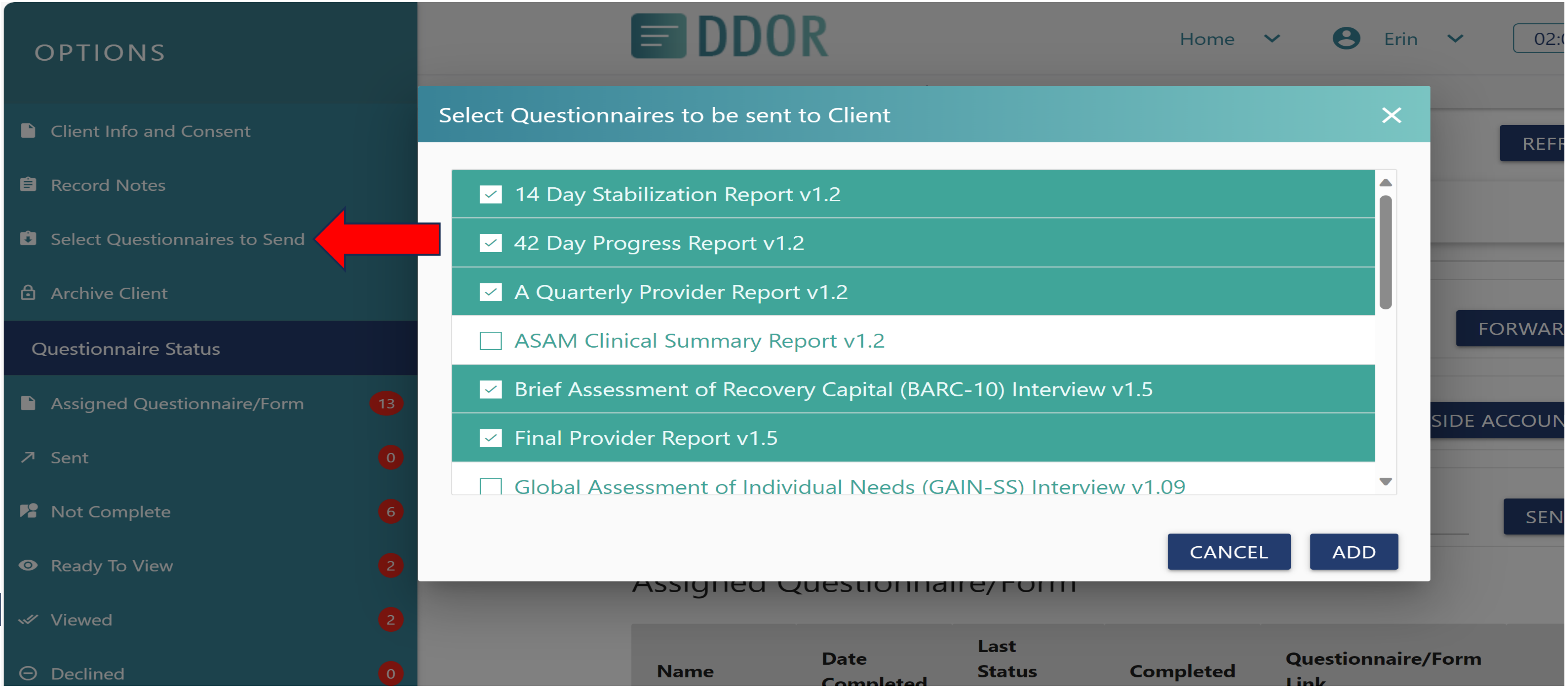
SEND

Viewed Questionnaires

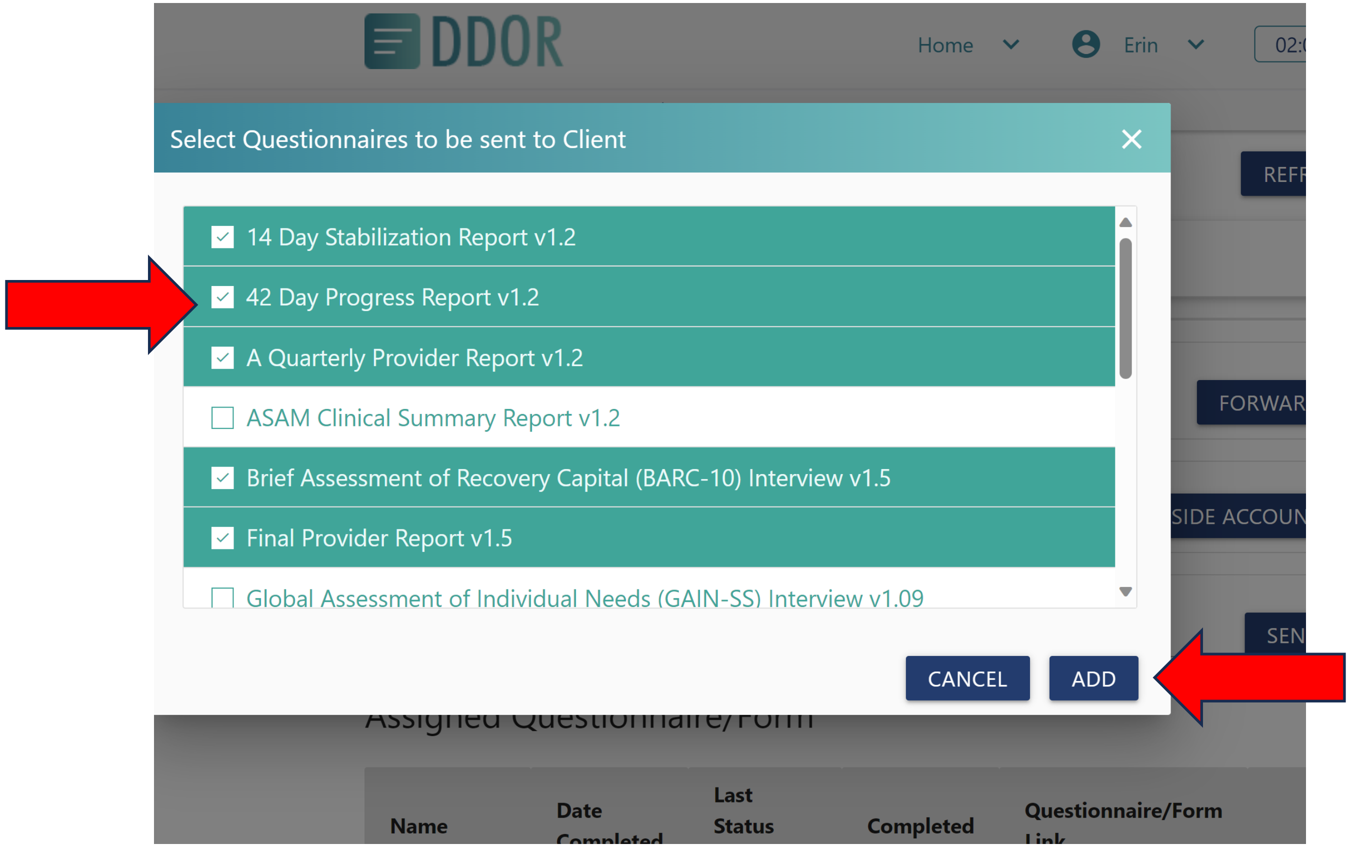
Name	Date Completed	Last Status Change	Completed	Questionnaire/Form Link	
Demographics JN MC V1.0		5/23/2023	Yes	Completed	View
Global Assessment of Individual Needs (GAIN-SS) v1.08		4/21/2023	Yes	Completed	View
LOCUS Evaluation Summary Report		5/31/2023	Yes	Completed	View
PHQ-4 v1.1		4/21/2023	Yes	Completed	View
Statewide Clinical Assessor Summary Report - AOC vs1.0		7/23/2023	Yes	Completed	View
The BARC-10		4/21/2023	Yes	Completed	View

Receiving a Referral: Step 3

The Provider's Reports should be preloaded for all referrals after 2/1/2024. If they are not, you can download Provider Reports by clicking on "Select Questionnaires" in the Options bar on the left



Receiving a Referral: Step 4



**Loading reports may take 60 seconds*

Load all provider reports by checking the box and clicking the "Add" button.

