

INSTITUTE FOR PERFORMANCE EXCELLENCE



BALDRIGE | PERFORMANCE EXCELLENCE | QUALITY | LEADERSHIP

The Baldridge Foundation Institute for Performance Excellence

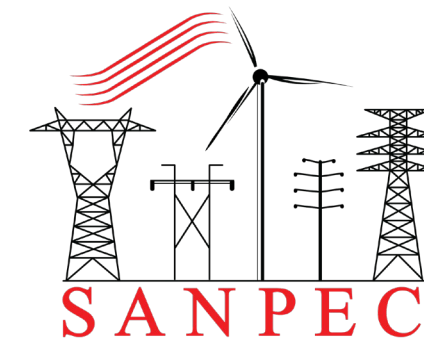
Presents:

Communities of Excellence 2026: What's New and What's Next

November 20, 2024



Mac Baldrige Society Members



Opening Remarks/Agenda

Introduction **Al Faber**, President & CEO
Baldrige Foundation

Panelist **Stephanie Norling**, President & CEO
Communities of Excellence 2026

**Audience
Questions** **Moderator – Al Faber**

Closing **Al Faber Remarks**

Communities of Excellence 2026

What's New and What's Next



Who We Are

communitiesof*excellence*²⁰²⁶

A nonprofit organization committed to improving the quality of life for residents at the community level

by assisting communities in implementing the Baldrige-based Communities of Excellence Framework as a roadmap for addressing the most pressing community challenges and opportunities with systematic thinking and action, inclusivity, collaboration, and a commitment to performance excellence.

Our Belief

That a **systems framework** proven to drive performance excellence in *companies and organizations* – the Baldrige Framework - can be modified to achieve performance excellence in *communities* to benefit the health and wellbeing of all residents.

What Have We Been Up To?

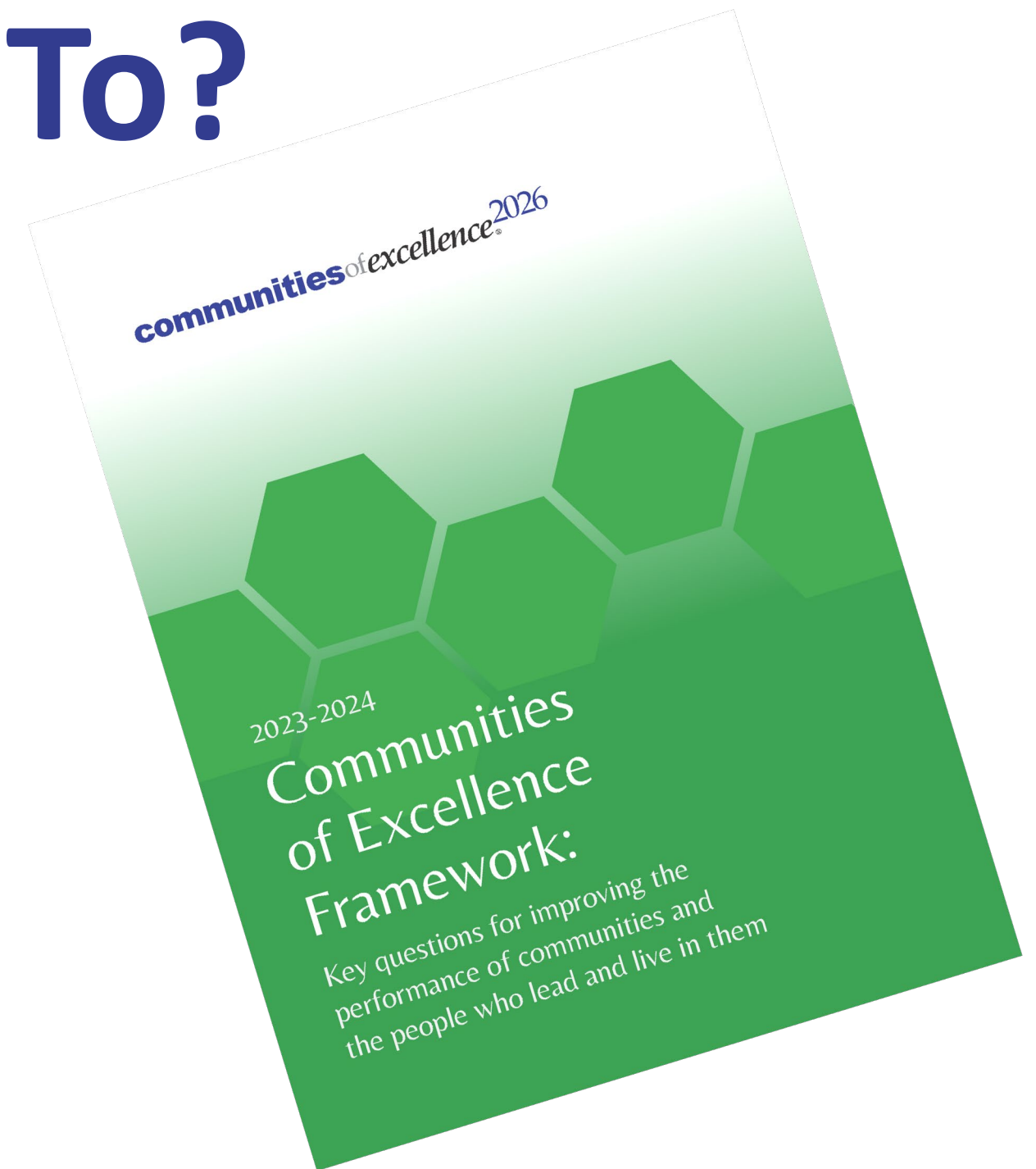
communities of excellence²⁰²⁶ National Learning Collaborative

GUIDING COMMUNITIES WITH A BIG PICTURE APPROACH

We believe communities can achieve ...

- EDUCATIONAL SUCCESS
- HEALTH AND WELLNESS
- EQUITABLE OUTCOMES
- OVERALL IMPROVED QUALITY OF LIFE

A Systems Approach in Communities

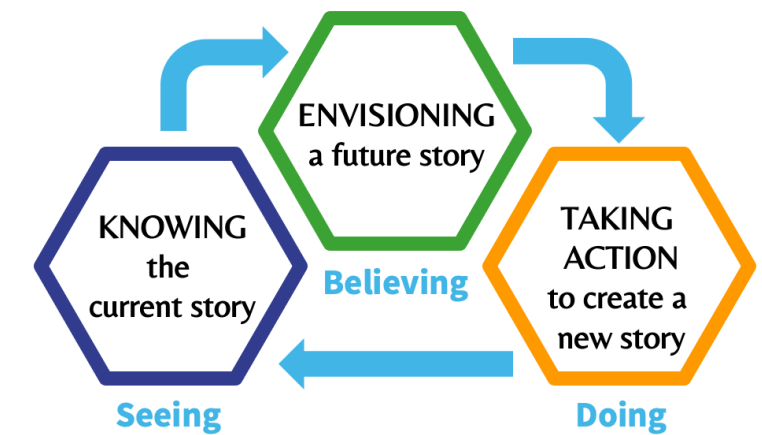
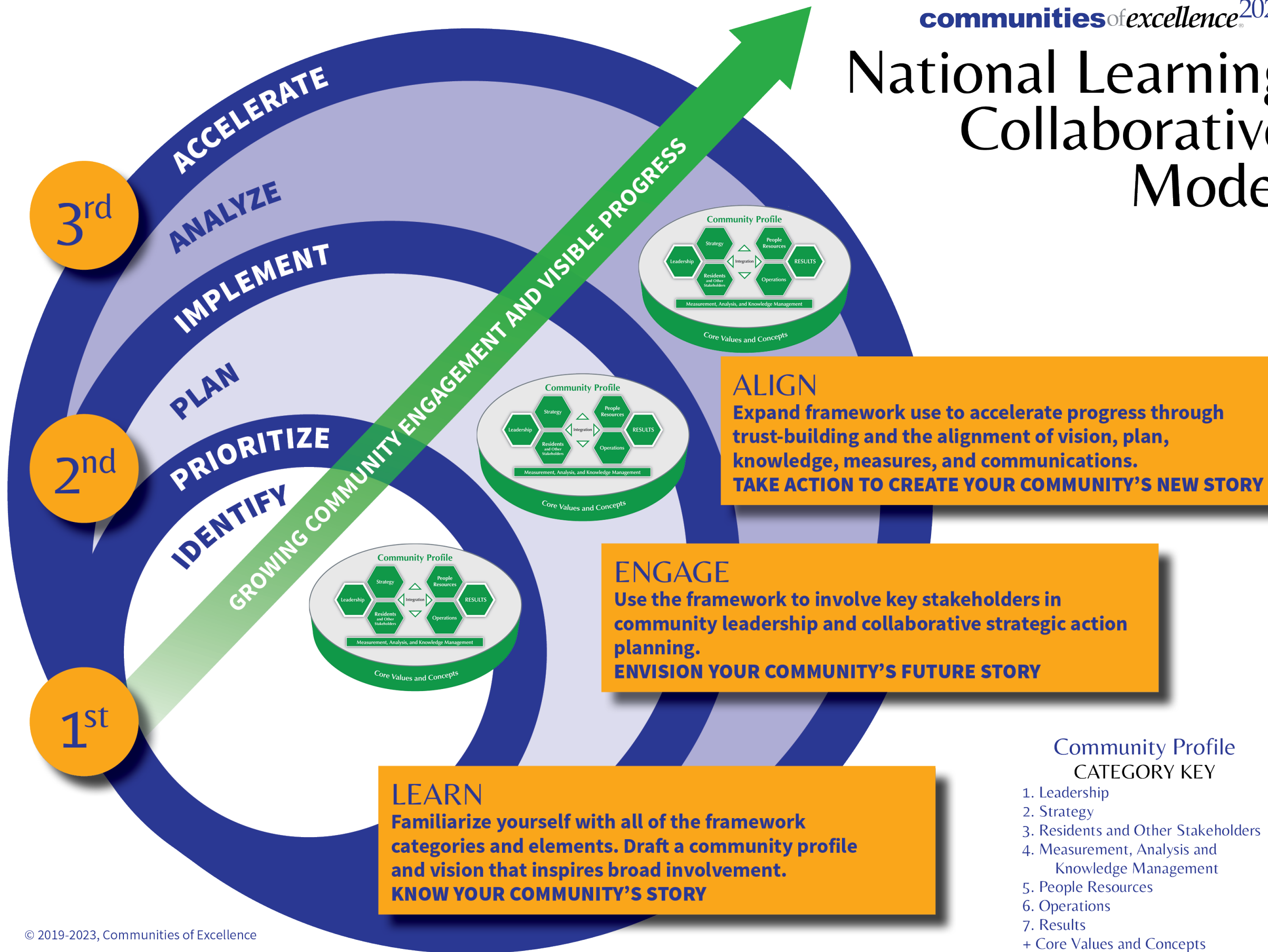


communities of excellence²⁰²⁶ Assessment & Recognition

A CONTINUOUS IMPROVEMENT PROGRAM

National Learning Collaborative Model

The pursuit of excellence is a continuous journey, not a destination.



