

## CESA 9 Organizational Scorecard for 2018-19

| Student Achievement   | People   | Quality Service  | Finance & Operations  | Growth & Innovation  |
|---|--|--|---|--|
| <b>Long-Term Goals</b>  |  |  |   |  |
| 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   |
| <b>Annual Results Measures</b>  |  |  |   |  |
| Increase % of schools meeting, exceeding, or significantly exceeding expectations on school report cards from 84%   | Maintain Employee Engagement mean score 4.3 or above   | Maintain workshop evaluation recommendation rate above 95%<br><br>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  |
| <b>Progress Monitoring Measures</b>   |  |  |   |  |
| School Report Cards   | Employee Engagement Survey   | District Services Survey<br>Workshop Evaluations<br>Rounding Summaries   | Monthly Reports & Board Audits of Agency Financial Statements   | Annual Report Documentation  |
| <b>Strategic Actions</b>  |  |  |   |  |
| <ul style="list-style-type: none"> <li>● Embed ourselves where possible with the educators we serve to continuously improve schools</li> <li>● Communicate internally who is working on what and when in our districts</li> </ul> | <ul style="list-style-type: none"> <li>● Round with employees</li> <li>● Shout Out-celebrations</li> <li>● Communicate thanks</li> <li>● Check-in</li> </ul> | <ul style="list-style-type: none"> <li>● Be accessible to customers- 24 hour response time</li> <li>● Provide excellent service in every customer interaction</li> <li>● Round with customers</li> <li>● Market the benefit of CESA 9 services via CESA 9 APP, social media, &amp; email informational blasts</li> </ul> | <ul style="list-style-type: none"> <li>● Meet regularly with project directors-budget &amp; HR oversight</li> <li>● Articulate and communicate purchasing procedures to ensure best use of Agency funds</li> <li>● Use workshop checklist to plan and prevent loss</li> </ul> | <ul style="list-style-type: none"> <li>● Align employee &amp; department goals via the evaluation system</li> <li>● Determine strategies for improvement and innovation within programs &amp; departments</li> </ul> |