

**June Workforce Board Meeting
June 28, 2023**

May 2022: 308 Applicants

May 2023: 278 Applicants

Trends:

A slight decrease in the number of total applications compared to May 2022.

The UpSkill Programming throughout the community specifically named by applicants in May 2023 WIOA applications; Helen Plum Library (Lombard) and Villa Park Library.

Additionally, named education stakeholders in DuPage County: Addison Trail High School, Lemont High School, Northern Illinois University, Warrenville South High School, Waubonsie Valley High School.

Other community stakeholders mentioned: DuPage Housing Authority, IDES, YWCA.

Market Demand:

As reported last month the trend continues to be that employers want an upskilled workforce. Employees continue to understand that with an increased skillset, better opportunities exist for employment.

Trends in Partner Referrals

Partner referrals from May 2022 to May 2023 increased 4% overall.

Partner referral demand continues to be highest for COD and JobLink/UI.

COD Certification Referrals: May 2022 to May 2023 referrals increased 16%. This continues to be the trend and is in alignment with employers continuing to understand the significance of certifications, prospective employees and employees wanting certifications to improve their skillset and value in the workforce.

Illinois Department of Economic Security/JobLink: Referrals from May 2022 to May 2023 increased 32%. As reported at our May Board meeting the increase can be attributed to upgrades on the website and continued outreach to job seekers to make sure they are registered.

Department of Human Services: Trend year over year for May 2022 compared to May 2023 was a 15% increase. Current economic factors continue to account for this increase.

Department of Rehabilitation Services: May 2022 to May 2023 saw a 30% decrease in referrals. This may be an anomaly; this will be carefully tracked in June to determine if there is a new pattern.

Senior Community Service Employment Program/Community Assistance Programs: May 2022 to May 2023 trend is downward; a significant 31%. This may be an anomaly; this will be tracked in June to determine if there is a new pattern.

Customer Satisfaction Surveys:

May 2023: 177 Surveys Sent Out 13 Surveys Completed (7.3%) Not Satisfied to Very Satisfied

May 2023: 2 Customers rated service as Not Satisfied for Customer Service, Response time, and Outcome. I have left a voice mail message and sent an email to both customers. To date have not been successful in connecting.

Of the 13 responses, ten found it helpful having workNet DuPage staff connect them to Partner Agencies.