

Annual due |06|30|2022| ██████████
Due Date: Thu, Jun 30, 2022

General Information

Position Asst Director for Early Voting	Division Early Voting Services	Evaluation Type Periodic
Department Elections	Class Spec Operations/Program Manager	

Ratings Summary : Reynaldo Valenzuela

Total Score	Overall Rating
2.95 out of 3	Exceptional

Rater	Type	Total Score	Overall Rating	Weight
Reynaldo Valenzuela	Rater	2.95 out of 3	Exceptional	100 %

Content

Goal Section | Goal And Competency Rating Scale Section Weight 23 %

Employee Performance Goals

Collaboratively developed baseline performance/productivity expectations that align the employee’s contributions to department and County success. Performance goals must be SMART (i.e., specific, measurable, attainable, relevant and time-bound)

1. Innovation: Standard Work Documents

Item Weight 20 %
Due Date 05/30/2022

By May 13, 2022, Celia Nabor will lead the Early Voting Division to complete and revise a minimum of ten (10) standard work documents.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia has successfully lead the Early Voting team to draft new standard work documents and update previous standard work following process improvements. Many of these documents have been instrumental in answering several Public Records Request (PRR), defending processes in litigation as well as providing guidance to staff performing the function.

2. Innovation: Quality Improvement Initiatives

By May 13, 2022, Celia Nabor will complete two (2) quality improvement initiatives for the Early Voting Division. One of those improvement initiatives will be focused on creating a toolkit and training module for monitors that are responsible for providing guidance to political observers (at MCTEC) during elections.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia lead from our end the buildout of the TXT2Cure platform and was able to in a very short turnaround timeframe successfully launch this platform as a pilot during the March Tempe Election. With the success of that pilot, this tool will be instrumental to the cure process and will continue to be used for future elections as an option for voters to cure their questionable signatures. Celia also worked with the Maricopa County Attorney's office to revise the framework for managing allege voter fraud cases.

3. Culture: Division collaboration

By May 13, 2022, Celia Nabor will lead the Early Voting Division to complete a minimum of forty (40) improvements identified in collaboration with other Divisions and stakeholders during the November 2021 election and other completed ahead of the due date.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	<p>As has become the norm for Celia, she has EXCELLED and surpassed the goal of leading her division to 40 improvements and instead has led the Early Voting team towards completion of over 75 improvements throughout the division. Just a few examples include the following:</p> <p>UOCAVA</p> <ol style="list-style-type: none"> 1. Communication project to notify the voters their FPCA is expired. This was a very in depth communication effort to provide voters high level customer service. 2. Fresh Service submissions to improve to the VRAS system to increase usability 3. Continued updates to UOCAVA manual <p>SIG VER/FLAGGING</p> <ol style="list-style-type: none"> 1. Improved communication plan with STAR Center 2. Option to view three reference signatures at the user level 3. TEXT2Cure <p>SEB</p> <ol style="list-style-type: none"> 1. Voter Registration initiative for detainees in Maricopa County jail facilities 2. Standard work documentation from beginning to end of receiving request to returning to MCTEC with voted ballot 3. Continued delivery of services in the field during a pandemic <p>PROCESSING</p> <ol style="list-style-type: none"> 1. Creation of a ballot processing dashboard that tracks productivity for each election 2. Revising the EV ballot report 3. Training curriculum enhancements implemented during November 2021 election. This was done utilizing the new technology.

4. Innovation: Specific EV Process Improvement Initiatives

Item Weight 20 %
Due Date 05/30/2022

By May 13, 2022, Celia Nabor will create four job aids to assist Early Voting staff to understand elections related tasks.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia strives to document procedures that will assist others in understand processes and forms. Examples of some of the more critical job aids she has created include: <ul style="list-style-type: none">• Guide that describes the transfer of transfer of• Documenting Detainee voter requests• Collaborating with the Sheriff's office on Voter registration• Updating the voter contact labels for curing• Updating the Out of Spec process

5. Innovation: Staffing Improvement Initiative

Item Weight 20 %
Due Date 05/30/2022

By May 13, 2022, Celia Nabor will complete the comprehensive retention plan for the Early Voting Division.

Rater & Rating	Comment
Reynaldo Valenzuela 2 Successful	Celia created the retention plan for the early voting division which provides staff guidance on archiving items post-election, appropriately labeling of election items deriving from the Early Voting division, and transferring custody to the appropriate entity for those various items.

Goal Section | Goal And Competency Rating Scale

Section Weight 3 %

Employee Development Goals

Collaboratively developed expectations for an employee's training, education, and development activities intended to lead an employee to improved performance in the job, or to enhance the organization's ability to meet its objectives.

