

Casey Life Skills FAQs

Account Functions

What are the options for managing the registration process for multiple staff/multiple Providers?

There are two ways to register with Casey Life Skills.

- Allow your Providers to create individual accounts. Each Provider will be responsible for reporting out their aggregate data to you and other stakeholders per their agreement with their state system. You and other leaders also have the option of creating logins to access information about these Providers and the youth they are serving.
- The child welfare system can act as the Provider setting up an account with CLS. You would then invite Providers to create logins as a case manager would do under an individual Provider. For ease in managing a large account, you may choose to create several discrete accounts keeping in mind you would need discrete email addresses and passwords for each account.

The CLS Team recommends that state systems allow their contracted Providers to use the first option and give those Providers clear expectations for compliance.

What is the role of a Provider's designated CLS site administrators?

There are three centralized tasks for a Provider's administrators.

1. Administrators can invite caseworkers who work at their agency to create logins in order to begin adding youth to the account and administering assessments.
2. They can also deactivate caseworker accounts when those staff leave the agency.
3. And they will receive requests via email from users to create logins. In this instance, it is important that administrators understand that by allowing those case workers to create logins they will have access to confidential information. Are these known case workers to the administrator? When the administrator gives permission, a confidentiality disclaimer will automatically appear as a reminder of this important action.

I have sent email invitations to my coworkers to register under our Provider account, but they are not getting these invites. What can we do to ensure these invitations get to staff?

Some emails generated from the CLS site are being filtered out from your agency's email system. In order for the invitation process to successfully work, the CLS site domains (salesforce.com and force.com) would need to be "whitelisted." If you could pass this information on to your IT staff, it would help alleviate this issue. **Technical Note:** Let your IT staff know that the CLS Team (cls@casey.org) can provide a full list of all IP addresses these invitations may come from and help them test if whitelisting is successful.

How can a Provider remove someone from being an administrator?

- CLS requires you to have three “profile administrators” at any time due to historically high turnover of agency staff. If you have only three caseworkers, all three caseworkers will receive login requests.
- Once you have more than three caseworkers the **Receives Log in Request** boxes will be “unlocked” and you can manage which three caseworkers get the requests.

At that point, when you have at least four staff registered under your Provider’s account you can:

1. Go to your **Provider Profile**.
2. Click on the caseworker number that corresponds to the administrator you wish to **deactivate**.
3. De-select the **Receives Log in Requests** box. This will remove this person from the administrator role.

Confidentiality

What information is available within my agency to registered users?

Case managers and any other staff who are registered under a Provider’s account can see all the names of the youth being served by that Provider, the assessments they have started and/or completed, and their youth profile information.

The new CLS was developed with a more open environment to allow Providers easier access to their clients’ completed assessments. This decision was predicated on the expectation that child welfare workers are, by codes of behavior and standards, expected to maintain confidentiality at all times. Casey Family Programs sees it as a mandatory obligation by all staff who work with youth.

If your organization needs more confidentiality, you can instruct your workers to use other types of identifying information rather than the youth’s name. You can use case numbers, a SACWIS number or other forms of a Youth ID. We advise you not to use Social Security numbers. If you choose to do this, please keep a record of those identifying numbers separate from your Provider account.

We also discourage Providers from allowing foster parents or others who are not directly employed by the Provider access to their online account.

Also, there is no information in the CLS assessment that would pertain to HIPAA and confidentiality standards.

Can information be shared with people who are not registered in my agency?

Any case worker connected to a Provider account has the option to email a youth's assessment results to others outside the agency such as a teacher, therapist or foster parent.

What information is shared about my agency by Casey Family Programs?

Casey Family Programs does not share any confidential information about Providers or agencies.

Reports

There are currently two CLS data reports on the "Reports" page. The "Provider Report" displays the number of assessments completed by demographics. At this time the Provider Reports do not have data that can be used to determine strengths and weakness of youth.

The "Export All Assessment Responses" report will export all assessment data to an xls file.

Assessments

How do I print the Assessment Results?

Sign in and go to the **Find Youth Section**. From there, you can access the **Assessment Results** page. Click on the **Print View** in the upper right. A new window will open with the printable version of the assessment. Click on **Print** in the upper right of the **Print View** window.

How can I export all of my youth assessments?

Use the "Export All Assessment Responses" link on the Reports page in CLS to export all of the assessment data for your provider account. Column descriptions for the Excel report are:

- Assessment Name: Each assessment has a unique number
- Provider2: Provider Name: Name entered in the system for the provider
- Age: Calculated using the birthdate entered into the system
- Assessment Type: Type of assessment completed
- Assignee: Unique identifier for each youth
- Completed: An assessment that has at least 75% of the questions answered is "Completed"
- Completion_Rate: Calculated rate of completion questions answered/questions on assessment
- Foster Care Status: as entered by the youth
- Gender: as entered by the youth
- Race/Ethnicity: as entered by the youth
- Assessment: Created Date: date the assessment was first created in the system
- Assessment: Last Modified Date: date the assessment was last edited/updated
- Responses: these are the response values to each question answered on the assessment

How do I get to the caregiver assessment?

The option to have a caregiver take an assessment will appear once a youth has completed his or her assessment. When we designed this site, we felt it was important that the youth complete an assessment first before a caregiver could assess the youth. A printable version of the caregiver assessment can be found in the Printable Assessments section.

System Requirements

What kinds of requirements do I need in order to access the CLS website on my computer?

For optimum performance we recommend you have Internet Explorer 7.0 or higher. For Firefox, we recommend 8.0 or higher.

To access the training materials, see the recommendations on the CLS Help page. To view the CLS Webinar, you will need Adobe Flash Player 10.1. You may also need to update your QuickTime to listen to the video tutorials. All of these resources are free. For help with these resources, please contact your agency's IT staff.

Training

How can I learn how to use the CLS website?

Go to the Help/Training page on the CLS homepage to access free training materials. You can access a CLS Webinar, three video tutorials and a comprehensive How-To Guide. There is also a Practice Guide that gives step-by-step guidance on how to engage youth in the assessment process. It has links to a number of practice materials that will be useful in assessing a youth and building a learning plan. You will also find the Resources to Inspire Guide — a go-to manual for goals, activities and training resources. Finally, there is a Sandbox site for state training academies and other trainers to use in teaching others the functionality of the CLS site. It is an exact replica of the CLS site that can be accessed and used for demonstrations.

Can I still get certification training on the CLS tool?

Casey Family Programs no longer contracts with trainers to deliver live certification training. The functionality of the site is much easier to learn and there are **free training materials** that can be used for as-needed learning. Trainers can use these materials in their own training curricula. Go to the Help/Training page on the CLS site to access these free materials.

Resources

What resources are available to help create learning plans for young people?

There are resource guides available that list learning goals, expectations and resources to help teach young people the skills they need to succeed. The resource guide for the CLS main assessment is the [Resources to Inspire Guide](#). Other guides that may be helpful are:

- American Indian Resource Guide
- Gay, Lesbian, Bisexual, Transgender and Questioning Resource Guide
- Homeless Resource Guide
- Healthy Pregnancy Resource Guide
- Younger Youth

POWER

FAMILY

STABILITY

HOPE

FUTURE