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LMS365 helps employees at **Hammer Residences** feel supported through training

# Challenge

## LMS365 supports the training needs of Hammer Residences, Inc.

At Hammer Residences Inc. it's all about helping people with disabilities live life to the fullest. To do so the nonprofit organization needed their staff to feel fully supported and confident in their jobs. The best way to do this is to train them in the skills they need to succeed.

Before discovering LMS365, Hammer Residences, Inc. was using another Learning Management System (LMS) which supported them in building the foundation for their online learning. However, the LMS did not include all the organization's desired functions like certification expirations or email reminders, and module building was difficult.



***Having a system that is integrated into a program we already use (SharePoint) helps us disseminate information more efficiently, thereby creating better person-centered care for the individuals they support***

Jessica Hammer, Instructional Design & Tech Specialist Hammer Residences, Inc.

# Challenge

In addition, staff accounts would go missing in the shared site. HIPAA compliance was a core focus for Hammer and these challenges with the LMS meant that the company was not compliant, limiting the learning content that could be posted and shared.

Another challenge was the fact that Training and Support was limited, requiring the implementation team to become subject matter experts in all technical aspects that went beyond their internal roles. This was especially problematic because as a non-profit, the amount of data entry that was needed exceeded the number of hours that the training team could handle. Subsequently, Hammer decided to turn to the market to find a new LMS that would better fit their needs.

# Requirements

In addition to addressing the above challenges, Hammer vetted learning platforms that also met the following requirements:

-  **The ability to easily build learning modules**
-  **A system that allowed for improved employee tracking**
-  **HIPAA compliant LMS**
-  **Moderate data entry required to reduce the amount of paper use**
-  **Designed intuitively for all types of learners**
-  **Ongoing training and support from the vendor**

# Solution

The team that was tasked with replacing the current system sought out a variety of different options based on price, ease of access, and integration with existing systems that would also be incredibly easy for learners to use.

It was Hammer's Director of Information Systems who discovered LMS365 at a conference and received an overview of the solution. Upon his return he informed the rest of the team to set up a demonstration and gather some references from other LMS365 customers. This ultimately led to the company settling on the cloud learning platform.

Hammer rolled out LMS365 in three stages to ensure that there was full support for employees and to gradually get them up to speed with its many capabilities. First, the company piloted the Course Catalog to staff in March 2018. Two months later program managers were trained on its use before it was launched to all 550 of the organization's employees in July 2018.

All staff members are now using LMS365 to sign up for classes and complete lessons. Hammer's focus has been on building training content and building it in such a way that will significantly decrease the company's use of paper. On the backend, the training team use the LMS to build the different classes, e-classes and more that are being provided to staff. They also support all other departments in any technology launches or process changes that need to be implemented.

The organization is using LMS365 in different areas of the business for several purposes, with numerous programs on deck and in the works. These include Program Manager Training, Direct Support Professionals (DSP), Orientation Training Path, and Program Manager in Training Path (PMIT).

# Results

Though still in its primary stage, LMS365 is already proving to have an impact at Hammer. An “amazing” feature is that the LMS connects to the Hammer Active Directory (AD), which has made it possible for leadership to see exactly who is working on and completing training in real time. Some other benefits the company has seen:

-  **Having a system that integrates with SharePoint - a program that users are already familiar with - helps to disseminate information more efficiently.**
-  **An integrated system helps establish better person-centric care for individuals.**
-  **Since it's built on top of Microsoft, all changes are supported in the same technically related environment, making it seamless for the end user.**
-  **The look and feel of the LMS365 Dashboard and learning modules have helped staff feel more confident in completing required lessons on time.**
-  **Power BI is used to create customizable, dynamic data reports to help track employee progress.**
-  **A video icon in the LMS365 Dashboard is linked to Stream where all video tutorials are held – a one-stop shop for all things training.**

The biggest success the training team has seen so far is the positive feedback they have received from their Program Managers. The Program Managers oversee the management of a Hammer home and ensure that individuals are supported in the best way possible. This includes a variety of behind-the-scenes tasks impacting individuals, families, and staff. Their feedback about the ease-of-the-use of the LMS365 has therefore been Hammer's biggest win.



**An integrated system helps establish better person-centric care for individuals**



**Dynamic data reports to help track employee progress**



**A one-stop shop for all things training**

# Future

In the future, the leadership team at Hammer expects to see an increase in user confidence when it comes to employee training, resulting in a higher rate of on-time completion to help the company meet licensing requirements. Additionally, they also expect to see an increase in comprehension and retention for manager/leadership roles and functions.

Training team members will eventually be in the system on a consistent basis entering data, checking class status, and more. Hammer is also in the process of migrating all documents that pertain to any kind of training to the document library in LMS365 so that staff only have one place to go to find the information they need.

# About

Hammer is a nonprofit organization with a passion for providing quality services for adults and children with intellectual disabilities. Founded in 1923 by Alvina Hammer, it was one of only two Minnesota organizations at that time to offer people with disabilities the opportunity to thrive in a school and home setting. For over 90 years the company's mission remains true to Miss Hammer's founding vision. Hammer is a community of people who respect the individual's abilities, whose collective spirit makes dreams come true and whose innovations continue to lead the way

## Quick facts HAMMER RESIDENCES

**Industry:** Nonprofit - Human Services

**HQ:** Wayzata, MN

**Established:** 1923

**Web:** [www.hammer.org](http://www.hammer.org)

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