

The OACAA/John Glenn Institute Best Practice Awards



THE JOHN GLENN INSTITUTE
FOR
PUBLIC SERVICE & PUBLIC POLICY

Sponsored by the Ohio Association of Community Action Agencies and The Ohio State University's John Glenn Institute for Public Service and Public Policy

With support from the
Ohio Department of Development Office of Community Services

NOMINATION FORM

Agency _____

Address _____

City _____, Ohio Zip _____

Phone _____ Fax _____ Email _____

Executive Director _____ Board Chair _____

Contact Person for this Nomination _____

Contact Phone _____ Fax _____ Email _____

Title of Nominated Program _____

CSBG National Goal Addressed by Program: (Circle One) 1 2 3 4 5 6

Annual Operating Budget of Agency: (Circle One)

Less than \$1M \$1M+ to \$2M \$2M+ to \$5M \$5M+ to \$10 Over \$10M

No. of Full-Time Agency Employees: (Circle One) <15 16-50 51-100 101-200 Over 200

No. of Part-Time Agency Employees: (Circle One) < 5 6-15 16-30 31-50 51-100 Over 100

Location (Circle One) urban rural mixed

Estimated Population of Area Served by Agency (Circle One)

<25,000 25,000-49,999 50,000-99,999 100,000-499,999 500,000-999,999 1,000,000+

We certify that the attached information in support of our nomination for an OACAA/John Glenn Institute Best Practices Award is true and understand that a representative of the John Glenn Institute for Public Policy and Public Service may contact our agency for further information and clarification.

Executive Director

Date

Board Chair

Date

INSTRUCTIONS FOR COMPLETION OF APPLICATION

Format

Best Practices Award nominees are requested to prepare a narrative describing the need or problem, the solution developed and implemented by the agency, and an evaluation of the program. Present the information using the following outline and headers:

- I. PROGRAM SUMMARY
- II. PROGRAM DESCRIPTION
 - A. Need or Problem Identified
 - B. Solution
- III. PROGRAM EVALUATION

Nominees may also provide supporting documents, such as brochures, newspaper articles, letters of support, photographs, etc.

Guidance for Preparing Narrative

As you write your narrative, please keep in mind that winning applications will be posted on OACAA's Best Practices in Community Action Web Site. You are writing for your peers, so you should provide enough detail regarding what, why, and how for another agency to consider replication of your program or project. Under each heading below, comments or questions are provided to help guide preparation of your narrative. Responses to these comments or questions (if available and applicable to your program) should be included in whatever narrative form and order you choose to tell your story. John Glenn Institute reviewers will evaluate your program based on evidence of replicability, outcomes, innovation, and collaboration, so please make sure your narrative includes a discussion of these attributes, if applicable to your program. The length of your narrative is up to you, but probably shouldn't be less than a page and a half.

I. PROGRAM SUMMARY

Provide a concise description of the program—the need, what you did about it, and the outcome(s) described numerically if possible. This narrative should be less than 100 words.

II. PROGRAM DESCRIPTION

A. NEED OR PROBLEM IDENTIFIED

State concisely the need or problem identified including the target population. Provide the local social, political, or economic background information needed to understand the context of the need or problem. Did the program come about as a result of unique circumstances or demographics? Provide quantitative assessment of need, if available and applicable. (For example, " 500 people laid off...")

B. SOLUTION (BEST PRACTICE)

1. Describe the change implemented- the solution to the problem. Consider:
 - What was the change required and the goal of this change?
 - Why was this the best solution, how did it create the change needed?
 - What were the innovative or creative aspects of the solution, if any?
 - How did this program meet or correlate with your agency's mission?
 - How or what did you define as program success? (outcome statement)