- Initiation Report
- KYAE Referral
- 14 Day Stabilization Report
- A 42 Day Progress Report
- A 90, 180, 270, & 360 Day Provider Report
- A Final Provider Report
- Status Change
- BARC-10
- PHQ9/GAD7
- WAI-SR

Receiving a Referral: Step 5

Viewed Questionnaires

Name	Date Completed	Days Until Due	Completed	Questionnaire/Form Link	
Demographics JN MC V1.0			Yes	Completed	View
PHQ-4 v1.1			Yes	Completed	View
Global Assessment of Individual Needs (GAIN-SS) v1.08			Yes	Completed	View
ASAM Summary Results Report v1.1			Yes	Completed	View
LOCUS Evaluation Summary Report			Yes	Completed	View
The BARC-10			Yes	Completed	View
Statewide Clinical Assessor Summary Report - AOC vs1.0			Yes	Completed	View

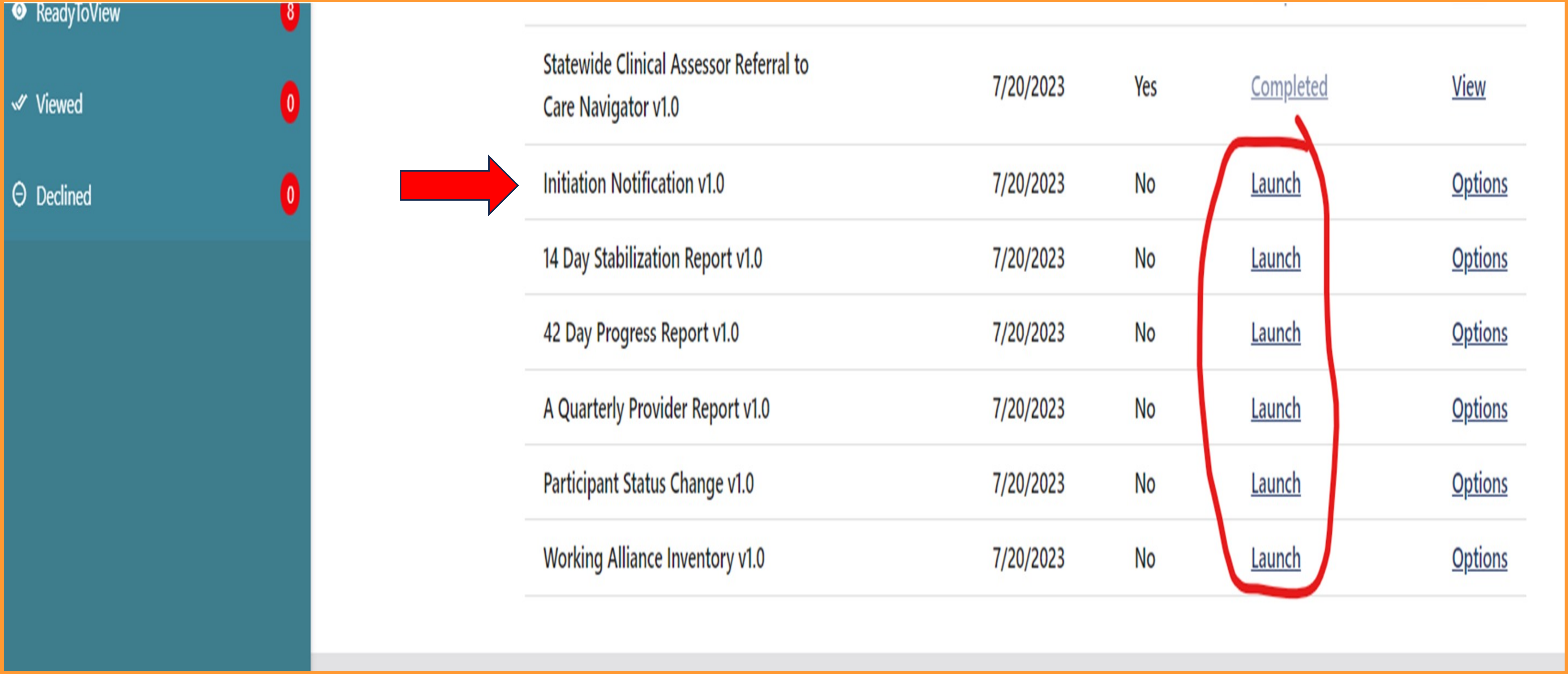
The Statewide Assessor's screens also appear in the Client Chart, and while they are part of the participants' records, providers do not need to access them.

