

JACE WorkFORCE Architect

Organization Handbook

A Complete Guide to Using Your LMS Strategy Tool

Prepared for Your Organization by
JACE | Jordan-Alston Center for Education
Workforce Innovation Division

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Section 1: Welcome and Orientation

What Is JACE WorkFORCE Architect?

JACE WorkFORCE Architect is a conversational AI-powered workforce strategy tool built exclusively for your organization. It helps you plan training, track continuing education units (CEUs), prepare for audits, reduce staff turnover, and build professional development pathways — all using only the courses already approved in your Learning Management System (LMS).

Think of it as your personal workforce development strategist that is available anytime you need it.

Important: This Is Not a Search Engine

This tool does not search the internet.

It does not make up courses or recommend outside training.

It works strictly within your official LMS course catalogs.

Everything it builds comes only from your approved inventory.

Who Is This Handbook For?

This handbook is designed for every member of your organization, regardless of technical experience. Whether you are an HR Director, a Supervisor, a frontline employee, or a licensed professional, this guide will show you exactly what the tool can do for you and how to use it.

What Does It Replace?

It Replaces	It Does NOT Replace
Manual training plan creation	Your HR department
Spreadsheet-based CEU tracking	Accreditation consultants
Guesswork in audit preparation	Legal counsel
Inconsistent onboarding processes	Clinical supervision
Unstructured professional development	Regulatory bodies

The Four Official Course Catalogs

Every recommendation the tool makes is drawn from exactly four authorized sources:

Catalog Name	Content Type	CEU Status
CEU Courses We Can Offer Today	Clinical and professional courses	CEU Eligible

Grief & Loss Library	Self-care, resilience, and grief modules	Mixed
JACE CEU LMS Offerings	Extended professional development	CEU Eligible
JACE Non-CEU Course Lists	Operational and compliance training	Non-CEU

Section 2: How to Use the Tool (Absolute Beginners)

Step 1: Open the Tool

You will access JACE WorkFORCE Architect through a web-based chat interface. Your organization will provide you with the specific link or login credentials. Once you open it, you will see a text box where you can type your request.

Step 2: Type What You Need in Plain English

You do not need to learn any special commands, codes, or technical language. Simply type what you need as if you were asking a knowledgeable colleague for help.

How It Works

You type a request (called a "prompt") in the text box.
The tool reads your request and builds a structured response.
Every response uses only your approved LMS courses.
You can ask follow-up questions to refine any plan.

Step 3: Read Your Results

Every time you make a request, the tool will return a structured response. Depending on what you asked for, this may include an executive summary table, a step-by-step LMS assignment plan, risk tier classifications, CEU labeling, implementation timelines, and KPI dashboard suggestions.

Step 4: Refine or Continue

After receiving your initial results, you can continue the conversation. Ask follow-up questions, request adjustments for different roles or populations, or ask for additional detail. The tool remembers the context of your current conversation and will build upon previous responses.

Example Conversation Flow

You: "Build a 90-day onboarding plan for Peer Recovery Specialists."
Tool: [Returns structured 30/60/90 day plan with courses, CEU labels, and timelines]
You: "Now adjust this for forensic peers."
Tool: [Refines the plan with forensic-specific modules and higher risk tier]
You: "Add a burnout prevention track."
Tool: [Integrates self-care modules from the Grief & Loss Library]

Section 3: Complete Capability Overview

Training Architecture

The tool can design complete, role-based learning pathways for any position in your organization. This includes structured 30/60/90 day onboarding models, competency-tagged course assignments, CEU tracking, renewal scheduling, and performance alignment. Supported roles include Peer Recovery Specialists, Community Health Workers, Behavioral Health Workers, Forensic Peers, Supervisors, Leadership, and specialized population-serving staff.

CEU Governance and Documentation

Whenever CEUs are involved, the tool automatically cross-checks courses against both the CEU and Non-CEU catalogs, labels every course clearly, builds a CEU Verification Matrix, provides LMS tagging instructions, and generates export instructions for audit documentation. You do not need to request this — it happens automatically.

Compliance and Audit Preparation

The tool builds audit-ready documentation including role-to-training mapping tables, risk exposure analysis, corrective action retraining plans, renewal cadence schedules, and executive audit response templates. It can help you prepare for state audits, accreditation reviews (including CARF alignment), Medicaid inspections, and grant compliance reviews.

