

## Casey Life Skills FAQs

### New Features

#### What are the new features of the CLS site compared to the ACLSA site?

- There is a strong emphasis on permanency and each skill area includes statements that assess a young person's permanent connections to caring adults. There is a Permanency section on the assessment results.
- There is now one main assessment for ages 14 – 21 that integrates many of the statements from ACLSA Assessments Levels III and IV.
- New statements in the assessment make it more current by covering topics such as social networking and safety; computer skills, and healthy peer relationships.
- ACLSA Supplements are now called CLS Additional Assessments. They all remain the same; the ACLSA Short Assessment has been eliminated.
- ACLSA Assessment Levels I and II are now included with the CLS Additional Assessments to use with younger youth or youth with cognitive challenges.
- All assessments have been converted from a 3-point scale to a 5-point scale to give youth more choices.
- Skill areas (previously referred to as “domains”) can be taken individually to avoid assessment fatigue. If a youth population only needs to be assessed in particular skill areas, the case manager can mark that assessment as complete rather than having the youth complete the entire assessment.
- Assessment results are simplified, colorful and interactive. They show an average score for each skill area. The raw, mastery, and performance scores are gone after negative feedback over the years from youth and practitioners.
- The user experience is more youth-friendly to make the assessment feel less like a “test”.
- There is a new section called “Looking Forward” that assesses a young person's sense of confidence and hope for the future.
- There is no need to be certified to use the new CLS. The functionality of the site is much easier to learn and there are free training materials which can be used for as-needed learning. Trainers can use these materials in their own training curricula. Go to the Help page on the CLS site to access these free materials.

### 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 discreet accounts keeping in mind you would need discreet 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 3 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 insure 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 3 "profile administrators" at any time due to historically high turnover of agency staff. If you have only 3 caseworkers, all 3 caseworkers will receive login requests.
- Once you have more than 3 caseworkers the **Receives Log in Request** boxes will be "unlocked" and you can manage which 3 caseworkers get the requests.

At that point, when you have at least 4 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.

## Group Data

### Will my agency still be able to pull aggregate data to determine if we're meeting youths' needs?

We simplified the data reports in the new CLS due to low usage of ACLSA data reports and studies we conducted with our stakeholders. They reported that they were using their NYTD data and/or SACWIS or other data systems to run reports on the youth they serve.

There is currently only one CLS data report on the "Provider Reports" page. It 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.

### How do I pull pre/post (paired) reports?

The CLS does not offer paired T-test reports. The usage reports we did before beginning work on the new CLS site showed there were not enough agencies using these types of reports to warrant the costs of building them into the new site. We hope that the new format of the Assessment Results will make it easy for you to compare them side-by-side.

## 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 do I get to the caregiver assessment?

The option to have a caregiver take an assessment will appear once a youth has completed their 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 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 new CLSA website?

Go to the Help/Training page on the CLSA 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 7-page 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 CLSA site. It is an exact replica of the CLSA 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 which 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 (add link). 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
- Parenting Infants Resource Guide
- Parenting Young Children Resource Guide

There is a guide on how to use the Looking Forward Section of the CLS Assessment at

There is a Learning Plan Template to help get started with building a plan at



POWER