



BHS ANSA/CANS Certification Instructions

All clinicians providing mental health services to AOA and CYF consumers must be certified in the Adult Needs and Strengths Assessment (ANSA) and/or Child and Adolescent Needs and Strengths (CANS) within 30 days after being hired for a Program and then recertified annually. The recertification due date varies for each user depending on the date of your last certification (e.g., if you became certified 11/12/16 then your next certification date is on 11/12/17 and so forth).

New users who have not yet completed certification must view all of the training content before accessing the certification exam. Existing users with active accounts may recertify by skipping training materials and going straight to the exam. It is strongly recommended that you do not let your account expire or else you will have to review all of the training material again. However, existing users are still encouraged to review the training materials to maintain or increase their reliability in using the ANSA/CANS with their clients.

To obtain your ANSA/CANS Certification for the first time (approx. 2-3 hours), follow the directions below. To recertify (approx. 1-2 hours), follow the instructions on the next page.

Initial Certification:

- 1) Register for the first time at <https://canstraining.com>
- 2) Click on the register button and fill out all required fields
 - a. Remember to record your username and password, as it will be needed for recertification in the following years.
- 3) Click on “next” and on the next page make sure to:
 - a. Choose jurisdiction: “California – San Francisco County”
 - b. Choose agency: Choose the agency you are currently with
 - c. Address: fill in your organization’s address and info
 - d. Then click the **green** “create account” button
- 4) Once you are all logged in, click on the “get started” tour and keep clicking “next” to become acquainted with the site
- 5) Click the “my courses” button and choose: SF ANSA , SF CANS: Ages 5-18, or SF CANS 0-5
- 6) Click, “How to use this site” under the outline
- 7) Keep clicking “next” until you reach the CANS-SF-ANSA manual, CANS SF 5-18 Manual, or CANS SF 0-4 manual. (Manuals can also be found under the introduction dropdown on the left hand side of the website.)
 - a. Print or download a manual to your computer so that you may reference it during the exam portion
- 8) Click “next” and study material by viewing the text, videos, and/or multiple choice questions for all sections
- 9) When confident, take some practice tests (optional)
- 10) Finally click, “Start Final Exam” then “Yes” to enter the exam
- 11) Complete all sections successfully to pass the exam
 - a. You will be given up to two hours to complete the exam. You will have 3 chances to pass the exam. If you do not pass after three times, you will have to wait 24 hours before the site team sends you feedback and unlocks your exam.
 - b. A passing score means obtaining a coefficient of .70 or higher. Thus, when testing you will not lose a lot of credit for being 1 point off here and there but you will lose a lot of credit for being consistently 2 or 3 points off.
 - c. After you become certified, keep a copy of the certificate for your records. Give a copy to your supervisor depending on department policies.

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Recertification:

- 1) Log onto your account
- 2) Click “my courses” on the upper right hand side
- 3) Click SF ANSA, SF CANS: Ages 5-18, or SF CANS 0-5
- 4) Click “How to use this site”
- 5) Click “Introduction” on the left hand side
- 6) Click “Printable Copy of the Manual”
 - a. Print or download the CANS-SF-ANSA manual, CANS SF 5-18 Manual, or CANS SF 0-4 manual for reference during the exam portion.
- 7) Click “Final Exam” on the left hand side
- 8) Click “Start Final Exam” and “Yes” to enter the exam.
- 9) Complete all sections successfully to pass the exam
 - a. You will be given up to two hours to complete the exam. You will have 3 chances to pass the exam. If you do not pass after three times, you will have to wait 24 hours before the site team sends you feedback and unlocks your exam.
 - b. A passing score means obtaining a coefficient of .70 or higher. Thus, when testing you will not lose a lot of credit for being 1 point off here and there but you will lose a lot of credit for being consistently 2 or 3 points off.
 - c. After you become certified, keep a copy of the certificate for your records. Give a copy to your supervisor depending on department policies.

Managing your account

- 1) A month before your certification expires, the website will send you a reminder email. It is important to keep your information up to date in the system.
 - a. To edit account:
 - i. Click your name at the top right hand corner
 - ii. Click “edit profile”
 - iii. Update information
- 2) Should you forget your password, do not create a new account.
 - a. Instead click “forgot password” on the login page and the site will email you a reset password.
 - b. It should take about a minute for the site to email you a reset password.
- 3) If you have not recertified within 90 days of the expiration of your certification, your account will be deleted.
 - a. Please contact the site to have it reactivated because you will not be able to create a new account under the same email address.
 - i. Contact the site for reactivation by clicking “contact us” at the bottom of the register page. Or go to: <https://canstraining.com/contact-us>.
 - ii. Please give the site at least 24 hours to respond.
- 4) To view current and past certificates:
 - a. Click your name on the upper right hand side
 - b. Click, “My Certificates”
 - c. Download and open any certificates that you may need