

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?

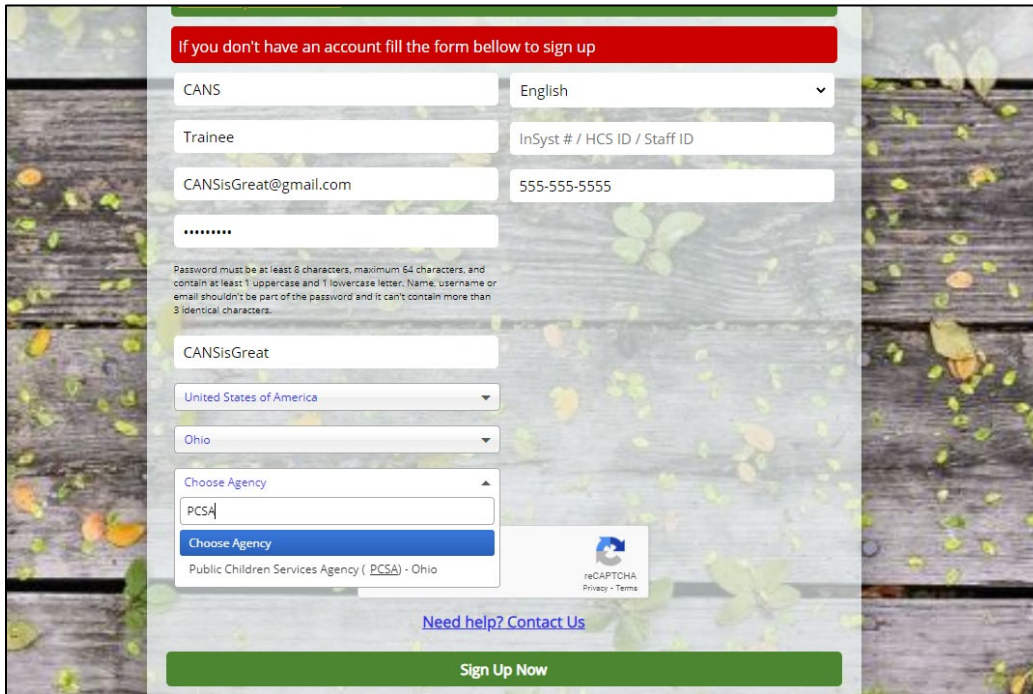
If I am not currently certified on any version of the CANS: Take the TCOM (3.5 hours) and Ohio Children's Initiative CANS Comprehensive (3.5 hours) → These trainings need to be taken sequentially TCOM → CANS Comprehensive and within the same month. Please make sure to schedule your trainings accordingly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

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

New Ohio CANS Users/Assessors <i>no current certification</i>	Current CANS Users/Assessors <i>"grandfathered" group</i>
<ul style="list-style-type: none">• CANS General Overview (2x 3.5 hour sessions)=TCOM (3.5hrs) + Ohio Children's Initiative Comprehensive CANS (3.5hrs)• Complete OH Comprehensive CANS Certification at .70	<ul style="list-style-type: none">• CANS Booster Session (1, 2.5 hour session)• Completed CANS Certification at .70 (no new test required)

