

Colorado Benefits Management System

CBMS Training Requirements



COLORADO
Healthcare & Economic Security
Staff Development Division



SDD Background

The Staff Development Division (SDD) 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) for eligibility sites across Colorado.

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 Coloradoans, users may need to receive additional training prior to accessing or updating the CBMS Production Environment.

In partnership with the SDD, there are many Eligibility Sites that may have an in-house SDD Certified Trainer that can facilitate the required training.



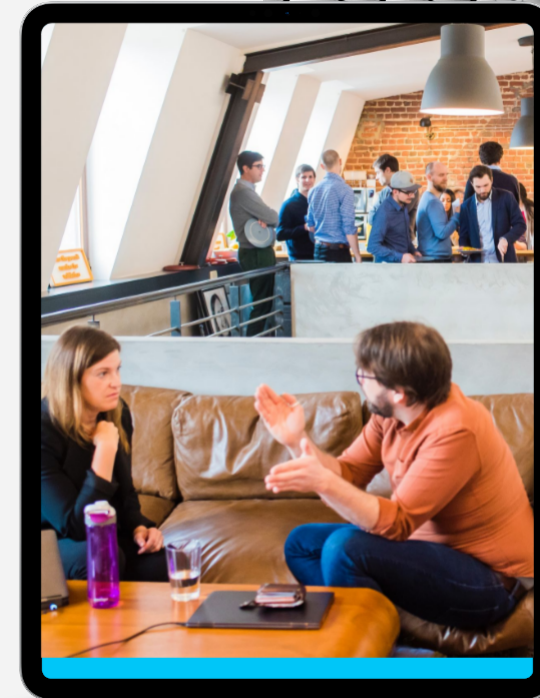
The SDD provides a blended and competency based approach to learning, referred to as Process Based Training (PBT). PBT as a blended model includes, self-paced learning in the form of web-based training (WBTs), desk aids, and process manuals followed by instructor-led training (in-person or virtual) where certified trainers guide learners in the process of CBMS data entry and eligibility determination.

Blended learning allows for web-based and virtual training to occur without the cost of travel for counties in rural areas of the state.

Access Requirements

State Security Administrators, County/Site Security Administrators, supervisors, and trainers must ensure training requirements identified by the SDD are adhered to. In the following pages, you will find guidance on which training you are required to take as it applies to your role with your agency.

The requirements for training vary by what type of CBMS access a worker requires, e.g., to view, or take action on cases in CBMS.



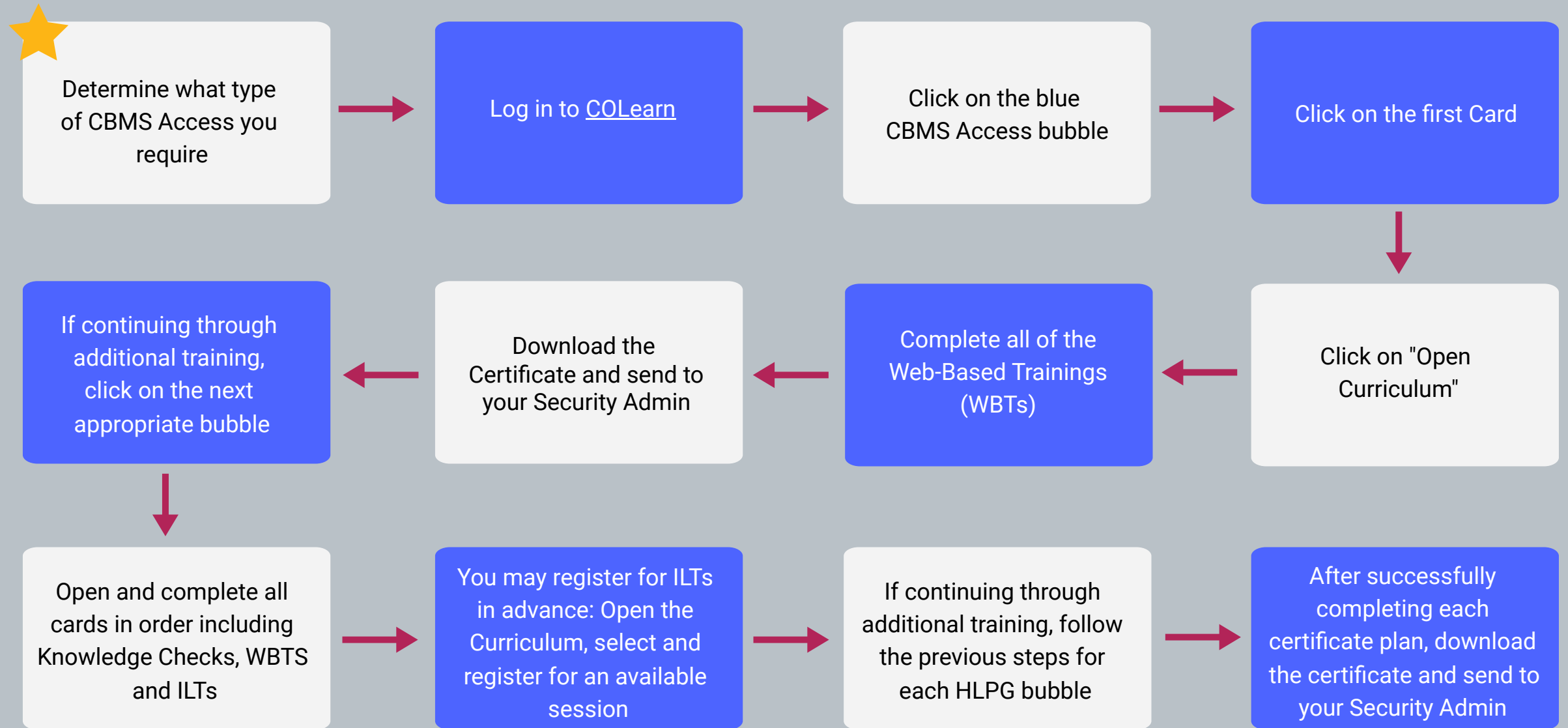
All CBMS Users

A new user or a user that has lost CBMS access for 180 days or more, must retake all required training.

