

One Stop Operator Report
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Partners:

Worknet DuPage, College of Dupage, Department of Rehabilitation Services, Illinois Department of Employment Security (IDES), National Able Network, DuPage County Department of Community Services, Illinois Department of Human Services, Senior Community Service Employment Program.

January 2022: 83 Get Started Completed

February 2022: N/A

In February 2022 a change was made on the workNet DuPage website that allows users to access a mobile application in PDF format. During this transition the data was difficult to track. Tracking of monthly data will resume in March and will be reported in the May WIB Report.

Referrals

Beginning in November 2021 we started work on “closing the loop” on referrals to enhance service integration.

Service Coordination

The Partners meet once monthly for the purpose of continuing to build a strong collaboration. Since November 2021 topic of discussion has focused on creating an easy and effective manner to “close the loop” on referrals. Navigators refer out to Partner agencies based on what Get Started applicants indicate they need in terms of supportive services. We now have created a system in which our Partners are reporting back if the referral has been contacted, is receiving services from Partner.

Moving forward our agenda will focus on Partner Updates, Referrals, Service Integration Success stories, Review of governance/compliance and Equity Lens.

Partner Referral Trends

COD: the trend continues to be that the main interest for people is training and certifications.

Social Services: (DRS, DHS, C.R.I.S.): the trend continues to be that there is continued need for services. The demand was less in January and February as compared to December.

Veteran Services: request for services has slowed down since July 2021

SCSEP: there was a slight dip in request for service between January and February