2. Describe how you implemented the solution and the level of effort required. Consider:
 - Resources used: *Was the effort to change labor intensive? How many staff members were involved? What did they do to help implement your solution? Did you use volunteers? How many? Did you have to hire consultants? What did they do? Can you estimate the cost of implementing the program? What were/are your funding sources? What new technology did you have to buy & apply to implement the program (if any)?*
 - Collaborative efforts: who did you work with, how, and why? (if applicable)
 - Steps taken: What activities, steps, or tasks were needed to develop the program or make the necessary changes (this is different from how you operate the program)
3. Describe how the program (or project, or strategy, etc.) works or operates. Consider:
 - What processes or steps make the program work?
 - What resources and collaborative efforts (as outlined above), are needed to operate the program?
 - What quality control processes do you have in place to ensure/verify the program is operating as intended?
 - How does this program fit into the ongoing work of the organization? Is it part of an existing program? Does it interface with other units of your organization?

III. PROGRAM EVALUATION

1. Describe the quantified, measured performance outcomes for the program—for example, “Out of the 500 people eligible for the program, 300 enrolled, and 50 completed..” , and any other measures you have demonstrating output, efficiency, and effectiveness over a given timeframe. In addition, you may also provide qualitative assessments of program outcomes. Why do you consider this program a success? How long has this program been operating? Is there a “track record” of program success over time?
2. What have you learned from doing this program?
3. What advice or recommendations would you have for others considering your program?

The Six ROMA Goals

1. Low-Income People Become More Self-Sufficient. (Family Level)
2. The Conditions in which Low-Income People Live are Improved. (Community Level)
3. Low-Income People Own a Stake in Their Community. (Community Level)
4. Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved. (Agency Level)
5. Agencies Increase Their Capacity to Achieve Results. (Agency Level)
6. Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems. (Family Level)

Definition of Best Practice

“A Best Practice in Community Action is any program, project, process, procedure, or strategy that has produced a positive change in one or more of the agency’s core operations, and which:

1. Measurably improves the efficiency or effectiveness of customer service or support systems;
2. Is replicable with modification in other community action agencies; and
3. Is an innovative or creative solution to the problem addressed by the practice”.

Additional Instructions

Ohio CAA Executive Directors and Board Chairs may nominate one or more programs carried out by their agency, all or in part, during calendar year 2003. Ohio CAAs may nominate as many of their programs as they like in separate applications. All nominations must be made within one of the six CSBG National Goal categories.

CAA's may nominate any program, project, process, procedure, or strategy that has produced a positive change in one or more of the agency's core operations, and which:

- Measurably improves the efficiency or effectiveness of customer service or support systems (scoring: up to 30 points)
- Is replicable with modification in other community action agencies (Scoring: up to 30 points); and
- Is an innovative or creative solution to the problem addressed by the practice (Scoring: up to 40 points).

OACAA and The John Glenn Institute recognizes that collaboration with community organizations plays a positive role in the success and sustainability of many programs, projects, etc. Each Glenn Institute evaluator may award up to 10 "bonus points" in any ROMA category where collaboration plays a demonstrated positive role.

The final determination of winning nominations shall be at the sole discretion of program evaluators of The John Glenn Institute for Public Service & Public Policy.

Representatives of The John Glenn Institute may call officials of nominating CAA's for follow-up questions and clarification. They may ask to be put in contact with a client who participated in the nominated program or staff and volunteers involved with the program.

Nomination forms and all supporting documentation should be sent to:

Cindy Holadnak, Director – Management Development Programs
John Glenn Institute for Public Policy and Public Service
The Ohio State University
301 Fischer Hall, 2100 Neil Avenue
Columbus, Ohio 43210

Nomination forms must be postmarked no later than November 14, 2003. Awards will be presented at a ceremony during the OACAA Winter Conference in February 2004.

OACAA and The John Glenn Institute would like to present the awards to the full winning team, including: staff, volunteers, board members, successful clients, and persons representing collaborating organizations.

For further information, please contact:

Ohio Association of Community Action Agencies

50 West Broad Street, Suite 1616
Columbus, Ohio 43215
614-224-8500 Office
614-224-2587 Fax
info@oacaa.org