



**COMPUTERIZED
ASSESSMENT**
— AND —
REFERRAL SYSTEM

USER MANUAL for CARS v1.05

Windows edition



updated 2/1/18



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Chapter 1. Introduction

Background

The Computerized Assessment and Referral System (CARS) is the result of a collaboration between the [Division on Addiction](#) and the [Foundation for Advancing Alcohol Responsibility \(FAAR\)](#).

What Is CARS?

- CARS is an easy to use computer guided interview that includes comprehensive psychosocial and mental health assessments adapted from the internationally-recognized [Composite International Diagnostic Interview \(CIDI\)](#).
- CARS is flexible, allowing the user to integrate assessment information from multiple sessions.
- CARS is easy to understand, providing immediate personalized information about the mental health disorders for which a client qualifies or is at risk, a summary of other risk factors and important issues, and a list of resources personalized by a client's issues and location.
- CARS packages a powerful mental health assessment tool with a user friendly interface.
- CARS is a tool that lay people can use easily to administer comprehensive mental health assessments.

Why CARS is the Right Choice

- CARS provides accurate and reliable diagnostic information that will facilitate effective treatment planning.
- CARS will improve the intake and data collection processes for programs staff, making it easier and more efficient for employees to collect, maintain, integrate, and share information about their clients.
- CARS adapts questions from the CIDI, a tool designed for lay interviewers who may not have expertise or training in mental health assessment.
- The CIDI has been utilized in large-scale epidemiological and cross-cultural studies worldwide. It is one of the most comprehensive and thorough instruments currently available for use in diagnosing substance use and psychiatric disorders. Therefore, organizers of these studies can be confident that the assessments that they conduct with CARS are well-validated and reliable.
- The CARS flow and interface makes it easy for clinicians and lay people alike to use it to administer comprehensive mental health assessments, with minimal time and effort. There are three primary components of CARS:
 1. The *assessment* consists of different modules administered for each psychiatric disorder or psychosocial domain.
 2. The *report generator* includes personalized information about the mental health disorders for which a client qualifies or is at risk, condensing the information into a streamlined, reader-friendly format.



3. The *referral generator* compiles a list of resources dependent upon the client's identified disorders and problems, and location.

The Importance of CARS

CARS is able to store and integrate data about clients in a way that allows for:

- *Improved assessment accuracy*- When program staff attempts to estimate the extent of psychiatric disorders, in the absence of systematic screening tools, those efforts often are inaccurate. Standardized and automated assessment and diagnosis tools are essential to the widespread adoption of mental health screening. CARS provides an efficient and user-friendly computerized tool that allows staff to effectively screen for mental health issues.
- *Effective treatment planning*- CARS provides immediate personalized output that counselors/staff/intake coordinators can use to inform treatment for individual clients. The information CARS provides will allow for better targeting of services and better communication about clients' needs.
- *Efficient use of resources*- We have developed CARS to take advantage of open source software (e.g., Java, Drools, and MySQL) in order to reduce costs to potential users. The tool will eliminate the need for unnecessary paperwork, and help staff streamline assessment and optimize face-to-face time with clients.

CARS Assessment Options

There are three assessment options available in CARS, each tailored for site-specific needs. All CARS assessment options create a personalized diagnostic report that you can share with clients.

1. **CARS:** This CARS assessment option includes a comprehensive mental health screener that covers 13 disorders and problems, and in-depth disorder modules that permit more thorough evaluation when necessary. CARS also includes a module devoted to assessing DUI and factors related to DUI recidivism, a module that assesses suicidality, and a personality disorder screener. Program staff using CARS can choose which of these modules they want to use and whether they want to use the past 12-month or full lifetime version of each module. CARS takes between one and three hours to administer, depending on which modules are selected.
2. **CARS Screener:** This CARS assessment option includes the same comprehensive mental health screener as CARS, but it excludes the in-depth disorder modules. The CARS Screener permits program staff to screen for potential disorders, and identify mental health areas that might warrant additional attention. The CARS Screener takes between 20 minutes and 50 minutes to administer.
3. **Self-Administered CARS Screener:** This CARS assessment option has identical content to the CARS Screener, but has been modified for client self-administration. The Self-Administered CARS Screener takes between 20 minutes and 50 minutes for



clients to complete on their own.

Progressing through the Mental Health Assessment

CARS includes a comprehensive mental health screener (Screener Module), which is included in all three CARS assessment options.

The CARS Option also includes 13 modules that further assess mental health and substance use behaviors by asking more exploratory questions. The modules are as follows:

1. Alcohol Use
2. Substance Use
3. DUI behavior
4. Post-Traumatic Stress Disorder
5. Generalized Anxiety Disorder
6. Personality Disorders
7. Depression
8. Mania
9. Suicidality
10. Panic Disorder
11. Intermittent Explosive Disorder
12. Attention Deficit Hyperactivity Disorder
13. Conduct Disorder

CARS. Clients' responses to the Screener Module will direct clients into selected modules. The Screener Module will direct clients into selected modules only if they show symptoms during the past year indicating that they might be at risk for having a certain disorder (i.e., if they qualify for a module). For example: if a client's answers to the Screener questions for Post-Traumatic Stress Disorder indicate that they might have experienced symptoms of that condition during the past 12 months, and the Post-Traumatic Stress Disorder module has been enabled by the CARS administrator, CARS will direct the client into that module. Information regarding enabling modules can be found in the "[Setting up CARS](#)" and "Adding Users" sections.

If the client qualifies for a module that is not selected by the CARS administrator, CARS will not display that module. However, the final diagnostic report will note that the client would have qualified for the module.

Within each module, the number of questions clients receive depends on the answers to previous questions within the module. For example, if a client endorses very few symptoms in the Generalized Anxiety Disorder module, they might complete the module quickly. However, if a client endorses many initial symptoms, more questions will be asked about the onset, progression, and symptom patterns they experienced, across time. This is a time-saving measure; fewer questions are asked if the client has a low likelihood of qualifying for a condition.

CARS Screener and Self-administered CARS Screener. Both the CARS Screener and the Self-Administered CARS only include the Screener Module; therefore, the user's response to the questions in the Screener Module will NOT trigger the tool to continue into any of the modules.



Chapter 2. Getting Started with CARS

Selecting the Right Installation

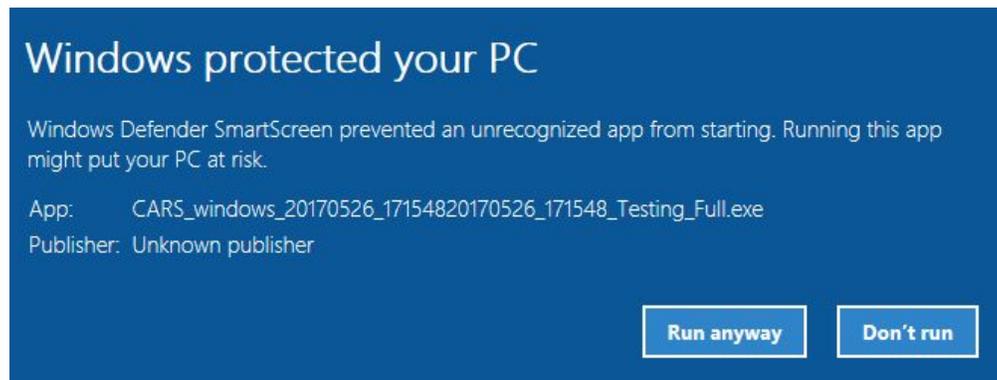
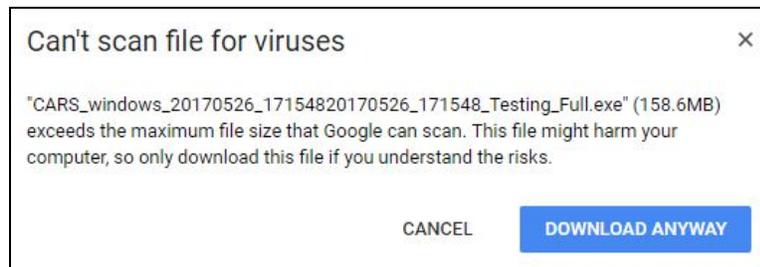
CARS users can choose from two different types of installation for CARS. You must choose to install CARS either as a single computer installation or as a network installation.

<p>Single Computer Installation (Default Option)</p> <p>Who is it for: Smaller organizations/programs and individual users that will use the CARS program on a single computer or computers that are not connected to a shared network should choose this option.</p> <p>What does it entail: Downloading and running the CARS executable file on each computer that you will use to administer CARS.</p>	<p>Network Installation</p> <p>Who is it for: Large organizations and programs that will use the CARS program on more than one computer should consider this option.</p> <p>What does it entail: Installing the CARS program on a server that can be accessed from a single computer.</p> <p>Steps before installment: This type of installation requires you to do the following:</p> <ul style="list-style-type: none">- Select a computer to act as the main networked computer. This computer must be turned-on and running CARS at all times.- This computer must be accessible through the network by all other computers on site running CARS.
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Installation and Updating Instructions

Note: During download and installation you might be prompted with one of the following dialogue boxes. If this occurs, click “Yes,” “download anyway,” or “run anyway” button to continue with the installation. If you are prompted with “Running this app might put your PC at risk” and the only on-screen option says “Don’t Run”, select “More info” to enable “Run anyway”.



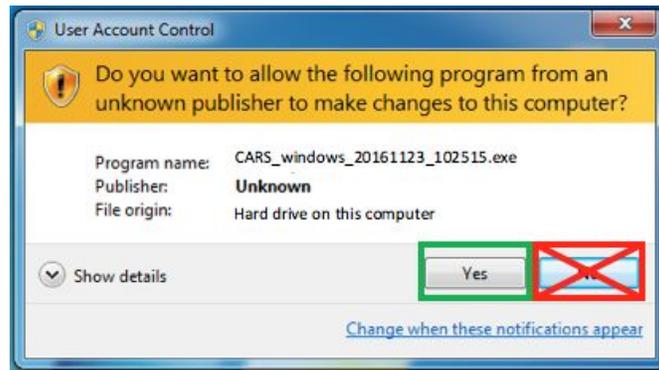
Initial Installation

You will find the installation file at the [CARS Website](#) in the section titled “[The System](#).” After registering for an account and as updates become available, the CARS team will send you a notification email. The latest downloadable version of CARS will be labeled with the most recent date. The download file for Windows will always end with: .exe. Example: CARS_windows_1_05.exe.

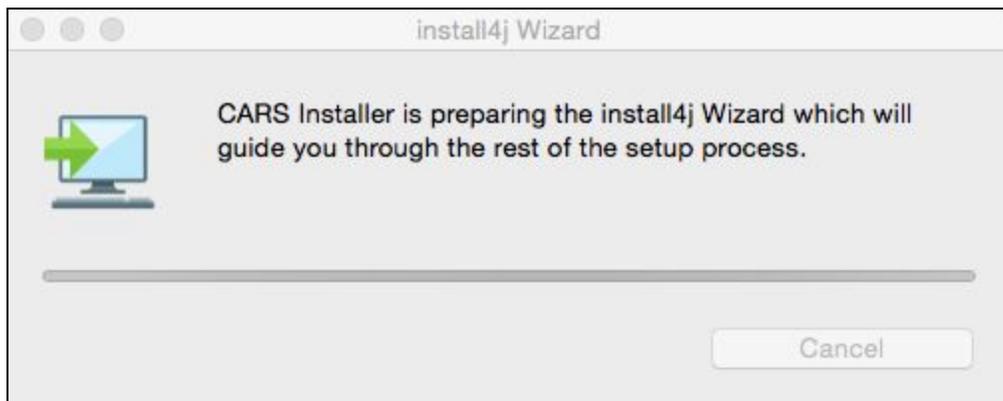


Steps to install CARS:

1. To open the CARS download file, locate the file and double click on the icon or right click on the icon and select “Open”.
2. After the file has been opened, the following security message might appear. Select “Yes” to continue.

