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Smarter Support & Stronger Connections

Practical resources, fresh insights and peer connections to move forward

Running and working within a small credit union means making every resource, relationship and investment count. This issue brings together practical tools and insights to support your day-to-day operations, from new workforce trends from Robert Half and complimentary access to a team of HR experts through HR Hotline powered by EANE, to a look at how one credit union used an Impact Grant to enhance its lending experience. Together, these resources offer ideas and support to help your credit union address challenges, strengthen operations and continue serving members effectively.

Just as important are the connections that come from learning from one another. Small credit union leaders are invited to join us at APEX 2026 on Wednesday, October 14 for a **dedicated Small Credit Union Networking Session**. There's no agenda and no formal presentations — just time to connect with peers, exchange ideas and discuss the challenges and opportunities you're navigating.

And remember, small credit unions receive **25% off registration for CCUA events**, including APEX, helping make it easier to take advantage of the education, resources and connections available throughout the year.

Hiring trends: 2026 Demand for Skilled Talent

Hiring remains active in 2026, but finding the right talent is becoming more challenging. Robert Half's latest Demand for Skilled Talent report finds that 66% of leaders plan to increase permanent headcount in the second half of the year, while 58% say finding skilled professionals is harder than it was a year ago. The report also explores how AI, persistent skills gaps and changing workforce needs are reshaping hiring strategies across key professional fields.



View the full Hiring trends 2026 report by our partners at Robert Half

Impact Grant Spotlight: Naveo Credit Union

At Naveo Credit Union, the Impact Grant helped support the implementation of a new online lending application designed to create a more modern, streamlined experience for members. The enhancement builds on Naveo's recent investments in its small business and commercial lending capabilities, making it easier to apply while improving efficiency throughout the lending process.



"With the CCUA Impact Grant, we bridge the tech gap to compete with major banks and maximize our local member impact." - Naveo Credit Union

Complimentary Member Benefit: HR Hotline

CCUA members have complimentary access to expert guidance through the Employers Association of the Northeast (EANE) HR Hotline. Credit unions can connect directly with EANE's team of experts for support with employee relations, compliance, recruiting, compensation, performance management and other day-to-day challenges. It's a practical resource designed to give members timely guidance when HR questions arise.



Contact the HR Hotline powered by EANE: 877-662-6444



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