

How the City of Richmond Centralized Case Management, Cut Reporting Time by 75%, and Built Real-Time Accountability with myOneFlow



“myOneFlow is central to our operations and keeps everything organized. We built real-time dashboards using reports from the platform. Now, every number is broadcast on our internal site in real time. The app grows with us as our needs change, which is rare to find these days.”

About Organization

Established in 2014, the City of Richmond Office of Community Wealth Building (OCWB) addresses systemic poverty by expanding access to jobs, education, and wealth-building. It runs workforce and youth programs supporting career readiness, training, and long-term economic mobility for Richmond residents.

IMPACT

myOneFlow transformed how the City of Richmond Office of Community Wealth Building manages programs by replacing manual processes with centralized, real-time workflows. This shift improved visibility, reduced reporting delays, and strengthened accountability across teams.



5+ Programs

Centralized into one system



75%

Reduction in reporting time

The Challenge

Before implementing myOneFlow, OCWB had no centralized case management system across programs. Career advisors relied on paper file folders containing handwritten case notes, intake forms, and receipts. Reporting depended on manual spreadsheets collected individually from staff each month.

Solutions

OCWB selected myOneFlow as a centralized, configurable case management platform capable of supporting multiple programs, funding sources, and workflows within a single system. Career Services, the program with the greatest operational strain, was implemented first, followed by additional adult and youth programs. Today, five programs operate fully within myOneFlow.

BENEFITS

1 Faster Reporting & Real-Time Visibility

1

Centralized dashboards and automated reporting eliminate manual spreadsheets, reducing reporting time by 75% and enabling instant access to accurate, real-time program data.

2 Improved Efficiency & Staff Productivity

2

Automated workflows, digital case management, and standardized processes reduce administrative workload, allowing staff to focus on participant support instead of manual data handling.

3 Stronger Compliance & Program Accountability

3

Standardized service codes and centralized tracking improve compliance monitoring, ensure consistent data across programs, and provide leadership with clear, real-time performance insights.

“The platform grows with us. As our processes change and new needs come up, we can adjust without starting over and it’s why myOneFlow has become so central to our work.”

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