DCFS and Northwestern University Collaboration

CANS Meaningful Use Rollout Informational Update

Dear Agency Leadership:
Your agency has been identified as one of the participant agencies to begin the CANS Meaningful Use Rollout for all case-carrying caseworkers and their supervisors (Intact, Placement, Spec, ILO/TLP). This DCFS-mandated rollout does not apply to any clinical staff that utilize the CANS to perform behavioral health services for your agency. Those staff will adhere to the IM+CANS MHA Medicaid rollout through HFS and UIUC Training. This rollout has been vetted and approved through DCFS Legal, DCFS Operations, DCFS Policy and the director. Your agency will participate in one of the two time frames: February 11–March 22 or April 1–May 10.

Process:
Targeted casework staff and supervisors will have approximately six weeks to complete the necessary components of the CANS Rollout. Staff that have been certified in the CANS within the last year will not need to complete a CANS recertification process. Staff that were certified on the CANS more than one year ago will need to recertify on the CANS, as well as complete trainings. Individual staff will receive notice of whether or not they need to complete the CANS recertification process via OLPD.

Upon completion of all required training components, participants will be referred to OITS helpdesk with a ticket to enable scoring the CANS in SACWIS. They will also no longer need to complete the domestic violence assessment, substance abuse screen, mental health matrix, paramour assessment checklist or risk assessment. The information captured in those stand-alone specialty assessments will be captured within existing CANS items. This process is detailed for staff in the training components and announcements we send.

Components of the CANS Meaningful Use Rollout
Scoring Refresher Tutorial: VTC Format – if applicable
CANS Recertification Exam: On-line test – if applicable
CANS in SACWIS Functionality Webinar: VTC Format – All staff need to complete
CANS Crosswalk Training: VTC Format – All staff need to complete

Support needed:
All caseworkers and supervisors identified to your agency will be notified of their participation. They will receive weekly reminders to complete the components until all components have been completed. However, it has come to our attention that the rosters that OLPD have on agency personnel can be inaccurate. This happens when staff move to different agencies and OLPD are not notified of the change in agency. It can also happen when staff leave the field and OLPD is not notified to archive the account. There are also staff with role designations that are unclear or have changed. Therefore, if any participation questions come up, please use the email box identified below for support.
  • Any questions that you have, please forward to DCFS.CANSUSE@illinois.gov

Robert Hjertquist, LMFT
DCFS CANS Statewide Administrator

The following page provides a bit more context of the CANS Meaningful Use Rollout
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CANS data has been used to answer concerns brought by the BH Consent committee and assigns demonstrating that our services are “working.” The committee looked into caseworkers CANS scoring and was able to determine that the scores reported (demonstrating low need for services) were incongruent with other records in the casefile such as service plans that documented a lot of needs, critical incident reports that documented severe needs, caseworkers notes that demonstrated a lack of family progress and increased needs and finally ACR records not in alignment with tendered caseworker CANS ratings.

The BH people questioned in general the accuracy of the caseworker scoring of the CANS. This also impacts the perception of supervisors, as they must sign off on all the caseworker-completed CANS. A major part of this CANS rollout is to address the concerns of the BH committee regarding CANS accuracy. Most staff scoring the CANS have not been recertified in the tool. CANS expectations are that users will recertify annually. Therefore, part of this process is to recertify out-of-compliance staff. It is expected that this will improve the accuracy of the scoring of the CANS.

Another piece that supports this rollout is that the director has approved our request to have the CANS scored in SACWIS. This functionality has existed within SACWIS since 2012, but no director would allow for this to happen. There are numerous benefits for scoring the CANS in SACWIS:

- It is more efficient in its mechanics (time saver for staff)
- It creates business rules that forces staff to score all pertinent items (increased accuracy)
- It is the primary casework database (CANS scoring will be part of the official case record)
- It allows for printing out completed CANS not only with ratings, but with the caseworkers rationale for the ratings (easily distributed to other stakeholders serving the families)
- It allows for us to eliminate other stand-alone screening tools and compile this information within the CANS
- It will be the entryway for us to be able to package and use CANS data in practical applications for caseworkers

The only way for staff to gain access to completing the CANS in SACWIS is to complete this CANS Rollout.

Finally, a quick message regarding the future of the CANS.

It is a statewide Medicaid mandate that all behavioral health providers begin the use a new version of the CANS – the Illinois Medicaid Mental Health Assessment CANS (IM+MHA CANS). You may have your clinicians involved in the process of using that version of the CANS already. That training is coming through contracted trainers with UIUC and funded by HFS.

This Meaningful Use of the CANS Rollout is for caseworkers and supervisors only. We will continue to use the current version of the CANS until the department makes a determination that our casework staff needs to transition to the IM+ MHA CANS Administrative Version.
FOR THOSE CASEWORKERS ANS SUPERVISORS NEEDING TO BE RE-CERTIFIED

This is a reminder that CANS Meaningful Use for CWS will begin September for all permanency and intact caseworkers and supervisors at your agency. The goals of the CANS Meaningful Use for CWS rollout are as follows:

- CANS will be scored in SACWIS for all CWS caseworkers

- The CANS will be utilized to capture and disseminate information previously captured within the Domestic Violence Screen, Adult Substance Abuse Screen, Paramour Assessment Checklist, Risk Assessment and Mental Health Matrix.

  These stand-alone specialty assessments will be eliminated moving forward and relevant CANS items will be used to capture this information.

- Caseworkers will complete CANS certification standards (recertification on CANS 2.0 for those not certified within the last year).

All caseworkers and supervisors will be completing a series of trainings to support these new processes.

Because you certified on CANS 2.0 more than one year ago you will need to recertify in addition to completing the other required trainings.

You will have need to complete the following:

1. Scoring Refresher Training** (must be taken prior to recertification exam)
   Click on following link to access the training:
   [https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=1523093f-afdc-45b1-bcab-f22470173a41](https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=1523093f-afdc-45b1-bcab-f22470173a41)

2. CANS 2.0 Recertification Exam (call 877-800-3393 to register for exam)

3. CANS Scoring in SACWIS Functionality Training**
   Click on the following link to access the training:
   [https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=62e72ae8-31cb-42c3-a241-09e94161ffa2](https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=62e72ae8-31cb-42c3-a241-09e94161ffa2)

4. CANS Crosswalk Training**
   [https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=3d8a0915-476d-4d90-8d7d-3cccc695144f](https://www.dcfstraining.org/vtc/home/online_course_start.action?onlineCourseId=3d8a0915-476d-4d90-8d7d-3cccc695144f)

**These are on-demand trainings found through the VTC

Individuals may also email DCFSTraining@illinois.gov or DCFS.CANSUSE@illinois.gov or call 877-800-3393 for support.