Retention and Burnout Prevention

Using approved self-care and grief resources from your LMS inventory, the tool builds wellness integration strategies, burnout mitigation tracks, secondary trauma support pathways, and morale stabilization models. It offers four implementation approaches: optional and employee-selected, supervisor-assigned, light onboarding integration, and the recommended tiered model.

Performance Management Integration

The tool connects training to performance outcomes by building corrective action retraining plans, documentation remediation tracks, incident-response retraining models, skill revalidation frameworks, and supervisor-triggered intervention plans.

Analytics and Executive Reporting

The tool generates executive KPI dashboards, pre/post implementation comparison tables, workforce analytics models, and board-ready summaries. Key metrics include retention rates, CEU completion percentages, documentation error trends, incident frequency, and training completion analysis.

Job Description and Contract Mapping

If you paste a job description, state contract requirement, grant deliverable, or RFP into the tool, it will map required competencies to existing LMS courses, flag training gaps, assign a risk tier, and provide an implementation timeline.

Gap Identification

If your LMS inventory is missing something critical, the tool will flag it clearly and recommend internal review. It will never recommend outside courses or third-party training.

Section 4: Guide for HR Directors

As an HR Director, this tool transforms your function from administrative compliance tracking into a strategic workforce governance center. Below are the specific ways you should use it.

Strategic Workforce Governance

- Build organization-wide, standardized onboarding models
- Align all training with job descriptions and competency expectations
- Create a Workforce Governance Policy covering LMS assignment, CEU tracking, renewal monitoring, and corrective action standards
- Develop a Training Governance Committee model with quarterly review cadence
- Build multi-site training standardization frameworks

Audit and Accreditation Readiness

Try These Prompts (Copy & Paste):

"Help me prepare for a state compliance audit."

"Build an audit-ready compliance framework for our peer services program."

"Create a CARF-aligned training matrix by role."

"Generate a CEU Verification Matrix for all licensed staff."

"Simulate workforce-related CARF survey questions and build response scripts."

Retention and Workforce Stability

HR Directors can use the tool to reduce 90-day turnover through structured onboarding, implement proactive burnout prevention strategies, design supervisor-triggered intervention plans, and correlate wellness participation with turnover data. Every recommendation uses only approved LMS courses.

Performance-Linked Training

Connect training to promotion and compensation by building promotion eligibility tied to CEU completion, creating internal credentialing tiers, structuring career laddering pathways, and aligning LMS milestones with compensation structures.

Executive Reporting

Try These Prompts (Copy & Paste):

"Create an executive dashboard I can present to the board."

"Build a quarterly workforce intelligence report template."

"Show me training ROI in measurable terms."

"Create a 1-year workforce stabilization strategy."

HR Director Usage Cadence

Frequency	Action	Tool Request
Monthly	Review CEU dashboard and training lag	"Show me CEU completion status by role."
Monthly	Review high-risk role turnover	"Which roles have the highest training gaps?"
Quarterly	Audit CEU accuracy	"Cross-verify CEU eligibility for all assigned courses."
Quarterly	Adjust onboarding based on exit data	"Redesign onboarding to address 90-day turnover."
Annually	Refresh governance structure	"Build a workforce governance charter."
Annually	Conduct training gap analysis	"Identify all LMS training gaps by role."

Section 5: Guide for Supervisors

As a Supervisor, your influence on daily behavior, team culture, accountability, and retention is often more immediate and impactful than any other role. This tool gives you structured leverage.

Build Structured Team Learning Plans

Instead of telling your team to "complete required training," use the tool to build role-based pathways, sequence courses logically, assign timelines, set expectations in supervision, and track progress monthly.

Try These Prompts (Copy & Paste):

"Build a structured learning plan for my team of Peer Recovery Specialists."

"Create a 30/60/90 onboarding overlay for new hires on my team."

"Design a quarterly professional development rotation for my staff."

Use Training as a Performance Tool

When staff struggle with boundaries, documentation, crisis response, or cultural responsiveness, use the tool to build a targeted retraining plan before moving to disciplinary action. This protects the staff member, you, and the organization.

