

Houston Area HIV Services Ryan White Planning Council
Office of Support
2223 West Loop South, Suite 240, Houston, Texas 77027
832 927-7926 telephone; 713 572-3740 fax
<http://rwpchouston.org>

MEMO

To: 2022 Operations Committee
Ronnie Galley, Co-Chair
Matilda Padilla, Co-Chair
Kevin Aloysius
Skeet Boyle

Johnny Deal
Denis Kelly
Cecilia Ligons
Peta-Gay Ledbetter

Copy: Crystal Starr
Rodriga Avila
Carin Martin

Yvette Garvin
Mauricia Chatman

From: Tori Williams

Date: Monday, June 6, 2022

Re: Meeting Announcement

Please note the following meeting information:

Operations Committee Meeting
11:00 a.m., Tuesday, June 14, 2022

To join the Zoom meeting, click on the following link:

<https://us02web.zoom.us/j/81938771756?pwd=cnhFMHBsdTJWMTdZWmNEbjBjdG82Zz09>

Meeting ID: 819 3877 1756

Passcode: 817550

Or, use your telephone to dial in at: 346 248-7799

IMPORTANT: Please note that the committee will be interviewing two Council applicants at the end of the meeting.

Please RSVP to Rod, even if you cannot attend the meeting. She can be reached at: Rodriga.Avila@cjo.hctx.net or by telephone at 832 927-7926.

We look forward to seeing you soon!

Houston Area HIV Services Ryan White Planning Council

Operations Committee Meeting

11:00 am, Tuesday, June 14, 2022

Join Zoom Meeting

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AGENDA

* = Handout to be distributed at the meeting

- I. Call to Order Ronnie Galley and
Matilda Padilla, Co- Chairs
 - A. Moment of Reflection
 - B. Adoption of the Agenda
 - C. Adoption of the Minutes

- II. Public Comments and Announcements
(NOTE: If you wish to speak during the Public Comment portion of the meeting, please sign up on the clipboard at the front of the room. No one is required to give his or her name or HIV status. All meetings are audio taped by the Office of Support for use in creating the meeting minutes. The audiotape and the minutes are public record. If you state your name or HIV status it will be on public record. If you would like your health status known, but do not wish to state your name, you can simply say: "I am a person living with HIV", before stating your opinion. If you represent an organization, please state that you are representing an agency and give the name of the organization.)

- III. New Business
 - A. Council Support Budget
 - 1. Policy for Approving the Council Support Budget
 - 2. Proposed FY 2023 Council Support Budget
 - B. Summary of 2021 Project LEAP Evaluation
 - C. Review Council Applicant Interview Form
 - C. Provide Hotspots vs. Unlimited Data

- IV. July Meeting
 - A. Review MOUs and Letter of Agreement
 - B. Ideas for Incorporating Informal Community Input into PC Meetings (2 public comments)

- V. Announcements

- VI. Adjourn

INTERVIEW TWO COUNCIL APPLICANTS

OPTIONAL: Members meet with Committee Mentor

Johnny Deal

Houston Area HIV Services Ryan White Planning Council

Operations Committee Meeting

11:00 am, Tuesday, March 15, 2022

Meeting Location: Zoom teleconference

MINUTES

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS PRESENT
Ronnie Galley, Co-Chair	Kevin Aloysius, excused	Crystal Starr, Chair RWPC
Matilda Padilla, Co-Chair		Mauricia Chatman, RWGA
Skeet Boyle		
Bobby Cruz		
Johnny Deal		Staff
Denis Kelly		Tori Williams, Director
Cecilia Ligons		Rod Avila, Assistant Coordinator
Peta-Gay Ledbetter		

Call to Order: Ronnie Galley, Co-Chair, called the meeting to order at 11:03 a.m

Adoption of the Agenda: **Motion #1:** *it was moved and seconded (Kelly/Deal) to adopt the agenda. Motion carried unanimously.*

Approval of the Minutes: **Motion #2:** *it was moved and seconded (Deal/Kelly) to approve the January 20, 2022 minutes. Motion carried.* Abstentions: Deal and Cruz.