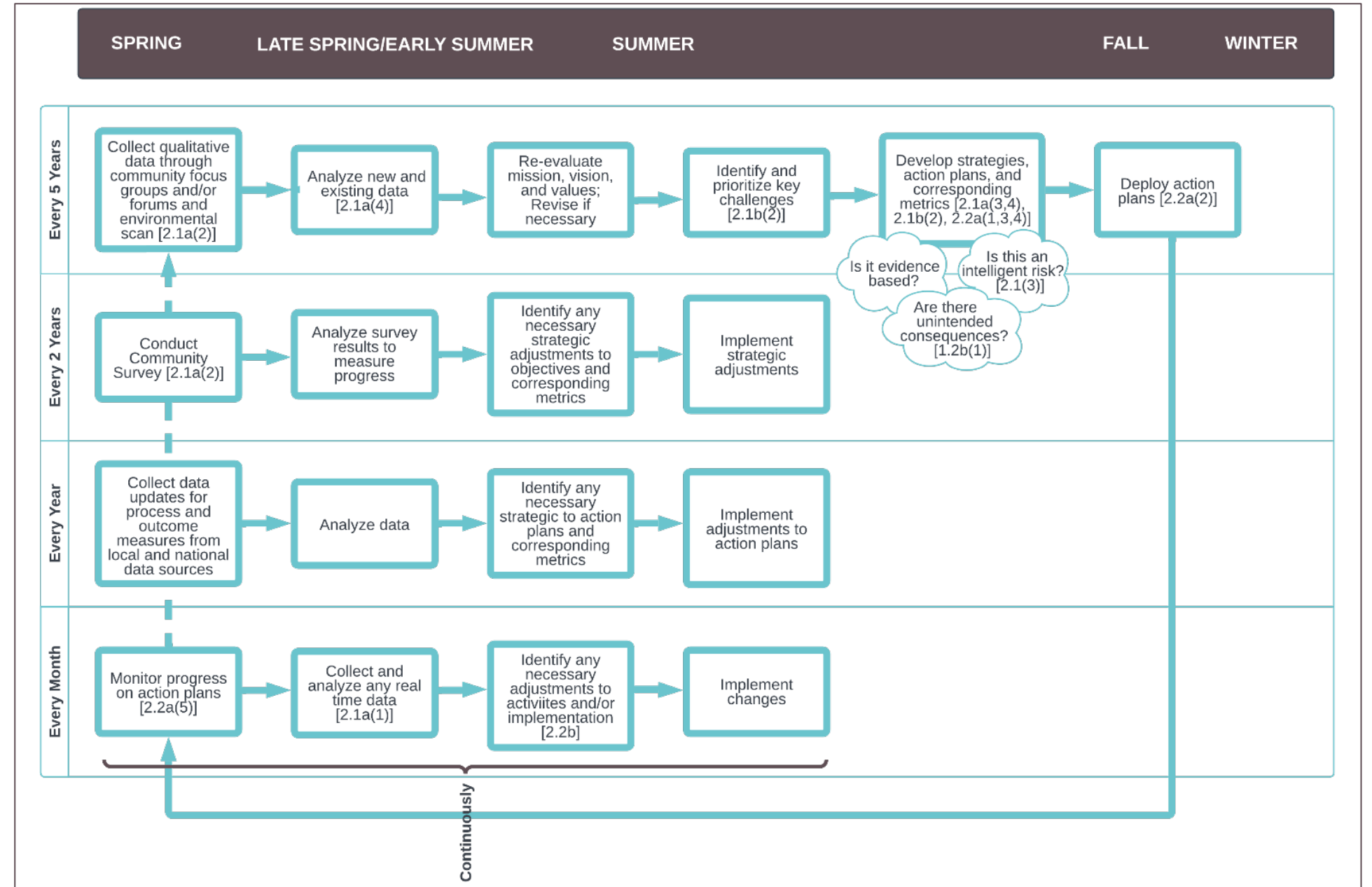
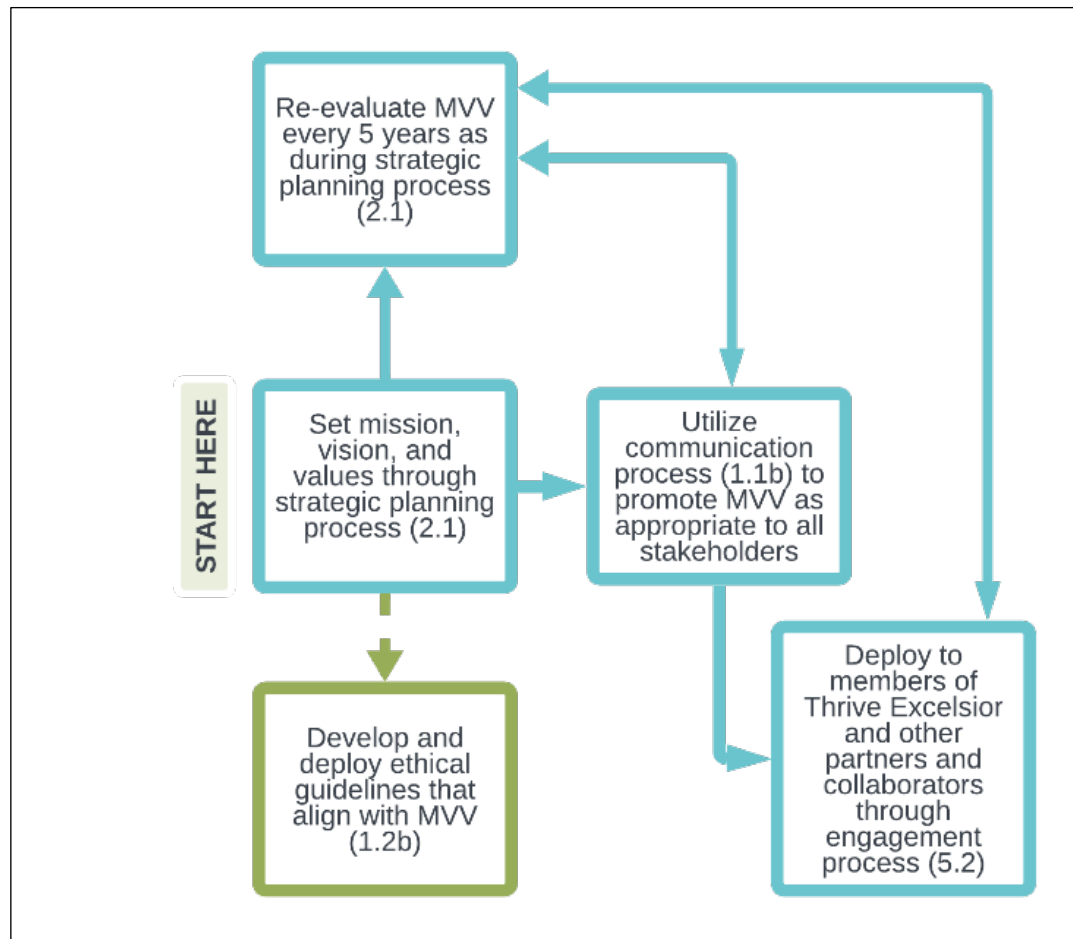
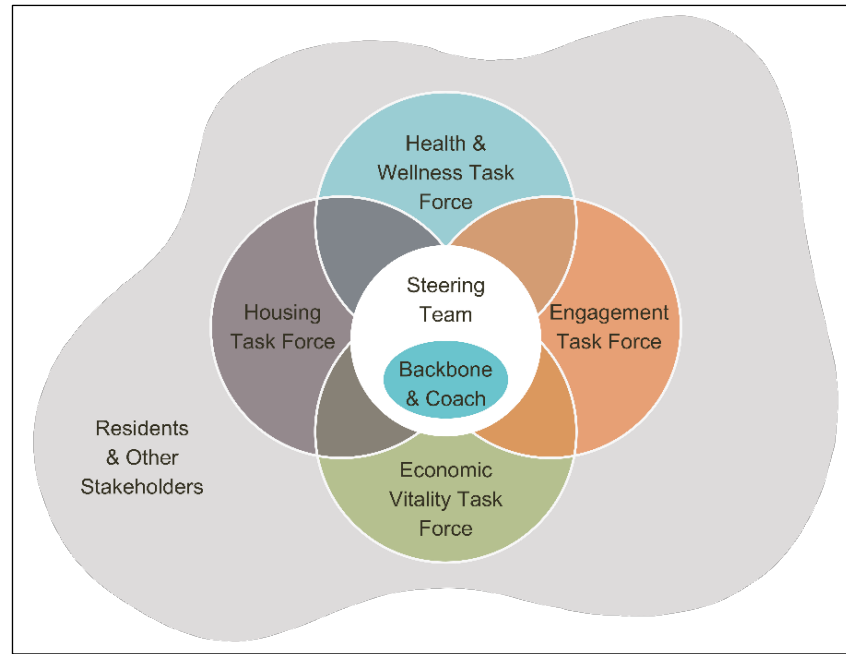




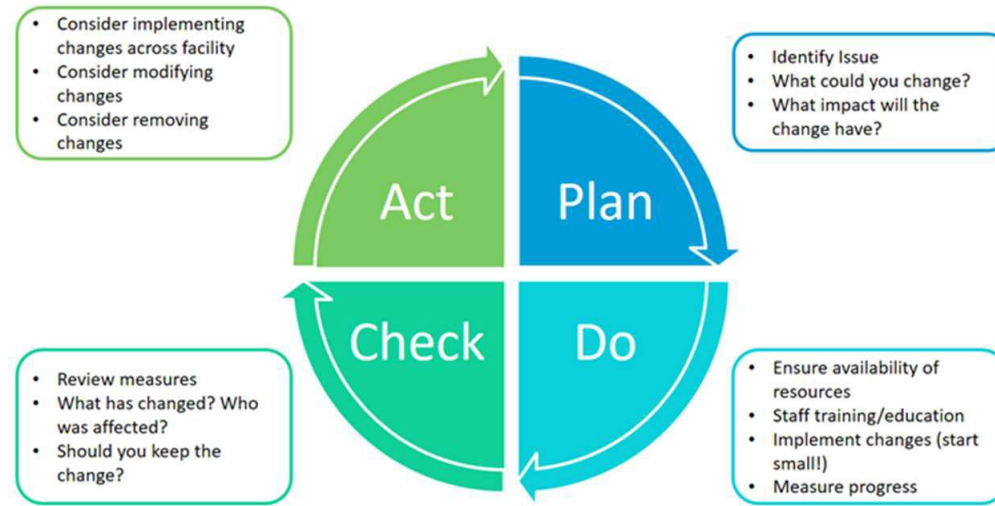
communities of excellence²⁰²⁶
2024 Fall Conference
The Age of Innovation & Resilience
Monday, October 28 – Tuesday, October 29, 2024 | Coral Gables, Florida



Processes that Support Excellence



Processes that Support Excellence



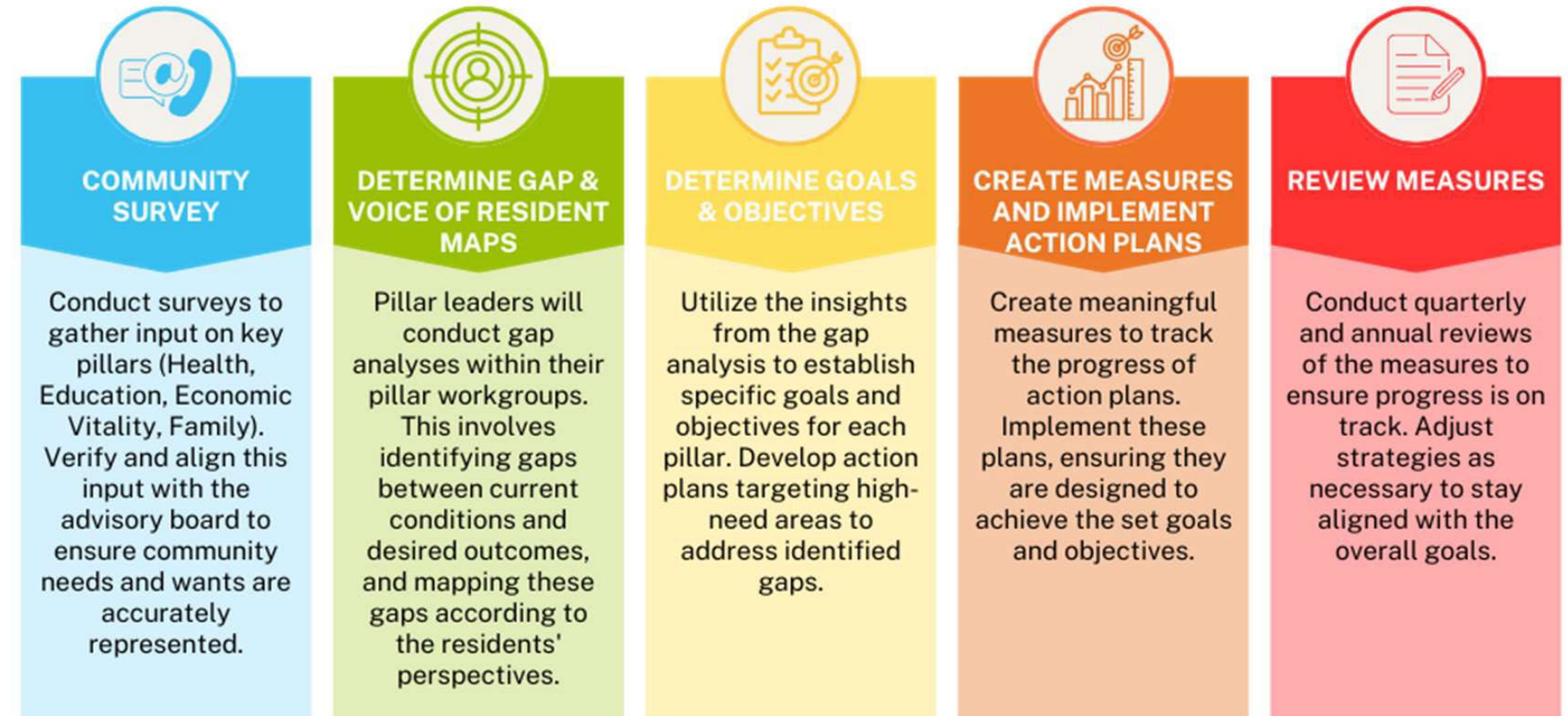
STRATEGY DEVELOPMENT

CONDUCT EVERY 3-5 YEARS

Leadership System





- Establish Mission, Vision, Values**
Define purpose, long-term aspirations, and guiding principles to set a clear direction.
- Align Resources and Talent**
Ensure the right people and resources are in place and aligned with the mission and goals to maximize efficiency and effectiveness.
- Deliver Services**
Execute the KEY programs and services of the CEG with excellence, meeting the needs of customers and stakeholders.
- Measure and Validate**
Assess performance through data and feedback, ensuring that outcomes meet the set objectives and standards.
- Improvement**
Continuously seek and implement ways to enhance processes, services, and outcomes based on the measured results and validated feedback.



