

## 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). The website will send you a reminder email a month before your certification expires.

**CURRENT ANSA USERS:** Existing users with active accounts who are confident in the material may recertify by skipping training materials and going straight to the final exam. 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.

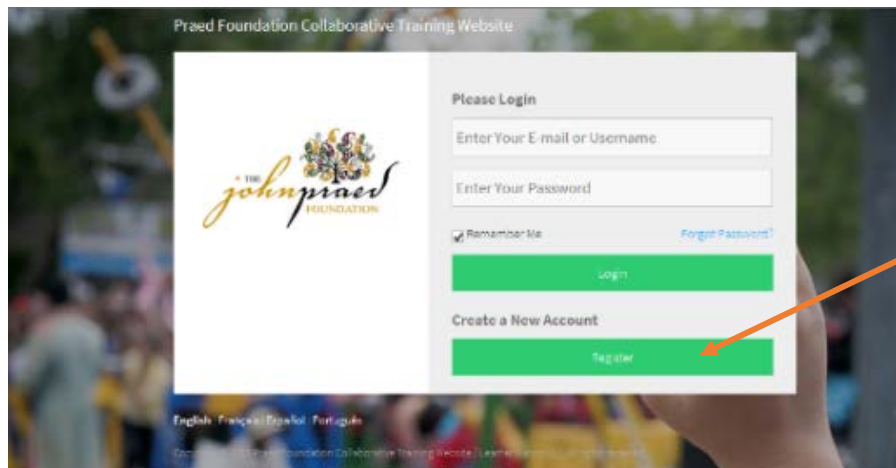
**NEW ANSA USERS:** It is strongly recommended that new users who have not previously been certified review all training content prior to taking the final exam. Although users can skip through training modules to the final exam, users will only have 3 chances to pass before getting locked out of the training.

**ALL ANSA USERS:** It is highly recommended that you do not let your account expire. Expired accounts are deleted within 90 days (see [Managing Your Account](#) for information on reactivation).

**To obtain your ANSA/CANS Certification for the first time (approx. 2-3 hours), follow the [Registration and/or Initial Certification](#) directions below. To recertify (approx. 1-2 hours), skip to the [Recertification](#) instructions. For issues with your account, view the [Managing Your Account](#) directions at the very end of the document.**

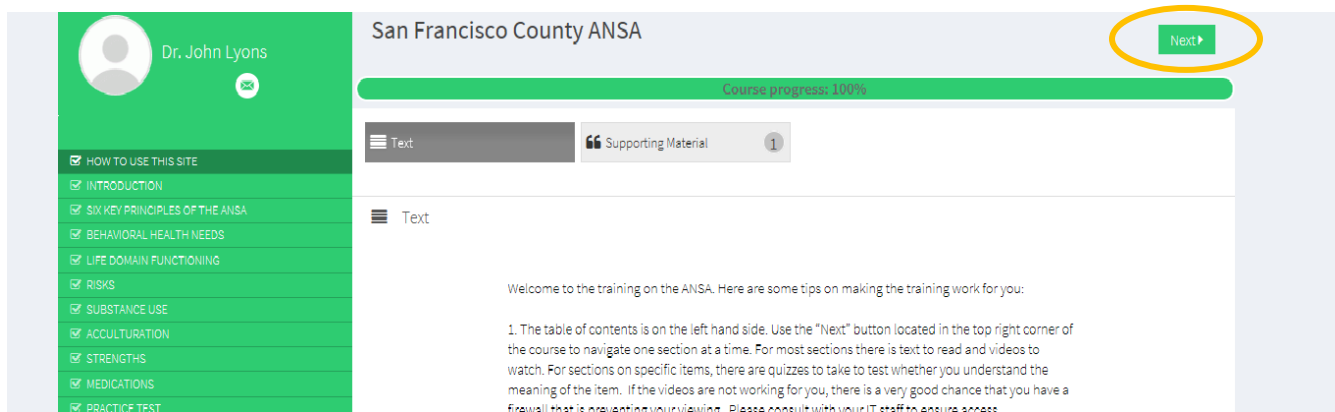
### Registration and/or Initial Certification:

- 1) Register for the first time at <https://canstraining.com>
- 2) Click on the green "Register" button below Create a New Account and fill out all required fields



