EDA Revolving Loan Fund Community of Practice - Cohort Self Assessment ⚬

This organizational self-assessment has been prepared as a part of the Revolving Loan Fund (RLF) Community of Practice. The assessment is intended for organizations with EDA-funded RLFs. However, any organization with an RLF is welcome to complete the assessment. Your responses will be used to help understand the current state of your organization, your goals and aspirations, and the challenges you face. We only require one response per organization.

The RLF Community of Practice will build training programs and write industry analyses based on the challenges and opportunities identified through this self-assessment. The analyses will also include a historical analysis of portfolio and transaction level activity among participating RLFs. By completing this self-assessment, you agree to have your organization's (anonymized) data shared with EDA and published in future reports.

We greatly appreciate you taking the time to complete this assessment.

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* Required

General Information

These questions will help us gather some general information about your organization.

1. What is your organization's name?   *

2. What is your name?   *

3. What is your formal title? *

4. What is your work email address? *

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5. How would you classify your organization? *

Please select all that apply.

☐ City or Other State Political Subdivision

☐ State Entity

☐ CDFI – Community Development Financial Institution

☐ Nonprofit

☐ Economic Development District

☐ Tribal Nation

☐ Consortium

☐ Other

6. In your own words, please briefly describe your organization. *

Please limit your answer to a paragraph.

7. How many years has your organization been in operation?
*

The value must be a number

8. How many years has your organization been managing an EDA Revolving Loan Fund?
*

The value must be a number

9. What is your organization's estimated total annual operating budget? *

[   ]

The value must be a number

10. How many full-time employees (FTEs) work at your organization? *

Please include any contractors that act as an equivalent to FTEs.

[   ]

The value must be a number

11. How many part-time employees (PTEs) work at your organization? *

Please include any contractors that act as an equivalent to PTEs.

[   ]

The value must be a number

Organizational Capacity and Capabilities

These next questions will help us gather some information about your RLF's capacity and capabilities.

12. Please score each of the following in terms of the core strengths and weaknesses of your organization's RLF. *

	Exceptional	Very Good	Neutral	Needs Work	Poor
Marketing	○	○	○	○	○
Staff Diversity	○	○	○	○	○
Loan Deployment	○	○	○	○	○
Portfolio Performance	○	○	○	○	○
Loan Servicing/ Asset Management	○	○	○	○	○
Customer Support	○	○	○	○	○

13. Please score each of the following in terms of how these capabilities have either improved or declined over the past three years. *

	Very Much Improved	Slightly Improved	Neutral	Slight Decline	Significant Decline
Marketing	◯	◯	◯	◯	◯
Staff Diversity	◯	◯	◯	◯	◯
Loan Deployment	◯	◯	◯	◯	◯
Portfolio Performance	◯	◯	◯	◯	◯
Loan Servicing/ Asset Management	◯	◯	◯	◯	◯
Customer Support	◯	◯	◯	◯	◯

14. What are some of the primary factors that have influenced these changes?   *

Please select all that apply.

☐ Budget and resourcing

☐ Staff changes

☐ External environment (pandemic, market conditions, etc)

☐ Competitive landscape

☐ Policy changes

☐ Use of technology

☐ Other

15. How successful has your RLF been in achieving its goals and objectives? *

○ Very successful

○ Successful

○ Neutral

○ Unsuccessful

○ Very unsuccessful

16. What specific factors contribute to your perception of your organization's success in achieving its goals and objectives? Please provide more information about why you selected the rating you did for question 15. *

Please explain in no more than one paragraph.

[   ]

17. What factors do you believe contribute most to the success of your organization? *

Please select all that apply.

- ☐ Staff's industry knowledge and financial expertise

- ☐ Strong, local partners

- ☐ Marketing strategies

- ☐ Use of technology platforms

- ☐ Credit underwriting skills

- ☐ A diverse portfolio of services and products

- ☐ Other

18. What unique skills do you believe your organization has when compared to your peers? *

Please limit your answer to one paragraph.

