

Strategic Service Delivery

Agenda

Wednesday, December 18, 2013

10:30 a.m. – 4:00 p.m.

Monticello Workforce Center | 406 East 7th St, Monticello, MN 55362

763-271-3700

Project Goal: *To bring a common focus on increasing the capacity of our service delivery through shared understanding and awareness of varying regional needs.*

10:15 a.m. -- 10:30 a.m.	Registration	
10:30 a.m. – 11:15 a.m.	a. Introductions and Check-in b. Purpose c. Rules of Engagement	Joe Mark & Cynthia Joe
11:05 a.m. – 11:15 a.m.	Changing Landscape	Joe
11:15 a.m. – 11:45 a.m.	Small Groups Breakout Session a. With what we know now, what are the important factors we need to address for future delivery design? b. What are your top two or three ideas which would make a statewide workforce system in Minnesota stronger while meeting the diversity of regional needs?	All
11:45 a.m. – 12:05 p.m.	Phone and Email Break	
12:05 p.m. – 12:50 p.m.	Small Groups Report out (Working Lunch)	Spokespersons
12:50 p.m. – 2:40 p.m.	Building a common understanding of current and future strategic delivery systems: a. Economic Conditions and LMI b. DEED Operations Funding c. WSA Budget Information Overview (16)	Rachel Prog. Directors WSA Reps
2:40 p.m. – 2:55 p.m.	Break	
2:55 p.m. – 3:15 p.m.	Process Determinations	Mark & Cynthia
3:15 p.m. – Close	Identify/Assign Workgroups & Next Steps	All

First	Last	Title	Organization
Cynthia	Bauerly	Deputy Commissioner	DEED
Kim	Peck	Director	Vocational Rehabilitation Services
Dee	Torgerson	Regional Manager	Vocational Rehabilitation Services
Ed	Lecher	Senior Services	State Services for the Blind
Jon	Benson	Workforce Development	State Services for the Blind
Rick	Calliguri	Director	Unemployment Insurance
Jim	Hegman	Program Performance/Outreach Director	Unemployment Insurance
Rick	Roy	Staff Director	Workforce System Coordination Office
Tom	Norman	Director	Workforce Development Division
Dave	Niermann	Director	Job Service Field Operations
Jackie	Buck	Program Manager	Job and Business Services
Rachel	Visack	Regional Analysis and Outreach Manager	Communications, Analysis and Research
Dan	Wenner	Director	Rural Minnesota CEP
Barbara	Chaffee	Director	Central Minnesota Jobs and Training
Juanita	Lauritsen	Director	SW Minnesota Private Industry Council
Diane	Halvorson	Director	South Central Workforce Council
Randy	Johnson	Director	SE MN Workforce Development, Inc
Deb	Bahr-Helgen	Director	Minneapolis Employment and Training Program
Jerry	Vitzthum	Director	Anoka County Job Training Center
Sandy	Froiland	Assistant Director	Anoka County Job Training Center
Mark	Jacobs	Director	Dakota-Scott Workforce Services
Patricia	Brady	Director	Ramsey County Workforce Services
Robert	Crawford	Division Manager	Washington County Workforce Services
Tina	Simorson	Workforce Center Supervisor	Washington County Workforce Services
Kathy	Zavala	Director	Stearns-Benton Employment & Training Council
Mike	Haney	Director	Winona County Workforce Council
Anne	Klizer	Director	Minnesota Workforce Council Association
Joe	Sertich		Sertich Consulting



Our Alliance

As partners we agree to observe these guiding principles for our work together and norms for how we will interact.

- 1. Confidentiality and Freedom of Expression.**
 - a. Observe confidentiality for the topics/issues at hand.
 - b. Go after the idea, not the person.
 - c. Agree to disagree.
 - d. All voices are heard and given an opportunity to express thoughts.

- 2. Create Actionable and Practicable Deliverables.**
 - a. Develop forward-thinking delivery options that will serve the customer of the future.
 - b. Focus on increasing capacity.
 - c. Identify and utilize measures of success (quantitative and qualitative).

- 3. How We'll Approach Our Work.**
 - a. Strive for shared understanding and awareness.
 - b. Promote a mentality of "we" rather than "us vs. them."
 - c. Think global and recognize regional cultures.
 - d. Enable the co-creation of solutions from all possibilities.

- 4. Decision-Making.**
 - a. When appropriate work first from "topics of agreement."
 - b. When consensus is desired use the five-finger voting method (fully in favor-five fingers; agree-four fingers; can live with it-three fingers; disagree-two fingers; violates beliefs-one finger).
 - c. A process for achieving agreement will be dependent upon the significance of the topic/decision.

- 5. Expectations for Meetings.**
 - a. Meetings should stay on schedule and the facilitator is empowered to limit discussion.
 - b. Meeting notes are public.
 - c. Meetings will be scheduled in adequate space.
 - d. Participants will prepare for meetings and be ready to share information.
 - e. Delegates/substitutes are rarely permitted and must be provided an orientation prior to attending a meeting.
 - f. Additional partners can be added who can add value in the process.