



**SUMMARY REPORT
One Stop Operator**

Report Prepared By: North Central Operator Consortium

Reporting Period: January 2022 to February 2022

Date Submitted: March 15, 2022

**1. Major activities and accomplishments during this reporting period
(please provide details, outcomes, actions, etc. for meetings attended or participated in)**

- Updated Customer Satisfaction Survey Policy
- Closing of a PA CareerLink Policy
- Approved Internet request for PA CareerLink® Clearfield County at Clearfield and PA CareerLink® Jefferson County
- February 14, 2022 Operator Meeting with Site Administrators; Operator Meeting; Operator Meeting with Board Staff
- February 17, 2022 Workforce Spotlight; Operator Meeting
- February 28, 2022 Operator Meeting with Site Administrators; Operator Meeting

2. Problems/Barriers and how they are being addressed

- UC Frustrations, patience by everyone as rules changing daily due to security issues
- Closing of a PA CareerLink Policy - Approvals to close and delay openings for various PA CareerLink® Offices due to weather

3. Planned major activities during the next reporting period (please provide dates, agendas, summaries for all activities reported)

- March 14, 2022 Operator Meeting with Site Administrators; Operator Meeting; Operator Meeting with Board Staff
- March 28, 2022 Operator Meeting with Site Administrators; Operator Meeting
- April 11, 2022 Operator Meeting with Site Administrators; Operator Meeting; Operator Meeting with Board Staff
- April 14, 2022 Workforce Spotlight
- April 25, 2022 Operator Meeting with Site Administrators; Operator Meeting

4. Best practices and/or program innovations (please provide details including dates and summaries)

- February 17, 2022 Workforce Spotlight
- Employer Open Interviews at multiple PA CareerLink® sites

- March 16, 2022 Take Me Out to the Job Fair, PA CareerLink® Clearfield County at Clearfield

5. List PA CareerLink® site visits and meetings attended (please provide a brief summary of each site visit and meeting)

February 17, 2022 PA CareerLink® McKean County, Workforce Spotlight

Quarterly Workforce Board Report

3rd Quarter 2021-2022

January 1, 2022 to March 18, 2022

	Clearfield	DuBois	Elk & Cameron	Jefferson	McKean	Potter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
New Businesses	9	4	0	5	6	1	54	19	25	
Businesses Increase/Recall	4	8	0	0	0	0	16	9	12	
Businesses Downsized/ Lay off	0	0	0	0	1	0	16	0	1	
Businesses Closed	0	1	0	0	0	0	4	1	1	

Customer Satisfaction Survey Results

	Clearfield	DuBois	Elk & Cameron	Jefferson	McKean	Potter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Greeting upon entering	10	10	9	10	10	9.9	8.9	9.7	9.8	
Facility and equipment	10	10	9	7	9	9.3	8.4	9.2	9.1	
Services Rendered	10	10	10	10	10	9.5	8.6	9.6	9.9	
Overall average	10	10	9.3	9	9.6	9.6	8.6	9.5	9.6	
Regional Average							8.6	9.5	9.6	

	Clearfield	DuBois	Elk & Cameron	Jefferson	McKean	Potter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Calls	725	890	544	335	543	281	5168	2861	3318	
Employer Services				20			520	260	20	
Walk-Ins	930	450	666	532	609	322	8839	3261	3509	
EARN		5		102			70	35	107	
Ex-Offender				29			0	0	29	
55 and Older				110			0	0	110	
Youth	50	17	41	22			108	54	130	
Enrolled in PA CareerLink	14	6		110			34	17	130	
Veterans	7	12	2	46	29	8	92	46	104	
BWPO	239	252	514	111	97	132	2211	1295	1345	
Adult Education	87	16	2		153	90	530	265	348	
OVR	28	33	2	6	38	1	242	143	108	
Equus	306	247	118	85	137	64	1350	121	957	
UC	918	534	493	441	423	266	9660	2961	3075	
UCER			21	7			4	2	28	
OTHER	65	85	172	118	275	35	1012	506	750	

*Customers may be reflected in more than one category

NEW BUSINESSES

Jefferson - Dan Smith Candies and Gifts, Focus Accounting and Business Solutions, Culligan Water, O'Reilly Auto Parts, Brownlee Lumber Inc.

Clearfield - Hewitt Jackson Tax Service, Advance Auto Parts Philipsburg, Family Dollar Philipsburg, RJ Corman Railroad Co, Wingate by Wyndham, Bud's Electric Service Inc, Hunter's Garage, Royal Inn, Harrisburg Home Health Holdings.

Potter- Cimino Auto Parts

McKean - CASA of McKean County Smethport, CASA of McKean County Bradford, Idyllwild Holdings, Chestnut Street Station INC, Majestic Kamp & Lost Trails INC, Patricia Smith

DuBois - Steele Farms, LLC; Over The Top, LLC and Unplugged LLC, Holt Drilling

BUSINESSES CLOSED

DuBois - MedExpress

BUSINESSES DOWNSIZED/LAYOFF - none											
BUSINESSES INCREASE/RECALL											
DuBois - Danone, Gasbarre Products, Inc., Falls Creek Powdered Metals, Inc, Treasure Lake Property Owners Association, Goodwill Industries of North Central PA, DuBois Central Catholic, Glenn O Hawbaker, Inc., DB's Smokin' BBQ, Bedrock											
SPECIAL EVENTS											
DuBois - Christ the King Manor was the winner of the Employer category for the Governor's Achievement Award, Staff participated in Spirit Week and donated items and money to the Gateway Humane Society, Ask the UC Rep Jan 19, Feb 15 and March 23. Rapid Response Meeting, Open Interviews - ESS, Abraxis, Christ The King Manor											
Elk - Open Interviews were held on various dates within the quarter with the following employers Morgan Advanced Materials, Metal Powder Products, Eastern Sintered ALloys, Inc., Abraxis											
Clearfield- Clearfield Wholesale Paper, Bell Resources, Dixon Precast Concrete, Grauch Enterprises											
McKean Open interviews on multiple dates with the following businesses: Equus, Abraxis, Beacon Light, UPMC, Case, Zippo											
Potter Open interviews on multiple dates: UPMC, Zito media, Spherion, Aging in Place Home Care, Aveanna, Morgan											
ISSUES AND/OR CHALLENGES											
Open interview events have been a very helpful tool to many Businesses in McKean and Potter PA CareerLink. Some of the events yeild hiring rates of over 50% of those interviewed.											