GAIN ABS (Stand Alone) User Manual

(Idaho/WITS)

Chestnut Health Systems

Getting Started with GAIN ABS (Stand Alone)

GAIN ABS (Stand Alone) is a tool used to conduct interactive GAIN assessments on a laptop in situations where internet connectivity is not available at the time of the interview. GAIN ABS itself is the web-based service that supports the GAIN family of assessment instruments.

About this Guide

This GAIN ABS (Stand Alone) User Manual is intended to help users identify how to properly use GAIN ABS (Stand Alone).

Installation is covered by the GAIN ABS (Stand Alone) Installation and Tools Manual.

In this guide you will learn:

- Preparation of clients for Stand Alone in WITS
- Preparing Stand Alone for the field
- Conducting an assessment
- Upload completed assessments to the GAIN ABS website from Stand Alone

Feel free to print this guide and work through it at your own pace. Please refer any questions to their respective support areas. The lessons contained do not substitute GAIN administration training and certification.

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Idaho/WITS

Introduction

One of your colleagues has been selected to be your local GAIN ABS contact. Your GAIN ABS contact will be your first source of information about GAIN ABS and will:

- Provide you with minimal onsite support.
- Make sure your internet access policies will permit you to reach GAIN ABS.
- Forward your questions regarding the GAIN ABS to the ABS Support team at ABSSupport@chestnut.org or 309.451.7777.
- Forward your questions regarding WITS to:

Michelle Buskey
Idaho Department of Health and Welfare
Bureau of Substance Use Disorders
BuskeyM@dhw.idaho.gov

Treena Clark
Idaho Department of Health and Welfare
Bureau of Substance Use Disorders
hdwitsgain@dhw.idaho.gov

If you need immediate assistance with WITS (you are with a client) please call Michelle at 208-334-5765 or Treena at 208-334-6611.

Other Considerations:

Once GAIN ABS (Stand Alone) has been installed, all needed functionality to conduct and upload assessment is available using a Windows standard user account. Applying updates through the user console can also be done with a standard user account. However, in order to use the GAIN ABS (Stand Alone) Management Tools you will need to contact your IT Dept because of the higher level Windows permissions (Administrator) required to execute the tools. The tools will only be needed in the situation, that at some point, changes to the computer has altered GAIN ABS (Stand Alone)'s ability to function correctly.

Using Keyboard and Mouse

GAIN ABS (Stand Alone) is best utilized with a keyboard and mouse. The single most widely used method will be interaction with the mouse for common clicking functionality.

Security

Due to the sensitive level of information you will be interacting with using GAIN ABS (Stand Alone), we must remind you of professional ethics regulations to help protect from unauthorized disclosure (HIPAA and 42 CFR Part 2). Your GAIN ABS (Stand Alone) internet connection is encrypted to reduce the possibility of anyone intercepting it.

Obtaining Your GAIN ABS (Stand Alone) Login

GAIN ABS (Stand Alone) requires a valid and active GAIN ABS account. Normally WITS will allow you direct access to GAIN ABS without the need for a password. However, GAIN ABS (Stand Alone) confirms your account and password against the main GAIN ABS system for security purposes. Please contact ABS Support at 309-451-7777 to set up a GAIN ABS (Stand Alone) password and login prior to using GAIN ABS (Stand Alone). This process must be repeated for each person at your agency that will be using GAIN ABS (Stand Alone).

- This login will **ONLY** be used for interacting with GAIN ABS (Stand Alone).
- ALL other work will be performed through WITS, never the actual GAIN ABS website. See Working with Assessments After Uploading section for more information.

Quick-Start Overview

This section is an outline of the GAIN ABS (Stand Alone) user process from start to finish.

- 1. Prepare the client for the field in WITS
- 2. Open Stand Alone through the programs menu (or it may already be running in the system tray)
- 3. Right Click on the GAIN icon and go to Open User Console
- 4. Login and synchronize system data if needed
- 5. Go to the Client Search tab, search for the client, and then load the client locally
- 6. Right Click the GAIN icon in the system tray and go to Start GAIN ABS
- 7. Login to the local GAIN ABS and conduct your assessment as you normally would
- 8. When finished, logout and close your browser
- 9. Go to the Assessment Record(s) tab and click the Update Data button
- 10. Select the row of the assessment to upload and click the Send Assessment button
- 11. Exit User Console

Preparing a Client in WITS for GAIN ABS (Stand Alone)

You can begin creating assessments after you have installed GAIN ABS (Stand Alone) completely and are familiar with the <u>User Console</u>. Assessments in Stand Alone can **only** be created for clients that have been downloaded from your agency's database of clients.

