

American Job Center Network

About the American Job Center network

The American Job Center (AJC) network is a nationwide network of approximately 2,400 comprehensive and affiliated AJCs. 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. The Department of Labor provides funding through State Workforce Development Boards for AJCs; the State(s) then allocates to Local Workforce Development Boards (WDBs). The AJCs are operated by local Employment Service offices, community colleges, community-based organizations, and government agencies.

The AJC 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 the Workforce Innovation and Opportunity Act (WIOA); 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 AJCs, 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.

The management of the AJC network is the shared responsibility of States, WDBs, elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, AJC operators, and service providers.

American Job Center Services

Career Services: The Joint WIOA Final Rule requires the provision of “career services” through the AJC 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 AJC 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 AJC. 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 AJC 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.



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- **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: Through the AJCs, 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).

American Job Center Partners

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 or call 1-877-US2-JOBS or 1-877-889-5627 (TTY)



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Additional AJC Resources

- ◆ TEGL 04-15 , *Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act*
 - ◇ https://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15_Acc.pdf
- ◆ TEGL 15-16, *Competitive Selection of One-Stop Operators*
 - ◇ https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf
- ◆ TEGL 16-16, *One-Stop Operations Guidance for the American Job Center Network*
 - ◇ https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Acc.pdf
- ◆ TEGL 17-16, *Infrastructure Funding of the One-Stop Delivery System*
 - ◇ https://wdr.doleta.gov/directives/attach/TEGL/TEGL_17-16_Acc.pdf
- ◆ Benefits of Participating in an Integrated American Job Center Network
 - ◇ https://ion.workforcegps.org/resources/2017/08/22/18/16/~link.aspx?_id=8258A3D8DB604B72BB6E49D252914CC3&z=z
- ◆ AJC Common Identifier and Branding
 - ◇ <https://ion.workforcegps.org/resources/2016/09/30/12/11/AJC-Common-Identifier-and-Branding>
- ◆ WIOA Desk Reference: Serving Youth in an Integrated American Job Center Network
 - ◇ <https://ion.workforcegps.org/resources/2018/01/25/17/27/WIOA-Desk-Reference-Serving-Youth-in-an-Integrated-American-Job-Center-Network>
- ◆ American Job Centers Customer Flow Scenarios
 - ◇ https://ion.workforcegps.org/resources/2017/08/22/18/16/~link.aspx?_id=2513A64E9B554A61850ACB B8E0FE6972&z=z

