



Zafer Genc
Workforce Development Board
Chairperson

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MEETING MINUTES

**NOTICE OF PUBLIC MEETING OF THE
MOHAVE/LA PAZ PERFORMANCE REVIEW COMMITTEE
JULY 11, 2025, 7:00 A.M.
MOHAVE COUNTY COMMUNITY SERVICES
PRICKLY PEAR CONFERENCE ROOM
700 W. BEALE STREET - KINGMAN, ARIZONA
TEAMS MEETING ID: 274 995 793 477 PASSCODE: Ds325JV7
CALL IN PHONE NUMBER: +1(623) 473-7231 PHONE ID: 693 781 380#**

MEMBERS OF THE MOHAVE/LA PAZ PERFORMANCE REVIEW COMMITTEE WILL ATTEND EITHER IN PERSON OR BY TELEPHONE CONFERENCE CALL.

ATTENDANCE: CHAIRMAN JOHN DEIMER, ZAFER GENC, MITZI ESGRO, BRANDI ROWE, MICHAEL SMITH, JASON MILLIN

ABSENT: BENNETT BRATLEY

7:00 AM MEETING CALLED TO ORDER WITH ROLL CALL/INTRODUCTION.

PERFORMANCE REVIEW COMMITTEE AGENDA (Items 1-9)

1. Discussion and Possible Action Re: Approval of April 11, 2025, Meeting Minutes

Director Michael Smith presented the April 11, 2025, meeting minutes and asked committee members for recommendations for changes. No recommendations made.

Motion: Zafer Genc made a motion to approve the April 11, 2025, Meeting Minutes
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

2. Discussion and Possible Action Re: Review and discuss 2025 Draft Annual Report

Director Michael Smith lead discussion on the 2025 draft annual report, emphasizing the importance of an executive summary and return on investment and suggested that it should be 10 to 15 pages capturing all partners and their services.

Director Michael Smith turns the floor to Jason Millin, One Stop Operator, to present examples of annual reports, focusing on larger areas versus rural areas. Examples that were provided were effective annual reports from San Diego, Texas, and Wisconsin. Jason highlights the importance of clear, concise reports that show return on investment and community impact. Jason and Director Michael Smith discuss the creation of written guides for each title of the annual report. Jason Millin outlines specific metrics for each title of the written guides, including adult and youth services, job placements, and training outcomes. These guides can be used for criteria to be included within the annual report.

Director Michael Smith emphasized the importance of clear, understandable metrics that

show the impact of local workforce development efforts.

Jason Millin emphasizes the importance of measurable progress and the importance of showcasing the reinvestment into community services and the differences being made.

Chairman John Diemer suggested to call a special meeting in a month to review progress on each title for contributions to the annual report.

Sara Ungaro, Workforce Manager, proposes working on the annual report within core partner meetings to meet the October deadline.

Director Michael Smith emphasizes the importance of clear communication and timely feedback from partners.

Motion: Zafer Genc made a motion to approve to annual report to be presented at the October PRC Meeting.
2nd: Mitzi Esgro seconded the motion.
Vote: 6/0

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

Jason Millin presents the One Stop Operator report, highlighting successes in Atlas tracking and partner engagement.

Jason Millin speaks on the outreach completed through Atlas and talks of an MOU draft, but it may be turned into a User Agreement and turned the floor to Director Michael Smith to speak on the matter.

Director Michael Smith discussed the importances of integrating businesses and adding the hospitals to Atlas. He focused on the importance of following HIPPA guidelines.

Jason highlights the need for continuous improvement and collaboration with partners to enhance services.

Jason Millin discusses that programs now have the ability, through Atlas, to send referrals to business services that are prepared for WEX (Work Experience) and OJT (On the Job) trainings. Jason speaks on the ability to have quicker referral time and better data tracking and is in hopes to provide higher quality outcomes in the October PRC meeting.

