



Agency Administrator Goals for 2018-19

- **Provide support for the new DPI-CESA Integrated Improvement Supports/Technical Assistance Network for Improvement by serving as a thought partner with the DPI in the roll-out and as a cheerleader/solution finder for the integrated team working on the work in CESA 9.** (Performance Excellence Targets #1 Leadership, #2 Strategic Planning, #3 Customer Focus, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #6 Operations Focus, and #7 Results)
- **Utilize balanced scorecard to monitor organizational performance.** (Performance Excellence Targets #1 Leadership, #3 Customer Focus, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #7 Results)
- **Complete revisions to Board of Control policy manual.** (Performance Excellence Targets #1 Leadership, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #6 Operations Focus)
- **Review and revise Employee Handbook based upon adopted updates to Board of Control policy manual to ensure alignment.** (Performance Excellence Targets #1 Leadership, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #6 Operations Focus)