

Supporting Effective Control of Agency Funds

*Expansive Delivery Network, Development Capabilities and Infrastructure
Accommodate Agency's Need for High Volume, Multiple Location Training Rollout*

The Challenge

A large Federal agency was looking for a training partner to help them address problems with their fund certification process, including a lack of standard business processes across the organization. Although the agency had some training course materials in place, the training didn't cover all aspects of the fund certification process, and there weren't enough internal resources to deliver the training or maintain and update the materials. With a requirement to deliver training in multiple locations throughout the country, the agency also lacked the infrastructure to provide the necessary logistical support for its delivery.

The Process

Management Concepts worked with the agency to create and support a training program for staff on organization-wide business processes for fund certification. This included developing two customized courses to augment the agency's existing training content. A team of experienced instructors was also assembled to work collaboratively with agency subject matter experts (SMEs) to develop an in-depth understanding of agency processes and procedures. Lastly, Management Concepts coordinated a logistical and administrative support team to manage the multi-location rollout.

The Solution

The training program was comprised of three courses the agency had developed in-house on the fund certification process, as well as the two customized courses developed by Management Concepts. Together, these courses presented participants with a full picture of the proper use of funds. By involving the instructors early in the process and developing their knowledge of relevant issues, Management Concepts ensured multiple qualified resources would be available to handle the volume of classes the agency needed to deliver.

The logistical and administrative support function was also a critical component of the solution. As the liaison between agency headquarters and regional offices, Management Concepts developed the class schedule and worked with the agency site POCs to arrange for efficient delivery of materials, classroom setup, and instructor access to secure facilities.

The Results

To date, 432 classes have been delivered across the United States in every agency region, with courses often running concurrently across diverse locations.

The agency now has a training program that ensures participants are certified in the correct fund certification procedures, which supports the agency's goals of sound funds management and avoidance of Antideficiency Act (ADA) violations. The up-to-date materials and expert instructors consistently receive high marks in post-course evaluations. Participants appreciate how the course content relates directly to their organization and that the instructors facilitating the class are familiar with their organization's specific challenges.

KEY FACTS

CLIENT

A large Federal agency with locations across the United States

PROJECT GOALS

- Address fund certifications process issues
- Develop and deliver relevant, updated training seamlessly across multiple locations

KEY OUTCOMES

- 432 classes conducted to date with 14 instructors at 53 unique locations
- Initiative successfully supports sound funds management and avoidance of ADA violations

CALL TODAY to learn how Management Concepts can help you achieve your performance improvement objectives.

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