

Frequently Asked Questions and Answers about KIT Service

What is KIT Service?

KIT Service is currently implemented in the states of Pennsylvania, Virginia, South Carolina, Florida, Rhode Island, Washington, Maine, South Dakota, and Colorado. It is the leading tested and proven web-based, statewide prevention data system on the market today. It is a comprehensive and easy-to-use prevention system that includes a built-in knowledge base to educate users on the latest best practices that measure performance and outcomes, improves the quality of services delivered, and facilitates decision making and funding. KIT Service provides the tools to conduct needs assessment, develop program plans, track service activities, manage coalition activities, and evaluate program effectiveness.

Who is KIT Solutions, LLC?

KIT Solutions is a socially responsible company that is the pre-eminent provider of computerized information systems that incorporate research based design with leading edge technology to give Health and Human Services programs the tools to demonstrate their effectiveness and improve people's lives.

What does "KIT" stand for?

KIT stands for **K**nowledge-based **I**nformation **T**echnology, which combines scientific knowledge from the field of health and human service with state-of-the-art information technology. A KIT solution is not only a database; it is an evaluation and quality control tool, as well as a knowledge base for a specific field. It bridges the gap between researchers and practitioners and between knowledge and practice.

What are the advantages of KIT Service?

KIT Service enables prevention organizations of multiple levels (state, sub-state, and local programs) to access a central database simultaneously (offering real time operation) eliminating separate database installations and electronic data exchange among different levels of prevention organizations. This client-server, real time computer technology was available to big corporations for years because they could afford the capital investment required to build the necessary IT infrastructure. The development of the Internet for the first time has made it possible for human service



organizations to benefit from the centralized computing and instant access to a statewide (or even nationwide) data system. KIT Service minimizes the start-up costs as software installation and hardware upgrades are not needed on the user side except for Internet Access.

How does KIT offer its services?

KIT Solutions provides a complete range of services that include knowledge base development and update, data collection instruments, database design and development, database hosting and maintenance, training and technical support, as well as data analysis and report generation. The biggest problem in implementing a statewide prevention data system is on-going technical support, maintenance, and continuous system update and customization. KIT, which is staffed with experts in both IT technology and social science research, wants to become a service partner by providing a complete solution enabling our customers to concentrate on improving the life of people they serve and demonstrating program impact and improve outcome. Delivering our software products as services over the Internet, KIT is an Application Service Provider (ASP) of Knowledge-based IT solutions for the health and human service field.

What are the costs associated with KIT Service?

Software customization is FREE! The basic costs associated with KIT Service are (1) training, (2) hosting and maintenance, and (3) customer support, which includes toll-free telephone support, online multi-media training, on-line small group training, on-site system setup and training. Additional value added services include data processing (optical scanning), data analysis, data collection instrument development, and report preparation. A detailed cost estimation sheet will be provided per customer's request.

Can customers host KIT Service instead of using KIT's hosting service?

No. The KIT service is offered only as a web-hosted service.

Is KIT Service Secure?

Yes. Although it is delivered over the Internet, KIT Prevention is not software for public consumption. The user must go through an authentication procedure and obtain a login name and password before accessing the system. All transactions between KIT Service users and the server are protected with 128-bit encryption technology, which is the current industry standard. Customer may request a technical white paper from KIT, which addresses the security issues in more detail.



If KIT Solutions hosts the KIT Service application and database, who owns the data and how can the KIT Service user get the data?

All the data entered by KIT Service users belongs to the customer. Customers can download data directly from the central server in Access or Excel formats. The system will restrict the end user to download data relevant to the user organization. For example, a state agency may download data for the entire state, whereas a service provider or program can only download its own data. At the end of each year, or per specific request from the customer, KIT can prepare a complete data set for the year (or specific period requested by the customer) and send to the customer. A customer's data will not be shared with any third party without prior approval from the customer.

What is in place to assure adequate system performance and data backup for KIT Service?

KIT uses high performance name brand servers and high speed Internet connection to provide reliable and consistent service to our customers. All servers are locked in a secure and climate controlled server room. A team of competent IT professionals operates and maintains the hardware, application, and databases. Data is backed up according to daily, weekly, and monthly schedules with off-site backup copies. A data recovery plan is in place to handle emergency situations. Built-in system redundancy is implemented to reduce server downtime. Load balancing and traffic monitoring software are utilized to monitor the data traffic. Per customer request, KIT can provide a technical white paper detailing the steps and procedures for assuring the system performance and data backups.

Who is currently using KIT Service? Can we get the references?

There are seven states that have been using KIT Prevention for over 1 year. They are Commonwealth of Pennsylvania, Commonwealth of Virginia, State of South Carolina, State of Rhode Island, State of Florida, State of Washington and the State of Maine. You may contact representatives from these states to find out their experiences in using KIT Service.

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The Bottom Line

Read what our customers are saying...

Customer Testimony



"I think PBPS (KIT Service) is one of the most exciting parts of the Governor's Cooperative Agreement for Prevention. The system blends advanced prevention knowledge and user-friendly information management better than I ever could have imagined. Our community coalition representatives seem very confident in their ability to use KIT Service after a short training, and they immediately recognized the many advantages of the system. Perhaps most of all, we are excited about the opportunity to work with the support staff to customize the system as new needs and advances arise."

Steven Burritt, State of South Carolina, Pacific Institute for Research and Evaluation, 2002





“After attending several sessions about data systems and MDS at several national conferences, we felt that the KIT system was the best. Specifically, we were impressed with the integration of CSAP requirements and the thoroughly ‘Prevention is its own science’ feel of the screens. We then tried to stump the experts (Dr. Zhang) and come up with scenarios that the KIT system could not handle. Instead we were stumped. The KIT system was smart and flexible enough to handle all our questions and then some. Since signing on to a ten site pilot study in Florida, KIT Solutions has been very responsive to the nuances of our prevention requirements. Staff at KIT is bright, quick, and prevention oriented. I feel very good about investing our scarce prevention dollars in this reporting and data tracking system.”

Carlos Martinez, State of Florida, Department of Children & Family, 2002



“You folks have done a great job supporting us with all the phases of the project. You are a great leader, and your staff has been wonderful supporting all these endeavors. Kevin is a great person to work with, and has a great "can-do" attitude. We have had great praise from the counties during the trainings for your system. It's great to hear that from them, as it is validation for all the hard work we've all done. GREAT JOB XIAOYAN!!!!”

Bill Stahl, Division of Alcohol and Substance Abuse (DASA), State of Washington, 2003

