



**San Mateo County Transition Team**  
**August 26, 2015 Meeting Summary**  
*Draft Abbreviated Version*

**I. Welcome and Review of Agenda**

The chair kicked off the meeting with a welcome and review of the meeting agenda that included an update from the last meeting of the San Mateo County Workforce Board, updates with the implementation of the communications plan, and a review of the initial year-end performance results of the combined service-delivery system.

**II. Update San Mateo County Workforce Board Meeting**

Kris was invited to attend the final meeting of the San Mateo County Workforce Board. At this meeting, the County thanked Board members present for their service and contributions to the workforce development community. Congresswoman Speier's office was in attendance and presented members with a resolution. Kris was invited to present on NOVA and future plans, with highlights of her presentation including:

- A review of the progression of San Mateo County joining the consortium that began at the 2014 NOVA Board retreat where members of the County administration discussed a future partnership;
- NOVA's transition plans for the San Mateo County service system;
- NOVA Board composition: we are in compliance with the federal Workforce Innovation and Opportunity Act (WIOA); are currently seeking new members representing San Mateo County in education and the health industry sectors; and nearly a third of NOVA's currently serving Board members are doing business in San Mateo County;
- NOVA Board values: members bring the perspective, knowledge and resources of their organization but see the big picture; focus on what is best for all NOVA customers; all voices are welcome but the private sector takes the lead; and regular communication is provided to members and the jurisdictions;
- A review of our Purpose Statement;
- The results of our recent customer satisfaction survey;
- Our goals for San Mateo County that came from the guiding principles developed by the Transition Team: San Mateo County residents deserve the same high quality service that NOVA customers receive; will build on and leverage our regional strengths; ensure program compliance and improve performance; measure and improve customer satisfaction; and there is no negative impact on current NOVA services and customers; and
- Recommendations for how the former San Mateo County Board members can help: share your knowledge of the community and its needs; introduce us to the organizations that share customers or are likely partners; act as ambassadors for NOVA and PeninsulaWorks; and offer feedback as the program evolves into one workforce area under WIOA.

The presentation was very well received with positive comments about our focus on the customer and the work ahead. We also received many offers to help us as we move forward with the transition.

### **III. Updates Implementation of Communications Plan**

The Governor has approved of NOVA's local area designation that includes San Mateo County joining the NOVA consortium. Highlights of progress to date in implementing the communications plan about San Mateo County joining the consortium included:

- Press release distributed;
- Banners posted on both NOVA and PeninsulaWorks websites;
- Letters from the NOVA Board co-chairs distributed to elected officials representing both the seven cities and San Mateo County; we have received some positive responses from this letter;
- Welcome letter from the Sunnyvale Mayor sent to the San Mateo County Board of Supervisors/County Manager;
- Community newsletter distributed to a broad list of community partners in both Santa Clara and San Mateo counties and across the state;
- Email announcement to the workforce development community across the state; and
- Revisions to collateral materials that include the monthly Workforce Review that has now added data on the San Mateo County labor market.

In the future, we will continue to reach out to new partners in San Mateo County and will be asking Board members to reach out to their colleagues in San Mateo County. We are also currently developing year-end reports for San Mateo County and the seven cities and hope to present on the San Mateo County year-end report to the Board of Supervisors in the near future.

### **IV. Review of Initial FY'14-'15 Year-End Performance Results of NOVA Service-Delivery System**

The Transition Team reviewed a chart of the initial year-end results for FY'14-'15 for expenditures and enrollments. The year-end results for outcome performance measures — entered employment, employment retention and earnings — are not yet available and will be presented to the Team at the next meeting. The chart was colored-coded according to the funding streams — adults, dislocated workers and youth — so members can compare between budgeted/goals and actuals by service provider and across service providers.

### **V. Wrap-up/Next Steps**

- At the next meeting, the Transition Team will be reviewing the year-end results for the outcome performance measures for the combined service system. In addition, we expect there will be an update on prospective funding for the Playbook.
- In addition, the chair asked members to begin thinking about what additional tasks the Team may wish to accomplish in its charter before the Team concludes its work. A discussion about this will be agendaized at the next meeting.