



# Telework!VA Case Study

Funded by the Virginia Department of Rail and Public Transportation  
Administered by RideFinders, a division of the GRTC Transit System  
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## Organization

The Presbyterian Outlook Foundation, Inc.  
1 North Fifth Street  
Richmond, VA 23219

## Telework Coordinator

Jack Haberer, Editor  
(800) 446-6008 ext. 746  
[jhaberer@pres-outlook.org](mailto:jhaberer@pres-outlook.org)

## Testimonial

“The Telework Va. program came to our attention through a board member’s relative that works for the state. We submitted the necessary documentation and were accepted into the program. It was a godsend for our organization. Our bi-weekly periodical thrived. Our art designer was able to work from home, and his creative energy soared. Our advertising manager was able to use his time a little more flexibly, enabling him to reach advertisers all over the country by phone and email in different time zones.

Working from home our editors feel more relaxed and better able to formulate their interview questions for articles. They are better prepared to engage people around the nation and world concerning issues facing the church. Our business manager splits her hours between the physical office and home office. Her productivity is managed well.

Words can’t express our sincere gratitude for being associated with the Telework program.”

*Patricia B. Gresham, Business Manager*

## Business Benefits

1. Productivity level is excellent.
2. Reduced working space helped company’s bottom line.
3. Keeping our employees off of the highway saved on safety, gas, parking, and travel time.

## Background

The Presbyterian Outlook Foundation publishes an independent, weekly newsletter reporting on items of interest to the entire Presbyterian Church. The organization is based in Richmond and has eight employees who are responsible for various aspects of the publication including editing, reporting, artwork, advertising, and subscriptions.

The organization sought to implement a telework program in order to:

- Save considerable office occupancy costs.
- Simplify staff members’ work processes.
- Reduce commuting time and costs.
- Build upon the already-in-place disciplines of team work and strong work practices.

## Summary of Assistance Provided

The Presbyterian Outlook Foundation was accepted into the Telework!VA program in February 2010. Telework!VA provided technical assistance with reviewing the organization’s Telework Policy documents and conducting training for staff.

The organization also received \$31,116 in financial incentives. The funding was used to offset costs for laptops and printers, monthly cell phone expenses, and wireless connections at the employees' homes (\$18,827); additional software and licenses at the office site (\$858); and technical support for remote access capabilities (\$11,431).

### Telework Statistics

The Presbyterian Outlook conducted the Telework!VA baseline survey in June 2010 and participated in the 2011 annual survey. The most recent survey results showed that:

- There were 6 teleworkers.
- These employees worked at home an average of 3 days/week.
- The average one-way commute distance was 19 miles.
- These participants saved a total of 684 vehicle miles of travel per week, equaling a reduction of 32,832 commute miles annually (based on 48 work weeks in a year).

### Obstacles or Challenges and How They Were Resolved

1. Accountability of each employee.
2. Keeping all equipment updated and in good working condition.
3. Maintaining a good relationship between employees.

To address these challenges, The Presbyterian Outlook Foundation meets as a team, by teleconference or face-to-face, once a month. Additionally, employees keep in touch with one another on a daily basis by email. Regarding the initial concern about maintaining equipment, the organization keeps all of its equipment serviced on a regular basis.

### Results

At the time The Presbyterian Outlook Foundation joined the Telework!VA program in February 2010, 1 of the organization's employees at the Richmond office worked at home 6 days/month. They also had another employee who lived and worked out of state (Kentucky) on a full-time basis.

The implementation of the telework program coincided with the organization's move to smaller office space, from 1,750 square feet to 792 square feet, saving the organization \$29,244 annually.

The Presbyterian Outlook Foundation has implemented a successful telework program for all of its employees. As of June 2011, it is common for only one or two employees to actually be in the office on any given day.

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