

*Minnesota*

DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT

# **A New Minnesota WorkForce Center**

*A different way to provide  
job seeker services.*

# Changing our Service Delivery

- Customers were surveyed, 265 responded
  - Want direct access to job search experts
  - 90% very satisfied to satisfied with services
- Worked with customers, staff and partners
- Staff ranked our most important services
  - Came up with the station model concept
- Partners wanted intensive services
  - Resource Room did not rank highly

# New Service Delivery Model

- Get Your Questions Answered
  - For customers looking for job search answers
- Online Job Search Time
  - For those who need job search computer help
- One-on-One Appointments
  - Available within 1-2 business days
- On-Site Hiring Events
  - Industry focused and livable wage jobs

# Get Your Questions Answered

- Offered after Re-Employment Sessions
- Run by Job Service, Business Service & partners
- Need for fewer workshops
- Capacity grows with partner participation
- Focuses on productive job search activities
- Coaching sessions on Resumes, Interviewing, Networking & Career Exploration

# Online Job Search Time

- Computer assisted job search offered weekly
  - 3-4 sessions a week in computer labs
- Staff can focus 100% on the customer
- Able to provide triage to participants and instruct on more productive job search
- Able to offer 1-on-1's within 1-2 business days

# Benefits

- Focuses on productive job search strategy
- Services are scheduled
- Conduct community outreach
- More time for face-to-face meetings
- Customers are fully triaged
- Enhanced by community partners
- Provides the intensive services of WIOA
- Shorter wait time for services, days not weeks

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# Q & A Session

Your questions answered  
by members of the  
Bloomington WorkForce Center

# Thank you!



Left to Right: Tom Reese, Mike Lang, Ginny Lozano, Tom Daly, Pat Thiewes, Beth Jameston, Mari Williams, Asha Abdullahi, Stephen Kolcinski, Gina Meixner, Grant Heino, Irene Connors, Erik Aamoeth and Laurie Trach 5/6/16