Director Michael Smith requests clarification for this new data and if they will be able to pull sector-based data from it.

Sara Ungaro clarifies that Jason is speaking on the sending and receiving referrals portion of Atlas but can and have pulled sector-based data on which will be reported in the business services reports.

Jason Millin informs that his sector-based portion of his report focuses on auditing, more specifically Job Order auditing and staff getting crossed trained to be able to put in job orders which has served as a great assist for Joe Throneberry of Business Services.

Jason acknowledges Title III and the great work they are doing.

Jason Millin mentions the Job Center oversites and observations. He mentions the issues observed at the Bullhead City Site which include:

- EO posters needing to be updated.
- Table needing to be lowered for more access space.

Jason turned the floor to Director Michael Smith to speak on larger concerns.

Director Michael Smith speaks on concerns with interview rooms not providing the sound protection for privacy and that conversations can be clearly heard outside of the interview

rooms. He informs of his conversations with OFM and he was directed to instruct staff to lower voices when speaking. He would like to suggest to the full Workforce Development Board to write a letter voicing the concerns of the need for Privacy.

Sara Ungaro mentions responses received were that they will install panic buttons by the end of June, but this has not been completed as of yet. She also states that they will be following up with to ensure ADA compliance for the interview room as well as it will be utilized for veteran reserve station also.

Sara Ungaro states that OFM informed her they will be ordering additional signage. She mentions desks having issues and causing risk to injury for staff along with other issues with the remodel that will need to be addressed.

Director Michael Smith discusses the Performance Assessment score card to the committee members stating that Jason Millin has received an overall score of 3.5 and received feedback as listed in the report that members would like to see more of a frequent use of outreach and a hiring event tracker.

Director Michael Smith implores Committee Members to provide timely feedback on the One Stop Operator service, emphasizing that as paying members, they should share whether they're getting value for their money. The scorecards will need to be collected and reviewed in time to create a presentation for future meetings. The scorecards will assist in reviewing services provided with the contract renewals.

Motion: Zafer Genc made a motion to approve One Stop Operator Report
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

4. Discussion and Possible Action Re: Review and accept Title IB Report

• Review and accept Performance Outcomes Comparison Report for Adult, Dislocated Worker, and Youth

John Binkinz and Amber Kant-Wood present the sector-specific outcomes, highlighting the success in transportation, healthcare, and manufacturing.

Amber Kant-Wood informs of the use of Tableau Recording System to present results of outcomes in which highlights the following:

From July 1, 2024, through June 25, 2025, a total of 136 participants received WIOA-Funded training across the Adult, Dislocated Worker, and Youth programs. Training was delivered across key sectors including Transportation (91 participants), Healthcare (11), Law and Public Safety (13), IT and Public Safety cross over programs (14), Construction (1), and manufacturing (6). No participation was reported in the Leisure/Hospitality sector. In total 104 adults, 8 Dislocated Workers, and 24 Youth completed sector-based training, supported regional workforce needs through skill-building in high demand industries.

She mentions that all participants shown in the data for all sectors in demand were successful and received their credential.

John Binkinz highlights the percentage outcomes for each sector-based trainings in all Occupations in Demand (OID)

- Healthcare/Public Safety 27%
- Manufacturing 4%
- Transportation 67%
- Construction 1%

- IT 1%
- Leisure/Hospitality 0%

Sara Ungaro discusses the workforce program's expenditure strategy, noting a large portion of spending went to transportation and logistics, which they acknowledge as an area needing address. Funds were allocated across various sectors: 20% to medical training, some to on-the-job training in supporting roles, and 10% to technology upgrades for skill centers. The program also highlighted its GED and workforce training efforts, with RGV steps for the last year provided 32 graduates. The pie chart reveals a shift towards leadership and upskilling, particularly in manufacturing and public works sectors, demonstrating a strategic approach to fund allocation.

