

2023-2024 Business Plan / Balanced Scorecard

| FINANCIAL | | LEAD | J | J | A | S | O | N | D | J | F | M | A | M |
|---|--|-----------------------------|---|---|---|---|---|---|---|---|---|---|---|---|
| AFFIRMING AND APPRECIATIVE WORKPLACES | | | | | | | | | | | | | | |
| Develop a better understanding among managers and supervisors, on how the policies, procedures, regulations, and structures that support operations integrate, and to empower them to be more autonomous, and more responsible, and accountable for their departmental financial results. | | Director of Finance and CEO | | | | | | | | | | | | |
| CUSTOMER SERVICE | | LEAD | J | J | A | S | O | N | D | J | F | M | A | M |
| VIBRANT COMMUNITIES | | | | | | | | | | | | | | |
| To enhance the lived experiences of the people who have chosen to live here, by equipping managers and supervisors with the resources required to engage in an increased range of social, faith-based community activities. | | Director of Finance and CEO | | | | | | | | | | | | |
| SYSTEMS (INTERNAL PROCESSES) | | LEAD | J | J | A | S | O | N | D | J | F | M | A | M |
| AFFIRMING AND APPRECIATIVE WORKPLACES | | | | | | | | | | | | | | |
| Develop systems that streamline accessibilities to Radiant Care amenities and tools and promote a better employee and client experience. | | Director of Finance and CEO | | | | | | | | | | | | |
| LEARNING AND GROWTH | | LEAD | J | J | A | S | O | N | D | J | F | M | A | M |
| AFFIRMING AND APPRECIATIVE WORKPLACES | | | | | | | | | | | | | | |
| Refresh and enhance employee and customer education curriculum, and operational policies and procedures that embraces Radiant Care's mission, values, and core philosophies. | | Director of Finance and CEO | | | | | | | | | | | | |

LEGEND:

- Advancing as Planned
- Challenges
- Not Currently Active
- Complete