

CANS/PSC Webinar

June 22, 2023

LACDMH Quality, Outcomes and Training Division

EPSDT Outcomes Team



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.



Attendance

Please let us know you joined us today by completing this quick form:

<https://forms.office.com/g/EKyEb2YVsR>

▶▶ Agenda

- Welcome and opening remarks
- Poll Questions
- Data Tip – Review the Fundamentals of the CANS and PSC
- Data Analysis – Review of CANS and PSC Common Errors
- Spotlight Resource – CANS Recertification Tip Sheet
- Q&A

DATA TIP
Review of the
Fundamentals of the
CANS-IP and PSC-35



▶▶ Background

CANS and PSC Background

1

DHCS selected the CANS-50 and PSC-35 to measure child and youth functioning

2

While DHCS required the use of the CANS-50, LACDMH elected to use the CANS-IP to best support our DCFS partners who are required by CDSS to use the CANS-IP

3

Effective July 1, 2019: the CANS-IP and PSC-35 must be completed at initial assessment, every 6 months throughout treatment, and at the end of treatment for all newly active clients receiving SMHS

4

The CANS-IP: structured evaluation tool used for identifying youth and family needs and strengths that may form the basis for treatment

5

The PSC-35: brief questionnaire that helps to identify and assess changes in emotional and behavioral problems in children



Initial

- An Initial CANS-IP/PSC-35 must come first for a client

Reassessment

- The Initial CANS-IP/PSC-35 can be followed by a Reassessment CANS-IP/PSC-35

▶▶ CANS-IP & PSC-35 Recommended Workflow Approach

Initial

- Completed at the time of the initial assessment

Reassessment

- Must be completed every 6 months throughout the client's treatment
- Should be completed during the service closest to the 6-month mark
- The State will not accept a Reassessment CANS-IP/PSC-35 if it has been completed more than 2 months prior to or 2 months after the 6-month mark

Discharge

- Needs to be completed when the client is discharged from services
- Assessment date should be at least 1 day after the previous assessment and no more than 8 months after the prior assessment

CANS Requirements

Age	
0 through 5 years old	6 through 20 years old
Form	
CANS-IP or CANS 0-5	CANS-IP
Requirement	
TCM Needs Evaluation	<ul style="list-style-type: none"> • EPSDT Outcomes • TCM Needs Evaluation
Frequency	
<ul style="list-style-type: none"> • At Assessment if client meets Medical Necessity • Every 6 months if TCM is provided* 	<ul style="list-style-type: none"> • At Assessment if client meets Medical Necessity • Every 6 months*

*There is a reassessment window 2 months prior to and after the 6-month mark. The reassessment should be completed during the service closest to the 6-month mark.

PSC-35 Requirements

Age

- 3 through 18 years old

Form

- PSC-35

Requirement

- EPSDT Outcomes

*There is a reassessment window 2 months prior to and after the 6-month mark. The reassessment should be completed during the service closest to the 6-month mark.

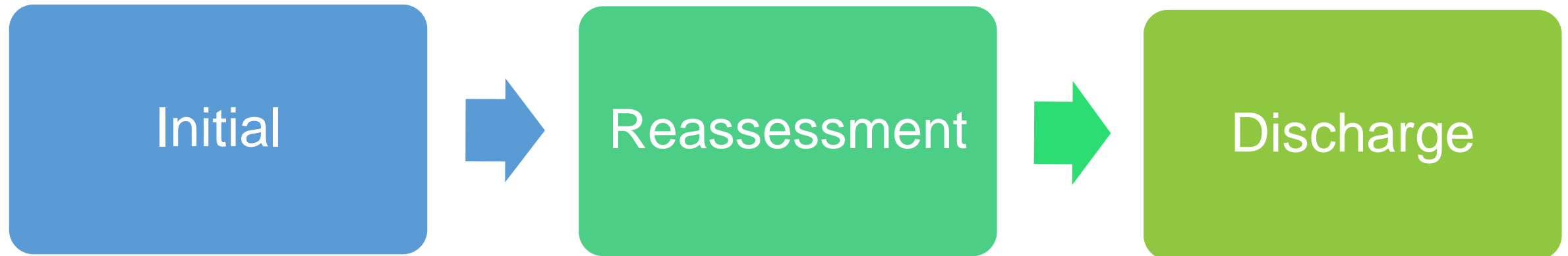
DATA ANALYSIS CANS and PSC Common Errors



