

Annual Plan

2016-2017



Southeast
Service
Cooperative

210 Wood Lake Drive SE, Rochester, MN 55904
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Organizational Grounding



MISSION

During 2016-17 and beyond, SSC's staff and Board has made a commitment to focusing on our strengths and being more mission driven. To this end, we refreshed our mission statement: ***We mobilize resources, add value, and promote continuous improvement through member-focused solutions.*** Research shows that a clear mission instills deeper passion and engagement and connects organizational culture to a core purpose. A strong mission statement improves strategic alignment. SSC's refined mission statement will help us establish and balance priorities, set performance goals, and ensure that the work of both individuals and teams drives us toward excellence.

In 2016-2017, we will also embed our core competencies - collaborative culture, customer-focused service design, and intentional agility - into our daily operations. Underlying mission and core competencies are our core values of integrity, excellence, and relationships. We will continue to carry out our work with high levels of responsibility, accountability, and ethics. We will continue to be forward-thinking, competent, efficient, and effective. And, we will continue to facilitate collaboration with respect and a passion to serve. This is our "why" and what makes SSC a uniquely member-focused organization.

Performance Excellence Journey

SSC is continuing its Baldrige journey, learning from our identified opportunities for improvement, focusing on process improvement, and building a stronger organization. **Performance excellence** refers to an integrated approach to organizational performance management that results in:

- delivery of ever-improving value to customers and stakeholders, contributing to organizational sustainability,
- improvement of overall organizational effectiveness and capabilities, and
- organizational and personal learning.

Our 2016-2017 objectives are to 1) inventory and document key work processes to systematically evaluate and improve, 2) identify key metrics for organizational and program/service data collection, 3) translate data for problem solving, decision-making, service design, and process improvements, and 4) develop and deploy a systematic process to strengthen the impact of professional learning and knowledge management.



OPERATIONAL
EXCELLENCE

Professional Development Re-Design

One of our first focus areas for performance improvement will be within our Professional Development program, a cornerstone service, and we will begin by implementing the **Systematic Problem Solving (SPS™)** process, which is based on Lean Six Sigma. This methodology moves organizations from the widely accepted but ad hoc practice of initiating too many projects and achieving low impact into a systematic process of executing on the vital few projects. By identifying a leading process indicator called the **Metric of Urgency™** we will deliver breakthrough change expressed in terms of process performance and results.

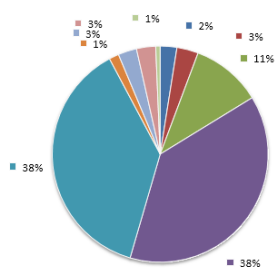


STRATEGIC
SERVICE VISION

Following an all-staff training on the Metric of Urgency and a two-day facilitated Kaizen event, SSC has committed significant resources and focus on re-designing our Professional Development services. Our PD Lead and team members will refine and develop new processes that help us more effectively listen to the people we serve, translate their needs into products, align opportunities with resources, communicate with those in need of PD, deliver a delightful customer experience, measure meaningful impact, and create a feedback loop. Ultimately, we will deliver a relevant, high quality experience that engages participants, leverages SSC's workforce capacity, and positions SSC as a premier professional development provider.

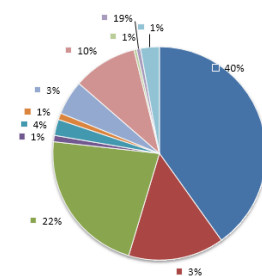
2016-2017 Budgeted Revenue		
	Projected	%
Membership Fees	102,209	2%
Interest	132,000	3%
Fees for Service	432,193	11%
Health Pool Admin Fees	1,567,551	38%
Grants	1,546,341	38%
EHSM - IEA	60,000	1%
Coop Purchasing Sales	114,000	3%
Student Activity Fees	117,500	3%
Other Income	27,287	1%
Total Operating Revenue	4,099,081	100%
Health Insurance Claims Reserve	52,400,000	
Total with Health Claims RSR	56,499,081	

2016-2017 Budgeted Expenses		
	Projected	%
Total Salaries	1,567,079	40%
Total Benefits	567,732	15%
Total Contracted Services	863,073	22%
Total Supplies	37,498	1%
Total Equipment	95,200	2%
Total Communication	39,311	1%
Total Occupancy	203,921	5%
Total Travel	381,561	10%
Total Printing	15,455	0%
Total Program Specific	23,169	1%
Administrative Support	111,618	3%
Total Operating Expenses	3,905,617	100%
Total Direct Health	53,403,000	
Total with Health Premiums	57,308,617	



Revenue

- Membership Fees
- Interest
- Fees for Service
- Health Pool Admin Fees
- Grants
- EHSM - IEA
- Coop Purchasing Sales
- Student Activity Fees
- Other Income



Expense

- Total Salaries
- Total Benefits
- Total Contracted Services
- Total Supplies
- Total Equipment
- Total Communication
- Total Occupancy
- Total Travel
- Total Printing
- Total Program Specific
- Administrative Support

Current Superintendent Advisory Committee

- Karsten Anderson, Superintendent, Red Wing Public Schools
- Jeff Apse, Superintendent, Lewiston-Altura Public Schools
- Jeff Elstad, Superintendent, Byron Public Schools
- Mike Funk, Superintendent, Albert Lea Public Schools
- Beth Giese, Superintendent, Cannon Falls Public Schools
- Ed Harris, Superintendent, Chatfield Public Schools
- Cherie Johnson, Director, Goodhue County Education District
- Mark Matuska, Superintendent, Kasson-Mantorville Public Schools
- John McDonald, Superintendent, Kingsland Public Schools
- David Thompson, Superintendent, Stewartville Public Schools
- Rachel Udstuen, Superintendent, Spring Grove Public Schools

Current Local Government Advisory Committee

- Theresa Arrick-Kruger, HR Director, Houston County
- Mary Blair-Hoeft, City Administrator, City of Byron
- Lisa Hager, Employee Relations Director, Dodge County
- John Kluever, County Administrator, Freeborn County
- Melissa Cushing, Human Resources, Goodhue County
- Lynn Gorski, Human Resources, City of Owatonna
- Linda Rappe, City Clerk, City of Kasson
- Dave Mueller, Organizational Development, Olmsted County
- Sue Phillips, SSC Board Member, retired Freeborn County HR Director

Current Board of Directors

- Carol Cravath, Chairperson, Plainview-Elgin-Millville Public Schools
- Theresa Arrick-Kruger, Vice-Chair, Houston County
- Mary Blair-Hoeft, Treasurer, City of Byron
- Brian Grudem, Clerk, Zumbrota-Mazeppa Public Schools
- Karla Bauer, Kenyon-Wanamingo Public Schools
- Mike Christensen, Red Wing Public Schools
- Rob Mathias, Stewartville Public Schools
- Al Nelson, Wabasha-Kellogg Public Schools
- Susan Phillips, Freeborn County (retired)
- Molly Rieke-Hofschulte, Dover-Eyota Public Schools

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