



COLORADO

Department of Health Care
Policy & Financing

Training Incentive Frequently Asked Questions (FAQs)

FY 2016-17 County Incentives Program

General Background

What is the Training Incentive?

For the FY 2015-16 County Incentives Program, the Department added a Training Incentive which set a benchmark for ongoing training of county eligibility staff. In order to earn Training Incentive funds, the county ensured that eligibility staff completed a specified minimum number of hours within the contractual period and kept documentation of the ongoing training.

For FY 2016-17, the Department refined the Training Incentive by changing how the minimum number of hours were calculated and how counties kept documentation of the ongoing training.

What is the minimum number of hours of ongoing training required for county eligibility staff?

For FY 2016-17, the minimum number of training hours is dependent on the High Level Program Groups (HLPGs) that the eligibility staff works with; this includes certain Colorado Department of Human Services (CDHS) HLPGs from a Department-approved list.

For an eligibility technician/supervisor who works Medical Assistance HLPG only, the minimum number of training hours to complete by June 30, 2017 is **nine (9) hours**.

For an eligibility technician/supervisor who works Medical Assistance HLPG plus one additional HLPG, the minimum number of training hours to complete by June 30, 2017 is **six (6) hours**.

For an eligibility technician/supervisor who works Medical Assistance HLPG plus two additional HLPGs, the minimum number of training hours to complete by June 30, 2017 is **three (3) hours**.



What trainings are eligible to count towards the Training Incentive?

Trainings offered through the Department, the Staff Development Center (SDC), or a SDC-certified trainer using SDC materials, are automatically approved and count towards the Training Incentive.

County-developed trainings require pre-approval from the Department to count for the Training Incentive. By utilizing the Learning Management System (LMS), counties can create workflows and request approval of locally-developed trainings. Once approved, the local training would count towards the Training Incentive.

Why do county-developed trainings require pre-approval?

To ensure the accuracy of the content being presented to eligibility technicians, county-developed trainings will be reviewed by the Department's Policy Unit. In addition, the SDC will review these trainings to ensure they follow adult learning principals. Finally, the County Relations team will ensure that the training meets the requirements of the incentives contracts. Utilize the table below to determine which trainings require pre-approval:

Trainer Status	Training Material	Method for Pre-Approval
SDC-Certified Trainer	SDC-Certified Material	No pre-approval required
SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via <i>Add an External Training</i> . Must include copy of training to review.
Non SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via <i>Add an External Training</i> . Must include copy of training to review.

What is the timeframe for requesting pre-approval of county-developed trainings?

The workflow for pre-approval depends on the type of training. If a training for a group requires pre-approval, then the Department recommends that counties begin the pre-approval process at least three weeks prior to conducting the training. This allows for the SDC and the Policy Unit to review the content to ensure accuracy and adherence to adult learning principals.

There may be instances where county-developed trainings may require revisions if the training contains factually inaccurate data and/or concepts, or does not adhere to adult



learning principals. The Department will inform the county that the training requires revision prior to approval being granted.

Do trainings beyond those offered by the SDC or county training teams, like stand-up trainings, count?

Team stand-ups **will not** count for the FY 2016-17 Training Incentive. Other trainings, such as over-the-shoulder training, conferences and seminars, and others, will count. However, these types of trainings will have to be manually added utilizing the *Add an External Training* feature in LMS. A workflow will then be created for pre-approval.

If county cannot determine if a training would require pre-approval, you can request a preliminary review by contacting HCPFCountyRelations@state.co.us.

What is the process for becoming a certified trainer through the SDC?

To become a certified trainer, visit the SDC's [Trainer Certification page](#). The Department encourages counties who do not have an SDC-certified trainer to take advantage of this opportunity. By becoming an SDC-certified trainer and using SDC-certified materials, the county can skip the training documentation pre-approval process.

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For more information visit Colorado.gov/hcpf/county-admin

