

OhioRISE Child and Adolescent Needs and Strengths (CANS)

Training Frequently Asked Questions (FAQ)

The CANS is a support tool in the clinical decision-making process to determine eligibility into OhioRISE and level of care and service planning. The Ohio CANS assessment tool has been developed for broad application across multiple systems, including youth involved in child protection, developmental disability, department of youth services, and mental health and addiction. This ensures youth only need to go through one assessment across multiple providers. The tool gathers all dimensions of the youth and family story to determine needs and strengths and integrates multiple storytellers capturing the voice of the youth and family to produce a full consensus-based assessment. The CANS is updated routinely over the course of treatment to continue ongoing care planning.

Please refer below for frequently asked questions we have received.

1. **If you need assistance with registration, enrollment, or certification, please contact support@TCOMtraining.com OR livettraining@tcomtraining.com**

Which Support Desk Do I Contact?	
Support@TCOMtraining.com	LiveTraining@TCOMtraining.com
Technical issues/general questions, for example: <ul style="list-style-type: none"> • Forgot password • Cannot move from one page to another • Technical glitches • Questions about site navigation 	Question directly related to a live training event, for example: <ul style="list-style-type: none"> • Don't know the zoom link for the event • Want to switch Live Event Session dates

2. TECHNICAL REQUIREMENTS

Please ensure you meet our browser compatibility PRIOR to accessing www.TCOMtraining.com.

Approved Browsers:

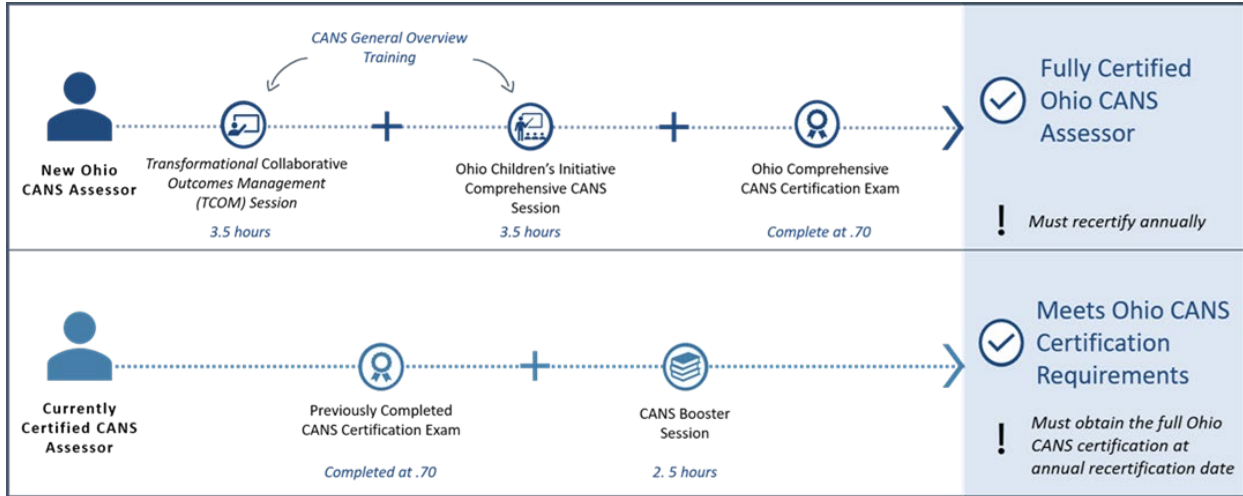
- Google Chrome
- Mozilla Firefox
- Safari
- Microsoft Edge

