

- b) **Conveying employer input** through industry convenings to ensure training programs remain aligned with evolving workforce demands.
- c) **Collaborating with community colleges and other training providers** to design programs that align with sector strategies and support seamless career advancement.
- d) **Expanding services for out-of-school and disconnected youth**, including increased access to work experience and career opportunities in high-growth sectors.
- e) **Tracking progress toward self-sufficiency** using updated performance indicators, including livable wages, retention rates, credential attainment, job quality, and customer satisfaction.
- f) This approach advances **youth employment initiatives** and aligns directly with local strategies to **develop workforce skills** and ensure long-term economic sustainability.

3. System Alignment and Accountability

To build a responsive and effective workforce system, MCWDB is enhancing coordination, integration, and accountability among America’s Job Center of California (AJCC) partners. The revised system alignment strategy includes:

- a) **Reducing duplication in services** and improving efficiency through enhanced **partner presence** at AJCC locations and expanded **virtual service delivery**.
- b) **Applying human-centered design principles** to refine the customer flow across all touchpoints—intake, assessment, referral, and job placement—focused on in-demand sectors.
- c) **Strengthening cross-agency partnerships** to better serve underrepresented and disadvantaged populations, including individuals with limited English proficiency, basic skills deficiencies, and other barriers to employment.
- d) **Implementing cost-sharing strategies** across the North Central Coast Regional Planning Unit to optimize investments in procurement, staff training, digital tools, and performance evaluation systems.
- e) **Offering cross-training for AJCC partner staff** to improve the effectiveness of services delivered to **priority populations**, including unemployed, underemployed, low-income individuals, veterans, individuals with disabilities, youth, and other vulnerable groups.

By aligning with the updated local and regional workforce development priorities, the MCWDB and its partners are committed to driving **continuous improvement, system integration, and equity in service delivery**. These efforts will ensure that Monterey County’s workforce development system remains responsive, inclusive, and effective in meeting the needs of both job seekers and employers in a dynamic economy.

III. Parties to the MOU

Required Core partners and Mandated Partners include local/regional representatives of the following programs:

- **WIOA Title I Adult, Dislocated Worker, and Youth**
- **WIOA Title II Adult Education and Literacy**

- **WIOA Title III Wagner-Peyser**
- **WIOA Title IV Vocational Rehabilitation**
- **Carl Perkins Career Technical Education**
- **Title V Older Americans Act**
- **Native American Programs (Section 166) (Not Available in the Area)**
- **Migrant Seasonal Farmworkers (Section 167)**
- **Veterans**
- **Youth Build (Not Available in the Area)**
- **Trade Adjustment Assistance Act**
- **Community Services Block Grant**
- **Housing & Urban Development**
- **Unemployment Compensation**
- **Monterey County Department of Child Support Services**
- **Second Chance (Not available in the Area)**
- **Temporary Assistance for Needy Families/CalWORKs**

IV. One-Stop System Services

The goals of the One-Stop delivery system are to:

1. Align goals with the State of California plan(s) applicable to AJCC and partners:
 - a. Foster demand-driven skills attainment
 - b. Enable upward mobility for all people of Monterey County
 - c. Align, coordinate, and integrate programs and services
2. The AJCC and Partner physical locations and facilities enhance the Customer Experience
3. The AJCC and Partners ensure Universal Access, with an emphasis on Individuals with Barriers to Employment
4. The AJCC and Partners actively support the One-Stop System through effective partnerships
5. The AJCC and Partners provide Integrated, Customer-Centered Services
6. The AJCC and Partners are an on-ramp for Skill Development and the attainment of Industry-Recognized Credentials which meet the needs of the targeted local sectors and pathways.
7. The AJCC and Partners actively engage industry and labor and support local sector strategies through an integrated business service strategy that focuses on quality jobs
8. The AJCC and Partners have High-Quality, Well-Informed, Cross-Trained Staffing.
9. The AJCC and Partners achieve business results through Data-Driven Continuous

Improvement

(See Attachment A: Description of the One-Stop System Partners, the customers served, and the services provided by each AJCC and One-Stop System Partner)

V. Responsibility of AJCC and One-Stop System Partners

The AJCC and Partners agree to share responsibility for planning, implementing and operating the system in the following manner:

1. The AJCC and partners agree to participate in joint planning, plan development, and modification of activities to accomplish the following:
 - a. Continuous partnership building.
 - b. Continuous planning in response to state and federal requirements.
 - c. Responsiveness to local and economic conditions, including employer needs.
 - d. Adherence to common data collection and reporting needs.
2. Make service(s) applicable to the partner program available to customers through the one-stop delivery system.
3. Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
4. Participate in capacity building and staff development activities to ensure that all partners and staff are adequately cross-trained.

VI. Infrastructure Funding Agreement & Other Shared System Costs

The AJCC and One-Stop System Partners commit to following the use of the “WIOA Sample Infrastructure Funding Agreement and Other Systems Costs Budget” to negotiate the IFA at a future date to be completed no later than July 1, 2025.

(See Attachment B: Infrastructure Funding Agreement)

VII. Methods for Referring Customers

The AJCC and One-Stop System Partners commit to mutually implement processes for the referral of customers to services not provided on-site.

The referral process does the following:

1. Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
2. Ensure that general information regarding AJCC programs, services, activities and resources shall be made available to all customers as appropriate.
3. Customer referrals are: