

INSIDER 17

Keeping Area 17 WIB members informed

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Profiles Help One-Stop Better Serve Customers

OneFlow, the case management system used by the One-Stop system of Trumbull, Mahoning and Columbiana Counties, provides customer demographics so the One-Stop staff can assess the effectiveness of its outreach effort.

In Columbiana County, 10 percent of customers are employed full-time, in Mahoning County, 11 percent are employed while 7 percent of the Oakhill Satellite customers are employed full time. Having the highest percentage of veterans during the past 16 months is Columbiana County at 4.5 percent followed by 4.2 percent at Oakhill and 3.9 percent at the Mahoning County One-Stop.

Males predominate at Mahoning and Columbiana One-Stops, accounting for 57 percent and 56 percent respectively. However at the Oakhill Satellite, 52 percent of customers are female.

The charts at right show age breakdown by decade. The distribution in most categories is fairly consistent with the Senior Aids program in Columbiana County and Mature Workers program in Mahoning County accounting for most, if not all, customers in the 70 to 80 and 80 to 90-year-old categories.

WIB Members need to ensure the One-Stop system reaches customers throughout the community and advocate for resources to help meet customers' service demands.

Next month's *WIB Insider* will look at disabilities, ethnic mix and education levels of One-Stop customers including comparisons with local demographics.

Serving all Age Groups