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



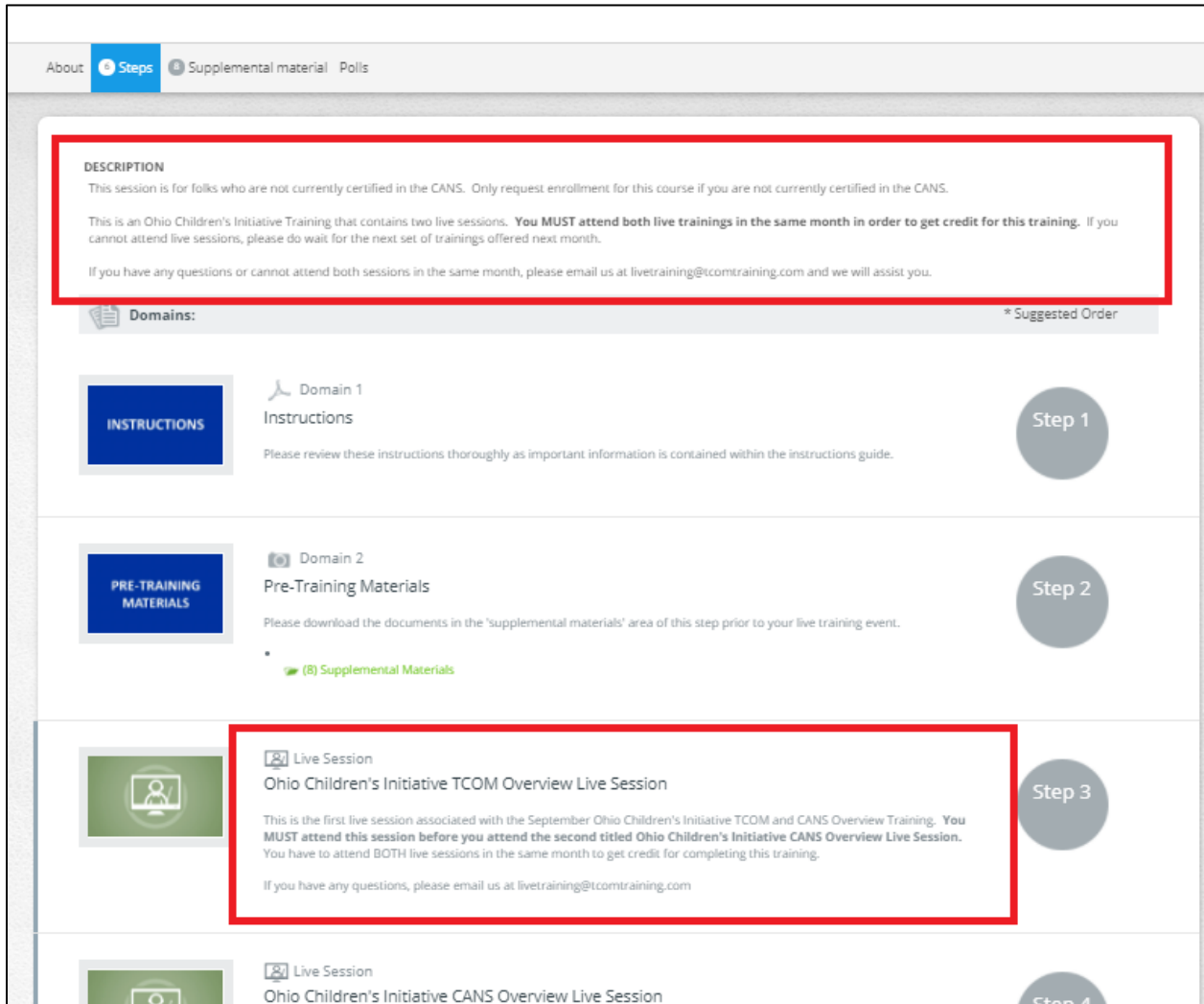
The screenshot shows a web form for signing up. At the top, a red banner reads "If you don't have an account fill the form bellow to sign up". The form fields include: "CANS" (text input), "English" (dropdown menu), "Trainee" (text input), "InSyst # / HCS ID / Staff ID" (text input), "CANSisGreat@gmail.com" (text input), "555-555-5555" (text input), a password field with "*****", a password requirement note, "CANSisGreat" (text input), "United States of America" (dropdown menu), "Ohio" (dropdown menu), "Choose Agency" (dropdown menu), "PCSA" (text input), "Choose Agency" (button), "Public Children Services Agency (PCSA) - Ohio" (text), a reCAPTCHA logo, a "Need help? Contact Us" link, and a green "Sign Up Now" button at the bottom.

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.



DESCRIPTION

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.

Domains: * Suggested Order

INSTRUCTIONS Domain 1
Instructions
Please review these instructions thoroughly as important information is contained within the instructions guide. **Step 1**