● **Review and accept Performance Reports for Adult, Dislocated Worker, and Youth.**

Sara Ungaro reports that the workforce program has exceeded most negotiated performance measures for quarter four, with only a minor shortfall in youth occupational skills training. Despite low WIOA enrollments, they successfully leveraged quest dislocated worker grant funds to over-exceed enrollments. The current total caseload is 382, with 200 actively enrolled in the quest dislocated worker program. While performance looks strong, she cautions that statistical adjustments could potentially change the final assessment of meeting performance measures.

Sara Ungaro discusses the training tool and sector funding, revealing that transportation and logistics comprised 57% of spending, not the initially estimated 18%. She notes an ongoing audit to track the 331 quest participants and their sector allocations. The LMI data projections for the next two years show healthcare with the highest growth at 3.4%, followed by transportation at 2.4%, construction at 2.5%, and manufacturing at 1.6%. Information technology and leisure and hospitality show minimal growth. The workforce program seeks guidance from the executive and PRC on targeting funding for these key sectors in the upcoming year.

Director Michael Smith praises the local workforce area's significant progress, highlighting the dramatic improvement in reporting and data analysis. He notes that their performance stands out at the State Conference, particularly in securing quest funding and serving a large number of people. Smith emphasizes that the team should be proud of their precise, clear, and understandable reporting, which sets them apart from other local areas and aligns with the state's future goals.

Motion: Zafer Genc made a motion to approve Title IB Report
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

5. Discussion and Possible Action Re: Review and accept Performance Reports for Business Services, Titles IB and III.

Joe Throneberry reports that the information technology sector shows a negative growth rate at the state level, with the local area expecting only one employee growth over two years. In the fourth quarter, the workforce program had 118 employer engagements, primarily in construction, manufacturing, healthcare, education, and transportation/logistics sectors. He emphasizes the importance of aligning employer engagement with the board-identified growth sectors.

Zafer Genc questions why the state is seeing a decrease in information technology overall. Joe Throneberry explains the reasons behind the negative growth in the information technology sector. The primary factors are the departure of fiber optics companies after completing their infrastructure projects and the slowdown of semiconductor facility expansions in Maricopa County. He notes that if the semiconductor project resumes its original pace, the sector might return to neutral or positive growth. Currently, the statewide business services meeting reports a 1.1% negative growth rate.

Zafer Genc asked for clarity on when the sectors in demand can be reassessed as there has been negative growth in Information Technology.

Director Michael Smith explains that sector evaluation is required by law every two and four years, but should be done annually. He notes the upcoming board retreat will focus on sector analysis and funding changes, with a shift towards apprenticeship training. Smith highlights the complexity of IT training, distinguishing between infrastructure and field-based IT needs, and emphasizes the importance of regular review, especially with administrative changes.

Joe Throneberry details the workforce program's contact outcomes, highlighting 13 hiring events, 12 account reactivations, and employer verifications. He introduced a streamlined verification process using an express partner form, improving communication and efficiency with new employer accounts. In the fourth quarter, the program entered 555 job orders, resulting in 190 placements across various sectors, including incumbent worker training, manufacturing, and leisure hospitality. These placements represent approximately 40% of state job placements during this period.

Sara informs that a lot of Incumbent Worker Trainings (IWT) that were mentioned were funded through the Quest grant not through WIOA funding as there had been limitations placed by the Board on IWTs.

Joe Throneberry reports 28 work experiences (WEX) and on-the-job trainings (OJT) in the fourth quarter, with education as the top sector, followed by hospitality, government, healthcare, public safety, and business. The current fiscal year has already started with two OJTs and 21 WEXs, including 11 individuals in healthcare and four school districts, representing a significant increase in outreach and engagement, largely credited to John Binkinz and his team.

John Binkinz clarifies that the large education sector in work experiences and on-the-job training reflects youth working in school IT departments and facilities maintenance. Despite appearing primarily in the education sector, these roles actually provide support across multiple sectors of demand.

