

**January Workforce Board Meeting
January 24, 2024**

October 2022: 260 Applicants November 2022: 325 Applicants December 2022: 265 Applicants
October 2023: 43 Applicants November 2023: 226 Applicants December 2023: 233 Applicants

How Applicants Heard About workNet DuPage:

October 2023

Community Organizations:

Rapid Rehousing
Unnamed Public Library
Urban League

Schools:

Addison Trail High School
Metea Valley High School
Naperville North High School
New Lake College
Verve College (focus is on practical nursing)
Wheaton Warrenville South High School

November 2023

Community Organizations

Carol Stream Public Library
Catholic Charities of Joliet
DuPage PADS
DuPage Probation Employment Office
Metro Family Services
Midwest Shelter for Homeless Veterans
NextDoor (social networking for local neighborhoods; online and app)
Sharing Connections (non-profit organization based in Downers Grove. Mission is to ensure that those in need eat at a table and sleep in a bed. Customers are provided with gently used furniture, household items and clothing)
Therapist at DuPage County Health Department
Unnamed Family Shelter
West Suburban Community Pantry
WIC (Special Supplemental Nutrition for Women, Infants and Children)
workNet of Batavia

Schools:

College of DuPage (Massage Therapy Teacher)
Elmhurst University
Glenbard North High School
Illinois Welding School
Metea Valley High School
West Chicago High School

December 2023

Community Organizations

Aurora VA Clinic

Coding bootcamp website

Itasca Library

Mercy Housing Marian Park Apartments (affordable, low-income housing for those who are income eligible, seniors 65+ and those with special needs. Located in Wheaton).

Naomi's House Case Worker (programming for women who have been trafficked and sexually exploited. Services include long term residential housing, day program including counseling, job placement/counseling and drop-in center. Located in Wheaton)

Social Media

YouTube

Trends in Partner Referrals

As noted in our last meeting, due to budget challenges at the federal level, the application portal was closed mid-October until the allocation came thru. The allocation became available in November 2023. As a result, the application portal was reopened on the website.

We are starting to see a return to pre-October levels in applications beginning January 2024.

October: 32 Surveys Sent Out 4 Surveys Completed (1.5%)

Satisfaction Scale: Neither Satisfied nor Dissatisfied to Very Satisfied.

In the month of October, we had 2 customers who reported Not Satisfied.

Customer 1 requested a referral to CAPS. He had not heard from anyone at CAPS; I followed up with my contacts at CAPS and requested they contact Customer. I did confirm with Customer he was contacted later that day by a representative from CAPS.

Customer 2 is 50+ years old and is frustrated that finding a job is so daunting. He requested we meet in person; we did. He likes the environment at the Center and believes the staff to be competent. He ultimately wants to find a job today, which is the challenge.

November 2023: 137 Surveys Sent Out 7 Surveys Completed (5%)

Satisfaction Scale: Neither Satisfied nor Dissatisfied to Very Satisfied.

This month we had 2 Not Satisfied customers. I have reached out to them with no luck in connecting.

December 2023: 145 Surveys Sent Out 10 Surveys Completed (6.8%)

Satisfaction Scale: Neither Satisfied nor Dissatisfied to Very Satisfied.