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. **Step 2**

-  (8) Supplemental Materials

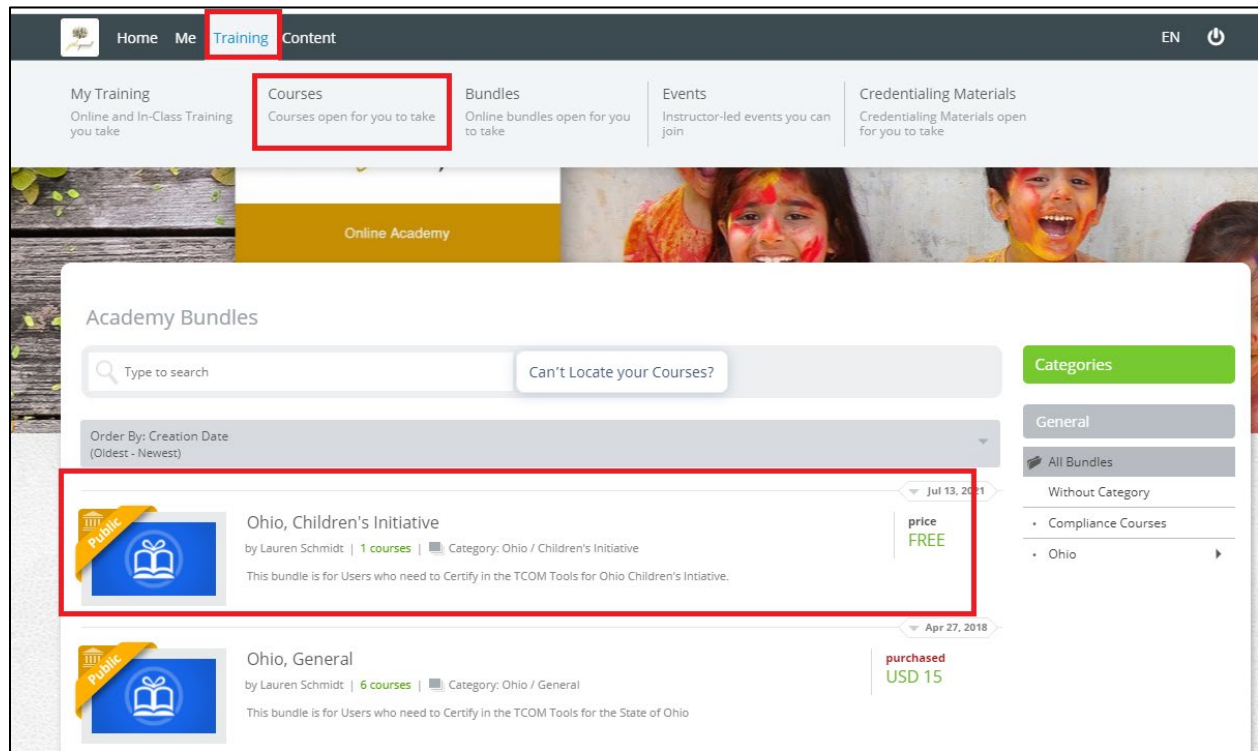
Live Session **Step 3**
Ohio Children's Initiative TCOM Overview Live Session
This is the first live session associated with the September Ohio Children's Initiative TCOM and CANS Overview Training. **You MUST attend this session before you attend the second titled Ohio Children's Initiative CANS Overview 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

Live Session **Step 4**
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](https://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

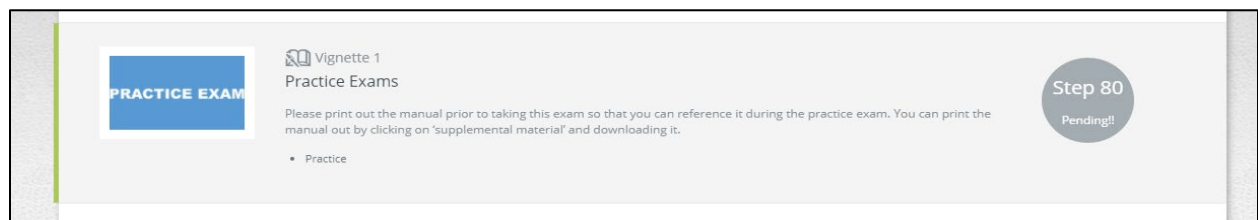


2) You will then have access to the 'Ohio Comprehensive CANS 0-20 (refer to screenshot below):

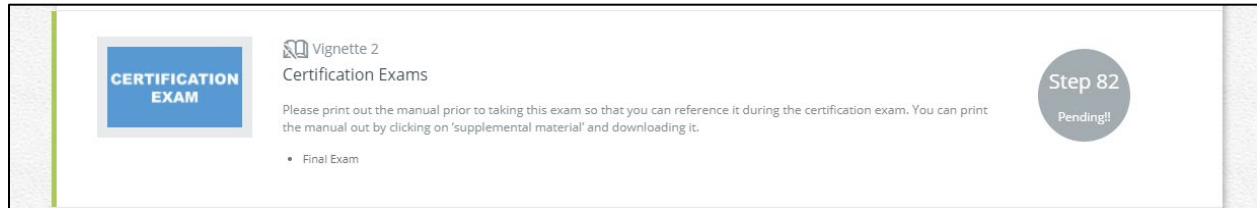
- This is the course you need to certify in. To do this, go to the last step in the course titled 'Certification Exam' and take and pass an exam
- If you have completed the live (virtual) training(s), you do not need to complete all 80 steps, just the certification exam



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.



