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CANS and CANVaS for New CSA Coordinators**

- Each child and youth (birth through 21) who is receiving CSA-funded services must be administered the CANS.
- Local public agency case managers (usually LDSS foster care workers, CSU probation officers, CSB service coordinators, school social workers or visiting teachers) administer the CANS for the children and youth with whom they work. Private providers do not administer the CANS for children and youth receiving CSA-funded services.
- Each person who administers the CANS must be currently certified on its use.
- Certification is completed online at [www.CANSTraining.com](http://www.CANSTraining.com). Users must complete the training prior to taking the certification exam. Typically this is why users fail the exam; they do not take the training seriously.
- Certification is renewed annually.
- An individual may not share answers with others or take the certification exam for someone else.
- Online support is available on the CANS training site by clicking "Contact Us"-no "live" Help Desk.
- A document entitled "Navigating the CANS Training and Certification Site" (for Virginia) may be found in the CANS folder on the state CSA website ([www.csa.virginia.gov](http://www.csa.virginia.gov))
- All CANS assessments for children and youth receiving CSA-funded services must be completed in CANVaS (<https://www.canvas.csa.virginia.gov>), the web-based software application for Virginia's CSA CANS.
- CANVaS is a secure site and users must create individual user accounts by:
  - reading, completing and signing a user agreement (pages 11, 12 and 13 of "Policies and Procedures for Access to CANVaS" Version 4 also in the CANS folder on the CSA website)
  - obtaining the signatures of their supervisor and Designated Super User/Report Administrator (DSU/RA)
  - faxing the user agreement and a copy of their CANS certificate to the CANVaS Help Desk at 1-317-631-3345 or scanning and e-mailing to [canvashelpdesk@rcrtechnology.com](mailto:canvashelpdesk@rcrtechnology.com)
  - selecting a secret question and establishing a password
- There is a document entitled "Navigating CANVaS" which should be shared with all case managers who use the CANVaS system. (also in CANS folder on [www.csa.virginia.gov](http://www.csa.virginia.gov))
- Users must NEVER allow someone else to enter an assessment in their account. Account validity is partially established by the user's certification. A CANS completed by a non-certified user is not valid for any purpose, including service planning, audits or data collection.
- Phone number for CANVaS Help Desk is 1-877-727-8329.
- Phone number for Office of Comprehensive Services is 1-804-992-9815 or e-mail Carol Wilson at [carol.wilson@csa.virginia.gov](mailto:carol.wilson@csa.virginia.gov)