CANS-SB OA FAQ'S

FREQUENTLY ASKED OBJECTIVE ARTS (OA) QUESTIONS

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Site Navigation (where is this? How do I see that?):

1. Where do I go to see the CANS assessments submitted by staff in my program?
    a. Go to "Approve CANS" following these steps: Under "Navigation" click "CANS Assessment", click "Approve CANS".

Administrative Activities (I forgot/lost my password?):

1. Who needs to have an OA user account?
    a. Any agency/program staff member who has completed an assessment that will be loaded into the OA system must have a user account created for them. Even if that person is no longer with your agency/program, there must be an account in OA for the assessment to link to.

2. I have forgotten/lost my password. How do I get it reset?
    a. Contact your agency's/program's OA Office Assistant, Supervisor or Administrator to reset your password. After your password has been reset, upon first logging into the site, please change your password to something you will remember. Please keep this password in a secure place where you can retrieve it if you forget it.

3. I have set up a staff member in the OA database; assigned them a role and the corresponding OU but he/she cannot view any clients. What could be the problem?
    a. There are several steps to setting up a staff member in Objective Arts. It sounds like the staff member was not assigned responsibilities. Go to the Navigation pane and click "Responsibilities". Search for the staff member using the Show Filter. Once you locate, double click and under the "Org Unit" tab, assign them to the corresponding Organizational Unit. Click "Save". They should now be able to view clients.

4. Who is authorized to approve/reject a CANS assessment?
    a. An OA user with the role of Supervisor, Clinical Administrator or Domain Clinical Administrator is able to approve or reject a CANS assessment.

5. How do I add a client?
    a. Clients are added to the OA system via a data upload of clients from the DBH client data system. No OA users are able to create or delete a client or client information. If you do not see the client you are looking for, please first check that an Opening Episode has been created in SIMON for the client before contacting your agency's/program's OA Office Assistant(s) or DBH-CYCS about this issue.

6. What do I do if I can't find a client?
    a. There are several ways of searching for a client. Try searching using their Simon ##, first name or last name. If the client has a hyphenated last name, remove the hyphen and try searching that way. The spelling of names comes from the SIMON system, which saves whatever was input by the clerical staff that completed the initial client information in SIMON. If you find that a client's name is grossly misspelled, you can have your clerical staff make the change in SIMON, or request that the DBH IT staff make the change.

CANS Assessments (How do I find the assessment I just completed?):

1. Can items on an approved CANS assessment be changed if we notice a mistake?
    a. Yes. However, only an OA user with the role of a Clinical Administrator or Domain Clinical Administrator can edit a CANS assessment that has been approved. Please note that all edits to an approved CANS require a reason for the edit.
2. Can I skip an item?
    a. No. The first 5 modules must be filled in. Review you CANS manual for further guidance on how to go about filling in the remaining items.

Reports (Can I see what clients are in need of a first CANS?):

1. I want to view what clients are in need of a first CANS, where do I go?
    a. Follow these steps. Under the Navigation pane click "Reports". A parameter window will appear. Select Client Status and select Reporting Levels, then click ok. Report will generate.