Processes that Support Excellence

Communities of Excellence 2024 Indicator Dashboard							
Objectives	LWSD Area of Influence	COE Domain	Indicator	Measures	Target	Status	Notes
Behavioral and Mental Health: Transform mental health and well-being through community-led solutions.	Health	Quality of Life: Social and Community	Enhance Access to Behavioral Health / Mental Health Information	# Community Events	2	COMPLETED	Completed 2
				# Workshops	2	IN-PROGRESS	Completed 1
			Reach Communities of High Prevalence	# Mental Health Assessments Completed (Check Your Mood tool)	600	COMPLETED	Completed 3,330
			Collaborative Efforts	# Coordinated efforts that enhanced access to vulnerable and under-resourced communities	5	IN-PROGRESS	Completed 2
Homelessness: Reduce, prevent, and end homelessness.	Community	Quality of Life: Housing	Community Engagement	# Panel Presentation, Community Events, Workgroup Meetings, Partner Highlight Presentation	3	COMPLETED	Completed 7
				# of Outreach Events Attended	10	IN-PROGRESS	Completed 2
			Availability of Resources	# Coordinated Efforts - Partner Events	10	IN-PROGRESS	Completed 2
				# Directory of Resources	50	COMPLETED	Completed 60
Food Insecurity: Create sustainable access to culturally appropriate, affordable, healthy food.	Social	Quality of Life: Nutrition Insecurity	Physical Access to Food	# Meals Distributed	29,000	COMPLETED	Distributed 83,041
				# Access Points	3	COMPLETED	3 drop off sites' hotels, and migrant center
			Availability of Resources	# of Presentations	5	COMPLETED	Completed 10
				# Community Events	25	COMPLETED	Completed 52
			Enhanced Food System Collaboration	# Coordinated efforts that enhanced access to vulnerable and under-resourced communities	2	COMPLETED	Completed 2 (Migrant humanitarian response and flood response efforts)

Live Well San Diego South Region Community Leadership Team South Region Community Engagement Input Form

At the beginning of 2022, the *Live Well San Diego* South Region Community Leadership Team (LWSD SRCLT) collectively identified **3 top drivers of engagement** as:

DIVERSITY OF SECTORS/VOICES

TRUST

COMMUNITY AS THE EXPERT

Today, we ask that you assess the LWSD SRCLT with these 3 drivers in mind. This feedback will be used to improve collaboration within the leadership team to enhance ongoing efforts towards making South Region a healthy, safe, and thriving community.

DIVERSITY OF SECTORS/VOICES

Share a little about yourself and the organization you represent.

What is your gender identity? Female Male Non-Binary Transgender
 Intersex Other: _____ Prefer Not to Say

Race/Ethnicity : Black or African American American Indian or Alaska Native Asian White
 Latinx or Hispanic Pacific Islander or Hawaiian Mixed Race Other: _____

Age Range: Under 18 18-24 25-34 35-44 45-54 55-64 65+

List Your Organization: _____

Role: _____

What sector best represents your organization? Please choose one.

Community-based organizations (CBOs)
 Area of Focus: _____
(Ex. Homelessness, Food Insecurity, Behavioral Health, etc.)

Healthcare organization
 Government (City, County, State, tribal nations)
 Faith-based organizations (FBOs)

Military and veterans
 Educational Institutions

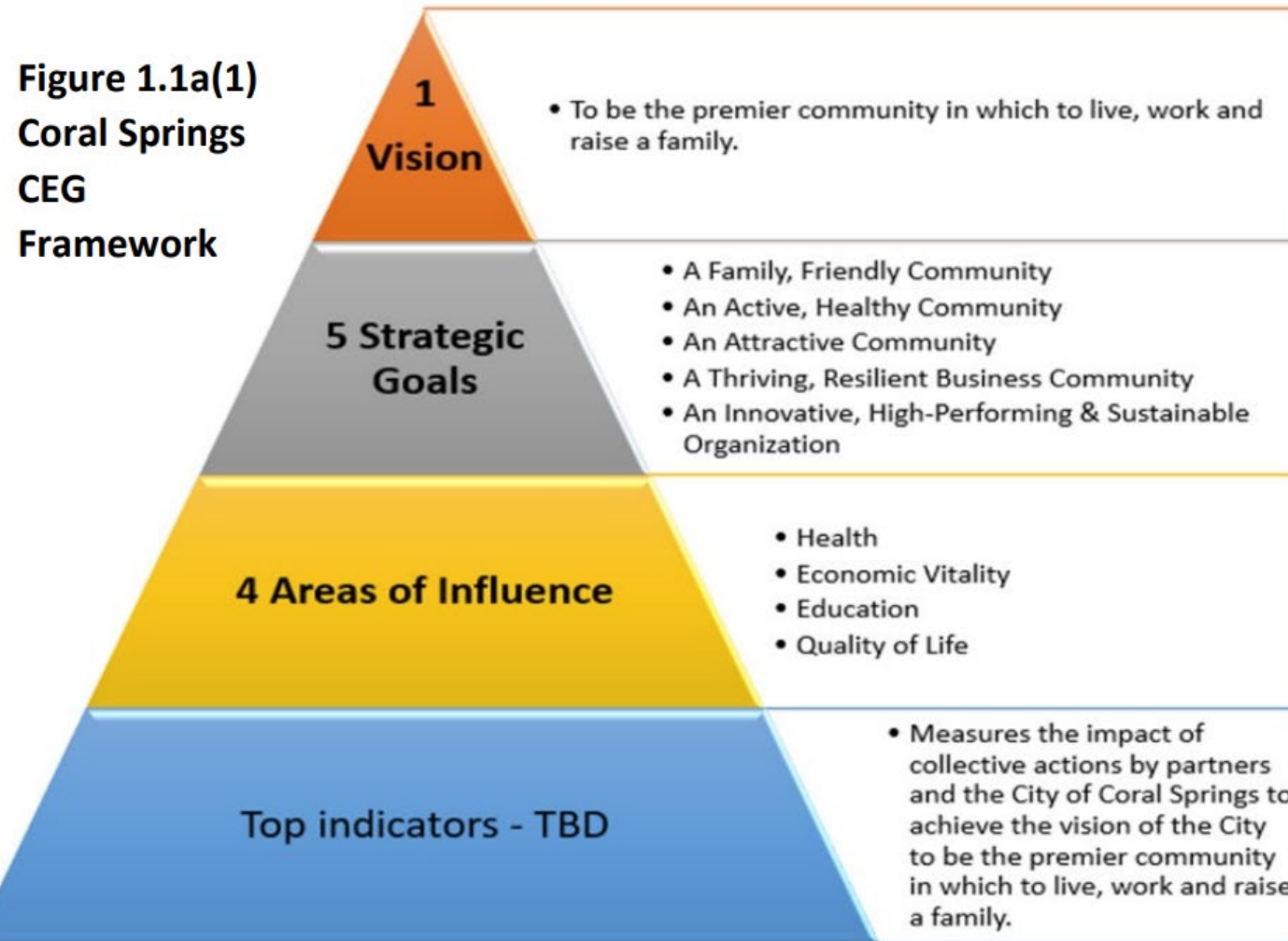
Business
 Other: _____

Which city/cities does your organization serve? _____

PLEASE CONTINUE ON BACK SIDE OF THIS PAGE →



Processes that Support Excellence



Method	Listen & Learn	Building Relationships (3.1a(1))	Complaint Management (3.2a(3))	Frequency of Method
Customer Surveys	X	X	X	A
Public Hearings	X	X	X	M x2
Advisory Committees	X	X	X	M
Focus Groups	X	X	X	PRN
City Hall in the Mall	X	X	X	D
Complaint Tracking	X	X	X	D
Website	X	X	X	D
Citizen Magazine		X		Q
Community Forums	X	X	X	Q
Police Substations	X	X	X	D
Community Oriented Policing	X	X	X	D