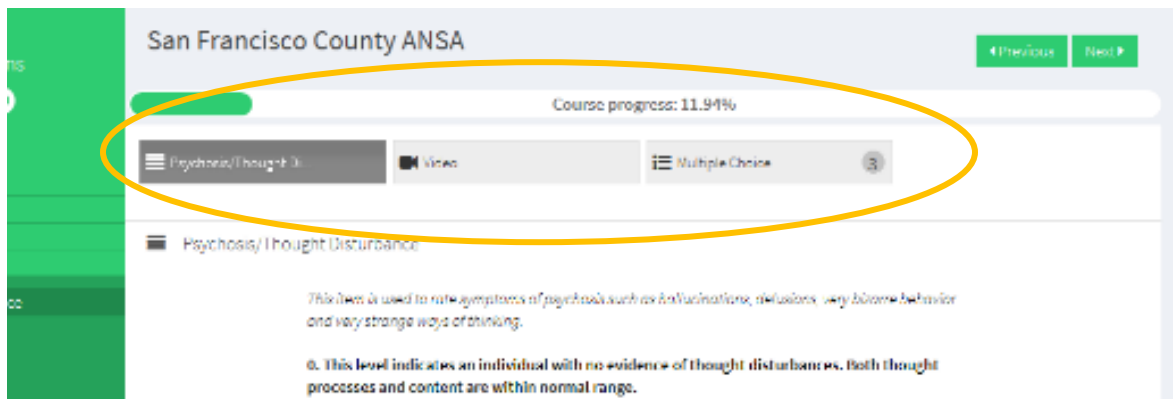
- a. Remember to record your username and password, as it will be needed for recertification in the following years.
- 3) Click on the green "Next" button. On the next page make sure to complete the following:
    - a. Under Filter by Jurisdiction, select "California – San Francisco County" from drop down menu
    - b. For Choose Agency, select the agency you are currently with
    - c. Enter your organization's address and additional information
    - d. Click the green "Create Account" button at the very end of the page
  - 4) You are now logged into your account. Click on the "Get Started" tour in the Welcome To Your LearnerNation Platform! popup window. Click on through using the green "Next" button to become acquainted with the site until you reach the end of the tour.
  - 5) Click the "My Courses" button located on the top right of the page and choose: SF ANSA, SF CANS: Ages 5-18, or SF CANS 0-5
  - 6) Start by clicking "How to Use This Site" from the Outline
  - 7) Read through this section and continue to click the green "Next" button (located in the top right corner) 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 menu on the left hand side of the website.

Send questions to: Sarah Pajarito, Health Care Analyst, Quality Management, Behavioral Health Services, San Francisco Health Network, [sarah.pajarito@sfdph.org](mailto:sarah.pajarito@sfdph.org), 415.255.3981.



a. Print or download a manual to your computer so that you may reference it during the training and exam.

8) Continue to click the green "Next" button to go through each training module. Within each module, review all text, videos, and/or multiple choice questions. Note that clicking the green "Next" button will navigate you through the modules, not through the various learning material within the module (i.e., text, video, multiple choice questions). To navigate between the material within a module, you must do so manually, by selecting the corresponding grey buttons (placed horizontally at the top of the page).



9) When confident, take some practice tests (strongly recommended)

10) Finally click "Start Final Exam" then "Yes" to enter the exam

11) Complete all sections successfully to pass the exam.

a. You can navigate through all sections of the final exam by using the green "Next Section" button at the top right corner. Don't forget to hit the green "Complete Test" to officially submit your exam.

b. You will have 3 chances to complete the exam. With each chance, you are given 2 hours to complete 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.

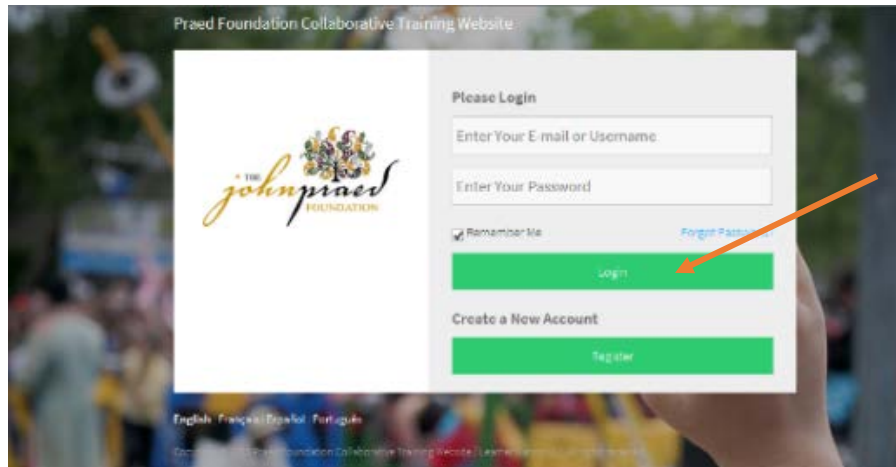
c. A passing score means obtaining a coefficient of .70 or higher. Thus, when testing you will not lose a lot of credit for being 1 point off here and there but you will lose a lot of credit for being consistently 2 or 3 points off.

d. After you become certified, keep a copy of the certificate for your records. Give a copy to your supervisor depending on department policies.

Send questions to: Sarah Pajarito, Health Care Analyst, Quality Management, Behavioral Health Services, San Francisco Health Network, sarah.pajarito@sfdph.org, 415.255.3981.

## **Recertification**

1) To log into your account, enter username/email and password at <https://tcomtraining.com/login>. Select green "Login" button.



- 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 can navigate through all sections of the final exam by using the green "Next Section" button at the top right corner. Don't forget to hit the green "Complete Test" to officially submit your exam.
  - b. You will have 3 chances to complete the exam. With each chance, you are given 2 hours to complete 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.
  - c. 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.
  - d. 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**

- 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:
    1. Click your name at the top right hand corner
    2. Click "Edit Profile"
    3. Update information
- 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.
- If you have not recertified within 90 days of your certification expiration date, 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.
    1. Contact the site for reactivation by clicking "Contact Us" at the bottom of the webpage or go to <https://canstraining.com/contact-us>
    2. Please give the site at least 24 hours to respond.
- 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

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