▶▶ CANS and PSC Common Errors

1. Assessments completed outside of DOB target age
2. **Only an initial entered in the data-based entry system**
3. **Reassessments submitted outside of the administration window**
4. **Reassessments and/or discharges with no initial**
5. Assessments are not submitted in proper sequential order
6. Duplicate assessments (initial, reassessment, or discharge)
7. Duplicate assessments in two different data-based entry systems
8. **Overlap in treatment with multiple providers**

▶▶ Main Rule for CANS & PSC Submission



▶▶ Common Error #1: Reassessment and/or Discharge with no Initial



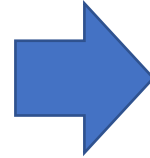
▶▶ Common Error #2: Reassessment submitted outside of the administration window



▶▶ Common Error #3: Only an Initial entered in the data-based entry system

Provider #1

Initial

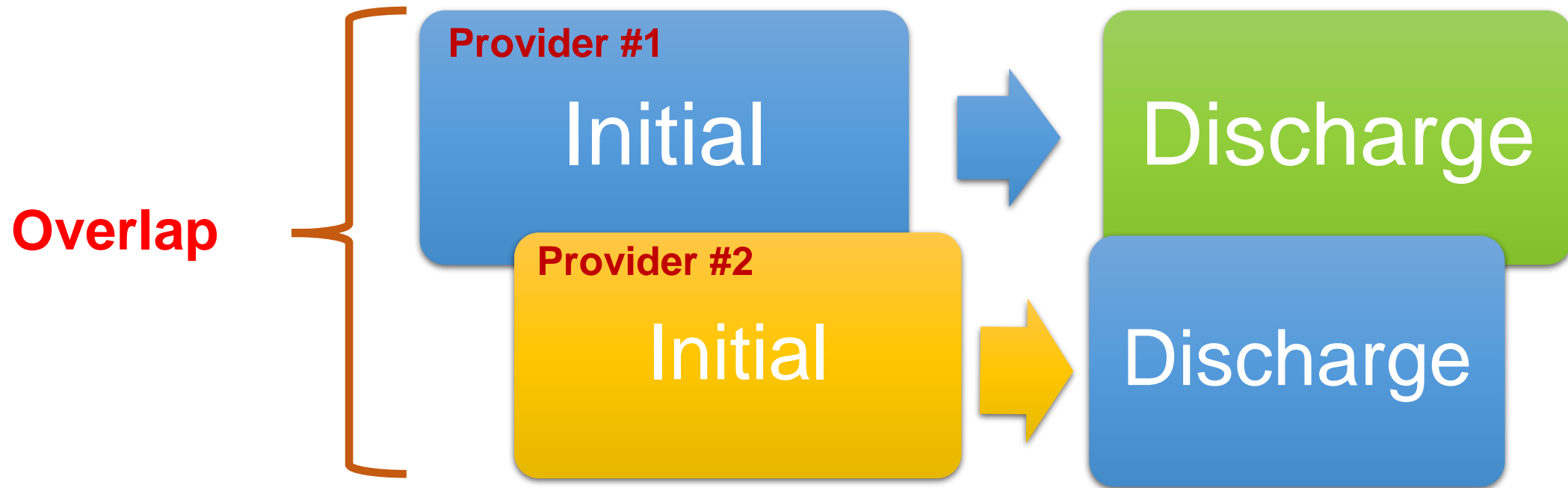


Discharge?

Provider #2

Initial
Fail

▶▶ **Common Error #4: Overlap in treatment with multiple providers.**



**SPOTLIGHT
RESOURCE
CANS Recertification
Tip Sheet**





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/providers/clinical-tools/training-workforce-development/cans/> into your browser.
2. Click on [CANS On-Line Training Access and Quick Guide](#) (refer to page 2 of the Quick Guide) for instructions on the recertification process.