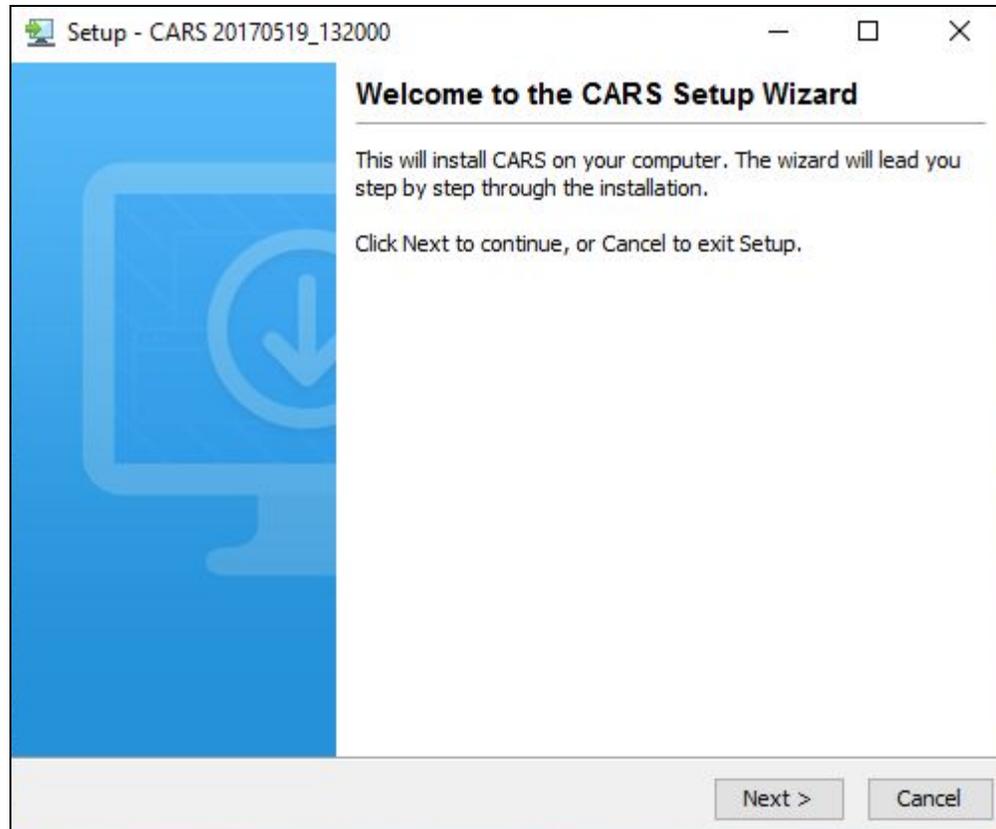


3. The CARS Installer Wizard will then begin preparing the installation.



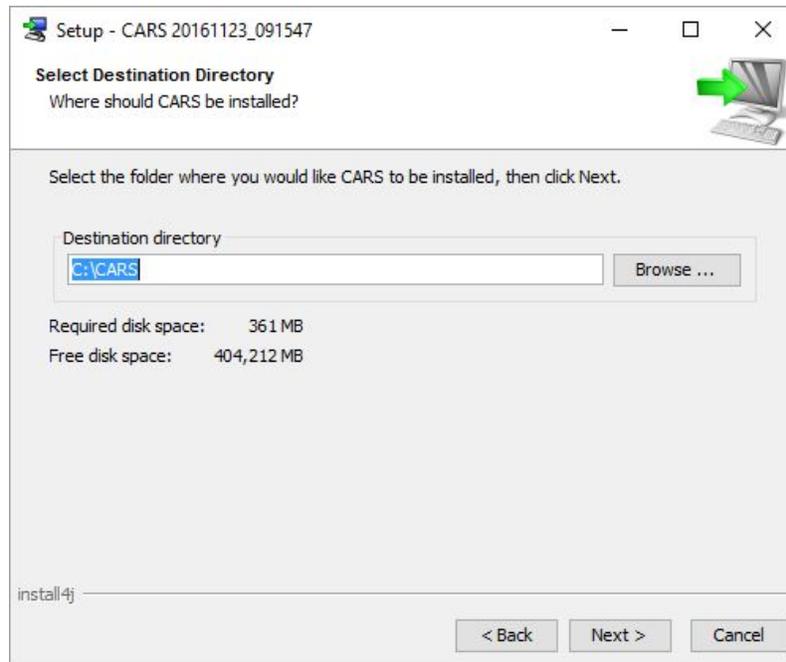


4. Once the installation is prepared, a window will appear. Select next to continue with installation.

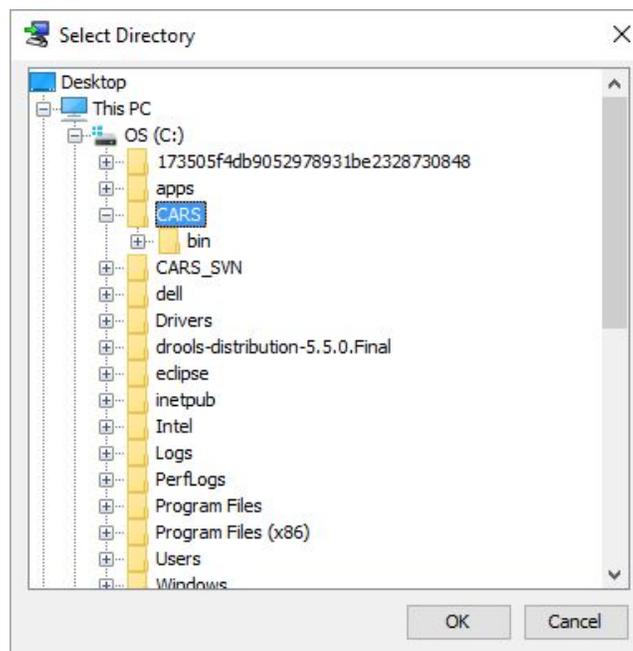




- The default folder where CARS will be installed is C:\CARS. If you wish to save CARS in the default folder, select “Next” and SKIP Step 6.
Note: If you wish to save CARS to a different directory, select the “Browse...” button to the right and proceed to step 6.

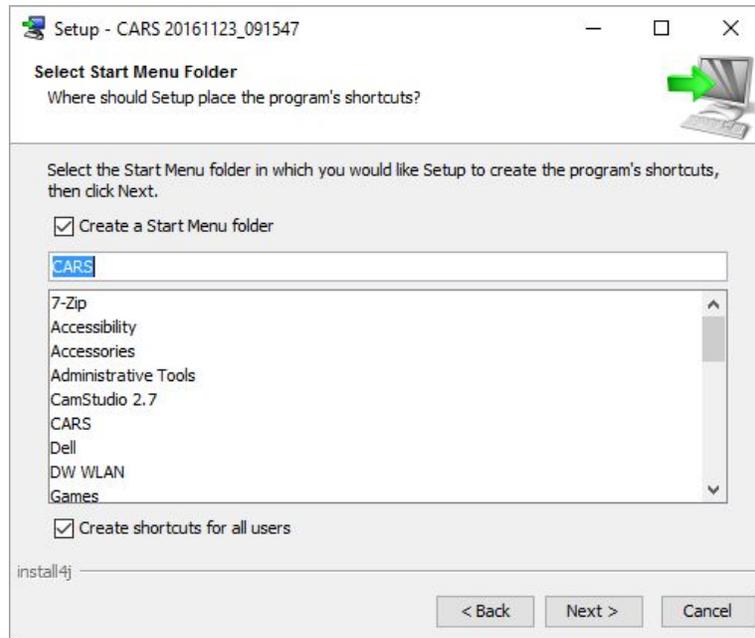


- Select the folder where you would like to save the CARS tool, then select the OK button.



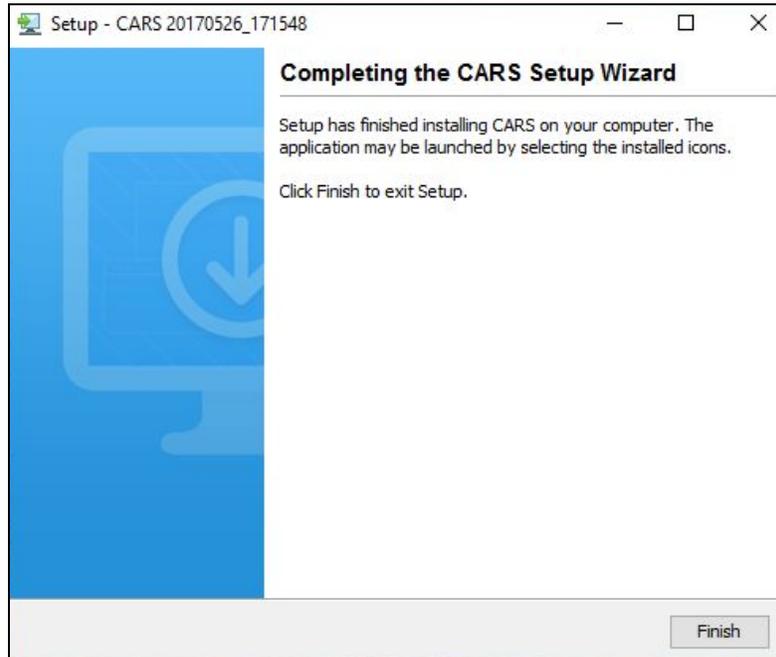


- Next, select the folder on the Start Menu where you would like the CARS shortcut to be installed.





- When the setup has finished, select the finish button in the bottom right of the dialogue box. There is no need to restart your computer; however, CARS will not start automatically. You will need to go into the folder where it is stored and double-click to open it. CARS can also be access from the start menu on the desktop by searching “CARS”.



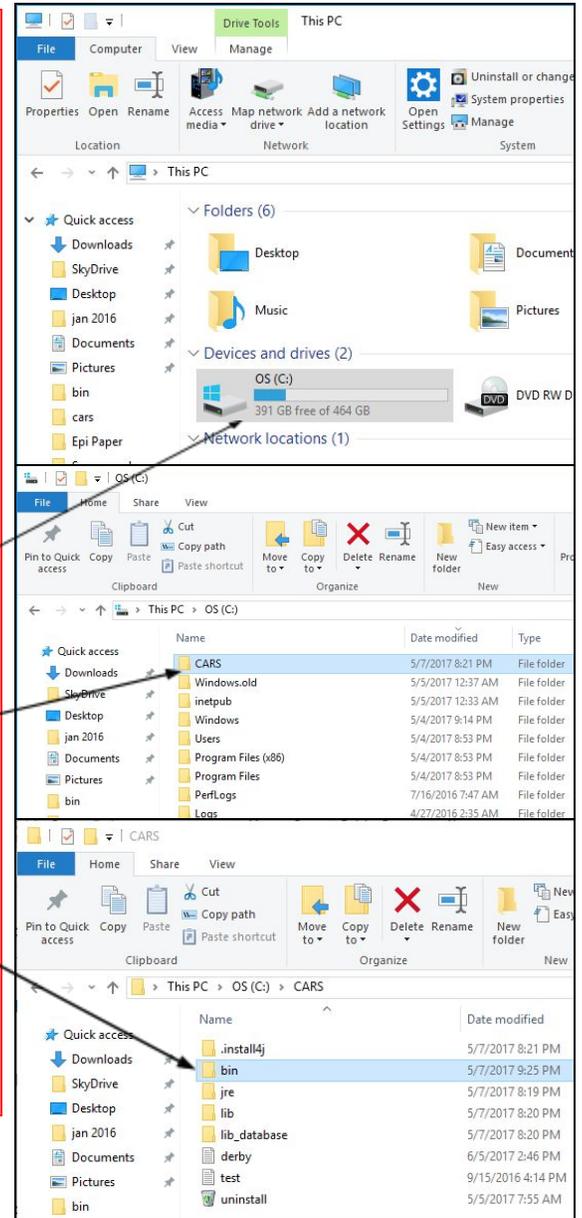


For network installation users:

EACH other computer that is running CARS will need to follow these instructions in order to connect to the single networked computer chosen in *chapter 2*:

1. First open the folder “This PC” which should be located on any Windows desktop.
2. Next, click on the Operating System (OS) drive that contains the computer’s programs.
3. Click on the folder named “CARS”.
4. In the CARS folder, click on the folder named “bin”

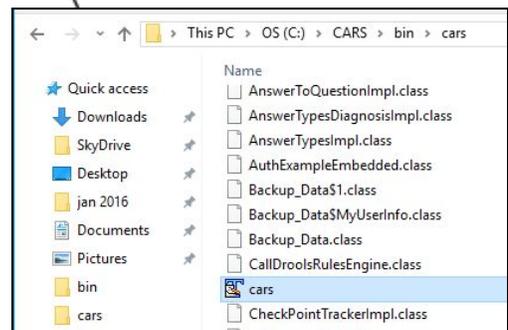
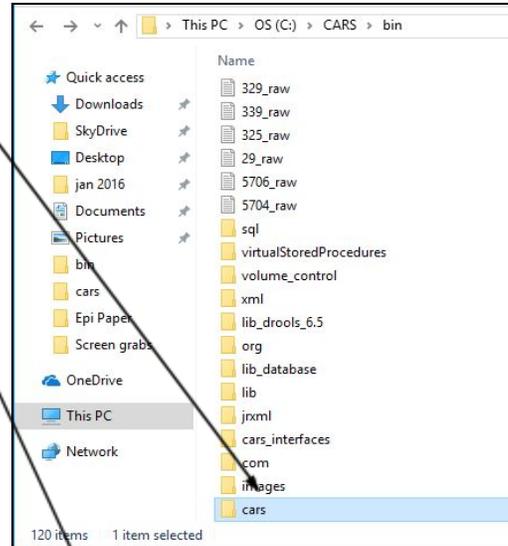
(Continue on the next page)





5. In the "bin" folder, scroll until you find a folder called "cars".
6. Open the "cars" folder. In this folder you will find a properties file called "cars". Open the properties file (hint: should be a text file).
7. The properties file should look like the image below by default. You will need to make changes to this file in order for the computer to connect to the network.

(Continue on the next page)



```
TextPad - C:\CARS\bin\cars\cars.properties
File Edit Search View Tools Macros Configure Window Help
Document Selector cars.properties x
cars.properties
#-----standalone Configuration URL -----
databaseURI=jdbc:derby://0.0.0.0:1110/
dbConfiguration=standalone
embedded=yes

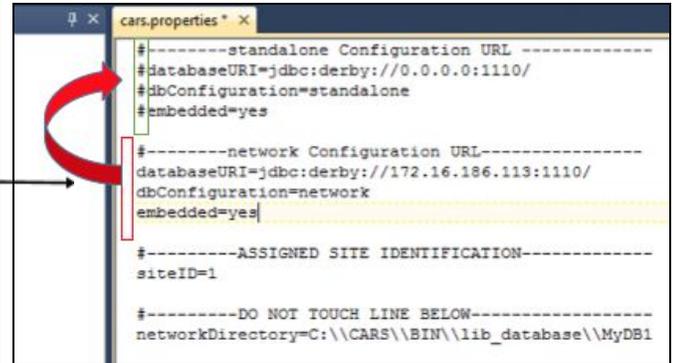
#-----network Configuration URL-----
#databaseURI=jdbc:derby://172.16.186.113:1110/
#dbConfiguration=network
#embedded=yes

#-----ASSIGNED SITE IDENTIFICATION-----
siteID=1

#-----DO NOT TOUCH LINE BELOW-----
networkDirectory=C:\\CARS\\BIN\\lib_database\\MyDB1
```



8. First, change the properties file so that the three “#” symbols are removed from the “network configuration URL” section, and replaced in the “standalone configuration URL” section. The resulting properties file should mirror the image.



