

South Coast Education Service District Long Range Plan 2020-2021

South Coast Education Service District is committed to the providing high quality services to its stakeholders. In order to achieve this goal, the organization determined that a long range plan was necessary. When investigating the steps and information needed for a long range plan we discovered that ESDs lack data sets that support the primary objectives of an ESD. As a result, the team started down a pathway to determine the guiding principles for SCESD, develop metric systems that are aligned with the guiding principles and that adequately inform the organization about its practices. In addition, we developed a governing mechanism where stakeholders can review the goals, investigate data sets and help identify implementation needs based on that data.

The organization will use the long range plan goals to guide the work of the organization. The ESD board will use the long range plan goals and the information gathered from the metrics to set the organization goals yearly. The Board and the Superintendent will then set their personal professional goals with the overarching long range plan in mind concentrating on the steps needed to ensure that we meet the long range plan. Administrators and ESD staff will follow suit with both their program objectives and their personal and professional goals.

The Long Range Plan was developed over time and included the following steps:

1. Development of a Governing Design Model to identify ESD priorities and develop a team for the analysis and monitoring of the plan data.
2. Identification of Vision, Mission and Guiding Principles.
3. Develop metric systems for goal monitoring.
4. Develop long range goals based on organizational guiding principles and ESD priorities.

Goal Area: Growth

South Coast ESD places a high value on consistently growing our skills and abilities to meet the ever changing needs of the school districts, students and the south coast community. We are committed to addressing the following focus areas:

- emphasis on personal and professional growth,
- accountability for behaviors and actions,
- ongoing reflection and assessment of district systems and,
- meeting the needs of ESD partners.

SMART GOALS	Plan Years					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
All ESD team members will participate in the adopted evaluation process and will demonstrate proficiency to the plan year percentage rate.	84%	92%	94%	96%	98%	
Progress – Evaluations were suspended due to the COVID 19 pandemic.	Percent Achieved 90%	Percent Achieved N/A*	Percent Achieved 96%	Percent Achieved 96.5%	Percent Achieved N/A	Percent Achieved
Given the ESD Customer Assistance Survey* in the area of growth, participants will respond agree or strongly agree that the ESD staff increase their professional practice in the scope of their work from year to year to the plan year percentage rate.	80%	93%	95%	95%	95%	
STAFF = 89%, DISTRICT* = 50%, COMMUNITY = 68%, PARENTS = 93% *Due to the COVID 19 pandemic we were unable to follow up with the districts so there were only two district responses.	Percent Achieved 91%	Percent Achieved 82.25%	Percent Achieved 73.6%	Percent Achieved 87%	Percent Achieved 75%	Percent Achieved
Given the evaluation data system and the Customer Assistance Survey* for staff in the area of growth, the organization will evaluate designated employees with evaluation feedback to the plan year percentage.	93%	93%	95%	95%	95%	
Progress - Evaluations were suspended due to the COVID 19 pandemic.	Percent Achieved 80%	Percent Achieved 68.42%	Percent Achieved 80.5%	Percent Achieved 83%	Percent Achieved N/A	Percent Achieved
Given the ESD Governing Design Committees (Governance, Communication, Sustainability), the committees will meet three times a year with at least 50% of participants present, review growth smart goals, analyze pertinent data and develop objectives to address the goals to the plan year percentage rate.	80%	83%	86%	90%	90%	
Progress Communication met 100% with 100% attendance Sustainability met 100% with 89% attendance Governance met 100% with 100% attendance	Percent Achieved 71%	Percent Achieved 100%	Percent Achieved 78.6%	Percent Achieved 82%	Percent Achieved 98%	Percent Achieved

****The data from the Customer Assistance Survey is not likely reliable due to the COVID 19 closures.***

Goal Area: Sustainability

An important factor of maintaining a successful, relevant ESD is monitoring our ability to be sustainable in the future. This includes but is not limited to both financial management as well as staff and customer management. We believe the essential components of sustainability for our organization include:

- providing quality professional development,
- managing resources efficiently,
- successfully engaging our partners and,
- continuously analyzing our systems and procedures.

