



# Monthly Briefing Report

## One Stop Operator

Reporting Period: May 2022

# Equus Monthly Briefing Report

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## 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 92% for April 2022.

### 2) Partner Integration

- The One Stop Center hosted various hiring events with EpiBreads, Allied Universal (27 Attendees), TACO Bell, Waffle House and I@ I Tires and Gwinnett County Library. New employer partners: Coffman  
New resource partner includes: Nourishing Hands, GA Department of Community Affairs, Preface Project.



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CPACS hosted a drive-thru food give away at the One Stop Center on March 31<sup>st</sup> and delivered 150 boxes of fresh food to families.

- Partner meetings still yielding 30+ partners each month. 38 Total attendance for the April 2022 One Stop Partner Meeting.
- Clayton County hosted very first Partner Meeting on April 20<sup>th</sup>: (14 in attendance). Wednesdays: Hiring events with US Foods, OMNI Home Care, Woodforest National Bank, Amazon, Integrity Staffing Solutions and Coach Consulting. Resume and Getting Hired workshops are conducted weekly.



## Performance Metrics and Action Plans

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## 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%	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	3.00 3.00	4.00 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	3.00 2.00	3.00 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%	96.49% 92.00%	92.00% 92.00%	•	•

## Action Plan to sustain metrics:

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## One Stop Operator- Action Plan

Apr-22

Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>I. Customer Experience (Satisfaction) Rating</b>					
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	92% for April 2022	Continuous	Resource Webinars are conducted semi-monthly to share resources with participants within the community.
Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>II. Rags Certification</b>					
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
Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>III. Integration of Partners</b>					
1 Conduct Regular Partner Meetings to Share and improve resources (Once per month).	One Stop Operator- Carlethia Collier	Ongoing	Allows partners to share information about resources and upcoming events	Conducted Monthly	Meeting Expectations- <b>Conducted Virtually</b>
2 Conduct/Host 2 additional 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 <b>Conducted Virtually</b>
Action Step	Primary Owner	Completion Date	Effect	Status	Comments
<b>IV. Business Services</b>					
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	Continued negotiations with employers to determine their needs. Discussing Re-entry.

## Next 30 Day Focus

Continue to grow partner connections in Clayton, Henry, Fayette and Douglas. Working with WIOA staff in One Stop to conduct monthly workshops for staff to include: Resume, Interviewing Skills, LinkedIn, and WorkSource GA Portal usage.

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### **Innovation**

Created electronic virtual referral link for partners:

<https://forms.office.com/r/ZyWFhnCtCR>. Discussions occurring about hybrid partner meetings in the future.