



Jefferson-Lewis One-Stop Operator Report January 1, 2024 to March 31, 2024

	Jefferson 1Q 2024	Jefferson 1Q 2023	Jefferson 1Q 2019		Lewis 1Q 2024	Lewis 4Q 2023	Lewis 1Q 2019
Adult/DW Customers	307	389	569		88	1214	121
Adult/DW Services	529	737	1465		119	1242	263
Adult/DW Classroom Training	87	76	13		4	6	2
Adult/DW On-the-Job Training	1	5	10		7	4	0
Trade Act Classroom Training	15	33	5		N/A	N/A	N/A
Youth Customers	22	40	54		12	1	4
Youth Services	33	57	69		17	3	11
Youth Classroom Training	12	13	4		0	0	1
Youth On-the-Job Training	0	0	0		4	1	0
Youth Work Experience	8	4	1		3	0	2
Bridge to Employment program	---	---	---		1	---	---
Job Orders	611	1957	---		136	191	---
Employer Services	395	458	236		49	79	45

*Please note that the third column for both Jefferson and Lewis counties are pre-pandemic numbers as requested at the last board meeting.

Customer & Business Satisfaction Surveys: March 2024

Overall feedback was positive with few ideas for improvements. Any actionable suggestions were discussed with the staff member(s) in charge of that specific program.

- Jefferson County customer surveys = 60
- Lewis County customer surveys = 14
- Business Surveys for both counties = 5

Lewis County Visit: February 13, 2024

Training was conducted with WIOA staff on Classroom and On-the-Job Training best practices.

Quarterly Desk Review: March 2024

Review was conducted on Jefferson County Adult and Dislocated Worker files. Files reviewed were well done, with minor corrections needed.

One-Stop Partners Meeting: March 18, 2024

Scott Mathys, Lewis County Opportunities, gave a program overview for both counties.

Programs consist of:

- Head Start
- Food pantries
- Housing assistance
- Transportation assistance
- Victim services
- Critical needs