



1st QUARTER SUMMARY REPORT
One Stop Operator

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Reporting Period: July 1, 2021 – September 27, 2021

Date Submitted: 9/27/21

1. Major activities and accomplishments during this reporting period

- Marketed and coordinated events for the PA CareerLink Day on August 12, 2021
- Coordinated training sessions for OE requirement/recommendation
 - 7/8 – Getting Ahead of the Curve; 7/22 & 7/29 – Overview of OVR by Chris Palmer; 9/23 & 9/28 – Bureau of Blindness and Visual Services
- CareerLink® Count Sheet Procedure – details are in the meeting notes below. Finalized procedures will be coming out in September
- Customer Satisfaction Survey implemented. Procedure finalized in September with results reported on 1st Quarterly CareerLink Report
- Implemented training for Navigators on Title I and Title II Services
- Implemented new format for Operator report and also WDB Quarterly report

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
- COVID on the rise in the area. Following PA CDC guidelines as they recommend current procedures. Educating staff on what is necessary during this rise in COVID.

3. Planned major activities during the next reporting period

- Continue OE training initiative
- Coordinate informational sessions for staff with the training providers and partner services within North Central Region
- Investigate and plan for education on the impact of trauma and poverty on job seekers and related interpersonal strategies
- Transition Workforce Navigators to new employer of record

4. Best practices and/or program innovations

- Prepared Customer Satisfaction Survey to gather feedback on services and facilities.
- Who's Hiring Bulletin Board at the Clearfield CareerLink® - Bulletin Board was a fresh change to a very nice eye-catching Who's Hiring theme with owls and specific companies with job openings rather than a less engaging paper job posting.