



Monthly Briefing Report

One Stop Operator

Reporting Period: February 2022

Equus Monthly Briefing Report

Focus Areas:

- Prior 30 Day Update
- Performance Metrics and Action Plans
- Next 30 Day Focus
- Innovation

Prior 30 Day Update

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

1) Quality Assurance (Ongoing)

- The Customer Experience survey results are currently at 96.67% for February 2022.

2) Partner Integration

- The One Stop Center hosted various hiring events with Dover Solutions, First Class Workforce, Comfort Keepers and Happy Haven. New employer partners: EpiBreads, Class Act Security and KIK Consumer Products.

New resource partner include My Brothers Keepers. CPACS will be hosting a drive-thru food give away at the One Stop Center on March



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31st in which there will be Worksource Georgia Atlanta Regional flyers included about services.

- Partner meetings still yielding 30+ partners each month.
- Clayton County hosted an employer event that included employers (Amazon, Dover Solutions) that yielded 30 attendees. Foot traffic in Clayton was (1,371) job seekers (for January and February), which is 3 times more than December 2021. Clayton County continues to foster outreach with Connecting Henry, CTAE Clayton County School System and Community Action Network (Health Department).



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Performance Metrics and Action Plans

Contractual

Project: GA ATLANTA WIOA ONE STOP (OSO) Project Director: Carlethia Collier

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul21 <-----	Aug21 -----	Sep21 -----	Oct21 -----	Nov21 -----	Dec21 ---Tar	Jan22 get---	Feb22 -----	Mar22 -----	Apr22 -----	May22 -----	Jun22 ----->
RAYS Training Completion	98% 98.00%	Completion Quarterly	30452	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%				
Partner Integration	3 3.00	--- Monthly	30452	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00				
Business Services	2 2.00	--- Monthly	30452	2.00 2.00	4.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	3.00 2.00	2.00 2.00				
Customer Satisfaction Surveys	92% 92.00%	--- Quarterly	30452	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	94.74% 92.00%	96.08% 92.00%	100.00% 92.00%	96.97% 92.00%				

Action Plan to sustain metrics:

One Stop Operator- Action Plan Feb-22

Action Step	Primary Owner	Completion Date	Effect	Status	Comments
I. Customer Experience (Satisfaction) Rating					
1 Review results of the survey daily and make contact with participants to ensure above average customer experience.	One Stop Operator- Carlethia Collier	Ongoing	Ensures that participants voices are heard and allows for improved service delivery within the One Stop System.	Continuous	Conduct staff cross training. All individuals who attended any online webinars or workshops receive surveys. Include survey in all work that we do.
2 Ensure that resources are available, as well as wrap around services, to participants as soon as they enter the One Stop. (Shelters, Food Banks, employment opportunities)	One Stop Operator- Carlethia Collier	Ongoing	96.67 % for February 2022	Continuous	Resource webinars are conducted semi-monthly to share resources with participants within the community.
II. Rags Certification					
1 All Staff Certified in RAYS (Legacy in Action)-Integrity, Conduct, Respect and Customer Success	One Stop Operator- Carlethia Collier		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 as well as virtually	Meeting 100%	Meeting Expectations
III. Integration of Partners					
1 Conduct Regular Partner Meetings to Share and improve resources (One per month).	One Stop Operator- Carlethia Collier	Ongoing	Allows partners to share information about resources and upcoming events	Conducted Monthly	Meeting Expectations- Conducted Virtually
2 Conduct/Host 2 additional employer partner events at the One Stop	One Stop Operator- Carlethia Collier	Ongoing	Increases knowledge about services provided at the One Stop and increase foot traffic/virtually to the One Stop.	Conducted Monthly	Meeting Expectations Conducted Virtually
IV. Business Services					
1 Conducting at least 2 hiring events per month	One Stop Operator- Carlethia Collier	Ongoing	Ensures that job seekers are consistently put in front of available job openings and networking events	Conducted Monthly	Discovering new online platforms to assist job seekers

Next 30 Day Focus

We will now be conducting partner meetings with Clayton, Henry, Fayette and Douglas counties starting in April 2022.

Innovation

Working with ARC (Lisa Davis) on creating an Electronic Referral Form for partners. Continued push for virtual events; including cross training and assisting participants to register in various job search and learning platforms, such as the Georgia Worksource Portal, ATLworks.org, CareerOneStop.org and LinkedIn Learning.