Burnout Detection and Prevention

You are the early warning system for your team. Use the tool to integrate grief and emotional processing modules, assign targeted resilience training, schedule structured reflection after high-impact cases, and monitor training engagement patterns that signal disengagement or burnout.

Run High-Impact Supervision Sessions

Use the tool to generate discussion guides tied to LMS modules, create reflection prompts, build case-based learning follow-ups, and design monthly team training discussions that go beyond "Did everyone complete their training?"

Protect Yourself During Incidents

If a documentation error, ethical lapse, complaint, or crisis mishandling occurs, use the tool to immediately assign retraining, build a remediation plan, track completion, and document your supervisory response.

Supervisor Monthly Checklist

- Review team training completion report
- Check CEU progress for licensed staff

- Identify lagging or disengaged staff
 - Reinforce application of one module in supervision
 - Integrate one professional development discussion per month
-

Section 6: Guide for Employees

As an employee, you have more control over your professional trajectory than you may realize. This tool helps you take ownership of your career development, protect your credentials, and build the kind of competence that creates long-term stability.

Take Control of Your Professional Development

- Build a structured CEU pathway for yourself instead of waiting for assignments
- Complete advanced modules beyond the minimum requirement
- Track your CEUs independently and maintain organized records
- Identify specialty tracks aligned with your career interests (forensic, military, youth, trauma)
- Create a personal professional development plan

Protect Your License

If you hold a professional license (LCPC, CPRS, or equivalent), this tool helps you verify which courses are CEU eligible, track your CEU hours accurately, monitor renewal deadlines, and avoid last-minute panic before license audits. You are responsible for your license — not HR.

Increase Promotion Readiness

Try These Prompts (Copy & Paste):

"Build a 12-month professional growth plan for me."

"Create a promotion-ready track for a Peer Recovery Specialist."

"Help me build a specialty in trauma-informed care."

"What CEU courses should I complete to prepare for a supervisor role?"

Prevent Burnout Proactively

Instead of waiting until exhaustion sets in, use the tool to schedule quarterly resilience modules, complete emotional regulation content, practice structured reflection exercises, and build a sustainable self-care routine. Burnout prevention is a professional responsibility.

Employee Monthly Checklist

- Check CEU progress against renewal deadlines
- Complete required modules early (not at the last minute)
- Apply one skill learned from a recent module to your daily work
- Bring one training insight to your next supervision meeting

- Identify one area for growth and request relevant modules
-

Section 7: Guide for Licensed Professionals (LCPC, CPRS, and Others)

If you hold a professional license, this tool serves a critical function: license protection. Your license is your livelihood, and the tool helps you manage CEU compliance, avoid documentation errors, and maintain audit readiness throughout your renewal cycle.

CEU Compliance Control

1. Identify which LMS courses are CEU Eligible versus Non-CEU
2. Build a CEU completion roadmap distributed across your renewal cycle
3. Create a CEU audit tracker with certificate verification
4. Structure CEU pacing so you never face last-minute renewal pressure
5. Generate a CEU Verification Matrix for your own records

Ethics and Risk Protection

Board complaints often arise from documentation gaps, boundary drift, dual relationship issues, poor crisis documentation, and scope-of-practice ambiguity. Use the tool to assign yourself periodic ethics refreshers, build a quarterly boundary reinforcement schedule, and refresh documentation and crisis response modules.

Renewal Cycle Strategy

Instead of cramming CEUs at the end of your cycle, use the tool to distribute CEUs quarterly, schedule higher-intensity modules early, leave buffer hours before your deadline, and track your completion percentage in real time.

Try These Prompts (Copy & Paste):

"Build a 24-month CEU plan for my LCPC renewal."

"Create a CEU compliance dashboard for my license."

"Which courses should I prioritize for ethics CEUs?"

"Help me prepare my documentation for a board audit."

Section 8: Accreditation Preparation (CARF and Beyond)

If your organization is preparing for CARF accreditation, state audits, or any external compliance review, this tool functions as a structured workforce compliance engine. It cannot certify you for CARF or provide legal advice, but it can operationalize your LMS to align with commonly reviewed workforce standards.

CARF Workforce Domain Alignment

CARF surveyors commonly review staff competency, training documentation, ongoing education, supervision structure, cultural responsiveness, ethics and boundaries, performance improvement, and risk management. The tool maps each of these domains to specific courses in your LMS catalogs and generates survey-ready documentation.