3.1 Summary of methods used to listen and learn (to determine requirements), build relationships, and manage complaints.

Results



Figure 7.1(1)-4; Food Insecurity

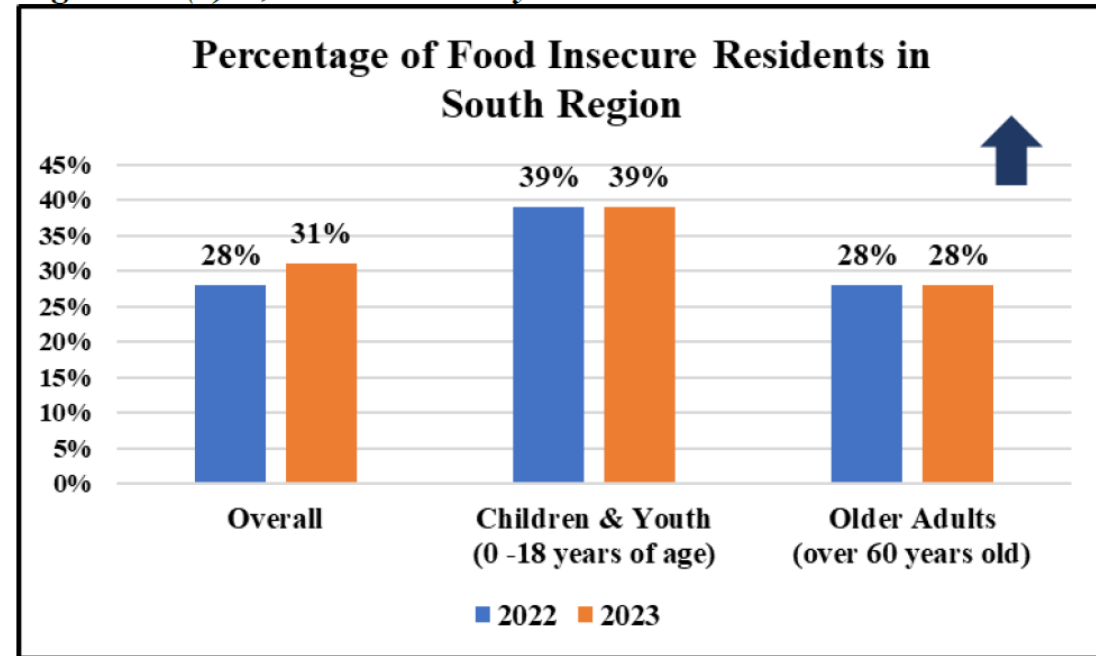


Figure 7.1(2)-2; Food Insecurity WG – Number of People Served

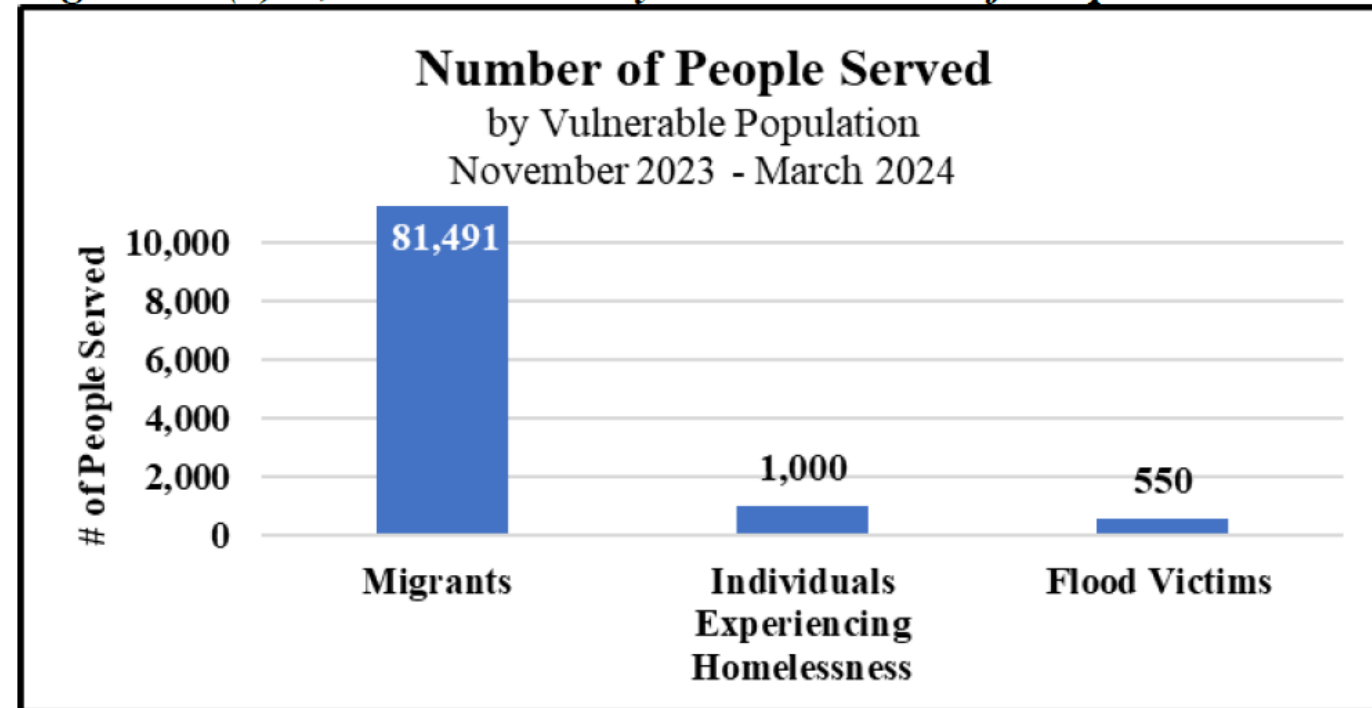


Figure 7.2(2)-2; Love Your Heart Participation

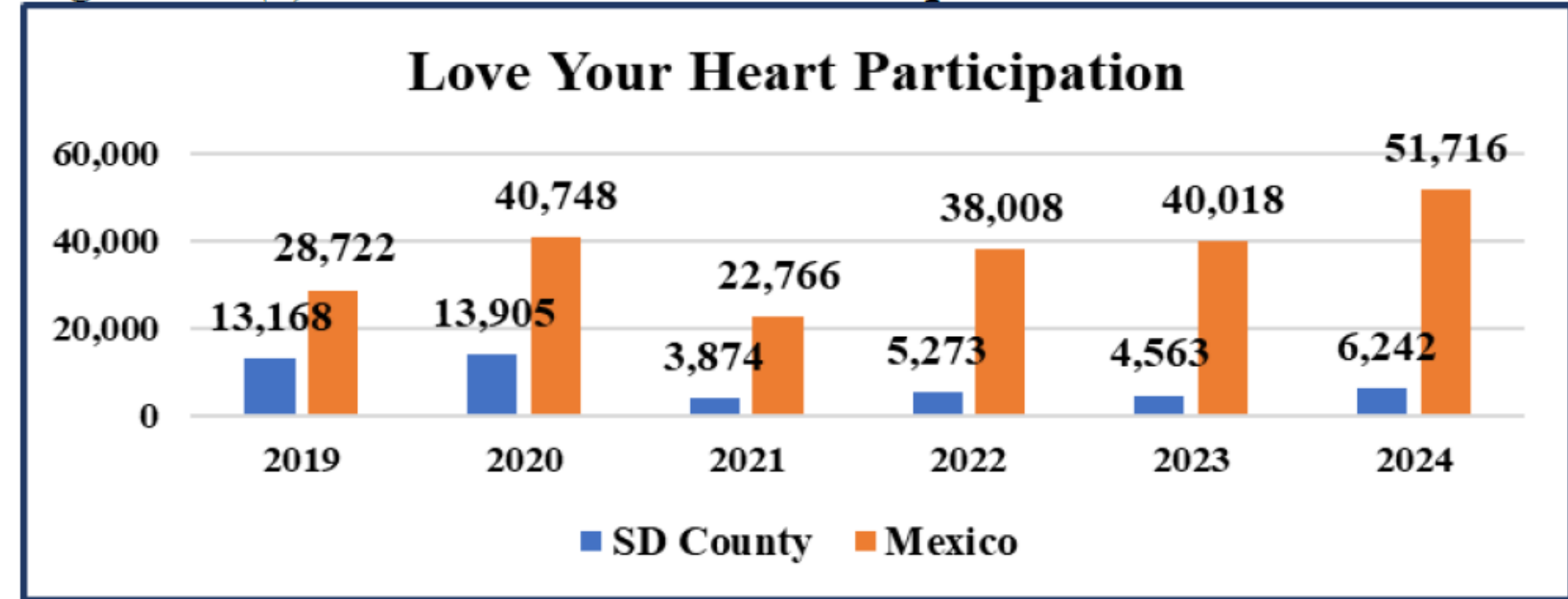
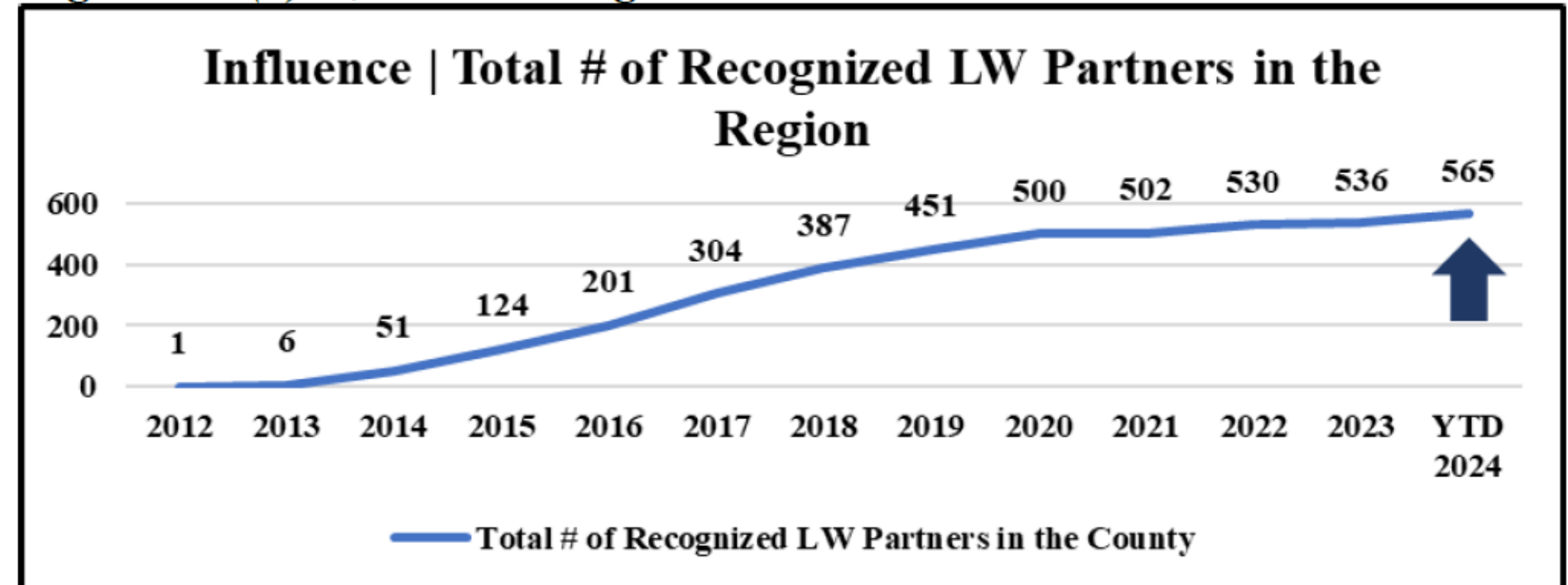


