



October 2020 Local Workforce Innovation Board / One-Stop Operator Report

September 2020 283 Inquires	DuPage Workforce Dev. Div.				Referred to Partner Agency						Human Service	
	Entered IWDS	Youth	WIOA Application		DRS	I.D.E.S.		COD	SCSEP Able / CAPs	DHS	C.R.I.S.	
			Sent	Received		JobLink / U.I.	Veteran					
NO FURTHER ACTION	53 19%	195 69%	11 4%	189 67%	115 41%	1 0%	0 0%	14 5%	2 1%	5 2%	2 1%	0 0%

COVID related layoffs: September 150 53%

Client satisfaction Surveys: 165 email, 46 text requests sent

19 responses: 17 within 1-4 days for response --- 17 Satisfied (11 Very), 2 Not --- 13 Expectations Met, 6 Not Met ---All being followed up

IWDS	Applicant information was entered into the State of Illinois Workforce Dev. Data System: Engaged
Youth	Applicant preliminarily qualified for youth program with WDD and was referred downstairs: Engaged
WIOA: Sent	Applicant preliminarily qualified for WIOA, application and document requirements sent to applicant
WIOA: Received	<b>NEW:</b> WIOA application received at Worknet DuPage, DuPage Cnty. Workforce Dev. Div.
DRS	Department of Rehabilitation Services referral: No further action unless/until DRS returns referral: Engaged
JobLink	Illinois Department of Employment Security referral: may also include Unemployment Insurance assistance from IDES
Veteran	Indicated priority service among other Veteran benefits administered by IDES
COD	College of DuPage referral: may also include referral to other Career Technical Education services provider: Engaged
SCSEP	Senior Community Service Employment Program referral: Engaged over 55 years of age
DHS	Illinois Department of Human Services: Temp Assistance For Needy Families (TANF), Supplemental Nutrition Assistance (SNAP)
CRIS	DuPage County Department of Human Services and Community Resource referral