****Do not use Internet Explorer**

3. Which trainings do I need to take?

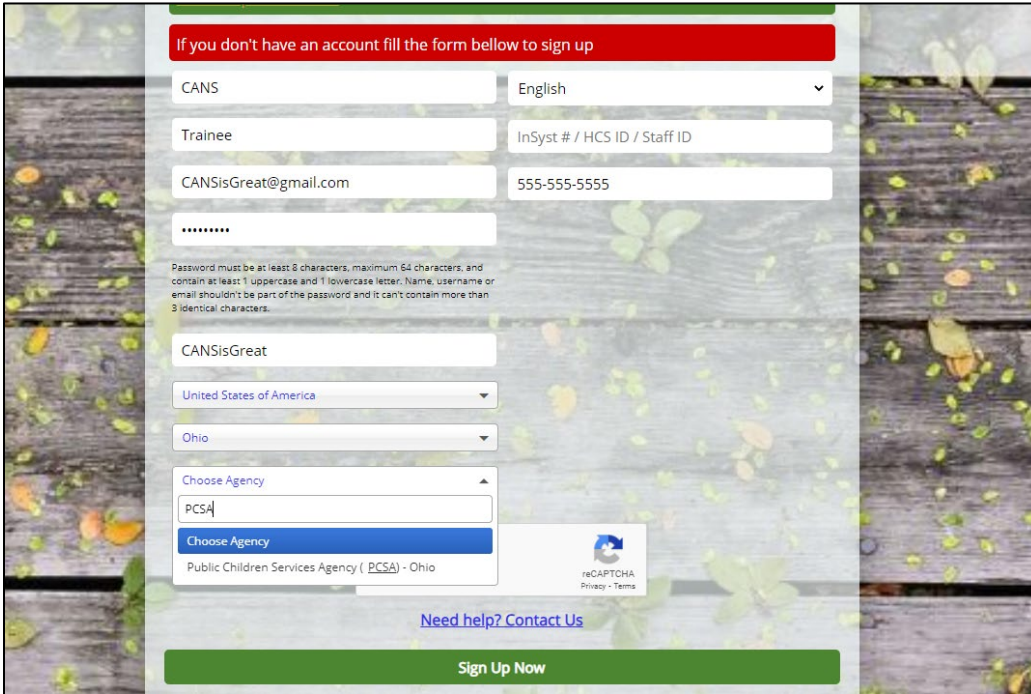
If I am not currently certified on any version of the CANS: Take the TCOM (3.5 hours) and Ohio Children’s Initiative CANS Comprehensive (3.5 hours) → These trainings need to be taken sequentially TCOM → CANS Comprehensive and within the same month. Please make sure to schedule your trainings accordingly to obtain certification.

If I am currently certified on a version of the CANS: Take the Booster training (2.5 hours)



- 4. Choose Agency field** – if you do not see your agency auto-populate in the drop-down field options, begin typing the name of your agency and it should appear. For county Public Children Service Agencies and Title IV-E courts, use “Public Children Services Agency (PCSA)” or “Title IV-E Court.” If your agency name is still not available, please contact support@TCOMTraining.com and request that your agency is added to the drop-down options.

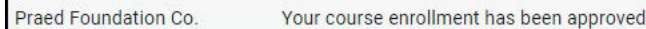
**Note: please leave the InSyst #/HCS ID/Staff ID field blank



The image shows a web form for signing up for CANS training. At the top, a red banner reads "If you don't have an account fill the form below to sign up". The form includes several input fields: "CANS" (with a dropdown menu set to "English"), "Trainee" (with a dropdown menu set to "InSyst # / HCS ID / Staff ID"), "CANSisGreat@gmail.com", a password field (masked with dots), and a "CANSisGreat" username field. Below the password field, there is a note: "Password must be at least 8 characters, maximum 64 characters, and contain at least 1 uppercase and 1 lowercase letter. Name, username or email shouldn't be part of the password and it can't contain more than 3 identical characters." There are also dropdown menus for "United States of America" and "Ohio". A "Choose Agency" dropdown menu is set to "PCSA", with a list of agencies below it, including "Public Children Services Agency (PCSA) - Ohio". A reCAPTCHA logo is visible. At the bottom, there is a "Need help? Contact Us" link and a green "Sign Up Now" button.