19. How well does your organization adapt to changing market conditions and emerging technologies? *

○ Extremely well

○ Somewhat well

○ Neutral

○ Somewhat not well

○ Extremely not well

20. What factors contribute to your organization's ability or inability to adapt to changing market conditions and emerging technologies? *

Please limit your answer to one paragraph.

[text box]

21. Is there anything that you would like your organization to improve upon with regards to its current products or services? *

Please select all that apply.

☐ Marketing to a larger variety of businesses

☐ Capitalization of non-EDA funds

☐ Use of lending platforms/ technology

☐ Management of our loan committee

☐ Board development

☐ Underwriting and origination

☐ Other

22. In your opinion, what are the biggest challenges facing EDA funded RLFs as a whole today? Please order the following challenges facing RLFs, with the top being the most significant challenge and bottom being the least significant challenge: *

> Competition with other lenders

> Operations and scalability

> Human resources and talent

> Impact measurement and reporting

> Market Visibility

> Systems and technology

23. In your opinion, what are the biggest challenges facing your specific RLF today? Please order the following challenges facing your organization, with the top being the most significant challenge and bottom being the least significant challenge: *

Competition with other lenders

Operations and scalability

Human resources and talent

Impact measurement and reporting

Market Visibility

Systems and technology

Loan Portfolio Summary

These next questions will help us gather information about your current loan portfolio. Please provide information on all the loans you made in the previous year using your most recently filed Form 209. Only answer with regards to the loans made by your RLF.

24. Does your organization manage multiple EDA Revolving Loan Funds? *

○ Yes

○ No

25. Does your organization manage EDA Revolving Loan Funds (awards) on behalf other entities? *

○ Yes

○ No

○ Unsure

○ Other

26. How many RLFs does your organization currently manage? *

[   ]

The value must be a number

27. Which type of RLF(s) does your organization manage? *

Please select all that apply.

☐ Legacy RLF

☐ CARES Act RLF

☐ Defederalized RLF

☐ Other

28. In addition to EDA RLF funding, what other funding does your RLF utilize for lending? *

☐ USDA-related loan fund programs

☐ SBA-related loan fund program

☐ EPA Brownfield

☐ CDFI Fund

☐ Private or Public Philanthropy (Foundations)

☐ None

☐ We do not receive EDA funding for our RLF(s)

☐ Other

29. How many applications did your RLF receive last year? *

[   ]

The value must be a number

30. How many loans did you make last year? *

Please provide information on all the loans you made in the previous year using your most recently filed Form 209. Only answer with regards to the loans made by your RLF(s).

The value must be a number

31. What is your total loan volume? *

Please provide information on all the loans you made in the previous year using your most recently filed Form 209. Only answer with regards to the loans made by your RLF(s).

The value must be a number

32. What percent of your organization's loan portfolio is currently in default status? *

Please indicate the percentage of loans that were written off, not paid back and defaulted over the life of the RLF(s) you manage.

The value must be a number

33. How much available lending capital do you currently have that has not been committed? *

Please answer only on behalf of the lending for your RLF and please combine if you're managing multiple RLFs.

The value must be a number

Lending and Loan Operations

These next questions will help us gather some information about your current lending operations.

34. What are your top goals and priorities for your lending activity? *
    Please select all that apply.

☐ Grow overall lending activity

☐ Improve portfolio performance

☐ Find new sources of capital to leverage

☐ Develop new loan products

☐ Improve lending operation efficiency

☐ Maintain current portfolio

☐ Job creation and retention

☐ Other

35. Please score each of the following in terms of the core strengths and weaknesses of your lending operation. *

	Exceptional	Very Good	Neutral	Needs Work	Poor
Loan Sourcing/ Customer Acquisition	○	○	○	○	○
Loan Origination	○	○	○	○	○
Underwriting	○	○	○	○	○
Loan Servicing/ Asset Management	○	○	○	○	○
Customer Support	○	○	○	○	○

36. Please score each of the following in terms of how each of these functions has either improved or declined over the past three years.   *

	Very Much Improved	Slightly Improved	Neutral	Slight Declined	Significant Declined
Loan Sourcing/ Customer Acquisition	○	○	○	○	○
Loan Origination	○	○	○	○	○
Underwriting	○	○	○	○	○
Loan Servicing/ Asset Management	○	○	○	○	○
Customer Support	○	○	○	○	○

37. How do you find new lending opportunities? *

Please select all that apply.

