



# IDAHO DEPARTMENT OF HEALTH & WELFARE

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Beginning July 1, 2018, providers will be able to access and utilize the ICANS. This system is the secure, electronic, internet-based system used to administer and manage Child and Adolescent Needs and Strengths (CANS) assessments in Idaho. The Idaho Department of Health and Welfare's Division of Behavioral Health (DBH) developed the ICANS to support the YES program and manages all access and technical support for the system. It is anticipated that between May 2018 and July 2019, DBH will deploy the system to providers, establishing access to the ICANS for over 1,000 members of the provider network, operating in over 300 different provider agencies. To facilitate this process, DBH will set up ICANS access for providers in 4 waves, beginning in April 2018 and continuing through July 2019. The ICANS setup waves will be aimed at establishing access to the system, as well as troubleshooting any issues related to system access.

Wave	Dates:	Target date for ICANS availability
1	4/6/2018- 4/27/2018	6/1/2018
2	4/28/2018- 6/1/2018	6/1/2018
3	6/2/18-8/31/2018	Varies by provider
4	9/1/2018-7/1/2019	Varies by provider

Using a phased approach to the setup process, the goal is to reduce problems commonly encountered (e.g. delays) when dealing with a large-scale system implementation. Providers will be selected for each wave by the DBH Automation Help Desk (HelpDesk). This process is aimed at structuring and scheduling the setup for the largest provider agencies in each region. It is hoped that this will reduce the likelihood for delays in the setup process. Based on the number of staff, agencies in each setup wave will be offered an opportunity to establish access to ICANS beginning in April with Wave 1. Participation in the setup waves is not required for those contacted by the HelpDesk. Any provider that wants to be included in Wave 1 is encouraged to contact the HelpDesk so that their participation can be accommodated as much as possible.

The HelpDesk will be contacting Wave 1 providers starting in early April 2018. Agencies interested in participating in Wave 1 setup will then work through the setup process with the HelpDesk. It is anticipated that the setup process during the initial waves will take approximately 30 days.

### **A few important facts regarding the setup process for ICANS:**

- To create an ICANS agency account, all provider agencies must submit required documents before the ICANS account can be created.
- To be granted access to the ICANS, all potential users must sign and submit an ICANS User Agreement.
- To be granted access to the ICANS, all potential users of the ICANS must attend a required training *prior* to the activation of the account.
- Training on the ICANS is provided by the DBH Automation Help Desk (HelpDesk). Training is provided at no cost to the provider.
- ICANS training for providers will be offered starting in June 2018; [Click here to view the training calendar and to register for an online training](#).

Please contact the DBH Automation Help Desk (HelpDesk) with any questions or concerns about the ICANS, related setup processes, or the ICANS training process. In addition, please contact the HelpDesk if you are interested in participating in Wave 1 ICANS setup.

**Contact Information:**

**DBH Automation HelpDesk (ICANS):** [icanshelpdesk@dhw.idaho.gov](mailto:icanshelpdesk@dhw.idaho.gov)

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