2020 Operations Plan – Our Priorities
Approved 12/5/19

1) Governance
- Improve board and investor engagement in partnering, market research, lead referrals and investment.
- Develop new strategic plan goal metrics.
- Recruit increased regional representation on Board.
- Improve onboarding of new Directors and volunteers.
- Develop President/CEO performance review and compensation policy.

2) Staff Team
- Recruit and improve onboarding of new team members.
- Improve in-house training and cross-training of team.
- Continue to invest in professional development and certifications.
- Develop new employee standards and etiquette guide.

3) Investment
- Continue to improve investment results to reach $600,000 annual goal.
- Expand sponsorship financial support.

4) Financial
- Continue to pursue new grants, partnerships and fee for service revenue.
- Update financial management policies and procedures.
- Continue clean audits and program compliance.

5) Lending, Centers & Brownfield
- Continue efforts to secure grant and low-interest loan capital to reach $15 million goal.
- Maintain average 85% loan capital deployment.
- Deploy new Brownfield loan capital.
- Grow SBA 504 loan portfolio by net $5,000,000.
- Exceed contract requirements and goals.
- Update lending policies and procedures.

6) AgriTech Park
- Secure updates to option agreement including Parcel C.

7) Office & Technology
- Continue to improve document and database management.
- Improve photo, video, testimonial and ranking databases.
- Convert to one loan portfolio management system.
- Develop business continuity plan.
- Enhance use of communication and productivity technologies.
- Finish new office improvements.