1. Community Engagement - Continued Education Requirement

Item Weight 25 %
Due Date 05/30/2022

By May 13, 2022, directors and managers will complete a minimum of 10 (i.e. HUB, CERA courses) that are focused on developing a skillset that can be applied in their position.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	In addition to multiple HUB courses taken to meet this development goal, Celia completed the compliance workshop 'Society of Corporate Compliance and Ethics' (SCCE). The goal of taking the course was to identify the compliance framework for the EV Division. Celia also completed the Deputy Registrar training that formerly classifies her as a Deputy Registrar for the Voter Registration division.

2. Culture: Certification Requirement

Item Weight 25 %
Due Date 05/30/2022

By May 13, 2022, Celia Nabor will complete the Arizona Secretary of State certification and/or recertification for elections administrators.

Rater & Rating	Comment
Reynaldo Valenzuela 2 Successful	Celia completed the Arizona Secretary of State Initial 'Election Officer Certification' (EOC) as well as the recertification.

3. Culture: Employee/Staff Development

Item Weight 25 %
Due Date 05/30/2022

By May 13, 2022, Early Voting staff will contribute to organizational morale and celebrate successes by writing 15 email journal entries recognizing the work of others. This journal entry will be an email sent to the supervisor and the employee in recognition of a positive contribution.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia has met and surpassed this goals ask as she continues to prioritize the recognition of others throughout the division and holds her team accountable for recognizing the work of others. The recognition includes emails recognizing staff for their contribution, submitting kudos for staff, and having recognition lunches for the team. Celia has worked to build a positive culture within the Division and encourages all the team members to approach projects with a collaborative spirit.

4. Culture: Crosstrain & Participate in Activities of Other Area Processes

Item Weight 25 %
Due Date 05/30/2022

By May 13, 2022, Celia will participate in a minimum of two (2) activities to learn about the process of another division or team in the organization (Recorder or Elections).

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia is constantly working to identify opportunities to work on the frontline. It is critical to her that she understand all the details and steps of the work that the Early Voting team is responsible for executing. She gains this insight by completing the tasks firsthand. In addition, Celia also assisted other Departments during their busy season including the Voter Registration team and the Tabulation Team during Logic & Accuracy Testing.

Competency Section | Goal And Competency
Rating Scale

Section Weight 50 %

Core Employee Competencies

Behaviors that, if successfully demonstrated by the employee, promote Maricopa County's goal of providing exemplary customer service and lean, efficient operations.

Communication

Item Weight 14.28 %

Effectively listens and expresses ideas in a clear, concise and respectful manner.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	<p>Celia performed a division survey to gain insights from the team on their preferred method of communication. As a result, Celia has adjusted to ensure all staff are receiving timely communication. This includes a combination of 1:1s, Division wide meets, individual unit meetings and email updates.</p> <p>Celia also values continuous lessons learned with other divisions. This provides an opportunity to learn what is working well and what requires improvement. Celia has worked with the voter registration team, STAR, and internal teams such as BTC to ensure the teams are aligned.</p>

Customer Service

Demonstrates courtesy, honesty, fairness and timely responsiveness when dealing with citizens, co-workers or other departments in the County.

Rater & Rating**Comment**

Reynaldo Valenzuela
3 Exceptional

Celia has served as the main lead for organizing the monitors for the political observers. During the November 2021 Jurisdictional election, she organized and trained the monitors. In addition she served as the escalation point when the observers had more complex EV questions.

Job-Specific Expertise

Demonstrates appropriate knowledge and skills and applies them to daily job responsibilities.

Rater & Rating**Comment**

Reynaldo Valenzuela
3 Exceptional

Celia continues to grow and master the skillset and specific expertise that her position as Assistant Director of Early Voting requires and needs to successfully guide the division. This was proven when she was asked to represent the department as one of the speakers at the "Correcting the Record" presentation to the Board of Supervisors.

Professionalism

Takes responsibility for personal actions, follows through on commitments, and instills confidence that all words and actions reflect a commitment to integrity.

Rater & Rating**Comment**

Reynaldo Valenzuela
3 Exceptional

Celia has worked to respond to over 200 record requests from the Attorney General's Office, Maricopa County Attorney and Public Record Reviews. Not only has her expertise helped with these asks, but her professional in doing so has not gone unnoticed and was even mentioned by Agents of the Attorney General's Office in regard to her proficiency and professionalism.

Results Focused

Works in a timely manner to achieve results and complete tasks and projects that support the work unit, department and County goals.

Rater & Rating**Comment**

Reynaldo Valenzuela
3 Exceptional

On top of the many other tasks that reflected her "results driven attitude", one of the standouts is that Celia has served as the lead project manager for maintaining the elections annex since inception to present. The building has ongoing facilities issues that require extensive documentation and communication with the owner.

Safety and Security

Follows organizational safety and security policies and practices that apply to job role. Keeps work area organized, neat and uncluttered to mitigate potential safety hazards.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia focuses on her team and one of those priorities includes the "Safety and Security" of her team and the process itself. She has taken on the added role of leading the review by security experts within the county to evaluate the MCTEC Facility for a "Shelter In Place" review. This resulted in feedback and opportunities to improve both process and equipment to make for a safer environment.

