

Customer Flow Data

PA CareerLink Berks County Program Year 2023	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD Total	PY23 Goal	PY22
Customer Satisfaction Employer	/	/	/	4.69	4.84	/	/	4.54	/	/	/	/	4.68	4.5	4.58
Customer Satisfaction Job Seeker	4.75	4.74	4.80	4.60	4.72	4.77	4.75	4.39	4.70	0.00	0.00	0.00	4.69	4.5	4.65
New Employers on PA CareerLink	7	10	17	9	10	8	15	15	15	0	0	0	106	N/A	131
BST: Overall Market Penetration (unduplicated/cumulative)			274			428			675			0	675	825	814
BST: Manu. Sector Market Penetration (unduplicated/cumulative)			58			120			191			0	191	225	252
BST: Healthcare Sector Market Penetration (unduplicated/cumulative)			68			89			111			0	111	125	120
BST: Construction/Utilities Sector Market Penetration (unduplicated/cumulative)			43			60			104			0	104	80	95
BST: On-Site Recruitments			12			12			24			0	48	75	35
BST: Recruitment Attendance			601			211			1037			0	1,849		1,238
BST: Job Fairs						1					0		1	5	5
BST: Job Fairs Attendance						937					0		937		1,913
Visitors	2,359	2,283	1,566	2,033	2,348	1,795	2,683	2,484	2,177	0	0	0	19,728		24,242
Virtual Services	334	381	543	450	498	382	429	429	429	0	0	0	3,875		5,346
RESEA: Orientation	79	91	92	102	91	87	103	89	91	0	0	0	825		842
Welcome Orientation Attended	145	167	127	139	111	82	113	102	111	0	0	0	1,097		1,185
Selected Young Adult Referral	16	11	17	8	7	6	17	8	12	0	0	0	102		115
Selected Comprehensive Career Services	82	80	57	80	59	47	61	55	54	0	0	0	575		639
Referrals to Partners through Welcome Orientation	24	12	8	13	10	7	4	14	20	0	0	0	112		138
A/DW ITA: New Enrollments (cumulative)			31			25			24			0	80		74
A/DW Transitional Emp.: New Enrollments (cumulative)			0			0			0			0	0		0
A/DW OJT: New Enrollments (cumulative)			1			0			0			0	1		0