



INSTRUCTIONAL DESIGN CASE STUDY

Supporting county-level homelessness services through e-learning instructional design and development



THE PREMISE

The Story Arc Learning team partnered with **Lexington-Fayette Urban County Government's (LFUCG's) Homelessness Continuum of Care (CoC)**, a collaboration of social service agencies tackling homelessness within Lexington, Kentucky. Together, they embarked on an instructional design adventure to develop two multi-faceted e-learning courses educating the community and social workers directing serving clients.

THE PLOT

Over two years, Story Arc Learning instructional designers created content in two parts. Part 1 included a Level 1 e-learning course to inform the community about the services provided by the LFUCG CoC. Part 2 included a 6-part course with 19 modules. The SAL team wrote all course content through a series of meetings with SMEs and specialists. The team then built and populated the organization's first learning management system with TalentLMS.

STORY HIGHLIGHTS

- An instructional design team of five developed over 100 assets including video, handouts, Level-1 e-learning, Level-2 e-learning, and PowerPoints
- Project completed on time, within scope, and in budget
- Instructional design team wrote all content and designed all imagery

