



# Monthly Briefing Report

## One Stop Operator

Reporting Period: November 2021

# 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 94.74% for November 2021.

### 2) Partner Integration

- The One Stop Center hosted various hiring events with Walden Security, Ricoh Electronics, and Comfort Keepers.
- Partner meetings still yielding 35+ partners each month.
- Clayton County hosted an employer event with Woodforest National Bank (14 attendees).



## Equus Monthly Briefing Report

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**October/November 2021**  
**One Stop System**

Connected to the Communities



Community Agency &  
Employer Partnerships



**94.74%**

Satisfaction with  
our Services

**4**



Hiring Events 21 Attendees  
Total

Partner Events



145 Attendees



89 Linked in  
Learning Activities  
Completed

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## **Performance Metrics and Action Plans**

*Contractual*

# Equus Monthly Briefing Report

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 ---->
RAVS 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%	•	•	•	•	•	•	•
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	•	•	•	•	•	•	•
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	•	•	•	•	•	•	•
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%	•	•	•	•	•	•	•

**Action Plan to sustain metrics:**

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## One Stop Operator- Action Plan Nov-21

	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. <b>(Shelters, Food Banks, employment opportunities)</b>	One Stop Operator- Carlethia Collier	Ongoing	94.74 % for November 2021	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 (One 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	Discovering new online platforms to assist job seekers

## Next 30 Day Focus

Looking to conduct an Older Worker/SCSCEP hiring event in upcoming months. New Soft Skills workshop for January 2022 and a virtual job fair kick off for 2022.

## Innovation

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, Career One Stop and LinkedIn Learning.