Public Comment and Announcements: None

Old Business

2022 Committee Goals: **Motion #3:** *it was moved and seconded (Ligons/Deal) to use the same goals in 2022 that were used in 2021. Motion carried unanimously.*

2022 Committee Meeting Dates & Critical Timeline: Williams reviewed the 2022 Committee Meeting Dates and Timeline of Critical 2022 Council Activities.

Statement of Confidentiality Forms: Committee members who were present in person signed the Statement of Confidentiality form. Others will sign and submit the form to the Office of Support.

Elect a Committee Vice Chair: *Boyle was elected by acclamation to be the committee Vice Chair.*

New Business

2022 Council Training Topics – Coordinate with Integrated Plan Training: Committee members discussed and agreed by consensus to dedicate 2022 Council trainings to topics that relate to the Integrated Plan.

In Person vs. Virtual Meetings: Williams informed the committee that there are no large meeting rooms available for Council use at the current office location at 2223 W. Loop South. The off-site meeting locations may require more hot spots since the internet at St. Philip Church is weak. The Committee wants to learn more about hot spots so this item will be included on future agendas. In the meantime, the following motion was made: ***Motion #4: it was moved and seconded (Ligons, Kelly) that due to the loss of the large meeting rooms at the current office location, and the impending move to another location:***

- *Planning Council meetings will be held off-site as hybrid meetings.*
- *Ryan White standing committee and many workgroup meetings will continue to be held virtually.*

If a member of a committee or the public wish to attend a standing committee or workgroup meeting in person, up to four individuals can participate in the meeting if it is held at the Office of Support, with preference given to the public and the committee/workgroup meeting co-chairs.
Motion carried unanimously.

Ryan White Office of Support Possible Move: Williams stated that the County Health Department will be moving to a downtown location until the old Riverside Hospital has been remodeled for their use. In the meantime, the Ryan White Office of Support has not been told to move. Dr. Brown at the Harris County Health Department has invited the Office of Support to share office space with them downtown or at the Harwin Street clinic site. Williams stated that both locations are unsuitable because neither location has meeting space. ***Motion #5: it was moved and seconded (Ligons, Kelly) to support Williams' recommendation that the Council turn down the kind invitations to join the County Health Department at the Fannin Street or the Harwin Street office locations due to the lack of meeting space.*** **Motion carried unanimously**

Next Meeting: The following will be topics for the Committee meeting in May:

- A. FY 2023 Council Support Budget
- B. 2023– 2024 Blue Book
- C. Review MOU and Letter of Agreement
- D. Ideas for Incorporating Informal Community Input into PC Meetings (2 public comments)

Announcements: No meeting in April so that members can participate in the How To Best Meet the Need process

Adjournment: The meeting adjourned (Deal/Kelly) at 12:24 p.m.

Submitted by:

Approved by:

Tori Williams, Director

Date

Committee Chair

Date

HOUSTON AREA HIV HEALTH SERVICES RYAN WHITE PLANNING COUNCIL

EST. JULY 10, 2008

REV JANUARY 1, 2018

POLICY No. 400.03

PROCESS FOR APPROVING THE COUNCIL SUPPORT BUDGET

1 PURPOSE

2
3 This policy is to establish the process used to review and approve the annual budget for the
4 Houston Area HIV Health Services Ryan White Planning Council and the Council Support Staff.
5

6 AUTHORITY

7
8 The authority given to the Operations Committee by the Council regarding adoption and approval
9 of By-laws Rev. 01/18 and under the order of the Chief Elected Official (CEO) of Harris County,
10 initiate procedures by which day to day business of the Council is to take place. According to the
11 Ryan White HIV/AIDS Treatment Extension Act of 2009, and a letter of guidance issued by the
12 HIV/AIDS Bureau (April 26, 2007) "Section 2604(h) specifies that the chief elected official of an
13 eligible area shall not use in excess of 10 percent of amounts received under a Part A grant for
14 administrative expenses. The amounts may be used for administrative activities that include all
15 activities associated with the grantee's contract award procedures, including activities carried out
16 by the HIV Health Services Planning Council as established under section 2602 (b) of the Act...
17 While Part A Planning Councils may use Ryan White Program funds to support certain activities
18 related to carrying out required functions, the Planning Council must also work with the grantee
19 to agree on a budget for Planning Council support activities. Reasonable and necessary activities
20 include both tasks directly related to legislative functions and the following costs that support
21 multiple functions:

