

# OFFICE OF WORKFORCE INVESTMENT

## Fact Sheet

### American Job Center Network

#### About the American Job Center network

The American Job Center network is a nationwide network of approximately 2,400 comprehensive and affiliated American Job Centers. It is a State and locally-driven system that reflects the long-standing and ongoing work of dedicated workforce professionals to align a wide range of publicly- or privately-funded education, employment, and training programs, while also providing high-quality customer service to all job seekers, workers, and businesses.

Built on the vision established under the Workforce Investment Act of 1998 for a nationwide network of integrated job-centers, the Workforce Innovation and Opportunity Act (WIOA) of 2014 expounded that vision and provides the workforce development system with important tools to enhance the quality of the centers, now branded as American Job Centers. WIOA strengthens the ability of States, regions, and local areas to align investments in workforce, education, and economic development to respond to regional job growth. WIOA also emphasizes achieving results for all job seekers, workers, and businesses.

The American Job Center network includes six core programs: title I Adult, Dislocated Worker, and Youth programs; title II Adult Education and Family Literacy Act (AEFLA) programs; Wagner-Peyser Act, as amended by title III of WIOA, program; and Vocational Rehabilitation (VR) program, authorized by title I of the Rehabilitation Act of 1973, as amended by title IV of WIOA, as well as other required and additional partners identified in WIOA. Through the American Job Centers, these partner programs and their direct service providers ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive educational and employment outcomes.

WIOA reinforces the partnerships and strategies necessary for American Job Centers to provide all job seekers and workers with the high-quality career, training, and supportive services they need to obtain and maintain good jobs. Such strategies help businesses find skilled workers and access other human resource assistance, including education and training, to meet their current workforce needs.

WIOA Section 121 describes the requirements for the One-Stop Delivery System, currently branded as American Job Centers, which are codified in 20 CFR 678. The Departments of Labor, Education in partnership with the U.S. Department of Health and Human Services, have also issued a series of Guidance Letters that further describe the operational requirements for implementation of the American Job Center network.

Funding -- The Department of Labor provides funding through State Workforce Development Boards for American Job Centers; the State(s) then allocates to Local Workforce Development Boards. The American Job Centers are operated by community colleges, local Employment Service offices, community-based organizations, and government agencies.

Operations --The management of the American Job Center network is the shared responsibility of States, local workforce development boards (WDBs), elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, American Job Center operators, and service providers.

Numbers Served -- In the most recent program year, American Job Centers served over 13 million job seekers. The American Job Center network also serves business customers in meeting their workforce needs.



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## American Job Center Services

**Career Services:** The Joint WIOA Final Rule requires the provision of “career services” (20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430), through the American Job Center network, to support and empower customers in making informed decisions based on local and regional economic demand and in achieving their personal employment and education goals. All applicable career services must be made available in at least one comprehensive American Job Center in each local area. Career Services provided include basic, individualized and follow-up services which are further described in guidance.

- **Basic Career Services:** Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in an American Job Center. Generally, these services involve less staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals.
- **Individualized Career Services:** Individualized career services must be provided to participants after American Job Center staff have determined that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.
- **Follow-up Career Services:** Follow-up services must be provided as appropriate for Adult and Dislocated Worker programs' participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. States and local areas should establish policies that define what are considered to be appropriate follow-up services. Follow-up services do not extend the date of exit in performance reporting.

**Business Services:** The Joint WIOA Final Rule requires the provision of “business services” (20 CFR 678.435, 34 CFR 361.435, and 34 CFR 463.435), through the American Job Center network, to support a local workforce development system that meets the needs of businesses in the local area. Through the American Job Centers, applicable partners develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

Local areas may also provide other business services and implement strategies that meet the workforce development needs of area employers, in accordance with partner programs' statutory requirements and consistent with Federal cost principles. Allowable activities include, but are not limited to, developing and implementing industry sector strategies (including strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectoral skills partnerships).



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## American Job Center Partners

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### Required Partners:

- WIOA Adult, Dislocated Worker, and Youth
- Wagner-Peyser Employment Services
- State Unemployment Compensation
- Job Corps
- YouthBuild
- Trade Adjustment Assistance
- Senior Community Service Employment Program
- National Farmworker Jobs Program/Migrant and Seasonal Farmworker Programs
- Indian and Native American Program
- Jobs for Veterans State Grants
- Second Chance Act Programs
- Adult Education
- Postsecondary Vocational Education
- Vocational Rehabilitation
- Temporary Assistance for Needy Families (TANF)
- Community Services Block Grant Employment and Training Programs
- Housing and Urban Development Employment and Training Programs

### Additional Partners:

- Supplemental Nutrition Assistance Program (SNAP)
- Higher Education, including community colleges
- Social Security Administration employment and training programs
- Small Business Administration, employment and training programs
- Other appropriate Federal, State, or local programs, including programs in the private sector

**To find the nearest American Job Center:**

**Visit [www.servicelocator.org](http://www.servicelocator.org) or call 1-877-US2-JOBS or 1-877-889-5627 (TTY)**