SMART GOALS	Plan Years					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Using the Customer Assistance Survey*, survey participants will respond that the ESD offered at least 5 professional development opportunities and will respond agree or strongly agree that it supported professional growth to the plan year percentage.	80%	83%	85%	85%	ESD Staff 85% Parents 50% Districts 85%	ESD Staff Parents Districts
Progress – Three of four all staff professional development days were completed in addition to individual program professional development.	Percent Achieved 59%	Percent Achieved 35%	Percent Achieved 40.6%	Percent Achieved 46%	Percent Achieved ESD Staff 66% Parents 2% Districts 25%	Percent Achieved
Given the Technology Committee and the ESD Technology Plan, the committee will meet at least three times a year with at least 50% of participants present to review the priorities, develop plans for implementation, and adjust when necessary.	80%	83%	86%	90%	90%	
Progress Met once with 100% attendance	Percent Achieved 44%	Percent Achieved 100%	Percent Achieved 89%	Percent Achieved 72%	Percent Achieved 67%	Percent Achieved
Given the Maintenance Committee and the ESD Maintenance Plan, the committee will meet at least three times a year with at least 50% of participants present to review the priorities, develop plans for implementation, and adjust when necessary.	80%	90%	92%	92%	90%	
Progress Met three times with 78% attendance.	Percent Achieved 88%	Percent Achieved 100%	Percent Achieved 69.25%	Percent Achieved 72%	Percent Achieved 89%	Percent Achieved
Given the Safety plan, the organization will reduce claim frequency by the plan year percentage and work to get out of/avoid the high cost risk pool.	New goal	New goal	2%	2%	1%	
Progress – May, 2020 SAIF report attached Claim count 2017/18 – 6, 2018/19-3, 2019/20 – 4,	Percent Achieved X	Percent Achieved X	Percent Achieved X	Percent Achieved 50% DECREASE	Percent Achieved 25% INCREASE	Percent Achieved

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Goal Area: Quality Service

SCESD is dedicated to providing quality services to our component districts, students, families and the community. We have identified several priorities that will guide us in meeting the needs of our stakeholders. They include:

- focusing on student driven success,
- providing flexible service provision,
- hiring expert staff,
- offering excellent services and,
- developing successful partnerships.

SMART GOALS	Plan Years					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Using the Local Service Plan metric, the combination of the participants understanding of the Local Service Plan, the district approval rate, and the percentage of flex credits utilized will equate to the plan year percentage.	80%	88%	90%	95%	ESD Staff 95% Parents 50% Districts 85%	ESD Staff Parents Districts
Progress (We need to consider re-writing the question.)	Percent Achieved 86%	Percent Achieved 94%	Percent Achieved 93%	Percent Achieved 79%	Percent Achieved ESD Staff 76% Parents 88% Districts 50%	Percent Achieved
Given the Customer Assistance Survey*, participants will respond agree or strongly agree that the ESD staff work collaboratively to implement program(s) that are flexible and creative in order to meet the needs of students, families and districts from year to year to the plan year percentage rate.	77%	91%	97%	98%	ESD Staff 98% Parents 75% Districts 90%	ESD Staff Parents Districts
Progress	Percent Achieved 89%	Percent Achieved 96%	Percent Achieved 81.13%	Percent Achieved 86%	Percent Achieved ESD Staff 95% Parents 90% Districts 100%	Percent Achieved
Given the ESD Program Services and Sustainability metric, the ESD will increase it's offering of new and relevant programs and services from year to year to the plan year percentage rate.	10%	2%	2%	2%	2%	2%
Progress Emergency Operations Preparedness South Coast Together	Percent Achieved 9%	Percent Achieved 1.03%	Percent Achieved 0%	Percent Achieved 1%	Percent Achieved 13%	Percent Achieved

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Goal Area: Professionalism

South Coast ESD is committed to exhibiting a high level of professionalism in all aspects of our work. Our focus is on the following essential areas:

- providing excellent customer service,
- treating all people in a respectful, equitable manner,
- being accessible and supportive to all and,
- exhibiting ethical behavior at all times.