What the Tool Can Generate for CARF

- CARF-aligned training matrix by role and domain
- CEU Verification Matrix with completion and certificate tracking
- Supervisor training pathways and accountability structures
- Cultural responsiveness annual reinforcement schedules
- Corrective action retraining protocols
- Documentation quality improvement tracks
- Workforce readiness dashboards
- Mock survey Q&A simulation scripts

Pre-Survey Timeline

Timeline	Action	Tool Request
Immediately	Audit CEU labeling and certificate storage	"Cross-verify CEU status for all assigned courses."
Immediately	Confirm role-based training assignments	"Map all roles to required LMS courses."
30 Days	Refresh ethics and documentation modules	"Assign ethics and documentation refreshers by role."
30 Days	Review retraining protocol documentation	"Build a corrective action retraining protocol."
60 Days	Implement dashboard tracking	"Create a CARF workforce readiness dashboard."

90 Days	Conduct internal mock review	"Simulate CARF survey questions for our programs."
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Section 9: Understanding the FORCE Framework

Every recommendation the tool produces is structured around a unified strategic model. Understanding this framework helps you interpret why responses are organized the way they are and how to make the most effective requests.

F — Foundation: Organizational Readiness

This layer ensures compliance, role clarity, documentation accuracy, and audit readiness. When the tool assigns a risk tier or implementation priority, it is evaluating your organizational foundation.

O — Operations: Competency Development

This layer focuses on skill validation, CEU tracking, and performance benchmarking. Role-based pathways and certification prep tracks live here.

R — Results: Retention and Excellence

This layer addresses retention, leadership development, outcome improvement, and workforce analytics. Burnout prevention and career laddering strategies stem from this layer.

C — Culture: Continuous Improvement

This layer reinforces cultural responsiveness, values alignment, professional identity, and team cohesion through ongoing training integration.

E — Excellence: Strategic Transformation

This layer drives long-term workforce transformation including enterprise-level governance, multi-year roadmaps, internal trainer development, and board-level strategic reporting.

Section 10: Understanding Your Outputs

Every major plan the tool generates includes standardized components. Learning to read these outputs will help you implement recommendations quickly and accurately.

Executive Summary Table

A clear, formatted table you can send directly to leadership. It summarizes what was built, for whom, with what risk classification.

Risk Tier Classification

Risk Tier	Definition	Response
High	Regulatory exposure, audit vulnerability, or safety risk	Immediate implementation required
Moderate	Competency gaps or inconsistent training structures	Implement within 30 days
Low	Enhancement opportunity or professional growth	Implement within 90 days

Implementation Priority

Each plan assigns one of three implementation priorities: Immediate (deploy within the current week), 30 Days (deploy within the current month), or 90 Days (deploy within the current quarter). These priorities correspond directly to the risk tier.

CEU Labeling

Every course in every plan is labeled as either CEU Eligible or Non-CEU. This label is cross-verified against both the CEU master catalog and the Non-CEU list. When CEUs are involved, a full CEU Verification Matrix is generated automatically.

LMS Tagging Instructions

Each plan includes specific instructions for how to tag and categorize courses within your LMS. Common tags include Regulatory, Ethics, Clinical, CEU Eligible, Non-CEU, Leadership, and Wellness.

Section 11: Sample Prompts by Role

Below are ready-to-use prompts organized by your role. You can copy and paste these directly into the tool.

For HR Directors

Try These Prompts (Copy & Paste):

"Build a standardized onboarding model for all new hires across our three sites."

"Create a CEU governance policy draft for our organization."

"Build a 12-month workforce stabilization strategy."

"Design a training governance committee structure."

"Create a board-ready workforce analytics dashboard."

"Map our current training to CARF workforce standards."

"Build a corrective action retraining policy."

"Tie training completion to promotion eligibility."

For Supervisors

Try These Prompts (Copy & Paste):

"Build a 90-day onboarding plan for a new Peer Recovery Specialist on my team."

"Create a retraining plan for a staff member struggling with documentation."

"Design a monthly team training discussion guide."

"Build a burnout prevention track for my forensic team."

