

Passion Teamwork

Equality & Diversity Effectiveness

Trustworthy Knowledgeable

Quality & Customer Service

“Unleashing the talents of people with disabilities to reach full potential and inclusion”

“The Mission of Washington Access Fund is to help people with disabilities in Washington State achieve financial independence by improving economic opportunities, leveraging community resources, promoting access to technology and bridging funding gaps through low-interest loans, matched savings and other means.”

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| **Theme** | **Long Term Goals** | **Long Term Performance Measures** | **Initiatives** | **Lead** |
| **Financial: To succeed financially, how should we appear to our stakeholders?** | We obtain diverse funding streams and steward our resources to fully support programs and initiatives. |  |  |  |
| **Customer: To achieve our Mission, how should we appear to our customers?** | We are a trusted and reputable financial institution that reflects who we serve and supports our clients’ financial independence. |  |  |  |
| **Public Value & Benefit: Why should the public support us?** | We are a unique source for financial independence. We provide quality service, education, micro-lending and other resources to meet the diverse and individualized needs of people with disabilities. |  |  |  |
| **Internal Process: To satisfy our customers and stakeholders, and reach our Mission, at what process must we excel at?** | We offer effective, innovative and timely solutions and processes to meet the ongoing needs of our clients and the communities we serve. |  |  |  |
| **Learning & Growth: To achieve our Mission, how must our people and systems learn, improve, communicate and work together?** | We attract and retain team players that are committed and embody the vision, mission and values of our organization. |  |  |  |