



**QUARTERLY SUMMARY REPORT
One Stop Operator**

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Reporting Period: January 2020 – March 2020

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1. Major activities and accomplishments during this reporting period

Created evaluation process for workforce navigators
Complete triage and training with Workforce Navigators on 1/10 via video conferencing
Attend staff meetings and in DuBois, Elk and McKean County CL's
Coordinated Gmail calendars and accounts for 6 county CareerLinks
Performed 60-day evaluations for 5 of the 6 workforce navigators
Finalized with SA's standardized intake forms to be used throughout 6 counties
Attended quarterly WDB meeting
Evaluated tracking form for workforce navigators that is currently being utilized
Completed training session for Navigators on 2/21
Set up training for Active Shooter Presentation
Began process of implementing virtual interview opportunities at CareerLinks with Clearfield and DuBois as test sites
Participated in training of Google Digital Workshop
Set up Navigators to work from home during COVID-19 crisis
Held daily M-F updates with Navigators
Participated in daily 8:30 update calls with Linda Franco and Site Administrators
E-mailed pertinent information on COVID-19 crisis
Coordinated trainings that can be completed during working from home

2. Problems/Barriers and how they are being addressed

Attend regularly scheduled meetings to help with knowledge base and also enhancing trust/relationship building efforts.
Meet with partner personnel to build relationships and trust; better understanding of programs.
Mis-information or inaccurate information – Provide better dialogue with Workforce Solutions on planned activities and initiatives with SA's and CareerLinks

3. Planned major activities during the next reporting period

Complete triage and training with Workforce Navigators 2/21
Conduct bi-weekly Site Administrator video conference vis Google Hangout meetings
Implement standardized intake forms and follow-ups
Conduct mockup of virtual interview opportunity on 2/5
Resurrect Employment Brochure for skilled employment 2/1/20
Release article on Workforce Navigators to NC PA papers
Establish clarification from Workforce Solutions on Operator roles and responsibilities
Establish clarification on site administrator role and responsibilities; expectations

4. Best practices and/or program innovations

Virtual Job Fair Mockup – Meeting held on February 5th
Skilled Worker Brochure – February distribution planned
Standardized intake form – Awaiting final approval
Daily communication for Workforce Navigators during COVID-19 pandemic

5. List PA CareerLink® site visits and meetings attended

1/8	Meeting with Tom in DuBois; conferenced in Todd in Clearfield
1/15	Meeting with Linda at Workforce Solutions Evaluation with Dawn at Elk County CL Evaluation with Liza at Clearfield County CL
1/16	Evaluation for Donna in McKean CL; observed for the day
1/17	Evaluation for Michele in Jefferson County CL
1/21	Attended DuBois Staff Meeting; met with Tom afterwards Attended the Elk County Job Seeker Team meeting; met with Jenna regarding the Family Resource Network meetings - where and when (4th Thursday)
1/22	Evaluation for Lora in Potter County CL
1/29	Meeting with Brenda in DuBois CL upon return to work
1/31	Meeting with Todd at the Clearfield CL
2/8	Met with Brenda for evaluation and coaching
2/5	Virtual Job Fair meeting Todd and staff in Clearfield
2/7	Met with Tom and staff to review the virtual job fair initiative
2/10 -	
2/17	less travel due to illness
2/18	Attended staff meeting in DuBois
2/20	Attended HRMA of NCPA meeting in DuBois and visited DuBois CL
2/21	Conducted Navigator training in St. Marys CL
3/4	On-site in McKean County for meetings and to meet with Donna.
3/5	Interview for Workforce Navigator in Potter with Steve and Todd