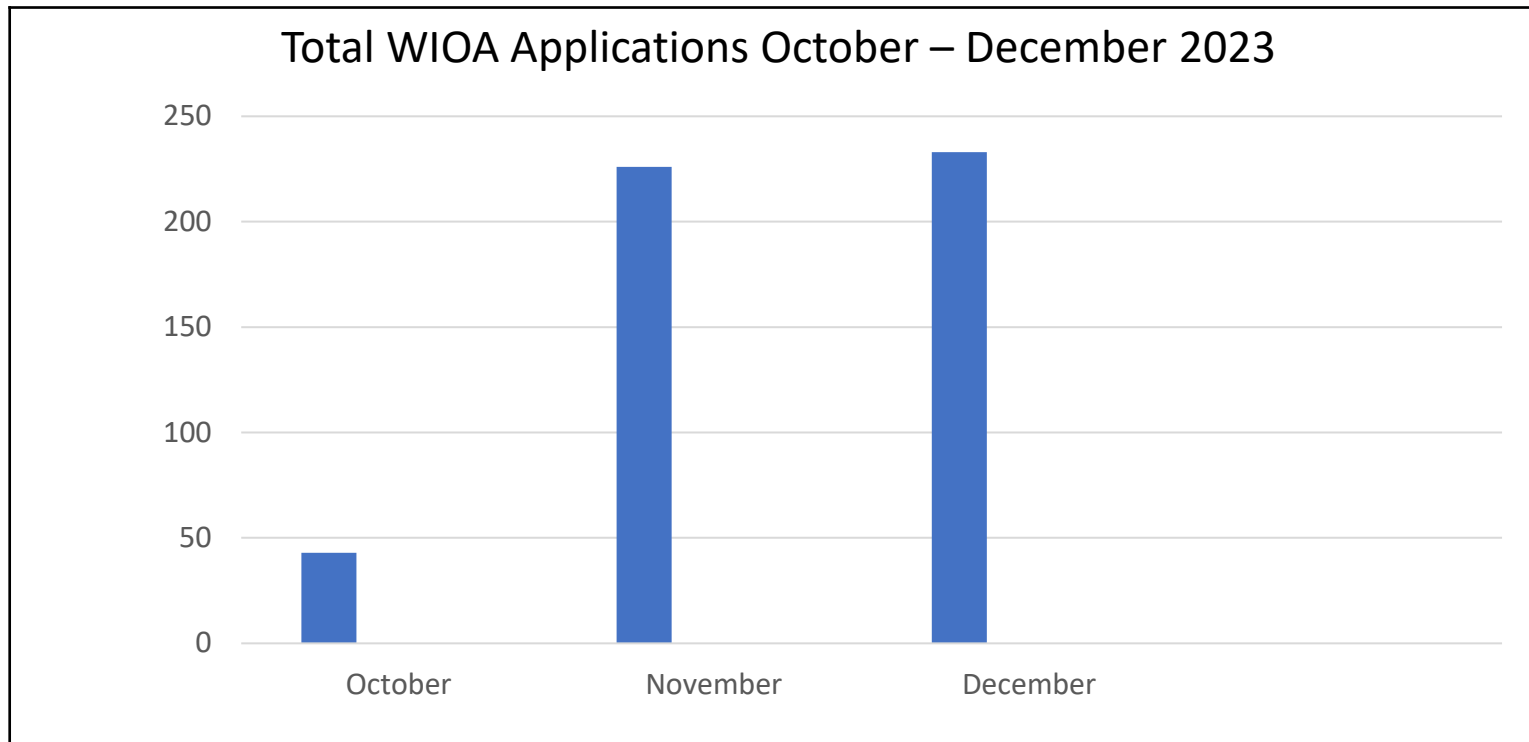
In December we had 1 Not Satisfied with Service with our Partner Agency CAPS. I reached out and the response I received from the customer was "Hi Miriam, You don't have to call me. I just wanted career counseling/ training. I must have misunderstood what I was signing up for."



One Stop Operator Report: January 2024

One Stop Partner Requirements: Provide job seekers access to programs and activities.

