

# Radiant Care

## 2024-2025 Business Plan / Balanced Scorecard

### FINANCIAL

LEAD J J A S O N D J F M A M

#### PROGRESSIVE, DILIGENT GROWTH

Develop a better understanding among managers and supervisors on the best use of financial resources for operational and capital planning and the exploration of new revenue sources.

Director of Finance and CEO

### CUSTOMER SERVICE

LEAD J J A S O N D J F M A M

#### VIBRANT COMMUNITIES

To grow our community and beautify our homes to support a happy, healthy, and active lifestyle for seniors and staff.

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

Create and leverage new and existing systems and structures for our staff that support our progressive, diligent growth.

Director of Finance and CEO

### LEARNING AND GROWTH

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#### AFFIRMING AND APPRECIATIVE WORKPLACES

Strengthening the foundation of skills, knowledge, and training to achieve optimal clinical, programming, and operational outcomes.

Director of Finance and CEO

#### LEGEND:

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