



JEFFERSON-LEWIS ONE-STOP OPERATOR REPORT

July 1, 2023 – September 30, 2023

Quarterly Services Snapshot

Total Customers Served: 532

Total Services Provided: 1000

	Jefferson 3Q 2023	Jefferson 3Q 2022		Lewis 3Q 2023	Lewis 3Q 2022
Adult/DW Customers	254	304		218	1719
Adult/DW Services	564	590		305	1772
Adult/DW Classroom Training	91	91		4	3
Adult/DW On-the-Job Training	0	11		12	6
Trade Act Classroom Training	20	17		N/A	N/A
Youth Customers	48	52		12	2
Youth Services	101	115		30	4
Youth Classroom Training	10	13		0	0
Youth On-the-Job Training	0	0		5	1
Youth Work Experience	25	17		3	1
Summer Youth TANF	122	121		33	37
Bridge to Employment program	N/A	N/A		11	N/A
Job Orders	1599	2259		220	181

Past Events & Open Recruitments

- 7/5: Samaritan Medical Center hiring event
- 7/11: Upstate Caring Partners hiring event (LC)
- 7/12: Kraft hiring event
- 7/19: Samaritan Medical Center hiring event
- 7/19: OFA picnic (SYEP Youth volunteer at event)
- 7/25: Cor-Tech hiring event
- 8/2: Samaritan Medical Center hiring event
- 8/2: NYS OPWDD hiring event (LC)
- 8/3: Upstate Caring Partners hiring event (LC)
- 8/10: Manufacturing Job Fair

Upcoming Meetings & Events

The first quarter of the year tends to be fairly quiet. However, Director Mayforth will be reconstituting the WorkPlace Forums, with the first scheduled for a date to be determined in February.

We will also start planning for Career Jam in mid-January, as this event does take a significant amount of planning!

Samaritan Medical Center will continue to hold open recruitments on the first Wednesday of each month.

We also have Fidelis Care at the Watertown office twice monthly on the first and third Tuesdays of the

Past Events & Open Recruitments Cont'd

8/18: SYEP Picnic
9/6: Samaritan Medical Center hiring event
9/8: Executive Board Meeting
9/8 & 9/9: Marshall's closed interviews (LC)
9/12: Upstate Caring Partners hiring event (LC)
9/13: One-Stop Partners Meeting
9/13-9/15: Marshall's hiring event (LC)
9/21: WDB Meeting
9/26: On-Site Program Monitoring by NYS
9/27: Lewis County visit

Upcoming Meetings & Events

month, and the Jeff-Lewis Childcare Project on the third Thursday of each month. These two partner agencies hold information sessions for healthcare and childcare respectively.

Scheduled meetings/events are as follows:

3/11-3/13: NYATEP Youth Conference
3/21/24: WDB Meeting



WorkPlace Highlights

On 9/18/23, the Wage Transparency law took effect in NYS. This law requires all businesses (except government agencies) to list a wage range or the starting pay on their job postings. We have been helping businesses that post jobs with us adjust to this new requirement through education.

Lewis County held open interviews for Marshall's 9/8 and 9/13-9/15. 133 customers were interviewed within these 4 days.

Every quarter, we perform customer and business satisfaction surveys. This quarter, we had our largest return of customer surveys for the Jefferson County office with 114 returned surveys! This is double what we normally see and is all due to our staff asking every customer to fill one out. Customers also praised 3 staff members by name this quarter: Sara Booth, Samquia Shedrick and Charley Whitman. Sara is our new Business Services/CRT/OJT Rep, and Sam and Charley run our Job Club program for DSS.

One-Stop Lewis County Visit

This quarter's visit to Lewis County was on September 27, 2023. It was a Q&A session with Lewis County staff. Topics covered included:

- UI updates & tricks to connect customers to a human being.
- ID.me updates. County staff can no longer verify a customer's identity. They must come to the Watertown office to see Brian or Shena if she is in. They are the only 2 that can access the required programs.
- Priority of Service (POS) for Adult customers & required documentation to prove POS.
- Taking referrals to partner agencies as an activity.
- Preferred template on case notes for customer files, including required comments by NYSDOL. For a customer not receiving an ITA, NYSDOL prefers the SENSE comment template. For customers receiving ITAs, staff will still use the SENSE template and add the required additional notes on POS.
- The new Virtual Career Center, which is replacing JobZone.

