**Frequently Asked Questions**

**How do I get CANS 2.0 trained and certified?**

All trainings are accessed through the DCFS Virtual Training Center ([*https://www.dcfstraining.org*](https://www.dcfstraining.org)*)*.

To register for the CANS 2.0 Training and Certification:

1. CANS 2.0 Training
	1. Within the VTC, navigate to “Events and Registration” and click on the “OnDemand Training Catalog”
	2. Under the “Course Name” type “CANS” and hit the search button
	3. CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) should populate
	4. Click on the “Register” link
2. CANS Exam
	1. Within the VTC, navigate to “Events and Registration” and enter “CANS” into the event name field, then click search
	2. Click on the “CANS EXAM” to register for the test
	3. You can also call 877-800-3393 to register

**What if I certified on CANS 2.0 prior to February 25th, 2018?**

You will need to recertify on CANS 2.0 but have the option of taking the shorter CANS Refresher training prior to taking your exam. This, along with CANS exam registration is accessed through the DCFS Virtual Training Center ([*https://www.dcfstraining.org*](https://www.dcfstraining.org)*)*.

*To register for the CANS 2.0 Refresher Training and CANS 2.0 Exam:*

1. CANS 2.0 Scoring Refresher Tutorial can be accessed [*here*](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2furldefense.proofpoint.com%2fv2%2furl%3fu%3dhttps-3A__linkprotect.cudasvc.com_url-3Fa-3Dhttps-253a-252f-252furldefense.proofpoint.com-252fv2-252furl-253fu-253dhttps-2D3A-5F-5Fwww.dcfstraining.org-5Fvtc-5Fhome-5Fonline-2D5Fcourse-2D5Fstart.action-2D3FonlineCourseId-2D3D1523093f-2D2Dafdc-2D2D45b1-2D2Dbcab-2D2Df22470173a41-2526d-253dDwMFAg-2526c-253dyHlS04HhBraes5BQ9ueu5zKhE7rtNXt-5Fd012z2PA6ws-2526r-253dviGuELlmJfWRvymiW7MN3-5Fj4NqFR-5FaUBoZgJPZE-5FAY4-2526m-253dNeid1jhcgjKxj32Xf54igaJ25Y9P6zDKTDwAkvfF62g-2526s-253dp2RVrd-2DKF10SHqbw44yj4ca8efLHYhBKOItDKMrZPX4-2526e-253d-26c-3DE-2C1-2C1-2DwDb9-5FO7AstZflx9XUYPNtJdD8jD6wRLK0PpqFk4TVDWobuMVO4OG-2DaIgHJiqQ5mjKvSwGAiznoVt-2DrFn-5FE6zWsMSz6QPseFdawBZx9S18Ip1A-2C-26typo-3D1%26d%3dDwMFAg%26c%3dyHlS04HhBraes5BQ9ueu5zKhE7rtNXt_d012z2PA6ws%26r%3dviGuELlmJfWRvymiW7MN3_j4NqFR_aUBoZgJPZE_AY4%26m%3dcuIx335srNC411l8zW41Z95xaCTiUt0t-yatdy59e1c%26s%3db2ao_a8RaXZRRnyN92lOeF9Gfzv-TUPmwFHtgNKoPoc%26e%3d&c=E,1,BuYb_MvsdZ8wvQOoJ3YwpXleIJoq-cdD5fkm0nxiAUD3Uy6jwsTuybSTEmZHQeevQXJUlRxesvjCXZ1yKOgYPQK3EYW_KMUM70-N8Psk7U0,&typo=1) via the VTC
2. CANS Exam
	1. Within the VTC, navigate to “Events and Registration” and enter “CANS” into the event name field, then click search
	2. Click on the “CANS EXAM” to register for the test
	3. You can also call 877-800-3393 to register

**Where is the CANS in SACWIS training located?**

The CANS in SACWIS Functionality Webinar can be accessed through the DCFS Virtual Training Center ([*https://www.dcfstraining.org*](https://www.dcfstraining.org)*)*.

To register for the CANS in SACWIS Functionality Webinar:

3. Click [*here*](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2furldefense.proofpoint.com%2fv2%2furl%3fu%3dhttps-3A__linkprotect.cudasvc.com_url-3Fa-3Dhttps-253a-252f-252furldefense.proofpoint.com-252fv2-252furl-253fu-253dhttps-2D3A-5F-5Fwww.dcfstraining.org-5Fvtc-5Fhome-5Fonline-2D5Fcourse-2D5Fstart.action-2D3FonlineCourseId-2D3D62e72ae8-2D2D31cb-2D2D42c3-2D2Da241-2D2D09e94161ffa2-2526d-253dDwMFAg-2526c-253dyHlS04HhBraes5BQ9ueu5zKhE7rtNXt-5Fd012z2PA6ws-2526r-253dviGuELlmJfWRvymiW7MN3-5Fj4NqFR-5FaUBoZgJPZE-5FAY4-2526m-253dNeid1jhcgjKxj32Xf54igaJ25Y9P6zDKTDwAkvfF62g-2526s-253dF-2DWVfLhs6fSsrPdLxjFZTAHqC1sZow1BDnzMD0jf8xI-2526e-253d-26c-3DE-2C1-2Cdr9-5FTBJnM3w-2DqzqDFx-5FcOo3Y0a-2Dfm-2D7sqgCNyQ14ExGg3TMbNgNBSFHRYyc-5FG7zNrvThGxKV8rnqrsBBnvYAZ5ziIxT6dDE7Y4TrWllQvrKYl8Y-2C-26typo-3D1%26d%3dDwMFAg%26c%3dyHlS04HhBraes5BQ9ueu5zKhE7rtNXt_d012z2PA6ws%26r%3dviGuELlmJfWRvymiW7MN3_j4NqFR_aUBoZgJPZE_AY4%26m%3dcuIx335srNC411l8zW41Z95xaCTiUt0t-yatdy59e1c%26s%3durcHVldPG_nvNwI8LD4eWf4kmqLunx6LBFGSu9qw7Kw%26e%3d&c=E,1,7ujNfctaR1c4v5wsbYBx3D7r6AbrLAgGpr03TV62V9s6bfv6lp-cNw934Zs8WdjGJCVT2yFu-m-JLhy652X0R4NEMY5cFVauScMkQSY3Z1TLNOu0ug,,&typo=1)

