User Guide Virginia Child and Adolescent Needs and Strengths (CANS) Training and Certification on www.CANSTraining.com

Introduction

Welcome to CANS! The Child and Adolescent Needs and Strengths assessment (Virginia Version) is the mandatory uniform assessment instrument for all children, youth and families receiving services funded by the Comprehensive Services Act (CSA). The primary purpose of the assessment is to identify the strengths and needs of the child, youth and family to guide and inform service planning with the family.

Local public agency (Department of Social Services, Court Services Units, Community Services Boards, CSA offices and schools) staff who provide case management services for children and youth served by CSA are responsible for administration of the CANS. Private providers should not administer the CANS for children and youth receiving CSA-funded services. However, providers play an integral role in assessment and development of the plan by providing the case manager and Family Assessment and Planning Team (FAPT) with information about the child, youth and family's progress while receiving services. Currently, anyone with an interest in children's services in Virginia can access the training site.

The CANS training and certification site is located at <u>www.CANSTraining.com</u> This site is hosted by the Praed Foundation, which holds the copyright to the CANS assessment and is managed by John Lyons, Ph.D., who is the creator of the CANS. The software company which maintains the site is Learner Nation. CANSTraining has a Support Center which may be accessed by e-mail by clicking on the "Contact Us" link on any page of the website.

This guide is intended to assist a user in creating an account and navigating the site. For further assistance, users may always contact the CANS Support staff by clicking the "Contact Us" link on the website as noted in the screen shot on the following page.

"Contact Us" Link

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SECTION I

Purpose of Certification

Users <u>must</u> be appropriately certified and maintain that certification to administer the CANS assessment, whether the assessment is done online on the CANVaS website or on paper. Certification on the use of the Virginia Child and Adolescent Needs and Strengths (CANS) assessment must be renewed annually.

CANS assessments which are administered by a user who is not certified or whose certification has lapsed are invalid and cannot be used for any purpose. Users are cautioned that completing a CANS assessment when not appropriately certified is considered a fraudulent use of the assessment. In working with children and families, assessors should do their best to ensure the provision of high quality services. Properly understanding and administering the assessment is critical in developing a successful service plan.

The standard way to certify (and recertify) on the administration of the Virginia CANS is to complete the online training and successfully rate a certification vignette with a passing score of at least .70 on the website <u>www.CANSTraining.com</u> hosted by the Praed Foundation.

The CANS certification test <u>must</u> be taken on an individual basis. Sharing of ratings on CANS certification test items is prohibited. It is <u>not</u> permissible to give or receive answers or assist others in passing the certification test by sharing answers. CANS certifications are valid only when properly obtained.

SECTION II

NEW-First time Users

If you already have an existing CANSTraining account, see Section IV.

If this is your first time accessing the <u>www.CANSTraining.com</u> site, please follow the instructions below to create an account. Screen shots are included to assist you in navigating the site.

Below is the page you will see after typing the web address <u>www.CANSTraining.com</u> in your browser. To create an account, click on "Register."

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Complete the following page (screenshot below). Be sure to note that when you register you are acknowledging that you have read and accept the "Terms of Use" and "Privacy Policy." Each of those documents may be accessed by clicking on its link.

Be sure to use your WORK e-mail address. Do not use a home e-mail address. Accounts using addresses such as "gmail", "hotmail", "verizon", "comcast", "yahoo" or "aol" may be deleted from the system.

Do not create multiple accounts, as the system may delete the older account(s) associated with the user and retain only the most recent.

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Select "Virginia" from the drop-down list as your "Jurisdiction."

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The page will reflect your Jurisdiction "Virginia" and the name of your Agency ("DEFAULT" in the example below-be sure to enter <u>your</u> City or County's name from the drop-down list). Select "United States" from the drop-down box for Country. Type the word "Virginia" in the line entitled "State/Province/Region." Provide your remaining information (address, city, zip code and phone).

