

# 2024 Annual Board Self-Evaluation Report DRAFT

March 14, 2024

Presented by Holly Lopez, HSB Secretary

# The Process & Self-Evaluation Areas

- Governance Committee met in December to review and approve the timeline
- Annual evaluation conducted in January 2025
- Four areas for evaluation:
  - Governance Structure & Policies
  - Board Member Interactions and Meeting Activities
  - Goal Setting and Communications
  - Board's Interactions with Management
- 6 out of 7 members completed the evaluation: 85% completion rate

## Executive Summary Highlights

- Improvement in areas
- 32 questions total: 30 ratings decreased and 2 ratings increased

Areas for Evaluation	2022 Total Score	2023 Total Score	2024 Total Score
Governance Structure & Policies	4.75	4.5	4.36
Board Member Interactions and Meeting Activities	4.5	4.6	4.11
Goal Setting and Communication	4.5	4.14	3.68
Board's Interactions with Management	4.5	4.46	4

# Results of Board Performance Evaluation

# Governance Structure and Policies Results

**Table 1**

Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average Score
The Board has clearly defined the roles of all key parties.				83.33 %	16.67%	4.17
The roles that the Board has assigned to key parties match the experience of those parties.				66.67 %	33.33%	4.33
The Board's continuing education program equips its members with the knowledge they need to be effective.			16.67%	50%	33.33%	4.17
The Board developed a comprehensive Board policy framework or manual.				66.67 %	33.33%	4.33
The Board receives the information and reports that are necessary to carry out its duties.				33.33 %	66.67%	4.67
Board meeting agendas adequately reflect policy matters that are consistent with the Board's role.				50%	50%	4.5
<b>Grand Total</b>						<b>4.36</b>

# Board Member Interactions and Meeting Activities Results

**Table 2**

Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average Score
Board members are adequately prepared for meetings.				83.33%	16.67%	4.17
Board members are well organized.				83.33%	16.67%	4.17
The Board focuses on policy and strategy in addition to operations.				66.67%	33.33%	4.33
Board members understand when it is appropriate to act as a fiduciary.				83.33%	16.67%	4.17
All Board members adequately contribute to discussions and deliberations.				100		4
Board members are respectful of each other's ideas and opinions.				66.67%	33.33%	4.33
Disagreements between Board members are handled professionally.				100%		4
The Board adheres to its own policies.				66.67%	33.33%	4.33
The Board effectively manages Board members who fail to act in accordance with policies.			33.33%	66.67%		3.67
Board members accept decisions of the Board, even if they did not vote in favor of them.				100%		4
The Board takes timely action to resolve problems when they arise.				100%		4
The Board carefully deliberates before taking action.			83.88%	16.67%		4.17
<b>Grand Total</b>						<b>4.11</b>

# Goal Setting and Communications Results

**Table 3**

Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average Score
The Board establishes goals for the organization as a whole.			33.33%	66.67%		3.67
The Board establishes suitable goals for Member Services.		16.67%	16.67%	50%	16.67%	3.67
The Board Communicates effectively to staff.			16.67%	66.67%	16.67%	4
The Board communicates effectively to service providers.			16.67%	66.67%	16.67%	4
The Board communicated effectively as one voice to all parties.			33.33%	66.67%		3.67
The Board instills trust among stakeholders.				83.33%	16.67%	4.17
<b>Grand Total</b>						<b>3.86</b>

# Board's Interactions with Management Results

**Table 4**

Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average Score
The Board provides sound advice to management.			16.67%	83.33%		3.83
The Board challenges management in a constructive manner.			16.67%	83.33%		3.83
The Board provides valuable alternative points of view to management.			16.67%	66.67%	16.67%	4
The Board creates an atmosphere in which management's ideas are genuinely welcome.				66.67%	33.33%	4.33
The Board effectively evaluates the Director's performance.				100%		4
The Board provides the Executive Director with helpful feedback to enhance future performance.			16.67%	83.33%		3.83
Where feasible, the Board may make recommendations regarding effective management succession planning.		16.67%		83.33%		3.67
The Board members are respectful of the opinions expressed by staff and management.			50%	50%		4.5
<b>Grand Total</b>						<b>4.00</b>



# 2024 Action Steps to Improve 2023 Requests

<b>Areas for improvement from the 2024 Evaluation</b>	
1. Staff share how SFHSS communicates with members after the Board adjudicates on a member appeal.	→ The Board adjudicated two member appeals in 2024. After each deliberation, the final written decision was sent to the full Board, the members and the SFHSS staff.
2. Set a regular Member Services goals report and presentation.	→ Starting in February 2024 Director’s Report, there is a monthly Member Services Dashboard that lists Communication and Operations monthly metrics and goals.
3. The Board evaluation received self-study hours, but the evaluation is anonymous, so the board secretary still needs to request individual study hours. Consider collecting this information separately from the evaluation.	→ The HSB Governance Committee approved a section for Commissioners to list their name and report self-study hours.

## Conclusion: Areas to Focus for 2025

1. Onboarding Education Schedule: Review the educational programs needed within the first year and consider spacing additional educational programs into the 2<sup>nd</sup> year serving the term.
2. A projected calendar, possibly organized quarterly, outlining key decisions would help me and other board members stay informed about upcoming issues.
3. Governance Committee review the following evaluation questions for need and clarity
  - Consider Questions #21 and #22 are inaccuracy and need. The Board does not establish goals; instead, it affirms and receives information on the goals set by staff.
    - #21-The Board establishes suitable goals for the organization as a whole
    - #22-The Board establishes suitable goals for Member Services.
  - Clarify how the Board...
    - #23 The Board communicates effectively to staff.
    - #24-The Board communicates effectively to service providers.
    - #25-The Board communicates effectively with one voice to all parties.

## Recommendation

Approve the 2024 Health Service Board Annual Report