

Workforce Center of Will County - Annual Report

July 1, 2019 through June 30, 2020

Workforce Center & Mobile Workforce Center

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Total Services	3,974	3,034	2,891	1,420	11,319	17,719
Total Number of Customer Visits	3,210	2,615	2,234	1,147	9,206	14,304
Total Number of Unique Customers	1,327	1,237	1,119	402	3,066	4,763

Workforce Services Division of Will County

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Career Advisor/Eligibility	617	453	217	401	1,688	1,987
OJT Orientation	125	75	147	85	432	614
OJT Representative	47	50	77	66	240	263
Testing	171	135	43	0	349	801
Workshops	98	59	76	5	238	457
Youth Advisor	106	151	116	462	835	270
Total Services	1,164	923	676	1,019	3,782	4,483
Total Number of Customer Visits	1,149	910	669	1,010	3,738	4,391
Total Number of Unique Customers	487	403	362	358	1,149	1,653

Resource Room

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Career Research	89	77	54	6	226	399
Keyboarding Skills	9	16	23	0	48	20
Math Review	20	22	12	0	54	256
Online Job Search	1,069	668	699	3	2,439	4,659
Resume Assistance	61	41	55	5	162	238
Use Copier/Fax/Phones	361	206	439	0	1,006	1,486
Total Services	1,609	1,030	1,282	14	3,935	7,058
Total Number of Customer Visits	1,230	780	794	13	2,817	5,460
Total Number of Unique Customers	609	452	418	12	1,181	2,185

Mobile Workforce Center

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Create/Edit Resume	21	28	20	0	69	111
Employer Recruitment	4	29	18	0	51	15
Research Careers	4	0	0	0	4	5
Use Computer for Job Search	173	159	170	0	502	682
Use Copier	8	3	0	0	11	18
Total Services	210	219	208	0	637	831
Total Number of Customer Visits	207	219	196	0	622	818
Total Number of Unique Customers	73	84	74	0	173	191

Illinois Department of Employment Security

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19	PY18
Illinois JobLink	433	255	170	4	862	2,398
RES Workshop	52	119	114	0	285	233
RESP	23	1	5	0	29	8
Unemployment Insurance (UI)	100	92	94	11	297	438
Veterans Services	27	20	18	0	65	91
Total Services	635	487	401	15	1,538	3,168
Total Number of Customer Visits	593	480	397	15	1,485	3,093
Total Number of Unique Customers	453	406	318	14	1,128	2,206

Joliet Junior College

Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Adult Ed/GED/H.S. Completion	82	106	70	0	258	226
Advisor	63	47	51	372	533	226
Total Services	145	153	121	372	791	452
Total Number of Customer Visits	144	152	119	368	783	449
Total Number of Unique Customers	66	65	61	120	220	215

IDHS						
Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Div. of Rehabilitation Services	12	17	10	0	39	13
SNAP Orientation	47	42	31	0	120	347
Total Services	59	59	41	0	159	360
Total Number of Customer Visits	59	58	41	0	158	359
Total Number of Unique Customers	59	52	37	0	138	326

WCWC						
Service	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	PY19 Totals	PY18 Totals
Employer Recruitment	152	163	162	0	477	1,367
Total Services	152	163	162	0	477	1,367
Total Number of Customer Visits	152	163	162	0	477	1,362
Total Number of Unique Customers	138	150	145	0	404	1,030

Gender		
	Count	Percent
No Gender Entered	87	2.84%
Did Not Disclose	4	0.13%
Female	1,465	47.78%
Male	1,510	49.25%
Total	3,066	

Race		
	Count	Percent
0	1	0.03%
American Indian/Alaskan Native	50	1.63%
Asian	47	1.53%
Black	1,218	39.73%
Hawaiian/Pacific Islander	11	0.36%
More Than One	67	2.19%
No Race Entered	233	7.60%
White	1,439	46.93%
Total	3,066	

Ethnicity		
	Count	Percent
Non-Hispanic	2,548	83.11%
Hispanic	518	16.89%
Total	3,066	

Highest Grade Completed		
	Count	Percent
Unknown	109	3.56%
Associates Degree	197	6.43%
Bachelors Degree or equivalent	297	9.69%
Graduates Degree	111	3.62%
High School Graduate/GED	1,165	38.00%
Less than High School	267	8.71%
Some College	920	30.01%
Total	3,066	

How Customers Heard About the Will County Workforce System		
	Count	Percent
0	1	0.03%
Church/Pastor	10	0.31%
Court/Probation	11	0.34%
Facebook/LinkedIn/Twitter	16	0.50%
Friend/Relative	839	26.15%
IL Dept of Human Services (TANF/SNAP)	201	6.27%
Internet	253	7.89%
Joliet Job Corps	14	0.44%
Joliet Junior College	181	5.64%
Newspaper/Radio	64	2.00%
Other	614	19.14%
Unemployment Office	712	22.19%
Unknown	292	9.10%
Total	3,208	

Zip Code		
	Count	Percent
33613	1	0.03%
40664	1	0.03%
46320	3	0.10%
46324	1	0.03%
46406	2	0.07%
46410	3	0.10%
50448	1	0.03%
52627	1	0.03%
60031	1	0.03%
60041	1	0.03%
60131	1	0.03%
60139	1	0.03%
60148	1	0.03%
60185	1	0.03%
60304	1	0.03%
60346	1	0.03%
60401	6	0.20%
60403	103	3.36%
60404	61	1.99%
60407	1	0.03%
60408	21	0.68%
60410	31	1.01%
60411	3	0.10%
60416	8	0.26%
60417	16	0.52%
60421	16	0.52%
60423	70	2.28%
60431	146	4.76%
60432	277	9.03%
60433	237	7.73%
60434	10	0.33%
60435	533	17.38%
60436	228	7.44%
60439	4	0.13%
60440	138	4.50%
60441	164	5.35%
60442	23	0.75%
60446	129	4.21%
60447	47	1.53%
60448	71	2.32%
60449	13	0.42%
60451	66	2.15%
60452	3	0.10%
60462	1	0.03%
60466	17	0.55%
60467	1	0.03%
60468	4	0.13%
60474	1	0.03%
60475	5	0.16%
60477	4	0.13%
60481	50	1.63%
60484	25	0.82%
60486	1	0.03%
60487	5	0.16%
60490	33	1.08%
60491	34	1.11%
60492	1	0.03%
60502	1	0.03%
60503	12	0.39%
60504	2	0.07%
60505	1	0.03%
60514	1	0.03%
60517	2	0.07%
60533	1	0.03%
60538	1	0.03%
60540	1	0.03%
60544	51	1.66%

60546	1	0.03%
60563	1	0.03%
60564	17	0.55%
60565	10	0.33%
60567	1	0.03%
60585	24	0.78%
60586	197	6.43%
60587	1	0.03%
60589	1	0.03%
60611	1	0.03%
60639	1	0.03%
60658	1	0.03%
60856	1	0.03%
60961	1	0.03%
60968	1	0.03%
61431	1	0.03%
61455	1	0.03%
64031	1	0.03%
80404	1	0.03%
Other	102	3.33%
Total	3,066	
Joliet Only Zip Codes		
	Count	Percent
60431	146	10.20%
60432	277	19.36%
60433	237	16.56%
60434	10	0.70%
60435	533	37.25%
60436	228	15.93%
Total	1,431	