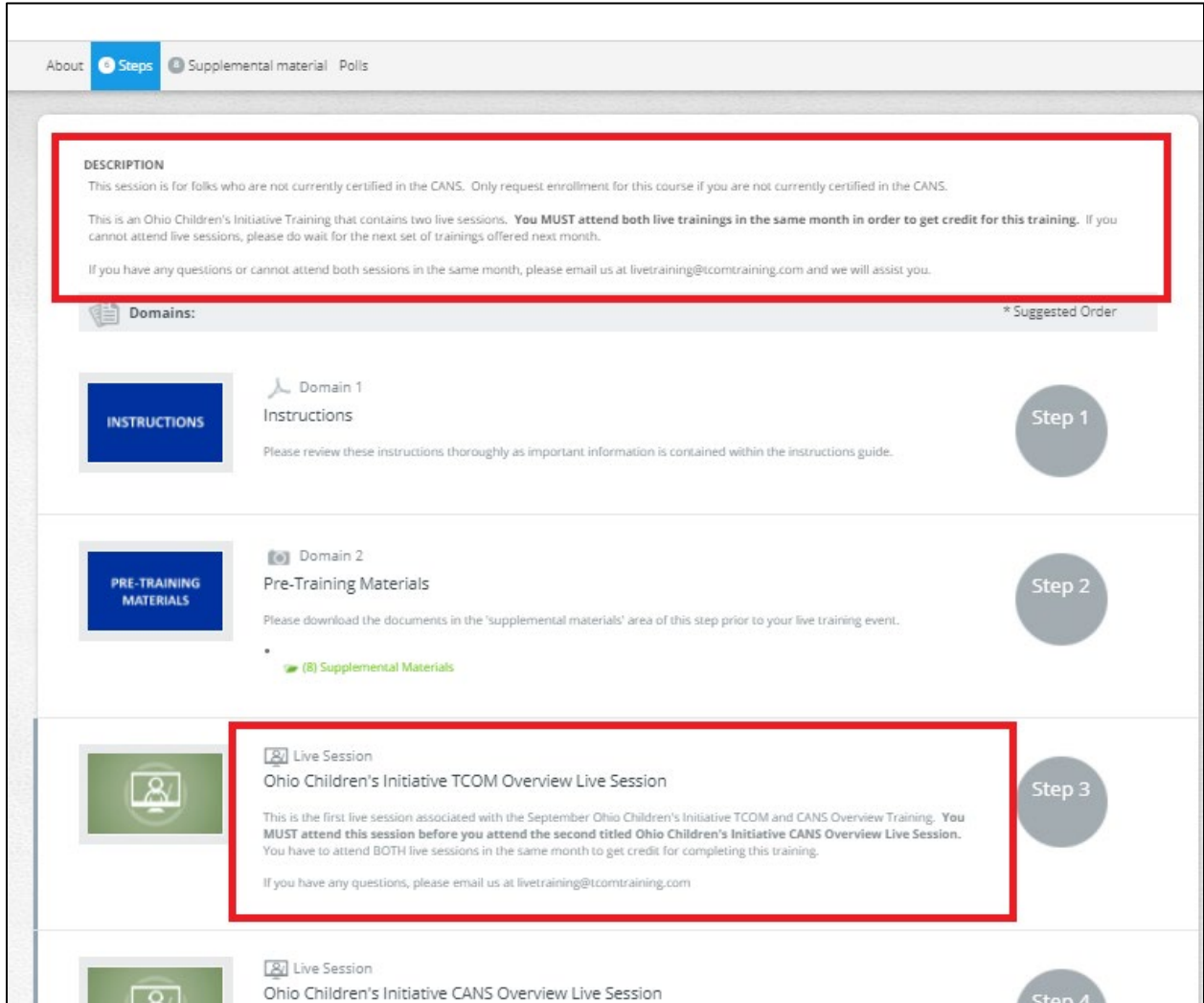
5. I enrolled in the “Ohio TCOM & Comprehensive CANS” or “OH CANS Comprehensive Booster” training and the site says it’s “pending approval,” what should I expect next?