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Click "Complete." Your CANSTraining account has been created. See Section IV (For All Users) for next steps.

SECTION III

For Users who are Recertifying on <u>WWW.CANSTRAINING.COM</u>

If you do not have an account in the system, follow the steps outlined above in Section II. If you already have an account in the system, log in. If the system recognizes your user name, but not your password, click on "contact us" to obtain assistance from the Support Center. Or you may click on the "forgot password?" link. If you do so, you will receive a message, stating that an e-mail will be sent to the e-mail address on record. The user is instructed to click on a link within the message to reset the password. If you have not received this e-mail message, check your spam or junk mail folder. The e-mail will be sent from Learner Nation, which is the company that maintains the CANS training site software, and will appear as "LearnerNation [hello@learnernation.com]" If you do not receive the message, click on the "Contact Us" link on the log-in page of www.CANSTraining.com and request assistance.

"Legacy" users, or individuals who certified on the previous training site hosted by Communimetrics, have been added to the new *CANSTraining* site. However, you may not be able to access your previous certification history until this process is complete. If you need your previous certification dates (prior to July 1, 2012), contact the Office of Comprehensive Services. OCS is maintaining a database of all certifications on the Communimetrics site, so your individual certification history remains available.

At this time (04/05/2013), some legacy users are showing a recertification as of 08/30/2012 because of a glitch when the data was transferred. If you do not recall recertifying on this date, use your most recent certification date. A list of users who did actually certify on 08/30/2012 is available. If your name is not on this list, you will not be able to use this date to validate your certification.

Continue on the following page.

SECTION IV

For All Users

Once you have created your account and accessed the Virginia section of the site, you will see a box labeled "Learning -TCOM & Advanced Tools." The "TCOM" box explains "Total Clinical Outcomes Management" and provides an overview of how CANS is used to manage and support decision-making and measurement of outcomes, both at the individual and system level. If you are an administrator, or want to learn how to use CANS more effectively in your locality, explore this section of the site to learn about TCOM. If you want to continue with the learning and certification process, click on "See More" under the box.



The following page (screenshot below) with three boxes will appear. The Virginia 0-4 is the version of the CANS for use with children ages birth to four years old. The Virginia 5-17 should be used for all children and youth over the age of 5 who are receiving CSA-funded services. It is appropriate to use the Virginia CANS 5-17 for youth ages 18-21 who are still receiving CSA services.

You may train and certify on either version of the CANS. You should select the version appropriate to the age group with whom you usually work. For example, if you work with older youth, click on the Ages 5-17. Once you certify on either age version, you are certified to administer both because the rating logic is the same. Note: Some localities require that case managers certify on both versions, but dual certification is not required to administer the CANS.



After you select either the Birth to Four or the Ages 5-17, this page will appear.

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Text V	 CANS Comprehensive Introduction 	
Welcome to the training on the Virginia Comprehensive 5-17. Here are some tips on making the training work for you:	 Six Key Principles of the CANS Action Levels for Need Items 	
 Navigation is on the right hand side. Simply go through one section at a time. For most sections there is text to read and videos to watch. For sections on specific items, there are guizze to take to text whethere use understanding the meaning of the item. If the video graphical sections of the section of t	 Action Levels for Strength Items 	
not working for you, there is a very good chance that you have a firewall that is preventing your viewing. Please consult with your IT staff to ensure access.	 Effective communication with families using the CANS by Mary Beth Rautkis 	
 It is an exceptionally good idea to go through the full training before jumping to the test. We know that can feel like a lot of time (it should take you a couple of hours) but in the long run 	► Life Functioning	
it is less time because it is unlikely that you will pass the certification test unless you've completed the training.	Child Strengths	
 Be sure to print out a copy of the manual before you take a Practice Test or Final Exam. You'll need to be able to refer to the item definitions while you are testing. 	 School Permanency Planning Caregiver Strengths and 	
 Taking a practice test is a good idea. You get feedback on the difference between your ratings and the recommended scores on these tests. You don't get feedback on test vignettes 	Needs Child Behavioral/Emotional	
pecause unfortunately a small number of people cheat thinking the task is the pass the test rather than to learn the approach.	 Child Risk Behaviors 	
5. If you've recently gone through a live training, you should be fine jumping to the certification test although if you don't pass on the first attempt, you should prohably try a practice.	► How to Rate Modules	
test where you get feedback.	 Developmental Needs (DN) Module 	
6. When taking the test remember the vignette assumption. No mention is no evidence which is javascript.void(0) rengths.	► Trauma Module	-

