

Health Service Board Employee Performance Evaluation Summary of Suggested Changes

April 24, 2026

Agenda

- Background and Timeline
- Areas to Review
- Today's Recommendation

Background and Timeline

- March 6, 2026, Governance Committee met to review and recommend Annual Evaluations: HSB Self-Evaluation and Employee Performance
 - Evaluations in the same form for 10 years
 - Committee requested a specific meeting to review and suggest edits, modifications, and changes to both evaluations
- March 12, 2026, Full Board Meeting
 - Approved the process and timeline to review annual evaluation tools
- April 13, 2026
 - Committee members submitted changes to the Board Secretary. The Board Secretary compiled changes to post for meeting.
- April 24, 2026, Committee Meeting
 - Review summary of suggested changes and make recommendations for full Board approval at the May 14, 2026, Regular Board meeting.

Areas to Review

1. Questions
2. Evaluation Sections
3. Rating Scale
4. Supporting Comments
5. Evaluation Period
6. Mid-Year Check-in
7. Staff Participation

First Area to Review

Specific Questions

- Agree with all the attributes that should be evaluated. However, how can the Board observe them so that the Board can evaluate all the attributes?
- Within Resource Management, add "overall fiscal responsibility adhering to the approved budget." Although the Chief Financial and Affordability Officer (CFAO) has the responsibility to prepare and monitor the budget, the Executive Director still has overall responsibility for the fiscal budget.

Second Area to Review

Evaluation Sections:

Five sections total. Are there any other areas the Board could evaluate?

- Leadership And Vision
- Resource Management and Governance
- Management of People
- Collaboration and Communication
- Client Service Focus

Third Area to Review

Rating Scale:

Currently adhere to a 5-point rating scale of Exceptional Performance to Unsatisfactory Performance. Consider if this scale still fits the needs of the evaluation, or a new range would better lend to evaluation insights.

Example: Meeting Expectations or Switch to City-Wide Rating Scale

Exceptional Performance	Above Expectations	Met Expectations	Needs Improvement	Did not Meet Expectations
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Exceeded Expectations	Met Expectations	Did Not Meet Expectations
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Fourth Area to Review

Supporting Comments:

Decide if you maintain the requirement to provide supporting comments with a 1,2,4,5 rating. If rated a 3, no supporting comments are required.

Fifth and Sixth Area to Review

Evaluation Period:

Currently, the evaluation period is the calendar year January through December.

Mid-year Check-in:

The HSB Self-Evaluation made a note that the Health Service Board provides feedback on the performance review once a year.

- Consider another mid-year point to check in on performance and goals.
- Consider if this needs to be as a full Board, 1:1 with the President, or 1:1 with Committee Chairs.
- This would allow time for performance to improve or resolve issues.

Seventh Area to Review

Staff Participation:

- Past practices only two staff participated:
 - Chief Financial and Affordability Officer
 - Chief Operating and Experience Officer
- This year the management team participated
 - Director of Communications
 - Well-Being Manager
 - Contracts Administration Manager
 - Operations Manager
 - Director of Enterprise System and Analytics (now Information Systems Manager)

The committee can discuss which staff will participate going forward.

Today's Recommendation

Recommend all suggested edits discussed today for Full Board approval on the May 14, 2026, Regular Board meeting.