



November 2020 One-Stop Operator Report to Local Workforce Innovation Board

Forth Quarter 2020		NO FURTHER ACTION	DuPage Workforce Dev. Div.				Referred to Partner Agency					Human Service	
			Entered IWDS	WIOA Application		DRS			COD	SCSEP Able / CAPs	DHS	C.R.I.S.	
				Youth	Sent		Received	JobLink / U.I.					Veteran
OCTOBER	257	27	142	4	139	90	4	0	8	2	5	4	0
November	223	58	136	13	147	97	2	1	3	3	3	5	3
December	230	34	152	9	152	83	2	3	14	1	6	1	0
Totals	710	119	430	26	438	270	8	4	25	6	14	10	3

COVID related layoffs:

October	143	55.64%
November	110	49.33%
December	113	49.13%
Totals	366	51.37% Average

Client satisfaction Surveys: Totals received since inception 93

76% satisfaction rate with only a 7.5% not satisfied; remaining marked N/A

75% expectations met; this is an open ended question that is subject to personal feeling about government service organizations.

Recommendation: Additional follow up email to those applicants that have been sent WIOA application but have not returned them.

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	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