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**CLOSING THE CAPABILITY GAP THROUGH
PARTNERSHIP, CUSTOMIZATION, AND
MASTER-LEVEL FACILITATION**



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EXECUTIVE SUMMARY

When a federal government agency faced persistent compliance challenges and their clients missed benefit opportunities, leadership turned to one of its trusted Prime contractors an accounting and audit firm for support. While the Prime possessed deep technical expertise in financial management and auditing, it recognized a critical gap: the need for customized training design and skilled facilitation to translate complex regulations into practical understanding. The Prime engaged H3C as an expert teaming partner to fill this gap. H3C was responsible for developing a comprehensive learning strategy, designing a custom training program and curriculum, facilitating the nationwide rollout, and strengthening the agency's internal capacity through our proprietary Learn-Do-Be™ and T4 Train-the-Trainer™ frameworks.

Together, the collaborative team transformed a fragmented compliance education effort into a unified, scalable learning system that empowered Subject Matter Experts (SMEs) to become confident trainers and facilitators. The impact was immediate and measurable, 85% of participants applied the acquired tools and templates within two weeks of training, and 96% rated the content as highly relevant and engaging.

The initiative also led to significant improvements in the utilization of federal benefits and compliance accuracy. The success gained such attention that the agency's department leader invited the Prime and H3C to deliver an After-Action Impact Report in Washington, D.C., highlighting the transformative results, key insights, and conversations taking place between state-level facilitators and end-user recipients.

INTRODUCTION

Federal agencies operate in an increasingly complex regulatory environment, where compliance, benefits administration, and service delivery must align seamlessly. In this case, the challenge was not the availability of information rather, it was the ability to translate dense financial, administrative, and eligibility regulations into practical knowledge that frontline staff, providers, and end users could apply consistently and accurately.

Although the Prime contractor and internal leaders had attempted multiple rounds of training, agency clients across the country continued to misunderstand requirements, miss benefit opportunities, and fall short of compliance expectations. It became clear that what was needed was not more information, but a strategic learning partner capable of transforming regulatory guidance into accessible, actionable learning.

Recognizing this need, the Prime engaged H3C to bridge the gap between technical interpretation and workforce capability. H3C's role was to redesign the learning experience, elevate the facilitation approach, and build sustainable internal capacity ensuring that complex regulations could be understood, taught, and applied with confidence nationwide.

THE CHALLENGE

The federal agency's services were delivered through a workforce dispersed across four major U.S. regions, collectively supporting thousands of childcare and early education providers. While the mission was national in scope, the workforce faced persistent difficulties interpreting and applying complex compliance and eligibility regulations. A joint review by the agency and its Prime contractor revealed several systemic challenges:

- Missed compliance requirements and benefit opportunities due to unclear understanding of federal regulations.

- Inconsistent performance across regions resulting from non-standardized training approaches and varied interpretation of rules.
- Subject Matter Experts (SME's) had basic training experience but lacked advanced facilitation skills and next-level tools needed to drive participant knowledge transfer.
- Training materials disconnected from real-world applications, leaving staff uncertain about how to use the information.

While the Prime contractor provided the accounting, auditing, and technical expertise required to interpret the regulations, it became clear that a different capability was needed to ensure the workforce could understand and apply them consistently. The Prime required a strategic learning partner who could translate regulatory complexity into meaningful, actionable learning experiences.

SOLUTION

To address the agency's nationwide compliance and capability gaps, the Prime contractor engaged H3C to lead the full learning, facilitation, and capacity-building strategy required to achieve measurable, sustainable improvement. Serving as the curriculum design and facilitation lead, H3C developed a comprehensive learning strategy that translated complex regulatory guidance into practical, actionable training. This included designing a fully customized program, equipping SMEs with advanced tools and facilitation techniques, and creating a scalable model that ensured consistent application, performance improvement, and knowledge transfer across all regions.

H3C's solution consisted of three integrated components:

1. Strategic Learning Design
2. Proprietary Training Methodologies
3. Nationwide Implementation and Sustainment



1. Strategic Learning Design

H3C began by developing a comprehensive learning and communication strategy designed to ensure clarity, consistency, and engagement across all four regional training hubs. Key elements included:

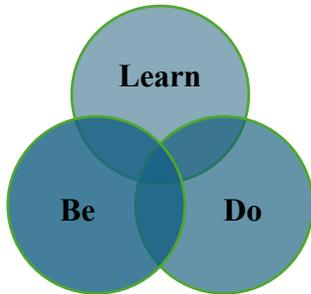
- Designing the learning and communication strategy for the nationwide rollout.
- Developing fully customized curricula aligned with the Agency compliance requirements and grounded in real-world provider scenarios.
- Training SMEs to become skilled facilitators, expanding their basic training experience with advanced tools for adult learning, engagement, and participant knowledge transfer.
- Co-facilitating sessions alongside the Prime to ensure technical accuracy, instructional integrity, and consistent delivery.
- Building a sustainability framework to support long-term application, retention, and continuous improvement following the initial rollout.

This intentional design ensured that every component from curriculum to delivery supported not only compliance understanding but also confidence and consistency across all regions.

2. Learn-Do-Be™ and T4 Methodologies

To elevate the workforce’s capability and enable scalable delivery, H3C applied two proprietary methodologies that served as the backbone of the learning experience.