These will typically have a "Completed" status.

- LOCUS
- ASAM
- BARC-10
- PHQ9/GAD7
- Demographics
- Statewide Clinical Assessor Summary Report
- GAIN-SS
- Consent to Release Information

Receiving a Referral: Step 6

The user assigned to completing reports (therapist, case manager, administrator) will click the “Launch” button to begin reporting.



Statewide Clinical Assessor Referral to Care Navigator v1.0	7/20/2023	Yes	Completed	View
Initiation Notification v1.0	7/20/2023	No	Launch	Options
14 Day Stabilization Report v1.0	7/20/2023	No	Launch	Options
42 Day Progress Report v1.0	7/20/2023	No	Launch	Options
A Quarterly Provider Report v1.0	7/20/2023	No	Launch	Options
Participant Status Change v1.0	7/20/2023	No	Launch	Options
Working Alliance Inventory v1.0	7/20/2023	No	Launch	Options

Completing your First Report: Step 1

The Initiation Notification sets the countdown for all other reports.

Assigned Questionnaire/Form

Name	Date Completed	Days Until Due	Completed	Questionnaire/Form Link	
KYAE Referral 1.1		14	No	Launch	Options
14 Day Stabilization Report v1.2		14	No	Launch	Options
42 Day Progress Report v1.2		42	No	Launch	Options
A Quarterly Provider Report v1.2		90	No	Launch	Options
Initiation Notification v1.1			Yes	Completed	View

- Complete Initiation Notification within 24 hours of receiving the DDOR Referral
- Sets the timer on subsequent reports.
- Provides BHCDP partners with location of participant's treatment, level of care, and status on service initiation.
- Complete this form even if the participant has not started services.

Logging into DDOR: Step 1 Using the Search Bar

Logging into DDOR through the website www.fgi-ddor.com takes the user to the Dashboard.

Search: Stabilization Report

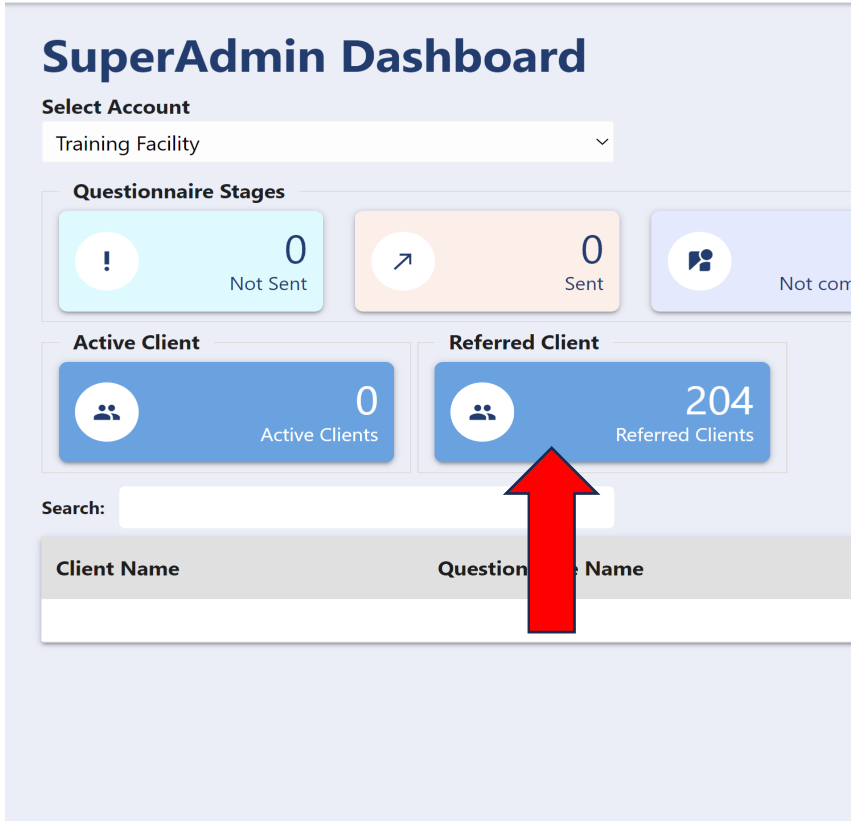
Enter No. of Days:

