



# Kforce Delivers 550 Resources and Saves Federal Agency \$750,000+ After Hurricane Devastation

## Customer Profile

A federal agency that coordinates response to disasters that have occurred in the United States.

## Challenge

A federal agency needed 5,000 bilingual call center support resources after the impact of three devastating hurricanes. The resources were required to go through extensive background checks and training. The agency reached out to Kforce for the largest opportunity because of our success in delivering quality candidates to other teams in the past.

## Solution

Kforce utilized over 200 recruiters from our two national recruiting centers and local teams. We presented 1,000 cleared candidates in 17 business days. All candidates were required to go through the agency's 4-5 week clearance process to include the following:

- Fingerprints
- Drug screening
- Three days of intense training that included both registration and intake training

## Outcome

Our 550 resources aided hundreds of thousands of people affected by the hurricanes. Our consultant base handled unique challenges with world-class customer service and saved the agency over \$750,000.

**550**

Cleared resources  
delivered

**\$750,000**

Savings for the  
customer

# \$750,000 Saved After Hurricane Devastation

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**1,000**

candidates  
presented in  
17 days

**550**

cleared  
resources

### Challenge

A federal agency was in desperate need of assistance after three devastating hurricanes: Harvey, Maria and Irma. Millions of lives were impacted by the hurricanes and the agency knew they needed tremendous support with aiding those in need. The agency had to drastically increase their call center support to 5,000 bilingual resources. The resources would be split across two geographical locations in Virginia and Texas.

In addition to the large volume, the candidates needed to be onboarded in two months, which was tremendously challenging due to thorough clearance processes and training. The agency reached out to Kforce for the largest opportunity because of our success in delivering quality candidates to other teams in the past.

### Solution

Kforce presented a flexible delivery model that would allow the team to react quickly. We utilized over 200 recruiters from our two national recruiting centers and local teams. We presented 1,000 candidates in 17 business days. All candidates were required to go through the agency's 4-5 week clearance process to include the following:

- Fingerprints
- Drug screening
- Three days of intense training that included both registration and intake training

In addition to the extensive screening process, this project was identified as a contract subject to Federal Law under the "Service Contract Act." This Act requires Kforce to be responsible for paying additional benefits for health and welfare to all consultants that supported the program. Kforce was the largest supplier delivering over 550 cleared resources that started within 60 days.

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## Outcome

Our resources aided hundreds of thousands of people affected by the hurricanes. Kforce consultants were required to work multiple shifts and had to be flexible to the agency's fluctuating schedules based on call volume. Kforce and their consultant base handled these unique challenges with world-class customer service and steadfast resolve and saved the agency over \$750,000.

**\$750,000**  
savings for the  
customer

## About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Center locations in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.