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## PROPOSED REVISIONS

MISSION STATEMENT [Education Service Center Region 20 positively impacts the learning community through high quality, cost effective products, and services.](#)

Education Service Center Region 20 exists to serve the educational community.

[VISION](#) [To be the definitive choice for leadership, innovation, and the advancement of learning.](#)

[CORE BELIEFS](#)

- [In-service first.](#)
- [Our employees drive success.](#)
- [Collaboration maximizes results.](#)
- [In purposeful and effective communication.](#)
- [Change is opportunity.](#)
- [In cultivating strengths.](#)
- [Learning is lifelong.](#)

Undergirding the provision of services and guiding staff in delivery are certain principles of public service:

TRUSTWORTHINESS ESC employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency and effectiveness to enhance the education of public school children.

RESPONSIBILITY ESC employees take responsibility for actions, decisions, and statements that impact the education community and the public. Employees effectively use the public resources entrusted to the ESC for the benefit of the public school students, the state and the public good.

RESPECT ESC employees treat others with professionalism, consideration, and courtesy. Employees respect others' opinions and beliefs, value individual differences and seek to reach new solutions based on consensus.

CARING ESC employees build professional relationships with colleagues, peers and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals and excellence in job performance.

CITIZENSHIP

MISSION STATEMENT/GOALS AND OBJECTIVES

AD  
(LOCAL)

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	ESC employees strive to be good stewards of the public trust and public resources. They honor and abide by ESC policies and the laws of the state and nation.
FAIRNESS	ESC employees conduct business with the public and co-workers in an equitable, impartial and honest manner, without prejudice and favoritism. Decisions are based on objective and balanced judgment and are in accordance with the ESC's mission, policies and procedures.
SERVICE ORIENTATION	ESC employees demonstrate an attitude of service when dealing with internal and external customers. They seek opportunities to go beyond responding to initial requests in an effort to anticipate customer needs.