

The Executive Director's performance evaluation consists of an annual appraisal by members of the Board of Directors along with feedback from ABA consumers in contact with the ABA office.

The purpose of the evaluation process is to maintain a strong Board/Director team by ensuring open and productive communication on an annual basis. During this formal review process, there is an opportunity to identify areas of satisfaction and items needing change or improvement as identified by the Board and the ED.

The evaluation and review discussion is scheduled for December 13, 2022 during the scheduled Board meeting.

Attached please find your evaluation form, employee evaluation guidelines and evaluation process. Please rate the Executive Director in the areas provided. You may also provide narrative comments and/or additional information to be considered.

The overall rating must be consistent with the factor rating and comments, but there is no prescribed formula for computing the overall rating.

Rating System:

Outstanding- Performance significantly exceeds the Board's expectations due to the efforts and ability of the ED when considering the job in its entirety. Significantly above-standard performance may be exhibited by consistently completing assignments in advance of deadlines; implementing plans and/or procedures to increase efficiency or effectiveness of work; working independently with little direction; and consistently meeting Board's goals.

Above Average- Performance exceeds the Board's expectations due to the efforts and ability of the ED when considering the job in its entirety. Performance is beyond what is expected of an ED in this position.

Average- Performance meets the minimum expectations of the Board. The ED adequately performs the duties and responsibilities of the position.

Needs Improvement- The ED's performance fails to meet the Board's minimum expectations due to lack of effort and/or ability when considering the job in its entirety. Performance requires improvement in numerous and/or important aspects of the position.

Not Applicable- Rater is unable to assess the ED in this area or the area is not applicable to the employee's job at this time.

Evaluation Tool instructions:

To indicate the rating of any performance factor, an "X" mark should be placed in the appropriate rating column and in the "Overall Rating" Column on each page. Comments may be included and should include factual examples of work, especially well or poorly done along with suggestions as to how performance can be improved. Overall comments may consist of a summary of comments from specific categories, general comments, or comments on other job-related factors which the rater wishes to include.

Annual Evaluation Report

Name: Wendy Knorr

Job Title: Executive Director

Evaluation Date: 12/13/2022

Please check appropriate box (<i>All characteristics may not apply. If a category cannot be rated objectively, please mark the "Not Applicable" box.</i>)	Outstanding	Above Average	Average	Needs Improvement	Not Applicable
1. Relationship with the Board					
Maintains respect and trust of the Board Members	X				
Provides Board with advice during consideration of issues	X				
Keeps Board informed of progress of programs on a regular basis	X				
Remains impartial and treats all Board Members in a professional manner	X				
Functions as effective liaison between Board and Board Staff	X				
Provides complete, clear and accurate reports, minutes, etc.	X				
Responds promptly to requests for information	X				
Is readily available to Board Members	X				
Responds to constructive suggestions or criticism in a professional manner	X				
Has the ability to guide and direct others.		X			
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

Wendy's ability to jump into a transitioning Board and excel in all areas is a testament to her abilities and skills. She is completing the work of two full-time individuals. We need to hire an assistant.

I have been very impressed with Wendy's ability to take on so much management and learning while being independent during this past year. We are lucky to have someone who is timely, professional, thoughtful, and receptive to feedback in this position. My only "above average" score was for the ability to guide and direct others-- this is more due to Wendy continuing to learn about our profession and how to respond to consumer questions than her not doing her job well. Correspondence that I have read that she sends to others is professional and thorough. I also appreciate that she is not afraid to ask for guidance or admit when she doesn't know.

So impressed with how she has immersed herself in the job and all the on job learning that came with this brand new position.

Wendy has done a fantastic job of transitioning into her role as the executive director of a new Board. She brings a wealth of knowledge and experience from her previous roles, which is demonstrated in her consistent professionalism and respectful interactions with Board members, both during meetings and when relaying information for upcoming meetings. She acknowledges areas of progress and growth for both herself, as well as the Board, offering ideas for future improvements and efficiency.

Outstanding performance and guidance of a new board, and the first iteration of many performances and processes.

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Name: Wendy Knorr

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2. Board Administrative Policies and Procedures					
Understands and complies with the overall policies, laws and regulations of the Board	X				
Represents the Board before the public	X				
Directs consumer outreach programs, supports/maintains website		X			
Direct liaison with educational institutions and providers		X			
Maintains positive working relationship with state agencies/programs	X				
Manages Board's public relations effort	X				
Solicits and gives attention to problems and opinions of all groups and individuals	X				
Implements Board policies	X				
Represents the Board before industry associations to provide information regarding laws, regulations, programs and policies					X
Provides professional interactions with those contacting the ABA office	X				
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

Wendy has quickly apprised herself of our statutes and regulations.

My only lower score was the website maintenance---this is a big job, and there are some occasional improvements/adjustments to be made here. My understanding is that Wendy is still learning this role and taking this on little by little--I do not see this as she's not doing her job but rather that she's learning a new skill and taking on a lot.