Revised: March 8, 2023

1. Two important dates to keep in mind:

- o **Certificate date** is the date you pass the exam and earn your CANS certificate.
- o **Anniversary date** is the date when you clicked on 'begin training'.

2. Do not wait until the last minute. Take the exam and pass by **11:59pm** before 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 [CANS On-Line Training Access and Quick Guide](#) (refer to page 1 of the Quick Guide).

4. Redemption code to purchase the bundle of courses is case sensitive. Type in the code rather than copying and pasting the code.

5. Select the correct name of the course. Click on "California Integrated Practice CANS Los Angeles County" when selecting your bundle of courses.

6. You will need to retake the training after your certification expiration date. (Please refer to page 3 of the tip sheet for more information.)

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, for assistance with your account.

8. Did you switch employer? Contact Praed Support at support@TCOMTraining.com to update your profile information.

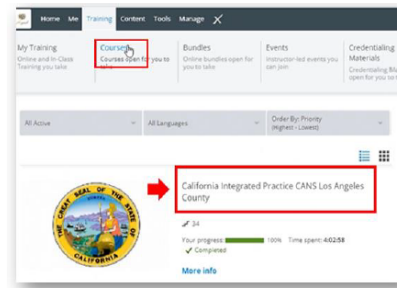
9. Need additional support to pass the exam? Reach out to Praed Coaching Support at coaching@TCOMTraining.com.

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.

Event	Reason Code	Choose Accounting
037		Time Evaluation
Unit:	Project	CANS

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'.

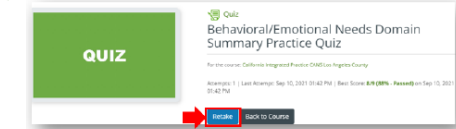


Retaking the training after your certification expiration date

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



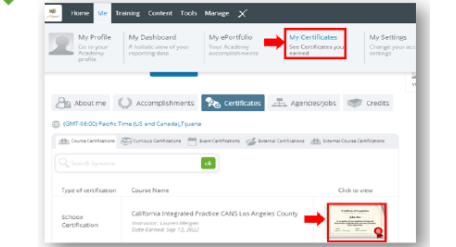
- 2 You will need to pass each practice quiz to get to the next module.



- 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".

