



CUSTOMER EXPERIENCE

**ORGANIZATIONAL
STRUCTURE AND CAPACITY**



CULTURE OF EXCELLENCE

COMMUNITY PARTNERSHIPS



RESOURCE DEVELOPMENT



CUSTOMER EXPERIENCE

1

Enhance community services by providing consistent program service options to families and children.

2

Provide families with clear, accurate, and uniform program support, in their preferred language, using a holistic and strength-based approach.

3

Standardize internal processes, systems, and training to support the customer experience.

4

Increase parent involvement and community engagement.



ORGANIZATIONAL STRUCTURE AND CAPACITY

1

Create opportunities for organization-wide workload management and operational efficiency strategies.

Leverage technology, optimize systems, and physical space to support strategic growth and capacity.

2

3

Develop a change management strategy to support the achievement of individual, departmental, and organizational goals.

Bolster staff retention by focusing on improving culture, employee engagement, environment, compensation, and work-life balance.

4



CULTURE OF EXCELLENCE

1

Create a multi-dimensional communication strategy to increase staff connectedness to the organization's mission, vision, values, and successes.

Develop enhanced opportunities for team and relationship building across all departments.

2

3

Foster a welcoming work environment that values unique beliefs, perspectives and backgrounds, ensures fair access to resources and opportunities, and supports staff authenticity to encourage growth and success.

Design a plan for comprehensive professional development opportunities and resources.

4

5

Establish a data-driven system for organization-wide evaluation and continuous quality improvement.



COMMUNITY PARTNERSHIPS

1

Strengthen current community partnerships and create central database of partner information.

Identify and pursue new mutually beneficial community partnerships and services for families.

2

3 **Develop innovative approaches to community outreach, communication, and brand awareness.**

Create partnerships with those who can expand organization-wide professional development opportunities (i.e., student teacher cohorts).

4



RESOURCE DEVELOPMENT

1

Design and implement a resource development plan built upon internal assessments.

Create and develop revenue generating programs, services, and investments.

2

3 Build systems and enhance technology to leverage and increase resource development.

Design a stakeholder relationship-building and prospect development program.

4