

8:00 to 9:00

North Minneapolis Workforce Center

Agenda

1) Update, conclusions, interesting happenings from the Capri Meeting - All

Approximately 60 to 70 people attended, 50 of which were community representatives rather than staff of partners. The meeting was positive.

Partners estimated that about 80 percent of the questions asked were related to the building. Other information requests was looking for provider details, such as career pathways, specific courses to be offered, and other programming within the building.

There was good media coverage before and after the meeting. A great deal of work was done to prepare for the meeting and it was evident.

2) The concept of a Navigation Center – All

Ibrahim led a discussion of how a navigation center and welcome desk might differ. Comments are transcribed below:

1) How does this differ from a Welcome Desk?

- Greater depth of knowledge, direction and referral
- Ensures customer leaves with no confusion
- Community is a campus – navigator provides direction
- Very hands-on
- Provider of AIDET (Acknowledge, Introduce Duration, Explain, Thank You)
- Welcome is “hello” – Navigation is “how can I help you”
- Visually and culturally welcoming
- More than a desk and a person
- Models
 - AT &T – Greet you at the door and walk you out when you leave. You feel important
 - FISH Pike’s Market – True engagement with everyone
- Culturally representative
- Open when the building is open
- Provides assessment

- Shared responsibility of all partners
- Question – Is the navigation center virtual?

2) What is the role of a Navigator?

- Provide direction
- Individual connection
- Authentic
- Comply with WIOA – more one to one contact
- Each person leaves knowing what comes next
- Integrated into process
- Provide information
- Source of resources and referral
- Point of contact
- Friendly and welcoming
- A place to check in with for next steps and new information

3) Updates to timeline and building sale to occupancy - Beth

Closing date for the building is on schedule for June 10, 2015. April 27 is a rezoning and land use application review committee meeting.

4) Developer Updates - Will

1) Process and timeline for subcontractor solicitation

The contractor will be accepting bids for subcontractors soon. Will will send the notice to Jess for distribution. It was asked if a special event would make sense for subcontractors at the Workforce Center. It was determined that was best managed by the developer.

The developer again stressed they are committed to engaging with Minneapolis. They will ensure outreach and host bid solicitation meetings.

Leases are being finalized. Letters of intent are being signed. Northpoint is appearing before Hennepin County Board later today (Board did approve Northpoint entering into the WBECC lease).

2) Process and timeline for retail lease

Developer indicated that it is still really early to promote the retail space. The likely leases will begin to express interest 3 to 6 months prior to space opening. They will be making improvements to the space to allow very flexible use, including a shaft to allow restaurant

spaces. The developer is getting inquiries about the space, but they do not expect commitments for several months.

Once the sale is final, the developer will put signage in the windows to convey what is coming.

Questions were asked about the common areas, security and maintenance. Developer responsibilities include:

- CAM – a fee included in each lease to provide common area maintenance. Will verify which areas of the building are included in this (reception area is unknown).
- Security Cameras – will be installed in common areas such as stairwells, elevators and corridors and receive offsite monitoring.
- Roving Security – A guard monitors security at all of the developers properties, but is not assigned to one single property.