

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, Mercedez 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)



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*****

Creating Opportunities. Changing Lives.

Performance Metrics

Project: GA ATLANTA WIOA ONE STOP (OSO) Project Director: Ursula Amey-Reid

| Benchmarks | Target/ Eff Target | Category/ Freq | Contr ID | Jul22 < | Aug22 | Sep22 | Oct22 | Nov22 | Dec22 Tar | Jan23 get | Feb23 | Mar23 | |
|-------------------------|--------------------------|---------------------------|-------------|----------------------|-----------|---------|---------|---------|--------------|--------------|-----------|-------|---|
| RAYS | 98% | Completion | 30452 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | * | * |
| Training Completion | 98.00% | Quarterly | | 98.00% | 98.00% | 98.00% | 98.00% | 98.00% | 98.00% | 98.00% | 98.00% | | |
| Partner | 3 | Partner | 30452 | 5.00 | 5.00 | 4.00 | 4.00 | 5.00 | 4.00 | 3.00 | 4.00 | * | * |
| Integration | 3.00 | Engagement Monthly | | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | | |
| Business | 2 | Employer | 30452 | 3.00 | 3.00 | 7.00 | 5.00 | 4.00 | 2.00 | 7.00 | 9.00 | * | * |
| Services | 2.00 | Engagement Monthly | | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | | |
| Customer | 92% | Participant | 30452 | 94.64% | 96.00% | 96.08% | 94.12% | 94.12% | 98.08% | 97.00% | 100.00% | | |
| Satisfaction Surveys | 92.00% | Satisfaction Quarterly | | 92.00% | 92.00% | 92.00% | 92.00% | 92.00% | 92.00% | 92.00% | 92.00% | | |

Metrics

Actions to sustain metrics are listed below:

| Action Step | Primary Owner | ompletion Dat | Effect | Status | Comments |
|---|---|-----------------|--|-----------------------------------|--|
| Customer Experience | | | | • • | |
| (Satisfaction) Rating | | | | | |
| Review results of the survey daily and make contact with participants to ensure above average customer experience. | One Stop Operator- Ursula Amey-Reid | Ongoing | | Continuous | Will email customer service surveys to individuals who attended any online webinars or |
| Ensure that resources are available, as well as wrap around services, to participants as soon as they enter the One Stop. (Shelters, Food | One Stop Operator- Ursula Amey-Reid | Ongoing | 98.08 % for December 2022 | Continuous | Provide Monthly Webinar on Community Resources as |
| Action Step | Primary Owner | ompletion Dat | Effect | Status | Comments |
| Rays Certification | | | | | |
| All Staff Certified in RAYS (Legacy in Action)-Integrity, Conduct, Respect and Customer Success | One Stop Operator- Ursula Amey-Reid | | Ensures that staff has knowledge of all the tools required to ensure that job seekers are getting optimal service when they enter the One Stop. | Meeting 100% | Meeting Expectations |
| · | | | | | |
| Action Step | Primary Owner | completion Dat | Effect | Status | Comments |
| Integration of Partners Conduct Regular Partner Meetings to Share and improve resources (One per month) Conducted /Host 2 additional partner events with Clayton and Douglas | One Stop Operator-Ursula Amey-Reid One Stop Operator-Ursula | Ongoing Ongoing | Allows partners to share information about resources and upcoming events Increases knowledge about services provided at the One | Conducted Monthly Conducted | Meeting Expectations- Meeting Expectations |
| Resource Center | Amey-Reid | | Stop and increase foot traffic to the One Stop. | Monthly | Expectations |
| Action Step | Primary Owner | ompletion Dat | Effect | Status | Comments |
| Business Services | | | | | · |
| Conducting at least 2 hiring events per month | One Stop Operator- Ursula Amey-Reid | Ongoing | Ensures that job seekers are consistently put in front of available job openings and networking events | Conducted Mo | Discovering new platforms to assist job seekers |

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