Security Administrators

If a Security Administrator has lost CBMS access for 1 year or more, must complete all required training again.

STARTING YOUR TRAINING JOURNEY



CBMS Access

Profile Definitions

Read Only

Limited CBMS Access that allows the ability to view cases in CBMS but no data entry within the case

- Workforce Development (WFD)
- Employment First (EF)
- Benefit Recovery
- Front Desk Admin Support

Application Initiation

Limited CBMS Access that requires, Application Initiation, Interface Inquiry and case comments

- Imaging Staff
- Application Initiation Teams

Update Access

CBMS Access that allows the worker permission to update and authorize cases

- Workers that determine and authorize eligibility for any or all HLPGs

WHAT TRAINING DO YOU NEED TO TAKE?

All new CBMS users must complete the CBMS ACCESS Training Plan

CBMS Training Requirements

	CBMS Access	Building Foundations	MAGI	Non-MAGI	SNAP	Adult Financial	Colorado Works	Long-Term Care
Read Only	✓	✗	✗	✗	✗	✗	✗	✗
Application Initiation	✓	✓	✗	✗	✗	✗	✗	✗
Update Access	✓	✓	✓*	✓*	✓*	✓*	✓*	✓*

* Training for each of the HLPGs will be required only if the worker will be processing cases for that program

Training Certificates

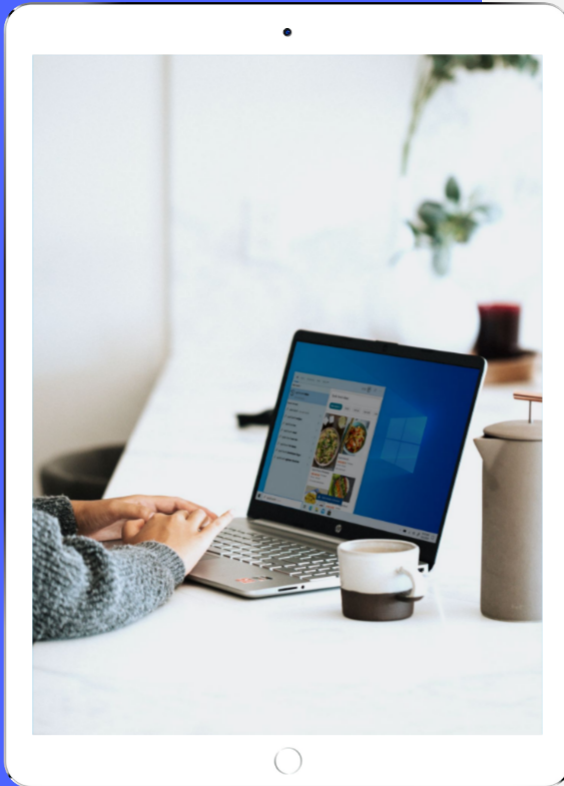
REQUIRED FOR END DATE REMOVAL

Once all training requirements are met, the user will have access to the certificate in their COLearn transcript, showing they have successfully completed the training requirements for that program.

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

Security Administrators

County Security Administrator (CSA), and State CBMS Security Administrator



- Request and Register for the CBMS Security Administrator Training Plan in COLearn
- All Security Administrators are required to take the post assessment after the required 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
- An online request will need to be sent by your hiring manager through Identity Manager (<https://iam.state.co.us/>)
- CSAs may not have update access on the same CBMS ID. Reach out to OIT for further information at CDHS_CBMS_Application_Security_Requests@state.co.us

Presumptive Eligibility

- Request and Register for the Presumptive Eligibility Training Plan in [COLearn](#)
- All Presumptive Eligibility workers are required to take the test after the required training
- The web-based trainings and the test must be completed with a passing score of 80% or higher
- Once all required training is completed, and the certificate is received, the Presumptive Eligibility worker will send the certificate along with the 3rd Party Access Forms to the PE Administrator at hcpf_PE.Eligibility@state.co.us
- The PE Administrator will submit a Help Desk Ticket for the PE worker's appropriate access



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), COLearn?

A: In order to register for any training offered by the Staff Development Division, each user must create an account in COLearn. The user can manage their own account 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: Log in to COLearn and click on the white Training Schedule bubble.

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

A: If it has been more than 180 days, the user must retake all required training.

QUESTIONS & ANSWERS

Q: Are there guides available to assist with registering for courses?

A: Yes. The guides are located on TrainColorado.com. Additionally, COLearn is set up for self-guided registration. If you still need assistance, please fill out the Contact Us form.

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, and there has been no break of 180 days or more, the user shall retain all previous CBMS Access permissions, provided all training requirements are met in their COLearn transcript.

Reach out to the SDD for a Transcript Review if no certificates are available

Q: Can I take the training out of order? For example SNAP before Non-MAGI, etc.?

A: SDD training curriculums are structured in a way that builds on a new worker's knowledge. Med programs, MAGI specifically, is where they get the initial "basic" training. Taking training out of order may negatively impact the learner's success as an eligibility worker.

QUESTIONS?

Email the Staff Development Division



SOC_StaffDevelopment@state.co.us



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