



QUARTERLY SUMMARY REPORT
One Stop Operator

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Reporting Period: September 24th, – December 11th

Date Submitted: 12/21/20

1. Major activities and accomplishments during this reporting period

- Attended regular bi-weekly Partner Conference calls on Wednesday's
- Attended scheduled Workforce Spotlights
- Held scheduled updates with Navigators Tuesday and Thursday, and as needed
- Participated in 8:30 update calls bi-weekly with Linda Franco and Site Administrators
- Attended weekly calls with Linda Franco
- Prepared and distributed media articles regarding opening to the public without appointment
- Attended as many staff meetings as possible whether in person or virtually
- Developed football ad for the DuBois Courier
- Conducted the first virtual job fair in DuBois CareerLink
- Prepared and distributed Veterans advertisement and sent to Liz at the DuBois Courier
- Conducted 5 annual evaluations for the Workforce Navigators who have reached their yearly anniversary date
- Participated in the 6 CareerLink recertification processes
- Transitioned Workforce Navigators to working from home with reinitializing tracfones for calls and customer service
- Placed Navigator role for Elk County on hold until return to offices
- Created an addendum to be attached to the COVID 19 procedures

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.
- Continue to meet with partner personnel to build relationships and trust; better understanding of programs.
- Mis-information or inaccurate information – continue to provide better dialogue with Workforce Solutions on planned activities and initiatives with SA's and CareerLinks
- Address negativity on availability of job seekers – assist in locating available job

seekers from the DuBois/Jefferson County area to participate in October job fair

- Lack of job seekers during the 4th quarter due to the season and COVID-19 as well as the continued support of UC and lack of job search mandate.

3. Planned major activities during the next reporting period

- Continue with support for working from home and the return to office work initiative
- Participate in partner meeting for clear understanding of services and performance metrics
- Continue to work closely with Linda to fulfill the Operator roles and responsibilities
- Revise the audit form for use in audits of the CareerLink operations both virtually and when the offices are open to the public
- Train staff on interview questions allowable by law
- Help coordinate other virtual job fairs that are site specific for upcoming VJF's
- Participate in partner meeting for clear understanding of services and performance metrics
- Visit sites once per month

4. Best practices and/or program innovations

Continue with progress toward re-openings of centers to the public
Coordinate on-site CareerLink center visits have been re-established

5. List PA CareerLink® site visits and meetings attended

- 9/24 Participated in the Workforce Spotlight, prepared press release for CareerLinks opening to public without appointments
- 9/25 Met with Marsha and Tonya regarding virtual job fair
- 9/28 Participated in site administrator, workforce manager Monday morning call; conducted VJF project meeting with all interested parties
- 9/29 Conducted virtual workforce navigator update
- 9/30 Participated in CareerLink Partner meeting; Participated on-site in McKean County Staff meeting
- 10/1 Participated in video conference with Linda; conducted virtual update with workforce navigators.
- 10/5 Attended virtual job fair meeting in DuBois
- 10/6 Conference call with Tom B. regarding foot traffic report; Met with Tom to stage area for job fair; video conference with Linda; Conducted virtual Workforce Navigator update on-site in DuBois
- 10/7 Participated in Workforce Development Board virtually from the Clearfield CareerLink; Met with Todd regarding the Virtual Job Fair.
- 10/8 Conducted virtual workforce navigator update
- 10/9 Met virtually with Michele, workforce navigator from Jefferson, regarding timesheets.
- 10/12 Conducted training for workforce navigators on-site in the Elk County CareerLink
- 10/13 On-site at the Jefferson County CareerLink for the recertification process with Todd and Pam
- 10/14 Participated in Partner Meeting; on-site in DuBois to set up for the Virtual Job Fair; attended McKean County CareerLink Staff meeting virtually; conducted virtual workforce navigator update
- 10/19 On-site in DuBois to conduct the Virtual Job Fair meeting; conducted annual review for navigator
- 10/20 Conducted virtual workforce navigator update
- 10/21 On-site in DuBois to conduct the Virtual Job Fair; Met with Josh, Todd, Marsha to trouble shoot technical issues during the job fair.

- 10/22 Participated in the Workforce Spotlight
- 10/23 Participated in the Clearfield County CareerLink Business Services Team meeting
- 10/25 Participated in site administrator, workforce manager Monday morning call; Met with site administrators regarding workforce navigators' annual reviews; conference call with Linda regarding re-certifications
- 10/27 On-site in McKean County CareerLink for recertification meeting with Pam. Conducted virtual workforce navigator update; Met with Donna to review annual evaluations.
- 10/28 Participated in CareerLink Partner meeting; Participated in the "Empathy not Sympathy" training; participated virtually in the McKean County staff meeting
- 10/29 Participated virtually in the Elk County CareerLink recertification with Linda. Attended video conference with Linda in the morning; conducted virtual update with the workforce navigators; Conference call with Ron regarding employee issue
- 10/30 On-site in Potter County to meet with two employees; conducted virtual annual reviews for two navigators; conducted virtual workforce navigator update
- 11/2 Conducted annual evaluations for Brenda and Michele; on-site in DuBois for re-certification meeting with Site Administrator and staff
- 11/4 Participated in training on HPO's, ETPL's, PHEAA and Career Pathways. Conducted virtual workforce navigator update.
- 11/5 Participated in weekly meeting with Linda the Workforce Manager
- 11/9 Participated in Site Administrators and Workforce Manager meeting
- 11/10 Participated in annual training for Navigators on Adult learning with Jenna White and Kelly Davis; Participated in Potter County re-certification; Met with Linda Franco virtually; Addressed Jefferson County CareerLink teleworking due to COVID exposure.
- 11/12 Conducted virtual workforce navigator update.
- 11/17 Participated in Potter County CareerLink re-certification meeting. Conducted virtual workforce navigator update.
- 11/18 Participated in Clearfield County CareerLink re-certification meeting; Emailed addendum material to site administrators and Linda pertaining to COVID-19 procedures
- 11/19 Participated in Workforce Spotlight; Participated in virtual meeting with Linda; Conducted virtual workforce navigator update
- 12/3 Conducted virtual workforce navigator update; participated in a conference call with Linda.
- 12/8 Conducted virtual workforce navigator update.
- 12/9 Participated in Annual Partner Meeting
- 12/10 Participated in video conference with Linda; conducted virtual workforce navigator update