

Gracelyn Khan

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SUMMARY

Human services and **economic development** administrator with 10 years of progressive responsibility across **capital access**, small business finance, **public programs**, and **regional service delivery**. Directs administrators, evaluates program effectiveness, reviews financial statements, and converts federal, state, and local requirements into clear operating guidance. Builds productive relationships with Community Development Financial Institutions, lenders, agencies, boards, community organizations, and entrepreneurs. Uses Salesforce CRM, management reporting, workload analysis, and outcome tracking to strengthen service quality and funding decisions. Leads studies that connect program data with policy, staffing, budget, and process recommendations. Presents complex issues in practical language, supports community workshops, and keeps teams focused during regulatory change. An MPA and economics foundation support sound judgment across financial inclusion and economic development initiatives. Prepared to contribute steady leadership, careful analysis, and accessible service delivery in a public mission environment.

EXPERIENCE

Director, Capital Access Programs

July 2022 - Present

HarborPoint Economic Development Collaborative

Sacramento, CA

Directs a regional **capital access** portfolio delivered through **CDFIs** and financing partners. Sets priorities for four program managers, guides policy studies, and represents program results with public and community stakeholders.

- Set priorities for four program managers across a regional CDFI lending portfolio and service network.
- Reviewed borrower financial statements and eligibility data, strengthening recommendations for **small business financing** decisions.
- Studied lending outcomes and technical assistance results, guiding policy, process, and resource recommendations.
- Converted public funding requirements into operating guidance, quality reviews, staff briefings, and Salesforce controls.
- Presented capital access results to **agencies**, lenders, boards, entrepreneurs, and **community organizations** across Sacramento.
- Led **community workshops** connecting entrepreneurs with lending, development, and advisory resources, then tracked follow up outcomes.

Senior Program Manager, Small Business Finance

March 2019 - June 2022

North Valley Community Finance Network

Davis, CA

Directed regional small business finance operations through subordinate administrators, combining service quality oversight with **management reporting, regulatory implementation**, and stakeholder coordination.

- Directed regional service operations through **subordinate administrators**, maintaining quality standards across small business **programs**.
- Analyzed workload, staffing, program data, and financial information to guide management decisions.
- Translated federal, state, and local requirements into practical **procedures** and staff guidance for delivery teams.
- Prepared management reports and recommendations covering effectiveness, resources, corrective actions, and service priorities.
- Engaged public agencies, financing partners, community groups, and stakeholders around regional service priorities.
- Used **CRM** and database reporting to track services, outcomes, follow up actions, and unresolved issues.

Human Services Program Administrator

August 2016 - February 2019

Sierra Public Benefits Partnership

Roseville, CA

Managed **regional human services** operations through subordinate administrators, connecting program controls, regulatory guidance, performance reporting, and community relationships with dependable service delivery.

- Directed regional service operations through **subordinate administrators**, maintaining consistent quality across public benefit programs.
- Analyzed **workload, staffing**, program data, and financial information to support management decisions.
- Translated federal, state, and local requirements into procedures and staff guidance for frontline teams.
- Prepared management reports with recommendations on **program effectiveness**, resources, and corrective actions.
- Engaged public agencies, financing partners, community groups, and stakeholders on service priorities.
- Used CRM and database reporting to track services, outcomes, follow up actions, and unresolved issues.

Senior Management Analyst

September 2013 - July 2016

Community Resource Strategies

Elk Grove, CA

Provided senior analytical support for regional service operations, examining programs, staffing, funding, workload, and procedures while helping administrators act on management recommendations.

- Directed regional service operations through **subordinate administrators**, maintaining quality standards across assigned programs.
- Analyzed program data, workload, staffing, and financial information to guide management recommendations.
- Translated federal, state, and local requirements into practical procedures and staff guidance.
- Prepared management reports on **program effectiveness**, resources, corrective actions, and operational priorities.
- Engaged public agencies, financing partners, community groups, and stakeholders on service priorities.
- Used CRM and database reporting to track services, outcomes, follow up actions, and unresolved issues.

PROJECTS

Regional Capital Access Outcomes 📅 2024

Led a cross partner review of lending and technical assistance outcomes. Connected Salesforce records, borrower information, and partner feedback with practical recommendations for policy, staffing, and service improvements.

Small Business Finance Service Review 📅 2021

Examined regional workload, staffing, financial information, and service outcomes. Findings supported management reporting, corrective actions, and clearer procedures for administrators and community partners.

LEADERSHIP & AWARDS

- Economic Development Finance Professional credential, recognized in 2021 for applied finance knowledge.
- Capital Access Practitioner Roundtable, Steering Committee Member, supporting peer learning and shared program practices.
- Regional Small Business Finance Collaborative, Community Workshop Lead, connecting entrepreneurs with financing resources.

EDUCATION

Master of Public Administration

California State University, Sacramento GPA: 4.0

2013

Sacramento, CA

Coursework: Public budgeting, program evaluation, public policy, organizational management

Bachelor of Arts in Economics

University of California, Davis GPA: 4.0

2011

Davis, CA

Coursework: Financial analysis, statistics, microeconomics, public finance

CERTIFICATIONS

- Economic Development Finance Professional 📅 2021
- California Class C Driver License 📅 2021

TECHNICAL SKILLS

- **Capital Finance:** CDFIs, small business lending, access to capital
- **Financial Analysis:** Financial statements, borrower analysis, financial information
- **Program Management:** Program operations, service quality, program effectiveness
- **Regulatory Analysis:** Federal regulations, state regulations, local regulations
- **Policy Development:** Legislative analysis, policy studies, procedure changes
- **Reporting Systems:** Management reporting, statistical reporting, outcome reporting
- **CRM Platforms:** Salesforce CRM, service tracking, outcome tracking
- **Database Reporting:** CRM databases, service records, unresolved issue tracking
- **Economic Development:** Economic development programs, economic development policy, small business development
- **Public Administration:** Human services administration, income maintenance, social services
- **Community Engagement:** Community workshops, liaison activities, stakeholder presentations
- **Funding Management:** Public funding programs, funding sources, resource analysis
- **Operations Management:** Workload analysis, staffing analysis, process controls
- **Stakeholder Relations:** Public agencies, community organizations, financing partners
- **Transportation Credentials:** California Class C Driver License, alternative transportation, field service travel

SKILLS

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|--------------------------|------------------------|-----------------------------|------------------------|
| • Capital Access | • Economic Development | • Legislative Analysis | • Community Engagement |
| • Small Business Lending | • Human Services | • Regulatory Interpretation | • Staff Leadership |
| • CDFIs | • Financial Analysis | • Local Funding | • Database Reporting |
| • Financial Inclusion | • Program Evaluation | • Salesforce CRM | |

PROFESSIONAL AFFILIATIONS

- Capital Access Practitioner Roundtable, Steering Committee Member
- Regional Small Business Finance Collaborative, Community Workshop Lead

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST