



**2nd QUARTER SUMMARY REPORT
One Stop Operator**

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Reporting Period: October 1 through December 10, 2021

Date Submitted: 9/27/21

1. Major activities and accomplishments during this reporting period

- . PA CareerLink® Job Fair Week October 18 - 22 - Big success in most areas
- . Marketing of CareerLink Job Fair Week
- . Veterans Ad finalized for printing in November
- . Transition of Workforce Navigators to Equus
- . Completely incorporation of the paper surveys into the customer satisfaction process
- . Survey procedure updated to reflect changes in the process
- . OE training conducted on Nov. 4th from PATHS – Reasonable Accommodations & “How to” Scenario’s
- . Completed training with the Site Administrators on the Paper Survey Process
- . Completed training with the Site Administrators on the Count Sheet Process
- . Developed a recommended training outline for the Navigators

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. Outreach Committee was also formed to help with this process of getting the public to know who and where we are
- . Unemployment Compensation – Sending challenges/issues up to the appropriate personnel to help streamline the troubleshooting process. Huge frustrations on all parties involved.
- . 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

- . Transition pertinent information to the new CareerLink Operator to help with smooth changeover.

4. Best practices and/or program innovations

- . Advertising CareerLink Services via local pizza pub box tops
- . Continuation of Career Fairs in the North Central Region mirroring the effort
- . Collaboration with the communities we serve for involvement in local events