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Jefferson-Lewis One-Stop Operator Report January 1, 2026 to March 31, 2026 Management Report Data

	Jefferson PY25 Q3	Jefferson PY24 Q3		Lewis PY25 Q3	Lewis PY24 Q3
Adult/DW Customers	336	395		114	166
Adult/DW Services	695	772		188	243
Adult/DW Classroom Training	66	69			11
Adult/DW On-the-Job Training	5	7			0
Trade Act Classroom Training		1		NA	NA
Youth Customers	5	15		3	12
Youth Services	15	17		6	15
Youth Classroom Training	4	8		2	2
Youth On-the-Job Training	0	0		0	1
Youth Work Experience	1	6		2	1
Youth Employment TANF (YEP)	51	20		NA	NA
Summer Youth TANF	0	0		NA	NA
Job Orders	112	122		99	92
Employer Services	298	331		50	61

Customer & Business Satisfaction Surveys: June 2026 - Customer comments for both counties were overwhelmingly positive with people remarking on the quality of the assistance they receive and the care that the staff shows them.

Number of surveys received:

- Jefferson County customers: 32 – Comments were overwhelmingly positive including:
 - Stephanie is the best you can get! She has worked very hard to help me complete my goals.
 - I really do enjoy this place. They have great people skills here.
 - Sara was great.
 - I'm back to work and John was great!
 - It helped a lot. I would definitely have someone I know go through here.
 - I had a great experience and feel more comfortable with my job search.
 - Wendy was courteous, efficient, and very helpful in assisting me in my job search.
- Lewis County customers: (will update 6/17)
- Business surveys for both counties: 20 – The Career Jam Organization Survey was sent to all businesses who were exhibitors at the event. Overall businesses felt that the registration and set-up process were easy and the level of communication was appropriate. All businesses responded that they were very likely to attend Career Jam next year. Suggestions for improvement include:

- Ensuring access to electricity – although an outlet was present it did not work and was not resolved during the event.
- Have more events, more often.
- Have announcements when new schools arrive on site.
- Make the kids engage with us – they have eye contact issues!
- Have more structure to the kids visiting vendors – maybe a scavenger hunt.
- Setting up the day before makes things easy.
- Put agriculture displays in their own building.
- Send us reminders before the event with our lunch choices – we couldn't remember what we had ordered when people brought the food around.

Lewis County Visit: The Quarter 3 visit went well and focused on updating inventory and returning computers that were no longer needed to the Watertown office. A Quarter 4 visit is scheduled for June 18.

Quarterly Desk Review: June 2026

Instead of a quarterly desk review, the Sub-Recipient Monitoring was completed between May and June. Ten files from Lewis County were reviewed for accuracy, data validation, and completeness. Hard copy files were also compared against data entered into the OSOS database. The Sub-Recipient (Lewis County) is doing very well. Data was accurate and complete with all funded individuals eligible for service. Staff do a particularly good job with ongoing follow-up.

One-Stop Partners Meeting: June 10, 2026

This meeting was a round-table discussion of each organization's current status, new information and upcoming events that Partners may be interested in. If anyone is interested in a copy of the minutes, please contact Anne Garno at agarno@jeffersoncountyny.gov.