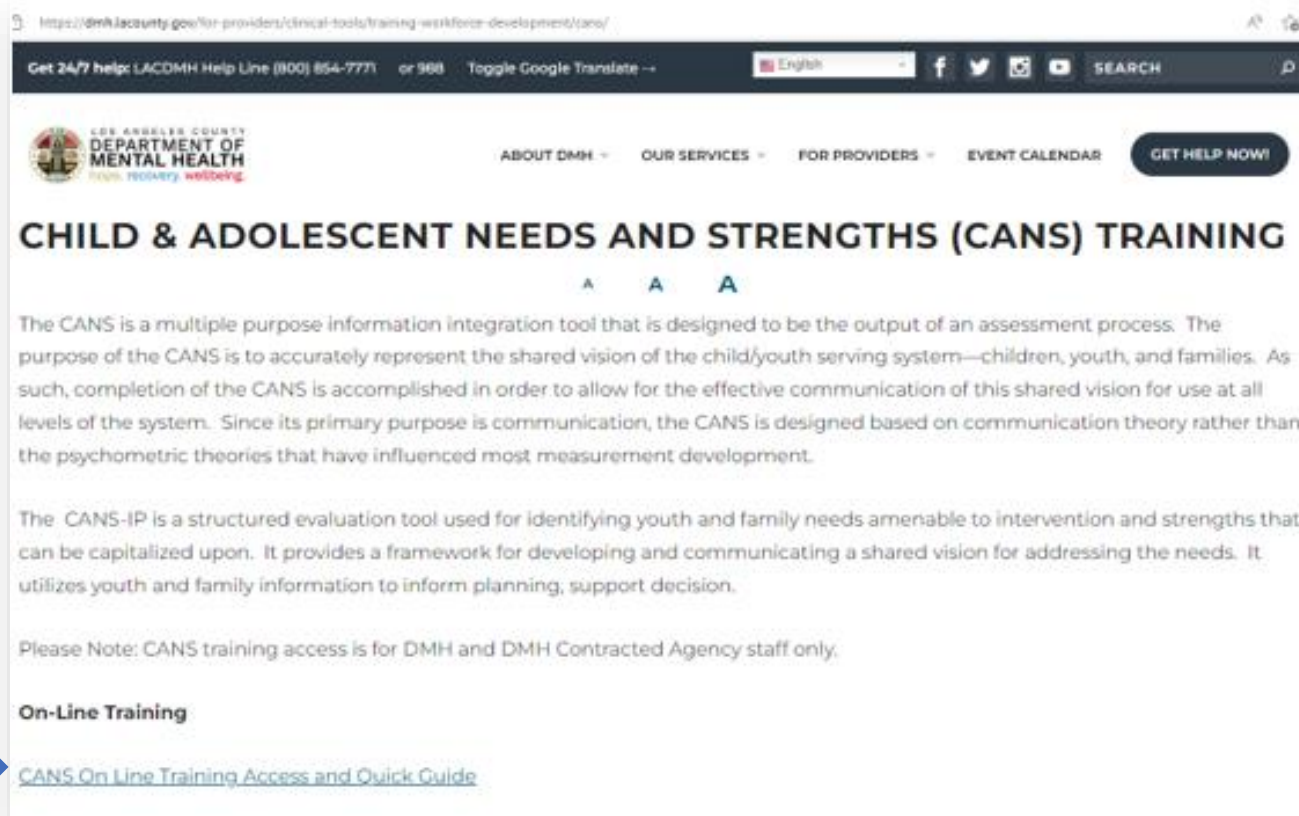


CANS Recertification Tip Sheet

Steps to recertify for the CANS

1. Enter <https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/> into your browser

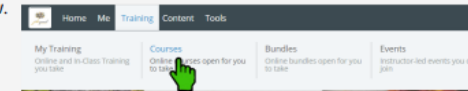
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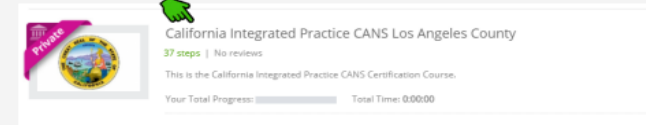
The screenshot shows the website for the Child & Adolescent Needs and Strengths (CANS) training. The header includes the Los Angeles County Department of Mental Health logo and navigation links for 'ABOUT DMH', 'OUR SERVICES', 'FOR PROVIDERS', and 'EVENT CALENDAR'. The main heading is 'CHILD & ADOLESCENT NEEDS AND STRENGTHS (CANS) TRAINING'. Below this, there is a paragraph explaining the purpose of the CANS as a multiple purpose information integration tool. Another paragraph describes the CANS-IP as a structured evaluation tool. A 'Please Note' section states that CANS training access is for DMH and DMH Contracted Agency staff only. At the bottom, there is a section for 'On-Line Training' with a blue arrow pointing to the link 'CANS On Line Training Access and Quick Guide'.

TAKING YOUR COURSE/CERTIFICATION

1. To select your course, navigate to the training tab and click "Course" as shown below.



2. Start your **Course** by clicking on the name of the course.



3. After opening the course you will start with Step 1. Once you complete a step the step will turn green and indicate "Completed" you can then proceed to the next step. Each domain within the course has a Video, Document and Quiz.



4. The last two steps of the course are the Practice and Certification Exam.

- To Start your exam click on the Exam name
- Read the Vignette Assumption
- Select "Start Vignette"
- NOTE: The Exams have a two hour time limit. If you exceed the time limit you will need to need to restart with a new exam.
- NOTE: If Re-certifying your exam will show at 100% complete and your prior score will be listed. You will click on the Exam and select "Retake Vignette".

5. Once you finish your Certification Exam your score will show immediately.

6. Once you earn a passing score on the Certification Exam you can view your certification by clicking on the "ME" tab on the top toolbar and selecting "My Certificates".

