



San Mateo County Transition Team
October 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 a review of the year-end outcome performance results for the combined service-delivery system; discussion on future plans for the administrative/staffing structure and Board membership; and next steps with the Transition Team's work.

II. Updates NOVA Service-Delivery System

• Year-end Performance Results for Outcome Measures

The Transition Team reviewed a chart of the year-end results FY'14-'15 for outcome performance measures for NOVA and the San Mateo County contracted service providers. Highlights of the discussion included:

- The Workforce Investment Act (WIA) outcome measures for adults and dislocated workers are entered employment, employment retention, and average earnings. The WIA outcome measures for youth are entered employment/education, attainment of degree or certification, and literacy/numeracy gains (reading and math comprehension for out-of-school youth).
- It's important to remember that NOVA provides services using the integrated service delivery (ISD) model and the San Mateo County contracted service providers uses a case management model. One significant difference in these two models is the number of customers served, with the ISD model serving a greater number of customers. In addition, with the ISD model, one-stop centers serve everyone who walks through the door and, as such, the performance results will be lower overall than with the case management model that serves a smaller more select customer base and has more control over the outcomes.
- In response to the question of how can we make the San Mateo County contracted service providers part of the larger NOVA system, the NOVA job center supervisor is spending time at the provider sites to provide more direction and support to staff around services to customers and to provide a NOVA presence there so they understand they are part of the larger system. NOVA staff is also benefiting from this exchange as well. NOVA staff is also reaching out to community partners in San Mateo County where there are many worthwhile initiatives that NOVA hopes to collaborate on in the years to come.
- Two Transition Team members will be visiting the San Mateo County adult contracted service provider sites on November 4 to explore further how these programs are alike and

differ from NOVA's Job Center, who are their customers and how the programs operate. They will be providing a report-out to the Board at its December 2 Board meeting.

III. Infrastructure

- **Board Membership**
- **Administrative/Staffing Structure**

The Transition Team discussed future plans for Board membership and administrative/staffing structure to ensure NOVA has the capacity to oversee this larger workforce system. Highlights of the discussion included:

- **NOVA Board Membership:** Nearly a third of the currently serving members of the NOVA Board represent San Mateo County because they are either located in San Mateo County or they conduct business in San Mateo County. Through attrition, as vacancies develop, we will look to fill replacements with individuals representing companies and organizations in San Mateo County. For example, Lionel de Maine from Sequoia Adult Education in Menlo Park is expected to fill the adult education vacancy. In addition, given the health care priority sector in San Mateo County identified by its former Workforce Board in its WIA strategic plan, NOVA is currently recruiting a candidate to represent the health care industry from San Mateo County. NOVA's Board recruitment plan will be strategic to ensure the Board is effectively represented by entities that reflect the NOVA eight-jurisdiction consortium and that it complies with WIOA requirements.
- **Administrative/Staffing Structure:** NOVA cannot add any additional staff until it receives the National Emergency (NEG) and State Additional Assistance (AAG) grants. Should NOVA receive additional funding from NEG and AAG, it will explore adding a manager to oversee the San Mateo County service system.

IV. Wrap-up/Next Steps

At the last meeting, the Transition Team chair asked the team to consider what additional tasks the team wishes to accomplish before it concludes its work. The team reviewed its progress with the team charter that was discussed at the first meeting:

- **Guiding Principles:** The Transition Team developed a list of guiding principles for the transition and metrics for success that are nearly all accomplished.
- **Communication/Message:** The Transition Team developed a comprehensive plan and key messages to communicate with both current NOVA partners and community partners in San Mateo County about San Mateo County joining the NOVA consortium. Through letters, newsletters, websites, press releases, face-to-face communication and emails, NOVA has reached out to a vast number of individuals and organizations and will continue to communicate to its current and new partners. The NOVA director also met with the former San Mateo County Workforce Board. In response to a question about contacting State partners, NOVA has had contact with these agencies and hopes to reach out more to its State partners in San Mateo County representing EDD and the Department of Rehabilitation, among others. To date, staff has not received any directions from the State regarding the Memorandum of Understanding and the roles between the State agencies and the local workforce system, as

defined by WIOA. NOVA and the local office of EDD will work together to obtain more clarification in this area.

- Service Delivery System: The Transition Team reviewed the performance goals for NOVA and the San Mateo County contracted service providers for the coming year. In addition, the team reviewed the PY'14-'15 year-end performance results for expenditures, enrollments and outcome measures for the combined service-delivery system. Staff has discussed with the team areas where improvement is needed and the steps staff is taking to ensure future contract compliance. NOVA staff will continue to work with the service providers on an ongoing basis. A recommendation was made to look at the role of the core partners (State agencies) in the one-stop system, which Board members representing these agencies are encouraged to discuss further with the Board.
- Infrastructure: The Transition Team discussed plans for recruiting new Board members to the NOVA Board to ensure the San Mateo County community is represented on the Board. In addition, projected plans to add administrative/staffing capacity to oversee this larger service system was discussed, pending funding availability.

In response to a question about the proposed playbook that the team recommended to capture San Mateo County's transition, NOVA staff reported it has not yet received confirmation from the State regarding funding.

The Transition Team discussed possible next steps for the future of this task force. NOVA staff will be reviewing the Board committee/task force structure for the coming year and will be making recommendations to the Executive Committee regarding how best to accomplish the work of the Board going forward with new requirements under WIOA and overseeing a larger workforce system. This may entail making changes to its current structure and forming new task forces targeting possibly procurement and performance. This proposal is expected to be presented to the Board at the Board retreat.

The Transition Team explored several options for next steps with this task force:

- The Transition Team continues to meet in its current form;
- The work going forward pertaining to the San Mateo County transition be absorbed into the future Board committees' and task forces' work, with the San Mateo County transition included as a standing agenda item at every meeting. This will ensure it continues to receive attention from the Board;
- Hybrid approach: The Transition Team continues to exist in a different form as a resource with reduced cadence, with new task force(s) established.