Client Name	Questionnaire Name	Status	No. of Days at this stage	Contact	View
Hannah Pallem	14 Day Stabilization Report v1.0	Not Complete	11	DETAILS	
Weston Homer	14 Day Stabilization Report v1.0	Not Complete	160	DETAILS	
Jenna Tannon	14 Day Stabilization Report v1.0	Ready To View	191	DETAILS	
Ken Roger	14 Day Stabilization Report v1.0	Viewed	39	DETAILS	
john smith	14 Day Stabilization Report v1.0	Not Complete	167	DETAILS	
Josh Alexander	14 Day Stabilization Report	Not Complete	12	DETAILS	
MCCC-Central Test	14 Day Stabilization Report	Not Sent	103	DETAILS	
Hannah Pallem	14 Day Stabilization Report	Not Sent	69	DETAILS	
Test Client DDOR	14 Day Stabilization Report	Ready To View	64	DETAILS	
john smith	14 Day Stabilization Report	Not Complete	63	DETAILS	

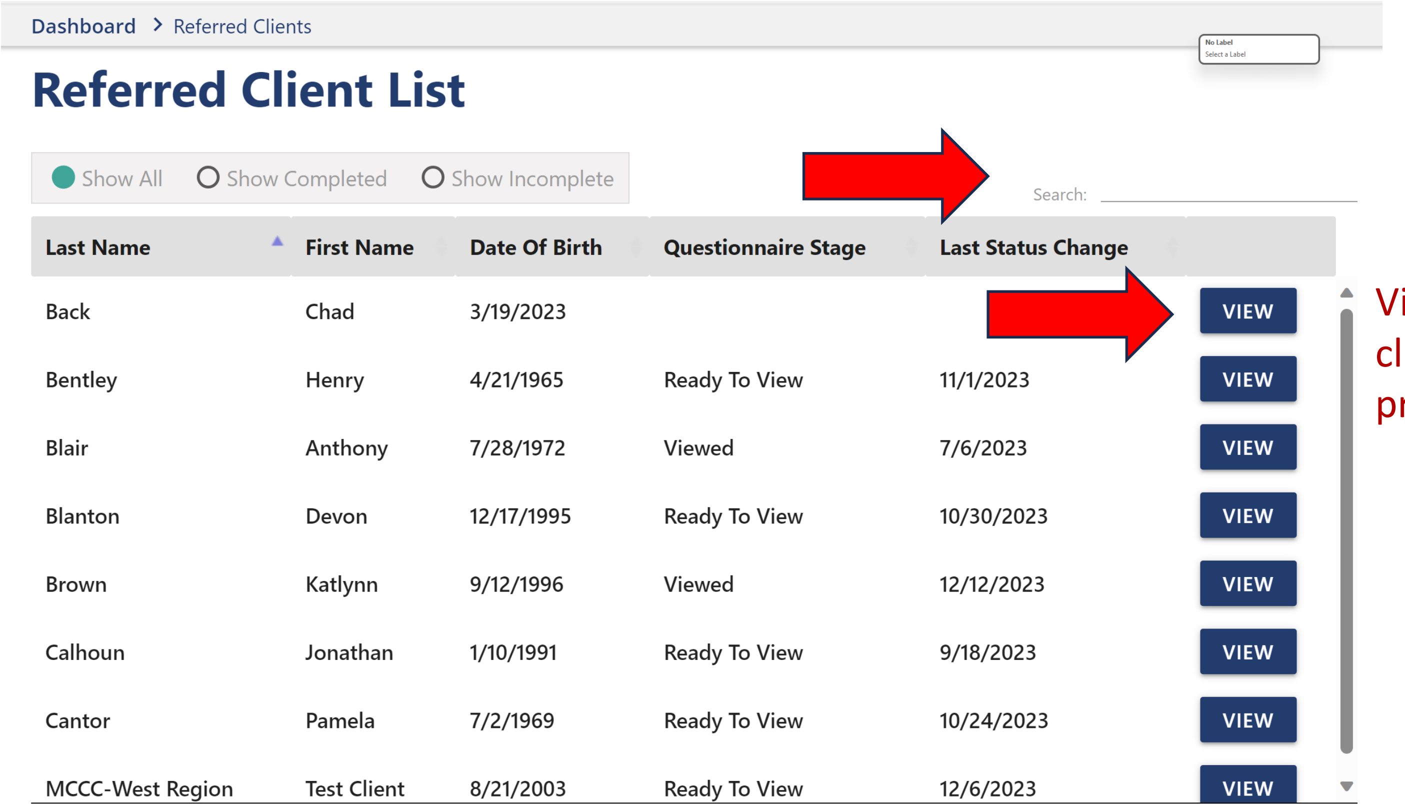
- Search by first or last name
- Access the individual Client Information Page by clicking “View”
- Search by report
- Check report status
- Check the number of days reports are at that status

