



CHICAGO COOK  
WORKFORCE PARTNERSHIP

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# Technology and the Post-Pandemic Work From Anywhere Economy

Karin M. Norington-Reaves  
CEO

Chicago Cook Workforce Partnership

Federal Reserve Bank of Cleveland

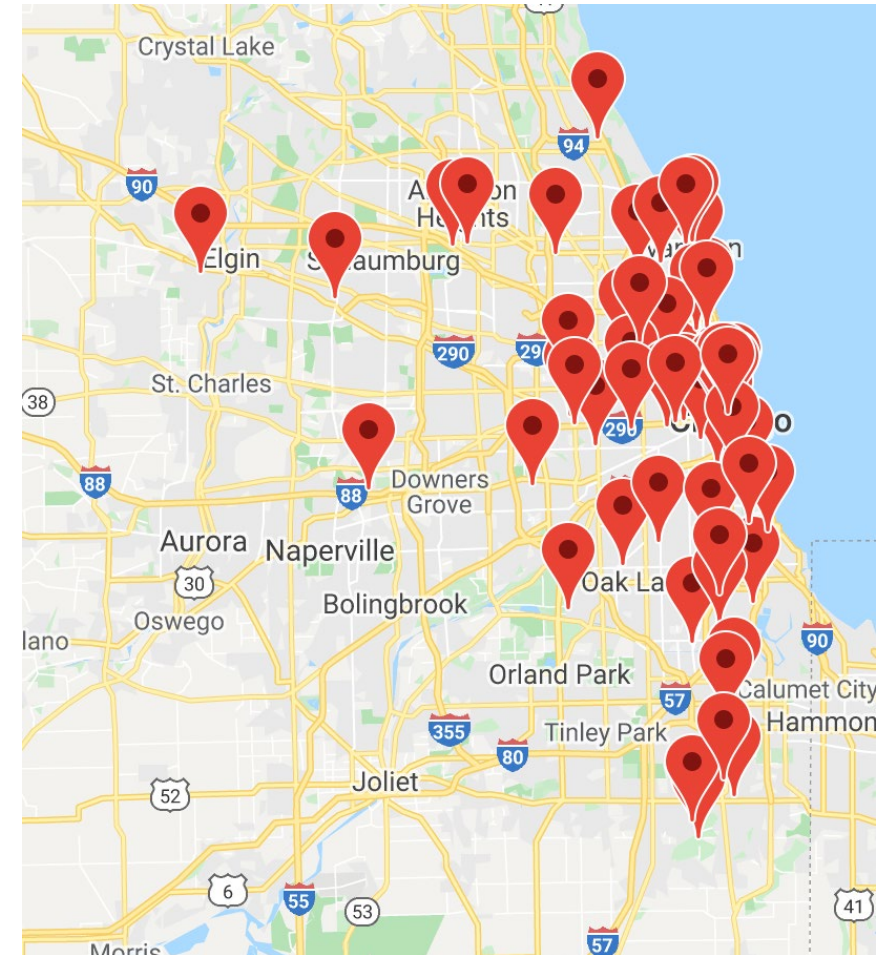
Policy Summit 2021: Pathways to Economic Resilience in Our Communities

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# Local Workforce Development System

**The Chicago Cook Workforce Partnership** operates the public workforce system in Chicago and suburban Cook County:

- Network of 91 delegate agencies, American Job Centers, satellite sites, and sector-driven centers
- Over 100 locations providing services to more than 140,000 people and 1,000 businesses a year
- Many services target communities with high rates of poverty and individuals facing barriers to employment
- Not-for-profit structure allows The Partnership to raise philanthropic and competitively procured funds to enhance existing workforce services



# Local Workforce Development System

The Chicago Cook Workforce System is comprised of multiple service delivery models at locations throughout the City and County; all of which can be accessed through [ChicookWorks.org](https://ChicookWorks.org) or by calling **800-270-2515**. Job Seekers can directly connect to employers at [ChicookWorks.org/WorkNow](https://ChicookWorks.org/WorkNow).

- **American Job Centers (AJCs)** are high-capacity sites serving the general job-seeking population as well as businesses. There are five in Chicago and five in suburban Cook County.
- **Delegate Agencies** provide services to job seekers and businesses, differing from AJCs in that they are smaller and may serve a smaller geographic area or special population.
- **Youth Delegate Agencies** provide services to assist youth ages 16-24 in achieving academic and employment success.
- **Sector Centers** are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA delegate agencies on aspects of the given sector. The Partnership currently funds centers in the information technology, health care and retail and hospitality sectors—transportation, distribution and logistics opens in 2020.
- **Career Pathway Training Programs** are cohort-based, demand-driven skills training programs in the region's focus industry sectors and may also include bridge programs designed to serve individuals with basic skills deficiency and/or limited English skills.

# System Overview





# Innovations in Pandemic-Era Service Delivery

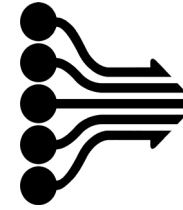
## Multi-platform community engagement

- Work Now ([www.chicookworks/worknow](http://www.chicookworks/worknow) )
- Virtual Eligibility & Enrollment
- 1-800-720-2515
- ChiTracing.com
- ChiServes campaign
- Text Platform 474747
- Virtual Digital Literacy Training
- Primera Hora (Univision)
- Print, Broadcast, and Social Media



# Here to Stay: Practices for customers and staff

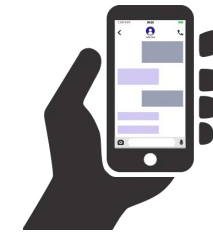
**Streamlined eligibility and intake process**



**More customer resources available online**



**Text campaigns for new programs and services**



**Virtual special events, conferences,  
board meetings and hiring fairs**



**Remote work**



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## Questions?



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