

LEGAL SERVICES SOCIETY
Board of Directors' Performance Objectives 2022 and 2023

Board Performance Objectives

The board of directors has identified the following performance objectives for 2022-2023. The evaluation of these objectives will be completed in the fall of 2022 and 2023.

Function	Objective	Performance Indicators
<i>Strategic Direction</i>	1. Evaluate the Society's progress on its strategic priorities.	➤ Reviewed progress on Strategic Plan by September 2022.
	2. Develop a new strategic plan. Background: The current priorities that were set at the 2017, 2018 and 2019 board planning sessions of family services, Indigenous services, tariff improvements, justice reform and digital delivery have been advanced in material ways. The 2021 planning session identified environmental priorities and risks.	<ul style="list-style-type: none"> ➤ Approved LSS Strategic Plan to support board priorities by December 2022. ➤ Board receives regular updates on board strategic priorities.
<i>Risk Management</i>	3. Effectively address variations in budget for 2022-2023 and 2023-2024.	➤ Completed quarterly reviews of LSS's budget and addressed variances as required.
	4. Effectively address unplanned risks and opportunities that arise during the year.	➤ Average rating is "agree" to "strongly agree" on the related sections of the Board performance evaluation.
<i>External Relations</i>	5. Execute Legal Aid BC's Stakeholder Relations Strategy, adopted by the board on December 10, 2021, to secure stakeholder support for sustainable legal aid funding.	➤ Conducted meetings with each key stakeholder to discuss the need for sustainable funding and raised awareness of Legal Aid BC's valuable contribution to the safety net of low-income British Columbians through to October 2023.
	6. Renew political support for sustainable legal aid funding.	➤ The Stakeholder Engagement Committee has developed a plan and schedule for engagement activities that build political support among MLAs, justice system partners, and community organizations.

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<i>Advising</i>	7. Serve as an effective sounding board to the Chief Executive Officer of LABC by providing advice and comment on strategic and operational issues as requested.	➤ Average rating is “agree” to ‘strongly agree” on the related sections of the board performance evaluation.
<i>Board Performance</i>	8. Maintain familiarity with LABC operations and key business issues	➤ Board briefing completed on three significant aspects of LABC business/operations annually.
	9. Complete a comprehensive board evaluation process which includes evaluation at 3 levels: a. Board performance evaluation b. Individual Director Performance evaluation (through peer review) c. 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.
	10. Maintain the Board commitment to providing opportunities for training and mentorship of board members.	➤ Identified and completed a minimum of one training opportunity for one or more Directors.
<i>Employer of Chief Executive Officer</i>	11. Monitor the CEO Performance Plan providing feedback as appropriate	<ul style="list-style-type: none"> ➤ The process for monitoring the CEO’s performance is adopted by the board by February 2022. ➤ A formal evaluation process to take place annually.
<i>Governance</i>	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.