

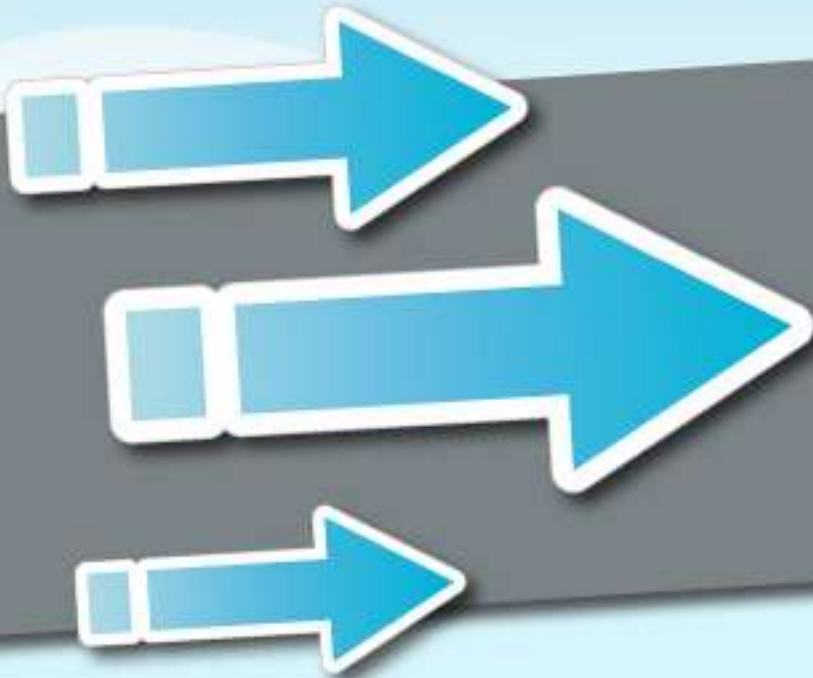
2013 ANNUAL MEETING

NADCO

National Association of Development Companies

Small business loans

DELIVERED



GAME CHANGE

May 15–18, 2013
Hotel del Coronado
San Diego, CA

2013 ANNUAL MEETING

NADCO's Enhanced Benchmarking & Training Programs

Jeff Sceranka, NADCO Education Chairman
Rhonda Pointon, Vice President, Regulatory Affairs, Training & Support

NADCO CEO Survey

- Purpose: Collaborative effort with OCRM to collect a base line of information
- Completed April 2013 with 90 CDCs participating
Thank you!
- Results will be posted on the NADCO website in June
- Survey question: How does management promote best practices? Response: 86% use NADCO Training

Developing knowledge and skills needed to deliver results

- In this era of change, NADCO will raise the bar in training by improving the accessibility and efficiency of the delivery system

Webinars /Online courses

- Build on the current course curriculum

Partner with Industry Leaders in Education

- Enhance economic development and demonstrate commitment to excellence in the industry

Certification Program

- NADCO survey will be forthcoming for your input, and we will utilize the knowledge of our expert instructors

New Webinars

Beginning Fall 2013 NADCO will offer:

- Introduction to SBA 504
- 504 Sales, Marketing & Business Development
- 504 Loan Closing Update

Educational Partnerships

- Online risk management courses offered through NADCO's partnership with industry leaders in education. In discussions with leaders such as The Risk Management Association (RMA).
- Online access with discounted pricing
- Offering a comprehensive range of in depth risk management classes
- Economic development program

Certification Program

- CEO Survey question: What is your main strategic challenge?

“Continuing to provide great service in a highly competitive environment & meet SBA’s expectations for oversight/management.”

“Providing superior service to our borrowers and our bank partners while meeting the economic development needs of our various communities.”

- Through collaborative efforts with OCRM (SMART benchmarking), data from the industry, educational and economic development leaders, NADCO will implement a Certification Program to meet the demands of this new era
- Individuals can fine-tune their success and benefit by expanded knowledge, industry recognition, and meeting a professional standard
- The curriculum of courses will be developed to be a guide for CDCs which will lead to a standard for best practices in the industry
- NADCO is dedicated to leading the way for all CDCs to continue to be, or become, Centers of Excellence

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