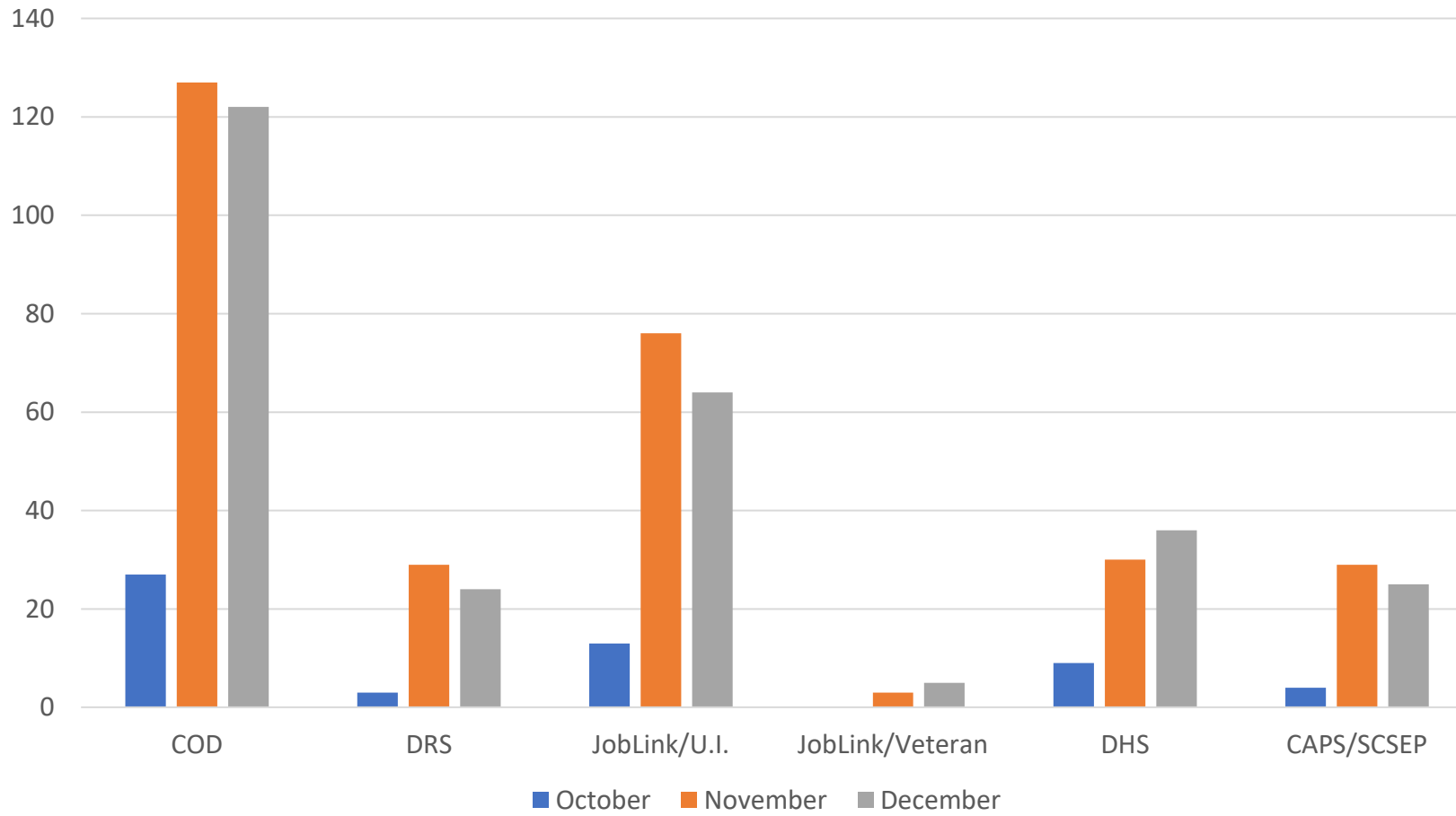
One Stop Operator: Track referrals and lead Partners in the delivery of individualized follow-up career/life services.





