

CANS Software (KIDnet) - System Request Procedures

Santa Clara County Behavioral Health Service Department (SCC BHSD) is implementing the CANS outcomes based software to measure client progress called KIDnet. Decision Support (DS) will oversee KIDnet implementation and provide access to authorized users.

All KIDnet users are expected to follow SCC BHSD policies and procedures in reference to the use of technology and protected health information (PHI) so that they comply with HIPAA and county policies. Users must follow the procedures listed below to obtain access.

CANS software use (KIDnet)

Granting KIDnet Access

1. Complete KIDnet User Request and Oath of Confidentiality form (click [here](#) for forms)
 - a. For County employees
 - i. Manager signs completed form by user and forwards to DS
 - b. For Contract service providers
 - i. Manager signs completed form and forwards to assigned F&C Contract Lead
 - ii. Contract Lead reviews and forwards to DS once approved
 - c. DS will review form and provide KIDnet access to authorized new user
2. Training options (**MUST attend training in order to obtain login information**)
 - a. Option 1 – Train the Trainer
 - i. Contract agencies will provide trainings to their agency staff
 - b. Option 2 – DS will provide ongoing trainings

Disabling KIDnet Access

Managers/Supervisors are to immediately notify Contract Lead and DS of any user that needs to have their KIDnet use disabled. Please follow the steps below:

1. Complete KIDnet User Request form
 - a. For County employees
 - i. Manager completes the section titled “Disable KIDnet Use”, signs it, and forwards to DS via email
 - ii. DS disables access and sends confirmation email
 - b. For Contract service providers
 - i. Manager completes the section titled “Disable KIDnet Use”, signs it and forwards to assigned F&C Contract Lead via email
 1. Please also CC Decision Support in case Contract Lead is unavailable
 - ii. Contract Lead reviews and forwards to DS once approved via email

- iii. DS disables access and sends confirmation email
- c. DS will review form and disable user's KIDnet access

CANS data input into KIDnet

There are 2 options to get your CANS assessments into KIDnet:

1. Data Entry option
 - a. Your trainer will provide you with training and manual
 - i. Items will be posted on BHSD website (click [here](#))
2. Data Upload option
 - a. DS will provide training, template to use, and upload schedule
 - i. Items will be posted on BHSD website (click [here](#))

CANS software technical support

1. Contact DS (see contact information below) for the following:
 - a. Software Access,
 - b. Training Requests
 - c. Data Reports / Downloads:
 - i. For those entering data directly into the KIDnet software, quarterly data downloads will be made available upon request
 - ii. Requests must be sent to DS for processing (before the 5th of every month)
 1. Please allow 2 to 3 weeks to process
 - d. Changes on data reports will need to go to the CANS workgroup for discussion
 - i. If the final decision is to change, then it will be forwarded to DS and assigned Contract Lead

Contact Information

Decision Support

Philbert Espejo	Philbert.Espejo@hhs.sccgov.org	408-792-3937
Vanessa Alcantar	Vanessa.Alcantar@hhs.sccgov.org	408-885-3694

BHSD Website for Decision Support

<https://www.sccgov.org/sites/mhd/Providers/DecisionSupport/Pages/DecisionSupport.aspx>