

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 October 17, 2023 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: 10/17/2023

Please check appropriate box (All characteristics may not apply. If a category cannot be rated objectively, please mark the "Not Applicable" box.)	Outstanding	Above Average	Average	Needs Improvement	Not Applicable
<b>1. Relationship with the Board</b>					
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				
<b>OVERALL RATING</b>	X				

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

I continue to be impressed with Wendy's ability to communicate clearly, refer to our statute and other guides, to reach out if she has questions, and to run our board business efficiently!

Wendy does an outstanding job of communicating with the board.

Wendy is an asset to our Board, and we would not be in the place we are without her hard work.

In her second year as Executive Director, Wendy continues to excel in her relationship and ongoing commitments to support the Board. She maintains consistent communication regarding Board operations, takes initiative and follows up on tasks and other commitments, and is efficient and responsive. Wendy also keeps in contact with the Board and is proactive when seeking support or additional guidance on certain aspects of her role.

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<b>2. Board Administrative Policies and Procedures</b>					
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				
<b>OVERALL RATING</b>	X				

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

I appreciate that Wendy seeks training and education opportunities; any 3s here were more just seeing an opportunity for growth and continued development (and a push for the board to update our policies, website, regulations through Wendy's prompting).

Wendy does a great job of representing the board. She is just starting to get to a point of engaging in outreach activities.

Wendy is an asset, and while I marked some (3s) here, it's because we are still so very new.

Wendy does a great job with representing the Board and maintaining consistent communication with stakeholders. She makes sure to keep track of and provide updates regarding ongoing communications and needs of those in the community. An area of growth for the next year would be around updating policies and procedures, of which Wendy has expressed the need for prioritizing this aspect of Board operations.

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<b>3. Board and Committee Meetings</b>					
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			
<b>OVERALL RATING</b>	X				

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

Wendy you are a gem! I know we keep you busy, and you continue to grow in your position, manage others, and prioritize what needs to get done. We've had updating our administrative code as a goal for some time, so that is why you received a 3 in that spot - I know it's on your list too!

Wendy works diligently to schedule board meetings and follow OML.

Room for growth here, as more opportunities present themselves.

Wendy continues to do a consistent and great job with Board meetings. As aspects of the Board continue to develop and expand, Wendy is continuing to look at areas to prioritize the goals and needs of the Board. She has also been supportive with her time, research, and planning efforts regarding Board activities (i.e., Budgeting timelines, evaluation procedures, etc.).

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<b>4. Law and Regulatory Compliance</b>					
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
<b>OVERALL RATING</b>	X				

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

Wendy has done a wonderful job producing information and documents requested by the governor when asked (and we are grateful that she does it w/little guidance or support!). It's hard to fairly evaluate her on the complaints and investigations, as the board does not get to be involved in that part of the process due to our statute. One thing that I'd like to see is more regular reporting of open complaints/investigations and where we are in the process (intake-information/inspection-investigation-bring to board for decision) and define timelines to ensure expedient investigations. This was knowledge I learned at the CLEAR conference, so I see it as an area for growth rather than "dinging" Wendy's performance.

Wendy does a great job at maintaining records.

Again, some (3s) here, but it's due to no opp, or continued progress in those areas.

Wendy is strong in her maintenance of records and procedures related to the laws and compliance of our field. With regard to the Legislative session this year, Wendy took initiative to keep the Board informed of any updates, and provided any requested documents in a timely manner.

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<b>5. Budgeting and Financial Reporting</b>					
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				
<b>OVERALL RATING</b>	X				

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

Wendy does great with this (and works well w/our bookkeeper). Thanks so much!

Wendy is excellent at managing and maintaining the budgeting. She is also great at communicating any changes with the Board.

Our treasurer and financial support complete much of this, so, almost not applicable.

Wendy does a great job of providing updates and consistent documentation to the Board regarding the budget, as well as working closely with the bookkeeper and treasurer.

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<b>6. Personnel Administration</b>					
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				
<b>OVERALL RATING</b>	X				

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

This one was the hardest to fairly evaluate for me; overall, I'm happy with Wendy, her performance, and her management of our licensing assistant. I think that likely I do not know all of our daily practices and procedures to ensure that she is developing and then executing them or researching and following them. I do know that this role is still new, and likely there is so much to be developed. I know she's taken initiative on researching other online licensing management platforms, seeks direction from other related board executive directors, and networks with the BACB to ensure she's doing what she should be. I also think that because the board hasn't fully implemented and followed our own role descriptions that we developed when we were managed by ADSD, it may be a barrier for Wendy to then educate us on our roles. This is an area where I do not see weak performance but rather opportunities to grow and improve the strong work Wendy is already doing.

Wendy is great at communicating roles and responsibilities with board members.

No specific feedback here.

Although the Board is still working to prioritize development of personnel practices and procedures, Wendy has done a great job of managing and supporting these Board operations. She took the initiative to seek additional support for the Board, leading to the hiring of a licensing assistant this year, and also working to provide the necessary training and support for this new position. Wendy is an asset to the Board and her ongoing communication, organization, and perseverance demonstrate her outstanding work as Executive Director.