☐ Bank referrals

☐ Word of mouth/customer referrals

☐ Community partners (chambers of commerce, SBDCs, etc)

☐ Direct marketing

☐ Online leads

☐ Other

38. How long does it usually take for staff to respond to inquiries from applicants? *

○ Less than 24 hours

○ 1-2 business days

○ 3-4 business days

○ More than 4 business days

○ Reponses are auto-generated

39. Please provide more information on why you selected the option you did. What factors contributed to your experience with staff response time? *

Please limit your answer to one paragraph.

40. Who has the authority to approve RLF loans in your organization? *

Please select all that apply.

☐ Board of Directors

☐ Loan Committee

☐ Loan Officer

☐ Executive Director

☐ Other

41. Does the approval authority change based on different factors? (ex: loan size) *

○ Yes

○ No

○ Sometimes

○ Unsure

42. Please explain why the approval authority may change. *

Please limit your answer to one paragraph.

43. How many members are on your board/loan committee for the RLF? *

The value must be a number

44. What is the average tenure of the members of your approval authority? *

○ Less than a year

○ 1-4 years

○ 5-9 years

○ 10+ years

○ Not Applicable

○ Other

45. Do you feel your board understands the mission of the RLF? *

○ Yes

○ No

○ Unsure

Loan Products and Other Offerings

These next questions will help us gather some information about your current loan products and other offerings

46. What finance products do you offer today? Please provide a general description of the product features, eligibility requirements, and terms. *

Please limit your answer to one paragraph.

47. Does your organization currently offer any business services (technical assistance) product(s)? *

○ Yes

○ No

48. If you provide business services, how do you provide the services, in general? *

Please select all that apply.

☐ Grants for professional services

☐ One-on-one business counseling

☐ Referrals to other small business development partners

☐ Other

49. If you do provide business services (technical assistance), please provide a general description of these business services. Please also indicate if your organization as a whole provides these services, or just the RLF if it sits within a larger organization. *

Please limit your answer to one paragraph.

50. From program data or your experience, what category of business services (technical assistance) do your borrowers tend to request? *

Please select all that apply.

☐ Accounting

☐ Legal

☐ Business Planning

☐ Marketing and Advertising

☐ Human Resources

☐ Information Technology

☐ Market Research

☐ Other

51. Does your organization specialize in reaching any of the borrowers listed below? *

Please select all that apply.

☐ BIPOC-owned businesses

☐ Women-owned businesses

☐ Immigrant-owned businesses

☐ Businesses located in LMI communities

☐ De novo start-up businesses

☐ Returning citizen-owned businesses

☐ Veteran-owned businesses

☐ LGBTQIA+-owned businesses

☐ Other

52. Do you feel that your current finance product suite and service offerings meet the needs of your target customers? *

○ Yes

○ No

○ Maybe

53. Please describe any opportunities or gaps in your current finance product suite and service offerings. *

Please limit your answer to one paragraph.

54. Which sectors do you believe have the most opportunity for growth for lending activity? *

Please select all that apply. Responses should be three-digit NAICS codes subsectors.

☐ Agriculture, Forestry, Fishing and Hunting (NAICS 11)

☐ Crop Production (NAICS 111)

☐ Animal Production (NAICS 112)

☐ Forestry and Logging (NAICS 113)

☐ Fishing, Hunting and Trapping (NAICS 114)

☐ Support Activities for Agriculture and Forestry (NAICS 115)

☐ Mining, Quarrying, and Oil and Gas Extraction (NAICS 21)

☐ Oil and Gas Extraction (NAICS 211)

☐ Mining (except Oil and Gas) (NAICS 212)

☐ Support Activities for Mining (NAICS 213)

☐ Construction (NAICS 23)

☐ Construction of Buildings (NAICS 236)