Before you visit a new client, you must first create your client through the WITS system.

Always search for an existing client in WITS before creating one. You will need to add the client if no record is fond based on search criteria.

Complete the Client Profile using the information from the BPA Screening Summary. Complete all the dark yellow and light yellow fields and add at least one address. Click Save and then Finish. Complete the Intake using the information from the BPA Screening Summary. Complete all the dark yellow and light yellow fields. Click Save and then Finish.

Once the client profile and intake are complete, you may continue to sync your client and episode with GAIN ABS. Click on Activity List->Assessments->GAIN. Next click "Sync Client Profile." At this point you will stop. You will not need to click on the "Perform GAIN Assessment" as you normally would. From here you will log out of WITS and start GAIN ABS (Stand Alone) in order to download your client. Repeat this process for any clients you plan on visiting during the time you are offline. You can visit multiple clients without needing to return to the office, as long as they are all created in WITS and GAIN ABS, and then downloaded to Stand Alone.

Only one GAIN-I assessment can be conducted for each client within one episode (of care). If the client has an open intake for a previous episode and a previously conducted GAIN-I assessment, then the intake must be closed before another episode can be created.

On the Intake Case Information screen and enter the Date Closed (date of last contact or attempted contact with client). Click Save and Close the Case. Click Finish. This will close the Episode of Care and the Intake will become read only. NOTE: The Client Profile and Intake must be completed to close the Intake.

Create a new intake and continue to sync your client and episode with GAIN ABS. Click on Activity List->Assessments->GAIN. Next click "Sync Client Profile." At this point you will stop. You will not need to click on the "Perform GAIN Assessment" as you normally would. From here you will log out of WITS and start GAIN ABS (Stand Alone) in order to download your client.

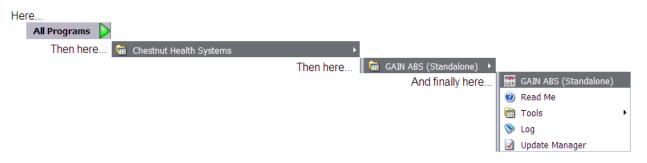
Preparing GAIN ABS (Stand Alone) for the Field

Starting GAIN ABS (Stand Alone)

Each time your computer is started or you use your Windows login, GAIN ABS (Stand Alone) will load and run in the background. The GAIN icon is found in the lower right hand corner of your screen, in the system tray, which looks like this.

If you do not see the icon in the system tray, manually open GAIN ABS (Stand Alone) by...

Clicking start , then navigate to...



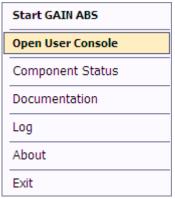
Note: If you receive a message that GAIN ABS (Stand Alone) is already open, check your system tray in the bottom right of your screen for the GAIN icon.

When you start GAIN ABS (Stand Alone), for a brief moment you will see...

GAIN ABS System, loading...

And then the icon will load in the system tray. It is from the system tray that you will operate GAIN ABS (Stand Alone).

Once complete and before leaving to the field, right click on the icon in your system tray and it will give you....



From the menu select "Open User Console".

Logging In

Next, in order to open the User Console, enter your GAIN ABS website login credentials that you received from the ABS Support team. This will begin the synchronization process.



Note: You must have a valid active GAIN ABS account as well as be connected to the internet to get past this login. If login fails, please visit the <u>GAIN ABS website</u> to verify that you username and password are being accepted. GAIN ABS passwords are required to change every 90 days. Because this is normally handled through WITS you do not normally go through that process. However, if your login expires you will have to contact ABS Support to reset it.

Loading System Data

New to GAIN ABS (Stand Alone) is the option to download or skip system data.

System data will automatically load if...

- It has not already been done at least once that day
- A different user is logging in
- Windows user account has changed

Otherwise, you will have the option to skip this process by selecting Yes.



Client Search Tab

After the <u>User Console</u> is loaded your next step will be downloading your client. When it opens you will see the <u>Main Tab</u>. Click to switch to the Client Search Tab to continue.