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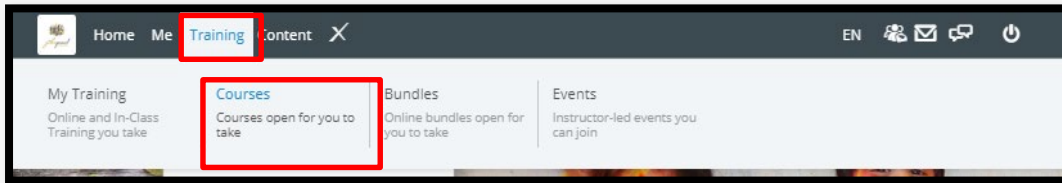
Online Academy



TCOMTraining Course Enrollment

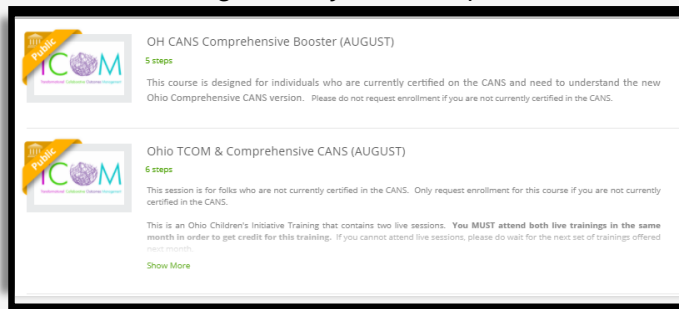
Locating your courses

1. After logging in you will navigate to the "Courses" page by selecting "Training" then "Courses" on the top toolbar.

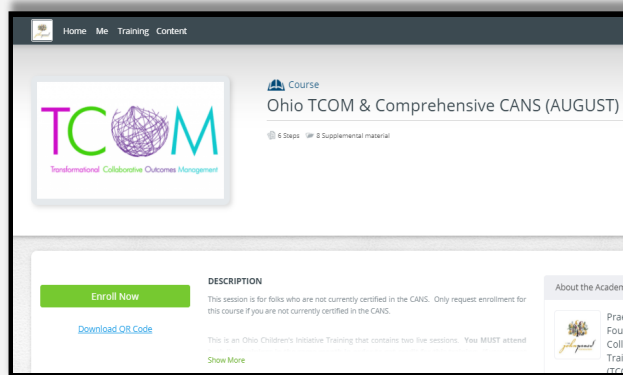


Enrolling in your course

1. You will see courses listed under your course Catalogue
2. Select the Training course you are required to enroll in.



3. After selecting the course you will be taken to the course page. On the course page select the green "Enroll Now" button. The button will then say "Pending Approval"

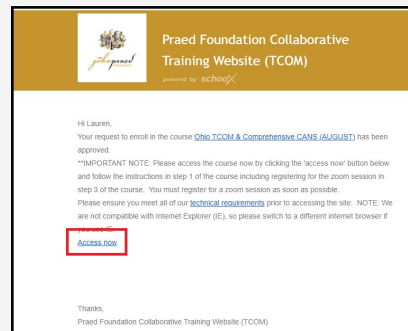


4. **IMPORTANT:** Once your enrollment has been approved you will receive an email from The Praed Foundation Collaborative Training Website (no-reply@schoox.com) within 1 business day.

Praed Foundation Co. Your course enrollment has been approved

5. Promptly log into the Training Website, go to the course, and follow the instructions in Step 1 of the course. This includes ensuring that you register for the zoom session(s) of the course that applies to you.

****You can find the course by logging into www.TCOMtraining.com and clicking on 'courses' in the top tool bar OR click on the 'access now' button in your approval email.**



IMPORTANT: if you need assistance, please email us at livetraining@tcomtraining.com



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Online Academy



TCOMTraining Quick Guide- General

NEW USER REGISTRATION

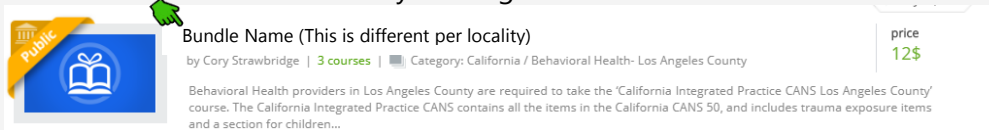
1. Enter <https://www.tcomtraining.com> into your browser.
2. Click the "Sign Up" link above the login field.
3. Input the following *required* information:
 - First Name
 - Last Name
 - Email
 - Password
 - Country
 - Region
 - Agency (Type your agency name in and it will pre-populate as you type)
4. Complete the "I'm not a robot" verification and click "Sign Up Now."

