2019-21 Breakthrough Initiatives

KEY GOAL	July 2019-June 2020	July 2020-June 2021	July 2021-June 2021
Elated Customers	RRTW (Amy) Spousal Cnsnt (Seth) PAA (Amy) Plan 2 Default (Amy)		
Engaged Team Members	Facility Renovation (George/Mike)		
Vigilant Resource Steward or Best Practice Leader	CORE: Mainframe Rehosting (LT) RK Transition (Amy) Doc Inventory/Records Retntn (Johnna) MFA (Rose) IT Security (Rose) Website Rehost (David)		
Reliable Partner	ERA Full Roll Out (Mike)		

October 2019