

## MEMORANDUM

**TO:** Workforce Development Board

**FROM:** Christopher Donnelly

**SUBJECT:** Approval to Amend One-Stop Operator Agreement

**DATE:** June 26, 2025

### **RECOMMENDATION:**

It is recommended that the Monterey County Workforce Development Board (MCWDB) concurs with the June 12, 2025, Executive Committee recommendation to amend the existing agreement with Arbor E&T, LLC, dba Equus Workforce Solutions, to provide One-Stop Operator services within the local workforce development area from July 1, 2025 through June 30, 2026, in an amount not to exceed \$334,532, which includes a performance-based holdback of 10% (\$33,453).

### **BACKGROUND:**

The Workforce Innovation and Opportunity Act (WIOA) contemplates that the One-Stop service delivery system will be managed by a One-Stop Operator responsible to coordinate the delivery of services by One-Stop partners and may include coordinating service delivery between a primary One-Stop Center and affiliated sites. WIOA requires competitive procurement of One-Stop Operators and also requires the concurrence of the chief elected official of the local workforce development area: here, the Monterey County Board of Supervisors.

On May 19, 2022, the Executive Committee approved Equus Workforce Solutions to provide OSO services in the local area for the period of July 1, 2022 through June 30, 2023, for an amount not to exceed \$100,000. The Monterey County Workforce Development Board (MCWDB) subsequently approved a budget for FY 2022-23 that increased the amount of the OSO agreement to \$125,000 based on additional duties and the establishment of performance-based outcomes (PBO). The PBO includes collection of surveys for all service locations; Continuous Quality Improvement (CQI) management, oversight, and support; and monthly and quarterly meetings and reports.

On June 20, 2024, the Executive Committee approved Equus to provide OSO services for FY 2024-25 in the amount of \$135,000 with a performance holdback of 10% (\$13,500), based on MCWDB management's recommendation, to cover increased costs.

### **DISCUSSION:**

The primary functions of the OSO are to coordinate partners within the Monterey County America's Job Center of California (AJCC), ensure the smooth daily operation of the AJCC, coordinate delivery of WIOA services between all One-Stop services providers and partners to communicate and coordinate regarding these services with Monterey County WDB staff. The OSO is required to have a full-time physical presence at the Salinas AJCC and provides oversight of the satellite locations in Marina and Seaside, with the responsibility to ensure the implementation of partner responsibilities and contributions agreed upon in the WIOA Memorandum of Understanding. The OSO also acts as the *Mall Manager* for the

Salinas location, ensuring the daily physical operations of the One Stop, working with building management and vendors to reduce the disruption of services to our participants and the public when they visit the AJCC

For 2025-26, MCWDB's management recommends increasing the annual amount of the OSO agreement with Equus to a total not to exceed \$334,532. The increase in funding is due to the transfer of two front-end staff from the Adult and Dislocated Worker budget to the OSO budget. With the OSO directly overseeing the two front-end staff, the AJCCs will be able to provide better service and an improved customer experience for MCWDB's clients as they access both WIOA and mandated partners' services in the career centers. It is anticipated that the amount of the 2025-26 Adult and Dislocated Worker amendment will be decreased by \$199,532 based on moving the addition of two staff members to the 2025-26 OSO amendment's budget.

Please note that MCWDB expects to release an Request for Proposals (RFP) for OSO services in early 2026.

**NEXT STEPS:**

If the recommendation to amend the OSO agreement with Equus is approved by the MCWDB, staff will develop an amendment to extend the existing agreement.