



Jefferson-Lewis One-Stop Operator Report

April 1, 2024 to June 30, 2024

	Jefferson 2Q 2024	Jefferson 2Q 2023	Jefferson 2Q 2019		Lewis 2Q 2024	Lewis 2Q 2023	Lewis 2Q 2019
Adult/DW Customers	348	270	453		84	79	91
Adult/DW Services	724	548	1071		133	120	177
Adult/DW Classroom Training	76	72	26		7	4	3
Adult/DW On-the-Job Training	4	0	19		1	3	2
Trade Act Classroom Training	13	22	3		N/A	N/A	N/A
Youth Customers	23	20	66		15	6	8
Youth Services	35	27	189		19	16	16
Youth Classroom Training	9	12	5		0	0	1
Youth On-the-Job Training	0	0	1		2	2	1
Youth Work Experience	12	7	22		2	0	3
Bridge to Employment program	---	---	---		---	---	---
Job Orders	718	883	---		160	138	---
Employer Services	362	362	---		60	57	---

*Please note that the third column for both Jefferson and Lewis counties are pre-pandemic numbers as requested at the last board meeting.

Customer & Business Satisfaction Surveys: May/June 2024

Feedback was positive on all surveys. There were a few actionable ideas for improvements, which were discussed with the supervisors or staff members in charge of those specific programs.

- Jefferson County customer surveys = 57
- Lewis County customer surveys = 11
- Business Surveys for both counties = 24

Lewis County Visit: June 21, 2024

One-Stop Manager Hetzner and I discussed files I was there to collect for my quarterly desk review. We also discussed in-demand occupations and funding for those courses. Questions from WIOA staff were answered regarding Classroom Training best practices.

Quarterly Desk Review: 4/1/24-6/30/24

This quarter's review was of the Disability Resource Coordinator (DRC) program. My overall findings were:

- Customer registration form with full SSN is being kept in hard file. This is no longer our practice and has been corrected.
- Only NYESS activities are being recorded in customer OSOS records. As neither the DRC OSOS guide, nor the Creating a Basic Record OSOS guide mention activities for DRC's this question has been moved to the State for guidance. Still awaiting answers.

- The Comp Assess section of OSOS is also not being completed. Again, no guidance was available on the DOL website nor in the training guides for OSOS, so this question has also been moved to the State for guidance.

One-Stop Partners Meeting: June 12, 2024

This quarter's Partners Meeting was held in a roundtable style to allow each Partner to share updates on their organizations. Highlights of the meeting included:

- Director Mayforth (The WorkPlace) shared that we are starting a new funding year as of July 1st, and she introduced Anne Garno, Assistant Director, to the Partners.
- Scott Mathys (Lewis County Opportunities) has a transportation program in place that customers with vehicle repairs. It's a small pot of money, but LCO will stretch it as far as they can to help the most customers.
- Mr. Jackson (NYS DOL) shared that we will have two Teacher Ambassadors in our Watertown WorkPlace for the month of July. The purpose of this program is to teach the Ambassadors about jobs available in the area and how we assist customers.
- Ms. Hellinger (Lewis County OFA) talked about their Respite Café program and shared that she needs volunteers. She is working with AmeriCorps for assistance, but they need more assistance.
- Mr. Ginger (Jefferson-Lewis BOCES) stated that they will be running an EMS program in Lewis County this fall. It is currently a high school program, but they are looking at adult education class offerings as well.
- Ms. Marcum (Jefferson County DSS) shared their Transportation Initiative program, which was formerly known as Wheels to Work. They have \$14,000.00 to spend by December 31, 2024.
- Ms. Munn (Jefferson County OFA) discussed a new program she is rolling out where she is having volunteers call older adults who would like someone to check in on them. Ms. Munn is in need of volunteers for this program and will have a sign-up sheet at the upcoming Picnic her agency hosts.