One Stop Operator Report: December 2023

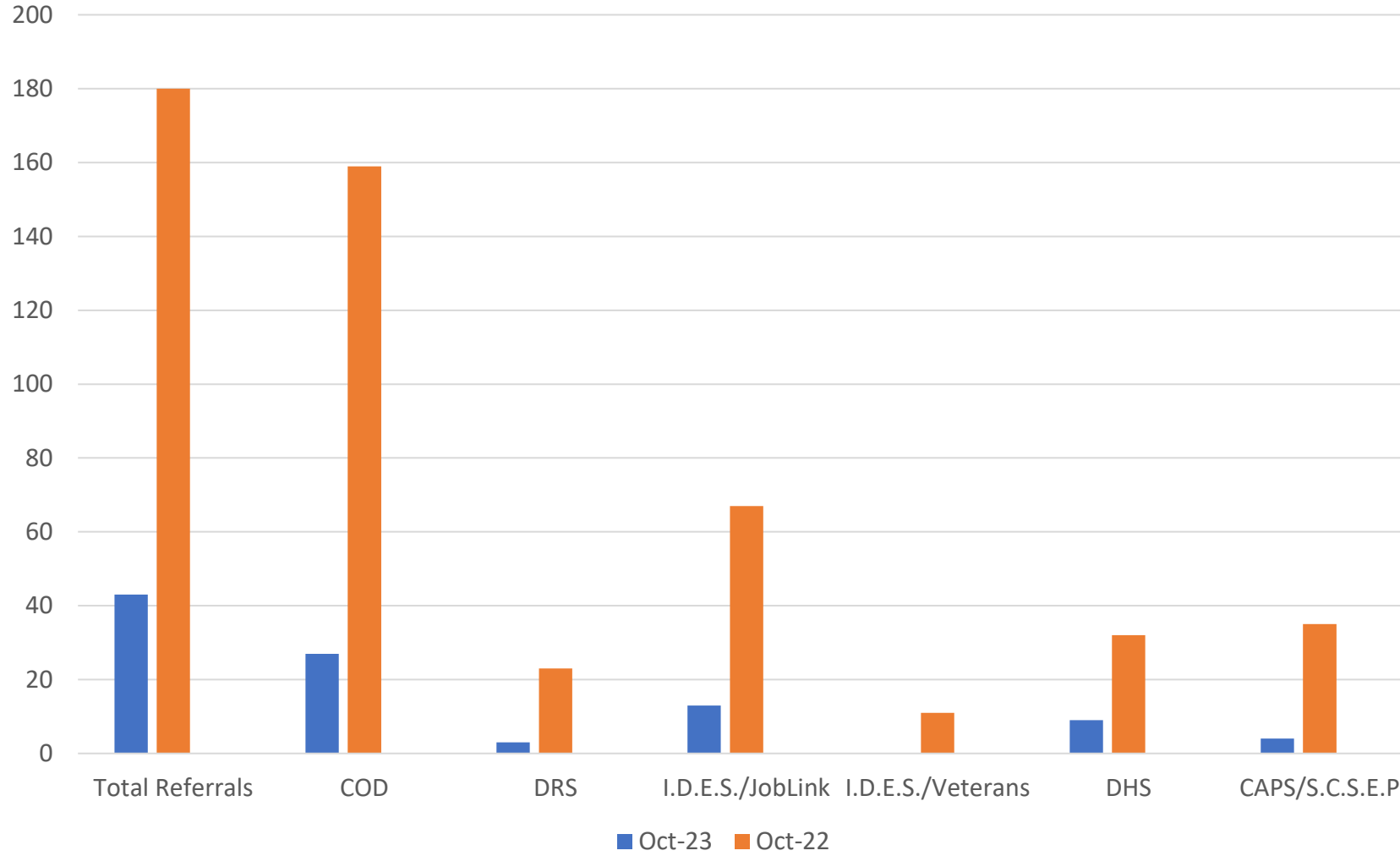
Partner Referrals: October – December 2023



Due to ongoing budget issues at the Federal level Partner Referrals were down in October. Partner referral demand is highest for COD and JobLink/UI.

