

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**LAO Assessment Officer**

<b>Name of Employee Being Reviewed:</b>	Doreen Stone
<b>Job Title:</b>	Legal Aid Assessment Officer
<b>Employed Since:</b>	2002
<b>Direct Supervisor:</b>	Mary Jean Robinson / Heather Baillie
<b>Last Review Date:</b>	May 2, 2005
<b>Date of This Review:</b>	October 19 106
<b>Name of Reviewer(s):</b>	Mary Jean Robinson, Heather Baillie

The supervisor and the staff will comment on the areas set out below, as applicable. The staff member shall circulate his/her comments to the supervisor at least three (3) days before the scheduled review date.

Rating Schedule

- E = Exceptional
- A = Acceptable
- A/I = Acceptable with Room for Improvement
- U = Unacceptable
- NA = Not Applicable

**PART I**

Task/Item	Rating	Comments
Determine applicant's legal eligibility for legal aid, following guidelines set out in the procedures manual and specified by the Area Director.	A	Better understanding of PeopleSoft this year - I will continue to review w/ HB.
Analyze financial eligibility for legal aid, based on understanding of the applicant's financial records and LAO's policies and procedures relating to financial eligibility.	A	
Complete required information on application forms and generate necessary	A	

NISHNA WBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
documents in accordance with office procedures and standard formats.	A	
Review opinion letters and other relevant application material, as input for making eligibility decisions.	A	
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	A	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	A	

**CASE ADMINISTRATION**

Task/Item	Rating	Comments
Maintain knowledge of legal aid application processing rules and procedures, and legal terminology by attending LAO seminars and workshops and reading memoranda circulated.	A	Continually read updates provided - must make more time for this
Maintain knowledge of on-line data processing procedures for applicant data.	A	
Monitor applicant and certificate holder status to ensure accurate eligibility records.	A	
Interview applicants to obtain legal and financial information.	A	
Enter applicant information in the SES system. <i>PeopleSoft</i>	A	
Review opinion letters and other relevant application material, as input for making eligibility decisions.	A	
Contact family members to explain legal aid process and acquire applicant legal and financial information.	A	
Determine applicant's legal eligibility for legal aid, following guidelines set out in the procedures manual and specified by the Area Director.	A	
Analyze financial eligibility for legal aid, based on understanding of the applicant's financial records and LAO's policies and procedures relating to financial eligibility.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
Authorize amendments within proscribed area office guidelines on behalf of the Area Director.	A	
Investigate applicant's information and financial statements, as follow up to financial assessment.	A	Just received more training on this - better understanding
Report results of investigation of applicant's information and financial statements to the <del>Investigation</del> <sup>Area Director</sup> Department.	A	
Recommend whether a legal aid certificate should or should not be issued based on knowledge of the applicant's financial assessment and LAO eligibility policies.	A	
Decide if legal certificate should be issued free of charge with payment agreement.	A	Refers to Area Director
Calculate amount of payment agreement given circumstances faced by applicant and existing legal aid precedents.	A	In consultation with Area Director - Legal aid Co-ordinator
Issue payment agreements based on established guidelines.	A	AS ABOVE
Explain to applicants that they have been refused or that they don't meet priority guidelines established.	<del>E</del> A	

**APPLICATION ADMINISTRATION**

Task/Item	Rating	Comments
Complete required information on application forms.	A	More detail in information section & court documents where relevant.
Update files to ensure that charge screening forms and other relevant documentation is included.	A	
Generate certificates in accordance with office procedures and standard formats.	A	
Collect information to determine the ongoing status of outstanding certificates.	A	
Record receipt of client payments and lien pay-outs according to standard office procedures.	A	
Submit files and appropriate documentation to Area Office staff for processing.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**ADMINISTRATIVE SUPPORT**

Task/Item	Rating	Comments
Refer applicants to seek other legal and/or government services, including the lawyer referral service, legal clinics, and duty counsel, where warranted.	A	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	E A	

**FORMS PROCESSING**

Task/Item	Rating	Comments
Contact lawyers for processing of non-residence files.	A	
<del>Type client related forms and certificates required for processing.</del>	<del>A</del>	
<del>Distribute information to lawyers and applicants to provide information regarding area office processes.</del>	<del>A</del>	

**OFFICE ADMINISTRATION**

Task/Item	Rating	Comments
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	A/E	
Arrange Area Committee meetings ensuring that appropriate equipment and facilities are booked.	A	
Provide reception and front counter relief to ensure continuous coverage during business hours.	A	<u>If needed</u>