- 22 • Staff support (professional and clerical)
- 23 • Expenses of Planning Council members as a result of their participation
- 24 • Activities publicizing the Planning Council's activities for people living with HIV and
25 efforts to substantively enhance community participation in Planning Council activities
- 26 • Developing and implementing Planning Council grievance procedures for decisions related
27 to funding."
28

29 INTENT

30
31 Create an atmosphere of mutual respect and transparency as the Council works with the CEO and
32 the grantee to agree on the annual Council Support budget.
33

34 PROCEDURE

35
36 The following describes the steps to be followed in order to secure approval of the Council
37 Support budget:
38

- 39 1. The Director of the Office of Support prepares a proposed budget.

- 40 2. The Director distributes the proposed budget to members of the Operations
41 Committee, the liaison to the CEO and the manager of Harris County Public
42 Health/Ryan White Grant Administration Section (the “grantee”).
43 3. The grantee reviews the budget in terms of Ryan White Program guidelines and
44 discusses any concerns with both the Director of the Office of Support and the
45 assigned liaison to the CEO.
46 4. The Director conveys this input to the Operations Committee when they meet to
47 review and make recommendations on the proposed budget.
48 5. The Operations Committee reviews the budget to make sure that it supports activities
49 related to carrying out the legislatively mandated role of the Council and prepares a
50 committee recommendation regarding the proposed budget.
51 6. The Steering Committee and Council review and vote on the recommendations of the
52 Operations Committee regarding the Council Support budget.
53 7. The Director provides the grantee with the Council approved budget.
54 8. The grantee reviews the budget and provides written confirmation to the Director of
55 the Office of Support and the liaison with the County Judge’s Office stating that the
56 budget is consistent with HRSA requirements and County rules and no changes are
57 necessary. If the budget is not consistent with HRSA requirements and County rules,
58 the budget is returned to the Director of the Office of Support who revises the budget
59 and begins the process at Step 1 as described above.

FY 2019 vs. FY 2020 Council Support Budget Comparison

(as of 05/06-19)

Budget Item	FY 2019 Amount	FY 2020 Amount	Difference	Notes
Employee Fringe <ul style="list-style-type: none"> • Health Insurance Changed from \$13,650/FTE/year to \$13,900/FTE/year • Workers Comp changed from .94% to .50% 	\$118,605	\$118,470	- \$135	
Travel	3,500	13,500	+ 10,000	HRSA Conference in 2020
Resource Guide	8,000	51,000*	+ 43,000	New edition in 2020
Needs Assessment	10,700	0	- 10,700	
PC member expenses	23,686	26,686	+ 3,000	Comp Planning Process
Road 2 Success	11,220	5,000	- 6,220	Added in FY 2017
Postage	10,000	5,000	- 5,000	
Copier Rental	\$9,250	8,250	- 1,000	
TOTALS			+ \$32,945	Increase between FY 2019 and FY 2020

* Office of Support printed 50,000 copies of the Blue Book in FY 2018 but will only print 30,000 in FY 2020 and approximately 10,000 reprints in FY 2021 if necessary.

FY 2019 Budget Total	\$491,963
FY 2020 Budget Total	<u>524,908</u>
Difference	+ 32,945

Houston Ryan White Planning Council
FY 2022 Council Support Budget
 March 1, 2023 - February 28, 2024
 (as of 05-11-22)

