



Values

**Economic Impact** – the reason for our existence

**Service** – the spirit with which we work

**Guidance** – the nature of our efforts

**Collaboration** – the openness we possess to work with others

Mission

**Accelerate Business Success**

Vision

**To be the resource for business expertise**

GOALS:	Objectives:	target date	target date	Owner	STATUS	Strategies:	Performance Metrics	Linkage to Accreditation Std.
Enrich Quality of Services	Develop and deploy eCenter to identify our core services and best-practices	built 6/30/2015	completed 9/30/2015	Susan & Earl	ON TRACK	One database within eCenter; currently housed in Center IC.	Client Satisfaction Surveys; New projects; CARs; Tools	#3 - Customer & Stakeholder Focus; #4 - Measurement, Analysis, & Knowledge Management
	Develop a process for identifying specialists in the network		completed 5/31/2015	Earl		One database within eCenter		
	Communicate and implement a list of accountability items	beta test 05/06;08/02; 11/02/2015	completed 11/2/2015	Susan & Committee - Kim, Lissa &	ON TRACK	ongoing - Monthly reports from Center IC and Quarterly Centers Accountability Reports (CARs)		
Maximize Economic Impact	Rollout Economic Impact form		completed 6/30/2015	Susan & Ariana	ON TRACK	Out for review by all Center Directors; final version to be available for paper, email and electronic submission from client	Jobs Created, Sales Increase, Business Starts, Capital Infusion	#2 - Strategic Planning; #3 - Customer & Stakeholder Focus; #4 - Measurement, Analysis, & Knowledge Management
	Vist 2 key partners and 2 HIC prospects per month per center	40/mo. 9/30/2015	54/mo. 3/31/2016	Susan w/Abby & S/P Committee	ON TRACK	define HIC - inprocess; request feedback from Center Directors; official Diagnostic Measures to be set for FFY2016		
Strengthen Our Team	Deploy a new professional development system	Define scope 9/30/2015	completed 12/31/2016	Susan w/Domini & CBA Committee	ON TRACK	CBA to new platform with fully defined on-boarding process, skills assessment and professional development path,	Annual Field Satisfaction Survey; Statewide Conference; CBA	#5 - Workforce Focus; #6 - Program Delivery & Management
	Define statewide communication methodologies	Present details 8/18/2015	completed 9/30/2015	Daryl & Susan	ON TRACK	Review and refine, Adopt and Deploy; specific details for client feedback data.		
Enhance Visibility	4 Unique stakeholder visits/center/year		4/center/yr 9/30/2015	Daryl & Susan	ON TRACK	Define process and requirements; work with existing activities to build higher visibility	Success stories; Referrals;	#1 - Leadership & Organizational Issues; #3 - Customer s& Stakeholder Focus
	Adopt and deploy marketing and branding standards	Adopt 8/31/2015	Deploy 9/30/2015	Daryl & Susan	ON TRACK	Review and refine, Adopt and Deploy		
	Capture and promote success stories: publish 16/yr for the lead center; collect 4/yr/center	4/yr/ctr 9/30/2015	16/yr 9/30/2015	Susan & Abby	ON TRACK	Centers' stories due 2 in April, 2 in October --- shared eCenter, websites, SBA and ODSA		

Review Meeting Schedule:

Complete?

5/18/2015	Status check & prepare update to the Network		Yes-on track
6/15/2015	Status check & prepare update to the Network		Yes-on track
7/13/2015	Status check & prepare update to the Network		Yes -1 adjustment