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**PART II  
PERFORMANCE OBJECTIVES & REQUISITE SKILLS –  
EXPECTATIONS & RESULTS**

**COMMUNICATION**

Task/Item	Rating	Comments
Keeps supervisor and others informed of relevant information on a need to know and timely basis. Ensures instructions and messages are clear, terms are explained and tone of voice is informative and does not assign blame.	E A	
Ensures assertive communication style is practiced as much as possible. Effectively communicates position and demonstrates that others positions are respected. Expression of feelings and opinions is honest, and appropriate.	E A	
Written communication is clear, concise, organized and persuasive. Plain language is used.	E A	
Communicates effectively with clinic callers and clients, showing respect, empathy and being non-judgmental of client's lifestyle or other matters. Preserves client's dignity, fosters client confidence and trust in staff member and the clinic.	E A	
Ensures the client is updated on all file developments, and that instructions are always received and documented to the client's file.	A	
Responds quickly to client telephone messages or other contact.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
Communicates effectively with community groups and representatives ensuring that the clinic's reputation is upheld and enhanced.	A	
Complies with Board policies regarding media and other contact.	A	

**TEAM PLAYER**

Task/Item	Rating	Comments
Understands the importance of his/her own and others jobs to the organization.	E A	
Assists others during peak load times.	AE	whenever time and workload permits
Takes pride in his/her own and others' work and the results of the organization. Collaborates and consults with others, as necessary, to complete the work of the organization.	E A	
Volunteers and makes useful contributions in meetings and committees.	AE	
Honours the ground rules for working in a productive and caring manner.	AE	

**INTERPERSONAL**

Task/Item	Rating	Comments
Is attentive to others. Consults and collaborates with others as required. Addresses and resolves conflict onstructively. Uses appropriate humour and avoids hurtful gossip.	A	AS ABOVE
Calms irate clients.	A	
Demonstrates the ability to motivate others.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**DEPENDABILITY AND FOLLOW-THROUGH**

Task/Item	Rating	Comments
Responds promptly and responsibly to supervisor's and co-workers' reliance on and requests for cooperation and assistance. Follows through on promises to carry out tasks etc.	A	
Assumes responsibility and expects to be held accountable for completing job assignments in an efficient and timely manner.	A	
Provides supervisor with regular and prompt updates on the progress of work and possible problems on an as needed basis.	E A	
Attends regularly and punctually at the office (s), meetings, client appointments, community meetings, etc.	A	
Ensures office security at all times, and client confidentiality.	A	

**EFFORT**

Task/Item	Rating	Comments
Consistently and dependably works towards the completion of job responsibilities, assigned tasks, and results to the fullest extent of his/her responsibilities.	A	
Maintains a regular flow of work without undue delay and the need for reminders.	E A	
Work hours are used productively.	E A	
Brings enthusiasm to his/her work.	E A	

**INITIATIVE**

Task/Item	Rating	Comments
Identifies and takes on relevant		



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
and appropriate tasks when major responsibilities are completed.	A	
Identifies and strives to solve problems and offers innovative suggestions for positive change.	A	

**JOB KNOWLEDGE**

Task/Item	Rating	Comments
Knows the clinic's goals, Board policies, office practices and procedures, and job responsibilities.	A	
Possesses professional or technical knowledge and skills required in the position.	A	
Shows increasing skill in utilizing office equipment, particularly personal computers. This would include adequate typing and word processing skills, maintaining up to date directories, understanding computer network, backing up files appropriately.	A	<i>More excel training. More training on Outlook for calendars etc.</i>

**JUDGEMENT AND ANALYTICAL SKILLS**

Task/Item	Rating	Comments
Identifies problems or opportunities within the parameters of his/her job. Sorts out peripheral issues and sets priorities accordingly. Collects and analyses data logically. Consults with others and refers to others appropriately. Develops and implements sound and timely solutions.	A	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**TIME MANAGEMENT**

Task/Item	Rating	Comments
Understands the importance of using work time effectively and productively.	A	
Makes appropriate priorities between work tasks.	A	
Delegates as appropriate.	A	

**GOALS & OBJECTIVES**

Task/Item	Rating	Comments
Has met or exceeded the performance goals agreed to during the last evaluation, (detail if appropriate)	A	
Assists in the development of clinic's goals, including accurately completing the report to the Board and CFS.	A	
Has met or exceeded goals agreed to by the clinic staff overall, and assigned to him/her.	A	

