

FOCUS e-newsletter: Consulting
January 2015

What new enrollees can expect

OSCUI enrolled 206 of the 207 credit unions nominated for Consulting services for the first half of 2015. These credit unions will receive assistance during the first semester which runs from January 1 to June 30.

Last month, we notified the credit unions of their enrollment and assigned them to an Economic Development Specialist who will provide the consulting assistance. By the end of this month, each EDS will contact her/his assigned credit unions. During this contact, the EDS will discuss the assistance to be provided and schedule time to work with the credit union.

Our EDSs are experienced field consultants who live throughout the country. During a consultation, the EDS will customize the assistance he/she provides to the unique needs of your credit union.

Each consultation will entail common elements, including:

- ☐ A phone interview to discuss the credit union's needs of the credit union.
- ☐ A request for information from the credit union. This may include policies, procedures, products/services offered and completion of a brief questionnaire to help the consultant assess the credit union's needs.
- ☐ Assistance provided by phone, email or onsite visit.
- ☐ An action plan with recommendations, deliverables and timelines.
- ☐ Follow-up on the credit union's progress in implementing the action plan.

To assist the consultation and maximize the benefit to your credit union:

- ☐ Be prepared to assist the EDS in determining the needs of your credit union and the assistance it requires.
- ☐ Ensure the required credit union officials and officers are present and supportive of the efforts to improve the credit union and the consultant's requests.

We look forward to working with you in 2015. If you have questions, email us at oscuiConsulting@ncua.gov.