Once your enrollment has been approved you will receive an email from The Praed Foundation Collaborative Training Website (no-reply@schoox.com) within 1 business day.



Praed Foundation Co. Your course enrollment has been approved

6. TCOM and CANS courses must be completed within the same month, if you cannot attend both TCOM and CANS training within the same month, please contact the TCOM Live Training Help Desk: LiveTraining@tcomtraining.com. They will help you find a training session that will work for you.



The screenshot shows a training course page with a navigation bar at the top containing 'About', 'Steps', 'Supplemental material', and 'Polls'. The 'Steps' tab is active. Below the navigation bar is a 'DESCRIPTION' section, which is highlighted with a red box. The description text reads: 'This session is for folks who are not currently certified in the CANS. Only request enrollment for this course if you are not currently certified in the CANS. This is an Ohio Children's Initiative Training that contains two live sessions. **You MUST attend both live trainings in the same month in order to get credit for this training.** If you cannot attend live sessions, please do wait for the next set of trainings offered next month. If you have any questions or cannot attend both sessions in the same month, please email us at livetraining@tcomtraining.com and we will assist you.'

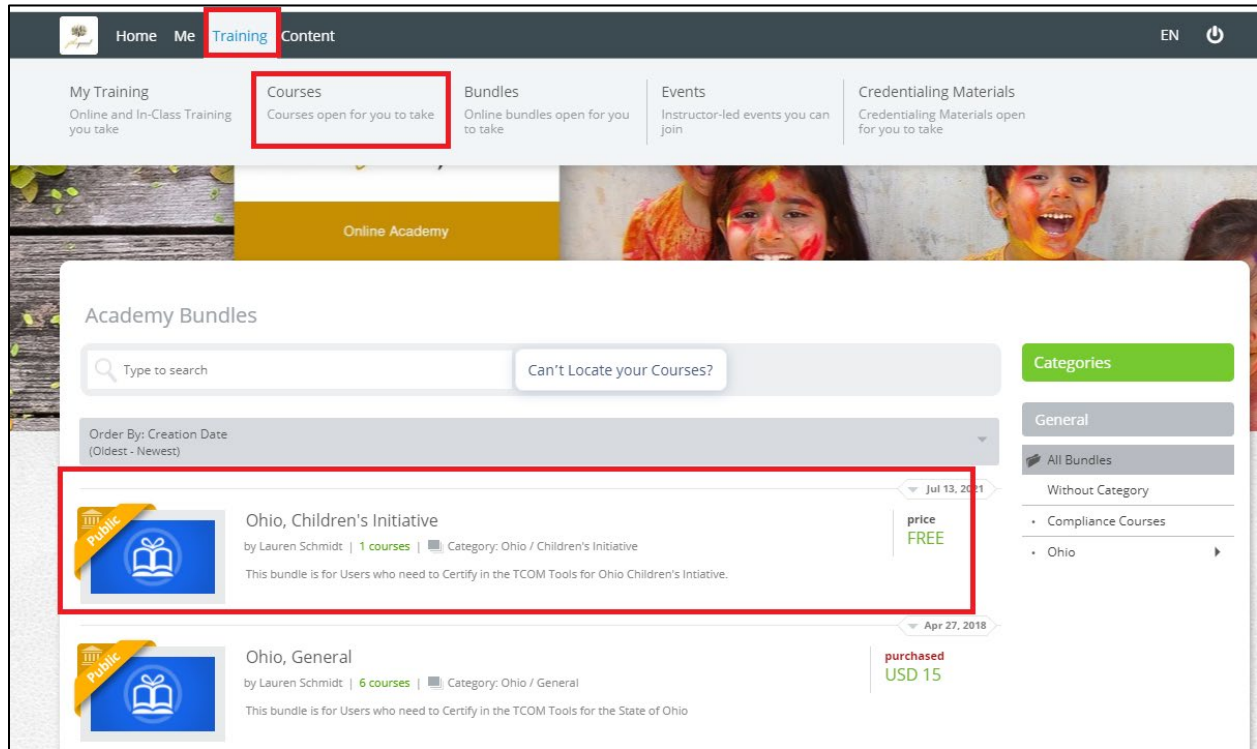
Below the description is a 'Domains' section with a '* Suggested Order' label. It lists four steps:

- Step 1:** INSTRUCTIONS (Domain 1) - Instructions. Please review these instructions thoroughly as important information is contained within the instructions guide.
- Step 2:** PRE-TRAINING MATERIALS (Domain 2) - Pre-Training Materials. Please download the documents in the 'supplemental materials' area of this step prior to your live training event. Below this is a link for '(8) Supplemental Materials'.
- Step 3:** Live Session - Ohio Children's Initiative TCOM Overview Live Session. This is the first live session associated with the September Ohio Children's Initiative TCOM and CANS Overview Training. **You MUST attend this session before you attend the second titled Ohio Children's Initiative CANS Overview Live Session.** You have to attend BOTH live sessions in the same month to get credit for completing this training. If you have any questions, please email us at livetraining@tcomtraining.com.
- Step 4:** Live Session - Ohio Children's Initiative CANS Overview Live Session.

7. I have completed the live (virtual) training. How do I get certified on the CANS?

1) *Enroll in "Ohio Comprehensive CANS 0-20" Course by following the below steps (refer to screenshot below):*

- Log on to: TCOMtraining.com
- Hover over the 'Training' tab in the top toolbar
- Click on 'Bundles'
- Click on the 'Ohio, Children's Initiative' Bundle
- Click the green 'Enroll' button

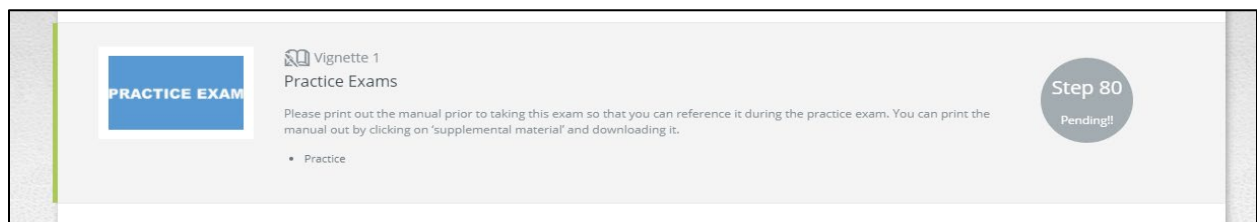


2) You will then have access to the 'Ohio Comprehensive CANS 0-20 (refer to screenshot below):

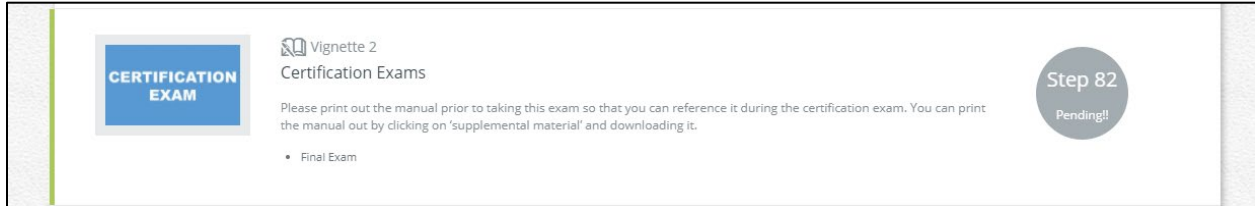
- This is the course you need to certify in. To do this, go to the last step in the course titled 'Certification Exam' and take and pass an exam
- If you have completed the live (virtual) training(s), you do not need to complete all 80 steps, just the certification exam



3) To complete practice exams, scroll to the bottom of the course content (refer to screenshot below):



- 4) *To complete the certification exam (final exam) with at least a 70% score, scroll to the bottom of course content (refer to screenshot below):*



8. Is there a cost associated with training?

Costs are currently being covered by the state of Ohio. When you select the Ohio Children’s Initiative’s bundle, the fee will be waived.