



---

## Case Study: Interfaith Workforce Services

### Human Resources

#### Company profile

Interfaith Workforce Services helps employers solve workforce-related business problems and help people build careers. The organization operates multiple community-based career offices in 13 Texas Gulf Coast counties to help residents get a job, keep a job or get a better job – offering placement, career counseling and financial aid services.

The Employer Service Division provides personalized service to help employers find qualified applicants for their jobs, build the skills and expertise of their new and current employees, and address human resource needs.

Interfaith Workforce Services partners with the region's businesses, educational institutions, civic organizations and community leaders to find solutions to current and future labor needs of industries that are vital to the region and its economy.

#### Business situation

Interfaith Workforce Services receives its funding from the State and Federal Government and other resources. Facing significantly increased demand for unemployment services as well as reduced funding, the organization needed to reduce the number of its locations and budget. This challenged Interfaith Workforce Services to increase the efficiency of their operations and the productivity of its condensed staff.

An additional challenge is that Interfaith Workforce Services staff and client base had limited computer skills so they needed a technology that would enable them to use a simple web-based conferencing service and communication platform.

***“The GreenLight Collaboration service is perfect for us because it is simple to use. Our guests are low tech and often use public terminals where no downloads are allowed. With GreenLight Web they never have a problem joining an interview”***

#### Solution

Interfaith Workforce Services asked GreenLight Collaboration to help them reach their goal of greater operational efficiency and increased staff productivity. A GreenLight customer since 2009, Interfaith Workforce Services uses GreenLight's Web and Video Conferencing services in a number of ways:

- Interviews for scholarship and job applicants can now be conducted via on-line video conference. Interviewers and interviewees have the option to join the interview from a home office or Interfaith Workforce Services office. The high quality of GreenLight Video Conferencing allows both participants to see other clearly and meet “face to face.”
- GreenLight web conferencing gives Interfaith Workforce Services the ability to deliver instruction both in live on-line meetings and through pre-recorded on-demand presentations.

## Results

Since 2009, Interfaith Workforce Services has made a significant progress toward achieving, in fact even surpassing expectations for increased productivity and reduced costs.

- Through the use of GreenLight Collaboration services, Interfaith Workforce Services was able to handle a an increase in demand for its services with less staff and fewer office locations.
- Interfaith Workforce Services reduced the demands of regional travel placed on both its client-base and staff. Clients were no longer required to travel to a Workforce Solutions office and could access interviews online. Interfaith Workforce Services staff reduced their travel within the region, reducing transportation cost and increasing staff productivity because they could accomplish much more without time consuming travel.
- Increased inter-office collaboration among Interfaith Workforce Services teams leads to increased efficiency as the staff's collective experience accelerates adaptation to the changing unemployment environment.