

LGCA Strategic Plan

FINANCIAL EFFECTIVENESS

Goal 1: Capitalize on the power of the consortium model to provide affordable services in an efficient, cost effective, and transparent manner.
Objective 1.1: On an ongoing basis, work to identify the best products and most cost effective services and develop agreements that will enable clients to access them at affordable rates.
Strategy 1.1.1: Use the management council (MCOECN) to identify products for the consortium clients.
Strategy 1.1.2: Collaborate with district staff to establish a process for ongoing review of resources and products that drive efficiencies for all clients.
Objective 1.2 Develop a model for financial sustainability.
Strategy 1.2.1: Develop a process for evaluating/reviewing and modifying service fees that ensure adequate financial sustainability.
Strategy 1.2.2: Identify scalable services.
Strategy 1.2.3: Develop a survey for members identifying their needs and expectations.
Objective 1.3: Ensure timely and accurate billing.
Strategy 1.3.1: Explore other billing models.
Objective 1.4: Provide the most affordable cost efficient services.
Strategy 1.4.1: Identify potential partners.
Strategy 1.4.2: Evaluate the impact of consolidation/merger/strategic alliances on providing cost effective services.

ORGANIZATIONAL EFFICIENCY

Goal 2: Leverage the consortium model to provide services in the most efficient way possible.
Objective 2.1: Communicate with clients to ensure that services, fees, and expectations are clear.
Strategy 2.1.1: Establish a communications plan.
Strategy 2.1.2: Identify who needs to know what when and develop plan for providing the information.
Strategy 2.1.3: Develop process for sharing information from the consortium members.
Strategy 2.1.4: Ensure information provided is consistent and current.
Strategy 2.1.5 Provide a mechanism for disseminating EMIS protocols.
Objective 2.2 Increase capacity to deliver services.
Strategy 2.2.1: Determine how to increase revenue to support additional staffing.
Strategy 2.2.2: Identify opportunities to partner with districts to share training expertise.
Strategy 2.2.3: Develop a tool for evaluating expansion opportunities (revenue, training demands, etc.).
Strategy 2.2.4: Inventory current services and prioritize opportunities for growth.
Strategy 2.2.5 Develop a succession plan.
Objective 2.3: Provide clients with appropriate professional development related to areas of expertise.
Strategy 2.3.1: Assess consortium members' professional development needs. <i>(NOTE: When we are assessing, be sure to consider both future and current needs.)</i>
Strategy 2.3.2: Create a framework for offering professional development.
Strategy 2.3.3: Offer professional development opportunities.
Strategy 2.3.4: Evaluate and modify professional development opportunities as needed.

QUALITY SERVICES

Goal 3: Ensure that high quality, client-focused services are provided to all stakeholders.
Objective 3.1: Ensure that LGCA has the right personnel to support its products and services, both in terms of qualifications and in terms of number of staff.
Strategy 3.1.1: Annually review job descriptions to ensure they align with service needs.
Strategy 3.1.2: Annually review deployment of personnel (resource allocation).
Strategy 3.1.3: Use customer feedback to make adjustments to personnel deployment.
Strategy 3.1.4: Develop an employment strategy.
Objective 3.2: Promote the professional development of LGCA staff.
Strategy 3.2.1: Review individual professional development plans.
Strategy 3.2.2: Determine appropriate level of resource allocation for training of staff.
Strategy 3.2.3: Analyze emerging trends and develop strategies to address training needs in response to trends.
Strategy 3.2.4: Develop plans for cross training.
Objective 3.3: Develop protocols that ensure clients receive clear and consistent information and support.
Strategy 3.3.1: Review how and in what modalities communication happens with customers.
Strategy 3.3.2: Identify delivery method preferences of customers.
Strategy 3.3.3: Develop a communications plan.
Objective 3.4: Develop a process to address customer service.
Strategy 3.4.1: Review what is currently being done.
Strategy 3.4.2: Develop protocols to address customer service issues (complaint process).
Strategy 3.4.3: Establish process to review service level agreements.

INNOVATION

Goal 4: Secure and promote the use of the latest and most cutting-edge technology solutions.
Objective 4.1: On an ongoing basis, work to identify the emerging needs of clients – their common needs as well as those that are specific to individual organizations.
Strategy 4.1.1: Develop survey to ask consortium clients about their emerging needs.
Strategy 4.1.2: Explore idea/develop work groups advisory committees for specific topics and issues.
Strategy 4.1.3: Develop protocols and processes to address emerging needs.
Objective 4.2: Monitor developments in the field and proactively identify products and services that will effectively serve the clients' needs
Objective 4.3: Find ways to procure, and make available, cutting-edge products and services
Strategy 4.3.1: Formalize groups convened by LGCA to identify needs and develop strategies for procuring new products.
Strategy 4.3.2: Assess standing groups that are meeting.
Strategy 4.3.3: Formalize process for identifying needs and communicating this information up and down.