

WORKNET DUPAGE

*ONE STOP OPERATOR
MAY 2026*

REPORT TO LWIB



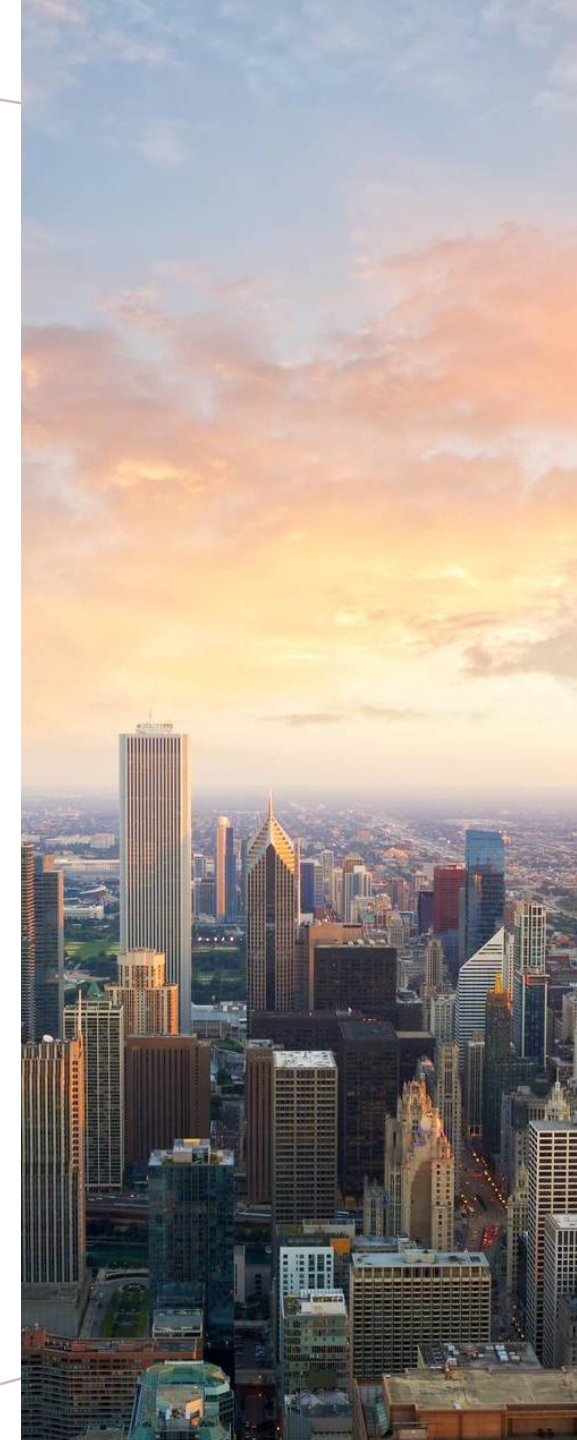
Introduction

OSO Summary

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ONE STOP OPERATOR

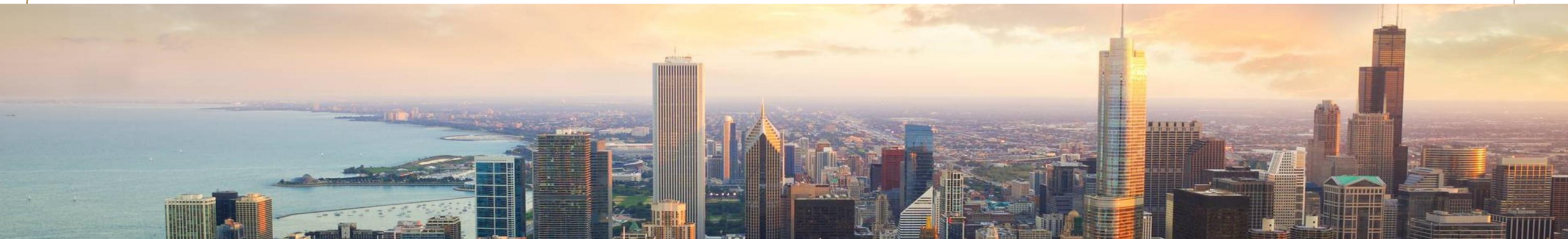
WESTERN DUPAGE CHAMBER OF COMMERCE

SUMMARY

workNet DuPage has experienced an almost flat level of activity year over year 2025/2024. As was reported previously, there was a downturn of ELA, GED and DRS applicants. DHS has continued to trend upward between 11% (TANF) to as much as 32% increase (Medicaid) with SNAP and CCAP both at around 25%.

One-Stop-Operator activities through the first 4-months include weekly updates of the User Acceptance Testing (UAT) group developing the state-wide referral tracking system. The new referral system is now live but voluntary participation and is scheduled to go statewide in July for all AJCs and associated partners. In addition, the MOU process, led by Director Lisa Schwach has been finalized with necessary changes to reflect current operations and slight budget adjustments.

Okay, let's get to work!



Year To Date Comparison PY25 / PY24

	COD			DRS	IDES		DHS				CAPs	WorkNet DuPage		Total
	ELA	GED	Cert	DRS	JobLink	Vets	CCAP	Medicaid	SNAP	TANF	SCSEP	Career Serv.	Train	
PY25	55	71	1132	176	702	53	157	302	359	183	274	515		3979
PY24	85	101	1289	244	723	55	123	229	289	165	264	496		4063
	64.71%	70.30%	87.82%	72.13%	97.10%	96.36%	127.64%	131.88%	124.22%	110.91%	103.79%	103.83%		97.93%

SERVICE SUCCESS STORY:



Lisle (LWIA 6) – Bernadette S. participated in the RESEA interview on 11/13/2025. During the RESEA, we reviewed career interests, job search efforts, and resume. We determined that Bernadette could benefit from a more effective resume and a format that is more complimentary of Applicant Tracking Systems. The resume was reformatted for readability and the experience was also expanded. We shared the importance of tailoring the resume for the job description to secure more interviews.