While Wendy continues to develop and learn about the policies, procedures and regulations of the NV ABA Board, she remains professional and courteous in her interactions with various stakeholders. If questions or concerns are brought to her attention she is quick to reach out for guidance and clarification in order to provide the most accurate information. From the communications that I have witnessed, she is timely and respectful in providing information upon request.

I've marked N/A in a few areas, as I don't feel that there is enough data, or any data to base a score on. All other areas are above average, or simply outstanding.

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Name: Wendy Knorr

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3. Board and Committee Meetings					
Support efforts leading toward successful accomplishment of goals		X			
Plans, organizes and directs Board administrative functions and staff	X				
Keeps the Board informed of issues, problems and accomplishments	X				
Facilitate Board and Sub-committee meetings; prepare agenda, supporting documents and minutes in accordance with Nevada Open Meeting law.	X				
Promote Board activities and operations through various mediums	X				
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

Just need to figure out how to create a recurring Zoom meeting to improve communication flow.

This has been a big year, and Wendy has supported our board in various ways while taking on many admin, educational, and professional activities. I would like to see a push to revise our NAC and solidify our jurisprudence exam. I think Wendy did a great job prioritizing renewals, learning Certemy, and uploading information to Certemy from previous applications and renewals that we done by paper rather than electronically that ADSD did not upload prior to the transition. Our agendas and minutes are of good quality and timely.

Wendy is consistent in providing updates regarding various activities that are important to the functioning of the Board. She continues to provide updates and seek feedback regarding the jurisprudence exam, as well as working with various entities for the website and our licensing website, Certemy. In working to develop the Executive Director annual review process and tool, she took time to gather and confer with other Boards in the state to provide a variety of examples and ideas to bring back to the NV ABA Board for consideration. She also takes the initiative to look into other areas for consideration, including professional development opportunities, as well as the research spent looking into potential benefits to offer staff (i.e., executive director), both now and in the future.

All areas are proficient, we are lucky to have the ED we have.

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4. Law and Regulatory Compliance					
Ensures effective and efficient management of enforcement and licensing programs	X				
Keeps Board apprised of licensing and enforcement program and process developments	X				
Manages Board legislative program and efforts	X				
Oversee licensing functions: maintenance of electronic data collection systems and online applications	X				
Manage complaint and disciplinary action process	X				
Ensures compliance and enforcement of Board, state and federal policies and procedures and other administrative requirements.	X				
Identifies, recommends, and as directed, seeks changes to laws and regulations through Legislative process					X
Manage Sunset Review Process		X			
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

I am impressed with Wendy's creative solutions and collaboration with other boards to identify where our procedures can improve.

Wendy continues to keep the Board informed of, and takes time to improve upon, law and regulatory compliance in the state. With the current renewal cycle in process, and the Certemy platform, Wendy continues to seek out ways to efficiently communicate with and maintain licensing and records. An area that Wendy is currently working on is in the area of the complaint process, as she participates in professional development opportunities to develop her skills. She has also sought out additional guidance on retaining professionals within the field to facilitate this process as it pertains to our field.

Same feedback as prior sections. Some areas not applicable, others demonstrates proficiency and excellence.

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5. Budgeting and Financial Reporting					
Provides oversight, direction and management of the Board's annual budget, expenditures and revenue.	X				
Keeps Board apprised of budget developments		X			
Maintains records/documentation and provides reports per required timelines	X				
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

I marked many of these as "n/a" since we have Carol Woods; rather I see Wendy as giving reports to our board, making deposits, etc. She has done an excellent job here.

Wendy works collaboratively with our current bookkeeper and comes prepared with the budget information at each meeting. She has also recently been working on helping to propose budget ideas for the Board's consideration as it moves into its second year as an independent Board.

While we contract out for many of these services, Wendy is proficient in her role related to expenditures and reporting.

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6. Personnel Administration					
Develops and executes sound personnel practices and procedures	X				
Provides education and training to Board members regarding their role and responsibilities		X			
Manages relationship with outside vendors providing support services as needed	X				
Provides oversight, direction and management of Board staff recruitment, development and performance	X				
Researches and follows sound personnel practices and procedures	X				
OVERALL RATING	X				

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*

Just need some updates on policies that the Board needs to approve for responsibilities.

This was sometimes hard to answer as Wendy doesn't so much manage personnel (but she manages herself, which in that case is Outstanding). Particularly "Provides education and training to Board members regarding their role and responsibilities" I marked as N/A, as I'm unclear if she has provided direction to our President or Sec/Treasurer on their roles. We seem to manage ourselves a bit and Wendy takes on where we are weak (thank you Wendy). I think she has great integrity and notifies us when she's out, ill, needs PTO, etc. She produces the things we ask.

Although currently only responsible for executive director and Board member responsibilities, Wendy has shown initiative in seeking out professional learning opportunities to both further her growth and skill development, as well as the Board. It has been discussed that Wendy work alongside current Board members to look at developing materials that will support the role of future Board members, including secretary/treasurer, president, as well as day-to-day operations (i.e., website maintenance, Certemy licensing platform, etc.).

Consistent with previous ratings, the executive director demonstrates proficiency and competence in these areas.