



# Child and Adolescent Needs and Strengths (CANS) Recertification Tip Sheet

## WHO

Staff who administer the CANS-IP.

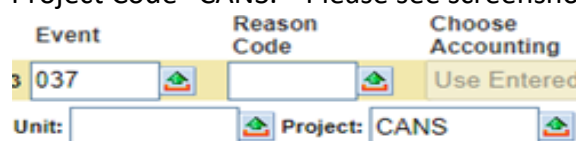
## WHEN

Get re-certified before your anniversary date.

## WHERE

1. Enter <https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/> into your browser.
2. Click on TCOM Training Quick Guide under **On-line Training** for instructions on the recertification process.

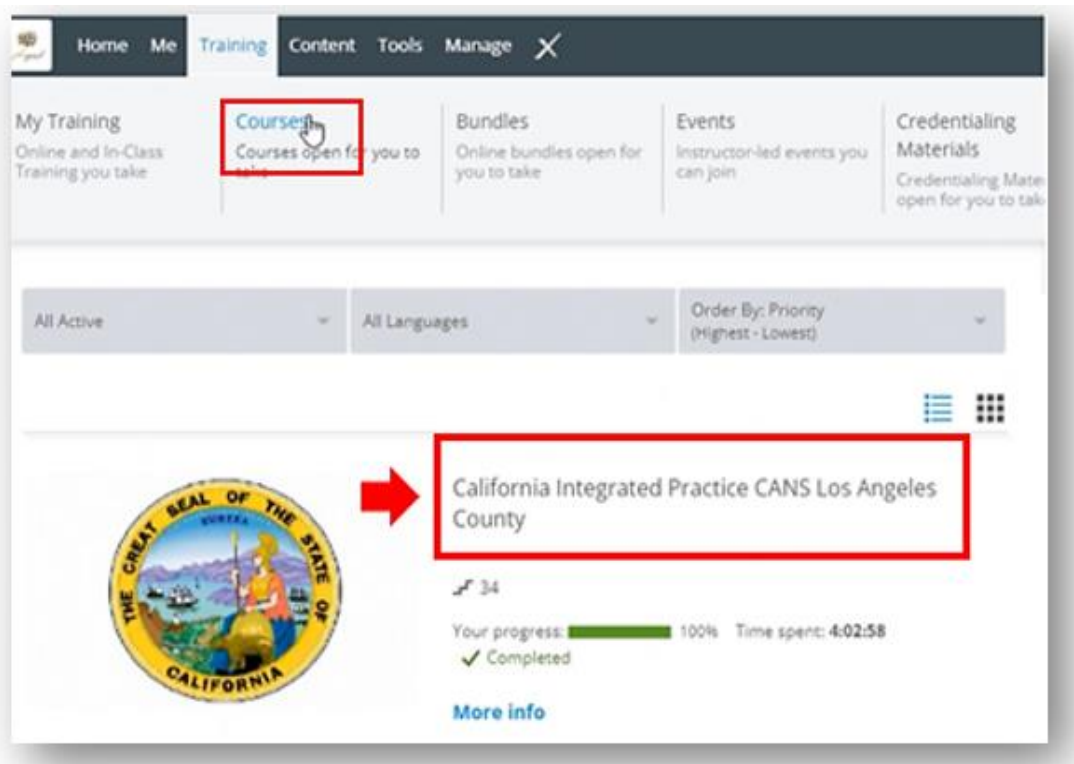
1. **Two important dates to keep in mind:**
  - **Certificate date** is the date you pass the exam and earn your CANS certificate.
  - **Anniversary date** is the date when you clicked on 'begin training'.
2. **Do not wait until the last minute.** Take the exam and pass *before 7am* of your anniversary date to get recertified. You can still recertify if your previous certificate has not yet expired. (Please refer to page 2 of the tip sheet for more detailed information.)
3. **Re-enroll in your bundle of courses if you lose access to your course.** Use the TCOM Training Quick Guide (refer to page 1 of the Quick Guide).
4. **You will need to retake the training after your certification expiration date.** (Please refer to page 3 of the tip sheet for more information.)
5. **Redemption code to purchase the bundle of courses is case sensitive.** Type in the code rather than copy and pasting the code.
6. **Select the correct name of the course.** Click on **"California Integrated Practice CANS Los Angeles County"** when selecting your bundle of courses.
7. **Your Praed account is deactivated if there is no activity 3 months past your anniversary date.** Contact the DMH CANS Training Coordinator, Adam Benson at [ABenson@dmh.lacounty.gov](mailto:ABenson@dmh.lacounty.gov), for assistance with your account.
8. **Did you switch employer?** Contact Praed Support at [support@TCOMTraining.com](mailto:support@TCOMTraining.com) to update your profile information.
9. **Need additional support to pass the exam?** Reach out to Praed Coaching Support at [coaching@TCOMTraining.com](mailto:coaching@TCOMTraining.com).
10. **For DMH Directly Operated Staff:** Time spent in completing the CANS training can be coded on your timecard using Event Code "037" and Project Code "CANS." Please see screenshot below.



# Recertifying before your CANS certificate expires

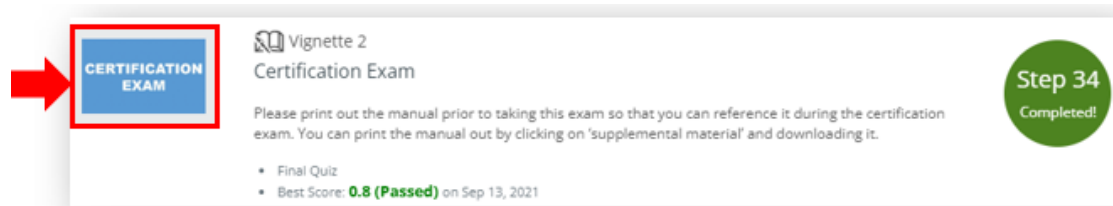
1

- Under Training tab, click on 'Course'.



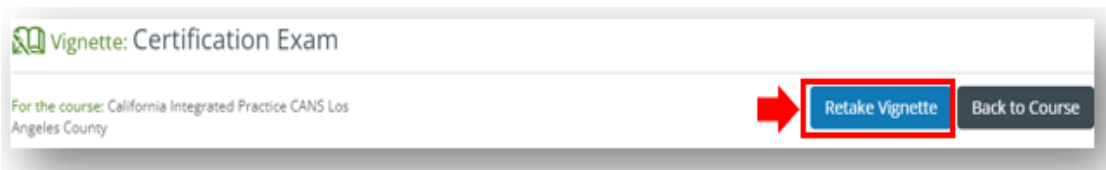
2

- Click on the step titled 'Certification Exam'.



3

- Click on 'Retake Vignette'.



# Retaking the training after your certification expiration date

1

- If you're comfortable with the CANS information, you can fast forward through the training videos.



2

- You will need to pass each practice quiz to get to the next module.



3

- Once you move through all of the modules, you can take the certification exam. Click on 'Retake Vignette'.



4

- Once you pass the Certification Exam, you can view your certificate by clicking on the "Me" tab on the top toolbar and selecting "My Certificates".

