

2019 Awards Program

The LeadingAge North Carolina Awards Program invites members to honor individuals, organizations, and initiatives that advance the mission of both the member and the Association. Members are invited to submit as many nominations as they deem appropriate, and may nominate themselves and/or those associated with them for achievements they judge to be outstanding. Awards are intended to shine a light on accomplishments and celebrate models of excellence that can serve as inspiration for even greater accomplishment. As in recent years, members may submit as many nominations for the Service Excellence Award as they deem appropriate, and may submit multiple nominees from the same internal department or operational area.

SEND YOURS TODAY!

Nominations will be accepted electronically at: www.LeadingAgeNC.org. Click on the Awards tab on the green bar of the home page.

PREPARE

The following items will be required for online submission:

- Name and contact information of nominee
- Name of Award
- Name and contact information of person submitting nomination
- One-page description (in PDF) of nominee's qualifications as specified under each award category.

NOTIFICATION

The person submitting the nomination will be contacted by email with the results of the Awards Selection Committee.

TIPS

- Be clear, specific, and as concise as possible.
- Speak from the heart without worrying too much about the quality of the writing. Use bullets whenever possible.
- Provide concrete examples of what is meritorious about your nominee.
- Include measureable results when possible.
- Remember that effort and risk taking may also be award-worthy even if the results were not those originally envisioned.

Use the Qualifying Criteria provided for each award to focus your thoughts on the merits of your nominee. Feel free to insert points not set out in the Qualifying Criteria that you believe further commend your nominee for recognition.

 *Deadline: March 8, 2019 5pm*

Career Excellence Award for Lifetime Achievement

LeadingAge North Carolina's highest award is presented to a distinguished employee of a member community who has demonstrated exemplary leadership in aging services and whose long-term commitment to learning, leadership, and the not-for-profit mission has elevated the greater work of LeadingAge North Carolina.

Eligible Nominees

This award honors a top tier leader (for example: President, Vice-President, Corporate Officer, Executive Director, Department Director) whose length of service and exceptional contribution to the field of aging services and to the quality of life of residents and staff have established a legacy from which others may draw career inspiration.

Qualifying Criteria

- History of commitment, leadership and service to a member community
- History of leadership in, service to, and/or active support of the Association
- A demonstrated record of excellence in development of best practices and promulgation and implementation of ideas that have elevated the field of aging services
- Significant positive impact through advancement of understandings about aging, service delivery, mission enrichment, and nonprofit philosophy
- A distinguished record of service, dedication, caring, and foresight generally recognized both by immediate associates and among peers and colleagues statewide

Excellence in Leadership

This award recognizes those employees, regardless of their role within a member organization, who demonstrate leadership within their team that is impactful, effective, motivational, and consistent.

Eligible Nominees

This award is given to an employee from any organizational level within a member community

Qualifying Criteria

- History of exceptional leadership that has facilitated, encouraged, or motivated other employees to deliver expanded benefits to residents
- Commitment to personal and professional development
- Capacity to form harmonious and influential relationships with coworkers throughout the organization
- Significant contribution to improving quality within the member organization
- Steadfast commitment “above and beyond the call of duty” to assist and encourage others
- Distinguished record of service, dedication and caring; an outstanding leadership role model
- A mentor known to share knowledge and experience generously for the purpose of motivating others to higher levels of performance
- Willingness to go “above and beyond” the conventional parameters of an established role for the sake of helping and inspiring others

Emerging Leader Award

This award is given to an individual at the early or mid-stage of his or her career who has demonstrated aptitude for and commitment to professional growth as a leader and who has assumed within the last five years expanded leadership responsibilities within a LeadingAge North Carolina member organization.

