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## **TELL US WHAT YOU THINK!**

### *Commission on Service Innovation Releases Legislative Report*

**ST. PAUL, MN**— With a multi-billion dollar budget deficit and other daunting challenges facing the State of Minnesota, the Commission on Service Innovation established by the 2010 Legislature released its first strategic plan and report today.

The Commission's report to the legislature recognizes the State is currently on an unsustainable track. Shifts in Minnesota's population, coupled with slower state revenue growth, increased health care costs and continued prioritization of K-12 spending, all add up to create major budget challenges in the future.

"The challenge we face is not just to balance the budget, especially the current one, but to find sustainable, long-term solutions to delivering public services that meet our citizens' expectations for price (cost) and quality," the report states. "Transformative governing, innovative delivery of services and increased efficiency are necessary in order to not only extricate our state from its current fiscal trend but also to create lasting, meaningful change."

The report details ten recommendations for legislators and other decision makers to consider, with the overall goal of transforming government and restructuring its operations. Key recommendations include:

- Establish an enterprise Shared Services/Consolidation initiative for state and local governments
- Consider new approaches to budgeting, like "Budgeting for Outcomes"
- Expand the State's Lean program to all government entities (state and local) and include business process reengineering to improve efficiency
- Create a funding mechanism to support innovation
- Create an entity, such as a "public corporation," to identify and fund innovation opportunities by offering financial incentives, like grants and investments

The Commission on Service Innovation was established through the bipartisan legislation of State Senator Terri Bonoff (DFL – District 43) and State Representative Keith Downey (R – District 41A) during the 2010 Legislative session. It is made up of 19 members, coming from organizations specifically chosen to represent a wide array of community interests. Members have met monthly since July and will continue to meet through June 2012.

"Having a budget deficit of this magnitude provides a catalytic opportunity for positive and dramatic change to occur," said Bonoff. "We have enlisted the help of the business community, our Foundation partners, labor, and institutions of higher learning in tackling the budget challenges of the future. Their recommendations will be a great benefit to our state and its citizens."

According to statute, the Commission's overall mission is to "provide the legislature with a strategic plan to reengineer the delivery of state and local government services, including the realignment of service delivery by

region and proximity, the use of new technologies, shared facilities, centralized information technologies, and other means of improving efficiency."

"We appreciate the effort and important work of the Commission and are pleased with their recommendations," said Downey. "They are an extremely valuable starting point for the important work of reforming and redesigning state and local government."

Another crucial component of the statute is engaging citizens to actively seek their thoughts and ideas on reengineering government services. To better accomplish this, the Commission recently launched Facebook and Twitter pages. The Commission's strategic plan and report is now available online, and Minnesotans are encouraged to provide feedback and share any other thoughts and ideas through social media.

"We no longer can afford to be reactive in responding to problems we face," said Minnesota State Chief Information Officer Gopal Khanna, who also serves as the Commission's lead co-chair. "Though difficult, our current problems have presented us with a golden opportunity to fundamentally rethink how we structure operations and deliver service to citizens. The public's feedback is invaluable as we work to do this together."

COMMISSION ON SERVICE INNOVATION LINKS:

Website:

<http://www.commissions.leg.state.mn.us/csi/csi.html>

Facebook:

<http://www.facebook.com/pages/edit/?id=149743018405867&sk=basic#!/pages/Saint-Paul-MN/Minnesota-Commission-on-Service-Innovation/149743018405867>

Twitter (@MNCSI):

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Minnesota Council of Nonprofits  
Minnesota State Colleges and Universities  
AFSCME Greater MN Council 65  
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MN Association of School Administrators

University of Minnesota  
Bush Foundation  
State Chief Information Officer  
Citizens League  
AFSCME Council 5  
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