Figure 7.3(1)-2; Total Recognized LW Partners



Results

Healthy West Kendall

Powered by West Kendall Baptist Hospital



Figure 7.7 Swimming Scholarships by Race/Ethnicity

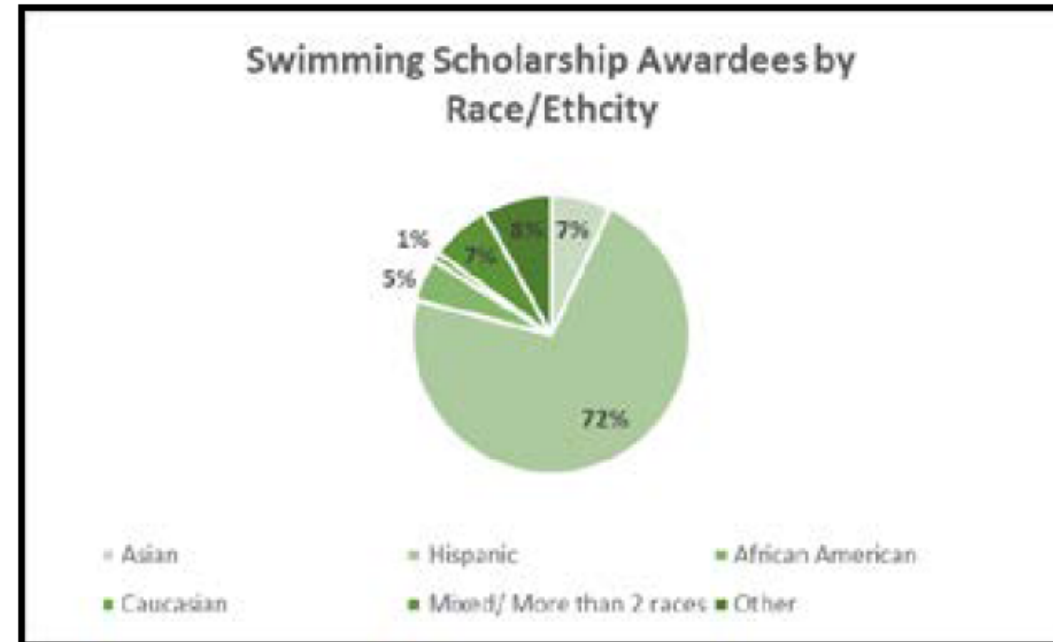


Figure 7.8 Swimming Scholarships by Income

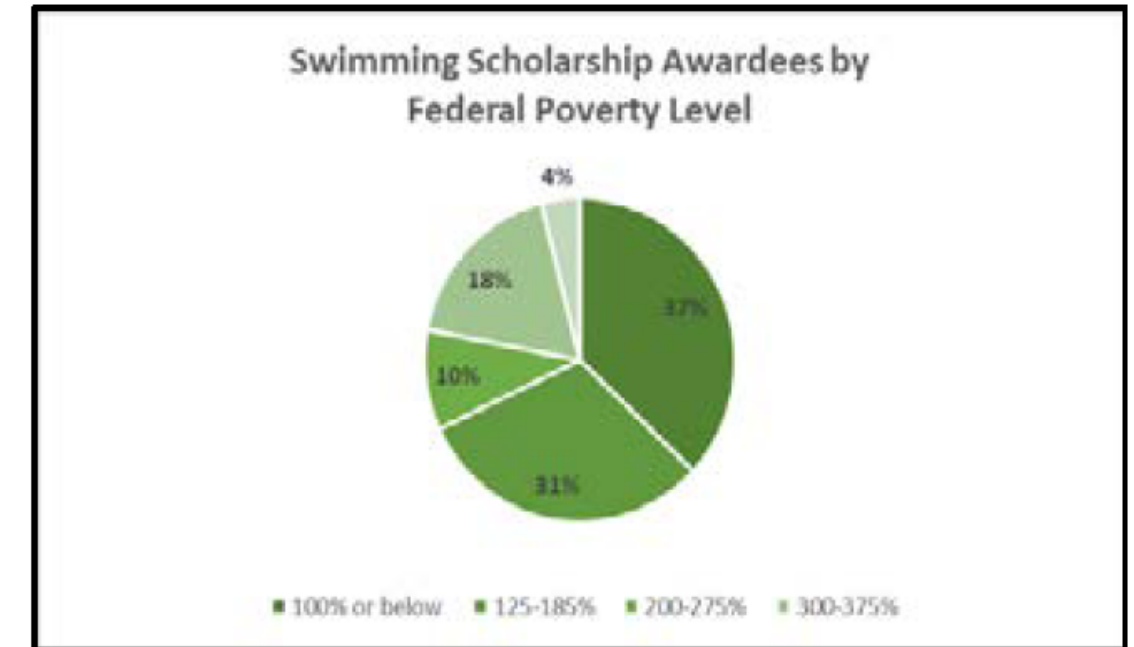


Figure 7.5 Unintentional Drowning Deaths

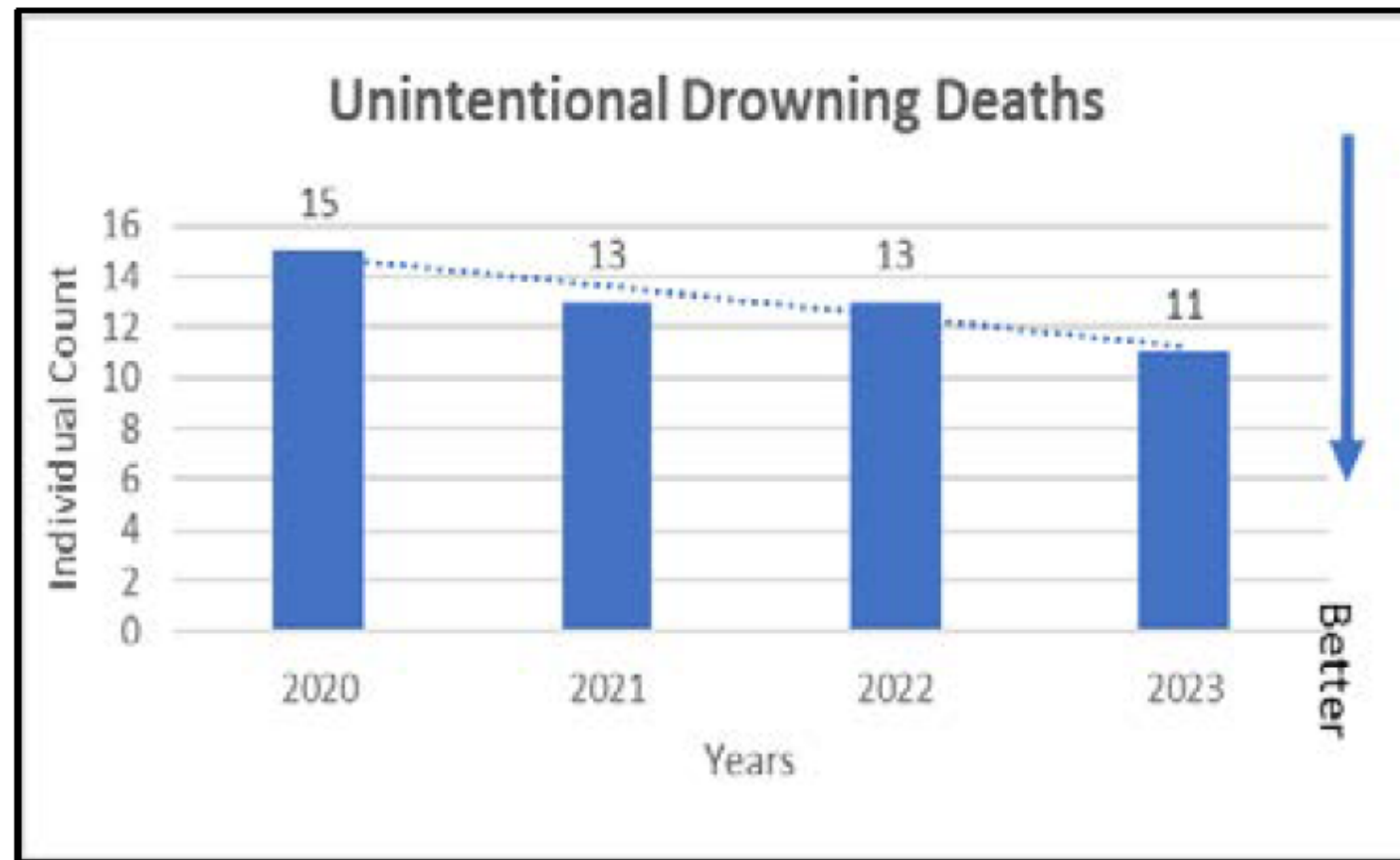


Figure 7.9 Swim Safety Student Post-Session: Year over Year Results

Student Surveys	2022 Results		2023 Results		2024 Results	
Total number student surveys received	243	%	371	%	495	%
Do you know how to swim?						
Yes	190	78%	305	82%	403	81%
No	53	22%	66	18%	92	19%
Have you taken swimming classes?						
Yes	92	38%	143	39%	205	41%
No	151	62%	228	61%	290	59%
Do you want to take swimming classes?						
Yes	125	51%	188	51%	323	65%
No	118	49%	183	49%	172	35%
Did you learn new water safety tips?						
Yes	216	89%	337	91%	432	87%
No	27	11%	34	9%	63	13%
Did you learn new heat safety tips?						
Yes	N/A	N/A	327	88%	416	84%
No	N/A	N/A	44	12%	79	16%
Did you learn new sun safety tips?						
Yes	217	89%	334	90%	423	85%
No	26	11%	37	10%	72	15%
Did you learn new tips on how to stay safe while exercising in the water?						
Yes	202	83%	324	87%	N/A	N/A
No	41	17%	47	13%	N/A	N/A

Results

Housing

▼ Suboptimal Housing Rates by Census Tract							
	Tract 217.01	Tract 217.03	Tract 217.04	Tract 803.00	Excelsior Springs (64024)	Missouri	US
2018	n/a	n/a	n/a	n/a	26%	27%	33%
2019	n/a	n/a	n/a	n/a	24%	26%	32%
2020	28%	19%	24%	12%	22%	26%	31%
2021	24%	14%	14%	13%	17%	26%	31%
2022	22%	16%	23%	14%	19%	26%	32%

Figure 7-h: Suboptimal Housing Rates

Other Housing KPIs			
	2021	2022	2023
▲ Average # of Monthly Curb Appeal Nominations	8	3.7	10.3
▲ % of Voluntary Code Compliance in City Limits	n/a	70.7%	92%
▲ # of Completed 353 Tax Abatement Projects	1	8	3
▲ % of Vacant Residential Properties that Abate Code Violations	n/a	10%	20%
▲ % of <u>Owner Occupied</u> Homes	72.97%	73.19%	No data available
▲ # of participants in Financial Lit programs	n/a	327	No data available
▲ # of participants in regional housing partnership workshops	n/a	56	n/a
▲ # of vacant residential properties that move to occupied status	n/a	2	20

Figure 7-i: Housing KPIs



Step 1 Strategy Development (July - September)

- 1.1 Confirm Executive Team Members
- 1.2 Confirm Mission, Vision & Values
- 1.3 Confirm Strategic Goals & Objectives
- 1.4 Confirm Comparative Data Sources
- 1.5 Update CGCOE Strategy Map
- 1.6 Evaluate & Improve Key Systems

Step 2 Strategy Deployment (October - December)

- 2.1 Confirm Program Partners
- 2.2 Update Short- & Longer-Term Projections
- 2.3 Identify CGCOE Key Actions
- 2.4 Finalize CGCOE Strategic Plan
- 2.5 Evaluate & Improve Key Systems

Step 3 Strategy Execution (January - September)

- 3.1 Conduct Monthly Strategic Plan Reviews
- 3.2 Identify Performance Gaps To World-Class
- 3.3 Identify Program Partner Challenges
- 3.4 Identify Community Resources
- 3.5 Connect Resources to Program Partners
- 3.6 Evaluate & Improve Key Systems

2024 Coral Gables Community of Excellence Application

**Step 1
Strategy Development
(July - September)**

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Step 3: Strategy Execution

3.1 Conduct Monthly Strategic Plan Reviews (5 strategic goals, 16 strategic objectives & action plans)

CGCOE Strategy Map "Flywheel"

Quality of Life	Increase Satisfaction "Would Recommend"	Increase Satisfaction "To Live"	Increase Satisfaction "To Work"	Increase Satisfaction "Quality of Life"
Health & Wellness	Decrease Percent Residents Without Health Insurance		Reduce Accidental Death Rates Per 100k	
Educational Excellence	Increase CG HS Graduation Rates Increase ISPA Graduation Rates		Increase CG HS Reading Proficiency Rates Increase ISPA Reading Proficiency Rates	
Safe Neighborhoods	Reduce Violent Crimes Per 100k	Maintain Police Accreditation of Excellence	Maintain FD ISO Rating of 1	Maintain Community Rating Score of 5
Thriving Economy	City Maintain AAA Bond Rating	City Maintain 25 Percent Reserves For Emergencies	Increase Household Median Income	Decrease Percent Unemployed Workforce

GREEN = Achieving Vision Target levels BLACK = Not Achieving Vision Target levels or Needing Data

3.2 Did Strategic Objectives Achieve Vision Target Levels? (20% better or top 80th percentile ranking)

Trend chart example used to analyze strategic objectives and future performance projections

3.3 Meet With Program Partner To Identify Challenges & Resources (12 key program partners)

Miami-Dade County Health Department	Baptist Health South Florida	City of Coral Gables Police Department	City of Coral Gables Fire Department
Coral Gables High School	International Studies Preparatory Academy	National Community Survey Company	City of Coral Gables Economic Department
Miami Dade County School District	Coral Gables Chamber of Commerce	City of Coral Gables Public Works Department	City of Coral Gables Emergency Management Dept.

3.4 Identify Community Resources To Assist Program Partner (Examples of key community assets)

Chamber of Commerce	Health Care Organizations	Community Foundations	Governmental Organizations
For Profit Business	Educational Organizations	Community Grants	Private Citizens

3.5 Connect Community Resources Directly to Program Partner

3.6 Evaluate & Improve Key Systems (Using COE ADLI, LeTCI, and RPI)

Figure 1.1-1 Leadership System

Page 8

Step 3: Strategy Execution

3.1 Conduct Monthly Strategic Plan Reviews (5 strategic goals, 16 strategic objectives & action plans)

CGCOE Strategy Map "Flywheel"

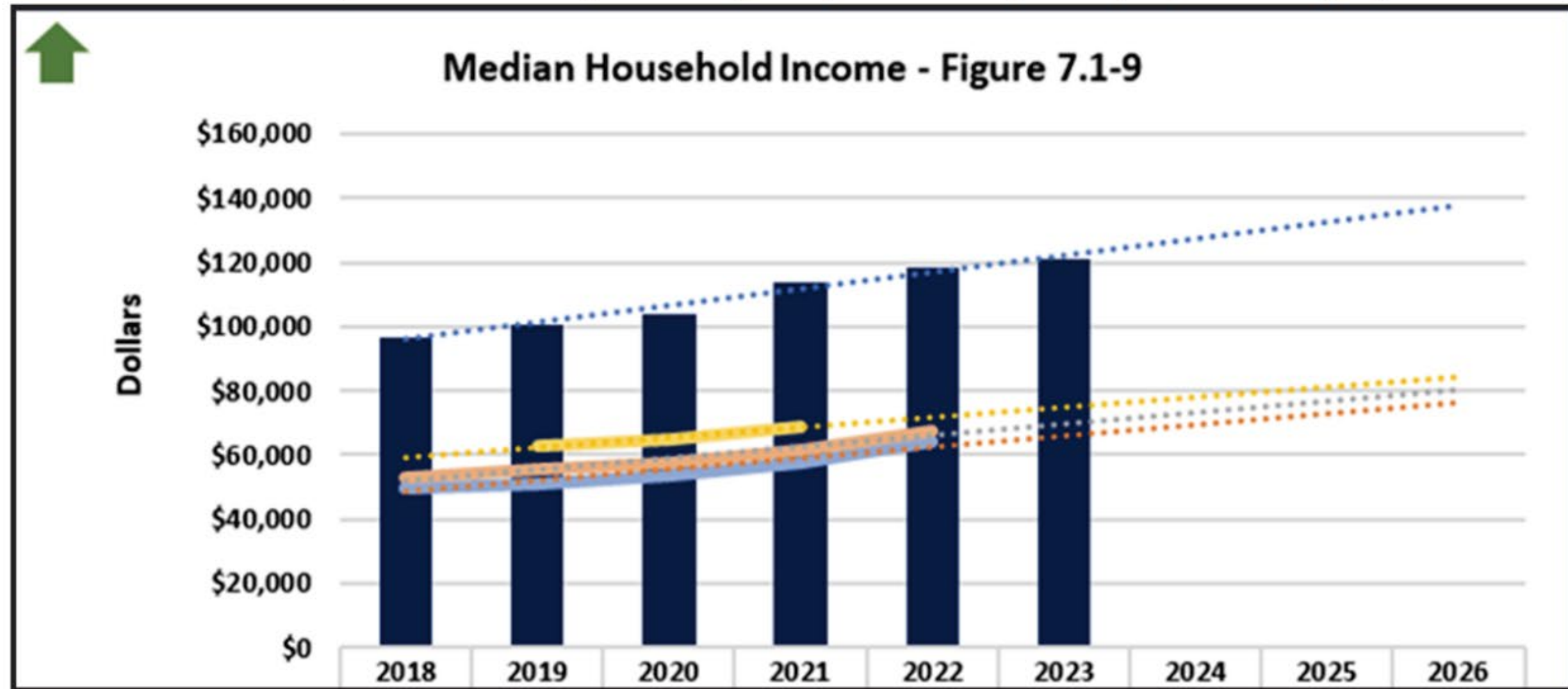
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3.2 Did Strategic Objectives Achieve Vision Target Levels? (20% better or top 80th percentile ranking)

Trend chart example used to analyze strategic objectives and future performance projections

YES
Celebrate



NO

3.3 Meet With Program Partner To Identify Challenges & Resources *(12 key program partners)*

Miami– Dade County
Health Department

Baptist Health
South Florida

City of Coral Gables
Police Department

City of Coral Gables
Fire Department

Coral Gables
High School

International Studies
Preparatory Academy

National Community
Survey Company

City of Coral Gables
Economic Department

Miami Date County
School District

Coral Gables Chamber
of Commerce

City of Coral Gables Public
Works Department

City of Coral Gables
Emergency Management Dept.