**TRAINING**

Task/Item	Rating	Comments
Undertakes, willingly, all training opportunities, and implements new skills and knowledge appropriately.	A	
Identifies new training opportunities needed, and develops an action plan.	A	When time and budget permitting would like to take Excel II + III
Participates in an Eastern clinic study group or equivalent if agreed to Effectively participates. Carries out special projects agreed to efficiently and within time deadlines set.	A	
Communicates effectively to coworkers the outcome of study group meetings. Circulates minutes or other appropriate	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
materials as appropriate. Ensures advancement of poverty law interests through study group.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

GOALS & OBJECTIVES STATEMENT

Development Desired	Plan for Development (Include Timelines)
<p>More training on Area Committee matters as they relate to PeopleSoft Program applications</p>	<p>January 2007 - will make contact with TBay office AD-40 - to navigate through program.</p>
<p>Computer Training on Excel II+III</p> <p>Outlook advanced training</p>	<p>whenever possible.</p> <p><u>Dec / 06</u></p>
<p>Improve scheduling for walk-in.</p> <p>Work with reception to develop process - advise clients on what to bring.</p>	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Development Desired	Plan for Development (Include Timelines)

If you need more room, please attach.



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

PERFORMANCE REVIEW SUMMARY

Supervisor's Summary

Excellent employee  
Works well with others  
Strong Team Player

Training requested reasonable

Strong communication skills  
with clients / lawyers & other  
staff.

Reviewer's Signature

Date

H. Baillie

Oct 23/06

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

PERFORMANCE REVIEW FORM

COMMENTS

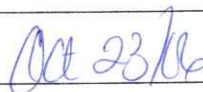
We have both read the summary of the Personnel Evaluation and the Goals Statement and it accurately reflects our review.

Employee's Comments

enjoy working with the staff. I enjoy my job. I like working with people and trying to help others.

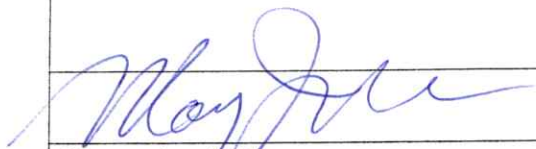


Employee's Signature

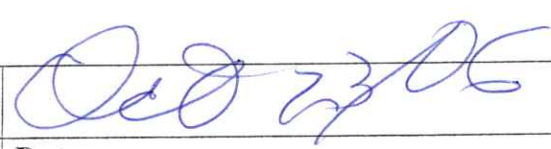


Date

Supervisor's Comments



Supervisor's Signature



Date

H. Barthelemy

Oct 23/06

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**LAO Assessment Officer**

<b>Name of Employee Being Reviewed:</b>	DORREN STONE
<b>Job Title:</b>	LEGAL AID ASSESSMENT OFFICER
<b>Employed Since:</b>	2002
<b>Direct Supervisor:</b>	MARY JEAN ROBINSON, HEATHER BAILLIE
<b>Last Review Date:</b>	Oct 23/06
<b>Date of This Review:</b>	June May 13/08
<b>Name of Reviewer(s):</b>	Mary J. Robinson Heather Baillie

The supervisor and the staff will comment on the areas set out below, as applicable. The staff member shall circulate his/her comments to the supervisor at least three (3) days before the scheduled review date.

Rating Schedule

- E = Exceptional
- A = Acceptable
- A/I = Acceptable with Room for Improvement
- U = Unacceptable
- NA = Not Applicable

**PART I**

Task/Item	Rating	Comments
Determine applicant's legal eligibility for legal aid, following guidelines set out in the procedures manual and specified by the Area Director.	A	
Analyze financial eligibility for legal aid, based on understanding of the applicant's financial records and LAO's policies and procedures relating to financial eligibility.	A	
Complete required information on application forms and generate necessary	A	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
documents in accordance with office procedures and standard formats.	A	
Review opinion letters and other relevant application material, as input for making eligibility decisions.	A	
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	E <del>A</del>	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	E	

