



San Mateo County Transition Team
July 15, 2015 Meeting Summary
Draft Abbreviated Version

I. Welcome and Review of Agenda

The Transition Team chair kicked off the meeting with a welcome and review of the meeting agenda that included updates with the implementation of the communications plan, a review of the combined service-delivery system and a discussion on the proposed concept paper for the recommended Playbook.

II. Updates Implementation of Communications Plan Matrix About Transition

We are waiting for the Governor to approve the local area designations for the local workforce boards across the state that include San Mateo County joining the NOVA Consortium. From various sources, we understand the Governor has approved these local area designations and a letter will be coming forthwith.

In the meantime, NOVA has begun to develop various letters/correspondence to distribute to key stakeholders about the transition that will be sent out once the approval letter is received. The items distributed to Team members included: press release, letter from Sunnyvale Mayor to President of San Mateo County Board of Supervisors and letter from NOVA Board co-chairs to elected officials in the current NOVA seven-city consortium and in San Mateo County. Recommended changes to the press release were discussed.

Additional activities discussed in implementing the communications plan included:

- A banner will be posted on the NOVA website announcing that San Mateo County has joined the consortium with a link to the Peninsulaworks website; a notice will also be posted on the Peninsulaworks website with a link to the NOVA website;
- The list of former San Mateo County Board members has been reviewed and Kris will be reaching out to those whose organizations may wish to collaborate with NOVA in the future;
- NOVA Board members will be asked to contact their professional networks in San Mateo County;
- Letters will also be sent to the seven city managers and county manager about the approval of the Joint Powers Agreement and local area designation; and
- We will be exploring joining several chambers in San Mateo County and will be adding all of the chambers to the NOVA consortium quarterly newsletter.

There are a lot more activities about communicating to the community that will be rolled out over the next few weeks and updates will be provided at future Transition Team meetings.

III. Review Service-Delivery System

A summary matrix of the WIOA service-delivery system for the combined NOVA Consortium was distributed to the Team members for discussion. The matrix contained the service provider, contracted services provided and funding, and the new performance measures for July 1, 2015 through June 30, 2016. NOVA directly provides services to customers through the NOVA Job Center in Sunnyvale using the integrated service-delivery model where everyone is served who walks through the door. Just two years ago, NOVA contracted out its youth services to the Bill Wilson Center. The services in San Mateo County are through contracted service providers using a case management model. Job Train and Central Labor Council Partnership provide adult services and Job Train and Jefferson Union High School District provide services to youth. One youth service provider decided not to renew their contract due to the new requirements under WIOA to serve more out-of-school youth that is a very challenging population to serve. The performance measure goals are established by the State in negotiation with the local workforce boards. The measures are established under the federal Workforce Investment Act (WIA)/Workforce Innovation and Opportunity Act (WIOA). This coming year is a transition year, so we are still working with WIA measures, as WIOA measures won't actually take effect until next year. Highlights of the discussion included:

- This is the first year that NOVA is directly contracting with San Mateo County WIOA service providers. Beginning with the language in the contracts, NOVA has established clear expectations and will be working closely with them to assist and monitor performance;
- There are many new requirements under WIOA and because the new regulations have not been released yet and are not expected to be released until January, the State and the local workforce boards are having to use their best judgment around interpreting the new provisions. We are in a trial and error period;
- We are looking for answers to the questions: How are we doing? And what would "good" look like? Some may interpret "good" as accomplishing the performance measure goals while others may interpret "good" as something else. Because the results of achieving performance measures are not compiled by the State until the end of the year, it is difficult to determine specific achievement with goals at earlier intervals. However, by working closely with the service providers, we will be able to ascertain how they are doing on a regular basis and will provide updates to the Transition Team at future meetings;
- Also, to support the professional development of the service provider staff, NOVA has conducted several trainings regarding the new WIOA requirements and has encouraged them to attend conferences sponsored by the California Workforce Association where they can learn more about the new regulatory requirements, how service providers are addressing them and best practices. Also, meetings have been held with the service providers in San Mateo County and with other workforce areas to share knowledge and experiences. This professional development will continue throughout the year; and
- We will be looking at things evolving over time. We will be mining data about the integrated service delivery model vs. the case management model, tackling challenges as they occur, seizing new opportunities, and addressing barriers to employment and recognizing that, as a result of lower income eligibility requirements under WIOA, we may not be able to serve everyone who walks through our doors, as we have in the past.

IV. Creating a Playbook

At the June Transition Team meeting, the Team recommended that a playbook be developed that captures the questions asked and answered, the lessons learned and best practices as we go through this transition. The addition of San Mateo County to the NOVA Consortium is groundbreaking as we are on the forefront of innovation. The federal and state governments are looking at the process we use with this transition as a possible template for future local workforce boards to use in combining local areas, which is expected to happen more often under WIOA. A draft concept paper for the playbook was distributed to members for review and discussion, with recommendations provided.

The California Workforce Investment Board has expressed an interest in funding the playbook, which we will be pursuing. In addition, we will explore other funding opportunities through private foundations. The National Association of Workforce Boards produced a playbook of sorts to capture the consolidation that took place in Missouri. We will review this product as an example.

V. Wrap-up/Next Steps

At the next meeting, we will be discussing updates with implementing the communications plan and progress with the service-delivery system.