

Comprehensive Services Act
August 7, 2009

CANVaS
Frequently Asked Questions

Question:

Do I still need to complete a paper CANS and enter it into the online system, CANVaS?

Answer:

No. Now that CANVaS is available, you should complete the assessment online. You do not need to use the paper version of the CANS. For instructions on how to print a hard copy of the assessment see below.

Question:

What are “interview” mode and “rapid entry” mode in CANVaS?

Answer:

There are two ways for case managers to enter an assessment. “Interview” mode provides the domain, item and item explanations with the scoring bubbles. “Rapid entry” mode provides the domain and items with the scoring bubbles. Unless you select “rapid entry” mode the system will default to “interview.” If you are familiar with the CANS, or once you learn the item definitions, you may decide to use “rapid entry.”

Once in “rapid entry” mode, you can switch to “interview mode” to see item definitions.

Question:

On the consumer demographics (Add/Edit Consumer) page, what should I put for the “OASIS/DJJ/DOE” number?

Answer:

Please enter the ID number issued by the agency that is the child’s primary case manager. If the Department of Social Services, you enter the child’s OASIS ID number. If the Court Services Unit (Department for Juvenile Justice) enter the JTS number and if the school system, you enter the unique identifier assigned to the child by the Department of Education (DOE) when he or she was registered in school. Although it is

not requested, if the Community Services Board is the primary case manager, enter that ID number or simply enter zeroes.

Question:

On the consumer demographics page (Add/Edit Consumer), it asks for the name of the child's caregiver and the relationship. Do I have to enter the caregiver's name?

Answer:

If you do not wish to enter the name of the child's caregiver, enter the relationship for both entries. For example, for "Planned Permanent Caregiver" enter "mother" and then for "Relationship" enter "mother" again.

Question:

When I've tried to print an assessment from CANVaS, I get a multi-page document with blank pages (except for the logo at the top.) How can I successfully print an assessment we can use?

Answer:

The initial problems with printing the assessment reports have been resolved. There are several ways to print a report. The recommended way is to use Acrobat PDF.

When you complete an assessment click "Process/Save Assessment", then click the box that reads "Check to Close Assessment" on the left hand side of the page near the bottom. You will then see your report.

It is recommended that you click on "select a format" at the top of the page and in the drop-down box, select "Acrobat PDF." Click on the "export" button next to the drop-down box. Your report will re-appear and you should be able to print from your computer.

You may also export to TIFF file, Web archive and Excel (put your printer on landscape for Excel) by using the drop-down box, clicking on which version you want and clicking "export"; then print your report.

Depending on the controls on your computer (if Active X is installed) you may be able to print directly by clicking on the icon.

Your report should be about 5-9 pages, depending on the number of modules used.

Question:

What is the difference between an open and a closed assessment?

Answer:

An open assessment is an assessment that has been saved so it can be finished, modified or deleted later on. Once an assessment is “closed” it has been saved permanently and cannot be modified or deleted in any way.

Assessments should always be closed when completed to ensure their validity. An assessment in CANVaS must be closed within thirty days of its initial entry.

And, once the algorithm is installed, closing an assessment will run the algorithm against the assessment to provide a recommendation.

Question:

How do I close an assessment in CANVaS?

Answer:

When you have completed the assessment, click on “Process/Save Assessment”, then click on the “Check to Close Assessment” box in the lower left-hand corner of the page.

Question: When do I complete the modules? They always appear at the end of the assessment. How do I know which to complete?

Answer:

First, remember that the modules are completed only with the Comprehensive version of the CANS, not the Reassessment. If you rate a “1” or higher on the trigger items, a prompt will appear to remind you to complete that module. You should note which modules to complete and go to those modules at the end of the assessment. If you do not complete one that was triggered, a prompt will appear. You cannot close the assessment without completing the required modules.

Question:

I work for a Community Services Board and complete assessments on children in several different counties. How can I enter these assessments into CANVaS?

Answer:

When you complete your case manager user agreement, be sure to list all the localities for which you need access. Then when you contact the CANVaS Help Desk, let them know you will need access for all. The Help Desk will establish accounts for you for each locality.

It does not matter to the CANVaS Help Desk if you are only certified in one of these localities, because remember if you are certified in one, you are certified in all. However, when setting up your account, you may wish to let them know the locality you registered in when you completed your certification to expedite the process.

Question:

How do I renew my CANS certification?

Answer:

Go to the Communimetrics training and certification site at www.communimetrics.com/VirginiaCSA/Default.aspx and take a new certification test. When you pass, you will be issued a new certification number and new dates of certification.

Question:

CANVaS requires that I have current CANS certification. How do I let them know I have renewed my certification?

Answer:

Provide the CANVaS Help Desk with verification of your new certification dates. You may print this from the Communimetrics site and fax or mail it, e-mail it to them by sending a screen shot of your verification, or if you were trained and certified by Dr. Lyons, provide the Help Desk with a copy of the certificate by fax or e-mail.

You can print your verification from Communimetrics by:

- Log-in to the Communimetrics site at www.communimetrics.com/VirginiaCSA/Default.aspx
- Click on “view agency certifications” on the left hand side of the page.
- A listing of everyone in your locality who is certified will appear. Find your name and copy your certification number.

- Go back to the Home page.
- Click “verify certification” on the left hand side of the page.
- A box will appear. Paste your number into the box and click “submit.”
- Your name and dates of certification will appear.
- Print this page and fax it to (317) 631-3345: or e-mail it to canvashelpdesk@rcrtechnology.com or you may mail it to CANVaS Help Desk, RCR Technology, 251 North Illinois Street, Suite 1150, Indianapolis, Indiana 46204.

OR

You can take a screen shot of this page by pressing and holding down the alt key, then press the “print screen/SysRq” key. Open the word document or e-mail you wish to send and select “Edit” then “paste.” A copy of your screen should display.

Or if you have a certificate signed by Dr. Lyons, you should fax it to the CANVaS Help Desk at (317) 631-3345 or mail it to the address noted above for the Help Desk.

Question:

If I am certified in the use of CANS in one locality, does it count for other localities?

Answer:

Yes, if you are certified on the Virginia CANS, you are certified to use the assessment in any locality in Virginia. It is not necessary to re-test if you move or use the assessment in another locality.