☐ Heavy and Civil Engineering Construction (NAICS 237)

☐ Specialty Trade Contractors (NAICS 238)

☐ Manufacturing (NAICS 31-33)

☐ Food Manufacturing (NAICS 311)

☐ Beverage and Tobacco Product Manufacturing (NAICS 312)

☐ Textile Mills (NAICS 313)

☐ Textile Product Mills (NAICS 314)

☐ Apparel Manufacturing (NAICS 315)

☐ Leather and Allied Product Manufacturing (NAICS 316)

☐ Wood Product Manufacturing (NAICS 321)

☐ Paper Manufacturing (NAICS 322)

☐ Printing and Related Support Activities (NAICS 323)

☐ Petroleum and Coal Products Manufacturing (NAICS 324)

☐ Chemical Manufacturing (NAICS 325)

☐ Plastics and Rubber Products Manufacturing (NAICS 326)

☐ Nonmetallic Mineral Product Manufacturing (NAICS 327)

☐ Primary Metal Manufacturing (NAICS 331)

☐ Fabricated Metal Product Manufacturing (NAICS 332)

☐ Machinery Manufacturing (NAICS 333)

☐ Computer and Electronic Product Manufacturing (NAICS 334)

☐ Electrical Equipment, Appliance, and Component Manufacturing (NAICS 335)

☐ Transportation Equipment Manufacturing (NAICS 336)

☐ Furniture and Related Product Manufacturing (NAICS 337)

☐ Miscellaneous Manufacturing (NAICS 339)

☐ Wholesale Trade (NAICS 42)

☐ Merchant Wholesalers, Durable Goods (NAICS 423)

☐ Merchant Wholesalers, Nondurable Goods (NAICS 424)

☐ Wholesale Electronic Markets and Agents and Brokers (NAICS 425)

☐ Retail Trade (NAICS 44-45)

☐ Motor Vehicle and Parts Dealers (NAICS 441)

☐ Furniture and Home Furnishings Stores (NAICS 442)

☐ Electronics and Appliance Stores (NAICS 443)

☐ Building Material and Garden Equipment and Supplies Dealers (NAICS 444)

☐ Food and Beverage Stores (NAICS 445)

☐ Health and Personal Care Stores (NAICS 446)

☐ Gasoline Stations (NAICS 447)

☐ Clothing and Clothing Accessories Stores (NAICS 448)

☐ Sporting Goods, Hobby, Book, and Music Stores (NAICS 451)

☐ General Merchandise Stores (NAICS 452)

☐ Miscellaneous Store Retailers (NAICS 453)

☐ Nonstore Retailers (NAICS 454)

☐ Transportation and Warehousing (NAICS 48-49)

☐ Air Transportation (NAICS 481)

☐ Rail Transportation (NAICS 482)

☐ Water Transportation (NAICS 483)

☐ Truck Transportation (NAICS 484)

☐ Truck Transportation (NAICS 484)

☐ Transit and Ground Passenger Transportation (NAICS 485)

☐ Pipeline Transportation (NAICS 486)

☐ Scenic and Sightseeing Transportation (NAICS 487)

☐ Support Activities for Transportation (NAICS 488)

☐ Postal Service (NAICS 491)

☐ Couriers and Messengers (NAICS 492)

☐ Warehousing and Storage (NAICS 493)

☐ Utilities (NAICS 22)

☐ Information (NAICS 51)

☐ Publishing Industries (except Internet) (NAICS 511)

☐ Motion Picture and Sound Recording Industries (NAICS 512)

☐ Broadcasting (except Internet) (NAICS 515)

☐ Internet Publishing and Broadcasting (NAICS 516)

☐ Telecommunications (NAICS 517)

☐ Data Processing, Hosting, and Related Services (NAICS 518)

☐ Other Information Services (NAICS 519)

☐ Finance and Insurance (NAICS 52)

☐ Monetary Authorities - Central Bank (NAICS 521)

☐ Credit Intermediation and Related Activities (NAICS 522)

☐ Securities, Commodity Contracts, and Other Financial Investments and Related Activities (NAICS 523)

