

**May Workforce Board Meeting  
May 24, 2023**

**March 2022: 308 Applicants**  
**March 2023: 399 Applicants**

**April 2022: 235 Applicants**  
**April 2023: 365 Applicants**

**Trends**

Increased awareness of workNet DuPage in the general community

The UpSkill Programming throughout the community specifically named by applicants in March 2023 WIOA applications, Addison Public Library, Downers Grove Library.

UpSkill Programming specifically named by applicants in April 2023 WIOA applications:  
Villa Park.

Additionally, the Carol Stream American Legion Veteran Networking Event was mentioned along with education stakeholders in DuPage County: Naperville Community Unit District 203, Glenbard North, Glenbard South and West Chicago Community High School District 93.

Other community stakeholders mentioned: Choose DuPage and Western DuPage Chamber of Commerce.

The removal of barriers has made applying easier for customers as evidenced by the continuing increase of applications being filled out.

**Market Demand:**

Employers continue to want an upskilled workforce and are seeing the benefits of offering those opportunities to retain workers and attract new hires.

Employees continue to understand that with an increased skillset, better opportunities exist for employment.

A recent Forbes article titled “What to Expect from the Job Market in 2023” noted that this year employers will be more willing to promote continuous learning by offering more courses, certifications, and other professional development tools to retain employees. Employers are beginning to understand that upskilling provides for a competitive edge and meets employee needs. Prospective employees in 2023 are seeking companies where continuous investment in employees is part of the company culture.

**Trends in Partner Referrals**

Partner referrals from March 2023 to April 2023 increased 4.6%. Partner referral demand continues to be highest for COD and JobLink/UI.

**Year over Year Partner Referral Trends:**

Total referrals from March 2022 to March 2023 increased 26.5%.

Total referrals from April 2022 to April 2023 increased 57%.

**COD Certification Referrals:** March 2022 to March 2023 referrals increased 35%. This is a significant upward trajectory and is in alignment with what is playing out in the workforce. Employers, employees and prospective employees understand the value of certifications. The year over year trend for April is even more significant; a 102% increase in referrals.

**Illinois Department of Economic Security/JobLink:** Referrals from March 2022 to March 2023 increased 22%. Referrals from April 2022 to April 2023 increased 105%. This increase can be attributed to several factors including the upgrades on the website resulting in increased usage, outreach to job seekers to make sure they are registered, especially if they have an unemployment claim, and when the weather gets warmer more people start “looking for work” again. Additionally there has been an increase in in-person traffic at our site.

**Department of Human Services:** March and April 2023 as compared to the same period in 2022. Trend year over year, March 2022-March 2023 was an 11% increase. Current economic factors account for this small increase. April 2023 compared to April 2022 we saw a significant 87% increase in referrals. Again the current economic climate accounts for this increase.

**Department of Rehabilitation Services:** March and April 2023 as compared to the same period in 2022. The trend of referrals from March 2022 to March 2023 has increased 18%. The trend for April 2022 compared to April 2023 is significant as well; 56%. DRS staff have recently returned to working in person which has been of benefit for customers.

**Senior Community Service Employment Program/Community Assistance Programs:** March and April 2023 as compared to the same period in 2022. The increase of referrals for Senior Community Service Employment Program/Community Assistance Programs (serving those fifty-five and over) saw an increase of 63% from March 2022 to March 2023. The April 2022 to April 2023 trend is even more significant; 110% increase in referrals. Many who retired during the pandemic are now unretiring (“unretirees”). For many the motivating factor to return to work is the desire to have a sense of purpose. Many are unretiring to offset the increased cost of health insurance, living expenses and an erosion of retirement savings.

**Client Satisfaction Surveys:**

In March we revamped the Client Satisfaction Survey to collect more specific data: Customer Service, Response Time, and Outcome for workNet DuPage and Partner Agencies. The revamped questions will provide us with a better understanding of where we need to improve our service delivery.

March 2023: 198 Surveys Sent Out 11 Surveys Completed (5.5%) Not Satisfied to Very Satisfied

April 2023: 206 Surveys Sent Out 14 Surveys Completed (6.8%) Not satisfied to Very Satisfied

March 2023: 2 Customers rated service as Not Satisfied for Customer Service, Response time, and Outcome. Of the 2 customers, one provided a name, email, and phone number to contact. To date I have not been able to connect with the customer to learn more about his experience.

Of the 11 responses, seven found it helpful having workNet DuPage staff connect them to Partner Agencies.

April 2023: 2 customers rated service as Not Satisfied for Customer Service and Response Time and 3 customers rated Not Satisfied with Outcome. To date I have not been able to connect with customers to learn more about their experiences.

Of the 14 responses, nine found it helpful having workNet DuPage staff connect them to Partner Agencies.