**CASE ADMINISTRATION**

Task/Item	Rating	Comments
Maintain knowledge of legal aid application processing rules and procedures, and legal terminology by attending LAO seminars and workshops and reading memoranda circulated.	A	
Maintain knowledge of on-line data processing procedures for applicant data.	A	
Monitor applicant and certificate holder status to ensure accurate eligibility records.	A	
Interview applicants to obtain legal and financial information.	A	
Enter applicant information in the SES <sup>Peoplesoft</sup> system.	A	
Review opinion letters and other relevant application material, as input for making eligibility decisions.	A	
Contact family members to explain legal aid process and acquire applicant legal and financial information.	A	
Determine applicant's legal eligibility for legal aid, following guidelines set out in the procedures manual and specified by the Area Director.	A	
Analyze financial eligibility for legal aid, based on understanding of the applicant's financial records and LAO's policies and procedures relating to financial eligibility.	<del>A</del> E	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
Authorize amendments within proscribed area office guidelines on behalf of the Area Director.	A	
Investigate applicant's information and financial statements, as follow up to financial assessment.	A/I	Better monitoring on changing for reassessment
Report results of investigation of applicant's information and financial statements to the Investigation Department.	A	following on opinion certificates
Recommend whether a legal aid certificate should or should not be issued based on knowledge of the applicant's financial assessment and LAO eligibility policies.	A	
Decide if legal certificate should be issued free of charge with payment agreement.	A	
Calculate amount of payment agreement given circumstances faced by applicant and existing legal aid precedents.	E	
Issue payment agreements based on established guidelines.	A	
Explain to applicants that they have been refused or that they don't meet priority guidelines established.	A	

**APPLICATION ADMINISTRATION**

Task/Item	Rating	Comments
Complete required information on application forms.	E	
Update files to ensure that charge screening forms and other relevant documentation is included.	A	
Generate certificates in accordance with office procedures and standard formats.	A	
Collect information to determine the ongoing status of outstanding certificates.	E	
Record receipt of client payments and lien pay-outs according to standard office procedures.	E	
Submit files and appropriate documentation to Area Office staff for processing.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**ADMINISTRATIVE SUPPORT**

Task/Item	Rating	Comments
Refer applicants to seek other legal and/or government services, including the lawyer referral service, legal clinics, and duty counsel, where warranted.	A	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	<del>E</del> A	

**FORMS PROCESSING**

Task/Item	Rating	Comments
Contact lawyers for processing of non-residence files.	A	
Type client related forms and certificates required for processing.	A	
Distribute information to lawyers and applicants to provide information regarding area office processes.	A	

**OFFICE ADMINISTRATION**

Task/Item	Rating	Comments
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	A	
Arrange Area Committee meetings ensuring that appropriate equipment and facilities are booked.	<del>E</del> A	
Provide reception and front counter relief to ensure continuous coverage during business hours.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**PART II  
PERFORMANCE OBJECTIVES & REQUISITE SKILLS –  
EXPECTATIONS & RESULTS**

**COMMUNICATION**

Task/Item	Rating	Comments
Keeps supervisor and others informed of relevant information on a need to know and timely basis. Ensures instructions and messages are clear, terms are explained and tone of voice is informative and does not assign blame.	E	
Ensures assertive communication style is practiced as much as possible. Effectively communicates position and demonstrates that others positions are respected. Expression of feelings and opinions is honest, and appropriate.	E	
Written communication is clear, concise, organized and persuasive. Plain language is used.	A	
Communicates effectively with clinic callers and clients, showing respect, empathy and being non-judgmental of client's lifestyle or other matters. Preserves client's dignity, fosters client confidence and trust in staff member and the clinic.	E	
Ensures the client is updated on all file developments, and that instructions are always received and documented to the client's file.	A	
Responds quickly to client telephone messages or other contact.	E	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
Communicates effectively with community groups and representatives ensuring that the clinic's reputation is upheld and enhanced.	A	
Complies with Board policies regarding media and other contact.	A	

**TEAM PLAYER**

Task/Item	Rating	Comments
Understands the importance of his/her own and others jobs to the organization.	A	
Assists others during peak load times.	E	
Takes pride in his/her own and others' work and the results of the organization. Collaborates and consults with others, as necessary, to complete the work of the organization.	E <del>A</del>	
Volunteers and makes useful contributions in meetings and committees.	E <del>A</del>	
Honours the ground rules for working in a productive and caring manner.	E	

**INTERPERSONAL**

Task/Item	Rating	Comments
Is attentive to others. Consults and collaborates with others as required. Addresses and resolves conflict onstructively. Uses appropriate humour and avoids hurtful gossip.	A	
Calms irate clients.	A	
Demonstrates the ability to motivate others.	A	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**DEPENDABILITY AND FOLLOW-THROUGH**