☐ Insurance Carriers and Related Activities (NAICS 524)

☐ Funds, Trusts, and Other Financial Vehicles (NAICS 525)

☐ Real Estate and Rental and Leasing (NAICS 53)

☐ Real Estate (NAICS 531)

☐ Rental and Leasing Services (NAICS 532)

☐ Lessors of Nonfinancial Intangible Assets (except Copyrighted Works) (NAICS 533)

☐ Professional, Scientific, and Technical Services (NAICS 54)

☐ Management of Companies and Enterprises (NAICS 55)

☐ Administrative and Support and Waste Management and Remediation Services (NAICS 56)

☐ Administrative and Support Services (NAICS 561)

☐ Waste Management and Remediation Services (NAICS 562)

☐ Educational Services (NAICS 61)

☐ Health Care and Social Assistance (NAICS 62)

☐ Ambulatory Health Care Services (NAICS 621)

☐ Hospitals (NAICS 622)

☐ Nursing and Residential Care Facilities (NAICS 623)

☐ Social Assistance (NAICS 624)

☐ Arts, Entertainment, and Recreation (NAICS 71)

☐ Performing Arts, Spectator Sports, and Related Industries (NAICS 711)

☐ Museums, Historical Sites, and Similar Institutions (NAICS 712)

☐ Amusement, Gambling, and Recreation Industries (NAICS 713)

☐ Accommodation and Food Services (NAICS 72)

☐ Accommodation (NAICS 721)

☐ Food Services and Drinking Places (NAICS 722)

☐ Other Services (except Public Administration) (NAICS 81)

☐ Repair and Maintenance (NAICS 811)

☐ Personal and Laundry Services (NAICS 812)

☐ Religious, Grantmaking, Civic, Professional, and Similar Organizations (NAICS 813)

☐ Private Households (NAICS 814)

EDA Revolving Loan Fund Community of Practice - Cohort Self Assessment

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55. Which sectors are the <u>most</u> challenging to underwrite? *

Please select all that apply. Responses should be three-digit NAICS codes subsectors.

☐ Agriculture, Forestry, Fishing and Hunting (NAICS 11)

☐ Crop Production (NAICS 111)

☐ Animal Production (NAICS 112)

☐ Forestry and Logging (NAICS 113)

☐ Fishing, Hunting and Trapping (NAICS 114)

☐ Support Activities for Agriculture and Forestry (NAICS 115)

☐ Mining, Quarrying, and Oil and Gas Extraction (NAICS 21)

☐ Oil and Gas Extraction (NAICS 211)

☐ Mining (except Oil and Gas) (NAICS 212)

☐ Support Activities for Mining (NAICS 213)

☐ Construction (NAICS 23)

☐ Construction of Buildings (NAICS 236)

☐ Heavy and Civil Engineering Construction (NAICS 237)

☐ Specialty Trade Contractors (NAICS 238)

☐ Manufacturing (NAICS 31-33)

☐ Food Manufacturing (NAICS 311)

☐ Beverage and Tobacco Product Manufacturing (NAICS 312)

☐ Textile Mills (NAICS 313)

☐ Textile Product Mills (NAICS 314)

☐ Apparel Manufacturing (NAICS 315)

☐ Leather and Allied Product Manufacturing (NAICS 316)

☐ Wood Product Manufacturing (NAICS 321)

☐ Paper Manufacturing (NAICS 322)

☐ Printing and Related Support Activities (NAICS 323)

☐ Petroleum and Coal Products Manufacturing (NAICS 324)

☐ Chemical Manufacturing (NAICS 325)

☐ Plastics and Rubber Products Manufacturing (NAICS 326)

☐ Nonmetallic Mineral Product Manufacturing (NAICS 327)

☐ Primary Metal Manufacturing (NAICS 331)

☐ Fabricated Metal Product Manufacturing (NAICS 332)

☐ Machinery Manufacturing (NAICS 333)

☐ Computer and Electronic Product Manufacturing (NAICS 334)

☐ Electrical Equipment, Appliance, and Component Manufacturing (NAICS 335)

