

CITIZEN REVIEW BOARD  
VOLUNTEER BOARD MEMBER POLICY AND PROCEDURE MANUAL

VOLUNTEER PERFORMANCE AND FEEDBACK FORM

**VOLUNTEER PERFORMANCE AND FEEDBACK FORM**

This form is based on the CRB Volunteer Board Member description and list of ten standards. It identifies attributes of highly effective volunteer board members. This evaluation form is designed to identify strengths and training needs for both you as an individual and for your review board.

<b>Volunteer Board Member:</b> _____  <b>Assigned Board:</b> _____ <b>Date:</b> _____
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**Volunteer board members who have served 9 months or less:**

Please complete and return this form to your field staff member. Field staff will schedule a meeting to review this form with you.

**Volunteer board members who have served 1 year or more:**

Please complete and return this form to your field staff member. Field staff will ask you to complete this form on an annual basis and will use results of this assessment for training purposes. A face to face meeting is not required but may be requested. If you would like feedback on your self assessment, you may request a meeting with field staff. Field staff may also request a meeting with you to address areas for improvement.

**I. SELF ASSESSMENT**

**E = Excellent   S = Satisfactory   NI = Needs Improvement   U = Unobserved/ Unknown**

STANDARDS	E	S	NI	U	COMMENTS
<b>ADVOCACY</b>					
<b>Adheres to volunteer board member policy pertaining to representation of CRB program</b>					
<b>COMMITMENT</b>					
<b>Attends at least 75% of scheduled reviews within 12 month review period</b>					
<b>Notifies staff in anticipation of any scheduled absences</b>					

COMPETENCY						
Demonstrates knowledge of CRB policy and procedures						
Demonstrates ability to apply information learned in training to the review process						
Demonstrates an understanding of the juvenile court process and juvenile law						
Demonstrates knowledge of DHS and OYA policies, procedures, and services						
Conducts culturally responsive reviews that are sensitive to culture, ethnic identity, religion, gender, socioeconomic status, and other cultural factors						
DEPENDABILITY						
Reads materials ahead of time and identifies questions for each case						
Arrives on time and participates in board preparation discussions, board business, and board debriefing						
DEMEANOR						
Demonstrates professional and positive communication skills during reviews						
Avoids scolding, lecturing, counseling, telling your own story, and/or preaching to parties at the review						
Avoids inappropriate comments and questions that do not directly pertain to findings						
Avoids negative non-verbal body communication						
EFFECTIVENESS						
Conducts a structured review of the findings						
Assumes volunteer board member role and responsibilities as lead questioner and/or board chair when requested						
Asks appropriate and relevant questions as they pertain to the findings						
Adheres to the law and CRB/DHS/OYA policy when determining findings						
Develops effective recommendations						
Utilizes time efficiently for each case and remains on schedule						
ETHICS						
Maintains confidentiality as prescribed by law, including refraining from sharing information about individual cases outside the review process						

OBJECTIVITY					
Approaches each review without bias or judgment toward caseworkers, families, or other parties					
Declares any potential conflict of interest prior to each review					
Conducts fair, impartial, and factual reviews					
RELATIONSHIPS					
Fosters positive working relationships					
Maintains communication with field staff					
Accepts constructive re-direction from field staff					
Participates in the decision making process; demonstrates ability to reach consensus					
Demonstrates language, attitude, and conduct that reflect positively on the CRB and OJD					
Encourages teamwork and collaboration					
TRAINING					
Completes annual training requirement					

## II. BOARD ASSESSMENT

**E = Excellent S = Satisfactory NI = Needs Improvement U = Unobserved/ Unknown**

STANDARDS	E	S	NI	U	COMMENTS
Members of my board have consistent attendance.					
Members of my board arrive on time for board preparation.					
Members of my board are thoroughly prepared for each case review.					
Members of my board contribute to the discussion of each case prior to review.					
Members of my board follow the structured review process.					
Members of my board effectively utilize time for each case and stay on schedule.					
Members of my board give me an opportunity to ask questions when I am not the lead questioner.					
Members of my board provide opportunity for all parties to give input.					
Members of my board have a good understanding of DHS (and/or OYA) policy.					
Members of my board have a good understanding of juvenile court system/ juvenile law.					

Members of my board ask appropriate questions which are relevant to each finding.					
Members of my board use policy and law to determine findings.					
Members of my board refrain from counseling, lecturing, preaching to, or scolding others.					
Members of my board value my perspective.					
Members of my board work as a team and are able to achieve consensus.					
Members of my board treat all parties with respect and professional courtesy.					
Members of my board treat me with respect and professional courtesy.					

### **III. Training and Support Needs**

1. I need more training/assistance in the following areas:
  
2. Area(s) for board improvement:
  
3. Area(s) of suggested improvement for field staff:
  
4. Ideas to improve your volunteer experience:
  
5. Are you available to...:
  - a) assist with recruitment and support of new volunteer board members?
  
  - b) assist with other program activities outside of the review function process?
  
  - c) serve as a substitute when your schedule permits?
  
6. Additional comments:

*Thank you for taking the time to complete this assessment. We appreciate your involvement in the CRB program and value your feedback.*