



ALCOHOL, DRUG & MENTAL HEALTH SERVICES  
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## August 2014 CANS/ANSA Update

Greetings All,

Thank you all for patience and understanding with regard to the many challenges associated with the CANS/ANSA Project Initiative. I do apologize for any past miscommunication and it is my intent to make sure that we are all on the same page. First, I am pleased to announce that BHCS has selected the **Adult Needs and Strengths Assessment (ANSA)** as the comprehensive standardized assessment tool to be implemented across the Systems of Care for Adults and Older Adults. I will be partnering with each respective System of Care Director to do some planning around stakeholder engagement, orientation and the customization process.

Secondly, it is not your imagination that all CANS/ANSA related activities have been put on hold over the past few months due to challenges associated with funding and contract procurement. I am now happy to report that there is light at the end of the tunnel. The following is a brief update on the CANS/ANSA Contract Approval Process

### Contract Approval Process

Rather than have several individualized contracts with each provider, it was determined that all CANS/ANSA related contracts needed to be packaged together into one Service Contract Agreement between BHCS and the **Praed Foundation**. As you may know, John Lyons, PhD is the creator of the CANS/ANSA and all copyrights are held by his charitable organization, the Praed Foundation. To this end, the pending CANS/ANSA contract with the Praed Foundation now has three essential components: 1) **Training and Certification**, 2) a **Data Collection and Outcome Reporting System**, and 3) **Provider Collaborative Consultation Services**. See *BHCS-Praed Foundation Scope of Work*

Given the size and complexity of this contract, it is necessary to obtain approval from the **Alameda County Board of Supervisors (BOS)**. At the last BOS Meeting on 7/29/14, this contract was removed from the agenda due to a procedural issue. In short, County Counsel didn't have an opportunity to review the contracts prior to Board Meeting. Unfortunately the Board is in recess during month of August which is the reason for this 6-8 week delay.

Anyhow, BOS review and approval of the **BHCS-Praed Foundation Standard Services Agreement** will likely happen on either on 9/9/14 or 9/23/14. I will keep you all posted as to which date the Contracts will be on the BOS Agenda.

### Anticipated Project Activities over Next 4Months

Upon BOS approval, we will move forward with the CANS/ANSA Initiative in October. Here's snapshot of project activities that will occur over the next four months:



#### **October 2014**

- ✓ All BHCS staff (county-operated and contracted CBOs) will have free access to On-Line Training & Certification via Praed Foundation's Collaborative Training Website at [www.canstraining.com](http://www.canstraining.com).
- ✓ Calendar for Live General Training and Train-the-Trainer Workshops with Dr. Lyons to be announced
- ✓ Praed/OA/BHCS Project Team will have initial planning meeting and rollout plan for OA Automated CANS/ANSA Reporting & Analytics Implementation.
- ✓ Provider Collaborative (PC) to complete revisions of **CANS-EC (0-5)**, **CANS (5-17)**, **ANSA-T (18-24)** comprehensive assessment tools with Manuals and Glossaries; PC will re-convene respective Customization Workgroups for final review and approval.
- ✓ Begin planning process for **ANSA (25-59)** and **Older Adult ANSA (60+)**.
- ✓ re-convene monthly **Steering Committee**

#### **November 2014**

- ✓ Dissemination of CANS-EC (0-5), CANS (6-17), ANSA-T (18-24) Glossaries and other materials.
- ✓ PC will begin development of Supportive CANS Training curriculum for clinical managers/supervisors, including materials for presentation in-person workshops and online modules (e.g., Use of CANS in Supervision; Use of CANS in Client and Family Engagement: Service Planning and Monitoring; Training Your Agency/Team; Super Trainer Curriculum and materials; Super Trainer Support Workshops)
- ✓ 10<sup>th</sup> Annual CANS/TCOM Conference in Chicago, Illinois (Nov 12-14)

#### **December 2014**

- ✓ 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)
- ✓ Finalize OA System User Training Plan by Webinar (administrative, train-the-trainer).
- ✓ Establish OA System User Webinar Training Calendar - Phased implementation –contracted CBOs already using paper-pencil versions) and county-operated CSOC programs.

#### **January 2015**

- ✓ Launch OA System User Webinar Training.
- ✓ Establish and launch Learning Collaborative Groups
- ✓ Live CANS General Training & Train-the-Trainer Workshop with Dr. Lyons (TBD)
- ✓ Finalize and disseminate Supportive CANS Training curriculum for clinical managers/supervisors.

