



INFORMATIONAL MEMO

TITLE:	COLORADO CASE MANAGEMENT ASSESSMENT, SUPPORT PLAN AND SYSTEM SOFT LAUNCH TRAINING
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	APRIL 1, 2022
DIVISION AND OFFICE:	CASE MANAGEMENT & QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT TRAINING
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Purpose and Audience:

The purpose of this Informational Memo is to notify Case Management Agencies (CMAs) of the required training series for the soft launch of the Colorado Care and Case Management assessment, support plan and operating system.

Information:

The Department of Health Care Policy & Financing (Department), in collaboration with stakeholders, has developed a new person-centered assessment and support plan. This includes new processes for eligibility determinations, needs assessments, and support planning for all individuals seeking or receiving long-term services and supports (LTSS). The new process will be automated in a new case management IT solution, the Care and Case Management (CCM) system.

In preparation for implementing these changes, the Department will be administering a soft launch of the system with case management training sessions and materials available through the Learning Management System (LMS) to provide case managers

with comprehensive policy and systems training. These trainings will include self-paced Web-Based Training (WBT) modules and Virtual Instructor Led Training (VILT) sessions. WBT modules include video tutorials, scenarios, and knowledge checks to guide the case manager through the training material. VILT sessions will expand on the knowledge obtained in the WBTs and facilitate interaction to discuss the training material in a group setting.

The case management training will be split into the following segments, which includes but is not limited to:

- Introductory
 - Welcome
 - Intake Screen
 - Level of Care Screen Part I
 - Level of Care Screen Part II
 - Introduction to the Assessment and Support Plan
 - Personal Story
- Assessment
 - Functioning Age 4 and Older
 - Functioning Ages 0-3
 - Health
 - Sensory and Communication
 - Psychosocial
 - Memory and Cognition
 - Housing and Environment
 - Safety and Self-Preservation
 - Participant Engagement
 - Referral and Goals
 - Caregiver
- Support Planning
 - Support Plan
 - Assessment Output
- System Navigation

Soft Launch Training Schedule

Soft Launch Training will be available on the LMS starting on April 4, 2022. These trainings are available for case managers who have been identified to participate in the soft launch. Training will begin with the self-paced, WBT modules in the LMS. Case managers have been notified of their COLearn LMS accounts through their registered email. Case managers who need an account but have not yet registered are able to

create their own account in the LMS. The Department will send a final training calendar to the CMAs participating in the Soft Launch.

VILT sessions will begin April 25, 2022, with case managers registering for 10 VILT sessions through the LMS. Multiple sessions will be offered for each VILT to accommodate case management schedules and to allow for smaller working sessions. Case management staff participating in the soft launch must complete all trainings by June 30, 2022. Upon completion of the training the Department will issue a one-time training payment to each CMA.

In advance of the October GoLive, the training schedule for the full launch of the system will be communicated to case management agencies through an additional memo.

Attachment(s):

None

Department Contact:

Rhyann Lubitz

Rhyann.Lubitz@state.co.us