



Hello, thank you for your interest in our services.

A little about BHC Training. We are a small woman-owned business that has been providing a hosted (Learning Management System) LMS with content for 15 years now. Both Wendy and I have worked in this field for most of our careers and have a very good understanding of the regulations and company needs around training as well as the benefits and limitations of technology.

What we offer. We provide access to a proprietary LMS and content library. We have provided an more detailed “OPTIONS” page for your review. The LMS and content library (courses) is specific to the needs of the addiction industry. We limit our library so to not overwhelm customers and users, so if you don’t see something in the library let us know and either we have it in our large internal library or we may be able to create it. In some states there are some very specific training requirements for prevention, intervention, treatment and recovery organizations.

Customization. We can provide customization options. Our general fee is \$175 p/hour. Customization can include agency specific courses; training and staff development consulting and management; integration of personal record keeping systems; integration of compliance tasks and agency forms and processes onboard customization. We work with our preferred vendor, Prosperity Learning (ZIIVA), for custom LMS and HR system integration services. If your company is interested in these types of services, we can schedule a planning and proposal meeting.

Contracts. We do not require a long-term contract. We do have an agreement that details the fees and deliverables. A company can cancel services with 60 days written notice. There are no penalties unless services are cancelled within the first 12 months of the agreement. The company is still responsible to pay a \$750 early termination fee and there are no refunds for paid student licensing fees.

Fee/Billing/Invoicing. Our fees are based on the training option you select. We prepare all our invoices monthly. These are sent via email using QuickBooks. The invoice will include the current month maintenance fee and the previous month student license fees for new student enrollments and renewals. Fees are billed monthly and can be paid online using a variety of digital payment sources. We also offer a bank draft option.

Staff. Wendy Martinez handles technical support and will be your contact for setting up your students and company in the LMS. Rhonda Patrick works with you to design your training programs and answers all the regulatory and HR related questions. She also handles all course development. Robin McDowell manages all of the billing/invoicing.



Product Review. Let us know if you would like to review our LMS and courses. We have attached a list of the current course we have available. You can contact us by email and we will set up access for your team.

Getting Started. Please contact to let us know that you would like to get started with our services. We will send you an enrollment packet for completion.

We look forward to working with you.

Warmest Regards,

Dr. Rhonda G. Patrick, LCSW-S, MPA
Director



OPTIONS

Thank you for your inquiry about our training products. When it comes to how best to develop and support our workforce, while meeting regulatory and accreditation mandates, you have several options. Picking the option that best serves the needs of the company is dependent on many resource factors. Here are the options BHC Training has for your company.

Option 1:

Utilize our shared LMS with library. This option is best if you want an easy to use out of the box solution, with content specific to addictions. This is for companies who need basic administrative functionality, but don't have the resources for a dedicated LMS administrator. We work as an extension to your HR department/staff. Including helping you understand, implement and respond to training mandates. We do not charge a "set up fee" for this option. The monthly cost is based on the number of current students you have enrolled in the LMS. There is a base monthly fee of \$85/\$150 and per student fee of \$40 p/year.

Option 2:

Customize a new LMS using our "out of the box" platform and library. This option is best if you need an easy-to-use solution, have specific custom training content, want more control over program, content creation, and administrative actions. You will need to have a dedicated LMS administrator. There is a setup fee of \$5,000, plus \$50 per student enrolled. This includes platform deployment with 20 hours of technical assistance and set up consulting. The monthly cost is dependent on the number of current users.

Option 3:

Maintain your current LMS and purchase individual courses that can be uploaded for your use. This is the best option if you are still in a lengthy contract with your current LMS or have invested a great deal of financial resources in its design and development. We can provide you protected SCORM files that you upload into the LMS. We also have other options for file and content uploads. You will pay a licensing fee for the course and associated materials, the amount depends on the course and if you want automatic annual updates. If you use Relias, we can discuss what course you might need and if this is an option.

Option 4:

For companies that just need to address an audit or licensure response and have only a few employees who need specific courses, we have a partnership with the Institute for Education to provide access with core regulatory courses for a fee. This requires the setup of an individual account for each student/employee and payment for each course individually. We do not recommend this for large companies or as a long term solution. The costs of this based on type and number of the courses needed. We have bundled and individual plans ranging from \$10 to \$125 per student.



SHARE LMS SET UP PROCESS

The company set up process is easy and straight forward. There is planning involved- there are two steps to setting up your company learning management system (LMS). The first is the creation of the LMS platform, the associated training programs, and job roles. The second is the upload of students. We have an excel workbook that help us to complete this process. Our goal is to have your company set up within 5 business days.

The first step is to complete the ENROLLMENT WORKBOOK. There are two worksheets, the first one is all your company information. We use this to build out the company profile, set up billing, and design your job roles. The second sheet are the initial students you would like to enroll. Once you complete the workbooks, return to us, we will complete your LMS build-out. The build out is generally completed in 3 business days. We will call you if we are unsure about any information as we build.

While we build your platform, our content and program creator will create your training program based on information that you provide from the course selections form. This will also be the time to discuss any customization of courses or any company created training you would like to upload.

When the training programs are completed, they get attached to a job role and we will upload all your initial students. We will fine tune any notifications needs or other functionality/permissions at this time as well.

Once your company set up is completed and tested, you will receive a welcome email with all the user information, instructional guides and you can begin to utilize the LMS. If you need us to hold access to a specific roll out date, please let us know before we upload the spreadsheet as this will active all the student accounts.

We will schedule an orientation via ZOOM within 7 business days of upload to answer any questions, show reports and other functionality. We like to allow a few days of utilization before scheduling as the roll out and students access often generates many questions.

From this point forward your admin will manage all enrollments and terminations. There is a 45 day check in and make any adjustments to training, and a 6 month review of training, processes and permissions.