☐ Transportation Equipment Manufacturing (NAICS 336)

☐ Furniture and Related Product Manufacturing (NAICS 337)

☐ Miscellaneous Manufacturing (NAICS 339)

☐ Wholesale Trade (NAICS 42)

☐ Merchant Wholesalers, Durable Goods (NAICS 423)

☐ Merchant Wholesalers, Nondurable Goods (NAICS 424)

☐ Wholesale Electronic Markets and Agents and Brokers (NAICS 425)

☐ Retail Trade (NAICS 44-45)

☐ Motor Vehicle and Parts Dealers (NAICS 441)

☐ Furniture and Home Furnishings Stores (NAICS 442)

☐ Electronics and Appliance Stores (NAICS 443)

☐ Building Material and Garden Equipment and Supplies Dealers (NAICS 444)

☐ Food and Beverage Stores (NAICS 445)

☐ Health and Personal Care Stores (NAICS 446)

☐ Gasoline Stations (NAICS 447)

☐ Clothing and Clothing Accessories Stores (NAICS 448)

☐ Sporting Goods, Hobby, Book, and Music Stores (NAICS 451)

☐ General Merchandise Stores (NAICS 452)

☐ Miscellaneous Store Retailers (NAICS 453)

☐ Nonstore Retailers (NAICS 454)

☐ Transportation and Warehousing (NAICS 48-49)

☐ Air Transportation (NAICS 481)

☐ Rail Transportation (NAICS 482)

☐ Water Transportation (NAICS 483)

☐ Truck Transportation (NAICS 484)

☐ Truck Transportation (NAICS 484)

☐ Transit and Ground Passenger Transportation (NAICS 485)

☐ Pipeline Transportation (NAICS 486)

☐ Scenic and Sightseeing Transportation (NAICS 487)

☐ Support Activities for Transportation (NAICS 488)

☐ Postal Service (NAICS 491)

☐ Couriers and Messengers (NAICS 492)

☐ Warehousing and Storage (NAICS 493)

☐ Utilities (NAICS 22)

☐ Information (NAICS 51)

☐ Publishing Industries (except Internet) (NAICS 511)

☐ Motion Picture and Sound Recording Industries (NAICS 512)

☐ Broadcasting (except Internet) (NAICS 515)

☐ Internet Publishing and Broadcasting (NAICS 516)

☐ Telecommunications (NAICS 517)

- [ ] Data Processing, Hosting, and Related Services (NAICS 518)

- [ ] Other Information Services (NAICS 519)

- [ ] Finance and Insurance (NAICS 52)

- [ ] Monetary Authorities - Central Bank (NAICS 521)

- [ ] Credit Intermediation and Related Activities (NAICS 522)

- [ ] Securities, Commodity Contracts, and Other Financial Investments and Related Activities (NAICS 523)

- [ ] Insurance Carriers and Related Activities (NAICS 524)

- [ ] Funds, Trusts, and Other Financial Vehicles (NAICS 525)

- [ ] Real Estate and Rental and Leasing (NAICS 53)

- [ ] Real Estate (NAICS 531)

- [ ] Rental and Leasing Services (NAICS 532)

- [ ] Lessors of Nonfinancial Intangible Assets (except Copyrighted Works) (NAICS 533)

- [ ] Professional, Scientific, and Technical Services (NAICS 54)

- [ ] Management of Companies and Enterprises (NAICS 55)

- [ ] Administrative and Support and Waste Management and Remediation Services (NAICS 56)

☐ Administrative and Support Services (NAICS 561)

☐ Waste Management and Remediation Services (NAICS 562)

☐ Educational Services (NAICS 61)

☐ Health Care and Social Assistance (NAICS 62)

☐ Ambulatory Health Care Services (NAICS 621)

☐ Hospitals (NAICS 622)

☐ Nursing and Residential Care Facilities (NAICS 623)

☐ Social Assistance (NAICS 624)

☐ Arts, Entertainment, and Recreation (NAICS 71)

☐ Performing Arts, Spectator Sports, and Related Industries (NAICS 711)