RE-CERTIFICATION

* Please remember to re-certify before your anniversary date, which is 365 days after the date you first accessed the on-line training bundle, NOT the date of your CANS certification. If your account has passed one year and expired, use steps and coupon code above to re-access bundle and test for recertification.

▶▶ Helpful Tips

1. **Two important dates to keep in mind:**

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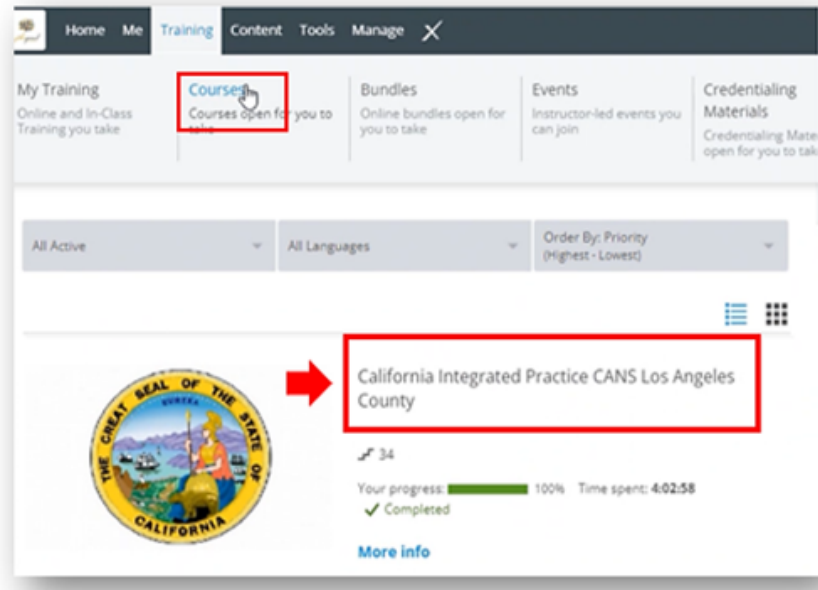
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3 037		Use Entered
Unit:		Project: CANS

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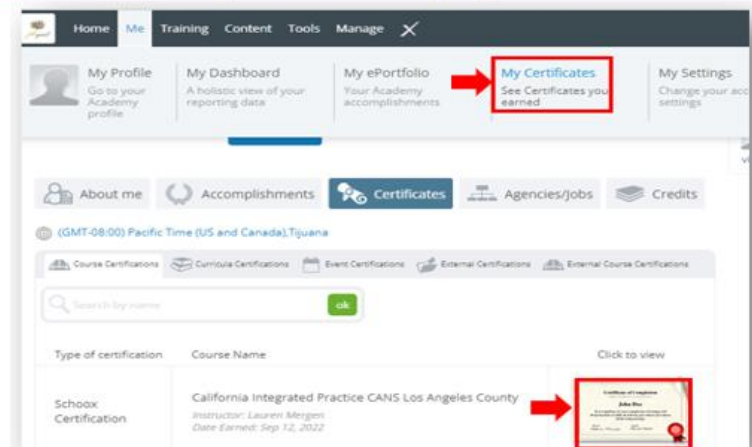
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▶▶ Available Resources for Providers

- CANS-IP and PSC FAQ
- CANS and PSC Quick Guides
- CANS Recertification Tip Sheet
- CANS Needs and Strengths Flowchart
- Clinical Forms Bulletin 19-03 and 19-04
- QA Bulletins 19-02 and 19-03

➤ All can be accessed at:

[Resources - Department of Mental Health \(lacounty.gov\)](https://www.lacounty.gov/department-of-mental-health/resources)

▶▶ Available Support for Providers

- Contact DMH PEI Outcome Inbox at peioutcomes@dmh.lacounty.gov for:
 - Questions or information about CANS/PSC
 - Technical Support (CANS certification, accessing EPSDT OMA App)
 - Consultation (CANS/PSC error corrections)
 - Requesting summary report of CANS/PSC data
- Contact Praed Coaching Support at coaching@TCOMTraining.com for assistance in passing CANS certification exam
- Contact Praed Support Help at support@TCOMTraining.com to update your profile information (i.e., work location) or technical issues

QUESTIONS?



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