

Santa Clara County Behavioral Health Services Dept
KIDNet - Frequently Asked Questions

TYPE	QUESTIONS	RESPONSE
Accessibility	Can we get Keyboard shortcuts?	This is not available in KIDNet at this time.
Accessibility	Can we have the other languages available in KIDNet?	Not at this time in KIDNet. However, other languages are available in the website (note the N/A changes).
Accessibility	Can we increase/decrease the font size? What about the background color?	This is not available in KIDNet at this time.
Accessibility	Is there a free app for cell phones or tablets?	Not at this time. KIDNet is only available on internet browsers and not as an app at this time. If using KIDNet on a mobile device, please connect with your Compliance Officer RE this situation (only use agency approved electronics / follow your agency policies and procedures)
Accessibility	What if I have suggestions for KIDNet?	Please email suggestions to Decision Support. While we can provide these suggestions to the designers, we cannot guarantee they will be able to approve all of them as this system is used throughout the US and Canada (thus, system changes impact more than just us)
Add-on's	Can you view KIDNet on a tablet's internet browser?	While you can view it in a browser, it is not indicated for tablet use at this time. Additionally, please connect with your Compliance Officer RE: this situation (only use agency approved electronics / follow your agency policies and procedures)
Reports	Can I see clients from other agencies or Counties? What about getting access to past CANS?	You will only have access to clients enrolled within your own agency/program. If a youth was transferred from one agency to another (all within SCC), you can see the last 6 CANS by opening the Client Progress and Continuum of Care reports.
Reports	Can we modify the data reports or get new ones?	Not available at this time, however, we would love to hear your suggestions so we can provide them to AMS/KIDNet when obtaining new reports in the future.
Reports	How are agency's/programs able to get their data?	Most data reports for active clients are available on KIDNet. If you need additional reporting, such as historical, please connect with Decision Support.

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Reports	What if the past staff members had discharged clients before they left. If we remove the staff from the system, will we still have access to the data from the clients they closed?	<p>Yes you will have access to the closed clients:</p> <p>1-the clients should be in discharge / you can open them up to see their demographics, as well as completed forms they completed / PA can view discharge</p> <p>2-the client reopened in the same ucode or program or a different agency, the last sets of CANS can be seen in reports (CANS progress and CANS Continuum)</p> <p>3-you can request an extract from DS and give you all of the open/closed clients</p>
Role Assignment	I would like to update someone's role.	connect with Decision Support, fill out proper forms, attend appropriate role training before getting login information.
Role Assignment	What are the differences between the three KIDNet roles? Who should be assigned them?	<p>Roles vary: Clerical are limited to entering CANS data / Clinician are limited to entering and accessing their own client data, as well as client reports / Program Administrator have full access and can do the above, as well as see all clients and providers in a ucode and other system level reports (please note, agency assignment can vary / refer to the Decision Support Website for more details about roles</p> <p>https://www.sccgov.org/sites/mhd/Providers/DecisionSupport/Pages/DecisionSupport.aspx</p>
Staffing	My name has changed and needs to be updated in KIDNet/My name is spelled incorrectly in KIDNet. How do I correct this?	<p>Your name is listed in KIDNet the way it is listed within Unicare. In order to update your name, it must go through the PARCCA process with Unicare first. Please connect with -</p> <p>https://www.sccgov.org/sites/mhd/Providers/DecisionSupport/Pages/DecisionSupport.aspx</p> <p>Once that happens, connect with Phil/Vanessa then your name in KIDNet can be updated.</p>
Staffing	My username is incorrect in KIDNet. How do I correct this?	Connect with Decision Support.

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Workflow	A client was opened to the wrong u-code.	Connect with Decision Support.
Workflow	Can we change the reminder dates?	The standard for CANS assessment is 60 days which is reflected in KIDNet. We cannot, at this time, modify this.
Workflow	How do we add/delete clients?	Procedures are available on Decision Support Website https://www.sccgov.org/sites/mhd/Providers/DecisionSupport/Pages/DecisionSupport.aspx
Workflow	How do we add/delete clinicians?	Connect with Decision Support.
Workflow	I entered the CANS to the wrong client. Can it be transferred to the correct client?	No. The PA should reset it to draft, in draft tab, then delete it. CANS will have to be redone in the correct client's homepage
Workflow	Is "auto-populate" an option for re-assessments?	This is not available in KIDNet at this time.
Workflow	Is it possible to put a CANS back into draft?	connect with your PA to reset the CANS
Workflow	There are clients on my caseload that I no longer work with/closed/never belonged to me.	The Program Admin at your agency/program would be able to update your caseload.
Workflow	There are inconsistencies between the form I am using and what is represented on KIDNet (such as N/A options).	KIDNet updates according to form updates. Please look at Decision Support Website https://www.sccgov.org/sites/mhd/Providers/DecisionSupport/Pages/DecisionSupport.aspx or Santa Clara County's CANS website for the most up to date forms.
Workflow	We have a clinician leaving and need to reassign their cases, but do not have that staff person identified yet. Can someone else complete the CANS until the case(s) have been reassigned?	1-prior, get a client list from the clinician; 2-connect with Decision Support to disable the clinician leaving; 3-while another clinician can do the CANS, only the PA can enter CANS until the client is reassigned to caseload
Workflow	We have duplicate clients in our u-code.	Connect with Decision Support.

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Workflow	We have new U-codes, but do not see them in KIDNet.	Decision Support receives the new ucodes and will update KIDNet monthly. Any questions, please connect with Decision Support.
Workflow	What is the "completed date" on the admission form?	The first date of administering the CANS.