Colorado Benefits Management System

CBMS Training Requirements
INTRODUCTION

The Health Care and Economic Security Staff Development Center (SDC) was established as a result of House Bill 12-1339 and exists to provide a complete training array to staff working with families accessing Medical, Food and Cash Assistance. The Colorado Benefits Management System (CBMS) is used to determine eligibility for these public assistance programs.

The SDC is the training connection between the Colorado Department of Human Services (CDHS), the Colorado Department of Health Care Policy and Financing (HCPF), and the Governor’s Office of Information Technology (OIT) to the 64 county Departments of Social/Human Services, and Medical Assistance (MA) sites throughout Colorado. The SDC works to identify essential training needs and to establish, facilitate, and maintain competency-based training curricula, while continually evaluating results.

SOC_StaffDevelopment@state.co.us
General Training Approach

The SDC provides a blended and modularized approach to training. This approach allows for immersion in various levels of learning tracks, with the initial level being standardized and compulsory. Blended learning is also most efficient where prerequisite work can be completed prior to coming to any in-person training, and time spent out of the office is minimized to the extent possible. Blended learning allows for web-based and virtual training to occur without the cost of travel for counties in rural areas of the state.
Background

CDHS, HCPF, and OIT are responsible for ensuring that comprehensive training is provided for staff, including contract staff, who have access to and/or update the CBMS Production Environment. Due to the sensitivity of information in CBMS and the functionality that allows benefits and services to be issued to Coloradans, users may need to receive additional training prior to accessing or updating the CBMS Production Environment.
Access Requirements

State Security Administrators, County Security Administrators, supervisors, and trainers must ensure training requirements identified by the SDC are adhered to. This document titled CBMS Training Requirements is located on TrainColorado under the Documents and Resources tab. Click on 'Document Library', and then Training Processes. This document includes:

- Purpose
- Scope
- References
- Roles & Responsibilities
- Training Requirements
- CBMS User Definition
- New User Access
- Update User Access | AI
- Update User Access | AI & II
- Other User Access
- Changing User Access
- End Date Extension
- Contacts for Questions
- Revision History
- Questions & Answers
Comprehensive Training Requirement

Initial training for Food Assistance, Medical Programs and Financial programs is delivered as live instructor-led, standardized and compulsory. Training is developed by the SDC and delivered by a SDC trainer or an Eligibility Site Trainer certified to train the course. Web-based training is also used so that prerequisite work can be completed prior to in-person training, and time spent out of the office is minimized to the extent possible. In some cases, post-requisite work is required to complete the course. In order to meet the comprehensive training requirement, the user must complete and pass the SDC assessment for the course. The SDC assessment is required to ensure there is a statewide baseline for training completion. The CBMS Training Requirements document is focused on training information. Refer to the CBMS Access Requirements for information regarding user access.
Co.Learn

CO.Learn, the SDC Learning Management System (LMS), is accessible by all users and is used to access web-based training modules (WBTs) and to register for Instructor-led training. System access, such as having a State or County email address, is not required prior to accessing training in CO.Learn. This is an excellent opportunity to ensure users have access to training upon hire.

New users go to TrainColorado.com to find out which courses to complete. A training plan could vary based on the Eligibility Site and user access level needed for CBMS.
Searching for Training Plans

1. Go to TrainColorado.com
2. Click on the Courses tab
3. Select Training Plans
4. Select Course Listings for New Eligibility Workers
Course Listings

This page provides details regarding the training requirements for each High Level Program Group. If you work multiple programs, combination training plans are available. Select the link for the High Level Program Group you work to view a list of required courses.

To register for a training plan select **Browse for Training**, this link will take you to CO.Learn.

To access guides and training to assist you in using CO.Learn, select Courses > CO.Learn LMS.
Training Requirements for County Users
Effective June 1, 2016

The CBMS user should complete their training plan based on the HLPGs that training will be provided. The user does not need to receive training for all HLPGs within the first six months of hire. However, when the End Date is removed, the user will only receive access to authorize the HLPGs for which training was received.

Access to authorize other HLPGs will not be provided until training requirements for other HLPGs is complete.

Example:

If the user will initially receive training for Medical Assistance and Food Assistance, and will receive Colorado Works training in the future, the training plan should be based off of Medical Assistance and Food Assistance.

Once the user completes training, the user will have access to a certificate showing the training requirements have been met and they can authorize the Medical and Food Assistance programs. The Security Administrator will remove the End Date and only provide access to authorize these programs.

When the user is ready to begin Colorado Works training, the user must select the training plan for Colorado Works. Once the user meets all requirements, the user will have access to a certificate showing the training requirements have been met and the user can authorize the Colorado Works program.
Expanding Foundations Training Waiver

Existing users needing additional access can request a Training Waiver. This form was created to provide a method for Supervisors/Managers to request a waiver for a CBMS user who does not have an End Date on their profile.

Users can complete the associated assessment without attending the in-person class in order to gain access to authorize the HLPG.

This form is located on TrainColorado > Documents and Resources > Training Processes.

Example:

User has been authorizing Medical Assistance (MA) and Food Assistance (FA) for several years. The user's role changed and now will be responsible for Colorado Works (CW). The user has not completed SDC training due to working MA and FA prior to SDC existence.

In order to receive access to authorize CW, the user must attend CW training and complete the assessment.

Approval of this waiver will allow the user to bypass the prerequisite Expanding Foundations courses and attend the course needed for authorization.
CBMS Training Requirements - Flow Chart

It is the responsibility of all County Security Administrators, State Security Administrators, Supervisors, Program and Contract Managers (where applicable) to ensure the training requirements are adhered to and to maintain documentation of all current CBMS users and each CBMS user’s role. If a user’s role changes, the user must complete the necessary training requirements.

