CANSA Reports FAQ

This FAQ is for agency CANSA Champions. It explains some of the details on the CANSA reports app ("The DataPool") for addressing frontline concerns. We will improve on this document as new items emerge. If a CANSA Champion finds they cannot address a problem with the information here, they should escalate their question to hsacansa@santacruzcounty.us, and it will be addressed as soon as possible.

Note: The Identifier for finding your client must be 10 digits long. To search for your client using the Avatar ID, you must **add 0s** in front of the Avatar number so that it adds up to 0.

Example, a client's Avatar ID is "123", so you would enter into the "Start Here" search bar "0000000123".

GET STARTED

Get started by searching for your client by either Last Name or Identifier.

| 0000000123 | Q Search |

Note: Clients in the DataPool CANSA Reporting App are organized according to the LE where their CANSA was scored. If you have clients with CANSAs scored elsewhere, they may not show up within your LE. You can still *find these clients* by searching for them in the "Start Here" search bar. They will appear in every LE where they have had a CANSA scored. Click on them and you can see their whole story across the network.

FAQ - "My web page says 0 Clients for everything!" Due to multiple firewalls and security, sometimes the app will load a message stating there are 0 clients everywhere (This is a security precaution in the case of error). Typically **clicking the' refresh' button** on your browser will correctly populate the LEs with clients. (If you don't know where your browser refresh button is, please ask a friend :)

FAQ - "'My Clients' doesn't look right…" 'My Clients' is based off of the Caseload Assignment in Avatar. If the Caseload assignment is not correct, the DataPool is not correct either. If that is the case please resolve that in Avatar first. If Avatar's Caseload Assignment is correct, yet appears incorrect in the DataPool, please reach out to: hsacansa@santacruzcounty.us.

Note: If a client does not have a CANSA scored, they will not be reported in the DataPool Reports App.

FAQ - What does "Closed Episodes" Mean? When a client is discharged and 'closed out' of the system, the client is transferred into "Closed Episodes" as they are no longer active in any above LE. If the client returns to care, their previous episode will remain in "Closed Episodes" and their newest episode will be documented above in the LEs.

FAQ - Where does the "gender" used for norming come from in the DataPool? The gender information used in the DataPool comes from Avatar.