	Subtotal	Total
PERSONNEL	\$267,382	
RWPC Manager (V. Williams) (\$6877/mo. X 12 mos. X 100%) Responsible for overall functioning of planning council, supervises all support staff.	\$82,525	
RWPC Health Planner (M. Hudson) (\$6493/mo. X 12 mos. X 100%) Responsible for coordinating Comprehensive Planning and Needs Assessment activities. Analyzing and presenting data.	\$77,918	
RWPC Coordinator (D. Beck) (\$4,900/mo x 12 mos. X 100%) Coordinates support activities for the RW Planning Council and committees. Provides routine administrative duties (minutes, scheduling of meetings, mailouts, etc.).	\$58,800	
Assistant Coordinator (R. Avila) (\$4011/mo x 12 mos. X 100%) Coordinates support activities for assigned committees. Provides routine administrative duties (minutes, scheduling of meetings, mailouts, etc.)	\$48,139	
FRINGE		\$120,664
Social Security @ 7.65%	\$20,455	
TENTATIVE: Health Insurance (4 x \$13,900/FTE)	\$55,600	
Retirement @ 14.5%	\$38,770	
Workers Compensation @ 0.50%	\$1,337	
Supplemental Death Insurance @ 0.50	\$1,337	
Unemployment Insurance @ 0.23%	\$615	
Incentives/allowances	\$2,550	
EQUIPMENT	\$2,000	
Replace obsolete computers and tablets and purchase equipment needed to allow Ryan White volunteers and students access to virtual meetings		

Houston Ryan White Planning Council
FY 2022 Council Support Budget
 March 1, 2023 - February 28, 2024
 (as of 05-11-22)

	Subtotal	Total
TRAVEL	\$2,800	
Local Travel: \$800 \$0.58/mile for Planning Council Support Staff	\$800	
Out of EMA travel: \$2,000 Two out of town trips for either Office of Support staff and/or Ryan White volunteers to attend HIV related conferences.	\$2,000	
SUPPLIES	\$7,109	
General consumable office supplies including materials for Council members & public meetings.	\$7,109	
CONTRACTUAL	\$0	
OTHER	\$122,300	
HIV Needs Assessment: \$19,300 Expensies related to gathering needs assessment information from 700 consumers and others in the 6-county service area	\$19,300	
Reimbursement for Volunteer Expenses: \$19,000 Reimbursement for meals, childcare, travel, gift cards/incentives & other eligible expenses resulting from participation in Council approved/HRSA grant required activities.	\$19,000	
Meeting Room Rentals (2-3 meetings per month): \$6,000 Off-site room rentals for Council related meetings. Attendance ranges from 18 - 85 people per meeting.	\$6,000	
Advertising for PC Activities: \$6,000 For publication of meeting announcements in community papers; invitations to participate in needs assessment activities and focus groups; advertisments for additional volunteers.	\$6,000	
Communications (telephone and computer): \$3,500 For local and long distance phone expenses, equipment and internet charges.	\$3,500	
Council Education: For speakers & training costs \$4,500 for ongoing training to insure that key decision-makers receive necessary & relevant information. This includes a January Orientation and a mid-year Council meeting to be held off-site in Harris County.	\$4,500	

Houston Ryan White Planning Council
FY 2022 Council Support Budget
 March 1, 2023 - February 28, 2024
 (as of 05-11-22)

Project LEAP Student Reimbursement: 45 participants for 17-week & 16-week courses including travel, childcare, gift card/incentives & other expenses resulting from participation in required consumer training activities in English and Spanish related to the Ryan White grant.	\$9,000
Project LEAP Education: Training costs for 17 weeks & 16 weeks including facilitation & speaker fees, translators & educational materials in English and Spanish.	\$15,000
Consumer Education: Training costs for up to 5 seminars including speaker fees, translators and educational materials.	\$2,500
Interpreter Services: For Spanish-speaking & sign-language interpretation services during Council meetings, public hearings, focus groups and more.	\$13,000
Fees and Dues: Registration costs for attending meetings, trainings & conferences related to HIV/AIDS health planning.	\$500
English/Spanish Translation (written): For professional translation of Council, Project LEAP & other educational materials into Spanish.	\$5,000
Storage Unit for HIV Resource Directories: Storage for 30,000 directories @ \$250/month	\$3,000
Postal Machine Rental & Postage: For mailouts of Committee and Council agendas, minutes and attachments; HIV/AIDS Resource Guides for those who are unable to pickup in person; other office of support communications.	\$7,000
Copier Rental: For rental, service agreement of high-use Xerox machine used for Council and Office of Support.	\$9,000
TOTAL	\$522,255

