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Minnesota Earns National Recognition for Workforce App

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WASHINGTON – The National Association of State Workforce Agencies (NASWA) honored the Minnesota Department of Employment and Economic Development (DEED) with the prestigious Merrill Baumgardner Innovation in Information Technology Award at the 2023 Winter Policy Forum in Washington, D.C., presented by the Technology Committee. This award recognizes states demonstrating excellence and innovation in information technology.

Minnesota DEED received the award for its Workforce One (WF1) Connect Mobile App, a customer-centric solution to navigate complex government systems and to prevent customers from losing benefits and services. WF1 Connect reimaged the service delivery of 20+ state and federal employment service programs. This mobile app is integrated with the WF1 web-based case management system which staff use daily, providing a seamless communication tool. Customers download the free app on their mobile device, log in, send messages and documents, and access community resources. Staff retrieve messages and documents from customers within the WF1 web-based case management system, eliminating the need for additional systems for communication, document storage, and workflow processing.

“This new app created by Minnesota is a win-win for both the agency and its customers,” said NASWA President & CEO Scott B. Sanders. “It simplifies the process for the customer while ensuring a secure way for the agency to communicate and receive documents.”

“This is great example of how state agencies can use technology to improve efficiency and serve customers better,” said DEED Commissioner Steve Grove. “We are proud of this honor, and we won’t stop with WF1 Connect when it comes to innovation. It’s our goal to continually improve how we serve our customers and partners.”

For more information, visit NASWA’s [Winter Policy Forum](#) and [Technology Committee](#) webpages.