Teamwork

Respects and cooperates with others to get the job done in the most efficient and effective way possible. Models positive and supportive behaviors towards team members and supervisor.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	The Early Voting Division successfully administered three elections during the rating period. (November, March and May). Celia has also been involved in providing tours for legislators, organizations and other elections officials as well as serving and assisting with the 'Observer" check-in and monitoring process normally handled by the Election Services Division.

Competency Section | Goal And Competency
Rating Scale

Section Weight 24 %

Core Manager Competencies

Behaviors that, if successfully demonstrated by a managerial employee, promote Maricopa County's goal of providing provide exemplary customer service and lean, efficient operations.

People Development

Drives organizational results by hiring, assessing, developing and retaining quality talent. Enables direct reports to achieve their best results and full potential. Provides timely guidance and feedback to help employees strengthen their knowledge, skills, and abilities. Creates an environment where employees are responsible for their actions.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia is consistently providing coaching, feedback and guidance to assist staff with growth in skills, knowledge and competencies. She ensures staff has all tools and resources needed to be successful and encourages continued education in order to keep their skillsets up-to-date. She regularly holds check-ins with employees to aid in defining clear expectations and establishing measures of performance expected from her staff and team.

Organizational Accountability

Sets and drives actions that are measured and linked to organizational performance. Holds self and others responsible for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for errors.

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	Celia continually drives actions that are both measurable and tied to the department’s performance. She makes certain that her team members understand the departments mission, vision and goals and builds staff goals towards those tenets. She continues to engage her staff in timely, relevant, and frequent dialog to provide the resources and support her staff is achieving those goals.

Goal Section Future/List

Performance Goals for Next Year's Plan

This section offers the manager and employee the opportunity to develop future goals that can be incorporated into next year’s plan. (Optional)

Items will be added during rating step

Evaluation Overall Section | Overall Rating Scale

Overall Rating

Rater & Rating	Comment
Reynaldo Valenzuela 3 Exceptional	It is without a doubt that the department benefits greatly from Celia’s skillset, work ethic and leadership that helps not just guide her division but helps guide and improve the department as a whole. She continues to evolve the Early Voting Division into the “best in class” division that it has become to be known for nationally. Her leadership over her team is reflected by not only the volume handled by her division as far as early ballots sent and returned, but by how skillfully that volume is handled that makes her management unparalleled.


Check-In Section | Text Only

Check-In Forms

By Reynaldo Valenzuela

Reynaldo Valenzuela Check-in Date: Dec. 07, 2021

How is the employee progressing on their goals, competencies and daily work since the last check-in?

 **12/7/2021:** I had an initial check-in meeting with Celia to review our set goals and we confirmed our path towards accomplishing these goals and agreed that these are both attainable and measurable. We will be having regular check-ins and meeting formally at least once a month. However, that will not preclude us from meeting less formally throughout each month ahead of a final evaluation.

Additional Comments (optional)



1	Manager Add Goals For The Current Evaluation Period Reynaldo Valenzuela	Completed On Fri, Dec 3, 2021	x <u>Reynaldo Valenzuela</u>
2	Signature Celia Nabor Comment acknowledged	Completed On Mon, Dec 6, 2021	By clicking submit, you acknowledge your participation in the performance management process and that you have reviewed a copy of your performance evaluation plan with your manager. x <u>Celia Nabor</u>
3	Recurring Check In step Reynaldo Valenzuela	Completed On Fri, Jun 10, 2022	
4	Rater Reynaldo Valenzuela	Completed On Fri, Jun 10, 2022	By clicking submit evaluation, you confirm that ratings are complete and accurate.
5	Approval & Signature Darron Moffatt	Completed On Mon, Jun 20, 2022	By clicking sign, you confirm that the performance evaluation process is complete, accurate and final. x <u>Darron Moffatt</u>
6	Approval & Signature Reynaldo Valenzuela	Completed On Mon, Jun 20, 2022	By clicking sign, you confirm that the performance evaluation process is complete, accurate and final. x <u>Reynaldo Valenzuela</u>
7	Approval & Signature Celia Nabor	Completed On Mon, Jun 20, 2022	By clicking approve & sign, you acknowledge your participation in the performance management evaluation process and that you have reviewed a copy of your performance evaluation with your manager. x <u>Celia Nabor</u>
8	Signature Reynaldo Valenzuela Comment Celia continues to demonstrate solid management principles when dealing with staff and creates an environment that they can all be successful under. The end results of any task assigned to her prove her leadership abilities and establish her immense value to the department and to the process as we.	Completed On Mon, Jun 20, 2022	By clicking sign, you confirm that the performance evaluation process is complete, accurate and final. x <u>Reynaldo Valenzuela</u>