

# Radiant Care

## 2026 - 2027 Business Plan / Balanced Scorecard

### Strategic Priorities

1. Praising and Supporting the People Who Care
2. Being the Best at What We Do
3. Community Engagement and Partnerships

#### FINANCIAL

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

Ensure financial sustainability by enabling staff to complete core work effectively, efficiently, and within business hours while maintaining fiscal responsibility.

CEO

#### CUSTOMER SERVICE

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

Deliver consistent, high-quality, person-centered service to tenants, residents, families, and partners through relational care, clear communication, and visible staff leadership.

CEO

#### SYSTEMS (INTERNAL PROCESSES)

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

Strengthen and standardize systems, processes, and communication tools to improve coordination, reduce pressure points, and ensure continuity across all divisions.

CEO



#### LEARNING AND GROWTH



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

Develop, recognize, and grow our people through intentional training, mentorship, leadership opportunities, and meaningful recognition.

CEO

#### LEGEND

 Advancing as Planned  
 Challenges

 Not Currently Active  
 Complete