

What is the ONE Award?

Designed to recognize best practices among not-for-profit organizations in the Greater Cincinnati and Northern Kentucky region, the ONE Award combines an organizational application/self-assessment utilizing proven criteria for excellence with independent, outside feedback in key impact areas whether or not the organization is selected for an Honor. The ONE Award criteria are adapted from the Malcolm Baldrige National Quality Award Criteria for Performance Excellence to encourage applicants. The ONE Award process is designed to recognize outstanding performance among local not-for-profits while also facilitating a recurring process for improvement and organizational development through an annual program cycle.



The ONE Award criteria include four categories – People, Principles, Process and Performance. The overall award winner is recognized for excellence across the four categories, and receives an unrestricted grant of \$10,000. One winner is elected for each of the four categories for demonstrating excellence within that category. Each category level winner receives a \$2,500 unrestricted grant.

Why should a not-for-profit apply for the ONE Award?

- The application development process accelerates organizational improvement through a self-assessment conducted using rigorous, objective, best-practice criteria.
- The application development process, when conducted as recommended through a team effort, unifies organizational focus and energizes the organizational team.
- Every applicant receives a feedback report including both strengths and opportunities for improvement from a team of trained examiners. This feedback provides outside perspective and is based upon the objective requirements of the criteria framework. There is no direct cost to apply for the award and receive this outside feedback; only investment of time is required to gain this high quality input.
- Organizations that utilize the criteria framework as a long run development tool typically experience increases in customer satisfaction, market share, productivity and efficiency, and staff satisfaction as well as improved service delivery. In addition, these organizations typically experience decreases in process variability, errors, rework and costs.
- Winning the award can be the icing on the cake, but it is the organizational development and improvement that make this a valuable investment. That being said, the award winners will tell you that the impact on commitment and motivation of the workforce (employees, volunteers and board members) when they win the award takes their organization to another level of commitment to excellence.

What other benefits are created through the ONE Award process?

- Becoming an examiner provides significant insight into the content and use of the criteria that can be used to help develop the examiner's organization.
- Organizations can develop the talents and skills of managers and leaders through the participation of those individuals as examiners

- On the macro level, the ONE Award process helps develop the entire pool of applicants, and for that matter, has the potential to raise the quality of the community's nonprofit organizations. Benefits are not just limited to the award winners; there is a real, cross-cutting impact on the community of nonprofit organizations.

How does the ONE Award process work?

- Orientation sessions are held in January/February to familiarize potential applicants with the process, timeline, criteria and application development
- Applicants submit 12-page application in response to criteria by end of May
- Examiners conduct independent review of applications; two or more examiners per application, one application per examiner preferred. Examiner teams develop consensus feedback report to submit to selection panel by late June.
- Selection panel identifies applicants to receive a site visit in early July
- Examiner teams conduct site visits mid-July to mid-August to verify and clarify strengths and opportunities for improvement identified in the consensus process and develop a revised feedback report based on what is learned in the site visit.
- Site visit reports are reviewed by selection panel to identify award finalists and determine the overall winner as well as the category winner around September 1. Finalists are announced in early September.
- Winners are announced and recognized as part of recognition banquet/ceremony in late October.
- Feedback reports for all applicants, whether they receive a site visit or not, are delivered to all applicants by October 31.

Who are the players involved with ONE?

- **Starboard Strategy & J.F. Lay & Associates** – provide program content and process management, oversee criteria development/revision, conduct applicant orientation, train and coordinate examiners, facilitate examiner review process, lead the selection processes, review and distribute feedback reports to ensure quality/value to applicants, serve as resource to in all process stages, assist with sponsor development as required.
- **Major Sponsors** – Several prominent funders serve as major sponsors of the event. These include: the Greater Cincinnati Foundation; the United Way of Greater Cincinnati; the US Bank/Carol and Ralph V. Haile Foundation; the Dan & Susan Pfau Foundation; Smith Beers Yunker & Company; and the Business Courier.
- **Clark Schaefer Hackett** – led the sponsor development process, provides staff resource support for orientation, leads/coordinates examiner recruitment, supports examiner training and recognition, provides a team of examiners, provides staff support for other process steps as required
- **Volunteers (Examiners)** – An array of nonprofit, business and community leaders as well as representatives from applicants and sponsors commit approximately 24 to 36 hours to assess applications, develop the feedback reports and conduct site visits. The examiner pool required depends on the number of applicants received. Our goal is to recruit 40 to 50 volunteer examiners each year