



## MWCA Best Practices

### SUBMISSION FORM

WIB Name/WSA Rural Minnesota CEP, Inc.

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#### **Overview**

Rural Minnesota CEP (RMCEP) has recently developed and implemented a Mobile Office, which enables staff to deliver services remotely throughout the region in order to better serve rural participants who live some distance from a WorkForce Center. The Mobile Office enables staff to communicate via a lap top computer with CEP's IT System. This allows staff to perform all functions as if they were in a WorkForce Center office setting. Staff can complete necessary paperwork such as the application process, Individual Service Strategy (ISS), access career and job information and print out support service vouchers, all of which expedites the delivery of client services.

#### **Jobseeker Impact**

The impact to jobseekers is significant. Staff are able to access and update client records. The Mobile Office allows jobseekers to work with staff to develop employment plans on the spot. For example, when the Mobile Office is in Wheaton, a jobseeker in Wheaton is able to meet with the Job Counselor locally, rather than having to drive to Morris or Alexandria. This presents a great advantage to the jobseeker, since even simple transportation can be a major obstacle when looking for work. This process is more efficient to the jobseeker, as well as RMCEP, in areas that do not have a local WorkForce Center.

#### **Community Impact**

The community and county impact is also significant. When the Mobile Office is utilized correctly, communities and counties have seen and will continue to see a quicker turn-around in services. Rather than waiting until it is convenient to travel to Morris or Alexandria, a jobseeker can schedule an appointment with the Job Counselor to meet locally in remote locations more quickly and begin the process of receiving assistance and looking for employment.

#### **Collaborators/Partners**

RMCEP did not have any partners or collaborators in this project. RMCEP did look at plans provided by different cellular air card providers, including Verizon, Sprint and AT&T, and chose to contract with Sprint for the air card coverage for the Mobile Office.

#### **Leveraged Funds**

RMCEP did not use any outside resources or funding on this project. RMCEP leveraged funds from within its own operations budget.

## **Ideas for replication/Lessons Learned**

One consideration for replication is to recognize that every area is different in the amount of coverage available from a cellular air card. If this program is to be replicated, the area that the project will cover should be checked for which cellular provider offers the best coverage. In addition, although intended to serve remote areas, these areas tend to be problematic in terms of proximity to service. This can cause problems with access. It is recommended that reception boosters be part of the package upon implementation to ensure good connectivity.