



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ELIZABETH HERTEL  
DIRECTOR

## MEMORANDUM

**DATE:** January 6, 2025

**TO:** Prepaid Inpatient Health Plans (PIHP), Community Mental Health Services Programs (CMHSP), and Certified Community Behavioral Health Clinics (CCBHC) Leadership

**FROM:** Patricia Neitman, MS LLP, Bureau Director *PLN*  
Bureau of Children's Coordinated Health, Policy, and Supports

**SUBJECT: MichiCANS Recertification**

The Bureau of Children's Coordinated Health, Policy, and Supports (BCCHPS) is reaching out to inform you about the recertification process for the MichiCANS.

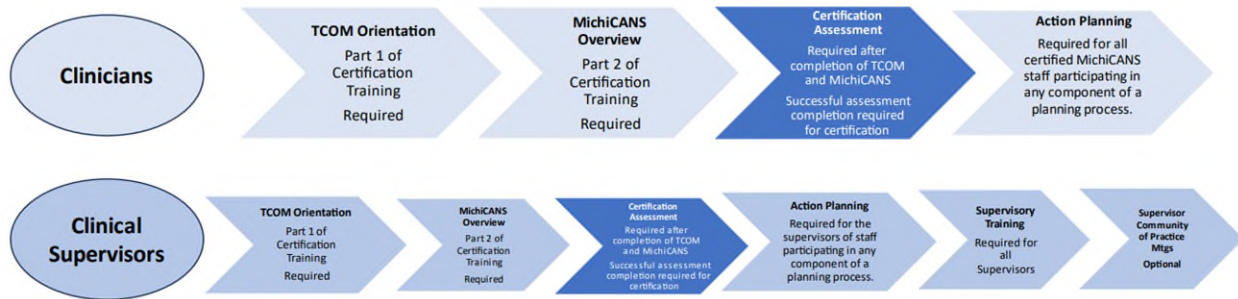
### **Initial MichiCANS Certification Training Requirements:**

The initial training requirements are listed below.

- Transformational Collaborative Outcomes Management (TCOM) Orientation Training (3.5 hours).
- MichiCANS Overview Training (3.5 hours).
- Certification Assessment – Upon completion of trainings, individuals must complete an assessment and receive a reliability score of .7 or more to be a certified user of the MichiCANS. **MichiCANS Certification expires one year from initial certification date.**

Additional required training when initially certified can include Action Planning (3 hours) and Supervisory Training (3 hours), depending on the individual's role at the agency.

- Action Planning Training is required for all certified MichiCANS staff participating in any component of a planning process. This training is also required for all supervisors regardless of what type of staff they supervise. This is a one-time training after initial certification.
- Supervisory Training is required for all supervisors providing oversight to certified MichiCANS staff. This is a one-time training after Action Planning Training is completed.



**Annual MichiCANS Recertification Requirements:**

While MDHHS does not require annual training after the initial certification, there is an annual requirement for recertification which includes completion of the Michigan CANS (MichiCANS) Certification Exam with a reliability score of .70 or more. The TCOM training platform will provide each certified individual with two auto generated reminder emails prior to the expiration of their certification (1 week prior and 1 day prior). The emails will include a link to the training platform. To complete the annual recertification process, log into your specific TCOM training platform account, by following the directions provided below. There is no cost associated with the recertification assessment. If you are having difficulties logging in to your account, please contact support@TCOMtraining.com. Information on how to register for the annual recertification can be found at the end of this memo.

In order to determine the certification status of staff members, the department encourages each PIHP and CMHSP certification lead to contact Lauren Mergen from the University of Kentucky at [Lauren.Mergen@uky.edu](mailto:Lauren.Mergen@uky.edu). Lauren will develop an individualized reporting mechanism for each PIHP and CMHSP to determine the certification status and training record of each employee or contractor.

The University of Kentucky offers MichiCANS Assessment Certification coaching for both initial and annual recertification. This opportunity is available to those who would like assistance with passing the MichiCANS certification assessment. This assistance includes providing specific feedback to trainees on certification exam results and supports the trainee to learn from past certification test attempts prior to retesting. Coaching assistance can be accessed by contacting the University of Kentucky team at [coaching@tcomtraining.com](mailto:coaching@tcomtraining.com).

MDHHS is also offering **optional** Booster Sessions. These sessions will be led by State of Michigan trainers and are offered to those individuals who (1) are already trained and (2) are requesting more opportunity for practice and application of the MichiCANS to prepare for recertification. Booster Sessions can be registered for via this link: <https://forms.office.com/q/faHgC4MJm2>

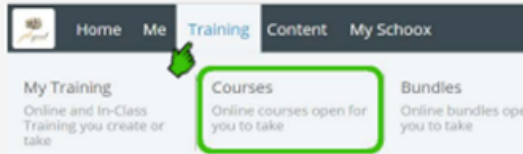


## RE-CERTIFICATION

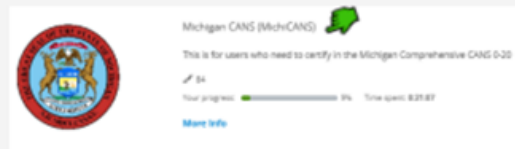
Certificate expired and time to re-certify?

*This resource is for users who have already completed certification in the past calendar year and need to renew their certificate.*

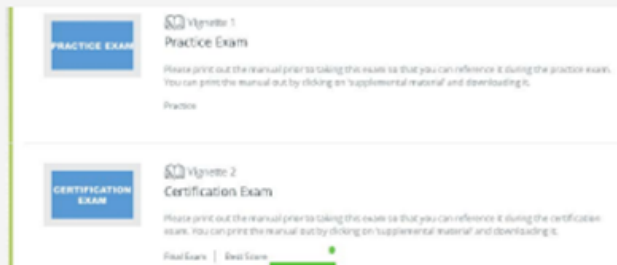
1. Login to <https://www.tcomtraining.com> with your email/username & password.
2. To return to your certification course, navigate to the training tab and click "Courses" as shown below.



3. Select the course: **Michigan CANS (MichiCANS)**. This is the course you need to re-certify in



You can now review the materials/steps OR jump straight to the final exam which is the last step in the course.



*\*If your certification has not expired, your best score will be shown from the previous year. Go ahead and click on "Certification Exam" and click "retake vignette" to re-certify early.*

- TIPS and HINTS:**
- All Manuals and course materials are under the "Supplemental Materials" on the course toolbar.
  - Reference the "TCOM Training Tips" and "Needs and Strengths" handout for support also located in "Supplemental Materials."
  - Take Practice Test before certification!



www.TCOMTraining.com  
e: support@TCOMTraining.com