

## Comprehensive Services Act

### Follow up to Tip Sheet #3-FAQ

 How do I close a CANS assessment in CANVaS? 

#### Question:

When I try to close an old assessment and click the "Check to Close Assessment" box, nothing happens. What should I do?

#### Answer:

Click the "Check to Close Assessment Box" and then click on "Process/Save Assessment". The assessment should close and revert back to the "View Consumer" page. In the listing of the child's assessments, the status for the assessment done on that date should have changed from "open" to "closed".

#### **\*\*Question:\*\*** (very common)

When I try to close the assessment and click on "Process/Save", I get an error message stating that the current placement answer is missing from the "General Questions" section. I have marked a "1" for the item "Foster Home Placement" as the child is in a foster home but it still won't close.

#### Answer:

You will need to click the "0" bubbles for the other types of placement. In the "General Questions" section, "0" means "no" and "1" means yes. So, if the child is in a foster home, you would click on "1" for foster home placement and "0" on all other types of placement listed. You should then be able to close the assessment.

#### Question:

I've clicked the "Check to Close Assessment Box" and then clicked on "process/save assessment" but I get an error message stating items are incomplete. What do I do?

#### Answer:

Assessments will only close if all of the appropriate items for that assessment have been rated or answered. The system will tell you which items are missing a rating. There are several ways to handle this situation.

- 1) If there are just a few items that were overlooked and not rated, and the ratings can be *accurately* obtained regarding the item *as it applied at the time of the assessment*, complete and close the assessment.
- 2) If there are many items that were not rated, the assessment is not valid and should be deleted.
- 3) There is one exception. Early on, some assessors did not click the drop-down box to select the "Reassessment" version and the system defaulted to the "Comprehensive" version. But since the assessor intended to do a Reassessment, he or she did not complete the modules. Those assessments may be retained as "open" for the time being.

It's very important to protect the validity of the information in CANVaS. Closing assessments promptly helps assure accuracy. In the future, any new assessment remaining open past sixty days will have to be deleted from CANVaS.

Remember, for children under the age of 14, rate "0" for the "Independent Living" item in the "Life Functioning Domain".

**Question:**

If I close the assessment, does that mean I am closing the child's agency or CSA case?

**Answer:**

No. Closing an assessment in CANVaS simply means you are completing that assessment. It does not affect the closing of the child or family's case.

**Question:** I'm a Designated Super User/Report Administrator in my locality. How do I know which assessments are open longer than sixty days?

**Answer:**

After you log-in to CANVaS, click the "Reports" link on the left-hand side of the page. You will see an "Open Assessment Report-60 Day". Click on "Generate Report". A listing of children's names, date of assessment and other information will be displayed. If there are no assessments open past the sixty-day mark, this page will be blank.

If you are still experiencing difficulty, contact the CANVaS Help Desk at (877) 727-8329 or at [canvashelpdesk@rcrtechnology.com](mailto:canvashelpdesk@rcrtechnology.com)