Learn-Do-Be™ Framework



Learn	Simplified and clarified compliance requirements through structured, interactive instruction.
Do	Reinforced learning through simulations, teach-backs, case studies, and practice opportunities tailored to real compliance challenges.
Be	Cultivated professional confidence, ownership, and accountability so that accurate compliance behaviors endured beyond the training event.

T4 Train-the-Trainer™ Methodology

H3C’s T4 methodology was used to transform SMEs into high-impact trainers, capable of delivering engaging and effective learning experiences:

- Built to help SMEs evolve from content experts to facilitators and coaches.
- Emphasized adult learning principles, facilitation skills, and real-time learner engagement.
- Included custom trainer guides, participant workbooks, and interactive tools such as role-plays, teach-backs, and scenario-based activities.
- Utilized Mastermind design sessions with agency leaders and SMEs to co-create curriculum elements that reflected real operational and compliance challenges.



These methodologies ensured that training was not only informative, but transformative driving behavior change and improved performance at scale.

3. Implementation and Nationwide Rollout

Once the curriculum and facilitation model were finalized, H3C led a coordinated nationwide rollout in partnership with the Prime and the agency’s regional teams.

Key components included:

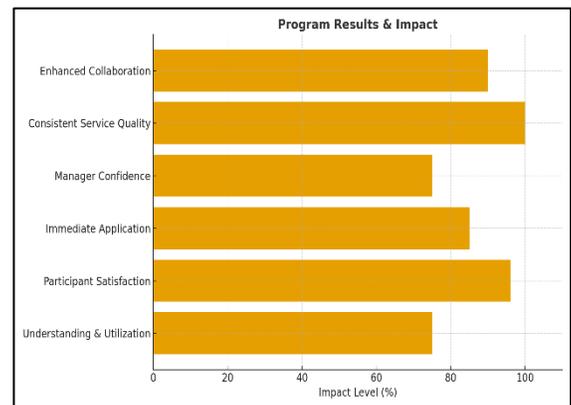
- Collaborating with the prime contractor, launching four regional training hubs simultaneously, ensuring broad and timely reach.
- Utilizing T4-trained SMEs to cascade learning and maintain consistent content delivery across regions.
- Providing real-time coaching, observation, and feedback by H3C facilitators to strengthen delivery quality and reinforce learning standards.
- Conducting Mastermind sessions that enabled each cohort to analyze real compliance scenarios and apply newly acquired tools directly to their work.

This structured, multi-region rollout ensured alignment, consistency, and high engagement, creating a unified training experience that closed the agency’s capability gaps and improved compliance outcomes systemwide.

RESULTS AND MEASURABLE IMPACT

The program delivered measurable, transformative improvements across all four regions, demonstrating the effectiveness of the customized curriculum, advanced facilitation model, and SME capacity-building strategy. Key outcomes included:

- **75%** Increase in understanding and correct utilization of compliance and benefits requirements, reducing errors and improving service accuracy.
- **96%** participant satisfaction with the relevance, clarity, and engagement of the training experience.
- **85%** immediate application of tools and templates within two weeks, demonstrating rapid transfer of learning to daily practice.
- **75%** increase in manager confidence in coaching, monitoring, and reinforcing compliance expectations.
- Consistent service quality across all regions, achieved through standardized training, unified messaging, and aligned facilitation practices.
- Enhanced collaboration between technical and training partners, strengthening inter-agency relationships and creating a more cohesive support system for state-level implementers.



These results not only validated the effectiveness of the new learning system but also generated significant visibility at the federal level, leading to an invitation for an After-Action Impact Report in Washington, D.C.

CONCLUSION

This engagement demonstrates that resolving complex compliance and capability challenges require far more than technical expertise. It demands strategic partnerships, human-centered design, and intentional capacity building. By combining the Prime contractor's deep accounting and audit proficiency with H3C's advanced learning strategy, facilitation mastery, and proprietary methodologies, the team delivered a scalable solution that strengthened understanding, improved compliance accuracy, and elevated workforce performance across all regions.

The transformation extended beyond knowledge transfer. SMEs emerged as confident facilitators, regional teams adopted consistent standards, and leadership gained the tools needed to reinforce expectations long after the initial rollout. The measurable improvements ranging from increased comprehension to higher confidence and consistent service quality validated the power of a customized, behavior-focused learning system.

The success of this initiative garnered federal-level attention, resulting in a request for an After-Action Impact Report in Washington, D.C. This recognition underscores the broader value of the partnership and the replicability of the model for future national programs. Ultimately, this project illustrates what is possible when technical accuracy and instructional excellence converge: agencies achieve compliance, staff gain capability, and end users receive the benefits and support they deserve.

Powerful outcomes happen when technical expertise and instructional excellence come together. Whether you're a Prime contractor seeking a strategic teaming partner or an agency looking to build internal capability, H3C offers the frameworks, facilitation expertise, and human-centered design needed to achieve sustainable impact. Let's explore how we can strengthen your next initiative together.

 *Contact H3C today to schedule a consultation.
877/479-7334*

*"Progress is impossible without change, and those who cannot
change their minds cannot change anything."*

~ George Bernard Shaw ~

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