



San Mateo County Transition Team
June 15, 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 agenda. The metrics that were developed at the last meeting were reviewed. Additional recommendations included:

- Under “Improved San Mateo County Service-Delivery Performance”: with the new contracts for this year, we will focus on bringing the contracted service providers into compliance under WIOA and then achieving performance measures outlined in the contracts; and
- Add a communications feedback loop so that we are periodically revisiting and reassessing the metrics to determine if we are achieving these metrics and making adjustments, accordingly.

II. Review Communications Plan Matrix

The Team reviewed the draft Communications Plan Matrix that was sent out to members prior to the meeting. Highlights of the discussion and recommendations included:

- Include the goals for the communications plan in the matrix;
- It will be important to provide a reassuring message that no one has lost their job with this transition and that we have renewed the contracts with the current service providers in the San Mateo County community;
- It will be important to communicate with former Board members and other community leaders that NOVA may be reaching out to them and their organizations in the future and hope they can be “ambassadors” for the workforce system there;
- As part of communicating with job seekers at the NOVA Job Center and in San Mateo County, we will be disseminating a bi-annual customer satisfaction survey for the customers in San Mateo County, as we currently do with the NOVA customers, to obtain feedback on an ongoing basis;
- In communicating with the San Mateo County contracted service providers, we will be bringing the group of providers together periodically to explore future trainings. At the next Transition Team meeting, we will be adding to the agenda a discussion about professional development and best practices for the service system;

- In communicating with employers in San Mateo County, we will also be working with the contracted service provider, Central Labor Council Partnership, who has a contract to do employer services, around messaging to employers so that we're consistent in our communications;
- Under the targeted audience for government partners, we will break it out by federal, state and local governments and add additional state departments that we partner with for messaging. We will be asking for NOVA Board member assistance, who represent these entities, to outreach to their respective organization's leadership.

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 recommendation was made to create a playbook that captures the questions asked and answered, the lessons learned and best practices as we go through this transition. We will explore future funding opportunities to obtain support for creating this playbook. This will be discussed further at the next Transition Team meeting.

III. Wrap-up/Next Steps

- The Communications Plan Matrix will be updated to incorporate the discussion at this meeting and sent out to Transition Team members for review.
- At the July 15 meeting, the Transition Team will move to the next focus area on its work-plan, specifically, service delivery. Included in the agenda will be a discussion on professional development and best practices in the workforce system and developing a grant proposal for the playbook.