



May 2021 One-Stop Operator Report to Local Workforce Innovation Board

2021 March & April	NO FURTHER ACTION	DuPage Workforce Dev. Div.				Referred to Partner Agency					Human Service	
		Entered IWDS	Youth	WIOA Application Sent Received		DRS	JobLink / U.I.	Veteran	COD	SCSEP Able / CAPs	DHS	C.R.I.S.
March: 270	53	208	20	204	113	4	20	11	5	10	11	7
%	20%	77%	7%	76%	42%	1%	7%	4%	2%	4%	4%	3%
April: 207	30	163	8	154	76	7	10	9	1	8	15	6
%	14%	79%	4%	74%	37%	3%	5%	4%	0%	4%	7%	3%

COVID Laid-off	Totals	Healthcare	Hospitality	Manufacturing	Retail	Transportation	Other
March: 272	125	17	12	14	6	13	63
%	46%	14%	10%	11%	5%	10%	50%
April: 211	83	5	7	12	5	17	37
%	39%	6%	8%	14%	6%	20%	45%

Satisfaction Survey: 51 survey responses, overall 84% satisfaction rate
Very satisfied or satisfied (33/10) with 40 met expectations, 8 did not meet expectations 3-no actual response or contact information.
Action: Of 8 that provided contact or reason for "Expectation not met" 2 were not eligible for requested services i.e. Masters Degree and wanted training. 1 IDES issue resolved, 1 legal problems. 3 resolved with Navigator assist and 1 believed the WIOA application form was difficult.

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