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Jefferson-Lewis One-Stop Operator Report October 1, 2025 to December 31, 2025

	Jefferson PY25 Q2	Jefferson PY24 Q2		Lewis PY25 Q1	Lewis PY24 Q2
Adult/DW Customers	281	131		104	129
Adult/DW Services	598	694		212	260
Adult/DW Classroom Training		68			12
Adult/DW On-the-Job Training		5			0
Trade Act Classroom Training		3		N/A	N/A
Youth Customers		18			12
Youth Services		34			22
Youth Classroom Training		10			12
Youth On-the-Job Training		0			2
Youth Work Experience		8			2
Youth Employment TANF (YEP)	39	20		NA	NA
Summer Youth TANF	0	0		0	0
Job Orders	106	135		97	91
Employer Services	319	384		62	48

Reporting Challenges: Management Reports has undergone significant updates including to the procedure for non-state staff to access data. I have not had consistent access to Management Reports since the new system was piloted in the fall. I had no access for March. Data used for the Operator Report was pulled together from different sources as accurately as possible. Additionally, Jeff-Lewis BOCES staff did have access to the Eligible Training Provider system and were unable to update their course offerings which has most likely impacted our Classroom Training reporting. They now have access and are updating the ETPL. Once both systems are updated and functional, I will run the numbers for the One-Stop Operator Report again and re-distribute.

Customer & Business Satisfaction Surveys: March 2026

Number of surveys received:

- Jefferson County customers: 45
- Lewis County customers: 11
- Business surveys for both counties: 0

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. One client wished that the Skills for Success classes were longer because they find them helpful. The most interesting comment was a request for nap time during Skills classes with more comfortable chairs.

Lewis County Visit: Tentatively scheduled for March 27, 2026.

Quarterly Desk Review: March 2026

The PY25 Q3 desk review was completed and sent to Nicholas Gratch at NYSDOL, along with being cc'd to Cheryl Mayforth, Matthew Cooper and Amelia Worden. This quarter's review was of 10 youth program customer files, both electronic and hard copy. My overall findings are that Ms. Worden is doing very well. Her file folders are completed neatly with all documents in order. Her OSOS files are completed, with just minimal data entry errors. There are no consistently missed items or sections.

Additional Desk Review: January 2026

A review of 10 youth program files for the Youth Employment Program (YEP) was also completed. This TANF program does not require OSOS data entry, but folders and spreadsheets were reviewed for accuracy. There were no major issues and all folders were neat and organized.

Both programs use similar data validation and tracking forms to facilitate youth moving from one program to another between summer and fall.

One-Stop Partners Meeting: March 11, 2026

The December meeting was cancelled. 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.