

MEMORANDUM

TO: Workforce Development Board Executive Committee

FROM: Christopher Donnelly

SUBJECT: Approval to Amend One-Stop Operator Agreement

DATE: June 12, 2025

RECOMMENDATION:

It is recommended that the Executive Committee approves amending the existing agreement with Arbor E&T, 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