

## CASE STUDY

# Archway Station, Inc.

### *The Customer*

Archway Station, Inc. is a private nonprofit corporation operating in Allegany County, Maryland that provides psychiatric rehabilitation services to 200 adults recovering from serious mental illness and 60 children overcoming serious emotional and/or behavioral problems.

### *The Challenge*

Archway Station, Inc. wanted to provide the best quality trainings for their employees but struggled with the costs associated with sending staff to live trainings. Not only did the agency have to pay staff expenses to attend in-person trainings but billable hours were also lost while these employees were away from the office. The goal was to save money on training while still meeting mandatory training requirements and providing access to timely, up-to-date information. They also needed to measure training effectiveness and more easily report on trainings completed by their employees.

### *The Results*

Archway Station, Inc. signed up for a subscription for Essential Learning's Organizational Learning Management System in 2006 to provide online training for their employees. As a member of the National Council for Community Behavioral Healthcare and the Community Behavioral Health Association of Maryland this agency was entitled to deep discounts. Gil Frankenberry, CFO said, "my agency certainly saved money by being able to train one or two or four or ten staff on one particular topic without paying an average of \$50 to \$200 per person to send someone to a full day training session. We figured we spent on average \$125 per employee to send one person to a live training and we typically sent employees to two trainings a year, so this was costing us about \$250 per employee per year. In one year we could spend up to \$11,875 to send all of our

95 employees to live training. Now this cost is reduced by more than 40% by incorporating e-learning into our training program. The money we spend per employee per month for access to Essential Learning's service, I'm convinced is totally worth it."

He further stated, "sometimes live sessions are worth the money you spend, but sometimes they are not. Of course, you don't know if the training is worthwhile until after someone attends it. Essential Learning's system helps me review training material to verify its relevance and quality before actually assigning it to staff."

Essential Learning's comprehensive library of training addressed another problem that Archway Station, Inc. faced which is having regularly updated information available at any time at no additional cost. Tina Thomas, Training Director said, "we used to purchase CD and/or DVD on topics that accompanied the live trainings we would send staff to but that purchase was not a good use of our money because the information would quickly become outdated."

The testing component included with Essential Learning's system allows for pre and post testing to measure an employee's retention of information by comparing test scores pre and post course completion. And there is also an item analysis report which gives organizations insight into how employees answer exam questions. These tools have been instrumental for Archway Station, Inc to better assess their training program. "Now we can have proof our staff has learned something. With outside trainings we had no way to measure or know if assignments given from trainings were actually completed," stated Tina Thomas.

Tina believes that by incorporating e-learning into their training program her staff has been able to benefit by having access to a tremendous amount of training from leading experts at their fingertips, for just a few dollars per month per staff person. ●