

PA CareerLink[®] Philadelphia Expands Access with New West and Southwest Locations



FREQUENTLY ASKED QUESTIONS

1. What is changing with PA CareerLink[®] Philadelphia?

PA CareerLink[®] West Philadelphia is moving to a new location at 5548 Chestnut Street. PA CareerLink[®] Philadelphia is also opening a new site in Southwest Philadelphia at 7821 Bartram Avenue, also referred to as the PA CareerLink[®] Southwest Center.

These changes are part of a broader effort to provide a more welcoming, high-quality experience for career seekers and to reach more residents in West and Southwest Philadelphia.

2. Why is the West Philadelphia location moving?

Moving to 5548 Chestnut Street allows us to offer:

- A refreshed, more functional space that is accessible to West Philadelphia residents
- A modern customer experience
- A strong, brick-and-mortar career and training resource in West Philadelphia

This new site better matches the quality of support our workforce professionals provide every day.

3. What's special about the new Southwest Philadelphia site?

The new PA CareerLink[®] Southwest Center at 7821 Bartram Avenue is a strategic investment in an underserved area of the city. It will:

- Expand PA CareerLink[®] Philadelphia services into Southwest
- Support career pathways with local employers in industries such as logistics, hospitality, and aviation (including businesses near the airport like hotels, freight, and transportation companies)

This site is expected to operate primarily by appointment, so customers can receive personalized, one-on-one support. Programming may include evening or weekend hours and specialized advancement initiatives to meet local workforce needs.

FREQUENTLY ASKED QUESTIONS

4. How will this relocation and addition impact the community?

Together, the West and Southwest sites will:

- Strengthen connections to training, employment, and career advancement
- Bring workforce resources closer to neighborhoods that have been historically underserved
- Build stronger bridges between residents, training providers, and employers

Community engagement will include partnerships with:

- Local schools (e.g., Bartram High School)
- Houses of worship
- Philadelphia Housing Authority (PHA)
- Community-based organizations (e.g., Southwest CDC)
- Youth programs such as C2L-PHL, especially in aviation and supply chain industries

5. What can I expect during the transition of PA CareerLink® West and the opening of the Southwest Center?

The current West site (3901 Market Street) will continue to offer services through March 31. Beginning April 1, the 3901 Market Street location will no longer be open to the public. Customers can continue receiving services virtually during the transition period.

- Current customers should continue working with their assigned workforce advisor.
- New customers may visit any PA CareerLink® Philadelphia Center, visit the website, or call 1-833-750-JOBS (5627) for assistance.
- PA CareerLink® West staff will remain available by phone and email.

Updates about the opening at 5548 Chestnut Street will be shared as soon as they are confirmed.

The PA CareerLink® Southwest Center at 7821 Bartram Avenue will operate primarily by appointment once open.

Community Events Dates to be Announced

- ➔ **PA CareerLink® West
Philadelphia Grand Opening**
- ➔ **PA CareerLink® Southwest
Center Community Events**

FREQUENTLY ASKED QUESTIONS

6. How can community organizations get involved?

Community groups, schools, faith-based organizations, and local leaders are encouraged to:

- Host information sessions for residents
- Share these FAQs and other outreach materials
- Participate in pre-launch and launch events

Interested partners can contact [1-833-750-JOBS \(5627\)](tel:1-833-750-JOBS-5627) to discuss partnership and outreach opportunities.

7. How will customers schedule appointments or get help?

Once operational:

- The PA CareerLink[®] Southwest Center will offer an online appointment-booking link on the PA CareerLink[®] Philadelphia website.
- The West Philadelphia site at 5548 Chestnut Street will continue to serve both walk-ins and scheduled customers.

Both locations will operate as part of the PA CareerLink[®] Philadelphia network of American Job Centers, alongside our sites in Northwest, North, and Suburban Station (Center City).

8. How will the public stay informed?

Updates on the moves, opening dates, and events will be shared through:

- The PA CareerLink[®] Philadelphia website and social media channels
- Philadelphia Works social media channels
- Partner newsletters and community networks

We encourage residents, employers, and community partners to follow and share updates to help spread the word.

9. Who can I contact for more information?

- General Questions: Abby Jones, ajones2@philaworks.org
- Media Inquiries: Dawn Thomas, dthomas@philaworks.org
- Partnership Opportunities: Jamaine Jackson, jjackson@tpma-inc.com



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10. Will the Southwest Center have computer labs or space for job search activities?

Yes. PA CareerLink® Southwest will include:

- A publicly accessible computer lab
- Space for job search activities, résumé development, and online applications

11. How do I get to the PA CareerLink® Southwest Center?

The PA CareerLink® Southwest Center at 7821 Bartram Avenue is located in the Eastwick/Southwest Philadelphia area near the airport.

Public transit options include:

- Regional Rail
 - Airport Line: From Suburban Station (Center City) to Eastwick Station
 - Approximate travel time: ~16 minutes
 - Frequency: About once per hour
- SEPTA Bus Routes
 - Route 37: Chester Transportation Center ↔ Broad & Snyder
 - Stops near Bartram Avenue (e.g., Holstein Ave & Bartram Ave)
 - Route 68: Broad & Oregon ↔ UPS/69th Street Terminal
 - Also serves the Bartram Avenue area



The PA CareerLink® Southwest Center at 7821 Bartram Avenue will operate primarily by appointment once open.

12. Is the PA CareerLink® Southwest location open to all customers, and can I choose which location to visit?

Yes. Any Philadelphia resident can visit any PA CareerLink® Philadelphia location, including:

- West Philadelphia
- Southwest (Bartram Avenue)
- Northwest
- North
- Suburban Station (Center City)

Customers are welcome to choose the location that is most convenient for them.

ABOUT THE PROJECT

This relocation and expansion is led by Philadelphia Works, in collaboration with the Pennsylvania Department of Labor & Industry (L&I), PA CareerLink® system partners, and the workforce development boards for the City of Philadelphia and neighboring counties (Chester and Delaware). It is funded by the Commonwealth of Pennsylvania, which has provided resources for relocation costs, site preparation, and communications and outreach. Philadelphia Works manages these investments to ensure the efficient and transparent use of public funds.

CONTACT US

To contact the team at Pennsylvania CareerLink® Philadelphia, call **1-833-750-JOBS (5627)** or email info@pacareerlinkphl.org

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