A screenshot of a text editor window titled "cars.properties *". The file content is as follows:

```
#-----standalone Configuration URL -----
#databaseURI=jdbc:derby://0.0.0.0:1110/
#dbConfiguration=standalone
#embedded=yes

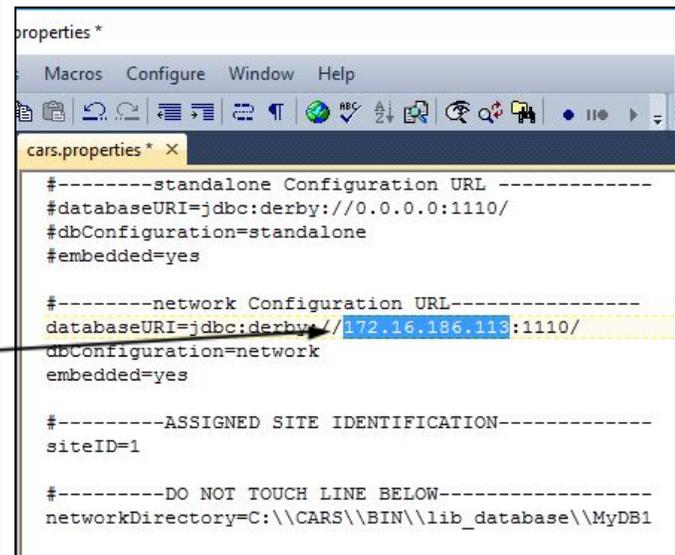
#-----network Configuration URL-----
databaseURI=jdbc:derby://172.16.186.113:1110/
dbConfiguration=network
embedded=yes

#-----ASSIGNED SITE IDENTIFICATION-----
siteID=1

#-----DO NOT TOUCH LINE BELOW-----
networkDirectory=C:\\CARS\\BIN\\lib_database\\MyDB1
```

A red arrow points from the text in step 8 to the network configuration section of the file.

9. Next, you will need to replace the highlighted IP address with the IP address that is linked to the networked computer. You will only need to replace the numbers that are highlighted with the IP address of the single networked computer, everything else can remain the same.



A screenshot of a text editor window titled "properties *". The file content is as follows:

```
#-----standalone Configuration URL -----
#databaseURI=jdbc:derby://0.0.0.0:1110/
#dbConfiguration=standalone
#embedded=yes

#-----network Configuration URL-----
databaseURI=jdbc:derby://172.16.186.113:1110/
dbConfiguration=network
embedded=yes

#-----ASSIGNED SITE IDENTIFICATION-----
siteID=1

#-----DO NOT TOUCH LINE BELOW-----
networkDirectory=C:\\CARS\\BIN\\lib_database\\MyDB1
```

The IP address "172.16.186.113" in the network configuration section is highlighted in blue. A red arrow points from the text in step 9 to this highlighted IP address.

10. Once these steps are complete, click the save icon at the top of the file and exit.



Updating the CARS

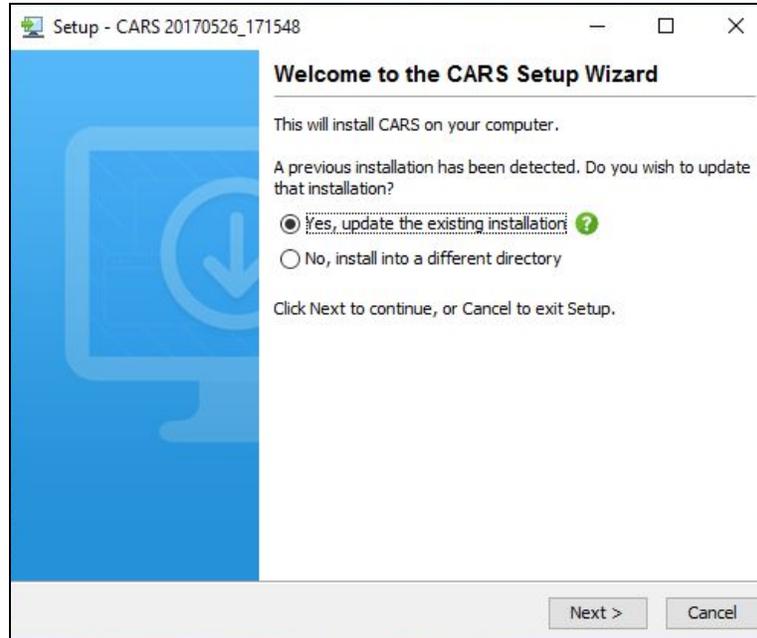
You will only update CARS when a new version of CARS is released. We will send an email to the account you or your organization used to register an account at the [CARS website](#).

Every time you install a new version of CARS (e.g., v1.05), CARS will automatically backup your data from the previous version. Backups are stored on your computer's "Documents" folder.

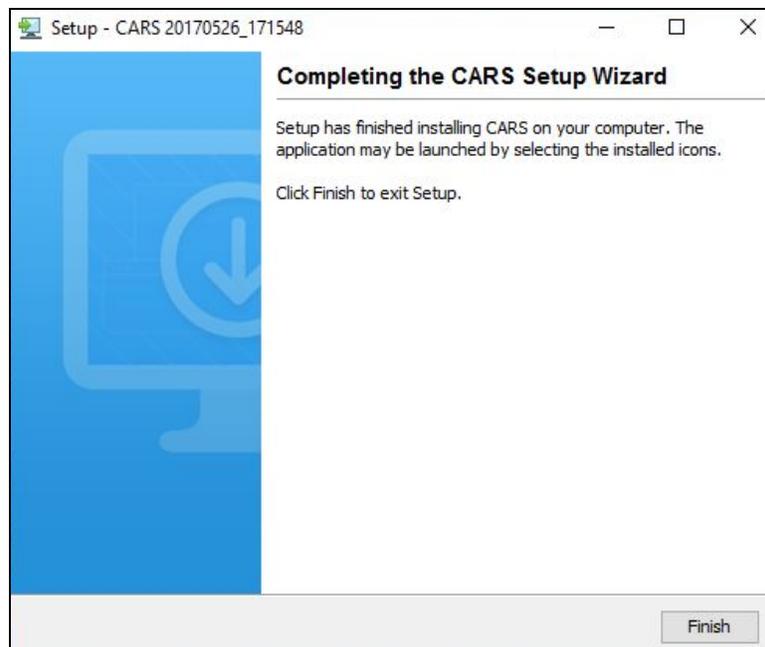
Once you update CARS, DO NOT register or add new users. **Registering or adding new users after updating CARS will overwrite any existing data.** To restore saved backup data, see "Chapter 3: Restoring Data". Restoring will give you access to all prior registration, user, and session data.

Steps to update CARS:

1. Locate and download the newest version of CARS on the CARS website. Updated versions are located on the CARS website on the "[CARS Download](#)" page.
2. Select the file designated for a Windows system (.exe), then select the download option.
3. Open the CARS installer by double-clicking the installer icon located in your downloads.
4. Follow the prompts



- 4a. Use the default setting “Yes, update the existing installation.”
- 4b. Then select “Next” to proceed with the installation.
- 4c. When the setup has finished, select “Finish.”



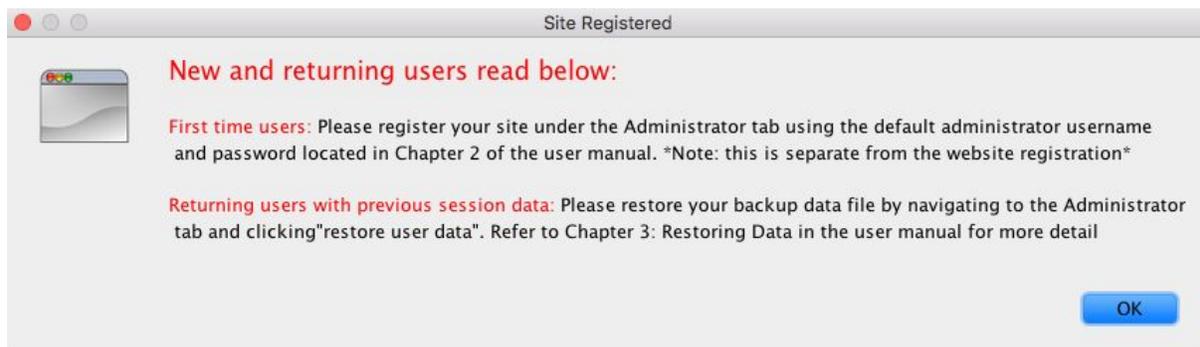
5. After completing the installation, open the CARS application from the finder menu.



Setting up CARS

New and Returning Users

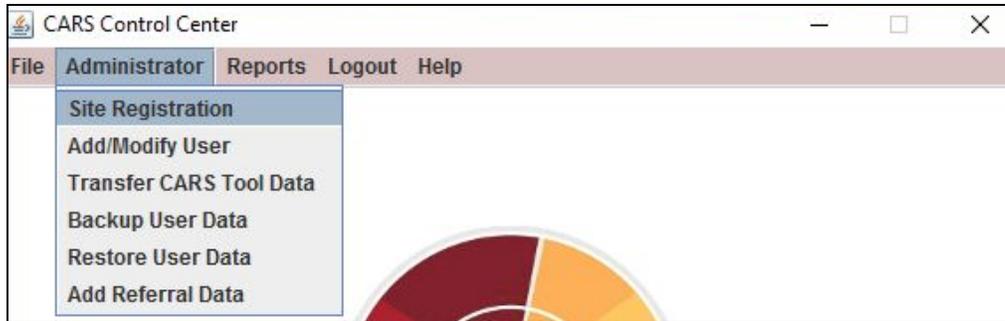
The first time you open a new installation of CARS, you will be prompted with information about what to do next. Read the directions on the screen and then select “OK”. If you are a new user, continue on to the next section, “Site Registration”. If you are a returning user, please refer to Chapter 3 to learn how to restore previous session data.



Site Registration (CARS Administrators only)

Site registration is the first step in using CARS. During site registration, CARS collects basic information about your organization.

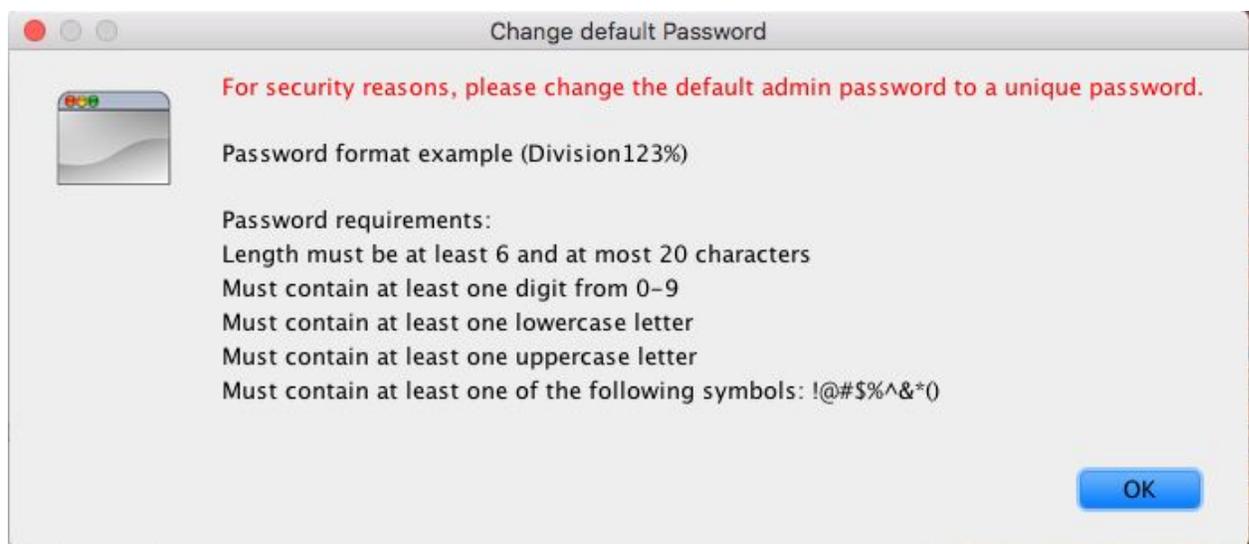
1. Once CARS is installed, select “Site Registration” from the “Administrator” tab .



2. The “Site Registration” window will prompt users for an Administrator username and password. The default Administrator username and password for new users is:

- Username: admin
- Password: carsadmin

3. After a successful login, you will be prompted to change your Administrator password. Read the password requirements, type in your new Administrator password, and select “OK”.



4. A new window will appear to confirm a successful password change. This window will show you what your new password is set as.



For Standalone Installations (default):

The registration process must be completed for each computer that is running CARS.

For Network Installations:

The registration process only needs to be completed on the single networked computer.

The screenshot shows a window titled "Site Registration" with the following fields and buttons:

- Site Name:
- Address:
- City:
- State: Zip Code:
- Admin Email:
- Telephone Number: () -
- Buttons: Register, Cancel

Note: Be careful to remember your new administrator password. If you lose access to your new administrator password, contact support@carstrainingcenter.org to learn how to recover your password.

5. Now that your password has been successfully changed, navigate to the administrator tab and select "Site Registration". Enter the administrator username and new password you just created.

