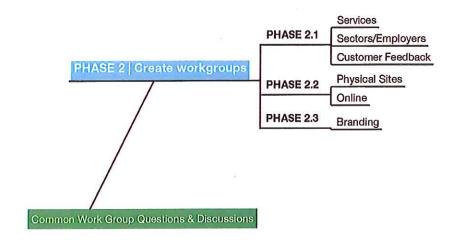
PLANNING FOR THE FUTURE OF SERVICE DELIVERY

PROJECT GOAL | To bring a common focus on increasing the capacity of our service delivery through shared understanding and awareness of varying regional needs

PHASE 1 | Convene Partners to develop a common understanding of what customers need

Budget/Financing Unemployment Poverty Workforce Participation Employer Needs Underemployment Retirement Wave



PHASE 3 | Reconvene Partners

Analyze feedback from work groups

PHASE 4 | Engage Other Partners

Nonprofits / Economic Developers / Libraries /MnSCU

Regional Meetings?

PHASE 5 | Develop Implementation Plan

Reconvene partners to review and develop implantation plans

PHASE 6 | Continue Communication & Collaboration

Continue to share information on best practices, branding, locations and funding



PHASE 1 | Convene Partners to develop a common understanding of what customers need

Budget/Financing

Unemployment Poverty

Workforce Participation Employer Needs

Labor Shortage

Economic Development

Underemployment Retirement Wave



| PHASE 2.3 | | | | | | | PHASE 2 Greate workgroups | | | | | | |
|--|-------------|---------|---------------------------|-------|----------------|------------------------------|-----------------------------|--|----------------|-------------------|---------------------|--------------------------------|-----------------------------|
| Branding Develop a regional focus with system-wide theme | Call Center | Content | PHASE 2.2 Minnesota Works | ISEEK | Square Footage | Physical Sites — Service Mix | Cost / Technology | Customer Feedback Understanding and aligning with employer needs | Customer needs | Sectors/Employers | PHASE 2.1 Locations | Accessibility universal design | Workshops train the trainer |



Common Work Group Questions & Discussions

Policy needs

Opportunities for leveraging

Practices in other states

Connection to partners

Roles for state, local, and non-profits

Share best practices
Share what is not working

Funding issues

PHASE 3 | Reconvene Partners

Analyze feedback from work groups

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