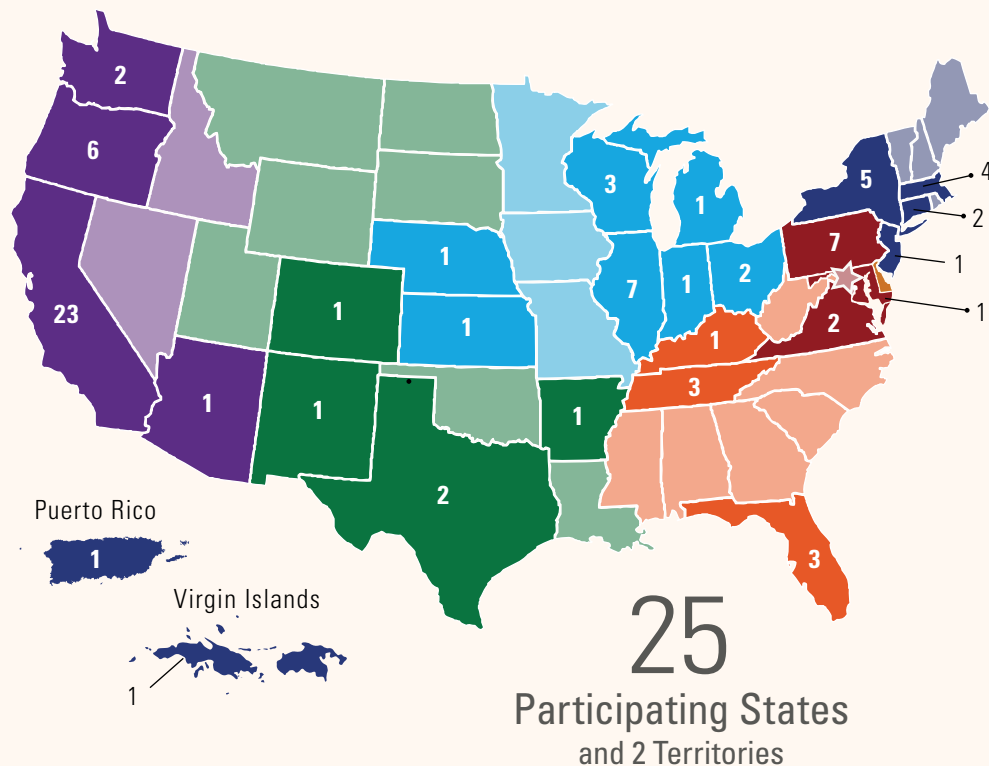


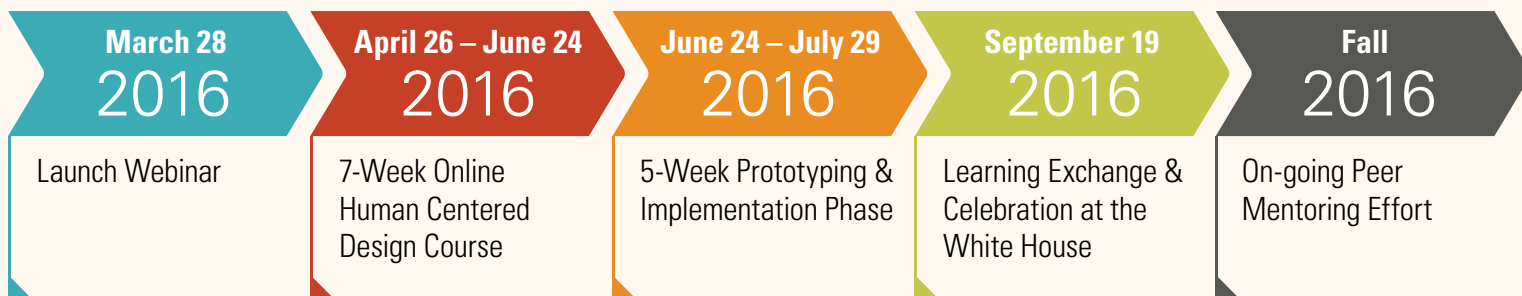
CUSTOMER CENTERED DESIGN

CCD is an amazingly generative process, and one that starts with people and ends with surprising answers tailor-made to put our customers' needs at the center.

We can use it to directly learn from the communities we serve and to rapidly come up with innovative new concepts, quickly prototype them, and then make our ideas come to life with results for our customers.



Event Timeline



Key Questions and Challenges

- How might we improve the customer experience and outcomes for our shared One-Stop Customers?
- How might we put employers in the center of our sector strategies and career pathway work?
- How might we design services and programs for out-of-school youth that will engage them and produce great outcomes?
- How might we design services that are physically and programmatically accessible to individuals with disabilities?
- How might we help formerly incarcerated individuals obtain employment and education, develop healthy relationships, and make positive decisions?
- How might we improve the customer experience for English language learners, including professionals with degrees and credentials in their native countries, across partner programs?

Six Regions



Region 1

14 (17%)

Region 2

10 (12%)

Region 3

7 (8%)

Region 4

5 (6%)

Region 5

16 (19%)

Region 6

32 (38%)