



Minnesota's Career Resource



One Minnesota. 

CareerForce Updates

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Topics

- Visiting CareerForce locations and meeting staff
- Service Delivery
- Job Quality
- Employment Service Data
- New Rules and Guidance

Collaborative Service Delivery

- Met with DEED Customer Innovation Team to design approach to the working group
- Propose a half-day session (virtual or in-person) followed by one-day session in-person
- Confirm participants and schedule meetings

Session	Purpose
“The Wave” (1 hour)	This environmental scanning activity helps us to visualize industry trends over time and to situate our current work in a landscape of what’s come before and what’s on the horizon.
Customer Empathy Mapping (1 hour)	Empathy mapping helps us understand our customers’ perspectives and needs by examining what customers are doing, saying, thinking and feeling. This is a useful tool for grounding a discussion around service delivery model change in the needs and desires of the customers we’re serving rather than in our own perspectives about how we could or should deliver services.
Building a commitment & a plan for working together (1 hour)	The wave activity and empathy mapping will set the stage for a discussion (possibly structured as a consensus workshop) to develop a set of commitments DEED staff and MAWB partners want to make about how they will work together to navigate the changes in the job services industry. The discussion should culminate in a decision about next steps and how participants collaborate going forward.

Job Quality Progress

- Transitioning it from the JQA to a state priority
- Tools are being created—see one-pager handout
- Developing training and communications



Employment Service Data

- RESEA Referrals since 1/24/2024: 3,324
- Services Entered into MinnesotaWorks

Career Counseling	169
Financial Aid Assistance	2
Good Jobs Now Outreach (Job Service Only)	13
Interviewing Assistance	93
Job Search Assistance	787
Job Seeker Self-Referral (Job Service Only)	19
Referred to Adult Basic Education (ABE)	8
Referred to Adult Career Pathways, Pathways to Prosperity or Other State Training Programs	2
Referred to Dislocated Worker Program	686
Referred to Local Community Program, Services or Resources	135
Referred to Veterans Services (JVSG)	60
Referred to Vocational Rehabilitation Services	43
Referred to WIOA Adult	16
RESEA Meeting - UI Referral (Job Service Only)	1,861
Resume Writing Assistance	513
Skills Assessment	39
SNAP Referral (Job Service Only)	32
UI Assistance	172
Total Duplicated Services Provided	4,650
Total Unduplicated Job Seekers Served	2,521

Understanding New Guidance and Rules from DOL

- TEGL 10-23: Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration
- TEN 10-23: WP Final Rule and implications to MSFW Programming



Thank You!