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Jefferson-Lewis One-Stop Operator Report July 1, 2025 to September 30, 2025

	Jefferson PY25 Q1	Jefferson PY24 Q1		Lewis PY25 Q1	Lewis PY24 Q1
Adult/DW Customers	353	302		129	109
Adult/DW Services	736	677		218	193
Adult/DW Classroom Training	48	64		11	15
Adult/DW On-the-Job Training	4	3		0	0
Trade Act Classroom Training	0	6		N/A	N/A
Youth Customers	34	46		8	15
Youth Services	89	104		11	21
Youth Classroom Training	9	10		1	0
Youth On-the-Job Training	0	0		0	1
Youth Work Experience	26	31		1	2
Summer Youth TANF	105	114		33	38
Job Orders	819	903		147	194
Employer Services	253	333		124	64

Customer & Business Satisfaction Surveys: September 2025

Number of surveys received:

- Jefferson County customers: 36
- Lewis County customers: 20
- Business surveys for both counties: 13

Jefferson County feedback was 100% positive, with no actionable items. My favorite requests this quarter were for a Keurig machine & free snacks for customers.

Lewis County's feedback was 100% positive.

Business survey feedback was quite mixed, with comments such as "we sent a job posting but haven't heard anything from you since it was posted.", and "I've used you for 5+ years & don't seem to get any response. Have been looking for an auto tech for years, no one applies from there." This survey data was shared with the Business Services Reps and their supervisors.

Lewis County Visit: September 30, 2025

For this One-Stop visit, Ms. Hetzner and I discussed a Code of Conduct issue she is having with a customer. I sent Ms. Hetzner the newest version of the procedures for dealing with this issue, as well as a sample letter banning a customer from utilizing the One-Stop.

Ms. Hetzner also shared updates on Kraft and how they are maneuvering now that they are un-merging from Kraft-Heinz. Ms. Hetzner has met with the interim plant manager and discussed what the WorkPlace

can offer the business. She is also working on adding the plant manager to the Naturally Lewis Board of Directors. Kraft will soon be hosting a hiring event, and the Lowville office will be assisting with that recruitment process.

Next Move NY was discussed next. Ms. Hetzner has met with this group a few times and is trying get them to work with us. She has also tried to explain that the website they are building, which will match jobs and candidates, already exists with www.uslnx.com. However, as the website is scheduled to go live in January, it is too late to stop the process. This is an unnecessary duplication of services that we now need to work around.

Quarterly Desk Review: August 8, 2025

The PY24 Q4 (4/1/25-6/30/25) desk review was completed and sent to Nicholas Gratch at NYSDOL, along with being cc'd to Cheryl Mayforth, Anne Garno, Matthew Cooper and Alyson Wesley. This quarter's review was of Ms. Wesley's CRT and OJT customer files, both electronic and hard copy. My overall findings are that Ms. Wesley is doing very well. Her file folders are completed neatly with all documents in order. Her OSOS files are primarily completed, with just a few data entry errors or areas that still need completion. There are no consistently missed items or sections, which is my main concern on data entry. Ms. Wesley is still working on increasing our business outreach, and I have no doubt she will achieve this goal.

One-Stop Partners Meeting: September 10, 2025

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.