IMPORTANT:

Be sure to read the first page "How to Use this Site" (depicted again below) which contains information that tells you how to navigate the site. These tips will save a user a lot of time and effort if followed. This page also outlines the process of training and certification.



The **Table of Contents** is located on the <u>right</u> hand side of the screen. Complete the training by going through each section. Read carefully, listen to the videos and take the multiple choice quizzes and complete any other learning activities.

If you are new to CANS, do NOT attempt to take the test without learning the material. Rating the CANS may appear deceptively simple. Items have specific meanings. Click on "printable materials" as noted below. Print a copy of the Manual for whichever age group you wish.



If you are re-certifying on CANS, it is a good idea to review the materials and take a practice test. You may find answers to questions you've had when administering the assessment or learn new information that will help you in better rating the CANS.

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Text V	 CANS Comprehensive Introduction 	
Principle 2 of the CANS: Each item uses a 4-level rating system. Those levels are designed to translate immediately into action levels. Different action levels exist for needs and strengths. The action levels are described in greater detail throughout this training website.	Six Key Principles of the CANS Principle 1 Principle 2 Principle 3 received as a second secon	
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Y	Principle 6	
Next >	Recap & Conclusion	
	Action Levels for Need Items	
Share something with the group	 Action Levels for Strength Items 	
Add a file or image	 Effective communication with families using the CANS by Mary Beth Rautkis 	
	► Life Functioning	
	► Child Strengths	
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Below is a shot of the video screen that will appear when you click the "video" link on this page. The videos are short and will assist you in understanding the principle, how to rate the items, item definitions, or whatever the topic is you have selected.



You will also note that if you have a question, you can "share something with the group." These might be questions about how to rate an item, about where to find specific information, or even if you notice that something on the website is not working properly. CANS Training site support staff monitor these entries and will respond if you have a direct question. Below is an example of a multiple choice item that has been answered with the correct response.

Comparison of the second se	ferentle.	
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	How to Use This Site	
Text V	 CANS Comprehensive Introduction 	
Please rate the highest level from the past 30 days 0Child is doing well in relationships with family members. 1Child is doing adequately in relationships with family members atthough some problems may exist. For example, some family members may have some problems in their relationships with child. 2Child is having mederate problems with parents, siblings and/or other family members. Frequent arguing, difficulties in maintaining any positive relationship may be observed. 3Child is having severe problems with parents, siblings, and/or other family members. This would include problems of domestic violence, constant arguing, etc	 Six Key Principles of the CANS Action Levels for Need Items Action Levels for Strength Items Effective communication with families using the CANS by Mary Beth Rautkis ✓ Life Functioning How to Rate the Life Functioning Domain Family 	
Video	Living Situation Sleep Social Functioning	
Previous Question Q 1 of 3 Next Question	Sexuality/Sexual Development Recreation	
	Developmental	
Q1. 6 year old Aaron's parents are strong advocates for him and work very	Communication	
hard to understand his needs and ensure that they are being met.	Judgment	
0	Acculturation	
1	Legal	
	Medical	
2	Physical Health	
3	Daily Funtioning	
	Independent Living	
Explanation:	Child Strengths	
The recommended score is 0.	School	

While you are on the site:

If you have difficulty navigating the site (screen "freezes", there appears to be no way to move to the next screen, etc.) it may be a browser issue or a firewall impeding access. The site is compatible with Internet Explorer 8. Try opening your browser, click on "tools" then click on "compatibility view." You can request assistance by selecting the "contact us" link or by contacting your local IT staff. If it is a firewall issue, you should request assistance from your local IT staff. Do not contact the CANVaS Help Desk. CANVaS is a separate site and is not maintained by the same staff or software company as the CANSTraining site.

