



MEMORANDUM

TO: Adult and Older Adult County Outpatient Clinics and County Contracted Providers (CCPs)

FROM: Sherri Terao, Director, Behavioral Health Services Department ^{DS} ST
Margaret Obilor, Director, Adult and Older Adult System of Care ^{DS} MO
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RE: Training on ANSA Outcomes Tool for Mental Health Programs

DATE: February 7, 2025

As Behavioral Health Services Department (BHSD) continue to work on finalizing the roll out of the ANSA manual and scoring sheet with representatives from the University of Kentucky Center for Innovation in Population Health (IPH). We are using this opportunity to schedule County-sponsored virtual online trainings with University of Kentucky to train end-users, supervisors and overview sessions for directors.

As stated in the August 8, 2024, memo, the recommended application of ANSA at this time, is for the **AOA Mental Health** programming to mirror expectations for Children Youth & Family System of Care. The ANSA will, at minimum, be completed at intake (within 60 days of admission), every six (6) months, and at discharge. Updates can and should be done in between due dates as clinically appropriate. ANSA data should be completed in myAvatar ongoing and at least monthly.

There will be two sets of trainings, all of which will be live online trainings via Zoom:

- 1) TCOM Leadership Overview Training
- 2) TCOM and ANSA Orientation and Overview to Support Certification
 - a. TCOM Orientation Training
 - b. ANSA Domains and Indicators Overview Training



1) TCOM Leadership Overview Training

Who should attend: Leadership not obtaining certification

Description: This leadership workshop is designed to introduce the Transformational Collaborative Outcomes Management (TCOM) framework and philosophy from a leadership perspective. It provides an overview of the assessment tool and a detailed exploration of its basic structure, including domains, indicators, and extension modules. Unique to this workshop is its focus on conceptualizing the TCOM tool from an operational standpoint. The content emphasizes person-centered care with practical guidance on implementation, practice application, utilization management, data use, certification, and strategies for program leaders to effectively orient their staff to TCOM tools.

Dates and Times this Training is offered:

- Monday, 3/3/25, 10 am – 12 pm
- Tuesday, 3/4/25, 10 am – 12 pm

Note: Space is limited for each session

2) Introduction and Training Toward Certification

Who should attend: Anyone who will be completing ANSA and/or supervising to ANSA

What: Overview of TCOM concepts, communimetrics, and use of the ANSA tool, including practical use. Both trainings are required.

2a) TCOM Orientation Training (This workshop is required before attending the ANSA Domains and Indicators Overview Training) - space limited to 75 in each session.

Please only sign up for one session.

- Wednesday, 3/5/25, 9 am - 12:30 pm
- Monday, 3/10/25, 9 am - 12:30 pm
- Tuesday, 4/8/25, 9 am - 12:30 pm
- Monday, 4/14/25, 9 am - 12:30 pm
- Tuesday, 4/29/25, 9 am - 12:30 pm

2b) ANSA Domains and Indicators Overview Training (Pre-requisites: TCOM Orientation Training) – space limited to 30 in each session. Please only sign up for one session.

- Thursday, 3/6/25, 9 am - 12:30 pm
- Thursday, 3/6/25, 1 pm - 4:30 pm



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

- Friday, 3/7/25, 9 am - 12:30 pm
- Friday, 3/7/25, 1 pm - 4:30 pm
- Wednesday, 3/12/25, 9 am - 12:30 pm
- Wednesday, 3/12/25, 1 pm - 4:30 pm
- Friday, 3/14/25, 9 am - 12:30 pm
- Friday, 3/14/25, 1 pm - 4:30 pm
- Wednesday, 4/9/25, 9 am - 12:30 pm
- Wednesday, 4/9/25, 1 pm - 4:30 pm
- Thursday, 4/10/25, 9 am - 12:30 pm
- Thursday, 4/10/25, 1 pm - 4:30 pm
- Wednesday, 4/16/25, 9 am - 12:30 pm
- Wednesday, 4/16/25, 1 pm - 4:30 pm
- Friday, 4/18/25, 9 am - 12:30 pm
- Friday, 4/18/25, 1 pm - 4:30 pm
- Wednesday, 4/30/25, 9 am - 12:30 pm
- Wednesday, 4/30/25, 1 pm - 4:30 pm
- Thursday, 5/1/25, 9 am - 12:30 pm
- Thursday, 5/1/25, 1 pm - 4:30 pm

Certification Process

- Following these training sessions, participants will be eligible to go onto the certification platform to do item review and testing.
- For the County of Santa Clara, you must be certified in each TCOM tool you utilize. If you are certified in CANS 5+ or CANS EC, but will be completing ANSA, you must also get certification in the ANSA. Your current log-in and coupon code associated with your email address covers all TCOM tools.
- Certification process to follow trainings (required annually for users and supervisors)

All trainings are available to [sign up on scclLearn](#)

Should any questions arise, please contact Amanda Vierra: amanda.vierra@hhs.sccgov.org