

Case Study

Doubling Client Capacity and Reducing Intake Time with myOneFlow



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About the Agency

A workforce agency in a large metropolitan area of Virginia serves as a vital resource for job seekers and employers, offering a broad array of services designed to connect talent with opportunity. With a mission to strengthen the local economy, the agency provides resources and workforce programs that help individuals build their skills and secure employment in high-demand industries.

Each year, thousands of clients rely on the agency's workforce centers to access training, career counseling, and job placement services, making it an integral component of the community's efforts to drive economic growth.

The Challenge

Reliance on Outdated Processes

Prior to implementing myOneFlow, the agency's operations were built around in-person interactions. Clients faced a complex, multi-step enrollment process requiring attendance at in-person orientations, physical document submissions, and follow-up intake appointments. This created logistical challenges for clients, especially for those with limited transportation options or tight schedules, and often led to delays in receiving critical services.

The staff was equally strained, as the labor-intensive approach meant that onboarding new program participants could take weeks to complete.

Pandemic Pressures

When the COVID-19 pandemic forced the agency to shut its doors temporarily, its dependence on in-person processes became a major obstacle. Staff scrambled to implement ad hoc solutions like e-signatures and document drop boxes to keep services running, but these fixes introduced complications such as security concerns. The agency needed a long-term solution that could streamline operations, improve efficiency, and transition key processes into a virtual format.

The Solution

Selecting myOneFlow

After evaluating multiple platforms, the agency chose myOneFlow because it was uniquely able to address its diverse needs, from case management and program eligibility tracking to referrals and data collection.

Thanks to the urgency of the pandemic, the implementation of myOneFlow happened rapidly. Within six weeks of initial discussions, the system launched with a soft rollout, showing how adaptable and responsive the platform could be.

"We chose myOneFlow because it could do everything we needed," recalled one staff member involved in the decision-making process. "The flexibility of the platform made it clear that it was the right solution."

Key Features

- **Workflow Automation:** myOneFlow automated repetitive tasks like document reviews and appointment scheduling, significantly reducing manual work.
- **Virtual Enrollment:** The agency transitioned its orientation and intake processes into an all-digital format with self-service options for clients. A virtual orientation video replaced in-person sessions, allowing clients to begin the process at their convenience.
- **Smart Routing:** Advanced logic in myOneFlow guided clients to the most relevant programs based on their needs and qualifications, streamlining their experience while reducing redundancy.
- **Secure Submissions:** Clients could upload required documents directly through the mobile app, using their smartphones to take photos and submit them securely.

The Results



Capacity Doubled:

The agency is now able to serve twice as many clients as before.



Enrollment Time Cut in Half:

The timeline for processing new enrollees dropped from four weeks to just 1-2 weeks.

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The Benefits

Improved Accessibility and Efficiency

myOneFlow's virtual features eliminated the need for most clients to visit a physical center, opening up opportunities for individuals with transportation or scheduling barriers. Many clients completed the entire intake and enrollment process from their homes.

"When we reopened the centers, we just knew – this is the future. It brought us into the current century of case management," noted a team member, underscoring how pivotal myOneFlow has been in transforming operations.

Staff also benefited from the enhanced efficiencies, with time freed up to focus on higher-value activities. myOneFlow's automated updates kept both clients and staff informed in real-time, reducing miscommunication and ensuring everyone stayed aligned.

Building a Unified Network

Inspired by the agency's success, other workforce organizations in the area are adopting myOneFlow. This is creating a network of linked systems that facilitates secure sharing of referrals, eligibility information, and client documentation.

"Our region is starting to develop its own little myOneFlow ecosystem. The possibilities seem endless right now," shared a staff member, reflecting on the growing collaboration enabled by the platform.

Key Takeaways

- The agency transformed its operations through myOneFlow, creating a fully virtual, accessible, and efficient enrollment process.
- Client capacity doubled, while the average time required for enrollment dropped from four weeks to one to two weeks.
- Mobile-friendly and secure document uploads allowed clients to complete processes remotely, eliminating many physical barriers.
- Workflow automation freed staff from manual processes, allowing them to focus on higher-impact services.
- The success of the platform inspired regional collaboration, linking workforce organizations into a unified network for secure sharing and expanded impact.

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