



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
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February 2015 CANS/ANSA Update

Background: Behavioral Health Care Services (BHCS) needs to know whether or not clients/consumers are receiving the services they actually need and where the gaps exist within the service delivery system. From a quality improvement perspective there needs to be a standardized way to provide both individual and aggregate feedback – specific enough to be useful for prioritizing interventions, treatment planning, and informing decision-making at the client level; and aggregate enough to help guide policy, measure outcomes, and inform planning at the agency level. Until recently, there has been no centralized way to oversee all of these processes and streamline the flow of information. The **CANS** (Child and Adolescent Needs and Strengths) and **ANSA** (Adult Needs and Strengths Assessment) tools used in 38 states and several California Counties offers this ability.

The **CANS** and **ANSA** are comprehensive standardized assessment tools developed by John Lyons, PhD that are being implemented across the BHCS Systems of Care for Children, Transition Age Youth, Adults and Older Adults. The copyrights are held by the Praed Foundation in order to maintain its intellectual integrity. Dr. Lyons is the principal of the foundation and their website address is: www.praedfoundation.org

To support the implementation of these tools, BHCS partnered with the Praed Foundation to roll-out three essential components: 1) **Training and Certification**, 2) a **Data Collection and Outcome Reporting System**, and 3) **Provider Collaborative Consultation Service**.

1. **Training and Certification:** The Praed Foundation is contracted to provide annual training and certification, including On-Line Training and Certification, Live Training, Consultation, Technical Assistance and oversight of subcontractors (Objective Arts, Provider Collaborative). Each agency/program will ensure that provider staff are trained and certified in the appropriate version based on population(s) served. Five versions include: **CANS-EC** (birth -5), **CANS** (6-17), **ANSA-T** (18-24), **ANSA** (25-59), and **ANSA-OA** (60+). BHCS will provide an initial series of trainings for all required provider staff. Each program/agency will arrange subsequent certification and recertification of their provider staff as needed.
2. **Data Collection & Outcome Reporting System:** Through a stakeholder process it was determined that BHCS needed to have a web-accessible data collection and reporting system. Consequently, an **Information Systems/Decision Support Workgroup** was formed, to review and provide feedback on Commercially-Off-The-Shelf (COTS) software solution. The Praed Foundation identified two of its vendors, **Objective Arts (OA)** and **RCR Technologies (RCR)** that offer the only COTS software solution specifically designed for CANS/ANSA data collection and reporting in the nation. After a series of meetings, product demonstrations and consultation with other jurisdictions, the Workgroup concluded that the OA Automated CANS/ANSA Reporting and Operational Analytics was the superior product that best suits Alameda County.
3. **Provider Collaborative Consultation:** The CANS Provider Collaborative has been subcontracted through the Praed Foundation to help with the rollout of the CANS and ANSA. The CANS Provider Collaborative is made up of a select group of five community-based organizational providers – *A Better Way, Alternative Family Services, East Bay Agency for Children, Seneca Center, and West Coast Children's Clinic* – each with many years of experience using the CANS within their organizations and as part of other county implementations. The intent is to harness the energy and collective wisdom of this group to: 1) develop materials and toolkits, 2) develop training curriculum and facilitate workshops, 3) establish learning collaborative groups, and, 4) provide technical assistance and consultation.



CANS/ANSA Highlights for FY 2014-15

Quarter 1 (July-September 2014)

- ✓ BHCS-Praed Foundation Standard Services Agreement approved by County Board of Supervisors on 9/9/14.
- ✓ **ANSA selected** as the comprehensive standardized assessment tool to be implemented across the Systems of Care for Adults and Older Adults

Quarter 2 (October-December 2014)

- ✓ Launched Praed Foundation Collaborative Training Website. All BHCS providers (county-operated and contracted CBOs) now have free on-line access to become certified at www.canstraining.com.
- ✓ Launched CANS/ANSA Information Technology Workgroup (BHCS Information Systems, BHCS Decision Support, Objective Arts, Praed Foundation) for OA Automated Reporting & Analytics Implementation.
- ✓ Launch Provider Collaborative; began revisions of CANS-EC (0-5), CANS (5-17), ANSA-T (18-24); began Development of Supportive CANS Training curriculum for clinical managers/supervisors, including materials for presentation in-person workshops and online modules
- ✓ Began planning process for ANSA (25-59) and Older Adult ANSA (60+).
- ✓ Older Adult System of Care introduced to ANSA Initiative and ANSA-Older Adult version.
- ✓ 10th Annual CANS/TCOM Conference in Chicago, Illinois (Nov 12-14)
- ✓ Completion of OA System Configuration, including: formulation of Algorithms, Workload/Severity Index/Level of Need Application; Reliable Change Index Suite of Reports; Advanced Reporting Package; Dashboard and loading versions of CANS-EC (0-5), CANS (6-17), ANSA-T (18-24)

Quarter 3 (January-March 2015)

- ✓ Dissemination of finalized versions of CANS-EC (birth -5), CANS (6-17), and ANSA-T (18-24)
- ✓ Demo of Automated CANS Reporting and Analytics System
- ✓ Pilot Alameda County OA-SMR Training Instance
- ✓ Administration of Needs Assessment Survey
- ✓ Provider Collaborative panel presentation
- ✓ Publication of CANS/ANSA-T Training Calendar
- ✓ Complete front end system integration currently under construction to link client/staff tables from INSYST and Clinician's Gateway EHRs to OA; anticipated completion date April.
- ✓ Finalize OA System User Training Plan by Webinar (administrative, train-the-trainer).