**I’m having issues accessing the DCFS Virtual Training Center (VTC) or with my account. Who should I contact?**

For issues accessing your VTC account or the site in general, please reach out to the Office of Learning and Professional Development (dcfstraining@illinois.gov) or at 877-800-3393.

**I heard the DCFS VTC is moving, what’s happening there?**

Yes, the DCFS On-Demand Trainings will be migrating to a new forum this summer, the Learning and Development Center (LDC). The launch of the new venue is scheduled for July 10th, 2023. During the transition period starting July 7th, **no one who is not already certified in the CANS will be able to be trained and certified**. It is very important to get any new staff who have not been CANS certified trained and set up with CANS in SACWIS access by end of the day on July 6th, 2023 to avoid any delays in CANS submissions.

**How do I get a DCFS/NT account?**

*DCFS/NT account form submissions can be completed by your supervisor who has an active DCFS/NT account or by IPS Program Administration. Please see below for the necessary information to submit a form for an new or reactivated DCFS/NT Account.*

**To request DCFS account activation/setup:**

Please email Matt Jedlowski, IPS Senior Program Coordinator (matthew.jedlowski@illinois.gov) to setup your DCFS account with the following:

* Agency Name
* First Name, Middle Initial, Last Name (if no middle initial, please note that)
* Last four digits of SSN
* Agency address
* Office phone
* Start of work date
* Whether you’ve had a DCFS/Illinois.gov email before
	+ If yes, what was your NT ID and email address?

**I cannot currently access my DCFS/NT account – how do I get my access reinstated?**

If you have been locked out of your account due to forgetting a password, please contact the DCFS Helpdesk at DCFS.Helpdesk@illinois.gov and CC your supervisor and/or Matt Jedlowski to give appropriate permission to reset your password.

If you have not logged on to your DCFS/NT account in 5 working/business days, your account becomes automatically locked and requires a supervisory reactivation. The same information as initially requesting a DCFS/NT account will suffice for the reactivation form. Please follow the same steps to get your account back up and running. It is good practice to log into your DCFS credentials frequently to avoid this issue.

**How do I get access to SACWIS once my DCFS account is setup and I’ve completed the relevant trainings?**

After you have completed CANS 2.0 Certification, and taken the CANS in SACWIS training, ensure your DCFS/NT account is active. You will then email the CANS Use Team at DCFS.CANSuse@illinois.gov with your transcript or certificate of completion and passing of the CANS training and exam. The team will then review your information and give appropriate CANS in SACWIS access to you.

**How do I get access to my cases in SACWIS so that I can complete my CANS?**

The process to gain access to your cases in SACWIS demands careful and consistent coordination between you, your IPS Supervisor and DCFS caseworker/casework team also assigned to your cases. The process, known as “paralleling”, is completed by the DCFS caseworker to manually enter (parallel) you as an IPS worker on an assigned case so you can enter appropriate CANS for a case. While this process is relatively straightforward, inconsistent communication and other barriers to appropriate paralleling of IPS workers has not been uncommon. If you have not received communication or resolution from the DCFS caseworker/casework team in a timely manner, please alert your supervisor to escalate. If you continue to have issues getting paralleled into the proper case(s) that continue after 2 or more attempts within 30 days, please see the steps below for administrative escalation and resolution.

**The caseworker on my assigned (language?) case has been unresponsive to my requests to be paralleled onto the case. What should I do?**

The IPS Senior Program Coordinator, can get you assigned onto your case in SACWIS in instances where the caseworker has been unresponsive.

To request parallel assignment email Matt Jedlowski, IPS Senior Program Coordinator (matthew.jedlowski@illinois.gov) with the following:

* Case ID
* IPS worker name (person needing to be paralleled onto the case) and the start date/time of their parallel responsibilities
* Any relevant narrative information including Region/Site/Field, such as 1B or 3A and LAN if available
* Name of any worker that needs to be unparalleled from the case if available and the end date/time of their parallel responsibilities

It is important to note that IPS personnel entering CANS in SACWIS need to have access to not only the Child Case, but the Family Case as well. This is due to the inability to add appropriate collaterals- which can be anyone related or involved in a Family or Child Case- if not paralleled appropriately. If you have any access or input issues, please email Matt immediately with a snapshot of the issue for troubleshooting and resolution.

**I’m having technical issues with SACWIS or my DCFS account. Who should I contact?**

Please reach out to the DCFS Help Desk at (dcfs.helpdesk@illinois.gov) or 1-800-610-2089.