Joe Throneberry reports 12 tailored employment plans in the fourth quarter, with manufacturing as the top sector, followed by equally distributed plans across transportation, healthcare, hospitality, construction, education, government, logistics, and business. These plans provide a detailed look at employer needs, helping core and community partners support recruitment and retention goals. The plans are uploaded to Arizona job connection, enabling partners to collaborate and work towards employer success in expansion and workforce development.

Jason Millin requests that Joe Throneberry develop a comprehensive report on Tailored Employment Plans (TDPs) that goes beyond sector statistics. He suggests creating a report that provides detailed insights into the top employers in each sector, their specific needs, and how those insights can inform workforce training and targeting strategies, helping the board make more informed decisions about sector-specific workforce development.

Joe Throneberry agrees with Jason Millin's suggestion, proposing to create a summary report that highlights trends across sectors while protecting employer confidentiality. He would

redact specific employer identities but provide insights into common needs and sector-specific challenges, particularly noting how quest funding has been crucial in meeting employer upskilling needs over the past year.

Jason Millin suggests that with this form of data tracking, the Workforce Development Board can see what data is coming from the TEP and what restrictions with the IWT are hindering the businesses and this in turn will assist the Board to making more informed decisions. Sara Ungaro explains the plan to compile Tailored Employment Plan data and share it with work groups and industry leaders. The goal is to validate the information across multiple stakeholders, ensuring that the insights are not just from business services but represent a collective perspective. This approach aims to create a champion-targeted board movement, with work groups confirming and expanding on the findings before presenting them to the board.

Director Michael Smith emphasizes the importance of the work groups and Tailored Employment Plans (TDPs), suggesting a collaborative approach to increase their number and effectiveness. He proposes that Title One, Title Three, and other teams work together to develop a plan for expanding TDPs, potentially reaching 10 per quarter. Smith advocates for inviting businesses to meetings to directly express their pain points, tracking sector trends, and using the TDP data to demonstrate the workforce development area's commitment to listening and supporting businesses. He sees this as an opportunity to drive business forward by providing targeted support at county and city levels, praising the current efforts and data collection.

Joe Throneberry responds to Director Smith's comments, highlighting that Amber is cross-training with him on Tailored Employment Plans (TDPs). He notes that she has already accompanied him to an employer meeting and completed a TDP, indicating increased capacity and continuity. Throneberry believes formalizing the data and sharing sector insights with board groups will be straightforward, as he can already gather the necessary information during business consultations.

Motion: Zafer Genc made a motion to approve Performance Reports for Business Services, Titles IB and III.
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

6. Discussion and Possible Action Re: Review and accept Title II Report

Mitzi Esgro presents the combined report for Mojave Community College and Arizona Western College for quarter three. They serviced 333 students with 12 or more contact hours but face significant challenges with student persistence. Many students do not reach the 12-hour reporting threshold, even if they obtain their GED. The colleges are addressing these issues by implementing more stringent enrollment policies, evaluating students individually, and developing shorter-term workshop classes targeted at high-performing students likely to pass the GED exam. They are actively working to improve their systems and processes to increase their numbers and effectiveness in the next program year.

Director Michael Smith suggests using the Atlas platform to help Mitzi Esgro track student data that falls outside traditional reporting requirements. He proposes sending text surveys to students who have enrolled but dropped out, allowing the colleges to capture additional information even if it cannot be formally reported. By collaborating with the Atlas team, they could develop a method to gather more detailed insights about student outcomes.

Director Michael Smith suggests tracking the post-GED journey of students, including their referrals to Title 1B, continued education, apprenticeships, and training opportunities. He emphasizes the importance of understanding how these students improve their earning potential and upward mobility after obtaining their GED. Smith proposes capturing data on referral outcomes to provide a comprehensive view of how the program supports students' long-term career and educational development.

