

Redesign Ideas Across Programs & Services

Throughout the Local Government Innovation Forums local leaders identified six areas of public service that offer the greatest potential for cross-jurisdictional collaboration:

- **Health & Human Services.** Minnesota's youngest, oldest and poorest citizens depend on health and human services programs for a variety of essential services, from healthcare to housing to food assistance and more. Counties and school districts, which serve on the front lines of these services, offered several ideas for ways to create single points of contact, streamline program paperwork, and otherwise manage the needs of our most vulnerable citizens. Ideas explored included merging health and human service departments across county boundaries to reach economies of scale, streamlining paper management systems across multiple counties, and collaborating between counties and schools to maximize social worker resources.
- **Children, Youth & Education.** Providing Minnesota youth with a first-class education will be essential to growing Minnesota's economy, yet providing that education is increasingly difficult in the midst of funding cuts and shifts. However, school district and local government leaders who participated in the Forums voiced several ideas for innovating around these challenges — from collaboration across school districts to provide greater elective courses to collaborating with cities and counties to share library, bussing, snow removal or other essential services.
- **Transportation.** Opportunities for redesigning transportation services include reducing costs and duplication and identifying new ways to meet constituent needs. Cities, counties and school districts deliver transportation-related services that often overlap, but real and implied boundaries are keeping local governments from creating efficiencies and finding cost-savings. Road maintenance, fuel purchases and bussing services are some of the redesign ideas shared by Forum attendees.
- **Public Safety.** Minnesota is home to hundreds of law enforcement, fire and ambulatory departments, many covering small territories or maintaining duplicative services. Forum attendees identified numerous opportunities for innovation and redesign ranging from shared equipment and training facilities up to consolidating departments or creating regional safety departments, all in an effort to streamline services while protecting outcomes.
- **Administration and Management.** New technologies offer enormous potential for local governments to streamline service deliver and improve program outcomes. And local leaders are embracing this potential by reaching across jurisdictions and program areas and looking for ways to share everything from computer equipment and networks to backroom technical functions to technology support staff. Sharing these resources creates efficiencies and allows all units of government to concentrate more dollars toward proving optimal public services.
- **Government Boundaries and Structures.** Local government leaders who participated in the Forums voiced a desire to focus collaborations on the best-possible outcomes for citizens and not be limited by existing government boundaries and structures. Working past these boundaries, in some instances, could even include consolidation of departments across jurisdictions or restructuring of departments and services within a unit of local government.