

**LEADINGAGE OHIO
2020 BOARD EFFECTIVENESS SURVEY
COMPARISONS TO PREVIOUS SURVEYS**

Question	2011	2012	2015	2016	2018	2019	2020	Change from 2019	Total Increase from 2011
1) There is a high level of trust and respect among board members enabling them to work well together.	3.19	3.28	3.40	3.50	3.63	3.71	3.71	-	0.52
2) Each individual board member is given the opportunity to participate in board activities and decisions.	3.25	3.50	3.40	3.42	3.69	3.71	3.71	-	0.46
3) OLD - Committees, action councils, and special interest groups are used effectively to support strategic priorities.	2.88	3.11	2.86	3.33	N/A	N/A	N/A		
3) NEW - Committees and subcommittees are used effectively to support strategic priorities.					3.47	3.64	3.71	0.07	N/A
4) NEW - Special interest groups and task forces (e.g., MLTSS) are used effectively to support strategic priorities.					3.44	3.21			N/A
5) The board focuses on substantial policy matters as opposed to minutiae and administrative details.	3.31	3.29	3.36	3.75	3.63	3.79	3.79	-	0.48
6) Board members look beyond the interests of their own organizations to focus on what's in the best interest of the association and profession.	2.93	3.11	3.13	3.42	3.44	3.54	3.50	(0.04)	0.57
7) The board understands and adheres to the boundaries between the roles of board and management.	3.31	3.39	3.43	3.50	3.69	3.71	3.79	0.08	0.48
8) The credibility and trust between the board and the President/CEO is high.	3.25	3.33	3.79	3.75	3.94	3.93	3.86	(0.07)	0.61
9) The board leadership runs effective meetings.	3.33	3.44	3.79	3.83	3.75	3.77	3.86	0.09	0.53
10) My role as a board member is clear.	3.38	3.39	3.29	3.58	3.69	3.79	3.79	-	0.41
11) The board refers to the strategic plan when making policy decisions.	2.94	2.94	2.94	3.25	3.53	3.38	3.50	0.12	0.56
12) The advanced information board members receive for a board meeting is adequate to enable effective decision making.	3.12	3.06	3.43	3.67	3.47	3.77	3.57	(0.20)	0.45
13) The board receives and reviews adequate financial information to determine the financial health of the organization.	3.31	3.47	3.36	3.58	3.73	3.92	3.86	(0.06)	0.55
14) Communication among board members is conducive to a productive working environment where board members can discuss their ideas and concerns openly with others.	3.00	3.39	3.27	3.50	3.53	3.69	3.57	(0.12)	0.57
15) The credibility and trust between board members and the Chair is high.	3.40	3.50	3.64	3.75	3.60	3.62	3.86	0.24	0.46
16) I believe that part of my board responsibilities is to be an advocate for the association in front of policy makers, members and non-members.	3.56	3.67	3.60	3.83	3.73	3.62	3.79	0.17	0.23
17) NEW - The board balances its focus on matters of interest for both hospice/home care and senior living providers.					2.93	2.92	3.29	0.37	N/A
18) NEW - The board is adequately informed about members' satisfaction with the association and its programs.					3.33	3.23	3.43	0.20	N/A
19) Overall, I believe we have an effective board; one that solves problems effectively and looks at the "big picture".	3.19	3.33	3.50	3.50	3.73	3.69	3.93	0.24	0.74
20) I believe I'm an effective board member.	3.12	3.28	3.33	3.33	3.33	3.23	3.57	0.34	0.45

KEY:

- 1 - STRONGLY DISAGREE
- 2 - DISAGREE
- 3 - AGREE
- 4 - STRONGLY AGREE

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**LEADINGAGE OHIO
2020 BOARD EFFECTIVENESS SURVEY
SUMMARY BY RESPONSE**

Question	1	2	3	4
1) There is a high level of trust and respect among board members enabling them to work well together.	-	-	4.00	10.00
2) Each individual board member is given the opportunity to participate in board activities and decisions.	-	-	4.00	10.00
3) Committees and subcommittees are used effectively to support strategic priorities.	-	-	4.00	10.00
4) Special interest groups and task forces (e.g., MLTSS) are used effectively to support strategic priorities.				
5) The board focuses on substantial policy matters as opposed to minutiae and administrative details.	-	-	3.00	11.00
6) Board members look beyond the interests of their own organizations to focus on what's in the best interest of the association and profession.	-	-	7.00	7.00
7) The board understands and adheres to the boundaries between the roles of board and management.	-	-	3.00	11.00
8) The credibility and trust between the board and the President/CEO is high.	-	-	2.00	12.00
9) The board leadership runs effective meetings.	-	-	2.00	12.00
10) My role as a board member is clear.	-	-	3.00	11.00
11) The board refers to the strategic plan when making policy decisions.	-	1.00	5.00	8.00
12) The advanced information board members receive for a board meeting is adequate to enable effective decision making.	-	2.00	2.00	10.00
13) The board receives and reviews adequate financial information to determine the financial health of the organization.	-	-	2.00	12.00
14) Communication among board members is conducive to a productive working environment where board members can discuss their ideas and concerns openly with others.	-	-	6.00	8.00
15) The credibility and trust between board members and the Chair is high.	-	-	2.00	12.00
16) I believe that part of my board responsibilities is to be an advocate for the association in front of policy makers, members and non-members.	-	-	3.00	11.00
17) The board balances its focus on matters of interest for both hospice/home care and senior living providers.	-	-	10.00	4.00
18) The board is adequately informed about members' satisfaction with the association and its programs.	-	-	8.00	6.00
19) Overall, I believe we have an effective board; one that solves problems effectively and looks at the "big picture".	-	-	1.00	13.00
20) I believe I'm an effective board member.	-	-	6.00	8.00

KEY:

- 1 - STRONGLY DISAGREE
- 2 - DISAGREE
- 3 - AGREE
- 4 - STRONGLY AGREE

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SUMMARY OF ADDITIONAL COMMENTS**

- 1. There is a high level of trust and respect among board members enabling them to work well together.**
 - a. Has been a challenging year for boards. I feel that ours at LAO was highly engaged with each other and the staff to create a meaningful platform of supports for our members.
 - b. With Covid and doing on line meetings the relationship aspect of Board work this year did not seem as strong. I missed the networking and discussions.

