

# American Job Centers: The Front Door to The Partnership's WIOA Network

The Partnership oversees a network of more than

**90** community-based organizations,

made up of American Job Centers, satellite sites, and sector-driven centers.

**The ten American Job Centers (AJCs)**, with five in suburban Cook County and five in Chicago, offer a range of employment services for adults, out-of-school youth, job seekers, incumbent workers, and businesses. AJCs offer valuable resources to aid in career exploration. Many services are free and include:

- Interview preparation,
- Resume building,
- Job search assistance,
- Career planning,
- Post-job placement services, and
- Work readiness training and more.

The Partnership contracts with scaleLIT as the “one stop operator” to assist in coordination and oversight of the AJC network. Throughout the past year, the scaleLIT team hosted 130 partner meetings, engaged all 16 core AJC partners, and distributed a customized resource newsletter. The team, using a collaborative human-centered design approach, has developed several systemwide solutions, including customer satisfaction surveys and a system-wide orientation. The Partnership worked with scaleLIT to create an online video orientation in English and Spanish to introduce residents and businesses to the AJC network.

