



INFORMATIONAL MEMO

TITLE:	INCIDENT MANAGEMENT AND PREVENTION STRATEGIES ONLINE TRAINING
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JUNE 30, 2020
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION & CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HOME AND COMMUNITY-BASED SERVICES (HCBS) WAIVERS
KEY WORDS:	HOME AND COMMUNITY-BASED SERVICES, HCBS, CASE MANAGEMENT AGENCIES, CMAS, PROVIDER, PASAS, INCIDENT MANAGEMENT, PREVENTION STRATEGIES, TRAINING, INCIDENT REPORT, CRITICAL INCIDENT REPORT, CIRS, IRS
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Purpose and Audience:

The purpose of this Informational Memo is to provide a notice to all Case Management Agencies and Home and Community-Based Services (HCBS) Provider Agencies of an online version of a training developed by The Department of Health Care Policy and Financing (Department) entitled "Incident Management and Prevention Strategies."

Information:

The Department developed a training that reviewed case management and provider processes for Incident Management as well as incident prevention strategies. The Department hosted four webinar sessions of this training, however due to a limit on registration capacity, all training sessions reached maximum capacity. Because of this, the Department posted an online version of the training for those Case Managers and

HCBS Provider Agencies who were unable to attend one of the four webinar sessions. The online version of the training can be found here:

[Incident Management and Prevention Strategies Training](#)

This training is required for Case Managers at Community Centered Boards, Single-Entry Point agencies, and Children’s HCBS Case Management Agencies, as well as all enrolled HCBS Provider Agencies that provide any HCBS waiver service.

If you already attended one of the four webinar training sessions (held on June 3, June 4, June 9 and June 10), then you do not need to complete the online version.

Case managers and HCBS Provider Agencies have until September 30, 2020 to complete the online training.

The Department will also be posting a Frequently Asked Questions (FAQ) document based on questions that were asked during the four webinar training sessions. This document will be posted along with the online training.

Attachment(s):

None

Department Contact:

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