|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **7. Implementing Statewide 311 System - long term** | | | | |
| **SITUATION:** Farmers, food entrepreneurs, food system advocates, and regulators in Minnesota have difficulty navigating complex food safety requirements and in state and local rules and regulations. Moreover, there is a disconnect in understanding around food safety practices and business innovations among these groups at the regional level. | | | | |
| **Summary:** Using results of systematic study, set in place a statewide version of the Minneapolis 311 System | | | | |
| **Ask:** Stakeholders involved in the feasibility study in #4 determine if and how to implement a statewide version of the Minneapolis 311 system based on the results of that systematic study. MDA/MDH/Delegated Agencies participate in that determination. Major Legislative and other funding is secured for the implementation. | | | | |
| **INPUTS** | **OUTPUTS** (Activities) | **OUTCOMES** | | |
|  | | Knowledge | Actions | Conditions |
| Research on City of Mpls system - to be completed earlier (listed under medium-term activities) to roll into this longer-term project  Documentation from City of Mpls of their implementation of the system  Funding – MN Legislature/Governor  IT systems expertise  Experienced City of Mpls staff  Other state models  Food entrepreneurs’ experience  Organizations’ experience  MDA/MDH involvement / leadership  Support from Commissioners of MDA and MDH  Design & communications capacity  Leadership & Management expertise  Media support and attention | Pilot project?  Establishment of systems and leadership for both process management and food safety/regulatory expertise  Align purpose with government goals and efficiency (for marketing to legislature)  Connect goals of 311 system with goals of Minnesota Food Charter  Establishment of IT system for tracking cases  Time tracking & accountability system  Scripting & training for entry-point personnel  Continual updating of system/scripting & training  Establish feedback loops: legislative updates, food entrepreneur input, training of inspectors  Communication & Education campaign directed at public  Identify supporters and gain their commitment to action/helping | Improved public perception of value of MDA and MDH inspectors    Increased food entrepreneur knowledge - including on issues of food safety    Reduced confusion around requirements on the part of food entrepreneurs | Reduced inaccuracies & repeat calls  Food inspectors field fewer points of confusion. | Better experience for food entrepreneurs    More efficient workflow for food inspectors  No one gets lost in the system/timeliness of approvals  Improved food safety by having more entrepreneurs entering the regulatory system  User experience improved |
| **ASSUMPTIONS:** The implementation of a statewide version of the Minneapolis 311 system will create greater efficiency for regulators and better results for food entrepreneurs. | **EXTERNAL FACTORS:** The success of this project will depend on willingness of agency staff and legislators to support the system. | | | |