



AGENCY

2022-23 PLAN ON A PAGE



PURPOSE

EMPOWERING CHILDREN TOGETHER.

VISION

WE WILL BE THE MOST INFLUENTIAL AND INNOVATIVE EDUCATION SERVICE AGENCY.

MISSION

PROVIDE SOLUTIONS TO SYSTEMS TO MAXIMIZE SUCCESS.

VALUES

BUFFALO LEADERSHIP | WE LOVE OUR PEOPLE | IMPACT WITH PURPOSE | STEWARDSHIP BY DESIGN | FAIL FAST

STRATEGIC PRIORITIES

CORE FOCUS SERVICE TO CHILDREN & SYSTEMS

GOAL	KEY MEASURE OF SUCCESS (KPIs)	STRATEGY
Increase Revenue.	<ul style="list-style-type: none"> Engagement <ul style="list-style-type: none"> ⇒ CESA 6 Districts ⇒ Charter Schools ⇒ Private Schools Impact <ul style="list-style-type: none"> ⇒ Children Served ⇒ Adults Served Revenue New Revenue New Products/Services 	<ul style="list-style-type: none"> Innovation Process Ecommerce Equitable Services
Invest in Research and Development.		



CORE FOCUS EFFECTIVE & EFFICIENT OPERATIONS

GOAL	KEY MEASURE OF SUCCESS (KPIs)	STRATEGY
Maintain fiscal health of the agency.	<ul style="list-style-type: none"> Financial Reserves Undesignated Surplus CO-OP Distribution Overhead Percentage of Revenue Deployment of Systems for Sustainability 	<ul style="list-style-type: none"> Solution Pricing Business Continuity Management and Sustainability Planning
Ensure business continuity management and sustainability.		



CORE FOCUS CLIENT EXPERIENCE

GOAL	KEY MEASURE OF SUCCESS (KPIs)	STRATEGY
Maintain best in class loyalty and satisfaction.	<ul style="list-style-type: none"> Lead/Pipeline Value Employee Generated Leads Marketing Qualified Leads (MQL) Client Loyalty (NPS) Client Satisfaction (CSTAT) Retention of Services 	<ul style="list-style-type: none"> Client Centricity Brand Evaluation & Engagement
Increase brand recognition.		



CORE FOCUS PEOPLE, CULTURE & BELONGING

GOAL	KEY MEASURE OF SUCCESS (KPIs)	STRATEGY
Maintain/increase employee engagement and satisfaction.	<ul style="list-style-type: none"> Employee Retention Employee Engagement Employee Loyalty (ENPS) Employee New Hire Referrals 	<ul style="list-style-type: none"> Diversity, Equity, Inclusion, and Belonging Practices
Foster an environment for a qualified and diverse workforce.		

GUIDING PRINCIPLE

RAPID IMPROVEMENT