

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 (Self-Evaluation)

Job Title: Executive Director

Evaluation Date: 12/7/2022

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.*

I have contributed to the development of the ABA operations during this transitional year. My focus has been to provide efficient and effective customer service to the professionals we serve. Understanding that they are impacted directly by the changes in the operations and minimizing the impact on them was a high priority. Because of the extended time frames related to fingerprint processing heightened awareness of the timeframes for approving applications I have made it a priority to minimize delays, proactively identify potential issues with applications and work with both providers and applicants to avoid any additional delays. I wanted to build trust and confidence as best I could during the transitional time. Working with Board members and supporting their efforts continues to be a priority. I appreciate the support and confidence shown by the board members. I feel I have been supported and each member has been helpful when I've needed assistance. I make myself available to them and try to address their requests in a timely manner. I have not taken the lead with the online efforts as I had planned. Dr. Leytham provided direction and instruction but my time was limited. With his departure and my years' experience, I feel I can take the lead going forward. When I joined NVABA the board was established and experienced and provided support to me this year. As time moves forward, the role will reverse to some degree with additional education and planning support which I would like to provide. The focus of our operation will move from organizational structure and basic operational development to industry progress. We will be digging into the regulations and policies guiding the evolution of the ABA in the state. There is tremendous opportunity to develop new relationships and strengthen others within the profession, consumers and legislators.

Annual Evaluation Report

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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.*

I understand the importance of public relations, education and the development of relationships with key stakeholders. This year's focus was on our consumers and professionals and will continue to expand as we begin legislative efforts. The year has also been one of understanding the revised regulations and working within them while developing the details our operations. I continue to learn more about rules and regulations required that are related to managing a state-related organization. As the focus of my work evolves the relations with community and professional leaders will continue to expand. As the operation becomes more defined/routine, my time can be focused more upon external relationships.

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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 agends, 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.*

I believe I have contributed to the successful transition of the ABA operations from the state to an independent organization by assisting the board in managing the daily operations effectively and efficiently. My previous experience contributed with the ability to help identify and resolve issues associated with establishing the basic functions of the office. I believe I communicated well with board members and managed my responsibilities successfully.

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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.*

The focus has been on the licensing/registration process and how to manage it through Certemy, transition to a new agency with revised regulations. The complaint process and the legislative process will become a priority the next year. Complaints have been delayed and not managed as effectively as they deserve. Additional training and support from investigators will improve the process. The legislative process is complex and will require a concerted effort to prepare for revisions - working with professionals, legislators and consumers. I believe I have effectively managed the licensing process using Certemy while learning the system at the same time. While the renewal season opened later than originally planned it has gone well with minimal issues for our licensees/registrants.

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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.*

The year has been developmental. We have established fundamental processes and reporting procedures. This will continue to evolve as the agency matures.

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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.*

The operation is in developmental stages. I have provided guidance and direction to develop minimal personnel structure and will continue to develop as needed in the future.