



# **Monthly Briefing Report One Stop Operator**

Reporting Period: February 2023

## Focus Areas:

- Update
- Performance Metrics

## **Prior 30-Day Update**

Over the past 30 days, our team has been working on the following:

### **1) Continued System Quality Services**

- The Customer Experience survey results are currently at 100.00 % for February period.



### **2) Partner Integration**

- Gwinnett One Stop Partner meetings still yield 35+ partners each month.
- The One Stop Center hosted various hiring events with Allied Security, Mercedes Benz Stadium, TTEC, Waffle House, Cricket Wireless and Comfort Keepers.
- Continue to conduct the Financial and Computer Literacy workshops at Comprehensive Center.
- Partnership Meeting with Sharmaine Butler (Parental Accountability Court Coordinator), Phillip Payne ( Georgia Commute) Kesha Rouse (Cricket Wireless/Affordable Resources), Crystal Lewis ( Job Corps) and Patrice Weurth (Hearts to Nourish Hope)

## Equus Monthly Briefing Report

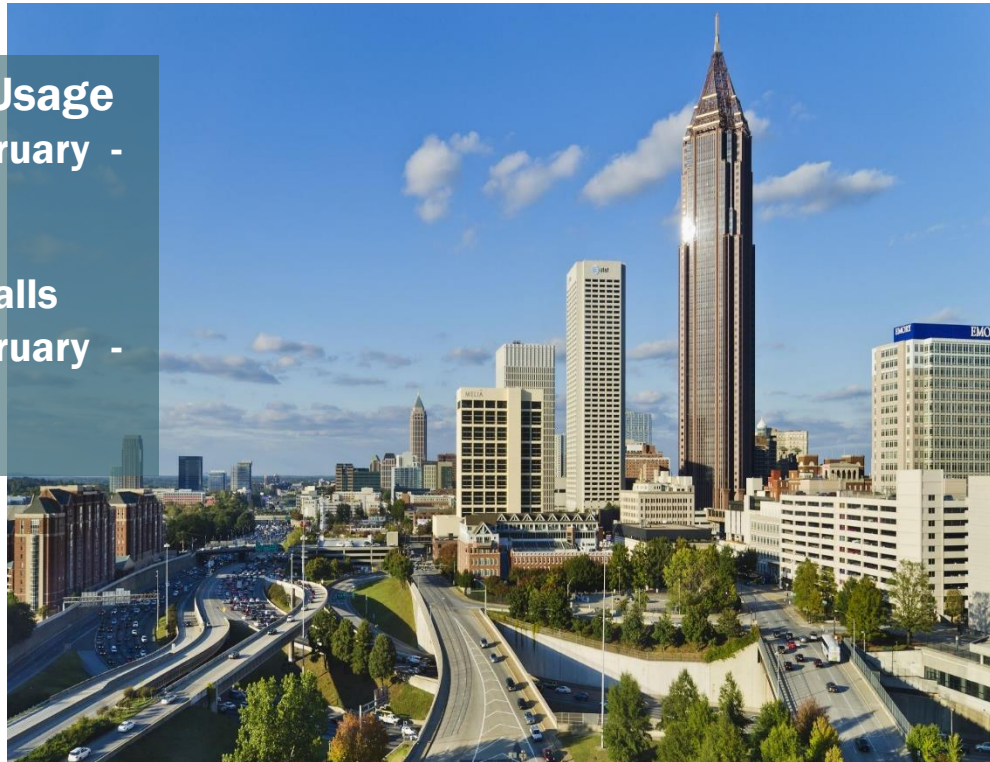
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### Center Usage

- February - 304

### Center Calls

- February - 254



*Currently engaged with 50+ partners and employers across the ARC Workforce area to maximize our impact and bring resources to businesses and individuals needing assistance via in-person and virtual avenues to ensure excellence in service delivery and responsiveness.*

**100%  
Customer Service  
Satisfaction  
Rating\*\*\*\*\***



## Equus Monthly Briefing Report

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Continue to advertise usage of Worksource Atlanta Region App.  
Working with EWS Career Service partner to expand outreach.

