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| **PILLARS & FILTERS** | **SUSTAINABILITY** **PRIORITIES** | **STRATEGIC** **PRIORITIES**  | **CF EVENTS** **PLANNED**  |
| **CFLLB COMMUNITY FUTURES** **PILLARS:****Members****Financial****Organization****Partnerships****Mastery****DECISION MAKING FILTERS:****Does it:** 1. **Contribute to CF Office or customer growth or sustainability?**
2. **Help with customer advancement?**
3. **Lead to CF Office effectiveness or efficiency?**
4. **Fit within our mandate?**
5. **Fit within our budget?**
 | **MEMBER Priorities:**1. Update website and social media platforms.
2. Customers are educated on benefits and fully aware of expectations.
3. Customer engagement plan.
4. Exit interviews with customers no longer using our service.
5. Opportunities to benefit customers to be researched/implemented.

**FINANCIAL Priorities:**1. Board member director liability insurance.
2. Expenditure and authorization plan.
3. Capital replacement and maintenance plan.

**ORGANIZATION Priorities:**1. Organizational by-laws and policies to be reviewed/updated.
2. Organizational culture is positive and productive (staff & Board).
3. Compensation for staff is competitive to industry & LLB complete with grids.
4. Staff roles and responsibilities are clearly detailed.
5. Staff are aware of sustainability outcomes and how their role fits with them.
6. All staff are engaged in the success operations of CF LLB
7. Performance appraisals for staff against sustainability outcomes – accountability culture.
8. Risk assessment and mitigation plan.

**PARTNERSHIP Priorities:**1. Relationships with local/regional representatives.
2. Relationships with community groups.
3. Positive relationships with other local economic and business partners.
4. Executive Director aware of all major community news affect CF LLB and keeps Board aware.

**MASTERY Priorities:**1. Employee development plan.
2. Skills of staff/advisors are effectively meeting business development needs of customers.
3. Board annual self-assessment of its functionality and performance.
 | **Year 1 / Year 2**CompleteComplete/OngoingComplete/OngoingCompleteComplete/OngoingCompleteCompleteCompleteComplete/OngoingOngoingCompleteCompleteCompleteComplete/OngoingCompleteCompleteComplete/OngoingOngoingOngoingOngoingCompleteComplete/OngoingOngoing |  |