Logging into DDOR: Step 2 Accessing your Client Caseload

Step 1: Click Referred Clients in Dashboard



Step 2: Search by first or last name and click View to select a participant and open their Client Chart



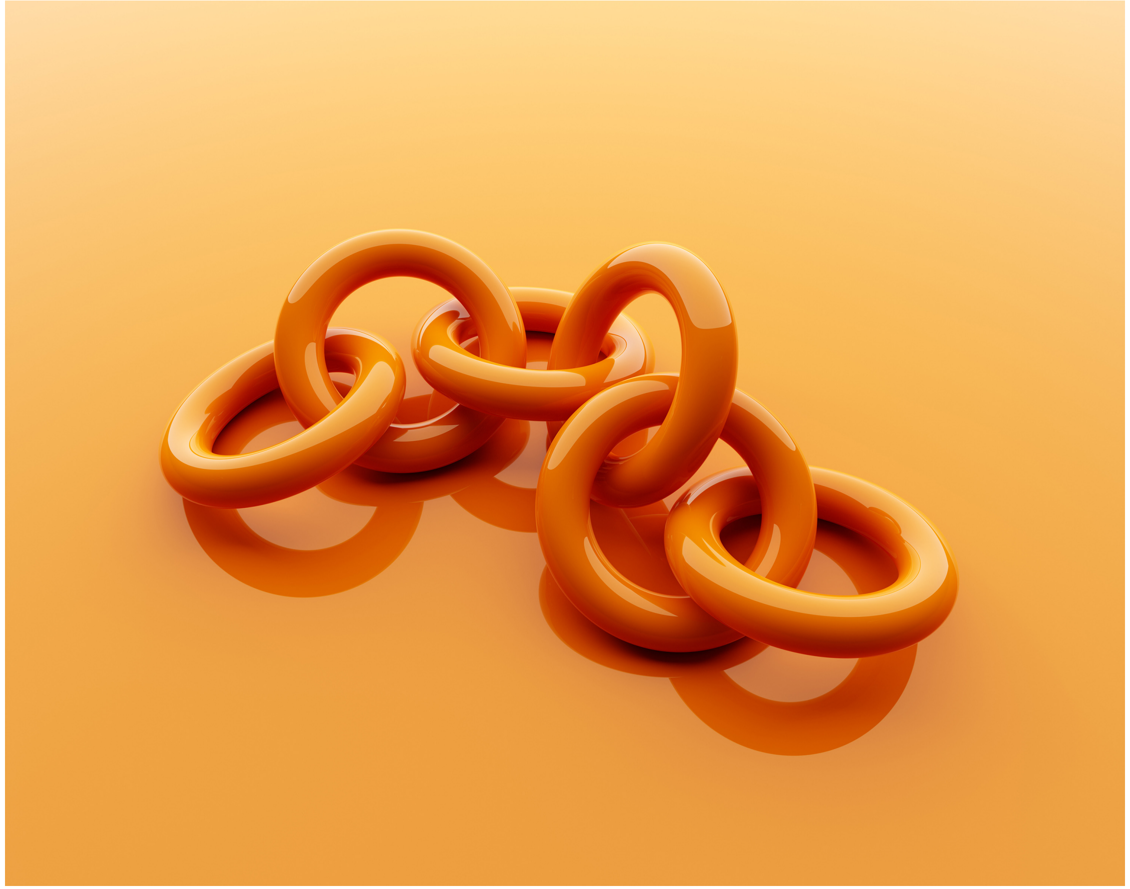
View client profile

DDOR Navigation Tips

- DDOR times out after two hours.
- All reports are saved where the user left off.
- All questions must be completed. If you do not know the answer, there will be “unknown, unsure”, or “other” options.
- A Search bar is located on the Dashboard and the Referred Client List, allowing searches by first or last name or report due.
- DDOR employs “breadcrumbs” to navigate between the Dashboard, Referred Client List, and Client Information pages. Utilize the navigation tool at the top center of your page instead of the back and forward arrows.
- When reports are completed, they are hidden. You can locate these by clicking on “Assigned Questionnaire/Form on the left of screen under OPTIONS.
- After completing reports, click the refresh button to update the report status.

