

SPECTRUM OF SUPPORT FOR COMMUNITY EXCELLENCE GROUPS

Mentor

Provided through COE

- Hold the community excellence group [CEG] accountable for assignments throughout their National Learning Collaborative [NLC] experience
- Help with trust-building and reassurance
- Ask probing and prompting questions to catalyze and steer conversation
- Serve as an interpreter of COE/Baldrige concepts and principles for the unique CEG situation while helping them recognize the linkages in the COE Framework
- Provide practical, detailed advice about specific development concerns, encourage with positive, honest, diplomatic feedback
- Point out positives, strengths, and progress as well as opportunities for improvement
- Review (not assess or evaluate) the CEG's Community Profile and application to offer guidance for the COE Assessment and Recognition Program prior to submission for general structure and inclusion of required elements
- Complete a community visit if this option is chosen by the community for an additional fee to be arranged with all parties including COE's executive director

A BENEFIT OF PARTICIPATION IN COE'S NATIONAL LEARNING COLLABORATIVE

Community Coach

Training for independent coaches to be offered by COE

In addition to mentorship:

- Assist with the integration of Baldrige-adapted COE Principles within the community excellence group [CEG] beyond the verbal exchange of mentorship
- Provide facilitation of strategic action planning and serve as a strategist for the CEG's work aligned with COE Framework and the group's vision
- Provide guidance on promising practices for how to:
 - Gather, analyze, interpret and communicate data
 - Create community development-focused communications collateral
 - Develop collaborative leadership structure and processes
- Exhibit an objective dedicated focus on guiding the process without the distraction of the backbone's or members' day-to-day responsibilities
- Provide links to resources as needed to assist with various subject matter

ADDITIONAL INVESTMENT FOR A MINIMUM OF THE ABOVE SERVICES

Consultant

Independent

Provides specific services:

- Community development coaching
- Meeting facilitation and coordination
- Subject Matter Expert [SME]
- Administrative support
- Communications collateral & support - internal & external
- Relationship-building within community and with those serving the community
- Spokesperson
- Data gathering, analysis, interpretation, and communication
- Grant and partner proposals
- Integration of Baldrige-adapted COE Principles within the CEG
- Strategist (aligned with COE Framework and group's vision)
- Strategic planning facilitation and coordination of implementation/deployment
- Project Management
- COE Application Writing
- Process architect
- Progress reporting
- Other duties as defined

ADDITIONAL INVESTMENT FOR MUTUALLY AGREED UPON SERVICES