We then sent a referral to Title I, workNet DuPage, for additional services and she connected with workNet DuPage and further fine-tuned her resume to match a position she was seeking.

She used her new resume and reached out to a former colleague who presented the resume to their hiring manager. Upon reviewing her resume, the hiring manager responded by encouraging her to apply for an accounts specialist position they had posted. After applying, she received an invitation to interview and was soon offered the position as a Key Accounts Specialist with Intellex USA LLC with a hiring date of 04/07/2026. Bernadette “the resume assistance and the guidance on the applicant tracking system was extremely helpful. Thank you for the time you have put into assisting me. WorkNet DuPage was a very helpful resource. I didn’t even know they existed. I have recommended them to several of my friends.” This was another example of the Northern Region ES staff assisting a job seeker with becoming reemployed and potentially saving the UI fund from paying an additional 2 weeks or \$1,360 in UI benefits.

Self Assessment: Project Underway

Manager Jenna Stutz, Director Lisa Schvach and OSO have reviewed the requirement of partner self assessment and have created a schedule for submittal within the necessary timeframe. The Self-Assessment must be updated annually and is guided by the IWIB to ensure the goals and strategies align with the state and local workforce plans.

The state created a Toolkit that provides templates, recommendations and a variety of subject videos to help guide the process. A key component of the assessment; beyond the continuous improvement objective is to view all service access through the lens of fairness and impartiality.

To the extent that observation can identify these characteristics, all workNet DuPage partners employ considerable efforts towards these goals. The process therefore will be to assess current conditions and processes and identify progress on previous goals and any conditions that may have changed that would necessitate new or revised goals.

*WELCOME TO JENNA STUTZ
LWIB MANAGER*

OKAY, LET'S GET TO WORK!