



THE AWARD FOR EXCELLENCE IN COMMUNITY ACTION

The **Community Action Award for Excellence** is the highest recognition an agency can earn in Community Action. The Award for Excellence recognizes Community Action Agencies that have been judged by a panel of expert peer reviewers to have truly exceptional management and operational practices.

The award is dedicated to recognizing excellence and perpetuating it nationwide among all CAAs. It represents the very best we have to offer - those organizational qualities that set Community Action Agencies apart from others when it comes to performance, community service, and overall excellence. The Award is modeled after the prestigious Malcolm Baldrige National Quality Award, but it is tailored to the structure and mission of Community Action Agencies. Like the Baldrige Award, the Award for Excellence incorporates a national recognition component as well as a learning/improvement component. A self-study requirement examines an applicant's best practices in seven organizational areas.

SEK-CAP demonstrated its strength across all seven categories within the Excellence program, including Leadership, Strategic Planning, Customer Focus, Performance Management, Human Resources, Organizational Processes, and Results. Embedded within the seven Categories of Excellence are 35 Standards of Excellence, which are the criteria used to determine a CAA's standing.

Every organization can and should strive to improve how they do business, serve their customers, and exceed the expectations of their community and constituency. CAAs now more than ever need to compete for diminishing resources by improving the efficiency and effectiveness of their operations. Excellence is about identifying and exceeding customer expectations, and striving for maximum possible performance.

The Award for Excellence is a way to recognize and reward excellence that already exists throughout the network of over 1,000 Community Action Agencies (CAAs). Promoting excellence and helping others adopt proven best practices generates a commitment to excellence that is contagious and beneficial. To date, ten CAA's have completed the rigorous self-study and review process and achieved the Award for Excellence in Community Action.

SEK-CAP's Self-Study detailed a variety of innovative programs and services, highlighting our Creative Housing Opportunities - Innovative Childhood Education Services (CHOICES), a collaborative project that involved the renovation of old store front buildings in Pittsburg and construction of new facilities to serve hundreds of families with children at one central location. Amenities at CHOICES include an early childhood learning center, family emergency shelter, apartments, and a community park. We are proud of our organizational achievements fueled by the passion, dedication, and commitment of our staff, volunteers, governance team, and partners.

Southeast Kansas Community Action Program, Inc.
Recipient of the "Award for Excellence" in Community Action