3.4 Identify Community Resources To Assist Program Partner *(Examples of key community assets)*

Chamber of
Commerce

Health Care
Organizations

Community
Foundations

Governmental
Organizations

For Profit
Business

Educational
Organizations

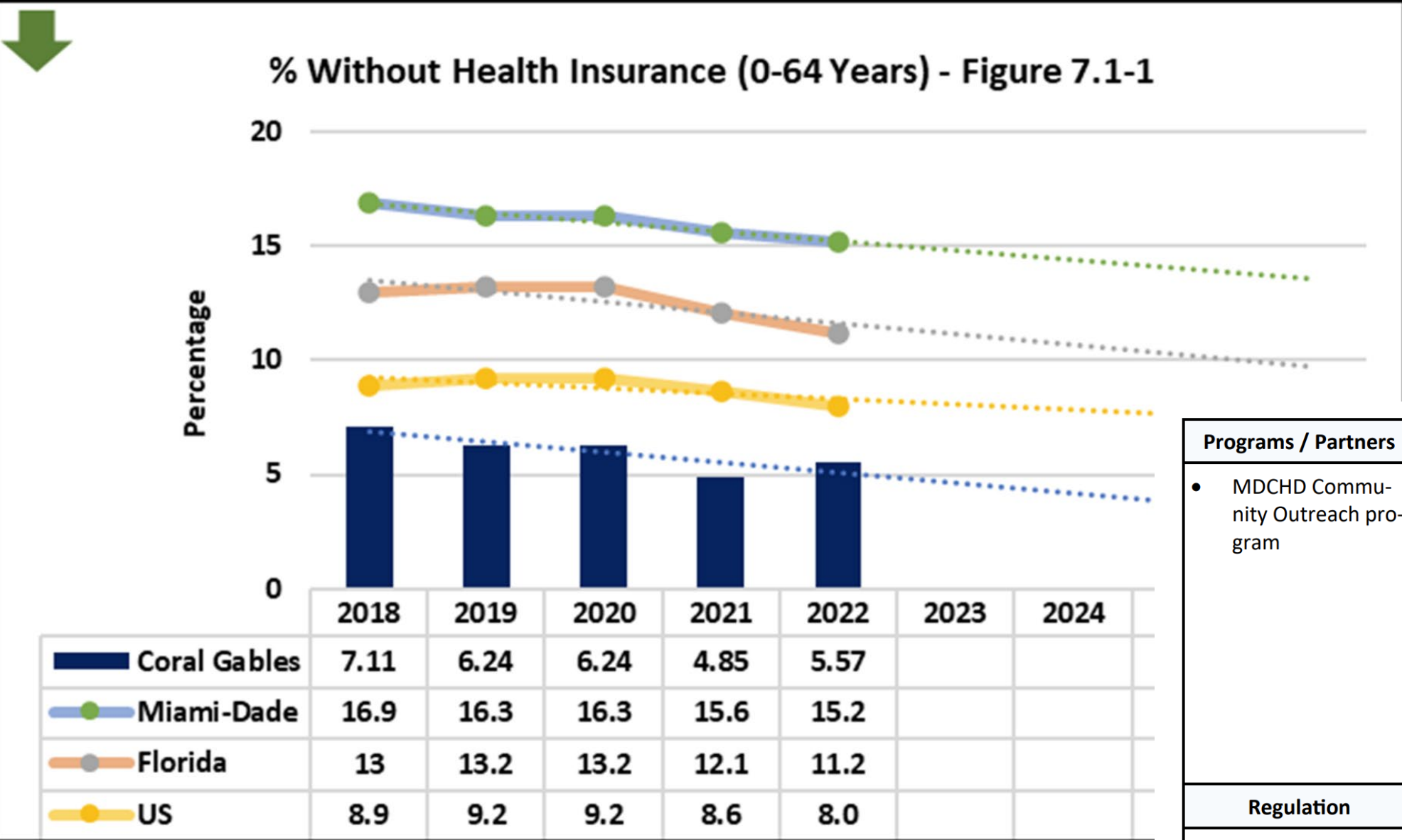
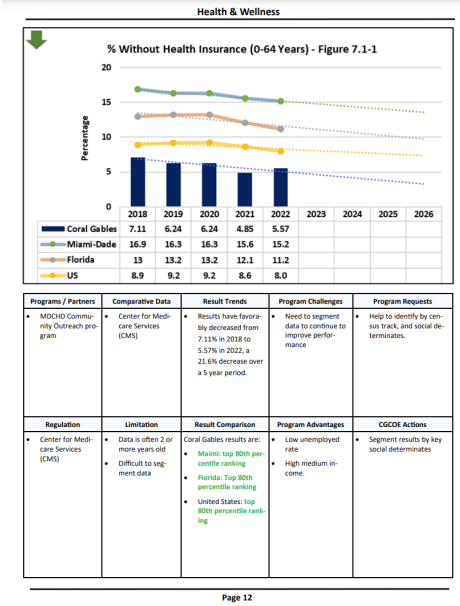
Community
Grants

Private
Citizens

3.5 Connect Community Resources Directly to Program Partner

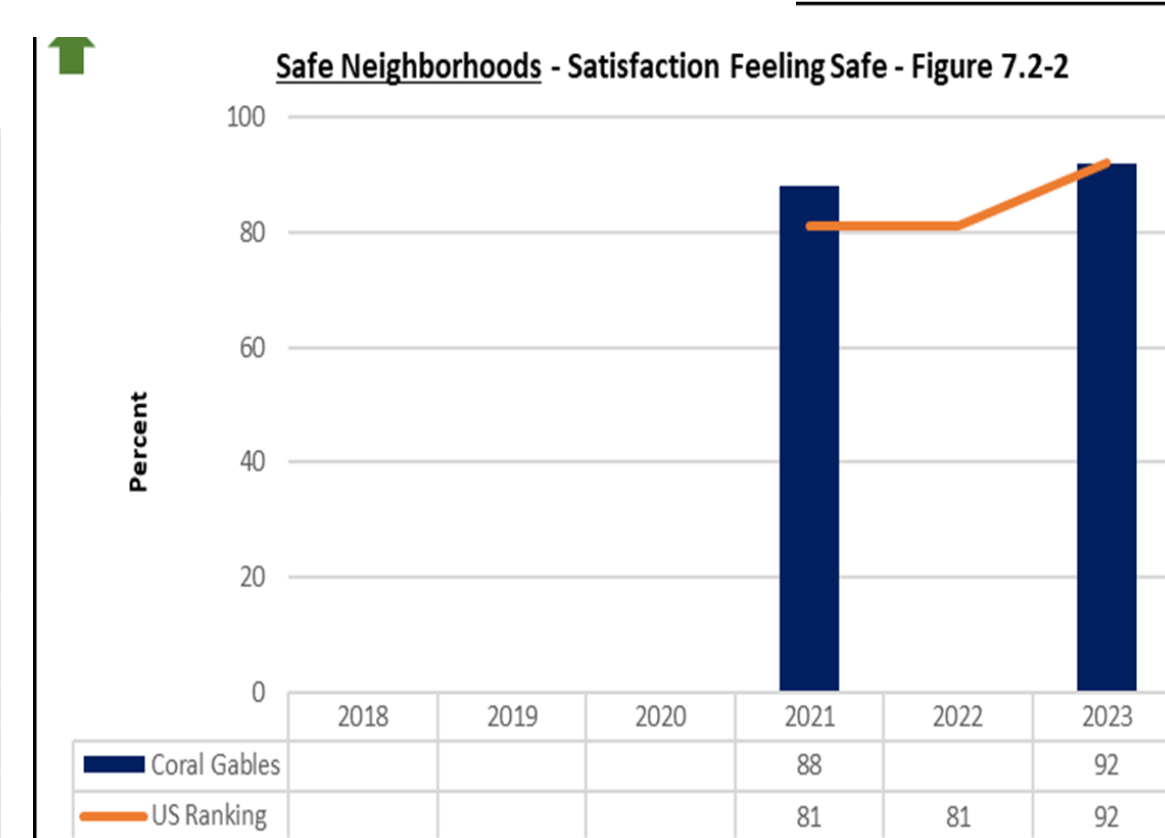
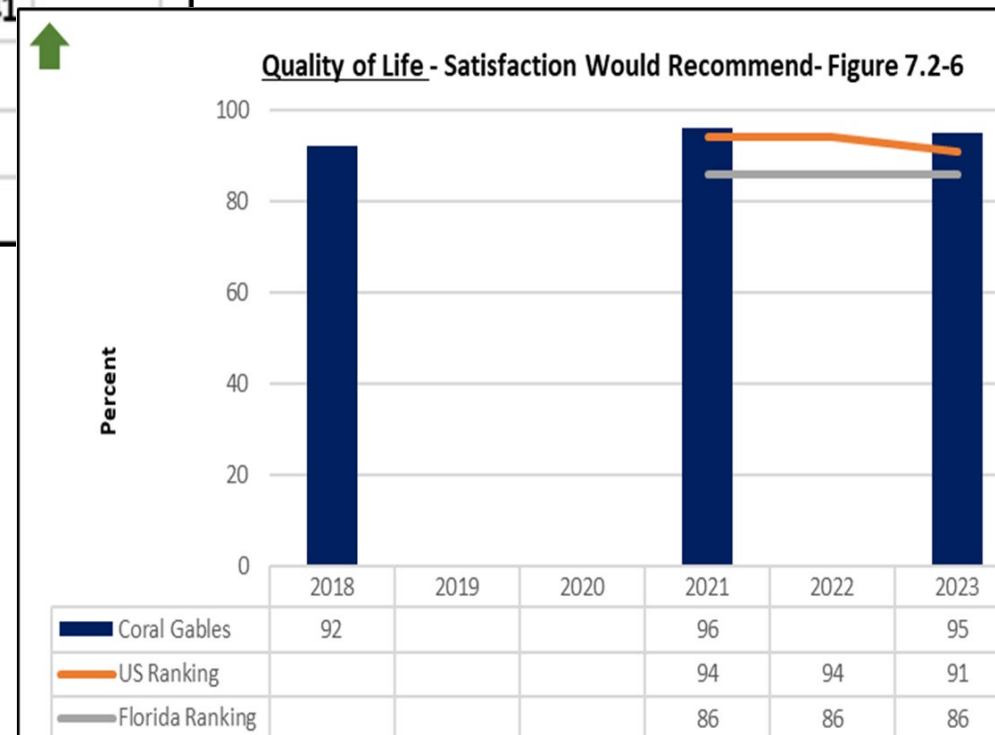
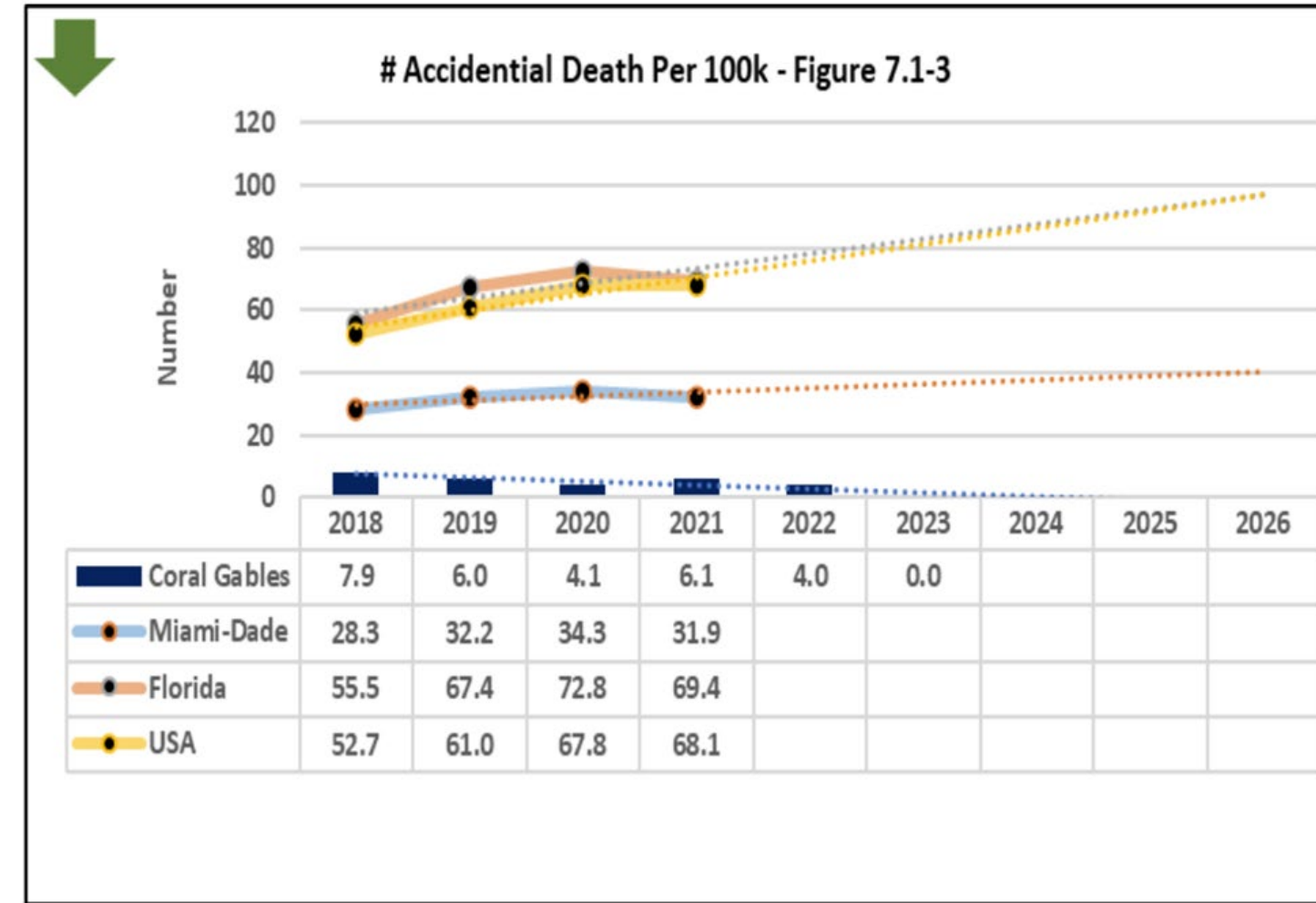
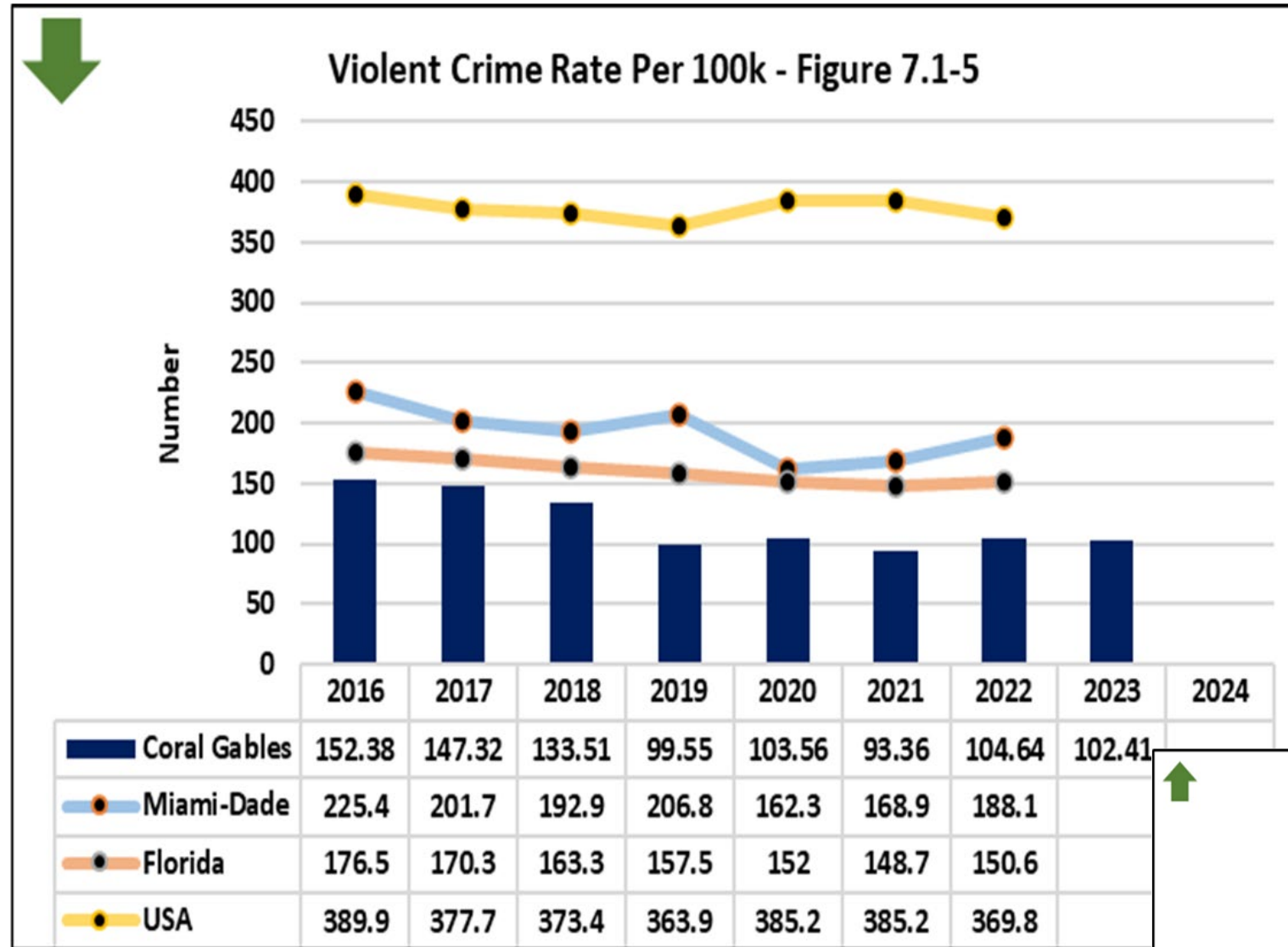
3.6 Evaluate & Improve Key Systems *(Using COE ADLI, LeTCI, and RPI)*