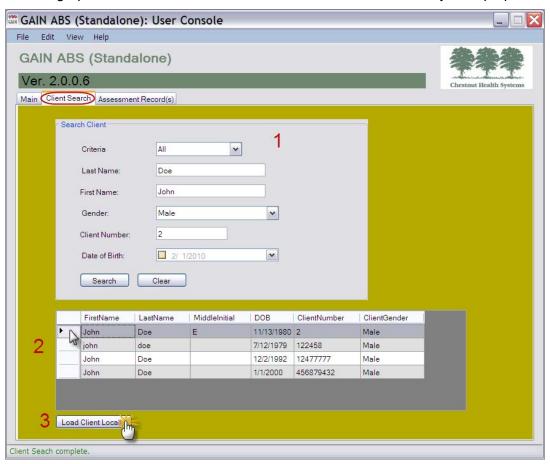
The Client Search Tab allows the user to search for clients that have been prepared in WITS for download from the GAIN ABS website into GAIN ABS (Stand Alone). After being found, the clients existing treatment episode history can be downloaded into the local version of GAIN ABS and stored on your laptop. Again this will need to be done before leaving for the field and requires an internet connection.

To Use:

Step One - Searching criteria and methods work exactly the same as in the GAIN ABS website. Enter in the information you wish to search by, click search and the system will update the client list.

Step Two - After the desired client list comes up click on the far left box to select the row.

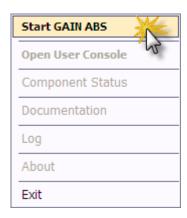
Step Three - After the row is selected, click on the "Load Client Locally" button. This will pull down the client demographic and treatment information to the local database on your laptop.



Once you have downloaded all the clients you plan to meet while offline, you may close the Stand Alone User Console. This will not have to be reopened until you have an assessment to upload. You are now ready to go offsite and administer the assessment.

Conducting Assessments

After you have met with your client and are ready to perform an assessment, you will right click on the icon in your system tray and select "Start GAIN ABS".



This will bring up the local GAIN ABS website stored locally on your PC.

Your web browser will start up, presenting you with the same login screen you would see if you were logging directly into GAIN ABS. Sign in with the same credentials as you did when opening the User Console.

- 1. Click on the Search Client button on the left menu.
- 2. You will be presented with the client search screen, similar to what you used when loading the client locally. Search for the client record (we recommend by client number).
- 3. Select the client you want from your search client list of results, and you will be presented with the Client Record View.
- 4. From there you can perform the assessment in the same manner as if you had gone through WITS. At the Client Record View, click on the Treatment Episode you wish to create the assessment in, then click on the appropriate create assessment option in the left menu, such as GAIN-I Interactive Interview. At this time you will be taken to the Assessment Header of your assessment and may begin the interview. This is the same process you follow when using GAIN ABS to interview a client via WITS.
- 5. Once you are done with your interviews, return to your office or somewhere that will let you connect to the internet. See next section for uploading instructions.

Note: The local version of GAIN ABS uses the same design and functionality as the web based GAIN ABS system you typically use. Please refer to the "Getting Started with GAIN ABS" manual for instructions on how to use the GAIN ABS system.

Assessment Record(s) Tab

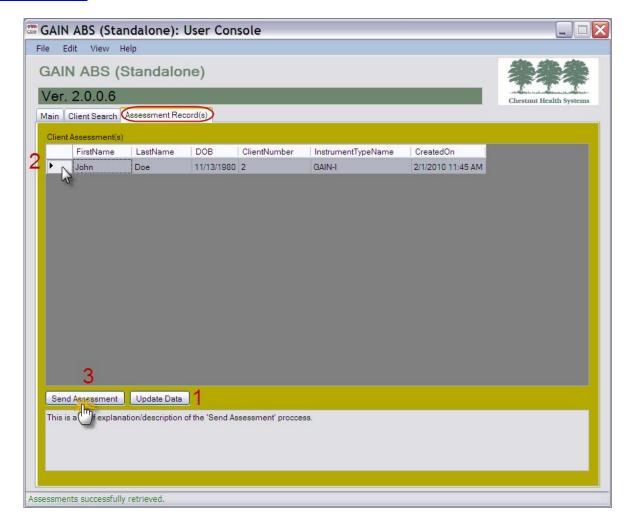
The Assessment Record(s) Tab displays the list of existing client assessments waiting to be uploaded. From this interface you will upload the assessments that you have recently conducted using GAIN ABS (Stand Alone).

