MN DEED – Systems Integration Exploration Project

Dave Schueck | Contractor

In coordination with Annie Tietema | Director of Performance and Technical Management

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- Introduction of Systems Integration Exploration Project

- What's ahead

- Upcoming meetings for service providers

- Identify volunteers who wish to share their feedback

- Identify ways to optimize the job seeker customer experience through system integration, replacement, and/or updating

  - i.e., better/more warm handoffs, less duplicate data entry, etc.

  - i.e., potentially understanding why some job seekers abandon the job seeking process

  - i.e., unclear front door to services

- Unemployment Insurance (UI), MinnesotaWorks.net (labor exchange), CareerForceMN.com, Workforce One, WF1 Connect, Cybrarian, Salesforce (CRM), and virtual training tracking

- Meetings held thus far include:

  - CareerForce, Employment & Training Programs (ETP), DEED Unemployment Insurance (UI), DEED Federal Reporting, DEED Performance and Technical Management (PTM), DEED leadership, MNIT

- Also working on reading/research, systems exploration, etc.

  - Includes reviewing customer feedback obtained by DEED via personal interviews and surveys

  - Job seeker ecosystem map to provide context

  - Technical strategies that can be implemented within the context of the systems

- A few additional meetings remain, including with service providers

- Synthesizing all of the feedback, information, and research

- Formulating the recommendations

- Recommendations meeting scheduled for April 19

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- March 30, 2:00 - 3:30 PM

- March 31, 11:00 AM - 12:30 PM

- Microsoft Teams virtual meeting

- Agenda

  - From a systems perspective, what are you observing as you work with customers?

    - i.e., difficulty using any of DEED's job seeker systems and online services

    - What do you believe is hindering your customers the most?

  - What opportunities have you observed that are untapped currently?

  - What systems do you wish could talk to one another? Why?

- Would you (or a colleague) like to participate and share your feedback?

- Send email to Dave Schueck, dave.schueck@state.mn.us

  - Provide your name, email address, phone number, role

  - Provide your service provider name, location/region served

  - Provide your preferred meeting date (March 30 or 31)

- Attendees will receive a meeting invite from Dave

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Thank You!

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