



Public Workforce Agency Saves \$1M, Serves Job Seekers Better, with empyra® OneFlow



Customer: One-Stop

Web Site: www.onestopohio.org

Customer Size: 100 employees

Country or Region: United States

Industry: Government

Web Site: www.empyra.com

Customer Profile

The workforce areas of Trumbull, Mahoning, and Columbiana Counties (Ohio) is a partnership that brings together dozens of organizations, services, and programs to help job seekers and their potential employers connect.



For more information about OneFlow, please visit: www.empyra.com

The workforce areas of Trumbull, Mahoning, and Columbiana Counties in Ohio helps put job seekers in contact with the public agencies and potential employers that could help them—but its assessment process was time-intensive and expensive. Keeping track of information and routing “paperwork” amongst partners was time-consuming and added delays. So, the organization turned to OneFlow from Empyra. One-Stop now provides better and faster service to job seekers (up to 75% reduction in duration) while saving more than U.S. \$1M per year.

Business Needs

If you're a job seeker in the tri-county area of Trumbull, Mahoning and Columbiana counties in Ohio, there's one place for you to stop: the One-Stop. Its all-in-one centers assess the job seeker's situation and qualifications, connect him or her to potential employers, provide guidance on how to find a job, and make connections to social service agencies that can provide needed assistance. More than 30 partner agencies—which provide assistance for training, housing, family services, and others — participate, as do hundreds of local employers.

One-Stop has been a great success over the seven years it's operated in Ohio; in the past few years, the number of new customers served has more than doubled to nearly 5,000 per month. That success created challenges for One-Stop, its affiliated agencies, and its customers. For example, customers had to fill out skills assessments and related forms at each of the partner agencies from which they sought assistance. Because many partner agencies had similar assessment questions, the information on the forms was redundant.

As the number of completed forms kept in storage swelled, the ability to access and use them to guide job seekers diminished. Staff people couldn't stay current on all agency services. Paper-based referral forms could be lost or misfiled. Separate spreadsheets and databases maintained at each agency created redundant and divergent islands of information, yet another impediment to accessing information.

In order to fine-tune its services, the One-Stop needed to be able to easily analyze and understand the demographics of its customers and trends in employment- an obvious impossibility with paper based forms. One-Stop executives recognized the limitation of some of those services, such as an orientation session that always had a waiting list because it could be scheduled only twice a week. And they recognized that different procedures at different One-Stop offices led to the inconsistent provision of services.

Solution

To address those challenges, One-Stop turned to the OneFlow solution from

“OneFlow helps facilitate communication and collaboration of services among partners regarding processes and service delivery. This minimizes duplication and maximizes our dollars in times of shrinking budgets.”

Jessica Borza, Chief Operating Officer, One-Stop

Empyra®, a Microsoft® Gold Certified Partner. OneFlow is a Web-based solution that automates the organization’s processes and workflow, starting with registration.

A set of “smart” forms gathers information from job seekers. OneFlow then provides job seekers with personalized information (such as video clips) and referrals to the services for which they’re likely to be eligible, according to the information they’ve provided. The solution also enables job seekers to register for workshops and appointments.

OneFlow stores the completed forms, referrals, services, visits, events, case notes and completed program applications. OneFlow’s reporting feature enables One-Stop administrators to analyze the population they serve, trends in customer needs, and the agencies to which job seekers are being referred.

The rules engine provides personalized alerts to jobseekers and staff when action is required. As eligibility rules and business processes change, One-Stop reconfigures the modular OneFlow solution to meet new needs.

Employers and partners use OneFlow as a collaborative online environment, that allows partners to see information they are allowed to see, while capturing the entire process to provide a complete view of the jobseeker.

Empyra provides the solution in a software-as-a-service subscription model. One-Stop and its various audiences—job seekers, partner agencies, affiliated employers, and board of directors—access separate portals by logging on over the Internet. This enables them to get started easily, with no staff overheads to manage servers, databases, backups, etc.

Benefits

Eliminates Redundancy

By using OneFlow, One-Stop has eliminated redundant assessment paperwork, which has boosted customer satisfaction and cut the time it takes to connect job seekers with the agencies that can help them, according to Jessica Borza, Chief Operating Officer, One-Stop.

Consistent & Better Service

“We’re serving our audiences better thanks to OneFlow,” says Borza. “The smart technology in OneFlow makes it easy to make qualified referrals. The customer e-file managed in OneFlow provides partners access to jobseeker information and reduces the run-around for jobseekers - they don’t have to go from agency to agency to see if they’re eligible for assistance. We also keep our online processes, such as registration and assessments, updated to reflect changes in eligibility criteria, services, and partners, making the process consistent. The system also generates program applications for state funded programs, reducing paperwork further.”

As staff members are freed from tasks such as filing paperwork, paper tracking and reporting, scheduling and data entry, their time can be reinvested into providing a higher level of individual service and counseling for job seekers.

Reporting and Visibility

OneFlow’s reporting capability enables Borza and her colleagues to analyze demographics, customer pipelines, and services so that they can adjust staffing to meet demand.

In the past, One-Stop had no easy and authoritative way to analyze the demographics of its customers, so the organization was forced to make marketing decisions

without solid data. With OneFlow, all partners have visibility into the shared jobseeker e-file, enabling a successful collaborative strategy to be followed.

Reduced Time

With OneFlow, every step of the process is tracked, paperwork is eliminated, and jobseekers are able to get the services they need more quickly – OneFlow has helped to reduce the timeline by as much as 75%, enabling jobseekers to access training or get into employment more quickly and has led to lower dropout rates.

Dollar Savings

Borza estimates that the solution helps One-Stop save more than U.S. \$1M per year in hard dollar savings. The savings come from a variety of areas, such as elimination of redundant paperwork and data entry, filing, scheduling, assessment, reporting, mailing, and supplies (because less paper is used and distributed). The cost savings cited in this case study include a combination of budget savings and anticipated costs that would have been needed to deliver the high quality and increased number of services that were accomplished utilizing OneFlow.

However, even more significant is the value that OneFlow provides that cannot be measured in hard dollars – enabling better service and outcomes for every dollar of taxpayer money spent.

For more information on empyra OneFlow or to request a demo, please call us at (866) 427 6808

Or visit: www.empyra.com/oneflow