6. The Site Registration window will appear. The Administrator should fill in each of the fields as they are relevant to your specific site. You must enter a valid zip code to complete the registration process.

7. Once site registration is complete, you will see a pop-up confirming Site Registration. This message will also contain the steps necessary to begin CARS assessments.

The screenshot shows a window titled "Complete Set-Up" with the following content:

- Thank you for completing Site Registration. Follow these steps to complete set-up:
- 1. Add Users
- 2. Add Referral Data
- 3. Restart the CARS Application
- Button: OK



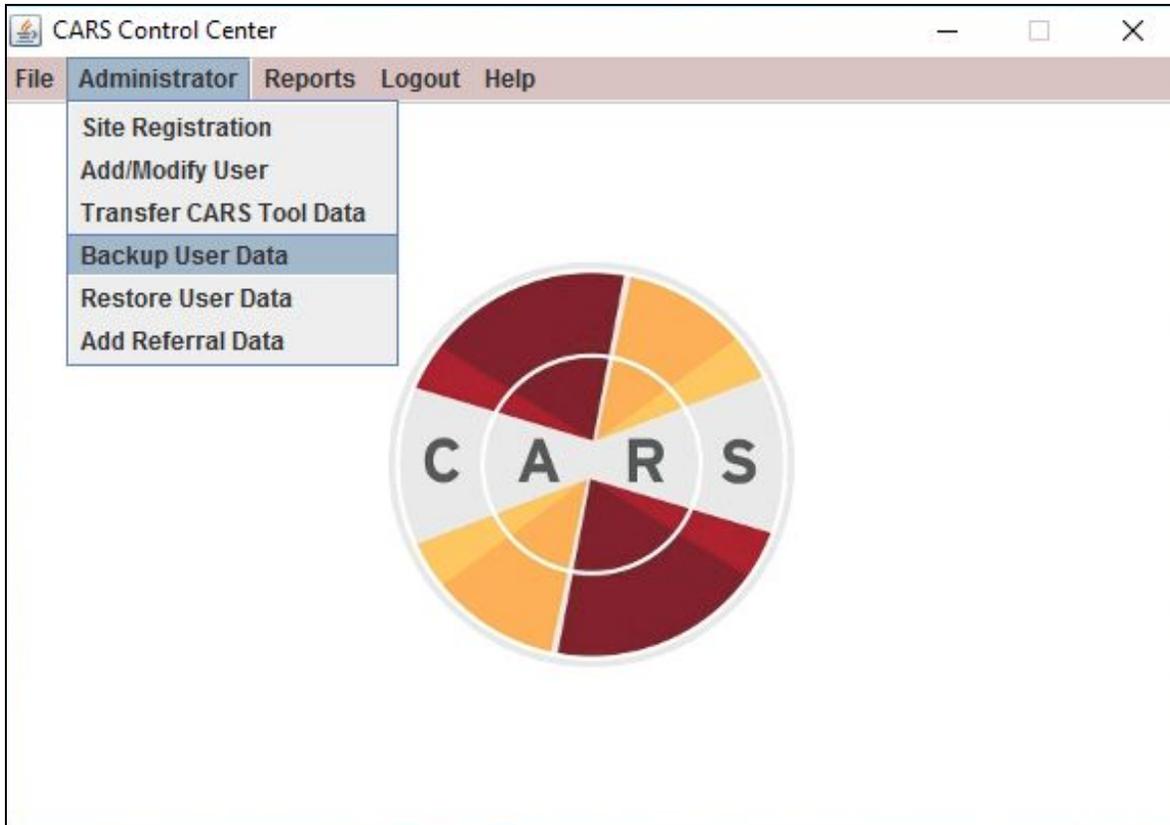
Chapter 3. Data

Each client's responses are saved into a database. We encourage you to backup that data on a regular basis. For example, we suggest you backup once at the end of every work week. This will ensure that data is not lost accidentally when updating a new version of CARS. If this is the very first time you are installing the tool, skip to Chapter 4: Using CARS.

Note: Every time you download a new version of CARS (e.g., v1.05) from the website, CARS will automatically backup your data from the previous version and place the file in your computer's "Documents" folder.

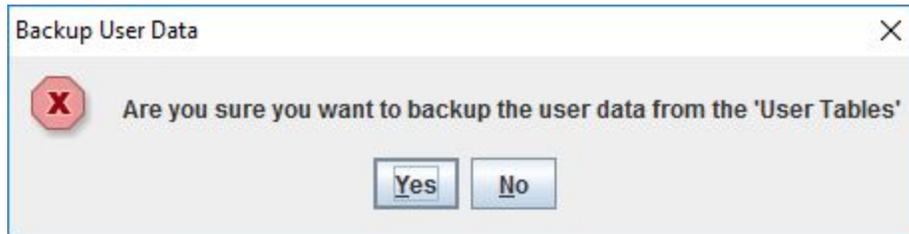
Backing up Data

1. To backup your data, select the administrator tab, and then select "Backup User Data" on the menu.



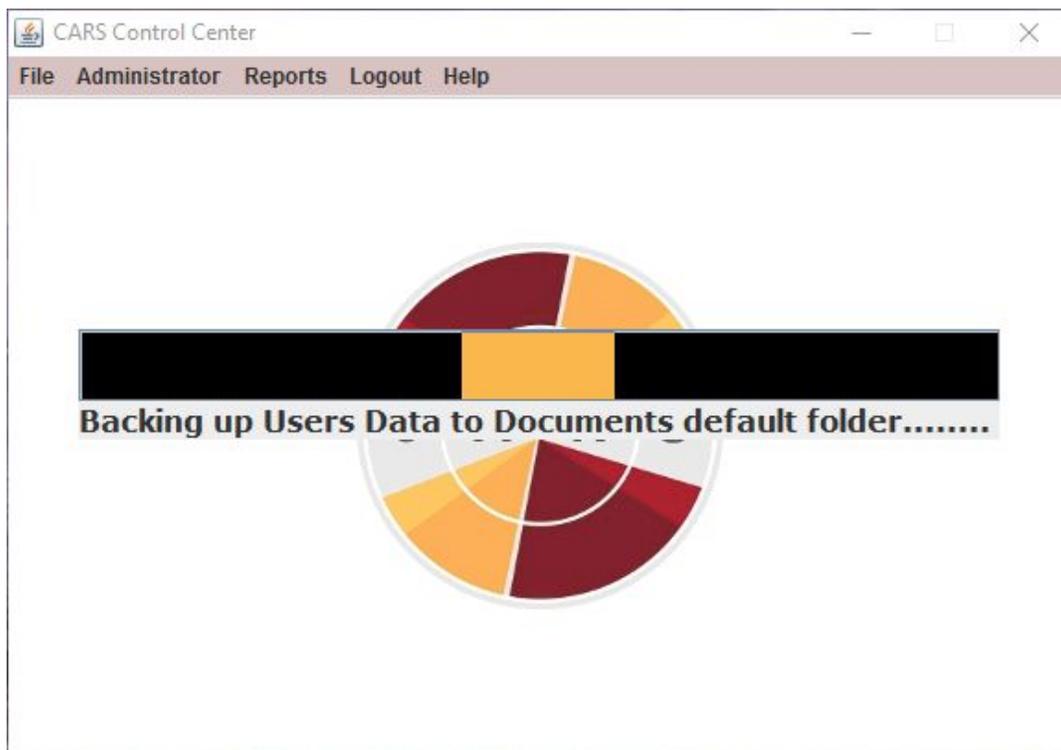


2. If you are not already logged in as the Administrator, you will be prompted to enter your username and password. Use your username and password or find the default username and password located under “Site Registration” in Chapter 2.
3. A new window will appear. Select “Yes” to continue.



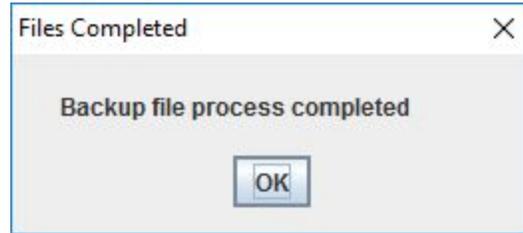
4. A loading screen will appear. This indicates that the backup process has begun.

Note: The speed of backup will differ based on the number of sessions saved in your CARS database.





5. Once CARS has completed the backup, a notification will appear. Select 'ok'.



Note: Backup data is stored in the user default 'Home' directory (e.g., "Documents"). Backup data files will follow the format shown in the following example: 'carsBackupData_20170111120825.cars'. Each backup will be assigned a unique name with the date (e.g., the first half of the numbers in the previous example, 20170111) and time (e.g., the second half of the numbers in the previous example, 120825) appended.

Restoring Data

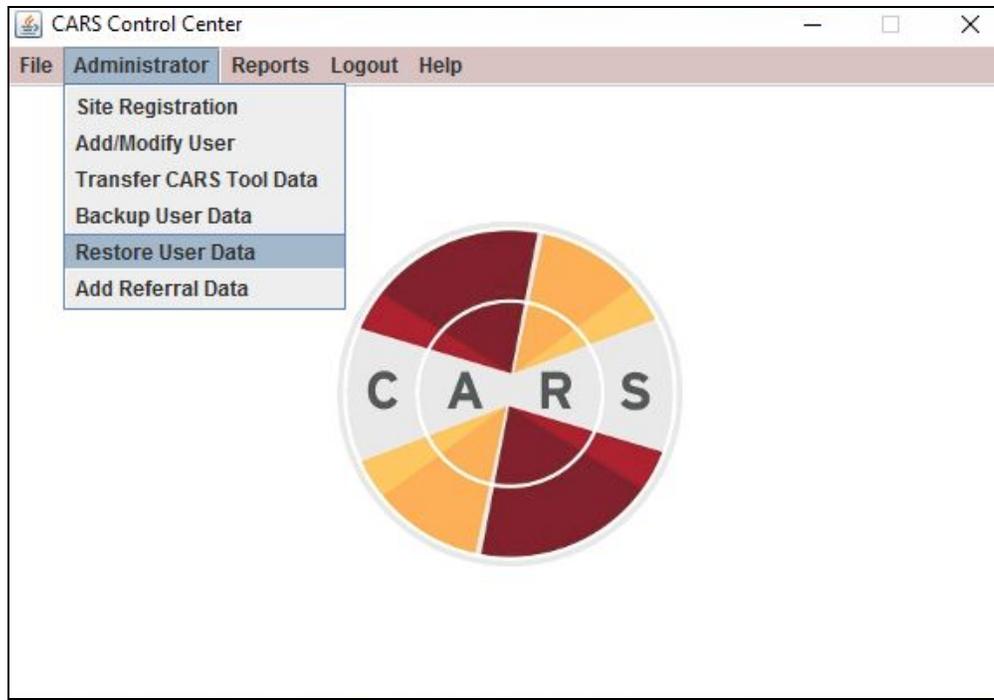
When to Restore Data:

Restore data immediately after installing the newest CARS update (refer to [chapter 2](#) for installation instructions). Restored data will overwrite existing data with all previous data stored in the backup file.

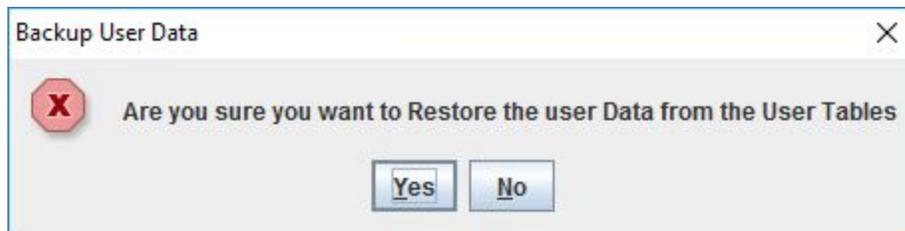


How to Restore Data:

1. After installing the latest version of CARS, open CARS and select the Administrator tab, then select 'Restore User Data'.

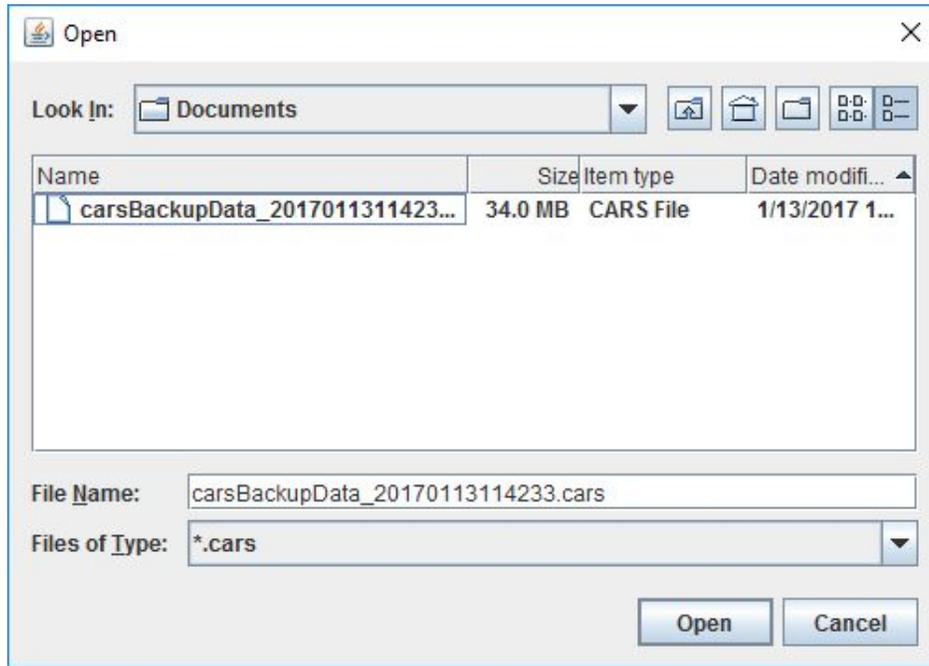


2. If you are not already logged in as the Administrator, you will be prompted to enter your username and password. Use your username and password or find the default username and password located under "Site Registration" in Chapter 2 above.
3. Return to the Administrator tab and select "Restore User Data". You will be prompted with a new window. Select, "Yes".





