



MAWB Policy & Issues Committee Minutes

October 20, 2021

- **Good Jobs Now calls** have intended to build a customer experience with a proactive approach. Moving toward a model where staff service is tied to customer need. The intention is to increase time on “high-impact” services. Leadership will continue to look for the “right number” of calls as they implement other strategies. Job Service staff will continue to schedule appointments and focus engagements on “those who need services the most.” Will be working with UI office build an assessment for unemployed Minnesotans which will help them determine who needs additional services. DEED has been in conversation with DHS to meet the needs of jobseekers on public assistance. They are also working with libraries to make resources available and will be spending time to develop relationships with community-based organizations.
 - Committee members suggested that DEED meets with local staff to find ways to partner at the local level. It was suggested that DEED leadership work with MAWB to develop a template for those local-level conversations. Deputy Commissioners Warfa and Chaffee will be leading the effort for local conversations. Committee members recommended that these conversations happen in-person instead of online.
 - Discussion ensued about measuring the impact of the Good Jobs Now calls and avoiding duplication of services at the local level.
- **DEED Listening Sessions** that were held this summer are moving into next steps. DEED leadership would like to continue working with MAWB to identify solutions, and then hold in-person local meetings to discuss those solutions.
- **IFA Policy:** The IFAs continue to be a pain point across the state. In several areas, Job Service has not agreed to pay for front desk/reception costs. Local areas need to know how to move forward.
 - DEED will be meeting with DOL to discuss their internal movement of IFAs and MOUs to the Operations department.
 - Referenced [TEGL 17-16](#) which specifies that personnel costs such as staffing cannot be included in infrastructure costs.
 - DEED legal is working to reassess the MOU and IFAs to make language reflect new service model. They are moving away from staffing reception desks and career labs.
 - Since Job Service is moving away from staffing reception desks and career labs, it remains unclear who should be staffing these services moving forward.
 - Discussion ensued. Points were raised indicating that front desk services are high-value services; moving services digitally hurts those who are impacted by the digital divide; some services are better provided in-person due to cultural differences; etc.
- MAWB recommended that **subsequent designation timing** was aligned with local and regional plan due dates to increase efficiency. DEED will discuss internally but agreed that this change would be practical and effective.
- **MAWB offered suggestions for training to DEED:** a training on fiscal policies for grantees, guidance on when local areas need local policies (especially regarding Adult and Dislocated Worker programs), and technical assistance training on enrollment management with WorkForce One. DEED requested additional details/clarification from MAWB in a follow-up email.

Note: The Policy & Issues Committee will be changing the recurring meeting date in 2022 to the 3rd Thursday of every month. Invitations for November and December 2021 will be sent as soon as possible. Invitations for 2022 will be sent out in December or January.