Data Privacy & Security

- HIPPA-compliant platform.
- Patient information will be anonymized and protected when shared with stakeholders for outcomes reporting.
- Password resets: Click “Forgot Password” on the Login Page.
- Users can only view participants who are referred to them.
- Notify the Data Collection Coordinator within 48 hours of the termination of a staff member with DDOR access.
- Protected Health Information (PHI) must be viewed on a need-to-know basis within your organization.



Troubleshooting and Support

- Contact the Data Collection Coordinator, Tanya Vasser, tvasser@fletchergroup.org:

- To create a new user or deactivate a user email.
- For Technical Assistance or system issues.
- Schedule a virtual or in-person training.
- Schedule a one-on-one call for assistance completing reports.

- Consult the training video library on the provider website at kentuckyproviders.org or the training appendix.
- Attend the weekly DDOR drop-in training each Monday, 2-3 pm EST (the link is provided on the website and in the appendix)
- Test the User Login Page to ensure your company allows access: www.fgi-ddor.com. Contact your IT department to unblock the page if you cannot access it.

Best Practices for Data Collection

- Fletcher Group has a full-time Data Collection Coordinator dedicated to supporting providers with email reminders and assistance in report completion.

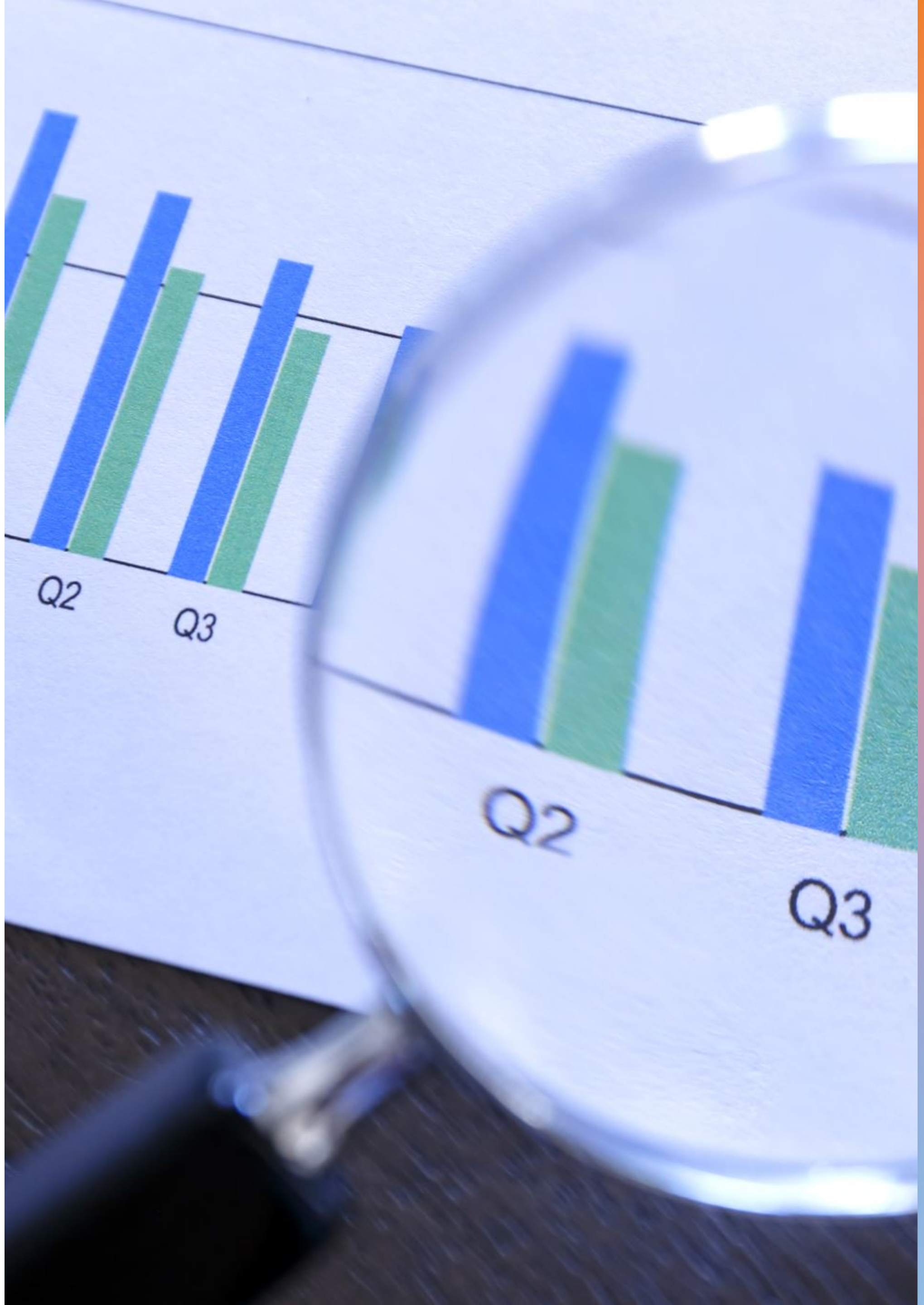
- The Fletcher Group performs report audits every Monday and will contact the treatment provider's point of contact on Tuesdays if there are overdue reports. We request that overdue reports be completed by Friday of that week.