4. You will be presented with a window of your 'All My Files' directory with a listing of all of the files that contains the file extension '.cars'. Select the most recent backup file. **

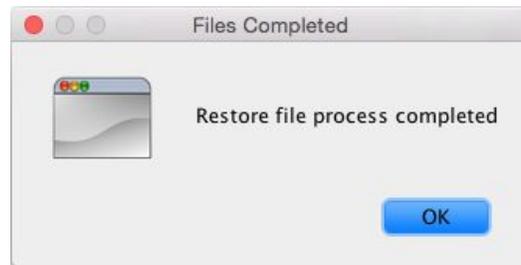


Note: If you have already inputted user data to CARS, you will be unable to restore previous sessions that you have backed up. When this is the case, you will not see the "All my files" directory. CARS will generate a popup with the message "User Data exists".





5. You will be notified when your backup data has been restored. Select “Ok”.



6. Restart CARS to begin using the restored files.

Transferring Data

To transfer your data to the Division on Addiction, select the administrator tab, and then select “Transfer CARS Tool Data” on the menu.

Note: A pop-up will notify you if there are no CARS data files to transfer. Select “Ok” to continue.



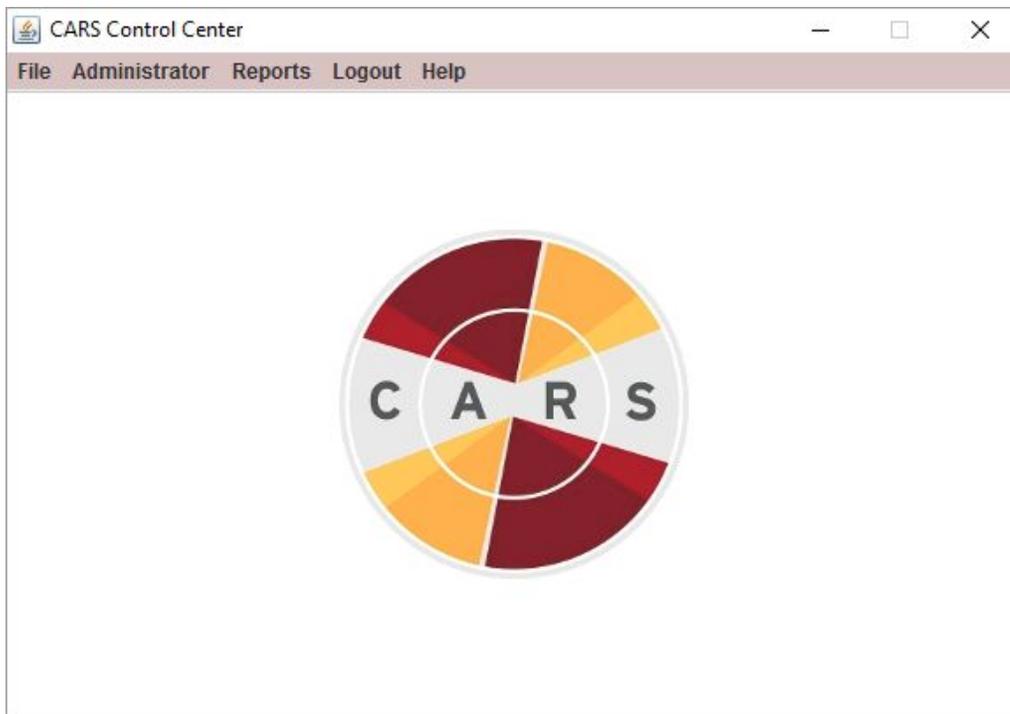
Chapter 4. Using CARS

The primary function of CARS is the administration of a comprehensive mental health assessment. Currently, there are two designs for the administration of the CARS tool: (1) self-administered, in which the client takes the assessment alone, and (2) a “side-by-side” model (CARS and CARS Screener), in which staff and clients complete the assessment together with the staff member controlling the computer.

Starting Out

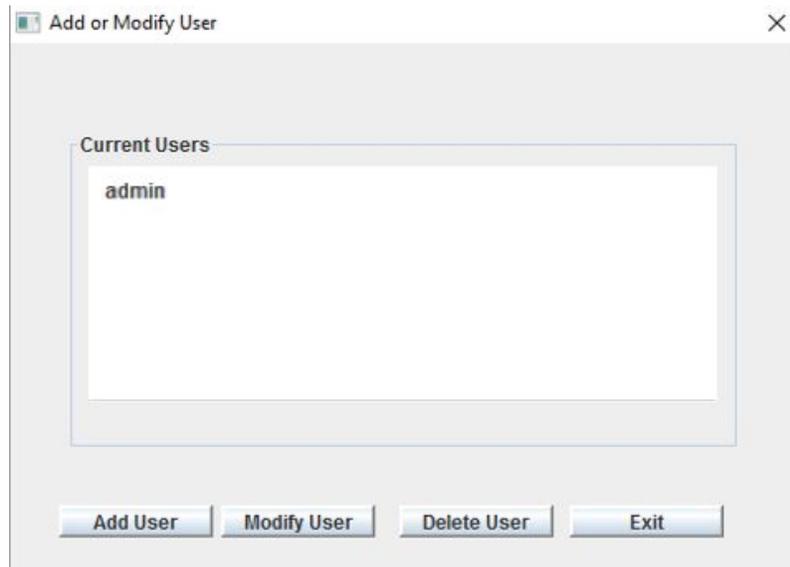
The CARS Control Center

Welcome to the CARS Control Center. This is the first screen that you will see in CARS. There are 5 tabs in the Toolbar: File, Administrator, Reports, Log Out, and Help.

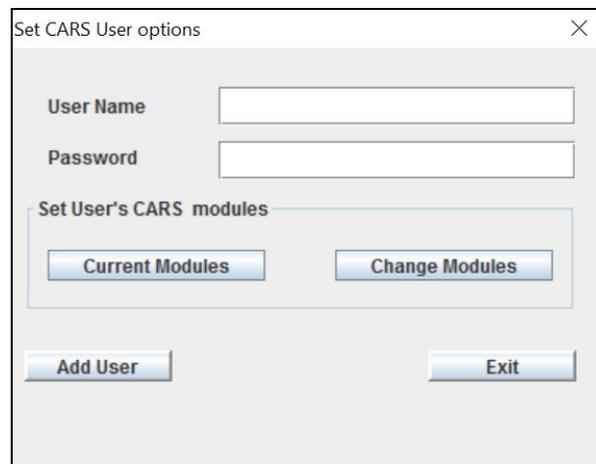




3. To add a user, select “Add User” in the bottom left corner.



4. Create a username and password for the new user, and then select “Add User”.



5. In order to view and login as the new user, you must exit out of CAR completely and then re-open CARS.

Note: Sites that are ONLY using the CARS Screener Option, skip Module Selection. For sites that plan on using the CARS Option (i.e., the Screener Module and other modules), continue to Module Selection below.



Module Selection

Each module contains specific questions to assess and diagnose a particular psychological disorder or class of disorders. The CARS administrator can select modules based on each CARS user's needs and interests. CARS Screener is mandatory, and is preselected. This ensures that each client completes a brief screen. Depending upon the pace of the interview and how many modules are selected, the full length of the assessment may take anywhere between 20 minutes and 3 hours.

Enabling Module Access

1. To enable module access for individual CARS users, select the “Add/Modify User” tab in the toolbar.
2. If you are not already logged in as the Administrator, you will be prompted to enter your username and password. Use your username and password or find the default username and password located under “Site Registration” in Chapter 2.
3. On the “Add/Modify User” window, either select “Add User” and enter a unique username and password or select an existing user and then “Modify User”.
4. To view modules currently assigned to an existing user, select “Current Modules”. To change modules for the selected user, select “Changes Modules”.

The screenshot shows a dialog box titled "Set CARS User options" with a close button (X) in the top right corner. Inside the dialog, there are two input fields: "User Name" and "Password". Below these fields is a section titled "Set User's CARS modules" which contains two buttons: "Current Modules" and "Change Modules". At the bottom of the dialog, there are two more buttons: "Update User" and "Exit".

Note: If you do not select any modules while adding a new user, the Screener Module will be the only available module for the user. Modules can be added later using the “Modify User” function. The Administrator cannot be assigned modules.



5. The “CARS Module Selection Options” window will provide a list of modules that users can select. Currently, CARS supports only selecting 12 month or lifetime screening time frames, but not both. Unavailable time frames are indicated by grey radio buttons.

Module Name	Selection	Module Options
Screening	<input checked="" type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Alcohol Use	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Illegal Drug Use	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
DUI Behavior	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Post-Traumatic Stress Disorder	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
General Anxiety Disorder	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Personality Disorders	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Depression	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Mania	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Suicide	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Panic Disorder	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Intermittent Explosive Disorder	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Attention Deficit Hyperactivity Dis...	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime
Conduct Disorder	<input type="checkbox"/>	<input type="radio"/> 12 Month <input type="radio"/> Lifetime

Note: In the tool you will have to scroll to see all the module options.

6. After selecting and updating the modules for a user, select “Update” in the bottom center of the “CARS Module Selection Options” window.
7. You will return to the “Set CARS User options” window.
8. Select “Update User” to save changes.

Note: You will lose all changes if you do not select “Update User” when you are finished.

Set CARS User options

User Name:

Password:

Set User's CARS modules

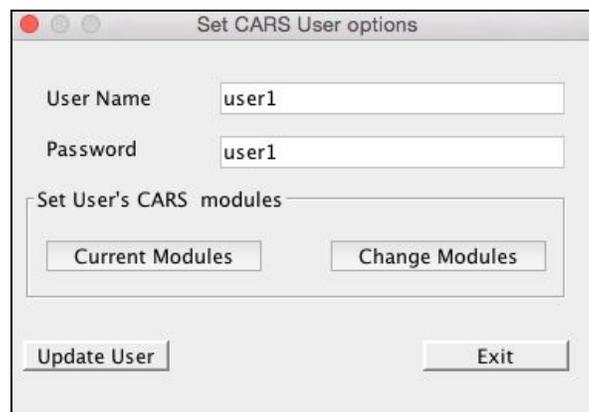


9. After creating or modifying users, restart CARS by exiting completely and re-entering CARS to see your changes.
10. Repeat these steps to add additional users.

Viewing Active Modules

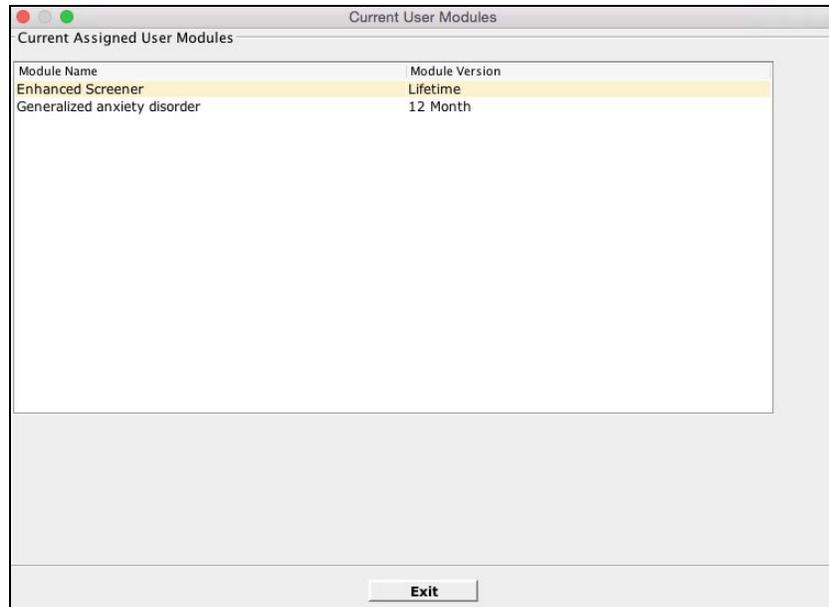
The purpose of viewing the module list is to make sure that the counselor/staff has all the modules they want activated. This function can be used as a way to double check that the assessment will continue to the desired modules.

1. Select “Add/Modify User” under the “Administrator” tab in the control center.
2. If you are not already logged in as the Administrator, you will be prompted to enter your username and password. Use your username and password or find the default username and password located under “Site Registration” in Chapter 2.
3. Select the user you would like to view active modules for, then select “Modify User”.
4. A new window will appear. Select “Current Modules”.





5. A new window will appear. This window shows all currently active modules assigned to this user. In the example below, the user has only the “Enhanced screener” and the “Generalized anxiety” modules activated. Modules that are not selected will not appear in the “Current Assigned User Modules” screen.