To Use:

Step One- Click the "Update Data" button to refresh the Client Assessment(s) list.

Step Two- Select the row of the desired assessment

Step Three- Click the "Send Assessment" button. This will upload assessments created in the stand-alone database, sending them to the central GAIN ABS website database. See <u>Uploading Assessments</u> section for further detailed instructions.



Note: Assessments created only in the GAIN ABS (Stand Alone) environment will show in the list. Existing assessments downloaded are **not** editable, and will **not** be uploaded back to the main GAIN ABS website, so the stand-alone database will not create a record on this tab to display. They will be removed though after the new assessments are uploaded to the GAIN ABS website.

Uploading Assessments

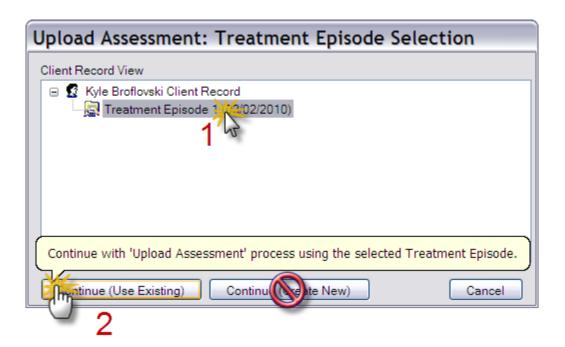
GAIN ABS (Stand Alone) will notify you that assessments are ready for upload, after you complete an assessment, log out of the local GAIN ABS website, and have an internet connection. The system tray will continually notify you that you should upload your assessment as long as you have a network connection and new assessments to upload. The notification will end once all your assessments have been uploaded.



Note: We recommend uploading assessments off of your laptop as soon as possible. Storing client data on your laptop for longer than needed timeframes can be considered a security risk and should be avoided.

The assessment upload process, accessed from the User Console Assessment Record(s) Tab, will remove the new assessments and delete the existing client history from the local database on your laptop.

At the <u>Assessment Record(s) Tab</u>, when you select the assessment you wish to upload, and then click the "Send Assessment" button, a new window will open. It is asking you which Treatment Episode you would like to place the assessment. You will not need to create a treatment episode. All assessments will be under one Treatment Episode so that they can be detected in WITS.



When the upload process completes, GAIN ABS (Stand Alone) will go back to your Assessment Records Tab, displaying any other assessments still left to upload. Repeat the upload process until all client assessments are removed from the laptop. When finished, exit the User Console when uploading is complete.

Working with Assessments After Uploading

After all client assessments are uploaded and removed from the laptop, you can now log into WITS and search for your client.

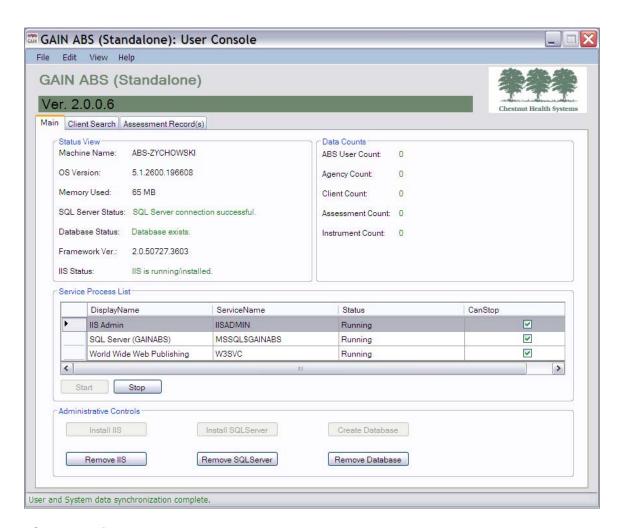
Once you find your client...

- 1. Go to GAIN on the left menu
- 2. Click the "Sync Client Profile" option again to pull in the new assessment you did in Stand Alone.
- 3. Synchronizing will tell WITS to check for any new assessments created in GAIN ABS.
- 4. At this point you can now click the "Perform GAIN Assessment".
- 5. You will be taken to the client record view in GAIN ABS for your client, which will allow you to create your GRRS and edit it, or run any other reports, as you would normally with WITS and GAIN ABS.