If you are a new user, or returning to recertify on CANS, you should take a practice test. The practice test will show your answers so you can learn whether each answer is correct, off by one point, off by two, or by three points. You can then review the item meanings and resource materials for information about those items that you incorrectly rated. See below for a screen shot of the results of a practice test. To see the correct answer on the items you have missed, click on "Show" under "Explanation."

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Take the certification test by rating a certification vignette. Click on "Final Exam" at the bottom of the **Table of Contents**. The test is timed for two hours which is ample time to rate the test if you are prepared.

The final exam page looks like the example below. Be sure to read the "Vignette Assumption." When you are finished rating a domain, move to the "Next Section" by clicking the tab at the top of the page.

Final Exam: Final Exam: Tim	2	ection #1 o	f6 🧧	C)1:59:53 ⊮	Hide]
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Vignette Assumption When completing the vignettes, there is a vignette assumption. That is, when revidence'. This is the standard quality assurance of it in the documented it does not exist assumption. What that means, then if there is no mention of a need, the rating should be a '3'. So, no mention of an suicidality would result in a rating of '0' on Suicide Risk. No mention of any talents or interests would result in a rating of '0' on Suicide Risk. No mention of any talents or interests would result in a rating of '0' on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents or interests would result in a rating of '0 on Suicide Risk. No mention of any talents the volue the volue on or a leade '0.' Another way to think about it is that you start the assessment with all 0 ratings on the Needs and all 3 ratings on the Child/Youth Strength and then you look for evidence. It advisely you scores accordingly using the action levels. Caregover						
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Tim is living in a group home, so the items in the Caregiver section should not be rated. For the purposes of this test, please rate all items in this section '0'.	1. Family	O	0	0	0	
Tim is sixteen and has been living in a group home for the past six months.	2. Living Situation	O	0	0	0	
Tim lived with his mother until her death when he was five. At the time Tim's father could not be located and Tim's maternal aunt took him in. She noticed a change in	3. Sleep	O	0	۲	0	
Tim's behaviour when he hit puberty: he began to steal money from her purse, lie about his whereabouts, spend nights away from home without permission. Tim had multiple approximation to the start of t	4. Social Functioning	0	\bigcirc	۲	0	
called the police and he was taken to a juvenile detention centre several times for charges of beyond control and assault. Tim's aunt decided she could no longer	5. Sexual Development	0	\bigcirc	0	0	
handle his behaviour and relinquished guardianship to Tim's twenty-three-year-old cousin and his wife.	6. Recreational	0	\bigcirc	0	0	
Tim's behaviour has continued to be erratic and after a recent outburst—for which Tim was detained once again—his cousin decided that he could no longer have Tim	7. Developmental	0	0	0	0	
in his nome as his pregnant wire was nervous about exposing their baby to 11m s unpredictable violence.	8. Communication	O	0	0	0	
While Tim was detained, Children's Aid was able to locate his father, and it was decided that Tim would be released into his custody; however, the courts discovered that Timesor (Times father) had a history of camping damage of derived in the second of the second se	9. Judgment	O	0	0	0	
that inomas (infinis father) had a history of criminal charges of domestic; thus,						

After three failed attempts to successfully rate a test vignette on the www.CANSTraining.com site, your training and certification account will be locked. DO NOT CREATE a separate account using a different e-mail address to try again. An electronic message is sent to the <u>www.CANSTraining.com</u> Support Center. You will be contacted by support staff who will review your test ratings and identify topic areas or

sections of the website you should review. When that process is complete, your account will be unlocked so you may try again.

