



Jefferson-Lewis One-Stop Operator Report July 1, 2024 to September 30, 2024

	Jefferson 3Q 2024	Jefferson 3Q 2023		Lewis 3Q 2024	Lewis 3Q 2023
Adult/DW Customers	302	254		109	218
Adult/DW Services	677	564		193	305
Adult/DW Classroom Training	64	91		15	4
Adult/DW On-the-Job Training	3	0		0	12
Trade Act Classroom Training	6	20		N/A	N/A
Youth Customers	46	48		15	12
Youth Services	104	101		21	30
Youth Classroom Training	10	10		0	0
Youth On-the-Job Training	0	0		1	5
Youth Work Experience	31	25		2	3
Summer Youth TANF	114	122		38	33
Bridge to Employment program	N/A	N/A		15	11
Job Orders	903	1599		194	220
Employer Services	333	343		64	53

Customer & Business Satisfaction Surveys: September 2024

Feedback was positive on all but 1 survey. The survey in question was a complaint against DSS-related policies that we have no control over.

There were no actionable ideas this quarter, but quite a bit of praise for our staff members in both counties.

- Jefferson County customer surveys = 69
- Lewis County customer surveys = 14
- Business surveys for both counties = 42 for both counties

Lewis County Visit: August 30, 2024

One-Stop Manager Hetzner and I discussed the new process put in place to fund Lewis County residents with Jefferson County funds if Lewis County is out of funding. This is something we have been doing for the last few years but have now put the process in writing.

We next discussed Kraft and the rumors of massive layoffs. While there have been some layoffs and terminations, Kraft is still hiring, and they have been moving employees on the string cheese line to other areas of the plant.

Other areas of conversation included:

- Businesses impacted by the flooding in Lewis County.
- Ms. Hetzner's newest hires, who are doing well.
- DOL staff back in the Lewis County office
- Length of contracts for WEP and all WIOA programs
- Dislocated Worker as determined by NYS DOL

Quarterly Desk Review:

This quarter's desk review has involved checking each folder that Alyson Wesley has worked on. Alyson is our new Business Services, Classroom Training and On-the-Job Training Coordinator. She started at the end of May, and this is her first quarter of CRTs and OJTs. She is doing well with the required data entry, documentation, outcomes, and follow-up, with some errors and omissions that I would expect from any new employee learning our systems and paperwork.

One-Stop Partners Meeting: September 11, 2024

Director Mayforth started the meeting by discussing unemployment numbers and how the employee shortage is impacting our businesses. She also discussed upcoming events for the next quarter.

Bethany Munn, Director of Jefferson County Office For the Aging presented at the meeting. Highlights of her presentation included information on their meal delivery program for 400 participants, case management, insurance navigation, crop share distribution, respite programs, farmer's market and restaurant vouchers, their annual picnic and other events held for our area seniors.

A roundtable discussion was next held with each organization discussing any new programs that have occurred in the past quarter or are scheduled for next quarter.