

**June Workforce Board Meeting  
August 23, 2023**

**June 2022: 278 Applicants**  
**June 2023: 275 Applicants**

**July 2022: 299 Applicants**  
**July 2023: 340 Applicants**

**Trends: June 2023**

Libraries continue to be mentioned as a source; Wheaton Public Library and Carol Stream Public Library; Teen and Adult Services.

Additionally, community organizations mentioned include 100 Black Men of Chicago, Bridge Communities, Goodwill Workforce Resume Building Seminar, Literacy DuPage, Mutual Ground, NAACP DuPage, Salvation Army.

**July 2023**

In July libraries continued to be named as a resource: Elmhurst and Wheaton.

Community organizations mentioned include Career Network Center in Naperville, Catholic Charities-Downers Grove, DuPage County Health Department, Farmers Insurance Agency, Prison (unnamed), YWCA

**Market Demand:**

Prospective employees continue to understand that obtaining certifications provides for a better chance at getting hired and receiving higher pay.

**Trends in Partner Referrals**

Partner referrals from **June 2022 to June 2023** increased 4% overall.

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

Partner referrals **July 2022 compared to July 2023** increased 19%.

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

**COD Certification Referrals:**

June 2022 to June 2023 referrals increased 10%. This continues to be the trend and is in alignment with employees understanding an increased skillset provides for an advantage in a tight job market.

Employers continue to understand that investing in professional development of staff leads to labor stability.

July 2022 to July 2023 referrals increased 22% which is in alignment with what employer, employees and prospective employees are seeing is needed in today's job market.

**Illinois Department of Economic Security/JobLink:**

Referrals from June 2022 to June 2023 increased 21%. A concerted effort by IDES to ensure clients are enrolled continues to explain this trend.

July 2022 to July 2023 saw a significant increase in referrals of 38%. The trend here continues to be attributable to the intentional outreach to job seekers to ensure they are registered and taking full advantage of services provided by the agency.

**Department of Human Services:**

Trend year over year for June 2022 compared to June 2023 was an 8% decrease. This is an anomaly...will watch to see if this trend continues in July.

The trend for July 2022 compared to July 2023 was an increase of 28%; the June 2022-June 2023 trend was an anomaly. Reasons for the increase in referrals can be attributed to an increase in costs; food and gas.

**Department of Rehabilitation Services:**

June 2022 to June 2023 saw a 21% decrease in referrals. This is the second month we have experienced a decrease in referrals. As mentioned at our last meeting a plausible explanation is customers do not want to be stigmatized as being disabled and are not seeking services.

The July 2022 to July 2023 trend for referrals continues to be a decrease; 15%. The plausible explanation provided at our last meeting continues to be true now.

**Senior Community Service Employment Program/Community Assistance Programs:**

June 2022 to June 2023 trend is an upswing; a significant 51%. Based on this it appears that May 2022, May 2023 decrease in referrals was an anomaly. There are several factors that explain the increase; those in retirement desire the need to have purpose, a desire to connect with others, not feel isolated and the desire to alleviate financial stress; specifically increased healthcare costs and erosion of retirement savings.

July 2022 compared to July 2023 saw a 7% increase in referrals. The combination of the factors described above explains the continued increase in referrals.

## **Customer Satisfaction Surveys:**

### **June 2023: 163 Surveys Sent Out 9 Surveys Completed (5.5%)**

Satisfaction Scale: Neither Satisfied nor Dissatisfied to Very Satisfied.

Additional comment from one Neither Satisfied nor Dissatisfied customer was "I have not been connected to any agency; waiting on eligibility."

Note: there were no Dissatisfied Customers

Seven found it helpful having worknet DuPage staff connect them to Partner Agencies

### **July 2023: 189 Surveys Sent Out 10 Surveys Completed (5.2%)**

Satisfaction Scale: Neither Satisfied nor Dissatisfied to Very Satisfied.

This month we had 4 Not Satisfied customers. 3 of the 4 customers elected to stay anonymous. One provided both her email and phone number. I have reached out and have not heard back. One anonymous customer provided the comment "move faster".

1 customer was satisfied; stated staff was helpful, office environment not medicinal. No negatives.

Seven found it helpful having workNet DuPage staff connect them to Partner Agencies