



**QUARTERLY SUMMARY REPORT  
One Stop Operator**

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Reporting Period: April 1, 2021 – June 30<sup>th</sup>, 2021

Date Submitted: 6/29/21

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**1. Major activities and accomplishments during this reporting period**

- Attended regular bi-weekly Partner Conference calls on Wednesday's
- Held scheduled updates with Navigators Tuesday and Thursday, and as needed
- Prepared and distributed media articles regarding opening to the public and ad for "fact book" in Clearfield/Jefferson/Elk/Cameron Counties
- Transitioned Workforce Navigators back to working within the CareerLink Centers
- Hired new navigator for Elk County
- Updated the COVID 19 procedures appropriately
- Coordinated training sessions for OE requirement/recommendation along with training providers

**2. Problems/Barriers and how they are being addressed**

- Lack of job seekers – Using social media, postings and ads to educate public on what is available through CareerLink system
- UC software update – Sending challenges/issues into the appropriate personnel to help streamline the troubleshooting process

**3. Planned major activities during the next reporting period**

- Continue OE training initiative
- Coordinate informational sessions for staff with the training providers within North Central Region
- Coordinate informational sessions for staff related to partner services
- Participate in partner meeting for clear understanding of services and performance metrics
- Investigate and plan for education on the impact of trauma and poverty on job seekers and related interpersonal strategies

**4. Best practices and/or program innovations**

Revising the Quarterly Workforce Development Board Report with Site Administrators