Health & Wellness

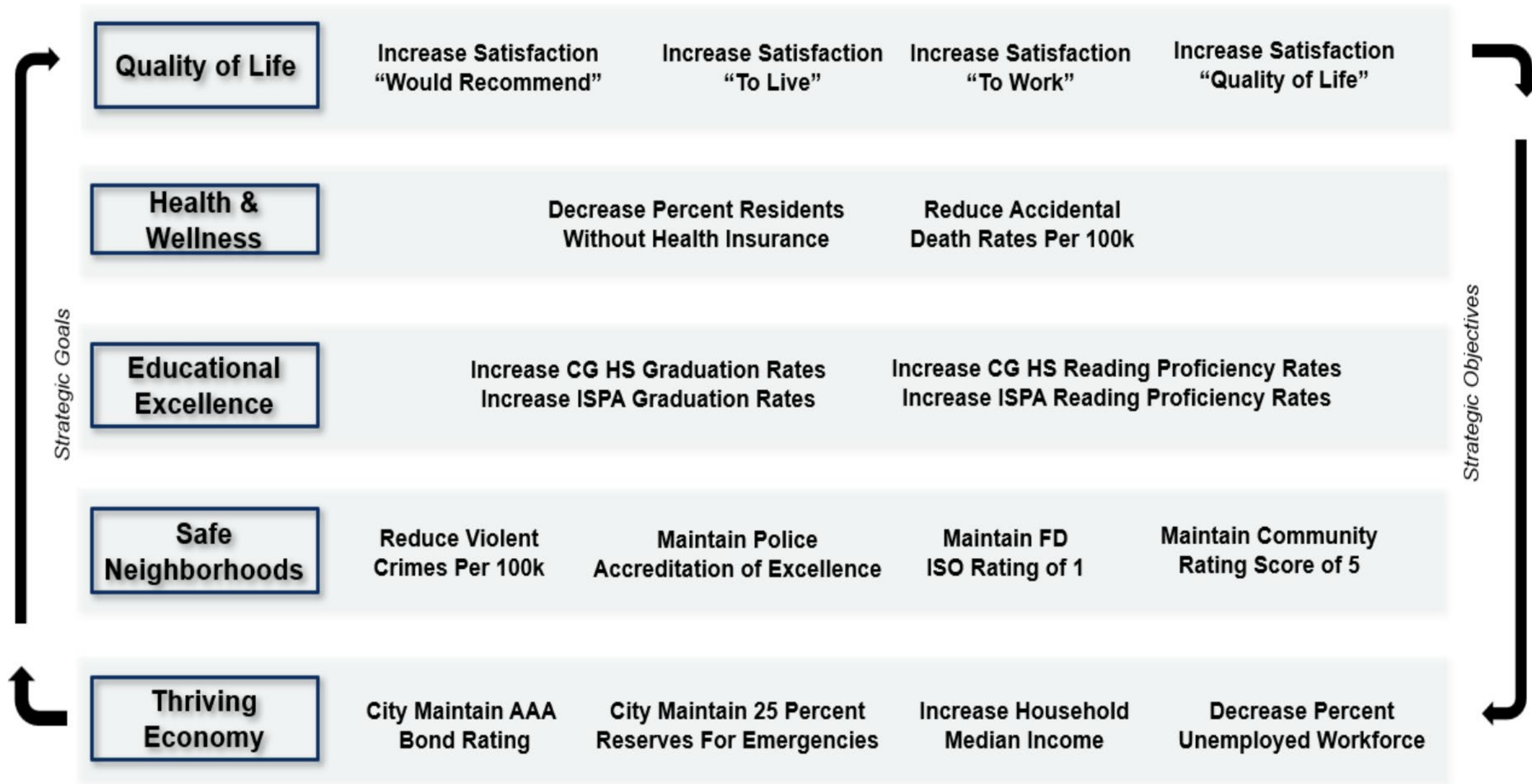


Programs / Partners	Comparative Data	Result Trends	Program Challenges	Program Requests
<ul style="list-style-type: none"> MDCHD Community Outreach program 	<ul style="list-style-type: none"> Center for Medicare Services (CMS) 	<ul style="list-style-type: none"> Results have favorably decreased from 7.11% in 2018 to 5.57% in 2022, a 21.6% decrease over a 5 year period. 	<ul style="list-style-type: none"> Need to segment data to continue to improve performance 	<ul style="list-style-type: none"> Help to identify by census track, and social determinates.
Regulation	Limitation	Result Comparison	Program Advantages	CGCOE Actions
<ul style="list-style-type: none"> Center for Medicare Services (CMS) 	<ul style="list-style-type: none"> Data is often 2 or more years old Difficult to segment data 	Coral Gables results are: <ul style="list-style-type: none"> Miami: top 80th percentile ranking Florida: Top 80th percentile ranking United States: top 80th percentile ranking 	<ul style="list-style-type: none"> Low unemployed rate High medium income. 	<ul style="list-style-type: none"> Segment results by key social determinates

Results



Coral Gables COE Strategy Map



What's New?

COE Digital Scorecard and Toolkit

communities of excellence²⁰²⁶

1. COE Common Community Scorecard

- 5 Indicators
- 15 Cascading Metrics
- Customizable Communities
- Census Tract Automation
- Interactive
- Sharable
- Comparable

TAPP

UNIVERSAL COMMUNITY SCORECARD TEMPLATE | 7.1(1)

ANYTOWN, USA COMMUNITY SCORECARD

Anytown, USA is committed to fostering a safe and healthy community. We measure our long-term impact using the following key metrics:

Health
Life Expectancy: Do people live a healthy, full life?

Educate
High School Graduation Rate: Do people get the education they need to succeed?

ECONOMIC VITALITY - MEDIAN HOUSEHOLD INCOME

Year	Anytown	State	National
2018	\$37,422	\$37,422	\$40,298
2019	\$38,123	\$38,123	\$41,043
2020	\$40,897	\$42,843	\$44,934

Median Household Income

Line graph showing Median Household Income for Anytown, State, and National from 2018 to 2020.

Health	Life Expectancy
Education	HS Graduation Rate
Economy	Median Household Income
Housing	Homes with Suboptimal Conditions
Quality of Life: Social and Community	Adults with 14+ "Not Good" Mental Health Days Per Month

communities of excellence²⁰²⁶

Community Scorecard

- Community Scorecard
- Census Data
- Communities
- Metrics
- Users
- Tutorials
- Tutorials

Excelsior Springs, Missouri Community Scorecard

Excelsior Springs, Missouri is committed to fostering a safe and healthy community. We measure our long-term impact using the following key metrics:

View all metrics Filter

HEALTH

Life Expectancy: Do people live a healthy, full life?