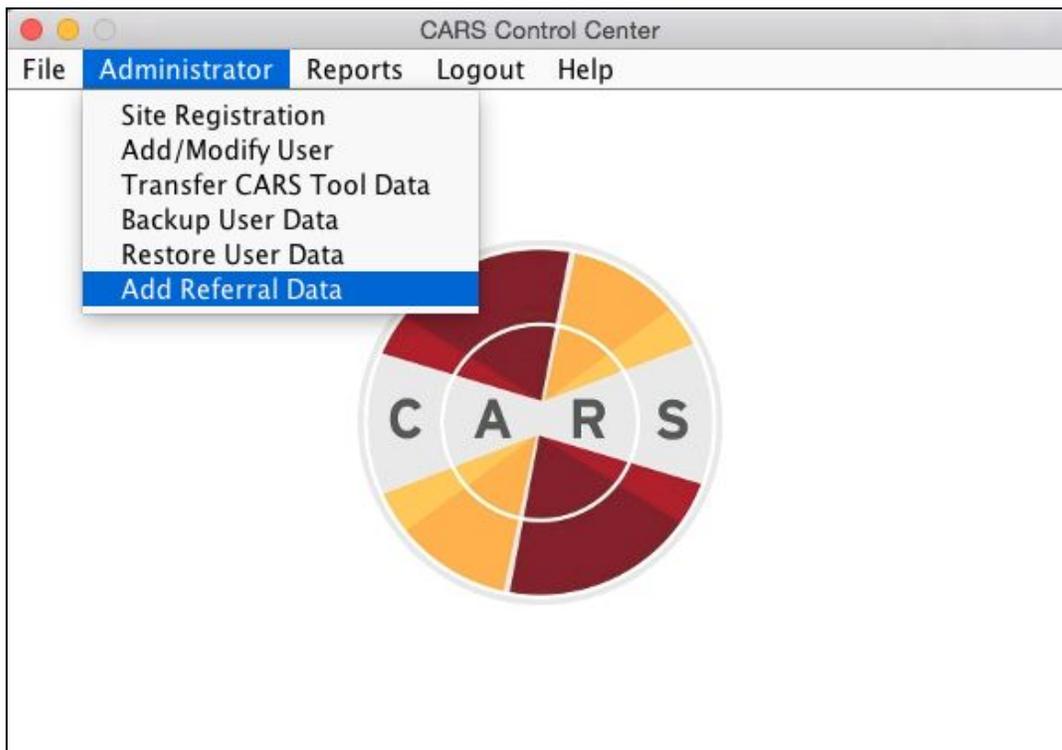
6. After all the users are added, the registration process is complete. Click exit. Now individual users can now begin to use the tool.



Adding a Referral Database

CARS allows users to add in their own referral database. The Administrator can add client referrals relevant to inpatient/outpatient mental health treatment, substance use treatment, emergency care locations, etc. Adding this information will allow CARS to match the client's zip code to referral data and suggest available treatment referrals within a range of 50 miles. It is important that administrators enter all the known treatment referral locations in their area. Follow these steps to add a referral location:

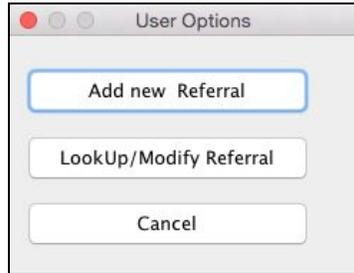
1. In the Administrator tab, select "Add Referral Data"



2. Log in as the administrator using the updated username and password or find the default username and password located under "Site Registration" in Chapter 2.



3. Select “Add new Referral”



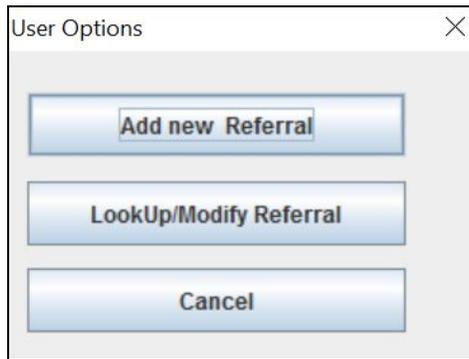
4. Enter the information in the relevant fields and select “Add”.

A form titled "Add Referral Information" with various input fields and radio buttons. The fields include Facility/Site Name, Organization Name (with a note "If different from Facility/Site"), Address 1, Address 2, City, State (dropdown), Zip Code, Telephone Number (with a format "() -"), Website, Public Transportation (Yes/No), Transportation Instructions, and Offers Mental Health Treatment (Yes/No). The "Add" button is at the bottom left and the "Cancel" button is at the bottom right.

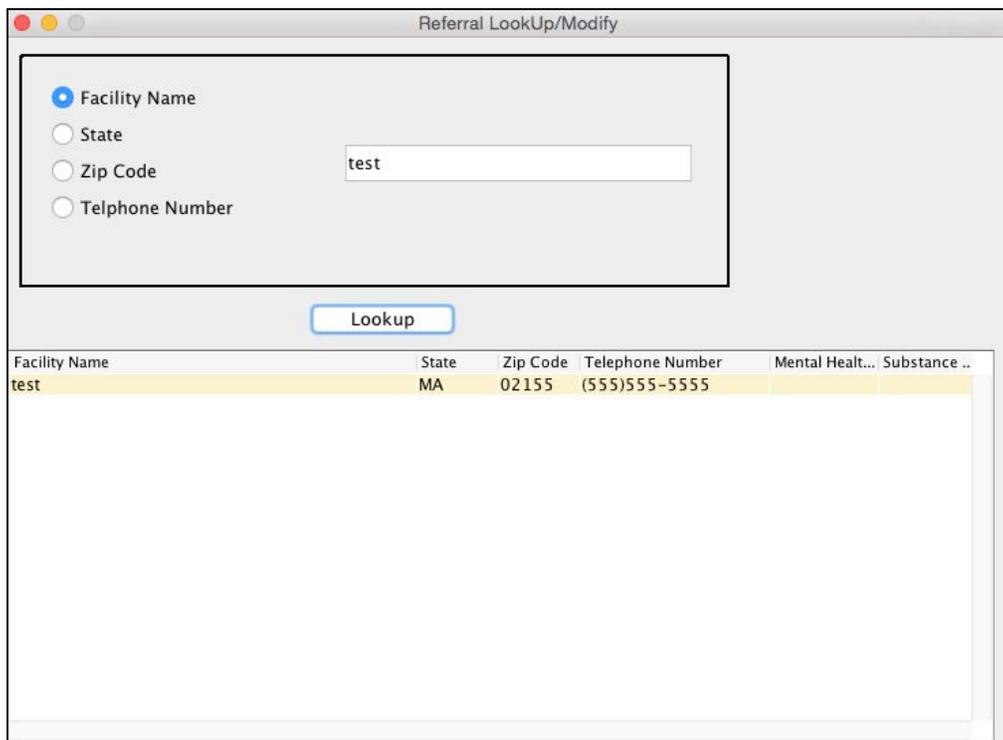
5. After adding referrals, the administrator also has the option to Look-up and Modify referrals.



6. To Look-up/Modify referrals, select “LookUp/Modify Referral”.



7. Here you will have the option to Look-up a referral by the Facility Name, State, Zip Code, and Telephone Number.





- To Modify a referral, simply right click the referral site you wish to edit and select “Display/Modify referral”.

The screenshot shows a software window titled "Referral LookUp/Modify". It contains a search form with four radio buttons: "Facility Name" (selected), "State", "Zip Code", and "Telephone Number". A text input field next to "State" contains the word "Test". Below the form is a "Lookup" button. Underneath is a table with the following data:

Facility Name	State	Zip Code	Telephone Number	Mental Healt...	Substance
Test	MA	02155	(555)555-5555		

A context menu is open over the first row of the table, showing two options: "Display/Modify referral" and "Cancel".

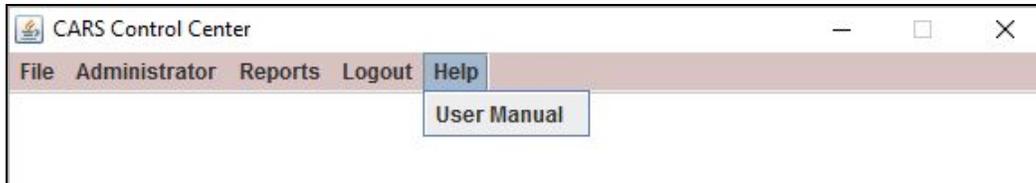


Other Counselor/Staff/Intake Coordinator Functions:

CARS also offers functions within the Control Center that are accessible by staff members other than the Administrator. These options include initiating a new session, generating a report, and accessing the User Manual.

Accessing the User Manual

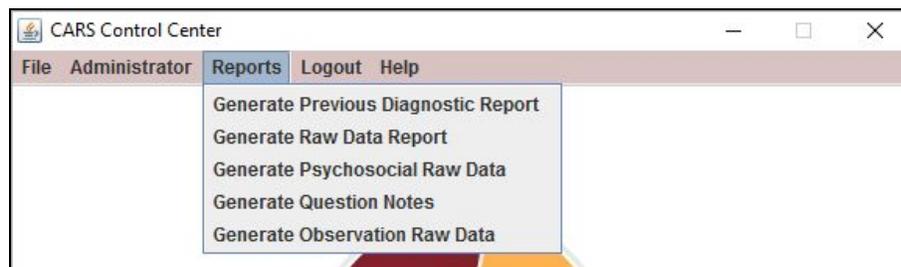
1. To access the User Manual from within CARS, select the Help tab in the Control center. A drop down menu will appear.



2. Select "User Manual".
3. The User Manual will open in a new window.

Generate a Report from a Previous Session

1. To generate a previous report, select the Reports tab in the Control center. A drop down menu will appear.



2. Select the type of report you would like to generate.
3. A screen will appear with the report you requested.

Note: For a detailed discussion of Reports, see Chapter 5. Reports.



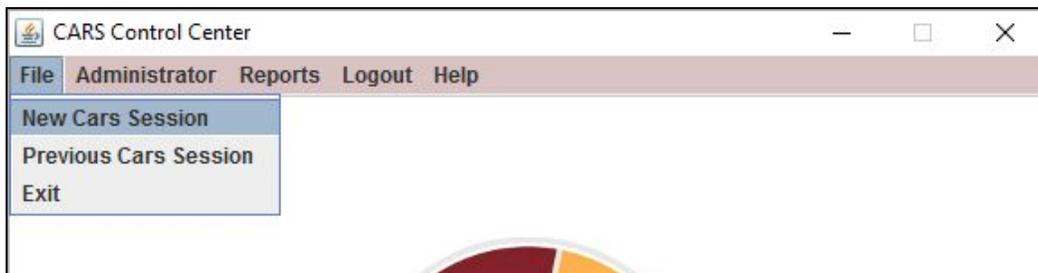
Starting an Assessment

You are ready to begin a session once the following steps are completed:

1. Choose a networked or standalone installation.
2. Install CARS.
3. Register your site.
4. Add Users.
5. Add referral locations.

Initiating a Session

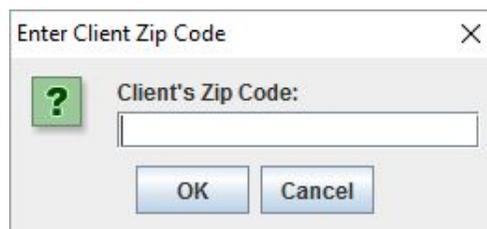
1. To begin a new assessment, select the File tab in the CARS Control Center. A drop down menu will appear.
2. Select “New Cars Session”.



3. If you are not already logged in as a user, you will be prompted to enter your username and password.

Note: The Administrator cannot start a session or be assigned modules. In order to start a new session, the Administrator must be logged out. To log out, select the “Logout” tab in the CARS Control Center. A drop down menu will appear. Select “Logout”.

4. Enter the client’s home zip code. The client zip code helps CARS decide the order of referral locations shown in the client diagnostic report.



Note: The client zip code helps CARS decide the order of referral locations shown in the client



diagnostic report.

5. Select the appropriate assessment option and enter a Client ID. See below for a brief description of each assessment option. For detailed information on assessment options, see Chapter 1. CARS Assessment Options.

Note: Enter a unique ID for each unique client. Use a Test ID (e.g., Test_1, Test_2, Test_3) if the user is running a practice session. See “Testing or Running a Practice Session” below for more information on running a practice session.

- CARS Screener is the Screener Module only.
- CARS includes the Screener Module and any module assigned by the Administrator.
- Self-Administered CARS Screener is self-administered. This CARS option includes the Screener Module only.

CARS Tool Option

CARS Screener

Self-Administered CARS Screener

CARS

Client ID

Continue Cancel

5. After you have selected your assessment option and entered a Client ID, select “Continue”.

Testing or Running a Practice Session

The CARS team encourages CARS users to practice using CARS either on themselves or with a peer. This will build familiarity with CARS and its functionality. In order to help differentiate between practice sessions and client sessions, please use a test ID (e.g., Test_1, Test_2, Test_3) when entering the Client ID into the Client ID text field.