SUMMARY

Evaluation of Project LEAP 2021

INTRODUCTION: “Project LEAP” (*Learning, Empowerment, Advocacy and Participation*) is a locally defined HRSA-funded Service Category for the Houston EMA. Its purpose is to “increase the number and effectiveness of people living with HIV (**PLWH**) and affected others who can participate in organizations, councils, and committees dealing with the allocation of public funds for HIV-related prevention and care services,” with an emphasis on increasing participation in the EMA’s two local Planning Bodies, the Ryan White Planning Council (**RWPC**) and the Houston HIV Prevention Community Planning Group (**CPG**).

The Evaluation Report summarizes results from the 2021 Project LEAP cohort, including the ways in which the 2021 syllabus met the objectives outlined in the RWPC-approved Service Definition, the extent of the program’s achievement in increasing the knowledge and skills of PLWH and affected individuals, and lessons learned for future program implementation.

In 2020 and 2021, local health departments issued stay-at-home guidance due to the COVID-19 pandemic. As a result, the start times for both programs was postponed from early April to early August. Also, many health department employees were deployed to COVID-related tasks and were unavailable as HIV subject experts at a couple of Project LEAP classes. In spite of this, the 2020 and 2021 Project LEAP classes met the goals and had high student retention rates throughout the 17-week program.

SERVICE DEFINITION OBJECTIVE 1: In 2021, class was held once a week from July 28 – November 11, 2021. There were at least 44 contact hours of classroom training, most of which were held virtually. There were also 6 hours of participation in planning body activities, although these were Ryan White activities since the Houston HIV Prevention Community Planning Group hosted few, if any, meetings during that timeframe. Instead, students attended Ending the HIV Epidemic workgroup meetings as well as an HIV-related community meeting of their choice. Project LEAP 2021 met all curriculum requirements, in spite of limited access to subject experts.

SERVICE DEFINITION OBJECTIVE 2: Only one student applicant wanted to attend the evening class and he was able to change his work schedule to allow him to participate in the morning class. Hence, the 2021 program only offered a morning class, which started with 18 students. The one student who was under the age of 24 never attended a class. The remaining 17 students graduated. Of the students enrolled in the program, 67% were male, 22% were female and 11% were transgender females. Race/ethnicity included 72% black, 11% Latinx and 17% white. Of those who graduated, 3 applied for and were appointed to the 2022 Ryan White Planning Council. Another graduate became an Affiliate Committee member and five are participating in the Integrated Planning workgroup meetings. It is unknown how many applied to be CPG members.

THE LIFE-CHANGING IMPACT OF PROJECT LEAP: Perhaps because the classes were virtual, it was exceptionally difficult to collect weekly evaluations from the students. But, the following quotes indicate that the students benefited from the class:

- Project L.E.A.P. has taught me to become a better leader and advocate for the community. They do such a great job in showing you all of the available Ryan White resources. They help you find your voice!
- Project L.E.A.P. has given me Tons of New Information that is Available to those that are living HIV+ as well as Re-Enforced and updated the information I already knew. I had an Amazing group of Classmates and Instructors. I look forward to passing on this information to those I can and one

day we will “Ring the Bells” to see the end of the HIV/AIDS Epidemic.

- Project L.E.A.P. has introduced me to some of the most passionate, knowledgeable, and friendliest people I have ever known. From the LEAP cohort, to the presenters, to the LEAP leaders, I have felt welcomed into this safe space and have been encouraged to learn and grow while encouraging others in my cohort to do the same. It has been an honor to meet everyone and I hope to take the friendships, connections, and knowledge I have gained throughout these past months and make a real difference in the world. Thank you, Project L.E.A.P.!
- Project LEAP is a magnificent program where a well deserved group of people come together and share their strength, experiences, and hope. It’s a safe space for those living with HIV and their allies to bring together ways to end the HIV epidemic.
- Project Leap has made me an even stronger Man. You never know what the next person is going through. I’m here to do the work and not to just collect a check
- Project LEAP has been an opportunity for me to get a glimpse into my new reality. I can no longer disassociate my experience as a member of this community. While I have much more to learn I know that I will experience growth if I keep heading in the right direction as a person seeking to positively impact PLWH because “nothing about us without us is for us.

