



Zafer Genc
Workforce Development Board
Chairperson

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MEETING MINUTES
NOTICE OF PUBLIC MEETING OF THE
MOHAVE/LA PAZ PERFORMANCE REVIEW COMMITTEE
APRIL 10, 2026, 9:00- 11:00 A.M.
MOHAVE COUNTY COMMUNITY SERVICES DEPARTMENT
CONFERENCE ROOM
2031 SPAWR CIRCLE, LAKE HAVASU CITY, AZ 86403
TEAMS MEETING ID: 284 994 646 577 15 PASSCODE: sC9zd3Yw
CALL IN PHONE NUMBER: +1(623) 473-7231 PHONE ID: 783 074 382#

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

9:00 AM MEETING CALLED TO ORDER WITH ROLL CALL/INTRODUCTION.

ATTENDANCE: John Diemer, Zafer Genc, Brandi Rowe, Davy Spurlock, Jason Millin, Michael Smith, Mitzi Esgro, Amanda Coronado, Sara Ungaro, Lauren McGregor, Tingwei Chavez, Desiree Hamodey

OVERVIEW: The Performance Review Committee (PRC) met on April 10, 2026, to review and approve a series of workforce program reports across all core Titles (I-IV), the One Stop Operator report, and related performance and operational updates. All performance reports were approved unanimously. Overall, the committee confirmed strong system performance, with the local area continuing to meet or exceed negotiated performance goals across Adult, Dislocated Worker, Youth, Adult Education, Employment Services, and Vocational Rehabilitation programs. Several presentations highlighted stable or improving service delivery, including strong Youth measurable skill gains, consistent employer engagement, increased in-person traffic across job centers, and continued growth in Atlas kiosk usage and referrals. A new reporting dashboard was also introduced to improve alignment between enrollment activity, service delivery, and budget tracking. In addition to routine reporting, the committee discussed several operational and governance concerns, including clarification of service duplication and partnership alignment related to the Good Jobs Grant and Local First initiative, as well as concerns about external representation within local workforce operations. The committee recommended that Economic Development and Local First provide a formal presentation at the next full Board meeting to clarify program structure, employer engagement, participant data, and potential overlap with Title I services. The

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committee also approved a new notification protocol to improve transparency when outside agencies engage with local workforce partners. Finally, leadership emphasized continued focus on improving data-driven planning, particularly related to La Paz/Parker service delivery, infrastructure planning, and future local workforce strategy development.

ACTION ITEMS: These actionable items were discussed within the meeting:

- Invite Economic Development Director Tami Ursenbach and a Local First representative to present at the next full Workforce Development Board meeting. Presentation should include:
 - Program overview and purpose
 - Employers engaged
 - Participants enrolled, assessed, and completed training
 - Incentive structure and assessment process
 - Roles/responsibilities of each partner
 - Clarification of potential duplication with Title I services
 - Address any conflict-of-interest concerns
- When any outside agency is invited to engage with Titles/core partners, an email notification must be sent to:
 - Executive Director (Michael Smith)
 - Title IB, II, III, and IV leadership
- Chair confirmed that the State Project Manager does not have authority to act as a Business Services Representative for the Mohave/La Paz area.
 - If this happens again, report the incident directly to John Diemer and include clear details as to what happened.
- Future Title IB reports should include:
 - Context on dislocated workers engaged through outreach/rapid response (even if not enrolled)
 - Employer engagement and service outreach data
- Future Business Service Reports should include:
 - Clear placement outcome data tied to specific hiring events (to show event effectiveness)
- Local Workforce Strategy- La Paz/Parker Focus
 - All partners are to develop a more detailed strategic plan for La Paz/Parker
 - Include:
 - Enrollment goals
 - Placement outcomes
 - Expenditures
 - Service delivery model
 - Integrate findings into the upcoming Local Plan

update

- Progress to be brought back to PRC and full Board for review.
- Continue development and refinement of the new data dashboard tool to:
 - Track enrollments by sector
 - Align staffing/services with budget
 - Improve monthly visibility into performance and spending

**PERFORMANCE REVIEW COMMITTEE AGENDA
(Items 1-9)**

1. Discussion and Possible Action Re: Approval of January 9, 2026, Meeting Minutes

Chairman John Diemer presented the January 9, 2026, Meeting Minutes to the Performance Review Committee for review and suggested changes. No suggestions for changes were made by the board.

