



# CASE STUDY

## TRAINING

### Health and Human Services: Grants Management Training Academy

#### OVERVIEW

As a prime contractor, JAG partnered with the U.S. Department of Health and Human Services in 2020 to build a Grants Management Training Academy to reach and teach hundreds of government employees. At HHS alone, more than 3,000 people are responsible for this critical service, but the agency lacked training, a process for certification and a way to measure long-term success. JAG was brought on to help create a comprehensive solution that included a robust training pathway, engaging and hands-on content and performance metrics to measure knowledge retention.

#### CHALLENGES

- Assessing current content, training pathways, strengths and challenges in existing grants management courses
- Building three distinct tracks for certification programs and all accompanying training material
- Incorporating strategies to measure success and long-term retention
- Creating content that included real-world scenarios and gamification while ensuring 508 compliance

#### SOLUTIONS

JAG assembled a cohesive team of experts that included a project manager, instructional designers, an LMS manager, a graphic artist, subject-matter experts and other support staff. The team produced training content tailored for three levels of grants management certifications, providing instructor-led course materials as well as eLearning grounded in real-world scenarios, gamification and knowledge checks. Ultimately, the JAG team helped HHS establish a widely recognized Grants Training Academy to promote learning and engagement among nearly 2,000 grants management professionals to date.

The U.S. Department of Health and Human Services wanted to launch an ambitious program to train agencies and workers across the federal landscape on how to manage hundreds of billions of dollars in federal financial assistance awards.

#### RESULTS

Now in the third partnership year, the Grants Training Academy has received widespread praise among users. JAG continues to build on this success through ongoing training and content creation that will enable HHS to reach and teach an even wider audience. Already, the trainings have been deployed at federal agencies that include the National Institutes of Health, the Centers for Medicare and Medicaid Services and the Centers for Disease Control and Prevention.

[jeffrey.rohrlick@jaggloballearning.com](mailto:jeffrey.rohrlick@jaggloballearning.com)

[www.jaggloballearning.com](http://www.jaggloballearning.com)

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