

# THREE-STAR PROGRAM

## Tennessee Center for Performance Excellence Award Program

### Level 1 Award Application Documents

#### Welcome to the Tennessee Center for Performance Excellence!

Through our partnership with the Tennessee Department of Economic and Community Development's Three Star program, you have access to an invaluable resource that will help your community achieve its goals, set new ones and become a role model for other counties in our state.

As with the Three Star program, achieving excellence is a key component of the TNCPE mission. We accomplish this by providing an application and feedback process that identifies organizational strengths and opportunities for improvement. This process is linked to a four-level award program.

Level 1, which you are applying for, is the introductory level. Level 4 is the highest. As award levels increase, applicants must respond to more sections of the *Criteria for Performance Excellence*. These Criteria are the foundation of our program; they describe the characteristics of role model organizations.

A team of TNCPE examiners will be responsible for evaluating your application and providing feedback. Their evaluation will include a site visit to your community to give you an additional opportunity to tell your story.

Everything you need to start your application is included in these pages: instructions, the application form and a series of questions that will help you develop a Community Profile. Your profile will respond to the section of the Criteria that examiners will use in their Level 1 assessment.

In addition, you will be assigned a TNCPE coach who will guide you through the application process and teach you to use quality tools that will improve your systems. All together, it's similar to a high-level consultation package, but thanks to funding from the Tennessee Department of Economic and Community Development, it won't cost your community a dime!

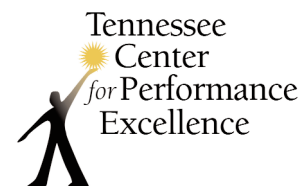
We believe the TNCPE evaluation is a valuable tool that will help you achieve your community's economic development goals. I'm delighted that you're taking these steps to augment the work you've already put into your Three Star certification.

If you have any questions, please don't hesitate to contact me.

Sincerely,



Katie Rawls, President  
Tennessee Center for Performance Excellence



2525 Perimeter Place Dr., Suite 122  
Nashville, Tenn. 37214-3773  
(800) 453-6474  
[www.TNCPE.org](http://www.TNCPE.org)

# LEVEL 1 AWARD APPLICATION INSTRUCTIONS

To apply for a Level 1 TNCPE Award, you must **request a coach**, complete a **Community Profile** and complete an **Award Application Form**. You are also required to submit your Community's **Strategic Plan**. Send ten copies of each to the TNCPE office:

**Tennessee Center for Performance Excellence**  
**2525 Perimeter Place Drive, Suite 122**  
**Nashville, TN 37214-3773**

## REQUEST A COACH

You will be assigned a TNCPE coach who will guide you through the application process and introduce quality tools that will help you improve your systems. Your coach wants to see your community grow, too! He or she will have training in the TNCPE Criteria and will serve as a mentor throughout the application cycle.

To request a coach, simply call the TNCPE office:  
(800) 453-6474.

## COMMUNITY PROFILE

A Community Profile must be included with your Level 1 application. Writing it is a matter of answering a series of 15 questions, located on the next page. Once complete, this document will describe how your community operates and the key challenges it faces.

The Community Profile is limited to five pages. You are encouraged to include an organizational chart as well as a glossary of terms and abbreviations used within your community. **The glossary and organizational chart do not count in the overall page limit.**

It's important to note that this Community Profile is unique to Level 1 applications. As your community continues its quest for excellence by applying for Level 2, 3 or 4 TNCPE Awards, it will be required to complete the Organizational Profile outlined in the *Criteria for Performance Excellence*, instead of a Community Profile. In addition, your community will be required to respond to more sections of the Criteria.

## TNCPE APPLICATION FORM

Ten copies of the application form, found on the last page of this application packet, must accompany the 10 copies of your Organizational Profile. Below you will find details about the information requested in each section of the form.

### 1. *Applicant*

Provide the official name of the community as it will appear on the award and in publicity, and the city and/or county in which the community is located. Also provide the number of residents served by the community.

### 2. *Official Contact*

Provide the name, title, mailing address, street address (for courier deliveries), telephone, fax number and e-mail address of the official contact who can provide additional information and arrange a site visit.

### 3. *One-Sentence Description*

Provide a brief description of your community. This description will be used in conjunction with the Awards Banquet and for publicity purposes.

### 4. *Ethics Statement and Signature of the Highest Ranking Official*

The applicant's highest ranking official must sign in the space provided, indicating agreement to the terms and conditions stated in the Release Statement. In addition, the highest-ranking official's signature attests that no untrue statement of a material fact is contained in the Application Package and no omission of a material fact has been made that is legally disclosable and affects organizational ethical and legal practices.