ENROLLING IN YOUR COURSES

1. To select your bundle, navigate to the training tab and click "Bundles" as shown below



2. Select the **Bundle** of courses by clicking on the name of the bundle.



3. Purchasing your Bundle

- a. If you have a code:
 - i. Enter the code and click "Redeem"
 - ii. View adjust price (or free) and click "Enroll"
- b. If you do not have a code select "Buy Now"



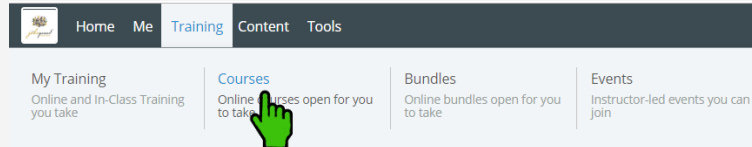
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Online Academy

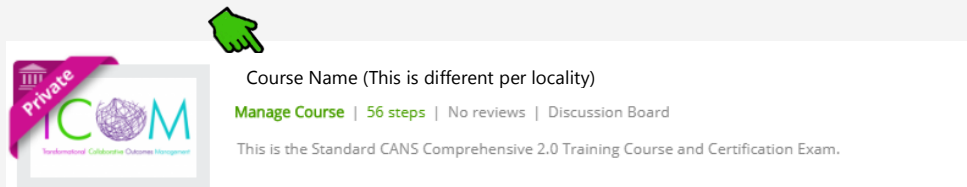


TAKING YOUR COURSE/CERTIFICATION

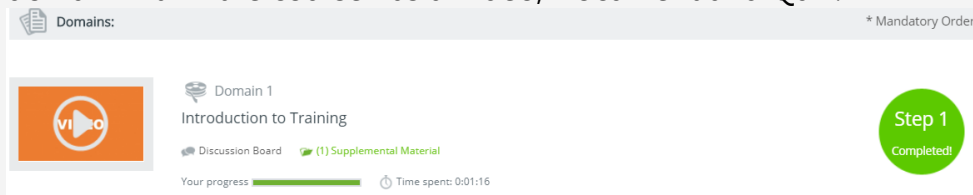
1. To select your course, navigate to the training tab and click "Course" as shown below.



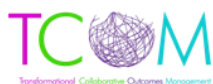
2. Start your **Course** by clicking on the name of the course.



3. After opening the course you will start with Step 1. Once you complete a step the step will turn green and indicate "Completed" you can then proceed to the next step. Each domain within the course has a Video, Document and Quiz.



4. The last two steps of the course are the Practice and Certification Exam.
 - To Start your exam click on the Exam name
 - Read the Vignette Assumption
 - Select "Start Vignette"
 - NOTE: The Exams have a two hour time limit. If you exceed the time limit you will need to need to restart with a new exam.
 - NOTE: If Re-certifying your exam will show at 100% complete and your prior score will be listed. You will click on the Exam and select "Retake Vignette".
5. Once you finish your Certification Exam your score will show immediately.
6. Once you earn a passing score on the Certification Exam you can view your certification by clicking on the "ME" tab on the top toolbar and selecting "My Certificates".



www.TCOMTraining.com
support@TCOMTraining.com

Date	Time	Training
1-Sep	1-3:30	Booster
2-Sep	9-12:30	CANS
7-Sep	9-12:30	TCOM
8-Sep	1-3:30	Booster
9-Sep		CANS
10-Sep	9-12:30	CANS
13-Sep	9-12:30	TCOM
14-Sep	9-12:30	CANS
14-Sep	1-3:30	Booster
16-Sep	1-4:30	CANS
20-Sep	9-12:30	TCOM
20-Sep	1-3:30	Booster
21-Sep	9-12:30	CANS
22-Sep	1-3:30	CANS
27-Sep	9-12:30	TCOM
28-Sep	1-4:30	CANS
29-Sep	1-3:30	Booster
30-Sep	9-12:30	CANS