☐ Museums, Historical Sites, and Similar Institutions (NAICS 712)

☐ Amusement, Gambling, and Recreation Industries (NAICS 713)

☐ Accommodation and Food Services (NAICS 72)

☐ Accommodation (NAICS 721)

☐ Food Services and Drinking Places (NAICS 722)

- [ ] Other Services (except Public Administration) (NAICS 81)

- [ ] Repair and Maintenance (NAICS 811)

- [ ] Personal and Laundry Services (NAICS 812)

- [ ] Religious, Grantmaking, Civic, Professional, and Similar Organizations (NAICS 813)

- [ ] Private Households (NAICS 814)

56. Which sectors are the <u>least</u> challenging to underwrite? *

Please select all that apply. Responses should be three-digit NAICS codes subsectors.

☐ Agriculture, Forestry, Fishing and Hunting (NAICS 11)

☐ Crop Production (NAICS 111)

☐ Animal Production (NAICS 112)

☐ Forestry and Logging (NAICS 113)

☐ Fishing, Hunting and Trapping (NAICS 114)

☐ Support Activities for Agriculture and Forestry (NAICS 115)

☐ Mining, Quarrying, and Oil and Gas Extraction (NAICS 21)

☐ Oil and Gas Extraction (NAICS 211)

☐ Mining (except Oil and Gas) (NAICS 212)

☐ Support Activities for Mining (NAICS 213)

☐ Construction (NAICS 23)

☐ Construction of Buildings (NAICS 236)

☐ Heavy and Civil Engineering Construction (NAICS 237)

- [ ] Specialty Trade Contractors (NAICS 238)

- [ ] Manufacturing (NAICS 31-33)

- [ ] Food Manufacturing (NAICS 311)

- [ ] Beverage and Tobacco Product Manufacturing (NAICS 312)

- [ ] Textile Mills (NAICS 313)

- [ ] Textile Product Mills (NAICS 314)

- [ ] Apparel Manufacturing (NAICS 315)

- [ ] Leather and Allied Product Manufacturing (NAICS 316)

- [ ] Wood Product Manufacturing (NAICS 321)

- [ ] Paper Manufacturing (NAICS 322)

- [ ] Printing and Related Support Activities (NAICS 323)

- [ ] Petroleum and Coal Products Manufacturing (NAICS 324)

- [ ] Chemical Manufacturing (NAICS 325)

- [ ] Plastics and Rubber Products Manufacturing (NAICS 326)

- [ ] Nonmetallic Mineral Product Manufacturing (NAICS 327)

- [ ] Primary Metal Manufacturing (NAICS 331)

- [ ] Fabricated Metal Product Manufacturing (NAICS 332)

- [ ] Machinery Manufacturing (NAICS 333)

- [ ] Computer and Electronic Product Manufacturing (NAICS 334)

- [ ] Electrical Equipment, Appliance, and Component Manufacturing (NAICS 335)

- [ ] Transportation Equipment Manufacturing (NAICS 336)

- [ ] Furniture and Related Product Manufacturing (NAICS 337)

- [ ] Miscellaneous Manufacturing (NAICS 339)

- [ ] Wholesale Trade (NAICS 42)

- [ ] Merchant Wholesalers, Durable Goods (NAICS 423)

- [ ] Merchant Wholesalers, Nondurable Goods (NAICS 424)

- [ ] Wholesale Electronic Markets and Agents and Brokers (NAICS 425)

- [ ] Retail Trade (NAICS 44-45)

- [ ] Motor Vehicle and Parts Dealers (NAICS 441)

- [ ] Furniture and Home Furnishings Stores (NAICS 442)

☐ Electronics and Appliance Stores (NAICS 443)

57. What challenges have you experienced in lending to your target market? *

Please select all that apply.

