

what agencies have to say . . .

“We think the Self-Evaluation is worth the effort alone. It demands an organization to closely examine its operations both internally and externally. It enables you to take a highly magnified look at your mission and the roads you have taken and are taking to stay the course.”

“We strongly agree that this is a wonderful means of self-evaluation – agencies need to understand that the investment of time, energy and resources has a great return.”

“It was obvious how much we learned from the process when our newest planner, who had only been with the agency a few months when we started the award process, attended a recent workshop and knew more about community action than some of the people who have worked in community action for 10 years.”



about Community Action Partnership

The Community Action Partnership is the nonprofit, national membership organization representing the interests of the more than 1,000 Community Action Agencies (CAAs) across the country that annually help 17 million low-income Americans achieve economic security. Whether it's a Head Start program, Weatherization, job training, housing, food bank, energy assistance, financial education, or any of the other 40-plus distinct programs, CAAs work to make America a better place to live.

In order to help CAAs meet ever-changing community needs, the Partnership sponsors an annual convention, publishes a quarterly magazine, provides training and technical assistance opportunities, and a weekly electronic newsletter. The Partnership sponsors a national improvement and certification program for individual CAAs (“Pathways to Excellence,” and “Award for Excellence” based on the Baldrige standards) and a rigorous training program for individual Community Action leaders (“Certified Community Action Professional,” CCAP).

THE PROMISE OF COMMUNITY ACTION

*Community Action changes people's lives,
embodies the spirit of hope,
improves communities,
and makes America a better place to live.
We care about the entire community,
and we are dedicated to helping people help
themselves and each other.*

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Pathways to Excellence



*... getting started at
getting better!*

is your agency ready to begin its journey?

Is your agency ready to move to the next level of excellence? Is your state interested in a capacity building strategy focused on excellence rather than mere compliance?

If your organization is willing to undertake a rigorous, comprehensive, and diagnostic self-study and subsequent peer-expert review, you may want to enroll in the **Pathways to Excellence**.

The Community Action Partnership's Pathways to Excellence program is a process in which CAAs undertake a team-based and very detailed self-assessment of their policies and practices and compares them to the thirty-four Standards of Excellence, which emphasize the systemization of these best practices. It begins with comprehensive training for the agency's team of management staff and Board members, so that they are fully prepared for the process of performing and writing the self-study.

Modeled closely after the Malcolm Baldrige National Quality Process, the Pathways initiative uses powerful and proven quality tools and resources including:

- ♥ Thirty-four Standards of Excellence representing best-in-class CAA practices;
- ♥ A rigorous and structured diagnostic self-study methodology based on the thirty-four standards;
- ♥ A two day CAA team training session on the standards and assessment process;
- ♥ A third-party CAA peer-expert review and feedback report process identifying each CAA's unique strengths and specific areas for agency improvement;
- ♥ A state-based option to host the Pathways infrastructure providing in-state training, technical assistance, and support.

what is the Pathways process?

TWO ENROLLMENT OPTIONS

1. State-Based Pathways Initiative:

State CAA Association and State CSBG Office set up a collaborative agreement with the Partnership for the voluntary in-state Pathways initiative;

- ♥ The Partnership conducts in-state Pathways training for the agencies choosing to enroll.
- ♥ Nine-month Self Study timetable, with technical assistance and support;
- ♥ Self-Study Reports submitted followed by a three month period for peer review and feedback reports to be issued.

2. National Open Enrollment Cycle: (for individual CAAs)

- ♥ A Pathways "Open Enrollment" cycle is announced annually. Open enrollment usually ends in December;
- ♥ An agency submits a Pathways to Excellence application with required forms, fees and documents;
- ♥ Agency team attends a Pathways two-day training session within a month of the end of open enrollment;
- ♥ Nine month Self-Study timeline begins after training;
- ♥ Three-month Peer-Expert review process begins after agency submits their completed self-study;
- ♥ A Pathways Comprehensive Feedback Report is delivered to the agency at the end of the third month of the peer review period.

what are the Standards of Excellence?

The Standards of Excellence describe thirty-four of the very best practices of Community Action Agencies (CAAs). The Standards help answer the question: *What does an excellent Community Action Agency look like?*

Compliance is not excellence: do not confuse these Standards with compliance requirements, which generally represent operational minimums.

PATHWAYS TO EXCELLENCE FEE SCHEDULE

Agency-wide Annual Funding	Pathways Open Enrollment Fee*
\$0 – \$500,000	\$750
\$500,001 – \$1,000,000	\$900
\$1,000,001 – \$3,000,000	\$1050
\$3,000,001 – \$6,000,000	\$1200
\$6,000,001 – \$9,000,000	\$1350
\$9,000,001 – \$12,000,000	\$1500
\$12,000,001 and above	\$1800

* Agencies enrolling via the State Based Pathways have a separate fee structure— contact the Partnership for details on the State-Based Initiative

for more information

You may download the detailed set of Standards, the Pathways to Excellence Application Form, FAQ, Brochure, and other information at

www.communityactionpartnership.com

For additional information and questions, contact Denise Harlow, Sr. Director of Training and Technical Assistance, Community Action Partnership, 202-595-0660

धारlow@communityactionpartnership.com