Mitzi Esgro confirms she has already begun discussing and tracking student outcomes with Ashley, starting a spreadsheet to monitor what happens to students after their initial engagement. While they currently track employment rates for students with 12 or more hours, she is interested in understanding the trajectories of students who do not meet that reporting threshold.

Motion: Zafer Genc made a motion to approve Title II Report
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

7. Discussion and Possible Action Re: Review and accept Title III Report

John Diemer, as the Title Three program manager, reports on office traffic across Lake Havasu, Bullhead, and Kingman locations, noting Kingman's high service numbers and Bullhead's reduced traffic due to remodeling. Employment services placements totaled 10 in April, 7 in May, and 15 in June, with JVSG (Disabled Veterans Outreach Program) placements at 7 in April, 8 in May, and 7 in June. Referrals were primarily directed to education and training services, including Title One and Title Two resources.

Motion: Zafer Genc made a motion to approve Title III Report
2nd: Brandi Rowe seconded the motion.
Vote: 6/0

8. Discussion and Possible Action Re: Review and accept Title IV Report

Brandi Rowe presents the Title Four report for quarters three and four, noting a decrease in successfully closed cases from 19 to 11, partly due to a new case management system. The program received 67 new referrals this quarter, compared to 121 in the previous quarter, with 17 job placements across various sectors. Two success stories were highlighted: a client with cerebral palsy becoming a public defender and a Spanish-speaking client hired at a casino. The program implemented a new case management system on July 1, requiring social security cards and legal documentation for new referrals. Job placements included roles such as receptionist, nursing assistant, customer service, and retail associates. Sara Ungaro asks if Social Security and I-9s are required before participants can be referred to Vocational Rehabilitation.

Brandi Rowe clarifies that it is not a requirement, they can be referred without in Atlas and the counselor can collect the needed documentation from the participant.

Director Michael Smith shares updates from HUD and federal housing policies, highlighting upcoming changes including work requirements, time limits, and potential volunteer hour mandates for housing participants. He notes that 70% of housing participants have disabilities, and his Housing Manager, Jamie Bernier, is working with Sarah Ungaro to develop collaboration to provide training certificates and modules. The housing division is collaborating with Atlas to track participant work and volunteer hours, which may become

necessary documentation for maintaining housing benefits. Director Michael Smith emphasizes the importance of continued partnership across departments and partners to support these emerging requirements.

Motion: Zafer Genc made a motion to approve Title IV Report
2nd: Mitzi Esgro seconded the motion.
Vote: 6/0

9. Discussion and Possible Action: Review and accept Local Workforce Area Continued Quality Process Improvement

Director Michael Smith concludes the meeting by praising the comprehensive and powerful reports presented. He commends the entire team for their hard work in gathering and sharing data, expressing gratitude for the progress made over the past five years. Director Michael Smith highlights the significance of the reports, acknowledging the effort required to compile them and suggesting ongoing reflection on how to improve data capture and demonstrate the return on investment for future reporting.

No Action Taken

PERFORMANCE REVIEW COMMITTEE ANNOUNCEMENTS

At this time, any Performance Review Committee Member who wish to share information can come forward with their announcements.

No Announcements were made at this time.

CALL TO THE PUBLIC

Pursuant to ARS 38-431.01(H) a public body may make an open call to the public during a public meeting, subject to reasonable time, place, and manner restrictions, to allow individuals to address the public body on any issue within the jurisdiction of the public body. At the conclusion of an open call to the public, individual members of the public body may respond to criticism made by those who have addressed the public body, may ask staff to review a matter or may ask that a matter be put on a future agenda. However, members of the public body shall not discuss or take legal action on matters raised during an open call to the public unless the matters are properly noticed for discussion and legal action.

No comments made by the public at this time.

ADJOURNMENT

With no other topics needing to be discussed, The Chairperson will adjourn the meeting.

Chairman John Diemer Adjourned the meeting at 10:58 a.m.