Motion: John Diemer made a motion to approve the January 9, 2026, Meeting Minutes as presented.

2nd: Brandi Rowe seconded the motion.

Vote: Approved 5/0

2. Discussion and Possible Action Re: Review and accept One Stop Operator Score Card

Director Michael Smith presented the One Stop Operator's Score Card. He notes that Jason Millin is meeting and exceeding expectations across the board.

Motion: John Diemer made a motion to approve the One Stop Operator Score Card as presented.

2nd: Brandi Rowe seconded the motion.

Vote: Approved 5/0

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

Jason Millin reported that One Stop operations are continuing to perform well, with referrals and services remaining consistent with the previous quarter. He noted a drop in the number of job orders entered compared to typical quarters (usually 900–1,000 vs. 500 this quarter). He explained this is primarily due to staff being pulled into other areas, trainings, and general staff shortages, not an actual reduction in available jobs. Despite fewer job orders, there were still nearly 3,000 open positions,

likely reflecting duplicate postings across multiple employers and sectors rather than a decline in labor demand. Jason Millin discussed the following additional topics with the committee:

Concerns Regarding the Good Jobs Grant / Local First Partnership

- Jason described attending a meeting at the Kingman office involving Mohave County Economic Development, Local First, and the Good Jobs Grant.
- He expressed concern that the meeting was vague in purpose, appeared to duplicate existing ARIZONA@WORK services, and included clients instead of the employers it was described to be aimed at.
- He noted that, because the event was held at the job center, it gave the impression that ARIZONA@WORK fully endorsed or owned the initiative, despite limited information on roles, responsibilities, and outcomes.
- Jason recommended that the full Board request detailed information on the partnership (employers served, clients enrolled, assessments, completions, and roles of each partner) and invite Economic Development Director Tami Ursenbach (and Local First) to present at the next full board meeting so the Board can understand the partnership, address possible duplication of services, and clarify any conflict-of-interest concerns.

Clarification on State Project Manager Acting as Business Services Representative

- Jason raised a concern about State Project Manager Ken informally representing himself in the local area as a “pseudo BSR” (Business Services Representative), including visiting partners and attending internal team meetings without clear authorization.
- After Jason’s email to the Chairman, Chairman John Diemer stated on the record that Ken does not have authority to act as a BSR for the Mohave/La Paz area, and that this was not approved by John or his leadership chain.
- John requested that any future incidents be reported to him immediately by email with details, so he can escalate to the appropriate state contacts and provide staff with the correct complaint channel if needed.

Notification Protocol When Bringing in Outside Agencies to Meet with Titles/Core Partners

- Related to the Ken issue, Jason supported establishing a standard notification practice when any external agency or state representative is invited to meet with local partners or speak to staff.
- John proposed, and the committee agreed, to a practice whereby:
 - If any board or partner staff invite an outside agency to speak or engage locally, they will send a simple email notification to the Executive Director (Michael Smith) and core Title leads (Title I, II, III, and IV).
- The intent is to ensure professional courtesy, transparency, and coordination, allow leadership to align messaging and participation, and help identify opportunities for joint engagement or follow up.

- Motion:** Zafer Genc made a motion to approve the One Stop Operator Report as presented, to invite Economic Development Director, Tami Ursenbach and a Local First representative to provide a presentation on the Good Jobs Grant partnership at the next full Workforce Development Board meeting, and to establish a practice that when any member brings an outside agency to speak with one of the Titles, an email notification/invitation will be sent to the Executive Director and all four core Titles.
- 2nd:** Brandi Rowe seconded the motion.
- Vote:** Approved 5/0

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

Title I-B Program Manager Sara Ungaro, with support from John Binkinz, presented the quarter three performance outcomes for the Adult, Dislocated Worker (DW), and Youth programs.

Overall Performance:

- The local area has met or exceeded all negotiated performance goals for Adult, DW, and Youth for the current year to date and received confirmation (SAM) that statewide performance standards were met for another consecutive year (approximately four years in a row).

Youth- Measurable Skills Gained (MSGs):

- Youth MSGs improved substantially from 8% to 25.4%, and Sara projected the program will meet or exceed the 50% negotiated goal by the end of Q4, due to upcoming graduations and credential completions.
- She highlighted that Youth outcomes are complex because success requires multiple measures (MSG, employment/education in Q2 and Q4, and credential/post-secondary/military), and missing any one of these can negate performance credit.