- The Fletcher Group is here to support and assist every step of the way to aid the data collection process. Still, the treatment provider is ultimately responsible for tracking when reports are due for each participant and staying current according to the timeline in Senate Bill 90 and the Standard Operating Procedures.

- The PHQ9-GAD7, BARC-10, and the Therapeutic Alliance are measures that require participant self-survey and engagement. Treatment providers may occasionally need to remind participants that successful completion of this program status includes answering these questionnaires.

Data Analysis and Reporting

- A.O.C. Case Navigators utilize the data to gauge the progress of their participants, determine when to dismiss charges, and gives additional support to the participant and provider.
- The Fletcher Group anonymizes protected health information, tracks qualitative and quantitative change in individual and aggregate populations, and reports outcomes to the AOC. and DBHDID on a quarterly
- Results will be communicated to the BHCDP Implementation Council quarterly, with stakeholders that include the KYAE, DBH, AOC, DPA, and Commonwealth attorneys. These meetings are open to the public, and treatment providers are encouraged to attend.



Glossary

- **Referral Point of Contact:** One person per agency or facility who is designated to receive all DDOR referrals and forward them to the staff responsible for completing the reports.
- **Report Status:** Not Complete indicates the report was launched but not completed; Ready to View indicates a report has been completed; Viewed indicates that a completed report has been opened and reviewed.
- **Launch:** Open a report.
- **Completed:** Report is completed.
- **Questionnaire:** Another name for a report, referral, or status update.
- **Days until Due:** These are the days until the reports are due in DDOR.
- **Assigned Questionnaire/Form:** Located on the Options bar, these are all of the reports loaded into the Client's Information Page.
- **Referred Clients:** Found on the Dashboard, these are all clients forwarded to the treatment provider by the case navigator. They are "referred" because they were sent to you from another account.
- **Active Clients:** Accounts that create clients have "active" clients. Providers do not create clients and will have no clients in the active tab.
- **Dashboard:** This is your home page where you can search by participant or report and review the status of reports. Providers will spend the majority of time in the Referred Client List or the Client Information Page.

QUESTIONS?

Appendix

Working Alliance Inventory – Short Revised (WAI-SR): Microsoft Word - WAI-SR Client Version.doc (profhorvath.com)

BARC10: barc10.pdf (recoveryanswers.org)

PHQ9-GAD7: Patient Health Questionaire and General Anxiety Disorder (PHQ-9 and GAD-7) (fsu.edu)

User Login Page: DDOR (fgi-ddor.com)

Short video training on referrals and finding reports:

Provider Training: DDOR - Create and share your videos with Clipchamp

Short video training on resetting your password:

Resetting your password in DDOR.mp4 (sharepoint.com)

Join a weekly drop-in DDOR training each Monday from 2-3 pm EST
Click here to join the meeting
Meeting ID: 287 741 960 883
Passcode: sFuPM9