CARS Tool Option

CARS Screener

Self-Administered CARS Screener

CARS

Client ID

Continue Cancel



Navigating the CARS Toolbar During a Session

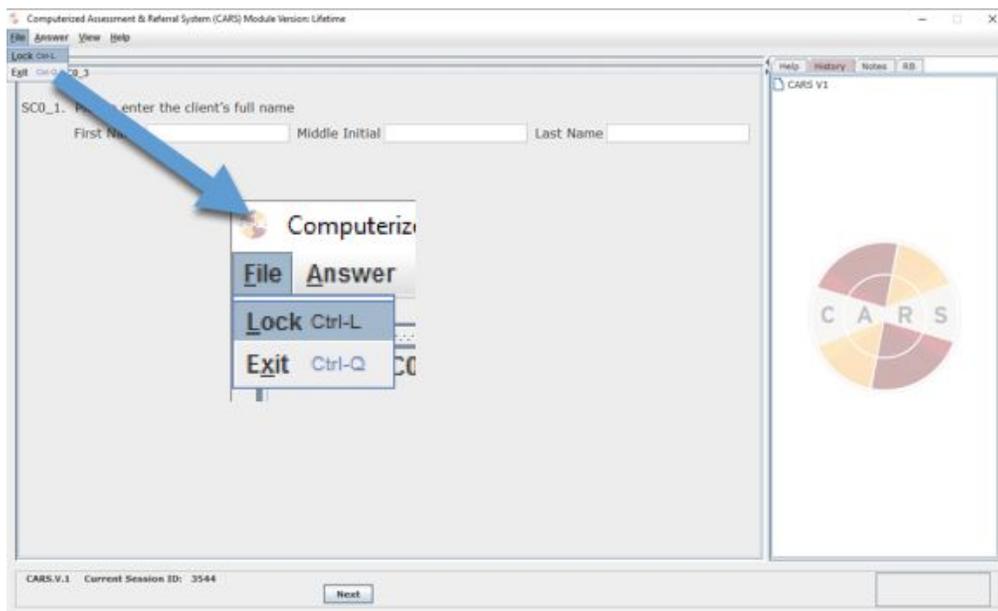
During a session, the CARS assessment window includes a toolbar similar to the CARS Control Center. The CARS Toolbar includes the following options: File, Answer, View, and Help.

File

- 1.) Select the file “File” tab on the CARS Toolbar. A drop down window will appear.
- 2.) The drop down window will include two options: “Lock” and “Exit”.

Note¹: “Lock” allows CARS Users to pause the assessment. This option allows CARS Users to prevent unauthorized access to client information while away from the program. To return to the assessment, enter your username and password to return to the assessment.

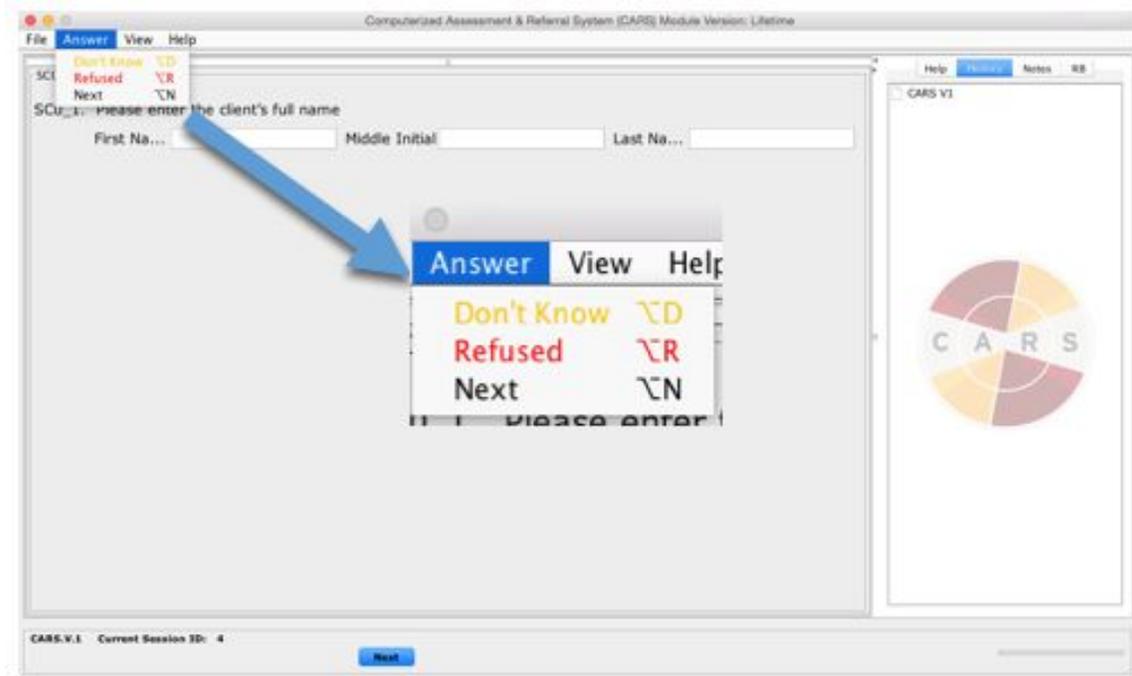
Note²: “Exit” allows CARS Users to leave the assessment and return at another time. When you select “Exit”, a message will appear asking if you would like to save the session. Select “Yes” to store your session. Select “No” to cancel and return. Saved sessions can be recalled from the CARS Control Center under “Previous CARS Session” in the “File” tab”. For a detailed discussion of continuing a saved session, see Chapter 4. Continuing a Session





Answer

The Answer tab contains options that help provide answers to specific interview questions. Select the “Don’t Know” option if the client does not know an answer to a question. Select the “Refused” option if the client refuses to answer a question. Both of these options have keyboard shortcuts, pictured below.



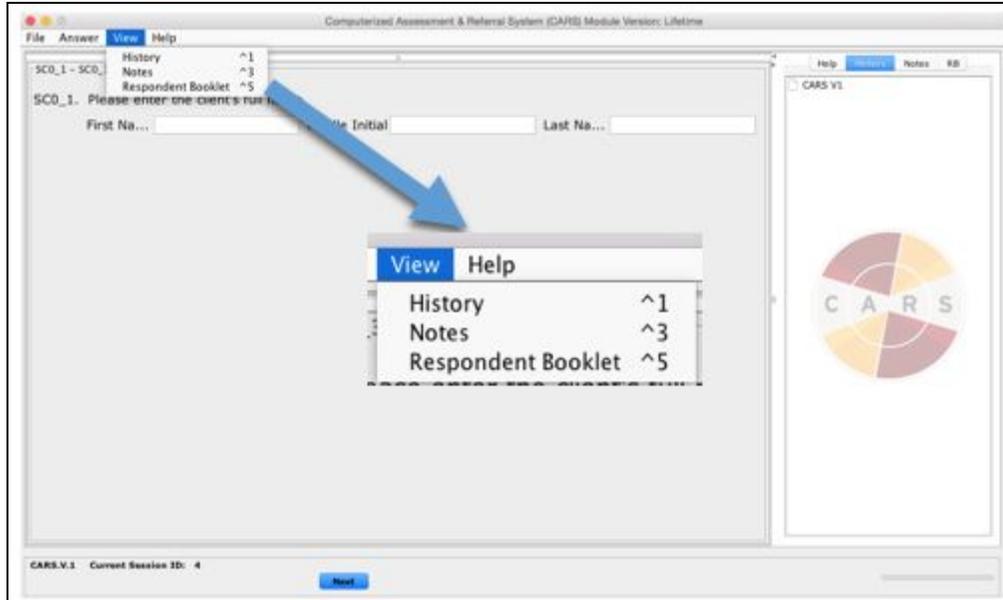
If a question appears inside a grid, you must select the corresponding row in the grid before choosing “Don’t Know” or “Refused”. If the question has multiple parts, you must select section individually. There are visual cues to indicate that you selected “Don’t Know” (highlighted yellow) or “Refused” (highlighted red).

Advance to the next question by selecting “Next” once all questions are answered.



View

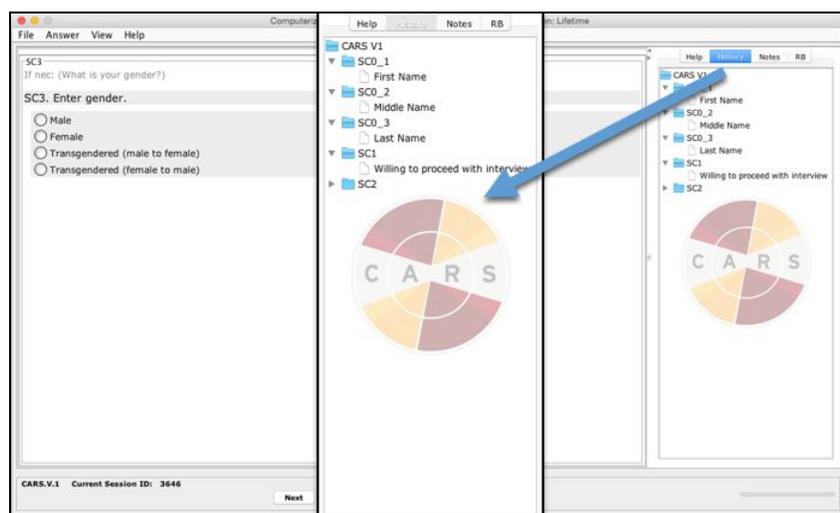
The “View” tab includes options for navigating the toolbar nested on the right side of the assessment window. These options include history, notes, and respondent booklet.



History

The “History” tab is the default tab shown in the right side of the assessment window. It displays a question tree of all questions a client has answered so far. You can view an answer to a question by selecting the question label or by hovering your cursor over the label.

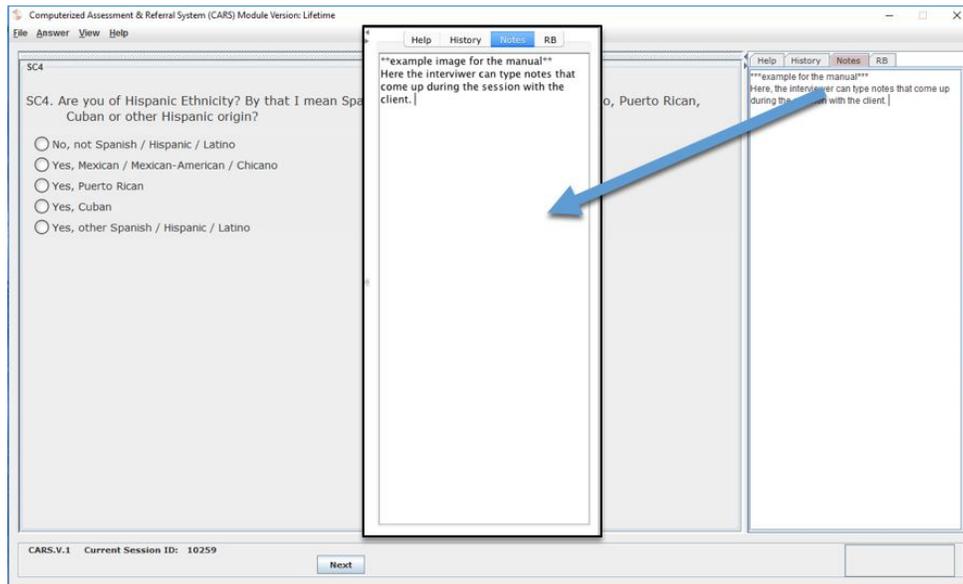
Note: Returning to previously answered questions is not permitted.





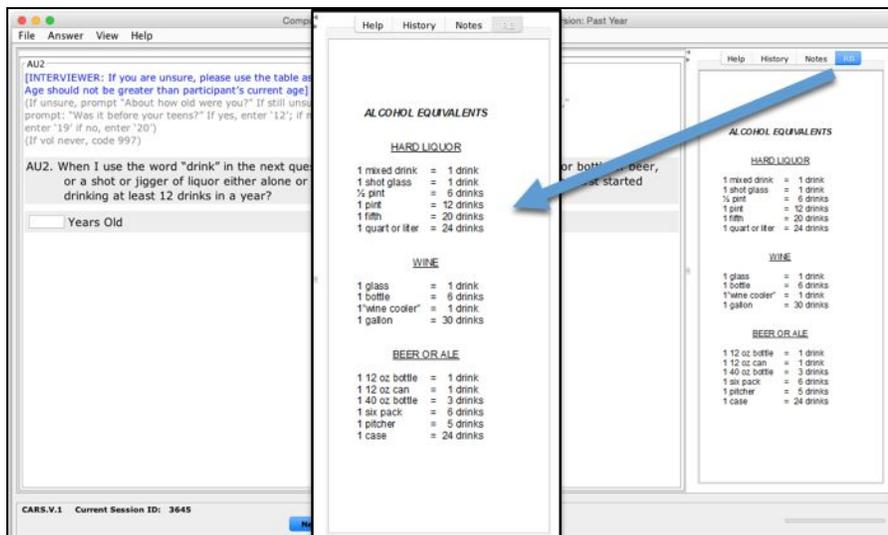
Notes

The “Notes” tab can be found in the right side of the assessment window. It allows CARS users to add notes or remarks about a particular question during the interview. Notes might include information about the client’s response or suggestions for question revisions. Notes can be generated in a report at the end of the session.