☐ Product/market fit mismatch

☐ Significant technical assistant required

☐ Finding sources of leverage for EDA funds

☐ Complicated application/underwriting process

☐ Difficulty identifying new potential clients

☐ Applicant/borrower responsiveness

☐ Other

☐ Transportation and Warehousing (NAICS 48-49)

☐ Air Transportation (NAICS 481)

☐ Rail Transportation (NAICS 482)

☐ Water Transportation (NAICS 483)

☐ Truck Transportation (NAICS 484)

58. What tools or systems do you use to support loan applications, document collection, origination, closing, and servicing? *

Please select all that apply.

- [ ] Salesforce

- [ ] Microsoft Dynamics

- [ ] Microsoft Access

- [ ] Spreadsheets (Microsoft Excel or Google Sheets)

- [ ] Web-based platform (Loanwell, SPARK, Ventures, LenderFit, etc)

- [ ] Nortridge Loan Servicing

- [ ] Down Home Servicing Platform

- [ ] GMS-RLSS

- [ ] Portfol

- [ ] Other

- [ ] Telecommunications (NAICS 517)

59. Has your organization been able to defederalize any of your EDA funds? *

○ Yes

○ No

60. How has your organization used the defederalize funds? *

Please limit your answer to one paragraph.

[   ]

☐ Real Estate and Rental and Leasing (NAICS 53)

☐ Real Estate (NAICS 531)

☐ Rental and Leasing Services (NAICS 532)

☐ Lessors of Nonfinancial Intangible Assets (except Copyrighted Works) (NAICS 533)

☐ Professional, Scientific, and Technical Services (NAICS 54)

☐ Management of Companies and Enterprises (NAICS 55)

☐ Administrative and Support and Waste Management and Remediation Services (NAICS 56)

Systems and Technology

These next questions will help us gather some information about your current IT systems and operations.

61. How satisfied are you with the current systems and tools you are using to support your lending operation? *

Please utilize the scale provided below to choose a rating ranging from 1 to 10.

☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆

62. What tools or systems do you use to support portfolio reporting, impact reporting, and compliance reporting? *

Please select all that apply.

☐ Microsoft Excel

☐ Microsoft PowerBI

☐ Tableau

☐ Google Data Studio

☐ Other

63. Have you undertaken any kind of new system implementation or core system overhaul in the past three years? *

    ◯ Yes

    ◯ No

64. Please describe the purpose of the project and the outcome of the project as well as any challenges you encountered. *

Please limit your answer to one paragraph.

65. For which core job functions do you believe new systems or technology could have the biggest impact on your organization? Please order from highest to lowest impact. *

Customer acquisition/Loan sourcing

Application/packaging

Closing/funding process

Loan servicing

Reporting

66. What are the biggest inhibitors for your organization as you think about implementing new tools to support improved performance and operational efficiency? Please order from highest to lowest impact. *

| Change management/adoption |
| Budget constraints |
| Staff capacity to Implement and maintain a new system |
| Return on investment |
| Difficulty selecting a vendor |

67. Are you currently considering any new system implementation or core system overhaul? *

○ Yes

○ No

68. What are you hoping to improve through a new system implementation or core system overhaul? Please briefly describe the purpose of the project. *

Please limit your answer to one paragraph.

Social Impact and Performance

These next questions will help us gather some information about how you're measuring social impact and performance.

69. Does your organization have a diversity, equity and inclusion (DEI) statement? If yes, please enter it in the text box provided. *

70. Does your organization have stated equity impact goals for its lending portfolio? If yes, please enter it in the text box provided. *

"Equity" as defined by White House Executive Order 13985: *For purposes of this order: (a) The term "equity" means the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, such as Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color; members of religious minorities; lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequality.*

71. Does your organization gather racial or ethnic demographic information on your RLF loan applicants? *

○ Yes

○ No

72. Does your organization track the number of jobs created or retained over the life of the loan, or only at the beginning? *

○ We track the number of jobs created or retained <u>over the life the of loan</u>.

○ We track the number of jobs created or retained <u>at the beginning of the loan</u>.

○ We do <u>not </u>track the number of jobs created nor retained.

○ I am unsure if/what we track regarding jobs created or retained.

73. Do you have any other metrics that you track throughout the life of the loan to assess its impact? If yes, please enter them in the text box provided. *

Please limit your answer to one paragraph.

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