Quarter 4 (April-June 2015)

- ✓ Four Live CANS General Training & Train-the-Trainer Events with Dr. Lyons
- ✓ Begin Customization Process for ANSA (25-59) and ANSA-OA (60+)
- ✓ Launch monthly CANS/ANSA 101 Training Workshops
- ✓ Launch Supplemental Training Workshops
- ✓ Learning Collaborative Groups
- ✓ Launch OA System User Webinar Training
- ✓ Launch phased implementation –contracted CBOs already using paper-pencil versions), county-operated programs, and school-based.

6-Month Snapshot of CANS/ANSA Implementation Plan (January-June 2015)

<p>Children and Transition Age Youth Multiple stakeholder group meetings (Early Childhood Provider, Children’s Provider, TAY Provider, Child and Youth Management Team) are planned for the months of January and February to get the word out to the CSOC and TAY Provider Network. We anticipate that the information system will be fully operational in May and will launch phased implementation plan beginning based upon feedback from Needs Assessment Survey to readiness. The target implementation date is July 1, 2015.</p>	<p>Adult and Older Adult The ANSA Initiative was introduced at the 1/15/15 Adult Service Team Directors’ Meeting. Group open and receptive to ANSA as an assessment strategy and information integration tool; reviewed basic structure tool, Customization Process, and Certification steps. The plan is to return next month to continue this conversation with Adult Service Team Directors on 2/19/15, Older Adult Provider Meeting on 2/2/15 and to introduce the ANSA at the upcoming Adult System of Care Provider meeting on 2/20/15. Forums will be used to identify volunteers for ANSA Customization Workgroup.</p>
<p>January-March 2015</p> <ul style="list-style-type: none"> ✓ Dissemination of finalized versions of CANS-EC (birth -5), CANS (6-17), and ANSA-T (18-24) ✓ Demo of Automated CANS Reporting and Analytics System ✓ A Needs Assessment Survey has been developed to gather information to help determine what types of support and assistance providers need in implementing the CANS and ANSA-T. The survey will be sent out to all Children and TAY providers the first week of February and will close on 2/13/15. ✓ Provider Collaborative panel presentation ✓ Publication of CANS/ANSA-T Training Calendar 	
<p>April-June 2015</p> <ul style="list-style-type: none"> • Live General CANS/ANSA Training and Train-the-Trainer Workshops with Dr. Lyons: All providers will have an opportunity to attend a set of two-day “live” trainings with Dr. John Lyons in April, May and June. A total of four sets (two for CANS and two for ANSA). The plan is for each agency to send at least two staff (clinical supervisor, program manager) to be their agency CANS/ANSA Trainer. On the first day, attendees become familiar with the assessment tool, its 6 Key Principles and obtain training necessary to become certified users. On the second day, attendees participate in a “Train-the-Trainer” program to become certified trainers and “Super-Users” so that they can provide training to others in their agencies. • On-Line CANS/ANSA Training & Certification. All BHCS staff (county-operated and contracted CBOs) has free access to the Praed Foundation’s Collaborative Training Website at www.canstraining.com. A standardized training protocol has been developed by Dr. Lyons that includes: video tutorials, practice tests and vignettes, printable certificates, and annual reminders to account holders to complete CANS /ANSA recertification. • Begin ANSA and ANSA-OA Customization Process: Rather than re-create the wheel, the ANSA Customization Workgroups will utilize a “Lego” block approach to build the Alameda County ANSA based upon items gathered from Indiana’s version (and other jurisdictions). Representatives from the Adult Service Team Directors’, Adult System of Care Provider and Older Adult Provider forums will partner with ANSA Project Director to identify staff, consumers, and family members willing to serve on the Customization Workgroup. Given the varying degrees of familiarity with the ANSA, workgroup members will receive an orientation and general training. This is an opportunity for all members to become familiar with the ANSA and the science behind the instrument. Depending on the frequency of meetings, this process may take 3-4 months to build consensus on final product. • CANS/ANSA 101 Training Workshops will be launched on a reoccurring monthly basis beginning in April. Each version of the tool will have its own content specific on each version the CANS and ANSA-T. These are 3-hr workshops intended to prepare and support staff toward becoming certified. Upon completion, attendees can visit www.canstraining.com at any time to take their final exam or practice vignettes. <i>CANS 101 training workshops, include: 1) CANS-Early Childhood 101, 2) CANS 101, 3) ANSA-T 101, and 4) ANSA 101</i> • Supplemental Training Workshops will be made available to all providers on a variety of topics that support the CANS/ANSA implementation goals and build Total Clinical Outcomes Management (TCOM) competencies. Each is designed to be half-day (3-4 hours) workshop. <i>Proposed supplemental workshops, include: 1) Introduction/Overview to the CANS/ANSA, 2)CANS/ANSA Certification, 3) CANS/ANSA in Supervision, 4) CANS/ANSA in Treatment Planning, 5) CANS/ANSA in Client and Family Engagement: Assessment, 6) CANS/ANSA in Client and Family Engagement: Service Planning and Monitoring, and 7) Training Your Agency and Team: Certification and Implementation Issues</i> • Learning Collaborative Groups are based on the idea that diversity of knowledge and experience positively impacts learning outcomes. They offer a forum for “Stories from the Field” and collection of best practices using outcomes to inform service delivery and programmatic changes. Furthermore, they provide a medium for feedback to BHCS on the information system, as well as, identify areas in need of further training and technical assistance, and address other needs regarding CANS/ANSA implementation that arise from provider perspectives. Each group will be co-facilitated by a member of the Provider Collaborative. <i>Proposed learning collaborative groups, include: 1) Early Childhood, 2) School-Based, 3) Outpatient,4) TAY, 5) Clinical Supervisor, 6) CANS/ANSA Implementation Gurus and Early Adopters.</i> • Launch OA System User Webinar Training • CSOC and TAY Phased implementation –contracted CBOs already using paper-pencil versions), county-operated programs, and school-based. 	