

COMMUNITY EXCELLENCE GROUP PROGRESS TOOL: A Self-Assessment

This resource is a companion to the Communities of Excellence Framework. It is designed to help community excellence groups determine if the perceptions of all involved in your leadership and activities are the same. Some of the questions in this tool refer to your community excellence group [CEG] while others refer to your community excellence initiative as a whole. Still other questions pertain to your whole community. The goal is for you to gain knowledge of the following answers to help you understand if progress is being made:

- Are your values, vision, mission, and plans being deployed?
- Does your leadership team, your community excellence group, understand them?
- Do the members of your community excellence initiative understand and support them?
- Are your communications effective?
- Is the message being well received?

STEP 1:

Share this tool with your community excellence group members and request that they complete the self-assessment on their own from their unique perspective. Rate your CEG with a number that corresponds to the spectrum of Steps Toward High Performance. Once completed with each category, total your points.



<p>Community operations are characterized by activities rather than by processes, and they are largely responsive to immediate needs or problems. Goals are poorly defined.</p>	<p>The community is beginning to carry out shared operations with repeatable processes, evaluation, and improvement, and there is some early coordination among parts of the community. Strategy and quantitative goals are being defined.</p>	<p>Community operations are characterized by repeatable processes that are regularly evaluated for improvement. Learnings are shared, and there is coordination among parts of the community. Processes address key strategies and goals.</p>	<p>Community operations are characterized by repeatable processes that are regularly evaluated for change and improvement in collaboration with other affected parts of the community. The community seeks and achieves efficiencies through analysis, innovation, and the sharing of information and knowledge. Processes and measures track progress on key strategic and operational goals.</p>
<p>Results that are important to the community's ongoing success are missing, not used, or randomly reported.</p>	<p>Results that are important to the community's ongoing success are reported, tracked over time, and improving.</p>	<p>Results that are important to the community's ongoing success are trending in the right direction and doing well relative to competitors or other relevant communities.</p>	<p>The full array of results that are important to the community's ongoing success are reported and trended over time, indicating top performance relative to other communities.</p>

STEP 2:

Either gather and compile the responses showing the number of responses in each item —OR— come together to discuss each statement and/or question to agree on a collective answer. If there are varying levels of knowledge or opinions about a topic, indicate the range. If you are not sure of the answer, use your best judgment. You are also free to contact our Executive Director Stephanie Norling at snorling@communitiesofexcellence2026.org or 619-719-1045 to discuss your questions.

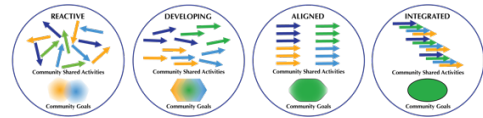
STEP 3:

Based on your collective answers, discuss where you feel your community excellence group is on the spectrum of Steps Toward High Performance. Identify the top 3-5 things your group should focus on for the future.

STEP 4:

Then, share your assessment with your Communities of Excellence mentor and National Learning Collaborative faculty members. The results can help these resources better assist your community excellence group on its Journey to Community Excellence.

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#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
1 Community Leadership					
1A	The members of our community excellence group [CEG] understand why our work is urgent and important.				
1B	The members of our CEG know its vision (where it is trying to go in the future).				
1C	The members of our CEG know its mission (what it is trying to accomplish).				
1D	The members of our CEG have a collaborative mindset and can-do attitude.				
1E	The members of our CEG know its shared values (the guiding rules of the road on our excellence journey).				
1F	The members of our CEG are ethical and demonstrate the shared values we have agreed to uphold and practice.				
1G	The culture of our CEG is inclusive, respectful, and empowers many people to be involved.				
1H	Information regarding the work of our CEG is shared frequently and transparently with the group and key stakeholders.				
1I	All members of our CEG are given the opportunity to contribute their unique perspectives, knowledge, skill sets, and thoughts.				
1J	The members of our CEG are willing to invest the necessary resources (time, talent, finances) in our collective work.				
1K	Our CEG invests in the development of the next generation of leaders for our community's sustainability.				
1L	Our CEG has representation from all sectors and areas of our community.				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
2 Community Strategy					
2A	As it plans for the future, all members of our CEG are given the opportunity to contribute their unique ideas.				
2B	Our CEG encourages new ideas and solving problems in new ways (innovation).				
2C	The members of our CEG have agreed to a shared vision, strategic priorities, and goals.				
2C	The members of our CEG know and understand how strategic plans and action projects affect them and their roles and responsibilities in the community as well as their respective organizations.				

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2D	Our CEG is flexible, resilient, and makes changed quickly when needed.				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
3 Residents and Other Customers					
3A	Our CEG knows who its residents other customers are.				
3B	Our CEG knows who its stakeholders are.				
3C	Our CEG regularly asks the community’s residents and other customers what they need and want for the community.				
3D	Our CEG regularly asks the community’s stakeholders what they need and want for the community.				
3E	Our CEG always considers the many diverse perspectives of the community’s residents, other customers, and stakeholders in decision-making.				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
4 Measurement, Analysis, and Knowledge Management					
4A	Our CEG knows how to measure the quality of our work.				
4B	The members of our CEG measure their individual and our collective effectiveness toward our agreed upon shared goals.				
4C	We use this information to make changes that improve our work.				
4D	The members of our CEG have access to all of the information (quantitative and qualitative data) needed for decision-making and implementation of action plans.				
4E	Our CEG knows the status of the community in the key area of health and safety.				
4F	Our CEG knows the status of the community in the key area of lifelong educational attainment.				
4G	Our CEG knows the status of the community in the key area of economic vitality.				
4H	Our CEG knows the status of the community in the key area of quality of life including infrastructure, housing, utilities and broadband, recreation, environmental conservation.				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
5 People Resources					
5A	The members of our CEG know and understand their roles and responsibilities within the context of our community excellence work.				
5B	The members of our CEG cooperate, coordinate, and collaborate as an effective team.				

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5C	The members of our CEG are recognized by each other for their valuable contributions to the team.				
5D	The members of our CEG are committed to the success of our work within and on behalf of the community.				
5E	Our CEG is prepared to smoothly handle transitions of people moving in and out of our group (handoffs and onboarding/orientation of member roles and responsibilities).				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
6 Community Operations					
6A	The members of our CEG have everything they need to implement our action plans.				
6B	Our CEG has processes for doing our work.				
6C	The members of our CEG are comfortable creating new and improving existing processes when necessary.				
6D	Our CEG has a core team of people committed to and empowered to handle the day-to-day communication, coordination, and administrative support of our initiative's network within our community.				
6E	Our CEG is prepared to assist our community deal with natural or man-made emergencies the areas where we have capabilities and can make an impact.				
POINTS SUB-TOTAL					
#	Category and Question	REACTIVE 1-2 points	DEVELOPING 3-5 points	ALIGNED 6-8 points	INTEGRATED 9-10 points
7 Results					
7A	Our community's residents and other customers are aware of our CEG's work.				
7B	Our community's residents and other customers are satisfied with our CEG's work.				
7C	The members of our CEG know how well our group is doing financially.				
7D	Our CEG has the right people and skills to do our work.				
7E	Our CEG identifies and works to remove barriers to accomplishing its members work toward shared goals.				
7F	The members of our CEG obey laws and regulations.				
7G	The members of our CEG practice high standards and ethics.				
7H	Our CEG is making a difference in our community.				
7I	Participating in our CEG is an enjoyable experience.				
POINTS SUB-TOTAL					
CUMULATIVE TOTAL OF POINTS					