



Kenda Robinson
Workforce Development Board
Chairperson

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Performance Review Committee Meeting

Date: January 10, 2025

Location: The Mohave County Community Services Department, 700 W. Beale St., Kingman, Arizona

Members Present: Chairman Tommy Taylor, John Diemer, Kenda Robinson, Nancy Campbell, Chonna Marshall, Michael Smith, Jason Millin

Others Present: Sara Ungaro, Joe Throneberry, Tracy Biles, and Desiree Hamodey

Call to Order: Meeting was called to order by Committee Chairman Tommy Taylor at 7:00 a.m.

PERFORMANCE REVIEW COMMITTEE AGENDA:

1. Discussion and Possible Action Re: Approval of October 4, 2024 Meeting Minutes

Director Smith for Vice Chairman Taylor Presented the October 4, 2024 Meeting Minutes. No recommendations for changes were made.

Motion: Nancy Campbell made a motion to approve the October4, 2024 Meeting Minutes

2nd: Kendra Robinson seconded the motion

Vote: 7/0

2. Discussion and Possible Action Re: Review and accept Performance Outcomes Comparison Report for Adult, Dislocated Worker, and Youth

Director Michael Smith turned over the Performance Measures report to Sara Ungaro, Workforce Manager. Sara presented the quarterly performance outcomes comparison report for Adult, Dislocated Worker, and Youth Programs. She shared that they have either met or exceeded on all the performance outcomes and did exceptionally well.

Director Smith asked clarification for the comparison on the performance outcomes from this year and the previous year based on the negotiated performance numbers.

Sara Ungaro responded that on a state level for this area, 12% was negotiated for Youth but for this year they have an outcome of 54% for Youth, for 75% Dislocated Worker and for 66% Adult which is exceptionally higher than the 12% and they have met and exceeded all negotiated outcomes.

Motion: Kenda Robinson made a motion to approve the performance outcomes comparison report for adult, dislocated worker and youth.

2nd Vote: Nancy Campbell seconded the motion

Vote: 7/0

3. Discussion and Possible Action Re: Review and accept Performance Reports for Adult, Dislocated Worker, and Youth.

Director Smith informed the board that this is a newer report model but although it is new, the numbers look promising and then turned it over to Sara Ungaro to explain.

Sara Ungaro explained that the overall change to the report is that this is enrollments based on the newly agreed upon sector driven occupations in demand and it now includes enrollments into the quest program. Previously the report had where they were at, and goals set by the performance review committee for the year. Sara asks the committee to have an enrollment goal for the Adult Representatives to be 4 a month per representative and this is due to the entirety of their workload. This would provide 240 total enrollments for the year spread out between 5 employees. Sara reviewed the Enrollment numbers and the funds expended for each program, including the additional support of those who are within their follow up period.

Director Smith noted that this was enlightening for him to see the scope of work that the staff needs to complete for their current caseloads and would like the Board to see the entire scope of work required of the staff and this report only highlights $\frac{3}{4}$ of the amount of work they need to complete. Kenda Robinson asks for clarification on what case load looks like for the staff in which Sara clarified.

Sara Ungaro reviewed the numbers for Dislocated Worker and discussed that they have completed outreach but despite efforts of outreach, they did not have numbers come through their doors.

Kenda Robinson asked if they still get credit for the out-reach completed.

Sara Responded that they did.

Joe Throneberry explained the amount of WARN (Worker Adjusted Retaining Notification) notices received and the outreach completed and only about 25% of the people outreached to, came into the job centers. He also notes that some WARN notices happen with a sale of a company and does not result in the loss of jobs, but they would need to complete the outreach to find out, he also explains the processes of layoff aversion that they use as well.

Sara Ungaro also explains that the numbers have increased within the last few months as they now have 10 within the last two months. Workforce Manager Sara Ungaro requested the committee to agree to a total of 4 enrollments per month across all sites for this population.

Sara Ungaro reviewed the Youth numbers as well and would like to have the Youth and explained that the focus needs to lie with on-the-job training and work experience trainings to help them build the soft skills needed to successfully enter the workforce. She also asked for the enrollment goals to match the adult as well due to the current caseloads.

Sara Ungaro reviews the Quest enrollment numbers and explained that instead of them being maintained by a single staff member, it is now distributed among all staff, and this is what has increased their caseloads. They have already exceeded the goal of enrollments of 110% and expect that number to increase.

Motion: Nancy Campbell made a motion to accept Performance Reports for Adult, Dislocated Worker, and Youth and enrollment goals moving forward.