BUDGET INFORMATION:

Original Cost of the Program:	\$ 52,000
2021 Cost of the Program:	<u>- 5,169</u>
Total Savings in 2021	\$ 46,831

2021 Expenses:

Supplies	\$ 550
Facilities Rental	
St. Philips Church (3 classes)	210
United Way (graduation)	413
Speaker Fees	300
Student Reimbursement	0
Meals (graduation)	2,119
Staff Mileage	0
Miscellaneous	
Graduation shirts	855
Masks	494
Hand sanitizer	228
TOTAL	\$ 5,169

2021 CURRICULUM: See next two pages

Applicant Name:

Date of Interview:

Does the Committee recommend applicant as a Council member to the County Judge:

Yes No External member then Council member External member only

Justification (at least one sentence): _____

Membership Committee Interview Evaluation

Use the following rating scale to evaluate the applicant’s interview. **Reviewer must justify if rating candidate as a 1 or 4:**

- 1 = Unacceptable: Applicant did not understand or fully answer the question. Final response was incorrect or unacceptable. Did not demonstrate an understanding of the issues.
- 2 = Borderline acceptable: Applicant understood the question, but final response was vague or incomplete. It was not clear that the applicant understood the issues.
- 3 = Acceptable: Applicant’s response was acceptable. Final response addressed most aspects of the question and demonstrated a basic understanding of the issues.
- 4 = Exceptional: Applicant’s response was thorough, clear and well-presented. Final response addressed all aspects of the question and demonstrated a thorough understanding of the issues.

1. Applicant’s application form.

1 2 3 4

1 = unacceptable; 2 = borderline acceptable; 3 = acceptable; 4 = exceptional

2. Please tell us about yourself.

1 2 3 4

3. Please tell us about any special interests, qualifications, and strengths that you can bring to the Ryan White Planning Council.

1 2 3 4

4. What does the Ryan White Planning Council do?

1 2 3 4

5. Please tell us why you want to be a member of the Ryan White Planning Council.

1 2 3 4

6. Membership on the Planning Council requires a significant time commitment. Council meetings are at 12 noon on the second Thursday of every month and committees usually meet during working hours on Mondays, Tuesdays and Thursdays. This often equals 4 hours in meetings and 2 - 4 hours of reading between meetings. Please share how you would meet these requirements. Has your supervisor approved your time off for two monthly meetings and travel time?

1 2 3 4

1 = unacceptable; 2 = borderline acceptable; 3 = acceptable; 4 = exceptional

7. Please describe or give an example of conflict of interest as described in the “Conflict of Interest Disclosure” form that was part of your application package.

1 2 3 4

8. Most of the work of the Planning Council is done in committees. Our standing committees are: Comprehensive HIV Planning, Operations, Priority and Allocations, Quality Improvement, and the Affected Community. Which of these committee(s) is of interest to you and why?

1 2 3 4

9. Describe how you would work as a team player to build consensus with other Council and committee members, as well as with staff.

1 2 3 4

10. Additional Questions:

1 2 3 4

1 = unacceptable; 2 = borderline acceptable; 3 = acceptable; 4 = exceptional

If applicant was previously a member of the Planning Council:

11. Why did you leave the Planning Council?

1 2 3 4

12. Please describe your experience on the Council and how you plan to use that experience if appointed again.

1 2 3 4

Applicant Strengths & Weaknesses

	3	2	1
1) Communication Skills	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
2) Self-Expression	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
3) Responsiveness	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
4) Leadership Potential	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
5) Basic Ryan White Knowledge	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
6) Motivational Level	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
7) Basic Leadership Skills	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
8) Adaptability	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
9) Growth & Develop. Potential	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement
10) Team Player	<input type="checkbox"/> Strong	<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Needs Improvement

Comments: _____

1 = unacceptable; 2 = borderline acceptable; 3 = acceptable; 4 = exceptional