## STRATEGIC PLAN

In addition to the Community Profile and TNCPE Application Form, you must include 10 copies of your community's Strategic Plan with your TNCPE application packet.

## WHAT'S NEXT?

TNCPE will confirm receipt of your application as soon as it arrives in our office. We will then assign your application to a team of examiners who will begin the assessment process by reviewing your application.

Shortly after your application has been assigned to an examiner team, the team leader will contact you to set the date for a site visit. During this visit, examiners will spend about four hours in your community clarifying and verifying the information you presented in your Community Profile.

The examiner team leader will serve as your liaison with the team for the site visit. He or she will further explain the purpose of the visit and discuss the team's expectations.

Following the site visit, examiners will compile all of their findings into a Feedback Report. This will arrive between four to six weeks after the site visit. Your coach will help you use the Feedback Report to develop and implement strategic goals, driving your community toward performance excellence.

## CONTACT US

If you have any questions about the application process, please visit our Web site ([www.TNCPE.org](http://www.TNCPE.org)) or contact us by phone **(800) 453-6474** or e-mail [contact@TNCPE.org](mailto:contact@TNCPE.org).

# COMMUNITY PROFILE

## Level 1 Questionnaire for Three Star Communities

*Responses to these questions should fill no more than five pages. Including an organizational chart and glossary of terms and abbreviations used within your community is encouraged, and won't count against the five-page maximum.*

*Send 10 copies of your completed Community Profile with 10 copies of the application form and 10 copies of your community's Strategic Plan to the TNCPE office: 2525 Perimeter Place Dr., Suite 122 Nashville, TN 37214-3773.*

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1. Why is your community participating in the Three Star program? How does the community expect to benefit from participating in the program?
  2. How does the Three Star program help your community achieve higher levels of excellence and sustainable economic prosperity?
  3. Who is responsible for owning and monitoring the Three Star program for your community? *This is the person or group of people responsible for making sure Three Star program efforts such as creating a strategic plan are completed.* Describe why this individual and/or group was given this responsibility.
  4. Who are your key stakeholders for the Three Star program and what are their needs and expectations? (*"Stakeholders" refers to all groups that might be affected by your community's actions and success.*)
- | Key Stakeholders | Needs and Expectations |
|------------------|------------------------|
|                  |                        |
|                  |                        |
|                  |                        |
5. How do you keep stakeholders engaged and enthusiastic about the Three Star program?
  6. What are your community's key strategic challenges and advantages?
  7. What are the steps your community is taking to fulfill the Three Star program requirements?
  8. How do community leaders actively demonstrate their commitment and support for the Three Star program (beyond the required resolutions of support)?
  9. How do you communicate with stakeholders and citizens to ensure their engagement and involvement throughout the Three Star process?
  10. How do you gather input from community leaders and the general public to incorporate into your strategic plan?
  11. How do you develop and deploy actions/tasks to implement the strategic plan?
  12. How do you monitor and measure the implementation of the strategic plan?
  13. List the key accomplishments your community has achieved in the past year that relate to your strategic plan.
  14. What has your community learned from its participation in the Three Star program?
  15. How will the community sustain the results it has achieved through the Three Star program?

# TENNESSEE CENTER FOR PERFORMANCE EXCELLENCE

## Level 1 Award Application Form (Three-Star Program)

Mail ten copies of this form and your completed Community Profile to:

Tennessee Center for Performance Excellence  
2525 Perimeter Place Drive, Suite 122  
Nashville, TN 37214-3773

### 1. Applicant

\_\_\_\_\_  
Community Name

\_\_\_\_\_  
City County

Total # of full-time employees: \_\_\_\_\_

Total # of residents: \_\_\_\_\_

### 2. Official Contact

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Street Address (no PO Box)

\_\_\_\_\_  
City County Zip

\_\_\_\_\_  
Telephone Fax

\_\_\_\_\_  
E-mail

### 3. One-sentence description of your community:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 4. Signature of Highest Ranking Official

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
City County Zip

\_\_\_\_\_  
Telephone Fax

\_\_\_\_\_  
E-mail

#### I state and attest that:

I have reviewed the information provided by the Community Profile in this application package.

To the best of my knowledge, no untrue statement or omission of a material fact has been made in this application package.

Based on the information herein and the current eligibility requirements for the Tennessee Center for Performance Excellence Award, my organization is eligible to apply.

I understand that at any time during the Award Process cycle, if information is found not to support eligibility, my organization will no longer receive consideration for the Award and will receive only a feedback report.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date