**Key Questions and Challenges**

1. How might we improve the customer experience and outcomes for our shared One-Stop Customers?
2. How might we put employers in the center of our sector strategies and career pathway work?
3. How might we design services and programs for out-of-school youth that will engage them and produce great outcomes?
4. How might we design services that are physically and programmatically accessible to individuals with disabilities?
5. How might we help formerly incarcerated individuals obtain employment and education, develop healthy relationships, and make positive decisions?
6. 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%)

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**Event Timeline**

- **March 28, 2016**: Launch Webinar
- **April 26 – June 24, 2016**: 7-Week Online Human Centered Design Course
- **June 24 – July 29, 2016**: 5-Week Prototyping & Implementation Phase
- **September 19, 2016**: Learning Exchange & Celebration at the White House
- **Fall 2016**: On-going Peer Mentoring Effort