



# interaworks

## Case Study

“Over 80,000 people were positively impacted as a result of Endeavors’ partnership with the Best Year Yet Foundation in 2021 alone...”

Multi-state nonprofit Endeavors serves some of the most vulnerable people in the United States including those who are homeless, veterans and their family members, those needing help in response to natural disasters and pandemics, unaccompanied children being reunited with their families at the border, and those needing related mental health services. Last year alone they coordinated and provided services to tens of thousands of people, many of whom were in crisis situations. Needless to say, their dedicated staff members can use all the support they can get to handle the sheer volume of need they address every day.

CLO Erica Contreras had experienced one of the IntraWorks programs through a previous employer. When she started her new position at Endeavors, she remembered how much it helped her and decided to reach out on behalf of the organization.

“Before I came on to join Endeavors, we didn’t have a specific learning and development department, Erica explained. “One of my main tasks was to really create a culture of learning and I really like the high-quality content and the facilitators that IntraWorks and the Best Year Yet Foundation offers, and that really helped on that journey to creating this culture.” She continued, “I was really impressed with the organization, specifically the facilitators, and I wanted to continue that relationship [at Endeavors].”



Staff members across various parts of the organization utilized InteraWorks programs including EDGE for Professionals, Best Year Yet, and the Essentials. These tools and trainings helped Endeavors provide over 7,000,000 hours of service across 18 states and Puerto Rico last year, bringing much-needed support and care to clients while helping staff stay more in control of their information flow, calendars, tasks, and interactions, including the important, but often neglected art of self-care. **“Over 80,000 people were positively impacted as a result of Endeavors’ partnership with the Best Year Yet Foundation in 2021 alone with services we couldn’t have done or made possible if we didn’t have our staff trained properly.”**

“In my short time in nonprofit, I’ve learned that many nonprofits don’t even have an official HR department, let alone a learning and development department,” Erica added, “So opportunities like this to work with an organization like The Best Year Yet Foundation are really, really valuable.”



## 2021 Organizational Impact Highlights:

- Over 80,000 positively impacted
- 3,859 people received assistance across TX, NC, FL, and PR
- 16 emergency shelters staffed across TX
- 5,083 people housed in response to emergencies
- 3,978 people received COVID-19 resources

Learn more about the Best Year Yet Foundation  
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