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User Console

The User Console of GAIN ABS (Stand Alone) is an administrative menu for conducting various tasks the stand-alone software. For an average daily user, the User Console and the Main Tab sections have minimal importance. However, it is important to include as part of the manual for general use.



User Console File Menus

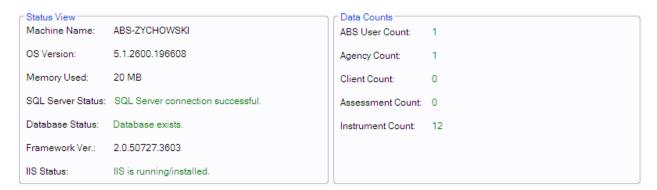
- **File** Contains the option to close, which closes the User Console interface.
- Edit Contains the option to change the user logged into GAIN ABS (Stand Alone).
- View Used to access logs for troubleshooting of any problems or GAIN ABS (Stand Alone) system notification. The View menu also contains access to the backup management interface which can be used to delete or view the list of existing backups created before an assessment upload to the GAIN ABS website.
- Help The Contents menu option opens this GAIN ABS (Stand Alone) User Manual. Check for Updates will open the Updates Manager. With it you will be able to verify if a new GAIN ABS (Stand Alone) update is available and attempt to download and install it. About will give you version information for GAIN ABS (Stand Alone) you have installed.

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Main Tab

The Main Tab area collects and gives information about the current status of GAIN ABS (Stand Alone). Most information it gathers would be used in a troubleshooting scenario. From a daily user perspective this tab has minimal significance but is important to include.

The first section of the main tab shows us the Status View and Data Count. Status View collects basic information regarding GAIN ABS (Stand Alone) and your system, for possible use in troubleshooting. The Data Count will show the total of Users, Agencies, Clients, Assessments and Instruments that have been downloaded and stored on the local GAIN ABS system.



The Service Process List displays what required GAIN ABS (Stand Alone) services are installed and running. If a service is not installed or running correctly, it is indicated here.



Administrative Controls can be used to add or remove Windows components that GAIN ABS (Stand Alone) depends on. Adding and removing components would only be used in a troubleshooting situation, if a problem occurs with GAIN ABS (Stand Alone) and the support team suggests it. Removing components of GAIN ABS (Stand Alone) when not required will impact use of the product. If your local Windows user account is not an admin account, none of the buttons will be available.



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<u>Troubleshooting Tips / Common User Issues</u>

1. I try to sign into the local GAIN ABS website but it says my account is invalid.

First go to https://www.gainabs.org and verify that your account works there. If you cannot log into https://www.gainabs.org, please contact ABS Support. If your account does work, close GAIN ABS (Stand Alone), start it again and sign into the User Console. This may be the first time your account was used locally, and signing into the User Console will pull your account data down to the local database, allowing the local website to verify your credentials. If that does not work, please contact ABS Support.

2. When I try to log into GAIN ABS (Stand Alone) I get a "Cannot authenticate credentials" error.

Verify you are connected to the internet by opening your web browser and going to Google or something of that nature.

3. Other issues logging into GAIN ABS (Stand Alone)

Go to https://www.gainabs.org and verify that your login credentials are working there. If they are not working, contact ABS Support to reset your password.

4. Each time I open "Start GAIN ABS" and then log in, it prompts me to reset my password, but then the next time I log in it won't take my new password.

We do not update passwords via Stand Alone. To correct this issue visit https://www.gainabs.org and log in there. You will be prompted to set a new password. After this has been done you will have to log into GAIN ABS (Stand Alone) with the new credentials and download the system data. It will then quit prompting you each time you "Start GAIN ABS".

5. I am at the local GAIN ABS login screen and I get "Undefined Error Occurred"

With certain versions of Windows you will need an additional component to be able to log in. This component is called Microsoft WSE 3.0 Runtime. For more information visit the Stand Alone installer site and use the Support link on the left of the page.

6. I get the error "This is a marker file generated by the pre-compilation tool, and should not be deleted!" when trying to open the User Console.

Open the command prompt. Change to the following directory (or whatever version of the .NET Framework you are using) C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727. Run the command "aspnet_regiis.exe -i". This may take several minutes and will report the success/failure of the process. If that does not work, you may need to reinstall IIS. You can uninstall IIS by starting GAIN ABS (Stand Alone) and selecting the "Uninstall IIS" button when prompted. It will remove IIS, and then you can install it again when starting GAIN ABS (Stand Alone).

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