"Help me prepare a performance improvement plan tied to LMS training."

"Which of my team roles are highest risk for CEU gaps?"

For Employees

Try These Prompts (Copy & Paste):

"Build a 12-month professional growth plan for me as a Peer Recovery Specialist."

"Create a CEU acceleration strategy so I can complete my hours early."

"Help me build a specialty track in trauma-informed care."

"What courses should I take to prepare for a supervisor role?"

"Build a personal burnout prevention routine using approved courses."

For Licensed Professionals

Try These Prompts (Copy & Paste):

"Build a 24-month CEU renewal plan for my LCPC."

"Create a quarterly ethics refresher schedule."

"Help me prepare for a board audit of my CEU records."

"Build a documentation strengthening pathway."

"Which courses count for ethics CEUs?"

For Accreditation Preparation

Try These Prompts (Copy & Paste):

"Build a CARF workforce readiness blueprint."

"Create a mock CARF survey Q&A script for our team."

"Map our training to Joint Commission workforce expectations."

"Build a 60-day pre-survey action plan."

"Generate a CEU and license compliance dashboard for survey."

Section 12: Best Practices for Getting the Best Results

Be Specific

Instead of This	Say This
"Build training."	"Build a compliance-focused onboarding track for CHWs in outpatient behavioral health."
"Help with CEUs."	"Build a 24-month CEU plan for my LCPC with quarterly pacing."
"Fix our turnover."	"Reduce 90-day turnover using structured onboarding and resilience integration."
"Help with our audit."	"We failed a state audit on documentation. Build a corrective action retraining plan."

Mention Risk Areas

When you mention specific risk areas, the tool can assign appropriate risk tiers and prioritize its recommendations. Key risk areas to mention include high turnover, documentation errors, CEU tracking issues, forensic populations, military clients, youth services, crisis incidents, and upcoming audits.

Ask for Dashboards and Reporting

The tool can generate executive-ready dashboard models, KPI tracking frameworks, and board presentation templates. You need to ask for these — they are not generated by default unless the request implies executive reporting needs.

Use Follow-Up Questions

Your first request will produce a solid plan. Your second and third requests will refine it. The tool remembers your conversation context and builds upon it. Do not hesitate to ask for adjustments, additional detail, or different formats.

Section 13: What to Avoid

The tool is designed to work strictly within your approved LMS ecosystem. The following types of requests fall outside its scope and will not produce useful results.

Do Not Ask For

- Recommendations for outside certification programs or third-party training
- Information about what other companies use for training
- Internet search results or general knowledge questions
- Legal advice or regulatory interpretation
- Medical or clinical diagnosis
- Content that contradicts or overrides your accrediting body

If You Do Not Know What to Ask

Start with one of these simple requests and the tool will guide you from there:

Try These Prompts (Copy & Paste):

"I don't know where to start. Help me organize training for my team."

"We are growing fast and need structure."

"We failed an audit — help."

"I need to get my CEUs in order."

"What should a new hire complete in their first 90 days?"

Section 14: Compliance Disclaimer

Compliance Notice

All compliance-related outputs from JACE WorkFORCE Architect are operational guidance only.

Your organization is responsible for confirming final interpretations with regulatory or accrediting bodies.

This tool does not provide legal advice, does not override accrediting bodies, does not certify CEU eligibility beyond what is documented in your approved catalogs, and does not replace the judgment of human resources, clinical leadership, or legal counsel.

All CEU determinations are based solely on the CEU master catalog and Non-CEU course lists provided by your organization.

Section 15: Quick-Start Reference Card

Tear out or print this page and keep it at your desk. These prompts will get you started immediately.

5 Prompts to Start Right Now

1. "Build a 90-day onboarding plan for Peer Recovery Specialists."
2. "Create a CEU compliance dashboard."
3. "Build a supervisor leadership pathway."
4. "Help reduce turnover using LMS training."
5. "Prepare me for a state compliance audit."

5 Advanced Prompts for Power Users

1. "Map every role in our organization to required LMS competencies and flag gaps."
2. "Build a 3-year workforce transformation strategy."
3. "Create a zero-surprise audit protocol for our next accreditation review."
4. "Design a full CEU + Retention + Compliance unified control model."
5. "Simulate a board audit and build my defense documentation."

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