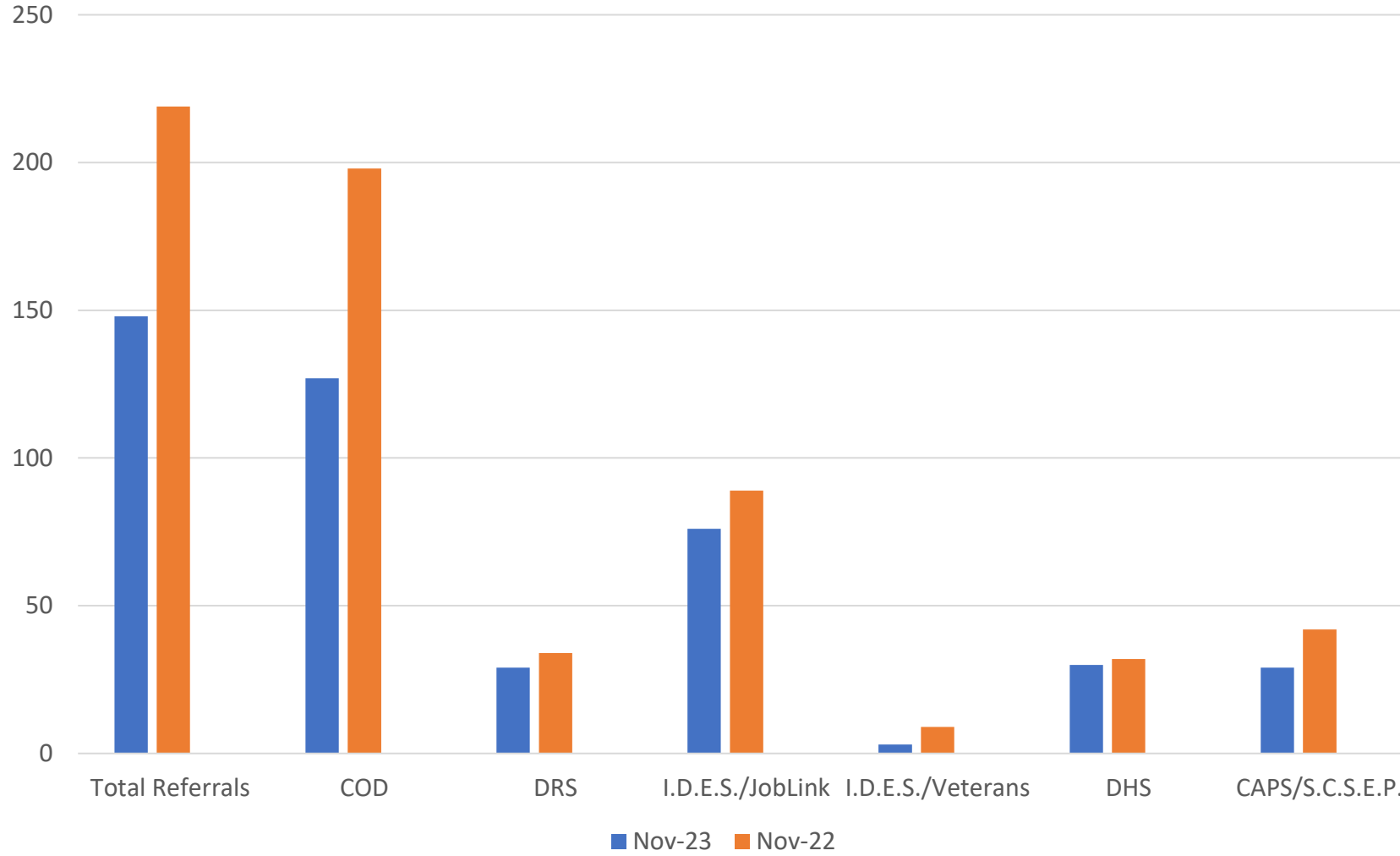


October 2023 vs. October 2022



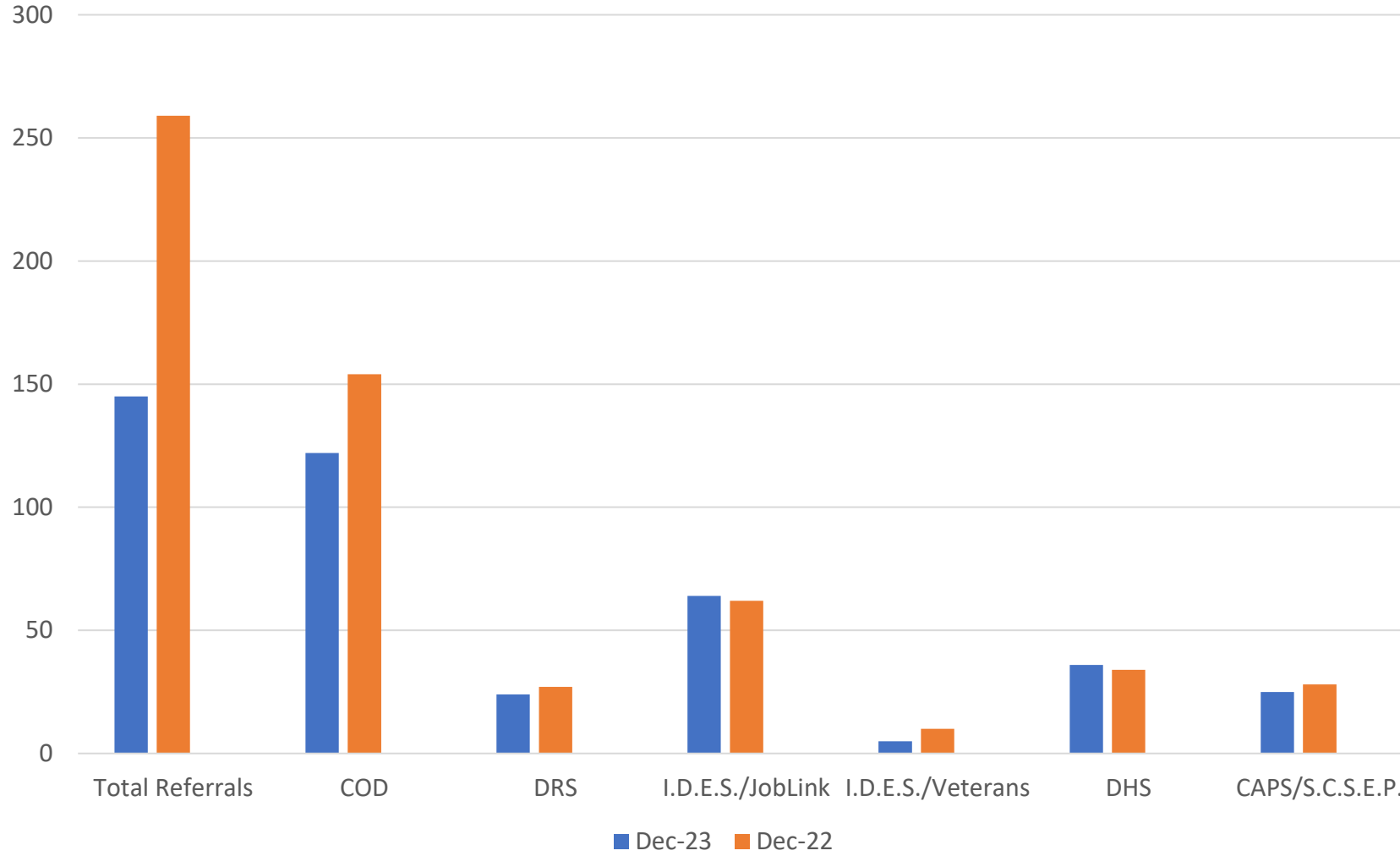


November 2023 vs. November 2022





December 2023 vs. December 2022





Service Integration Success Story:

Career Planning staff at workNet DuPage received an application for services from a customer who indicated he is receiving Unemployment Insurance benefits.

The customer indicated that he had yet to receive his first payment. When the claim was reviewed in the Illinois Benefits and Information System by Maureen, workNet DuPage staff, it seemed that there was an issue with his registration with Illinois Job Link.

Maureen consulted with Cruz Bolivar, Illinois Department of Economic Security Partner, and he was able to see that the client had indeed registered with Illinois Job Link but that when he went to upload his resume he somehow created another account and the 2 “accounts” were not synced.

Cruz was able to escalate the issue to the regional office and they were able to merge the accounts so the client could receive his benefits. This also then established his eligibility for the WIOA program and he will be pursuing training with workNet DuPage.

An example of the benefit of having a One Stop office where customers can receive services efficiently and seamlessly.

Partners:

- workNet DuPage
- College of DuPage
- Department of Rehabilitation Services
- DuPage County Department of Community Services
- Illinois Department of Economic Security
- Illinois Department of Human Services
- Senior Community Service Employment Programs