



Situation

Neighborhoods Inc. (NIBC) is a Community Development Financial Institution (CDFI) and a member of the Federal Home Loan Bank of Indianapolis. Through these partnerships, they provide home loans for rehabilitation and repairs. Neighborhoods Inc. manages a variety of housing development and rehabilitation programs. The organization also owns over 50 rental properties, which provide an essential direct service to low-income individuals and families while providing them with a place to call home. In June 2022, NIBC served 161 households in Calhoun County through its Housing Services Program's Housing Assessment Resource Agency.

The Covid-19 pandemic's effect on the economy that resulted in many layoffs, furloughs, or pay cuts left some low-income individuals vulnerable to housing insecurity as well as faced difficulties in finding affordable, safe, and quality housing. Prior to the pandemic, many of these individuals were

likely to spend a large share of their income on housing leaving low-income individuals at risk for losing access to safe, stable, and affordable housing.

NIBC is now the sole provider of the federal CERA funds appointed by MSHDA for Calhoun County to alleviate pandemic-related hardships. Through MSHDA, the CERA program assists with rental payments, utilities, and internet services. The CERA program is designed to ease the financial burdens caused by Covid-19, including income reduction, increased household expenses, unemployment, and housing instability due to past due rent or utility payments as well as homelessness.

The nonprofit Neighborhoods Inc. hired EG Workforce Solutions to assist with hiring Receptionist and Case Manager positions as additional resources for screening telephone calls, assessing eligibility for its CERA program, and helping tenants in applying for assistance if they were facing eviction or behind on their rent and/or utilities. The most prominent challenge Neighborhoods Inc. met was getting the payment from the CERA program to the tenants on time; this accelerated the urgency to get these positions filled as soon as possible.

The EG team developed strategies, templates, and a well-developed plan for our associates on an assignment to ensure they'd be the right fit for NIBC's needs in order to solve the issues surrounding getting the individuals in the CERA program the housing assistance funds they needed on time. Thanks to the work done by NIBC, 149 households were served through the Covid Emergency Rental Assistance Fund in June 2022.

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Solution

EG's solution for Neighborhoods Inc. began by vetting Indeed resumes and focusing on candidates who had experience working with nonprofits. We determined how the candidates would fit in at the organization by focusing on the candidates' tenure, what type of work they prefer and have experience in, and any current nonprofit experience or CERA program expertise. EG also vetted candidates by their willingness to negotiate compensation, reviewing if the demands of the positions were something the candidate was comfortable with, and if the hours were what they were seeking for their work-life balance.

Once initial conversations were completed, EG recruiters continued building rapport with each candidate as they came into the office for their pre-employment screenings. Then EG scheduled interviews between the candidates and NIBC executives. We followed up with both sides to review notes on the interview and which candidates

NIBC chose to proceed. EG recruiters then kept in touch regularly with the associates on assignment through SENSE (an automated communication system) messaging along with cards/calls/lunch, etc. EG Workforce Solutions assisted in filling six positions for NIBC during our tenure as their talent provider.

In the summer of 2022, the CERA program ended leaving the individuals hired for the positions at risk of losing their jobs. To continue to Help People Succeed, EG hosted a one-day round table workshop to help our NIBC associates that would be affected by the impending termination of the program. During the EG Round Table, employees could meet with their recruiter to receive resume help along with any other career preparation that assists them with future job opportunities.

We also provided temporary licenses to LinkedIn Learning so our associates on assignment at NIBC access resources to enhance their professional development and grow their skills. They were able to access a wide variety of categories related to their professional experience; from customer service to financials, personal growth, human resources, etc.

EG Workforce is committed to Helping People Succeed so it was a simple decision to assist our NIBC associates through the next steps in their career journeys by hosting the round table workshop and providing access to LinkedIn Learning.

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Results

As a result, EG was able to assist the community we live, work, and play in. By holding fast to our company core values including “Red Hot Chili Pepper Urgency,” as well as “Healthy as a Whole” service, EG was able to fill a need for an amazing non-profit that is doing gratifying work in the Calhoun County area. We worked diligently to get the right candidates quickly for the job, as well as maintaining a strong connection and commitment to our employees on assignment and our partner, NIBC.

Neighborhoods Inc has kept EG in their praises for having such a great team in place, willingness to openly communicate which has resulted in a lasting partnership as NIBC navigates other community programs assisting Calhoun County.

About EG Workforce Solutions

We’ve been in this business for decades and have developed a deep network of professional connections. Whether they’re companies looking for talent, job seekers looking for work, or an up-and-coming store in need of some temporary help, we know the right people to bridge the gap between the hiring and the hired.

But what’s more, we get to know people. From employers hiring to candidates looking, we take the time to listen and learn. We hear your likes, talents, and needs. We gain an understanding, and with it, we’re able to facilitate lasting relationships between businesses and people.

