



Monthly Briefing Report One Stop Operator

Reporting Period: April 2023

Equus Monthly Briefing Report

Focus Areas:

- Updates
- Performance Metrics

Updates

Over the past 60 days, our team has been working on the following:

1) Continued System Quality Services

- The Customer Experience survey results are currently at 100 % for April 2023.

2) Partner Integration

- Gwinnett One Stop Partner meetings still yielding 35+ partners each month.
- Ten Hiring events with 89 in attendance.
- Spring Career & Resource Fair, 14 vendors & 49 attendance.
- New/Increased partnerships include- Literacy Action, Health Equity Program and iCode Academy.
- Clayton County and Douglas County Partner Meetings continue to grow with new partners and participation. The Career Centers host ten Employer Events monthly.



Equus Monthly Briefing Report

Center Usage

- April - 299

Center Calls

- April - 235

100.00 %
Customer
Satisfaction
Rating



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.

Equus Monthly Briefing Report

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 -----	Apr23 -----	May23 -----	Jun23 ----->
RAY'S Training Completion	98% 98.00%	Completi 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%	100.00% 98.00%	100.00% 98.00%
Partner Integration	3 3.00	Partner Engagem Monthly	30452	5.00 3.00	5.00 3.00	4.00 3.00	4.00 3.00	5.00 3.00	4.00 3.00	3.00 3.00	4.00 3.00	5.00 3.00	5.00 3.00	5.00 3.00	5.00 3.00
Business Services	2 2.00	Business Services Monthly	30452	3.00 2.00	3.00 2.00	7.00 2.00	5.00 2.00	4.00 2.00	2.00 2.00	7.00 2.00	9.00 2.00	6.00 2.00	5.00 2.00	5.00 2.00	5.00 2.00
Customer Satisfaction Surveys	92% 92.00%	Customer Satisfaction Monthly	30452	94.64% 92.00%	96.00% 92.00%	96.08% 92.00%	94.12% 92.00%	94.12% 92.00%	98.08% 92.00%	97.00% 92.00%	100.00% 92.00%	98.00% 92.00%	100.00% 92.00%	98.00% 92.00%	98.00% 92.00%

April 2023

RAY'S Traing Completion 100%

Partner Integration 5

Business Services 5

Customer Satisfaction Surveys 100%

Next Steps:

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. Also, Hearts to Nourish Hope provides vital resources, GED Classes, and programs to the youth and young adults.

Equus Monthly Briefing Report

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

