

To: Columbia Association Board of Directors

From: Milton W. Matthews, President/CEO 

Date: 31 August 2015

Re: Goals for the Remainder of Fiscal Year 2016 (May 2015 to April 2016)

Please see below the **five** goals I will seek, with the assistance of the Board of Directors and staff at all levels of the organization, to accomplish over the remaining eight months of Fiscal Year 2016.

- 1) Develop and have ready for the start of Fiscal Year 2017 (1 May 2016) a “rolling” Five-Year Capital Improvement Plan for CA’s existing physical assets (**Goal #2 of CA’s Strategic Plan**).
- 2) Bring on line by February 2016, a new “user-friendly” and “community resource” focused website for CA (**Goal #4 of CA’s Strategic Plan**).
- 3) Continue to attend at least once a quarter the monthly meeting of the managers of the 10 village associations, and, through 30 April 2016, attend at least one board meeting of each of the 10 village associations. Also, through 30 April 2016, attend a meeting of each of CA’s Advisory Committees (**Goal #3 & Goal #4 of CA’s Strategic Plan**).
- 4) By February 2016, introduce a new training program for Team Members at all levels of the organization and specific to the duties and responsibilities of individual positions, which will be the foundation for creating an exceptional customer experience for all CA stakeholders (**Goal #1 of CA’s Strategic Plan**).
- 5) Work every day to perform at an exceptional level the evolving and varied duties and responsibilities of the position of President/CEO for the Columbia Association (CA), with the intent, among many other desires, for CA to continue as an “employer of choice” and grow in reputation as a respected and sought after community partner (**Goal #5 of CA’s Strategic Plan**).