SMART GOALS	Plan Years					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Given the Customer Assistance Survey*, participants will respond most of the time or all of the time that the ESD staff respects the culture values and limitations of others to the plan year percentage rate.	84%	86%	90%	93%	98%	
Progress STAFF = 99%, DISTRICT = 100%, COMMUNITY = 90%, PARENT = 89%	Percent Achieved 98%	Percent Achieved 98%	Percent Achieved 92%	Percent Achieved 97%	Percent Achieved 95%	Percent Achieved
Given the Customer Assistance Survey*, participants will respond most of the time or all of the time that the ESD is available and provides the necessary assistance when called upon to the plan year percentage rate.	85%	87%	90%	93%	98%	
Progress STAFF = 100%, DISTRICT = 100%, COMMUNITY = 90%, PARENT = 98%	Percent Achieved 94%	Percent Achieved 98%	Percent Achieved 89.1%	Percent Achieved 95%	Percent Achieved 97%	Percent Achieved
Given the Customer Assistance Survey*, participants will respond most of the time or all of the time that the ESD staff provides necessary assistance and is professional and collaborative in their interactions to the plan year percentage rate.	85%	87%	90%	93%	95%	
Progress STAFF = 81%, DISTRICT = 100%, COMMUNITY = 90%, PARENT = 93%	Percent Achieved 95%	Percent Achieved 97%	Percent Achieved 88.4%	Percent Achieved 93%	Percent Achieved 91%	Percent Achieved
Given the evaluation system in the area of professionalism, all evaluated ESD members will demonstrate proficiency to the plan year percentage rate.	80%	92%	94%	95%	100%	
Progress - Evaluations were suspended due to the COVID 19 pandemic.	Percent Achieved 90%	Percent Achieved 100%	Percent Achieved 100%	Percent Achieved 100%	Percent Achieved N/A	Percent Achieved

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Goal Area: Communication

South Coast ESD is committed to proactive, relevant and engaging communication practices that inform our stakeholders and provide them with the necessary information to participate in the organization. Our focus is on the following essential areas:

- provide timely, relevant information,
- engage stakeholders with organizational information/activities,
- utilize multiple methods of communication that is responsive to stakeholder needs,
- continually improving communication processes to increase access and opportunity to all stakeholders.

SMART GOALS	Plan Years					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Given the customer service survey* in the area of communication, participants will respond agree to strongly agree that the participants receive timely and pertinent information to the plan year percentage rate.	New 19-20	New 19-20	New 19-20	New 19-20	ESD Staff 85% Parents 50% Districts 75%	ESD Staff Parents Districts
Progress	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved ESD Staff 93% Parents 87% Districts 50%	Percent Achieved
Given the customer service survey* in the area of communication, participants will respond agree to strongly agree that they utilize the website for information that assists them with their individual needs to the plan year percentage rate.	New 19-20	New 19-20	New 19-20	New 19-20	ESD Staff 95% Parents 50% Districts 85%	ESD Staff Parents Districts
Progress	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved ESD Staff 50% Parents 20% Districts 0%	Percent Achieved
Given the customer service survey* in the area of communication, participants will respond agree to strongly agree that they receive information from at least three sources (email, website, remind, department meetings/communications, letters home etc.) and the information was timely and pertinent to the plan year percentage rate.	New 19-20	New 19-20	New 19-20	New 19-20	ESD Staff 85% Parents 40% Districts 75%	ESD Staff Parents Districts
Progress	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved ESD Staff 85% Parents 87% Districts 0%	Percent Achieved
Given the customer service survey* in the area of communication, staff will respond agree to strongly agree that the district has improved communication that is relevant and engaging from year to year to the plan year percentage rate.	New 19-20	New 19-20	New 19-20	New 19-20	ESD Staff 85% Parents 50% Districts 75%	ESD Staff Parents Districts
Progress	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved	Percent Achieved ESD Staff 76% Parents 45% Districts 50%	Percent Achieved

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