CARIZON
STRATEGIC PLAN 2018-2022

DEEPEN OUR FAMILY FOCUS

WE HELP FAMILIES THRIVE IN THEIR COMMUNITIES BY STRENGTHENING THEIR MENTAL HEALTH & WELLBEING

INNOVATE TO IMPROVE CUSTOMER EXPERIENCE

HELPING FAMILIES WHEN LIFE IS TOUGH

HOPE ~ WELLNESS ~ COMMUNITY

CHANGE AHEAD

PROMOTE SYSTEM CHANGE THROUGH COLLABORATION

#carizonpride

RIDE FOR REFUGEE
We help families thrive in their communities by strengthening their mental health and wellbeing.

**Deepen our family focus**
- Delivered coordinated and integrated services to families
- Engaged families throughout our organization
- Embedded family focus in our brand
- 85% of our clients report that we provided appropriate support to their family
- In each department, increase family or youth engagement measured by Hart’s Ladder of Participation by one level
- Community partners rank Carizon at 8 or more out of 10 on providing services that wrap around families

**Promote system change through collaboration**
- Strengthen community partnerships and work collaboratively for the benefit of the community
- Engage in board to board discussions
- Community partners rank Carizon’s level of collaboration at 8 or more out of 10
- Carizon’s Board of Directors connects with other non-profit boards at least four times per year

**Innovate to improve customer experience**
- Focus on customer service
- Continuously improve quality
- Leverage technology
- Grow revenue to support services
- Increase customer net promoter score by 10
- Identify and test 100 continuous quality improvement projects and implement a quality dashboard
- Transform the service experience in two of our programs through leveraging technology
- Grow revenues to $11 million annually

**Build Carizon culture**
- Define and embed our culture
- Empower our people
- Build organizational pride
- By June 30, 2019, we have defined Carizon’s culture
- 85% of Carizon employees express that we are living our culture
- We achieve a “great” employee net promoter score of 25 or more