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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. 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)
- All CANS assessments for children and youth receiving CSA-funded services must be completed in CANVaS (<https://www.csa.canvas.virginia.gov>), the web-based software application for Virginia’s CSA CANS.
- CANVaS is a secure site and case managers must create individual user accounts by:
 - Completing a “Request to Create a Case Manager” account, including the signature of his or her supervisor
 - Submitting this form and a copy of CANS certification to the local Designated Super User/Report Administrator (DSU/RA)
 - Reading and agreeing to the online user agreement
 - Following the online instructions for setting up the account.
- Local Administrators will follow a similar process and submit their requests to the Office of Children’s Services for account creation.
- 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.
- Contact information for CANVaS Help Desk is:
 - Phone: 1-877-727-8329
 - Fax: 1-317-631-3345
 - E-mail Address: canvas@rcrtechnology.com
- Phone number for Office of Children’s Services is 1-804-992-9815 or e-mail Carol Wilson at carol.wilson@csa.virginia.gov