The full flow-chart can be accessed on TrainColorado.com.
# Training Requirements - Details

<table>
<thead>
<tr>
<th>User Type</th>
<th>Training Requirements</th>
</tr>
</thead>
</table>
| County or CDHS State               | * The user goes to TrainColorado.com  
* Hover over the Courses tab.  
* Select What courses do I need to take?  
| * All New Users                    | All new CBMS users must complete the CBMS Access training courses.                      |
| * Inquiry Users including LEAP User|                                                                                       |
# Training Requirements - Details

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Specialized Users</strong></td>
<td>All new CBMS users must complete the CBMS Access Training Plan.</td>
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</table>
| * Employment First (EF)      | * Specialized users are considered Inquiry Only Users.  
| * Benefit Recovery           | * County provides training based on the task completed.  
| * Front Desk Admin Support   | * County provides training documentation to the CSA.  

**Note:** Additional training modules are in development for tasks that specialized users may complete as part of their job. For example, entering Income or Supportive Services for WFD or EF or Front Desk Support entering Case Comments. Once the training modules are available, the training requirement for these users will be modified. This document will be updated and notification will be sent to Eligibility Sites.

Counties should develop an internal process to provide training to these users. The process should include the type of documentation that is required to be provided to the CSA as verification of training.
## Training Requirements - Details

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| **County or State Update Access**<br>- Application Initiation Only | All new CBMS users must complete the **CBMS Access Training Plan**.<br>* The user goes to TrainColorado.com<br>* Hover over the Courses tab.<br>* Select 'What courses do I need to take?'
| | An Application Initiation (AI) Only user must complete the **Building Foundations Training Plan**.<br>* There is no longer an assessment for Building Foundations. Instead users will complete instructor-led training in between web-based training to ensure the knowledge was retained and users can practice what they learned.<br>* The user must provide the completion certificate to the Security Administrator. |
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| **County or State Update Access**  
- Application Initiation & Interactive Interview | All new CBMS users must complete the [CBMS Access Training Plan](#).  
* The user goes to TrainColorado.com  
* Hover over the Courses tab.  
* Select 'What courses do I need to take?'  
* On Co.Learn, register for the [CBMS Access Training Plan](#).  

An update user must complete the [Building Foundations Training Plan](#).  
* There is no longer an assessment for Building Foundations.  
* The user must provide the completion certificate to the Security Administrator.  

An update user must complete the [Expanding Foundations Training Plan](#) for the High Level Program Groups (HLPGs) they will be working.  
* Once all training requirements are met, the user must complete the final assessment associated to the HLPG training plan.  
* The assessment is accessed through each Expanding Foundations course. If the Assessment is passed, the user will print a certificate that shows the user's name and the programs they will have access to authorize and the End Date can be removed. The user must provide the certificate to the CSA. |
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| County Security Administrator (CSA)           | * The CSA logs in to CO.Learn  
* Register for the **CBMS Security Administrator Training Plan**  
* Register for the CBMS Security web-based training.  
* You are also required to take the post assessment after the web-based training.  
* The web-based training and the Security Assessment must be completed with a passing score of 80% or higher.  
* Once completed, the Security Administrator will be able to print a certificate that shows you have completed the course requirements for County Security Administrators. |
| State CBMS Security Administrator             |                                                                                                                                                                                                                       |

An online request will need to be sent by your hiring manager through the OIT-CDHS web page (http://oit.cdhs.state.co.us) requesting access to profile 160.

If additional access is needed please follow the CBMS Training Requirements for additional training.
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<tr>
<td>* Medical Assistance Sites</td>
<td>All new CBMS users must complete the <strong>CBMS Access Training Plan</strong>.</td>
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<tr>
<td>* Presumptive Eligibility Sites</td>
<td>* Go to TrainColorado.com.</td>
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<tr>
<td></td>
<td>* Click on the Documents and Resources tab</td>
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<td>* Click on the Document Library</td>
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<td>* Select CBMS</td>
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<td>* Review the MA Site Training Process document.</td>
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Training Certificates

REQUIRED FOR END DATE REMOVAL

Once all training requirements are met, the user will have access to the certificate showing they have successfully completed the training requirements for that training plan.

The Security Administrator should not remove the End Date without this certificate.
Questions & Answers

Q: If I am not a new CBMS user, do I still need to create a new account in the Learning Management System (LMS), CO.Learn?

A: In order to register for any training offered by the Staff Development Center, each user must create an account in the new LMS. The user can manage their own account in the new LMS if updates are needed, such as a name change or contact information change.

Q: Where can I find course information such as dates, times, locations, modality (in person, web based)?

A: Go to TrainColorado.com. Select Training Calendar. Detailed information including course descriptions and locations are listed.

This information is also available via CO.Learn on the calendar.

Q: What are the steps if a user left employment for over a year and returned to a position which requires CBMS Access.

A: The user may complete the web-based training at any time. There is no assessment for CBMS Access. For waiver options for Expanding Foundations or further assistance, email the SDC at: SOC_StaffDevelopment@state.co.us
Questions & Answers Continued

Q: Are there guides available to assist with registering for courses?
A: Yes. The guides are located on TrainColorado.com. Select Courses, then CoLearn LMS

Q: What are the requirements if a user moves to a new County, State Department or Medical Assistance Site?
A: If a CBMS user moves to a new position, such as County to County, County to State or Medical Assistance Site to County, the user must meet training requirements unless the CBMS Training Request Waiver Form is submitted.

Q: Where can I get information regarding access for CBMS users and information regarding End Dates?
A: Refer to the CBMS Access tab located on TrainColorado.com
QUESTIONS?

Email the Staff Development Center

SOC_StaffDevelopment@state.co.us