

Legal Services Society

Board of Directors' Performance Objectives 2018-2019

Board Performance Objectives 2018-2019

The board of directors has identified the following performance objectives for 2018-2019. The evaluation of these objectives will be completed in the fall of 2018 and 2019.

Function	Objective	Performance Indicators
<i>Strategic Direction</i>	1. Advance the board's strategic priorities set at the September 2017 board planning session: Family services, Indigenous services, tariff improvements, justice reform and digital delivery.	<ul style="list-style-type: none"> ➤ Approved LSS Strategic Plan to support board priorities. ➤ Approved Indigenous Strategic Plan.
	2. Evaluate the Society's progress on its strategic objectives.	<ul style="list-style-type: none"> ➤ Reviewed progress on Strategic Plan. ➤ Reviewed progress on Indigenous Strategic Plan.
<i>Risk Management</i>	3. Effectively address variations in budget for 2018 – 2019 and 2019-2020.	<ul style="list-style-type: none"> ➤ Completed quarterly reviews of LSS's budget and addressed variances as required.
	4. Effectively address unplanned risks and opportunities that arise during the year.	<ul style="list-style-type: none"> ➤ Average rating is "agree" to "strongly agree" on the related sections of the Board performance evaluation.
<i>External Relations</i>	5. Ensure that the LSS Board liaison policies activities advance the society's Strategic Plan.	<ul style="list-style-type: none"> ➤ Conducted meetings with each key stakeholder that includes discussion about the need for tariff improvements.
	6. Continue to build public support for legal aid to enhance the prospect of LSS receiving increased funding.	<ul style="list-style-type: none"> ➤ Board members will continue to be engaged in stakeholder relations with at least six contacts completed. ➤ LSS will develop a communications strategy to support tariff improvements.
	7. Secure stakeholder alignment on a tariff increase.	<ul style="list-style-type: none"> ➤ LSS has support from a majority of key stakeholders for increased funding that will allow for a meaningful tariff increase.

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<i>Advising</i>	8. Serve as an effective sounding board to the Chief Executive Officer of LSS by providing advice and comment on strategic and operational issues as requested.	<ul style="list-style-type: none"> ➤ Average rating is “agree” to ‘strongly agree” on the related sections of the board performance evaluation.
<i>Board Performance</i>	9. Maintain familiarity with LSS operations and key business issues	<ul style="list-style-type: none"> ➤ Board briefing completed on three significant aspects of LSS business/operations during the year.
	10. Complete a comprehensive board evaluation process which includes evaluation at 3 levels: <ul style="list-style-type: none"> ➤ Board performance evaluation ➤ Individual Director Performance evaluation (through peer review) ➤ Chair performance evaluation. 	<ul style="list-style-type: none"> ➤ Reviewed and discussed results of the Board performance evaluation at a board meeting ➤ LSS Chair privately reviewed individual Director results with each Director ➤ Vice-Chair privately reviewed Chair evaluation results with the LSS Chair.
	11. Maintain the Board commitment to providing opportunities for training and mentorship of board members.	<ul style="list-style-type: none"> ➤ Each board member has an opportunity to participate in at least one training opportunity.
<i>Employer of Chief Executive Officer</i>	12. Complete an independent and comprehensive written evaluation of the LSS Chief Executive Officer that articulates both his strengths and a plan for development and follow-up on that development plan over the course of the year.	<ul style="list-style-type: none"> ➤ Completed CEO performance evaluation in each year and reviewed evaluation results at an in-camera board meeting. ➤ The board sets the CEO Performance Goals for 2018 and 2019. ➤ Chair conducted periodic reviews to measure progress on CEO development plan.
	13. Monitor plan to address CEO succession.	<ul style="list-style-type: none"> ➤ Received CEO reports on succession plan at the 2018 and 2019 board strategic planning sessions.

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Governance	14. Board recruitment and succession. Board priorities for competencies have been identified and candidates recruited.	➤ Successful recruitment of board members with skills and experience to match needs identified in the board competency matrix. All new board members have completed the board orientation program.