

## CEO Goals for FY 2018-2019

Built on the new C4HCO Manager Evaluation Form, the CEO will have six areas of performance that the Board will consider for the rating year. These performance areas are defined in the Connect for Health Colorado's Manager Evaluation Form, but they are listed here:

1. Strategic Focus/Ethics & Integrity
2. Management and Coaching
3. Communication/Interpersonal & Organizational Effectiveness
4. Customer Focus
5. Courageous Leadership
6. Fiscal Responsibility

In addition to these competencies, the CEO will be evaluated on the following performance goals and objectives that are SMART (Specific, Measurable, Actionable, Realistic, and Time Bound) and aligned with the organization's strategic plan.

### **Goal 1, Organizational Sustainability**

*Aligned with Strategic Plan Goals 1, 2, 3, and 4*

**1) Organizational and technology roadmap.** Presentation to the Board of a two-year strategic organizational and technology roadmap that aligns contracts expiring in the fiscal year with a two-year strategy for capital investments as a framework for the 2019-2020 budget development, and strategy for business development.

**2) a. Policy Agenda.** The CEO will direct the development of a draft policy agenda early 2019 with input and approval by the Board.

**b. Business Development Agenda.** The CEO will direct the development of a business development Board to develop growth opportunities for the individual market, or new avenues of business that could help support the continuing financial sustainability of the Exchange.

**3) Succession planning.** The CEO will work with the Board on succession planning for the long term sustainability of the talent at the Exchange.

**4) Budget.** The fourth component under this goal is the budget. The data points for budget would be the continuation of the financial goals that are reviewed by the Board through the Finance and Operations Committee.

**5) Customer and stakeholder satisfaction and technology.** A fifth component is customer service and technology.

### **Goal 2, Organizational Stability and Leadership**

*Aligned with Strategic Plan Goal 4*

**1) Organizational culture**

**2) CEO leadership.**