2nd: Kenda Robinson seconded the motion:

Vote: 7/0

4. Discussion and Possible Action Re: Review and accept Performance Reports for Business Services.

Joe Throneberry provided a presentation on business services which highlighted what has changed for the term "Work Ready" within the employment world. Joe provided statistics of education levels within the job-seeking population and highlighted what the job-seeking population looks like. He shows the difference in what the employment field offers and what the job-seeking population is looking for. He provided the Business Services plan to realign the two. Joe Throneberry also provided the upcoming dates for future events.

1/16/2025 – Origin Mining Hiring Event
1/16/2025 – Kingman 8th Grade Showcase
2/24/2025 – LHC CoC Fresh Start
3/7/2025 – BHC Veterans Resource Fair
3/27/2025 – Parker High School Hiring Event

Joe Throneberry stated that Mohave/ La Paz has had 448 New Job Orders which is 23.3% of state totals. He highlights that they are using JobsEQ as backup to bring awareness to employers for Arizona Job Connection and how to utilize it. Joe also provides examples of the benefits of using ATLAS and being able to provide real time data to employers to assist with job postings. Joe also covered percentages of job postings per area and percentages of what employment fields are posting jobs.

Nancy Campbell showed interest in participating in future Hiring Events.

Director Smith requested Business Services to Provide a Comprehensive Worksheet/Datasheet with businesses visited and outcomes from visit as well as new businesses added.

Joe Throneberry informed that there is not currently a data sheet that has that information available but can build one for ongoing. Joe summarized the employment engagement that has been done.

Director Smith asked how many WEX or OJTs that have been done within the last quarter.

Joe Throneberry responded with just two and stated that they have had issue with getting individuals ready for WEX and OJTs.

Director Smith stated that he would like to see reports of what "work-ready" individuals are set for the sectors in demand each quarter and for these numbers to be brought before the board to discuss how to improve upon them.

Kenda Robinson expressed importance to have data tracking for these matters and would like to see this spread sheet created.

Director Smith expressed that a lot of these discussion topics will be addressed within the executive board meeting and the great things the staff are being able to achieve with the ALTAS System.

Jason Millin offers suggestions for data that can be added to the spreadsheet. It will be missing data on how many clients click into the job system and how many employers are added into the system in comparison to contract tracking paired with the state's contract tracking.

Motion: Nancy Cambell motions to accept Performance Reports for Business Services and the recommendations made to during the PRC Meeting.

2nd: Kenda Robinson seconded the motion.

Vote: 7/0

5. Discussion and Possible Action Re: Review and accept One Stop Operator Report

Director Smith informed that he and Jason Millin worked together to update the Performance Assessment for the One Stop Operator and speaks of plans on sharing this with the other core partners.

Jason Provided clarification on this being a score card for the OSO and when he came into the position, he found that it is irrelevant to what is being done today. He reviewed the updates to the

score card to with the Performance Review Committee.
Kenda Robinson expressed gratitude that Jason Millin is back now within the OSO position.
Tommy Taylor had to leave the meeting at this time. There is still a quorum within the meeting.
While reviewing the score card updates Jason informs issues that he has found within the core partners and found with clients being frustrated that staff are not in office full time to service them. Director Smith recommends that the One Stop locations provide a satisfaction survey with all partners to help address this issue.

Motion: Nancy Cambell motions to accept Review and accept One Stop Operator Report and to recommend to
Send out a comprehensive satisfaction survey out at all One Stop locations and its affiliates.

2nd: John Diemer seconded the motion.
Vote: 6/0

6. Discussion and Possible Action Re: Review and discuss future meeting dates and times

Director Smith offered the opportunity to discuss if the dates and times for the PRC meetings to change. None had come forward to discuss changes. Director Smith offered to vote to keep the meetings dates and times as previously discussed.

Motion: Nancy Campbell motioned to approve the PRC meetings to stay on the date and times as previously discussed.

2nd: John Diemer seconded the motion.
Vote: 6/0

PERFORMANCE REVIEW COMMITTEE RECOMMENDATIONS

1. Recommendation for the Business Services to Provide a Comprehensive Worksheet/Datasheet with businesses visited and outcomes from visit as well as new businesses added.
2. Recommendation for One Stop Operator to complete customer service satisfaction survey for all One Stop Center locations and affiliates.

PERFORMANCE REVIEW COMMITTEE MEMBER ANNOUNCEMENTS

No Committee Member Announcements at this time but Kenda Robinson wanted to acknowledge the amazing work that Sara and her team have been doing as well as Jason Millin and all that he does.

CALL TO THE PUBLIC

No comments were made at this time.

ADJOURNMENT

Kenda Robinson adjourned the meeting at 8:27 a.m.