Dislocated Worker (DW):

- DW outcomes are at or above goal in all measures except for a single Q4 placement rate, which is sensitive to small numbers because the DW cohort is small (roughly 17–25 participants).
- Sara explained that many dislocated workers in the area are rapidly absorbed into other employment (e.g., in Yucca and medical layoff events), often without enrolling in Title IB, which limits DW enrollment counts but reflects a healthy local labor market.
- Director Michael Smith requested that future reports include context data on how many dislocated workers were engaged and offered services (e.g.,

through rapid response and outreach), even if they did not ultimately enroll, to better tell the economic story of the region.

Adult Program:

- Adult performance is meeting or exceeding negotiated goals across indicators.
- The only area noted for continued focus was Adult MSGs, where staff are working to increase training participation and ensure timely data entry, so gains are captured before year end.

Data, Dashboard, and Follow-up (New Spreadsheet Tool):

- John Binkin presented a new Excel-based dashboard he developed to manage enrollment and spending more proactively:
 - It will pull raw data from Tableau and display monthly enrollment goals by sector (e.g., CDL, construction, healthcare, transportation/logistics).
 - It calculates how many WEX/OJT enrollments are needed each month (e.g., “we need three more CDLs this month”) based on average cost per activity and total budget.
 - A linked financial sheet will combine quarterly actuals from Finance with month to month estimated expenditures, so staff and management can see enrollments, sectors, and spending in one place.
- John explained the intent is to “drive the bus instead of letting the bus drive us”—avoiding last minute spending or large transfers by tracking progress monthly.
- Committee members responded positively, noting that the new dashboard is much easier to read than prior spreadsheets and will help both internal management and PRC/Board reporting.

Motion: Zafer Genc made a motion to approve the Title IB Report, including the Performance Outcomes Comparison Report for Adult, Dislocated Worker, and Youth, and the Performance Reports for Adult, Dislocated Worker, and Youth as presented.

2nd: Brandi Rowe seconded the motion.

Vote: Approved 5/0

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

John Binkin presented the Title IB Business Services report, summarizing recent and upcoming hiring events.

- Including the Parker high-school event, “Fuel Your Future” with Mohave Community College, a Murphy Broadcasting event in Bullhead, a Nest Village virtual hiring event that filled 3 of 4 positions after a five-fold increase in applications, and several city/county/Mohave College hiring fairs and apprenticeship-focused events.

Director Michael Smith asked that future reports include clear placement outcome data by event to show the results of these activities.

Amanda Coronado then presented the Title III/Employment Service Business Services report

- Amanda Coronado reported 458 job orders for the quarter, a decrease from 630 in the prior quarter, attributed in part to a temporary pause on job orders for 52 employers pending updated contact verification.
- She reported that nine (9) new employers were verified and added to the AJC system.
- Employment Service (ES) placements totaled 19 in January, 12 in February, and 12 in March, reflecting updated "placement integrity" reporting standards.
- She further reported a total of 463 services provided to 312 job seekers during the reporting period.
- An increase in in-person traffic was observed across the Kingman, Lake Havasu, and Bullhead City offices, along with continued month-over-month growth in Atlas kiosk usage and referrals.

Director Michael Smith connected this data to ongoing MOU/IFA and local plan discussions, noting that accurate traffic and referral data will be important when justifying resource allocations and office configurations to boards and funders.

Motion: Zafer Genc made a motion to approve the Performance Reports for Business Services, Titles IB and III as presented.

2nd: Brandi Rowe seconded the motion.

Vote: Approved 5/0

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

Mitzi Esagro presented the Adult Education & Literacy report, noting that Title II served 352 qualified participants since July 1 with 356 new enrollments across Adult Basic/Secondary Education and ELL, achieving 100 measurable skill gains for 81 students (an overall 26.14% MSG rate) and over 17,000 hours of attendance; she explained that while no fully reportable Integrated Education and Training (IET) programs are currently in place, sector-aligned instruction (particularly in healthcare) and using micro-credentials such as OSHA-10 to give learners an employment edge.

Following the report, Director Michael Smith and Mitzi discussed the growing expectation that GED/Adult Ed be more tightly connected to career pathways and employer needs, including contextualized instruction (e.g., welding-focused math, healthcare-focused equivalency), the importance of employer partnerships to shape needed skills, the need to use WEX/GED and exploration so students do not waste lifetime-limited Pell Grant eligibility on the wrong program, and reinforcing a "no wrong door" approach where partners coordinate referrals based on each participant's long-term goals.

