

JEFFERSON-LEWIS ONE-STOP OPERATOR REPORT

October 1, 2023 to March 15, 2024



Customer Services Snapshot ~ 10/1/23 to 12/31/23*

	Jefferson 4Q 2023	Jefferson 4Q 2022		Lewis 4Q 2023	Lewis 4Q 2022
Adult/DW Customers	307	389		88	1214
Adult/DW Services	529	737		119	1242
Adult/DW Classroom Training	87	76		4	6
Adult/DW On-the-Job Training	1	5		7	4
Trade Act Classroom Training	15	33		N/A	N/A
Youth Customers	22	40		12	1
Youth Services	33	57		17	3
Youth Classroom Training	12	13		0	0
Youth On-the-Job Training	0	0		4	1
Youth Work Experience	8	4		3	0
Bridge to Employment program	N/A	N/A		1	N/A
Job Orders	611	1957		136	191
Employer Services	395	---		49	---

*Please note that this portion of the One-Stop report is a quarter behind due to the timeframe of our meetings and the system used to run this data.

Hiring Events, Job Fairs & Special Events ~ 10/1/2023 to 3/15/24

Dual county events included the WorkPlace Fall Job Fair on 10/3/23 and Workforce Connections on 11/15/23. Jefferson County held 12 hiring events from 10/3/23 to 3/6/24, and Lewis County held 9 hiring events from 10/3/23 to 3/8/24.

Customer & Business Satisfaction Surveys

Customer surveys were conducted in December, 2023 and March, 2024 with all surveys but one reporting positive outcomes. A few surveys had suggestions for improvement. Any actionable suggestions were discussed with the staff member(s) in charge of those programs.

Jefferson County had 26 surveys returned in December and 60 returned in March. Seven of thirteen customer-facing staff members were mentioned by name. A sample of comments included: You are amazing, John helped me figure out my path in life, the WorkPlace is very inspiring, and wonderful staff!

Lewis County had 15 surveys returned in December and 14 in March. The following comments were made: Tom was very helpful, and we had a very good experience w/ Mr. Fulmer.

Total Business surveys returned for both counties in December were 17. Only 4 have been returned as of 3/15/24, but we will keep the survey link open until the end of the month. One survey gave a rating of 1 out of 5 for providing the services they needed. However, the business then stated that the low rating

was due to the low quality of job applicants at this time. Comments received included: Your events are always worthwhile to attend; a student reached out to me yesterday that I met at Workforce Connections 2023, and he will be Interning at our Rome Dealership next month; and keep up the good work.

Lewis County Visits

Lewis County visits were made on December 6, 2023 and February 13, 2024. Both sessions consisted of staff training and questions about WIOA program best practices. During the February visit, Tom Fulmer and I went over On-the-Job Training (OJT) contract lengths and Classroom Training (CRT) processes. Also at the February meeting, One-Stop Manager Hetzner and I discussed changes to Lewis County staff funding starting April 1, 2024; customer referrals vs matches in OSOS; and inventory changes that should make the FOTA (Financial Oversight and Technical Assistance) audits easier on both counties.

Quarterly Desk Reviews

December 2023 desk review consisted of monitoring Lewis County OJT contracts for the past 3 years. I found a few areas that needed improvement, but overall, the majority of errors found were from staff that are no longer with Lewis County. Staff training was performed at the December Lewis County visit to address those areas and OJTs coming from Lewis County since the training have been on target.

March 2024 desk review consisted of monitoring Jefferson County Adult and Dislocated Worker training services (CRT and OJT) for the current program year. The files reviewed were well done, with some minor corrections needed. All corrections are in the process of being made and additional refinement of processes was discussed. We previously revamped the Classroom Training Grant application and may need to edit further, as the number of applications have declined with the use of the new form.

One-Stop Partners Meeting

The December 13, 2023 meeting consisted of Alla Breve Consulting discussing their role as facilitators to relay knowledge and information gained from these meetings to Career and Technical Education. The consulting firm held two breakout sessions with the Partners to discuss objectives. Topics of discussion included: support of local businesses, support of military personnel and dependents, lack of living wage job opportunities, lack of applicants to fill open positions, transportation, affordable housing, and childcare.

The March 18, 2024 meeting consisted of Scott Mathys with Lewis County Opportunities giving an overview of the programs they offer in Lewis and Jefferson counties. Those programs consist of: Head Start, food pantries, housing assistance, transportation assistance, victim services, and critical needs. Director Mayforth shared that CAPC offers many of the same services in Jefferson County. There was also discussion on the upcoming events that are listed in the next section of this report, and the summer youth programs.

Upcoming Events & Job Fairs ~ 4/1/2024 to 6/30/24

- 4/3/23: Spring Job Fair at the Hilton Garden Inn
- 4/24/23: WorkPlace Forum on Childcare at BOCES
- 5/23/23: Career Jam at the Watertown Arena, Agriculture Hall & grounds
- 6/12/23: One-Stop Partners Meeting at The WorkPlace, Watertown
- 6/20/23: Workforce Development Board Meeting at the Lewis County Dept. of Social Services