- 2. Each individual board member is given the opportunity to participate in board activities and decisions.**
 - a. It seems we include a few members more than others.
 - b. Good discussions, inclusive of everyone. An effort to enlist everyone's thoughts.

- 3. Committees and subcommittees are used effectively to support strategic priorities.**
 - a. I believe that Kathryn and team work very effectively with the committee structure. The minutes are comprehensive and give board members a very clear and timely update as to priorities and information covered during meetings.
 - b. Kathryn is good at identifying members with expertise that can come together and work on projects. I think the committee structure has supported the strategic priorities. LAO did a fantastic job of supporting members with Covid information this year and quickly responded to member needs.

- 4. Question removed in 2020.**

- 5. The board focuses on substantial policy matters as opposed to minutiae and administrative details.**
 - a. We always have time dedicated to generative and strategic issues and actions.
 - b. This year more than any, I feel as though the board and staff have focused on substantial policy matters as it relates to CoVid response, testing and workforce needs.
 - c. The shorter meetings this year virtual did not allow as much conversation so the group stayed focused on the big picture.

- 6. Board members look beyond the interests of their own organizations to focus on what's in the best interest of the association and profession.**
 - a. I think we do ok with this. Its hard to bifurcate completely.
 - b. I feel this is the case, I have never sensed one board member focusing on their own organization. The fact of the matter is that if one organization is struggling with an issue, it's most likely that it is affecting multiple other organizations.

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7. The board understands and adheres to the boundaries between the roles of board and management.

- a. No additional comments

8. The credibility and trust between the board and the President/CEO is high.

- a. Kathryn creates a transparent governance relationship with the officers and board members.
- b. I believe that there is the utmost trust and confidence between our board and Kathryn.

9. The board leadership runs effective meetings.

- a. Rev Daniels has been a very effective and competent Board President. He and Kathryn have worked very closely together over these past sessions.
- b. Often effective but occasionally unclear on why certain issues become prioritize on agenda.

10. My role as a board member is clear.

- a. No additional comments

11. The board refers to the strategic plan when making policy decisions.

- a. I believe that we do in normal times, but this year certainly is an outlier and so much time and effort has been expended to support the Covid response. We still have kept our eye and focus on workforce as well it's been so dramatically affected through all of this.
- b. This year the strategic plan was kind of thrown out the window with Covid but I think the Board understood the need to pivot. In many ways LAO still achieved the strategic planning objectives- connections with legislatures and government agencies as a source of information for older adults, highlighting our work on social media and in the press, workforce initiatives, the PARRT program launch was truly innovative. LAO provided great member value this year with the Covid resources and daily communication. It was great to see Ohio represented as Kathryn participated in the panel discussion for the LA virtual conference.
- c. I believe we have a good routine of reporting out on progress regarding strategic plan but when it comes to individual issues, it is harder to discern connection between discussion topic and strategic plan

12. The advanced information board members receive for a board meeting is adequate to enable effective decision making.

- a. We get a lot of information.
- b. The nomination process for new members needs some refinement.
- c. Our board packets are thorough, complete and generate robust conversations on topics during our board meetings

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13. The board receives and reviews adequate financial information to determine the financial health of the organization.

- a. Very confident in our financial health.
- b. The finance committee does a great job. Pete does a great job. Kathryn has done an amazing job at stewarding the financial resources of LAO.

14. Communication among board members is conducive to a productive working environment where board members can discuss their ideas and concerns openly with others.

- a. Some members are more quiet and need to be invited into conversations more directly and intentionally.
- b. I agree with this. There is always the opportunity for all to speak up and participate. Some board members are just more outspoken than others, but I believe that board members have confidence that their voice is heard in our board meetings.

15. The credibility and trust between board members and the Chair is high.

- a. I have called upon the board chair for questions and have always been responded to timely.

16. I believe that part of my board responsibilities is to be an advocate for the association in front of policy makers, members and non-members.

- a. No additional comments

17. The board balances its focus on matters of interest for both hospice/home care and senior living providers.

- a. A work in progress. We can always do better.
- b. I think board has made good progress related to this issue over the past couple of years. I don't think there will be a 50% focus on hospice/home care because these programs comprise a much smaller percentage of members.
- c. I know that we try wholeheartedly to assure that hospice and home care issues are balanced, but the senior living providers appear to consume more of the issues that are addressed in the meetings. It may just be a reflection of role and perception but frequently senior living takes the greater majority of attention.

18. The board is adequately informed about members' satisfaction with the association and its programs.

- a. We are fully informed of our members' satisfaction.

19. Overall, I believe we have an effective board; one that solves problems effectively and looks at the "big picture."

- a. One of the best boards I have been involved with!

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20. I believe I am an effective board member.

- a. Responses withheld to maintain confidentiality

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