Motion: Zafer Genc made a motion to approve the Title II report as presented.

2nd: John Diemer seconded the motion.

Vote: Approved 5/0

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

Amanda Coronado presented the Employment Service performance report, noting that ES (Employment Services) placements decreased slightly this quarter to 19 in January, 12 in February, and 12 in March, a change she attributed both to seasonal traffic and to a new “placement integrity” standard requiring that ES staff have worked directly with the client, that the client be enrolled in Employment Services, and that the client personally report the job to ES before a placement is counted. She highlighted that 312 job seekers were enrolled in Employment Services with 463 services provided, including 250 instances of employment/unemployment assistance, 49 customized resume-assistance services, 24 job-search assistance services, and 17 referrals to supportive services, and reported that the three offices together served 1,806 in-person clients this quarter (just over 1,000 in Kingman, 304 in Lake Havasu, and 426 in Bullhead City).

Amanda also described steadily rising Atlas kiosk usage, with Kingman and Lake Havasu approaching full alignment between Atlas and the ES matrix (Havasu reaching 106% Atlas-to-matrix sign-ins in March) and Bullhead improving from 70% in January after staff coaching, as well as increasing Atlas referrals month-over-month as staff strengthen partner referral practices.

Director Michael Smith emphasized that accurate traffic and referral data will be critical in upcoming MOU/IFA, local plan, and office-configuration discussions, particularly when justifying resource allocations and office locations to boards and funders.

Motion: Zafer Genc made a motion to approve the Title III report as presented.

2nd: Brandi Rowe seconded the motion.

Vote: Approved 5/0

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

Brandi Rowe presented the Vocational Rehabilitation (VR) performance update, reporting 15 successful closures this quarter (participants who maintained employment in their goal job for 90+ days) and 14 new placements, with 73 new referrals enrolled into the VR system after completing eligibility steps.

She noted that VR is currently fully staffed, though one counselor will be going on medical leave at the end of the month.

Brandi reviewed results by office, showing shifts in successful closures and placements across Bullhead City, Kingman, and Lake Havasu City, and highlighted a range of jobs secured, including customer service, care aides, peer support/BHT roles with behavioral-health partners, stock clerks, drivers (including CDL/bus drivers via Phoenix Truck Driving School and school districts), skincare technicians, casino positions, welders, teaching assistants, and health information specialists. She also provided a staffing update (two new counselors in Kingman, one new

counselor in Bullhead City, and a new customer service representative in Kingman to help provide coverage and support events) and outlined ongoing collaboration with Lake Havasu Unified School District and Project SEARCH, including coordination with Sonoran UCEDD and workforce partners to secure a host employer.

In discussion, Director Michael Smith asked whether local VR performance measures had been met and requested that, once local performance measures for the current year are released Brandi share them so the committee can track successful closures, placements, and guidance contact requirements.

Brandi explained that local measures are typically received around early May, along with annual targets by office but plans to share them with the committee.

Motion: Zafer Genc made a motion to approve the Title IV report as presented.

2nd: Davy Spurlock seconded the motion.

Vote: Approved 5/0

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

Director Michael Smith led a forward-looking discussion on how the local area will continue to improve service delivery, with a specific focus on La Paz/Parker.

- He emphasized that, as the Board updates the local plan and continues work on the MOU/IFA and infrastructure decisions, the partners need a clearer, data-driven picture of what is happening in La Paz: enrollment goals, placements, expenditures, and job outcomes, so that if he is ever called before the La Paz Board of Supervisors, he can clearly explain the value and impact of services there.
- Michael reiterated that the local area is “doing great things,” with strong performance and recognition from peers, but that the next step in continuous improvement is to develop a strategic plan for La Paz/Parker (service mix, performance measures, and future funding/plan alignment).
- He suggested that between this meeting and the next PRC, management and partners work together to outline how services in La Paz will be delivered, measured, and reported, and that this planning also feed into the upcoming local plan update.
- The committee agreed this work would continue between meetings and be brought back to the PRC and Board as part of the local plan and strategy discussions.

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 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 public comments were made at this time.

ADJOURNMENT

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

Chairman Diemer adjourned the meeting at 10:58 a.m.