



**Holland Home and Hospice/Christian Living Services
Case Study**

Industry: Healthcare
Challenge: Provide and manage training for new and existing volunteers
Solution: VSystem Live Online Training Module



How to Streamline, Simplify and Track Volunteer Training

Who Christian Living Services' Holland Home campuses serve senior residents in the greater Grand Rapids, Michigan area. They rely on over 800 volunteers to aid and enrich the lives of residents. Volunteers are integrated at diverse levels of care including skilled nursing, rehabilitation, assisted living, and hospice.

Challenge Time spent providing training required by regulatory agencies meant less time for volunteer coordinators to provide face-to-face orientation and onboarding. Holland Home **needed a fast, flexible system** for complying with policy requirements, processing paperwork, and providing on-site, face-to-face training specific to each assignment.

Solution Holland Home already used VSystem Live for processing applications, gathering signatures, providing schedules, and managing volunteer sign-ups for training and events. By adding the VSystem Live Online Training Module, **volunteer onboarding and training – as well as record keeping – took on a whole new dimension.**

Approved volunteer applicants now have 24/7 access to training guides, videos, presentations, and customized quizzes that verify understanding. Quiz results are automatically logged and reported to volunteer coordinators.

The VSystem Live Online Training Module **saves precious time and resources** for:

- Coordinators who receive reports on who needs required training and when.
- Current volunteers who manage their own annual training updates.
- New volunteers who need regulatory onboarding training.

Results As a result of using the VSystem Live Online Training Module, Holland Home dramatically reduced average onboarding time from 1 to 3 months to 1 to 3 weeks. Turnaround time on annual and required in-service requirements now takes just days rather than weeks.

The system takes the hassle out of scheduling and training for both volunteers and coordinators. Now that applicants pre-read regulatory materials before on-site meetings, coordinators have more time to focus on preparing people for the roles in which they'll serve.

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Plus, the quizzes reflect comprehension levels of applicants and current volunteers, allowing coordinators to address gaps understanding when they arise.

Volunteers and coordinators find that the system helps them spend more time helping seniors which is, after all, their real goal.

About Bespoke Software and VSystem One

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. Our VSystem One application is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with a knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

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