Why It Matters: Life expectancy refers to the average number of years a person can expect to live, based on the year of their birth. Many factors like economic stability and access to quality education, housing, and healthcare impact our overall health and life expectancy.

Where to Find the Data: Life expectancy is calculated by the National Center for Health Statistics.

Bar chart showing Life Expectancy for Excelsior Springs, Missouri, State, and National.

Year	Community	State	National
2018	75	75	75
2019	75	75	75
2020	75	75	75

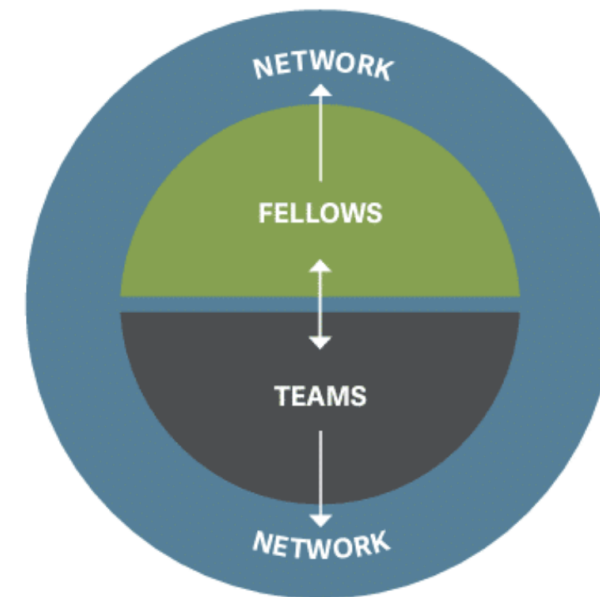
Lincoln Vibrant Communities

TEAMS PROGRAM

Teams work alongside experts and mentors in this six-month program to build the expertise needed to achieve community-driven solutions to the challenges their cities grapple with every day.

The program includes individual and group coaching, expert webinars, peer networking, and online curricula focused on public administration policies and advanced practices that are fully integrated with critical leadership skills for public sector professionals. Teams will:

- ✓ Gain advanced skills in strategic communication, regional planning, scenario planning, master plans, and policy evolution
- ✓ Work directly and closely with a mentor
- ✓ Conduct site visits with other teams to share knowledge, learning, and feedback
- ✓ Come together at the annual Lincoln Vibrant Communities Conference to report on the transformation and impact that this work had on their community



Upon completion: Receive nine credits toward a CLU degree and earn an Advanced Practice Graduate Certificate





The Communities of Excellence Founders' Fund was created to honor the significant contributions of our visionary co-founders, Lowell C. Kruse and Richard Norling.



The fund was started with a significant contribution from Lowell and Rick and reflects their lifetime commitment to fostering excellence in communities and organizations.

Your contribution goes directly to support communities in accessing our educational programs.



To Donate: <https://bit.ly/COEFoundersFund>

What's Next?

Building Strong Teams for CollaborACTION

A LEARNING COURSE FROM
communitiesofexcellence²⁰²⁶

Participants prepare to establish a multi-sector team of partners who can effectively work together to address a shared priority. In addition to learning group composition, processes, and skills, they draft an engagement plan that can build trust for transformation.

Coming Winter 2025

communitiesofexcellence²⁰²⁶

CollaborACTION TEAM READINESS ASSESSMENT

[DRAFT in Progress to Complement the Building Teams for CollaborACTION Program]

In order to ensure that you and your team have the most positive and productive experience engaging in the Building Strong Teams for CollaborACTION program, we request that you complete this self-assessment prior to starting the program. We will have you complete it again late in the program. Doing so, and sharing it with the facilitators, will help all involved identify needs and progress over time.

STEP 1:

Gather a group of people who are interested in learning more about how to build a strong team that is collaborative and effective by applying the Communities of Excellence Framework to your common complex community challenges and improvement efforts. This tool is designed to help your team assess its current status and progress in developing and demonstrating proven leadership and teamwork skills that can lead to success.

STEP 2:

We recommend that each person on your team complete the assessment individually and then come together to discuss each statement and/or question to determine a collective answer. If there are varying levels of knowledge about a topic, go with the most knowledgeable perspective on your team. If you are not sure of the answer, use your best judgment.

STEP 3:

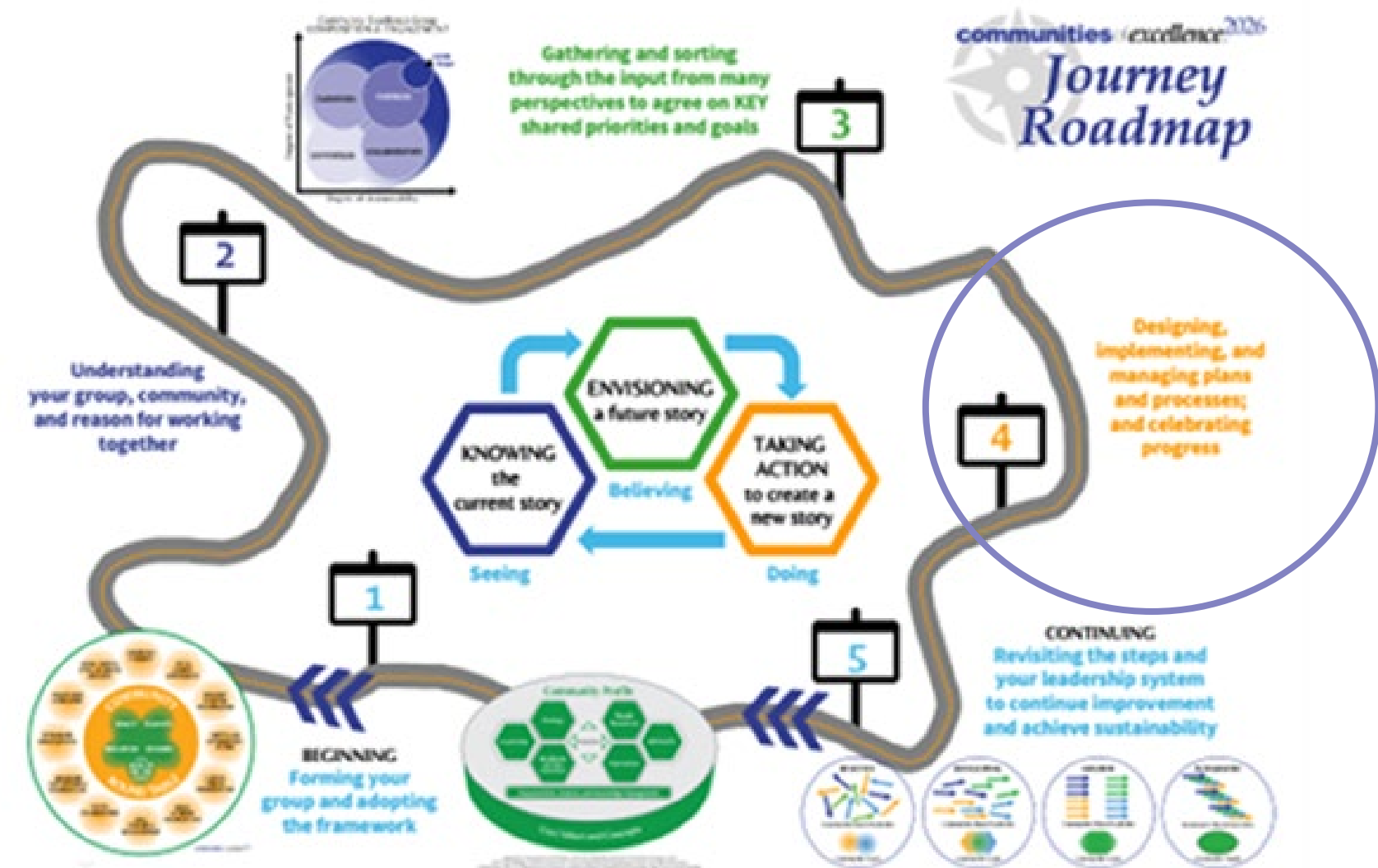
Mark the box that best describes your understanding of your team's performance.

Community Excellence Social Impact Accelerator

A LEARNING COURSE FROM **communities of excellence** 2026

Coming Spring/
Summer
2025

Individual leaders and groups at varying stages of their collaborative work put the key concepts of the Communities of Excellence Framework that can help move current efforts to the next level to work through leadership processes, a strategic action plan, and meaningful measurement that ties to desired outcomes.





Membership Levels At-a-Glance

BENEFITS	INDIVIDUAL		BUSINESS/ORGANIZATION			COMMUNITY	
	Supporting \$500/yr	Collaborating \$1,500/yr	Forming \$5,000/yr	Accelerating \$15,000/yr	Sustaining \$20,000/yr	Learning Collaborative \$25,000/yr	Alumni \$5,000/yr
The Communities of Excellence Framework	✓	✓	✓	✓	✓	✓**	✓**
Website Recognition	✓	✓	✓	✓	✓	✓	
Newsletter	✓	✓	✓	✓*	✓*	✓	
Special Discounts**	✓	✓	✓	✓**	✓**	✓	
Exclusive Trainings**	✓	✓	✓	✓**	✓**	✓	
Social Impact Assessment				✓	✓**	✓	
Social Marketing/Technology Assessment				✓	✓	✓	
Coaching Training Program Access					✓	✓	
Online Community Scorecard						✓	

WHY JOIN?
If you want to make an impact in your community and communities across the United States but don't know where to start, our membership program provides tools, resources, and access to professionals who share your passion for community transformation.

* Accelerating and Sustaining Members receive an online spotlight article in our quarterly newsletter. ** Number, hours, and value

<https://communitiesofexcellence2026.org/get-involved/become-a-member/>



communities of excellence²⁰²⁶ membership

EMPOWERING MEANINGFUL SOCIAL IMPACT:
Welcome to the Communities of Excellence Newsletter!

Message from Stephanie
Stephanie Norling, Executive Director, Communities of Excellence 2026

Welcome to the inaugural edition of the Communities of Excellence Newsletter! We are thrilled to share our vision for communities across America and embark on this journey of knowledge-sharing, collaboration, and inspiration with all of you. Our aim is simple yet profound: to encourage, support, and celebrate community performance excellence within and across the diverse communities that make up our nation. With the Communities of Excellence (COE) Framework as their roadmap, communities are uniting individuals, groups, and sectors under a common vision while empowering their collective expertise and resources towards addressing our most pressing community challenges.



This newsletter will spotlight the extraordinary communities that are demonstrating meaningful social impact using the COE Framework. A deeper understanding on how these communities tackle issues like sustainability, education, access to healthcare, equity, and more.

Components of this and future newsletters will include:

- Impact Spotlights:** Discover the untold stories of individuals, organizations, and groups within communities who are leveraging their skills, knowledge, and passion to create lasting social impact.
- Collaborative Strategies:** Elevating the innovative approaches, tools, and strategies that successful community excellence groups employ to foster collaboration, generate

What's New with Us:

The 2023-2024 Revision of the Communities of Excellence Framework: The much-anticipated revision has been successfully completed, and we couldn't be more thrilled to unveil the changes that reflect our dedication to continuous growth and improvement. In addition to input from community leaders and our performance excellence colleagues, a national task force of DEIA content experts contributed their insights and experience to help us ensure that the framework embodies the leading-edge practices for ensuring that excellence and equity are one and the same.

Inspire Fall Conference: We were delighted to see many of you on October 16-17 in Milwaukee, Wisconsin for two days full of sessions designed to be inspiring and informative. We heard from nationally known keynote speakers, learned about promising practices from communities that have adopted the COE Framework, and networked with like-minded colleagues from across the country.

Partnerships: COE conducted research on the needs our communities are facing, as a result we have identified specialty technical assistance teams to support you! We are proud to announce a new partnership with PKG Consulting and Tapo Network to further our impact and ability to reach more communities. Through collaborative and organizational development specialists and marketing and technology expertise we can help grow, accelerate and stabilize your work. To learn more please visit: <https://communitiesofexcellence2026.org/>

Our Priorities

- Partnerships
- Knowledge Sharing/Learning Management System
- Segmentation Data to the Digital Scorecard
- The Role of AI in Improving Community Performance
- Delivering Quality Programs that Meet Communities Where They're At
- Building Community Leadership and Coaching Capacity
- Rebrand!

Panelist Questions and Discussion



Stephanie Norling
President & CEO
Communities of Excellence 2026



Al Faber
President & CEO
Baldrige Foundation
(Moderator)



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- **Certificate in Leadership**
- **Certificate in Nonprofit Management**



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