Task/Item	Rating	Comments
Responds promptly and responsibly to supervisor's and co-workers' reliance on and requests for cooperation and assistance. Follows through on promises to carry out tasks etc.	A	
Assumes responsibility and expects to be held accountable for completing job assignments in an efficient and timely manner.	A	
Provides supervisor with regular and prompt updates on the progress of work and possible problems on an as needed basis.	A	
Attends regularly and punctually at the office (s), meetings, client appointments, community meetings, etc.	A	
Ensures office security at all times, and client confidentiality.	A	

**EFFORT**

Task/Item	Rating	Comments
Consistently and dependably works towards the completion of job responsibilities, assigned tasks, and results to the fullest extent of his/her responsibilities.	E	
Maintains a regular flow of work without undue delay and the need for reminders.	E	
Work hours are used productively.	E	
Brings enthusiasm to his/her work.	E	

**INITIATIVE**

Task/Item	Rating	Comments
Identifies and takes on relevant	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
and appropriate tasks when major responsibilities are completed.		
Identifies and strives to solve problems and offers innovative suggestions for positive change.	A	

**JOB KNOWLEDGE**

Task/Item	Rating	Comments
Knows the <del>clinic's</del> goals, Board policies, office practices and procedures, and job responsibilities.	A	
Possesses professional or technical knowledge and skills required in the position.	<del>A</del>	
Shows increasing skill in utilizing office equipment, particularly personal computers. This would include adequate typing and word processing skills, maintaining up to date directories, understanding computer network, backing up files appropriately.	A	

**JUDGEMENT AND ANALYTICAL SKILLS**

Task/Item	Rating	Comments
Identifies problems or opportunities within the parameters of his/her job. Sorts out peripheral issues and sets priorities accordingly. Collects and analyses data logically. Consults with others and refers to others appropriately. Develops and implements sound and timely solutions.	A	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

**TIME MANAGEMENT**

Task/Item	Rating	Comments
Understands the importance of using work time effectively and productively.	A	
Makes appropriate priorities between work tasks.	A	
Delegates as appropriate.	A	

**GOALS & OBJECTIVES**

Task/Item	Rating	Comments
Has met or exceeded the performance goals agreed to during the last evaluation, (detail if appropriate)	<del>A</del> E	
<del>Assists in the development of clinic's goals, including accurately completing the report to the Board and CFS.</del>	<del>A</del>	
<del>Has met or exceeded goals agreed to by the clinic staff overall, and assigned to him/her.</del>	<del>A</del>	

**TRAINING**

Task/Item	Rating	Comments
Undertakes, willingly, all training opportunities, and implements new skills and knowledge appropriately.	A	
Identifies new training opportunities needed, and develops an action plan.	A	
<del>Participates in an Eastern clinic study group or equivalent if agreed to Effectively participates. Carries out special projects agreed to efficiently and within time deadlines set.</del>	<del>A</del> N/A	
<del>Communicates effectively to coworkers the outcome of study group meetings. Circulates minutes or other appropriate</del>	<del>A</del>	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Task/Item	Rating	Comments
materials as appropriate. Ensures advancement of poverty law interests through study group.	N/A	



NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

GOALS & OBJECTIVES STATEMENT

Development Desired	Plan for Development (Include Timelines)
<i>Would like more training on Excel and ms word</i>	<i>when time and programs are available</i>
<i>Better communication with Heather for changes to work hours or necessary absences.</i>	

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

Development Desired	Plan for Development (Include Timelines)

If you need more room, please attach.

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

PERFORMANCE REVIEW SUMMARY

Supervisor's Summary

Doreen is an excellent employee. Learns quickly, takes responsibility and has strong interpersonal skills.

Better communication with Legal aid Coordinator re time off for appointments etc required. More forward planning when possible.

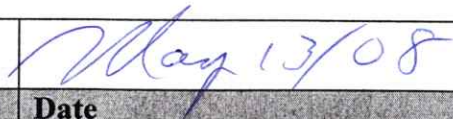
Doreen will seek out training opportunities for MS Word + excel and advise.

Doreen is a strong team player and an asset to NALSC - LAO



Reviewer's Signature

Heather Baillie



Date

May 13/08

NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
EVALUATION FORM

PERFORMANCE REVIEW FORM

COMMENTS

We have both read the summary of the Personnel Evaluation and the Goals Statement and it accurately reflects our review.

Employee's Comments

Very pleased with my evaluation. I will work on time management for planning and scheduling appointments and time off etc. with legal Aid Coordinator. I enjoy working with my fellow co-workers at NALSC, and working with the Nishnawbe-Aski communities.

*W. Green Stone*

*May 13/08*

Employee's Signature

Date

Supervisor's Comments

Supervisor's Signature

Date