Once you have completed the training, practice tests, and successfully rated a certification vignette, you should print the certificate with your name and the date of CANS certification. Click on "download" to create an Adobe version of your certificate. You will need to submit a copy of the certificate with your CANVaS User Confidentiality agreement to the CANVaS Help Desk to create a CANVaS account. You can retrieve and download your certificate at any time from <u>www.CANSTraining.com</u> by accessing your "Test History."

The certificate looks like the following screen shot.

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Oh yeah! You've passed the test! Tin	me to Celebrate!	
Your score	0.74	
	John praced	
	hereby acknowledges that:	
	<u>Carol Wilson</u>	
	nas successfully completed certification on the Virginia-CANS 5-17	
	Granted 07/03/2012	
	Certification Number: CAROLWILSON070320120	
	External User Id: BC36Q2XXS8	
	Certification Score: 0.74	
	Certification valid until: 07/03/2013	
	John S. Lyons, Ph.D. Endowed Chair Child and Youth Mental Health	

FOR CANVAS USERS

How to Update your CANS Certification in CANVaS

Users with CANVaS accounts do not need to provide verification of CANS recertification to the CANVaS Help Desk. If a user has an active CANVaS account, the process will take place electronically and user accounts in CANVaS will be updated the following business day after the user passes the certification test on the <u>www.CANSTraining.com</u> site. Recertifications completed on Fridays, Saturdays and Sundays will be updated the following Monday (unless it is a holiday).

Users will receive a ticket notification from the CANVaS Help Desk that their CANVaS account has been updated to reflect the new CANS certification dates. If your account is not updated in the expected time frame or if there is some other issue regarding your CANVaS account that needs resolution, you should contact the Help Desk at (877) 727-8329 or by e-mail at <u>canvashelpdesk@rcrtechnology.com</u> Remember CANVaS is a separate site from the training and certification site.

Users who have certified for the first time and need to create a CANVaS account should contact either their local Designated Super User/Report Administrator or the CANVaS Help Desk.

<u>OR</u>

If you have been recertified by attending a training conducted in-person by John Lyons, Ph.D. (the creator of the CANS) you may submit to the CANVaS Help Desk a copy of your certificate signed by him as verification of recertification on CANS. Your name and the date of the training must be on the certificate. You must also include a list of all localities for which you have CANVaS accounts. This document may be submitted to the CANVaS Help Desk by fax at (317) 631-3345, e-mail at <u>canvashelpdesk@rcrtechnology.com</u> or by mail to:

CANVaS Help Desk RCR Technology, Inc. 251 North Illinois Street, Suite 1150 Indianapolis, IN 46204

CANS Resources

Materials relevant to CANS and CANVaS are posted in the CANS folder on the state CSA website at <u>www.csa.virginia.gov</u>

Included in the CANS folder are the:

CANS Documents (User Manuals for the Assessment and Score Sheets for the Birth to Four and Ages 5+) http://www.csa.virginia.gov/html/cans/cans_documents.cfm

CANS Resources (continued)

Virginia Glossary of Items (provides detailed information about specific item meanings) <u>http://www.csa.virginia.gov/html/cans/CANS_training.cfm</u>

Six Key Principles-Important Guidance on Rating the CANS; Guidance on the Thirty-Day Timeframe; and Recommended Frequency of Administration of CANS are all located at http://www.csa.virginia.gov/html/cans/CANS%20Policy.cfm

Tip Sheets and FAQs on topics such as closing the CANS in CANVaS http://www.csa.virginia.gov/html/cans/CANS factsheet series.cfm

CANS Family-Friendly Interview Format http://www.csa.virginia.gov/html/cans/cans_resources.cfm

To contact the Office of Comprehensive Services, call (804) 662-9815 or e-mail <u>csa.office@csa.virginia.gov</u>