

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 (Self-Evaluation)

Job Title: Executive Director

Evaluation Date: 10/17/2023

| 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 | | | |
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| OVERALL RATING | | X | | | |

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

As we continue to evolve as an organization, I feel I bring a strong foundation of operational development experience which is beneficial in moving things forward. I see an opportunity to provide more training and interaction with the individual board members - enhancing their personal experience as well as contributing in a more meaningful way. This will benefit the board now, and assist with future recruitment as members transition.

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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 | | | |
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| OVERALL RATING | | X | | | |

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

Working under regulations and policies that were in transition has been a challenge and the board has been strong and consistent in providing direction and setting priorities. The goal is to provide comprehensive, updated regulations to insure ABA professionals are acting in the best interests and safety of their clients. My opportunity to attend CLEAR and FARB has increased my understanding of how regulations play a vital role and how our organization can insure the public's safety as the profession continues to grow.

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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 | | |
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| OVERALL RATING | | | X | | |

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

The Board meetings continue to be the vital arena for communication about the organization, its priorities and addressing any concerns. I am mindful of the time commitment of the Board members and try to make the meetings informative, proactive and efficient.

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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 |
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| OVERALL RATING | | | X | | |

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

The Legislative session required a minimal level of involvement this year and I was able to respond and monitor developments and keep the Board apprised. Involvement will increase as new legislation takes effect, the NAC is revised and the profession continues to grow. I look forward to participating in those efforts.

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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 | | |
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| OVERALL RATING | | | X | | |

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*
 The first year of financial operations for the organization was successful. The initial assumptions used to establish the initial budget was very close to the actuals and even provided a small positive margin. The second year looks to be strong financially even as the organization and the profession itself grows. Continual monitoring, discussion and revisions will insure continued financial stability.

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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 | | |
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| OVERALL RATING | | | X | | |

GENERAL COMMENTS: *Provide any additional comments related to performance in these areas.*
 The administrative operations were greatly improved with the addition of the .5 FTE for licensing support. Formalization of policies and procedures is a priority to insure continued stability in recruiting and retention of staff for future success.