

CESA 9 Organizational Scorecard 2017-18

Student Achievement	People	Quality Service	Finance & Operations	Growth & Innovation
Long-Term Goals				
Student learning increases and achievement gaps decrease in school districts served by CESA #9	Employees recognize CESA 9 as a great place to work	Districts recognize CESA 9 as a valuable resource providing high quality programming and service	CESA 9 operations are lean and fiscally stable	CESA 9 is a dynamic organization—responsive to emerging needs and changing educational landscape
Annual Results Measures				
Increase % of schools meeting, exceeding, or significantly exceeding expectations on school report cards from 89%	Maintain Employee Engagement mean score 4.3 or above	Maintain workshop evaluation recommendation rate above 95% Maintain District Services mean score 4.3 or above	Fund balance covers monthly fluctuations to avoid short term borrowing	Three to five new or enhanced services are identified each year across the Agency
Progress Monitoring Measures				
School Report Cards	Employee Engagement Survey	District Services Survey Workshop Evaluations Rounding Summaries	Monthly Reports & Board Audits of Agency Financial Statements	Annual Report Documentation
Strategic Actions				
<ul style="list-style-type: none"> • Embed ourselves where possible with the educators we serve to continuously improve schools • Communicate internally who is working on what and when in our districts 	<ul style="list-style-type: none"> • Round with employees • Shout Out-celebrations • Communicate thanks • Check-in 	<ul style="list-style-type: none"> • Be accessible to customers- 24 hour response time • Provide excellent service in every customer interaction • Round with customers • Market the benefit of CESA 9 services via CESA 9 APP, social media, & email informational blasts 	<ul style="list-style-type: none"> • Meet regularly with project directors-budget & HR oversight • Articulate and communicate purchasing procedures to ensure best use of Agency funds • Use workshop checklist to plan and prevent loss 	<ul style="list-style-type: none"> • Align employee & department goals via the evaluation system • Determine strategies for improvement and innovation within programs & departments