

**Key Initiatives (Annual)**  
1. Leverage technology to meet TAT  
2. Increase Client Engagement through touches  
3. Hitting Daily Standards >75%  
4. Build a strong and cohesive workforce

**Rocks & Accountability (Quarter 4)**  
1.  
2.  
3.  
4.  
5.

Like DNA, our Dependable and Accountable Map allows you to see how each member of the organization is working their core to help achieve the desired goals. Review your role and support others to their goals. This is how organizations work together, similar to an organism. Many small parts, from departments, all work together to reach individual goals for the organization to be successful. You are a vital part of this organization and are needed for us to achieve our desired goals.