## BHCS-Praed Foundation Scope of Work

To support the implementation of the CANS/ANSA tools, BHCS has partnered with the Praed Foundation to provide:

### Training and Certification

**On-Line Training & Certification:** Annual Training and certification is required for the use of CANS/ANSA tools. In order to be certified, clinicians must demonstrate reliability on a case vignette of 0.70 or greater. The Praed Foundation's Collaborative Training Website at [www.canstraining.com](http://www.canstraining.com) provides on-line training and certification. A standardized training protocol has been developed by Dr. Lyons that includes: video tutorials, practice tests and vignettes, printable certificates, functionality to provide reports identifying users by agency or reporting unit, functionality to provide annual reminders to account holders to complete recertification. All BHCS county-operated and contracted community-based providers will be able to access the site for free.

**Live General Training and Train-the-Trainer Workshops:** Dr. Lyons will provide four (4) **Live General Training** events. Two each for CANS and ANSA. This is an introductory course that allows participants an opportunity to enhance their understanding of the assessment tool and its 6 Key Principles. Participants will gain the ability to rate the CANS/ANSA accurately and reliably, resulting in certification. Additionally, there will be two (2) **Live Train-the-Trainer** events that will prepare participants to become certified trainers aka "super-users" so that they can provide training to others in their agencies and across BHCS. Only graduates of the General course scoring a reliability of 0.75 or greater on case vignette are eligible to attend.

**Consultation and Technical Assistance:** The Praed Foundation will be working closely with its subcontractors (Objective Arts, Alameda County Provider Collaborative) and BHCS providing consultation, contract management, and technical assistance.

### Data Collection and Outcome Reporting System

The Praed Foundation identified two of its vendors, **Objective Arts (OA)** and **RCR Technologies (RCR)** that offer the only commercially-off-the-shelf (COTS) software solution in the nation specifically designed for CANS/ANSA data collection and reporting. After a series of meetings, product demonstrations and consultation with other jurisdictions, the Information Systems/Decision Support Workgroup concluded that the **OA Automated CANS/ANSA Reporting and Operational Analytics** system was the superior product that best suits Alameda County; therefore, the Praed Foundation will subcontract with OA. In October, the Praed/OA team will partner with BHCS IS/DS staff to do discuss plans to configure and build information system. More details to follow.

### Provider Collaborative Consultation Services

The Praed Foundation will subcontract with a select group of BHCS Community-Based Organization Providers (*West Coast Children's Clinic, Seneca Center, A Better Way, Alternative Family Services, and East Bay Agency for Children*) with direct knowledge and experience with implementation of the CANS/ANSA. The intent is to harness the group's collective wisdom, lessons learned and expertise to serve as part of the CANS/ANSA project implementation team. The Provider Collaborative will be coordinated by West Coast Children's Clinic and will work in concert with the CANS/ANSA Project Director to complete the following activities:

**Tool and Materials Development:** Provide consultation and support to workgroups in the development of BHCS CANS and support materials.

Deliverables:

- Project management and co-facilitation of customization workgroups
- Completed revised versions of CANS-EC (0-5), CANS (6-17), ANSA-T (18-24) comprehensive assessment tools with Manuals and Glossaries.
- Completed revised versions (pencil-and-paper and computer input) of Initial Assessment Summary, Reassessment and Treatment Plan forms with integrated CANS for 0-5, 5-17 and TAY.
- Dissemination of Glossaries and other materials.

**Training:** Develop training curriculum and provide workshops to Alameda County providers on topics that support the CANS implementation goals and build Total Clinical Outcomes Management (TCOM) competencies. Workshops may also be presented via webinar will also be available as on-line, self-directed training modules.

Deliverables:

- Report with recommendations from completed focus groups and surveys on salient CANS implementation and training issues for Alameda County providers.
- Workshop curriculum, materials and presentation.

**Learning Collaborative:** Establish Learning Collaborative model for county providers. The learning collaborative will provide support and trouble shooting to the providers on the CANS implementation within their organizations, and provide a medium for feedback to BHCS on the on-line portal, identify areas in need of further training and technical assistance, and address other needs regarding the CANS implementation that arise.

Deliverables:

- Working groups which serve as feedback loops as well as provide technical assistance
- Forum for “Stories from the Field”: collection of best practices for implementation, using CANS outcomes to inform service delivery and programmatic changes, etc.
- Identification of reports that providers can use for outcome tracking, etc.

**Technical Assistance:** Provide additional support and technical assistance in all areas noted above to Alameda County providers throughout the contract period.