Respondent Booklet

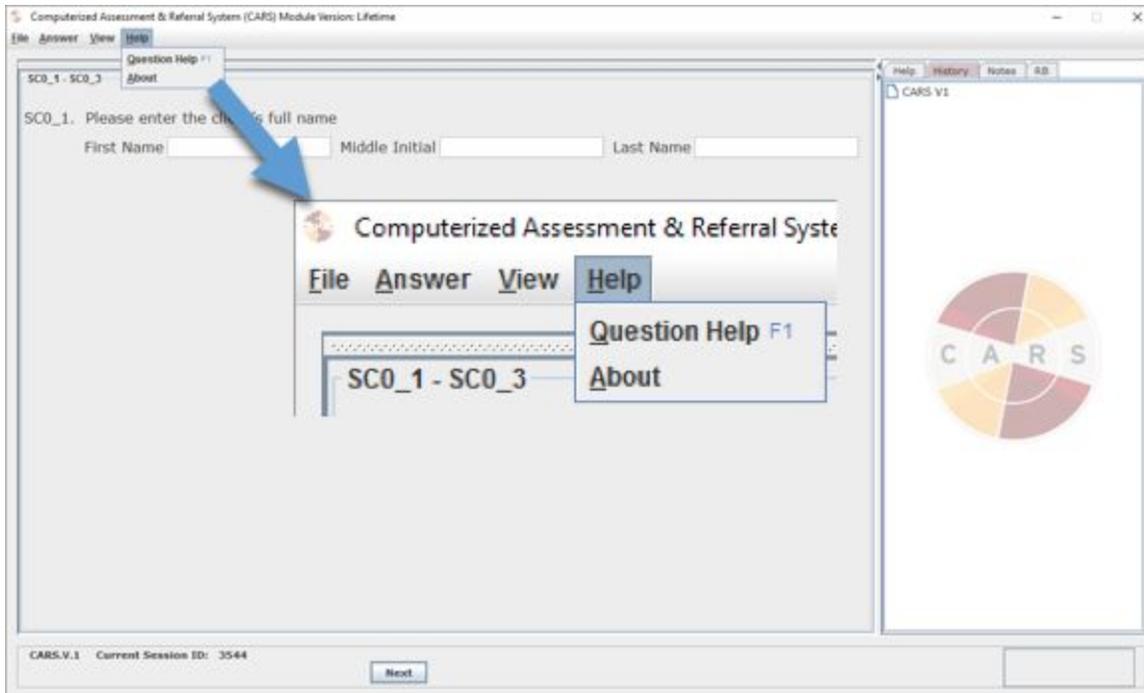
The “Respondent Booklet” tab can be found in the right side of the assessment window. It displays graphics, lists and other visual aids might assist clients in answering questions. This tab automatically opens when a question provides additional information. CARS Users can also select this tab when prompted by interviewer instructions.





Help

The “Help” tab includes the “User Manual MAC”. Selecting this option will launch the User Manual from your desktop.



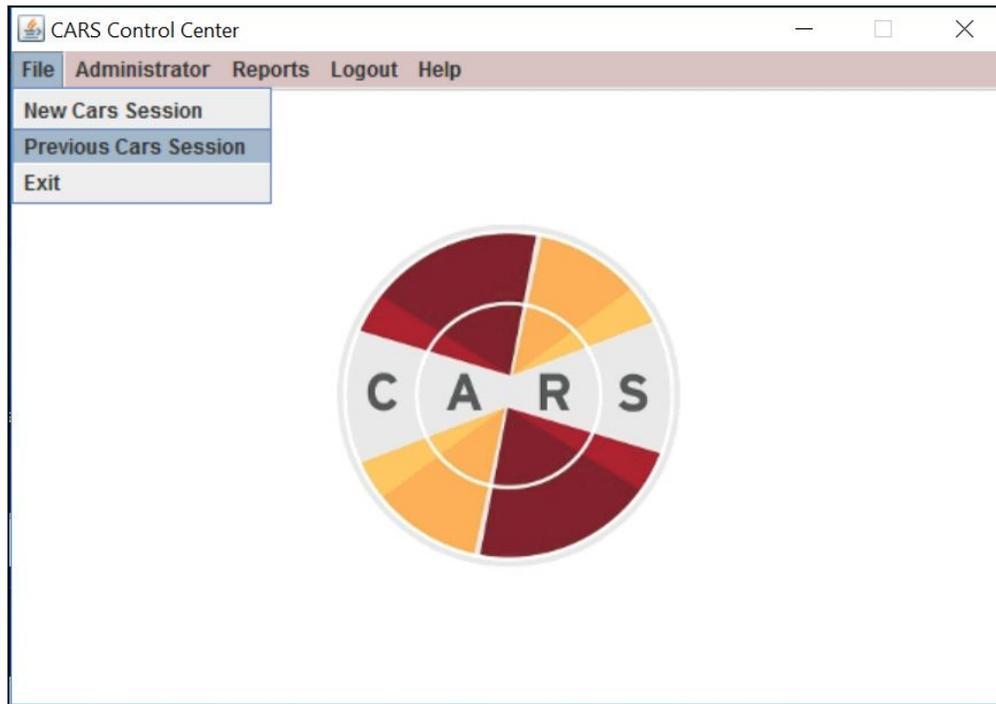
Note: This User Manual comes with your current version of CARS and is available offline. You can also download the most recent version of the [CARS User Manual](#) from the CARS website.



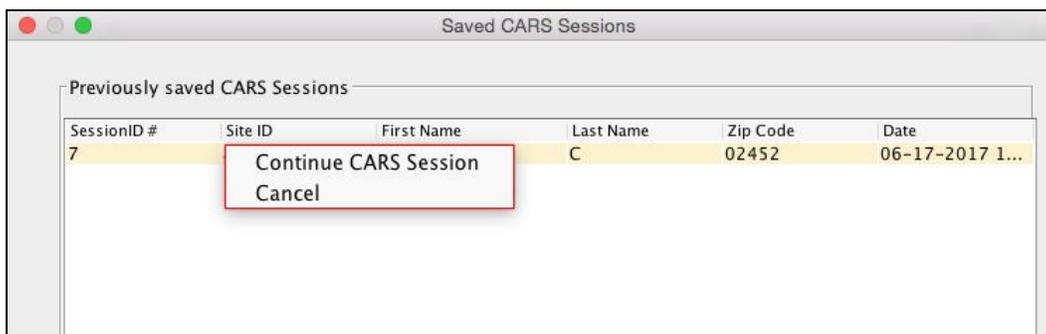
Continuing a Session

Continuing a saved session happens when a session is ended prematurely, but the user wishes to return to the session later. To continue a saved session follow these steps:

1. Go to the File tab in the Control Center.



2. Select “Previous Cars Session”
3. A window with a list of the previous CARS sessions will appear. Control click on the session you would like to continue, and select “Continue CARS Session”.



4. The previous session will then load from the last question that was answered.



The Question Screen

The question screen is what you will be interacting with the most as you go through CARS. There are several types of question screens you will encounter as you go through the interview. Some have only one question, and some have multiple questions in a grid format.

The text immediately next to a question number. These are what you will read out to your clients as you perform the interview.

Example of text question:

SC2
The first few questions are for background purposes.
SC2. How old are you?
| Years Old

Some question screens display multiple questions in a grid format. Treat each grid row as an individual question. To answer a question in a grid with “Don’t Know” or “Refused”, select a row by clicking it. Then select the “Answer” tab and the appropriate option or select the corresponding keyboard shortcuts.

Note: You must complete all questions within a grid to advance.

Example of grid prompt:

		Did you experience this during the past 12 months?
SC23f. Did your heart pound or race?	<input type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SC23g. Did you sweat?	<input type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SC23h. Did you tremble?	<input type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SC23i. Did you feel sick to your stomach?	<input type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SC23j. Did you have a dry mouth?	<input type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No



Some grids display multipart questions. These questions have more than one column to the right of the question. Answer these grids row-by-row from left to right. Some columns may be disabled initially, but will become active depending on the answers in other columns. To select “Don’t Know” or “Refused” for a multipart question, select the appropriate portion of the question and select “Don’t Know” or “Refused” in the Answer tab or press the corresponding keyboard shortcut. All active questions must be answered to continue.

		Did you experience this during the past 12 months?
SC18a. Have you ever in your life had an <u>attack of fear or panic</u> when all of a sudden you felt very frightened, anxious, or uneasy?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Some questions include **blue** text above the question prompt. These are interviewer instructions and interviewer notes.

Interviewer notes begin with “INTERVIEWER:” and provide extra information to help the you proceed with the interview. These should not be read out loud to the client.

The interviewer instructions are extra prompts for you to address to the client being interviewed if they are having difficulty answering a question. These can be read out to clients if necessary.



CARS Answer Types

CARS has many answer types that you will experience as you complete interviews.

These include:

- Text boxes
- Radio buttons
- Check boxes
- Combo boxes

Text Boxes

There are multiple types of text boxes in the tool. You can answer them by clicking inside the box, and filling in a numerical or text response. Some text boxes may only support a certain number of characters, while others will only support numbers. For questions with a character limit, we will indicate this in the interviewer notes.

Radio Buttons



Radio buttons are round buttons that allow you to select only one option at a time. They can either be “Yes/No” answers or an answer with multiple options. Select the option you would like to use, and the button will fill in, indicating an option is selected.

Checkboxes



Checkboxes are square buttons that allow you to select multiple answers at once. Select all options the client endorses; each option will display a check, indicating that it is selected. You may select multiple checkboxes at once, although specific questions might limit the number of options that can be selected at once.

Combo Questions

Some questions combine different answer types. The most common of these is a text box combined with radio buttons. All parts of combo questions must be answered before proceeding.

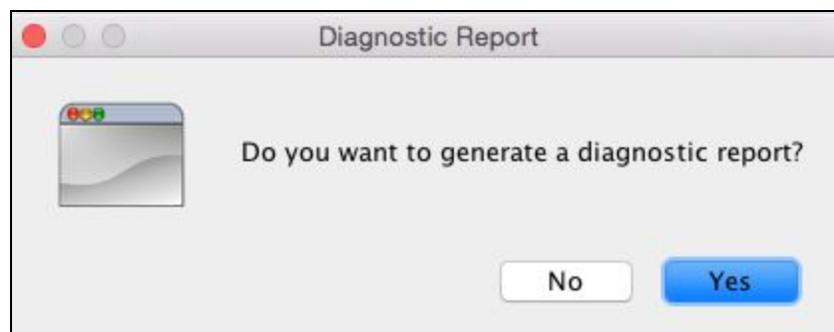


Chapter 5. Reports

CARS generates user-friendly individualized reports for each client based on the assessment. For Diagnostic and Statistical Manual of Mental Health Disorders (DSM) based mental health disorders included in the assessment, the report will include basic descriptions of any disorders for which a client may qualify or be at risk. These reports are designed to be shared with clients. When you share a report with your client, please be sure to go over the entire document with them, and ensure that they understand all parts of it, and leave ample time for questions.

How to Generate a Report

CARS will give you an option to generate a report after completing each assessment. Select “Yes” to the “Generate Report” message, and CARS will automatically generate a report.



You can also generate a report from the Reports tab of the CARS Control Center. The “Generate Previous Diagnostic Report” option generates a report for the latest session. The “Generate Raw Data Report” option brings up a list of questions and responses from the latest session. “Generate Question Notes” will generate a PDF of the interviewer’s notes from the latest session. [See Chapter 4: Other Counselor/Staff/Intake Coordinator Functions.](#)

Reports are generated in PDF form, and will pop up automatically after they are created. They are also saved locally. To access them, go to “All My Files” and search CARS.



Report Components

Executive Summary

The Executive Summary provides a brief synopsis of all the information in the report. It is designed to provide easy access to all the important information contained within the report.

The mental health profile table outlines the disorders that the client may have met full criteria for; met partial criteria for (subclinical); or screened into, but not tested.

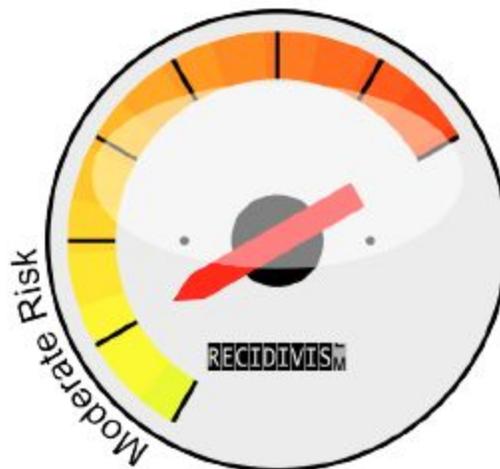
Detailed Diagnostic Reports

CARS generates a detailed diagnostic report for each disorder for which a client may qualify or be at risk. Each report is composed of an explanation of the disorder, as well as a detailed description of the symptoms and information about the length and severity of the disorder. CARS will provide diagnostic reports for some DSM-IV Axis I disorders, as well as a diagnostic report for personality disorders and a risk report for suicidal ideation.

Risk Assessments

The Biopsychosocial Risk Assessment reports information about biological, psychological, and social experiences in the client's life that might be relevant to his or her diagnosis.

The DUI Recidivism Risk report provides a brief summary of risky behaviors that your client may have reported during the CARS interview. A speedometer scale highlights the severity of the client's risk of re-offending, from moderate to very high risk.





Referrals

The report can also include a list of referrals for behavioral health services from which your client might benefit. These referrals are sorted by zip code and are contingent upon the amount of information each site is able to provide about local services.

In order to have relevant local referrals as part of the report each site will be responsible for adding all referral locations with the information for the relevant mental health and substance use service providers in that state or jurisdiction. To do this, see Chapter 4: Adding a Referral Database.

Required information includes:

Facility Name, Organization (if part of a larger organization), Street Address, City, State, Zip Code, phone number, If they treat Mental Health Disorders (Yes/No), if they Treat Substance Use Disorders (Yes/No), Type of Care (inpatient, outpatient, residential), and website (if available).

Optional Information includes:

Specialties (if the location specializes in treating any particular disorder(s), which one(s)), types of insurance accepted, Medicare/Medicaid accepted (Yes/No), gender or age restrictions (e.g., men only, or 18+ only), options for family/homeless/non-English speakers, and public transportation options to reach the treatment provider.



Troubleshooting

If you encounter a problem that you are unable to find a solution for in the troubleshooting guide, please visit the “[Training & Resources](#)” section of the website. If you do not find the answers you need there, please give us a [call or send an email](#) to the CARS Training Center.

To report an error, please provide as much of the following information as possible:

- Your name
- Date and time of error
- Your computer operating system
- Which version of CARS you are running
- Type of installation (standalone or network)
- A description of the error, including the question number
- Screenshot, if possible
- List of any other applications running on your computer at the time
- Description of any recent changes to your computer, if applicable

Send your description to support@carstrainingcenter.org

You can also use this procedure to provide your suggestions on improving CARS and its features.