Eligible Nominees

Employees at any organizational level within a member community who have within the last five years accepted expanded leadership responsibilities either through promotion or through expansion of their roles within the organization

Qualifying Criteria

- Successful assumption of and demonstrated competence in an enlarging role within the member organization
- Aspiration to greater advancement and commitment to investment of time and energy in the acquisition of knowledge and experience in preparation for future leadership opportunities within the field of aging services
- Demonstrated ability to articulate and inspire a shared vision, and to develop robust relationships within the organization
- Outstanding commitment to and demonstration of the highest standards of professional conduct and practice
- Encouragement of collaboration and partnership among diverse stakeholders
- Willingness and ability to mentor other emerging professionals and to otherwise encourage the professional growth of others

Excellence in Governance

This award is given to voluntary leaders who have served with distinction on the governing board of a LeadingAge North Carolina member organization and thereby made an outstanding contribution to the well-being of seniors, to the employees who serve them, and to organization's nonprofit mission.

Eligible Nominees

Past or present members of the governing board of a member community

Qualifying Criteria

- A visionary leader who has, as a member of the governing board, advanced the mission of the member community
- A significant contributor of time, effort, and expertise
- Exceptional service beyond the call of duty
- A history of personally significant financial contributions, or an exceptional act of philanthropy through which the mission of the organization has been advanced
- Demonstrated expertise in and openness to best practices in nonprofit governance
- Outstanding leadership in achieving specific goals and objectives of the member organization

Excellence in Customer Service

This award is given to a program initiative of a member community through which the level of customer service to residents and/or other constituents of a member organization has been advanced

Eligible Nominees

Member communities or programs initiated by or within member communities

Qualifying Criteria

- Have a defined departmental or interdepartmental program of Customer Service
- Demonstrated improvements that have advanced customer service to residents and/or others
- Demonstration of service orientation as an expression of organizational mission
- Customer service initiatives designed and implemented to instill broader commitment to excellence in customer service
- Consistently positive impact on residents, staff, and on the organization as a whole

Excellence in Community Service

This award recognizes outstanding community service rendered under the auspices of a member community as an expression of the organization's commitment to the broader nonprofit mission.

Eligible Nominees

Individuals, groups, programs, employees and/or residents of member communities; or a member community as a whole

Qualifying Criteria

- Effective implementation of a program of outreach serving a meaningful and recognized need beyond the walls of the organization
- Extraordinary impact on an identified community problem
- A creative, innovative and effective approach to solving a recognized problem within the greater community
- Cumulative impact on the community over a prolonged period of time reflecting a history of compassionate response to the needs of disadvantaged citizens
- Deliberate extension of the organizational mission as an outreach to underserved individuals or groups
- An exceptional instance or a history of philanthropy targeted to underserved populations and/or a recognized community need
- A program or history demonstrating commitment to social justice, equality, and the betterment of society as a whole

Service Excellence Award

This award honors those in direct service, either as employees or volunteers, who demonstrate extraordinary talent, expertise, and dedication in provision of exceptional service to residents.

Eligible Nominees

Non-managerial frontline, direct service employees of any department or volunteers within a member community

Qualifying Criteria

- Consistent excellence over time in provision of a service or set of services that impacts the daily quality of life of residents
- Willingness to exceed the boundaries of an established role in order to deliver the exceptional rather than the expected
- Personal commitment above and beyond that which is normally expected to enrich life for another or for others
- Cultivation of relationships as an expression of love and personal caring
- Demonstrated ability to exceed expectations while also working effectively and supportively as a member of a team
- Exceptional commitment to resident-centered care and support for resident choice and autonomy
- An extraordinary instance of rising to a particular challenge and doing so in a manner that reflects the highest ideals of service and caring
- The ability to inspire others to higher levels of service excellence

Excellence in Innovation

This award recognizes programs and/or best practices implemented by a member community that enhance mission, improve service, inspire dedication, and/or demonstrate willingness to take risk (and even fail) in the pursuit of expanded possibilities for aging.

Eligible Nominees

Member communities, their employees, and/or specific practices, models, and program initiatives

Qualifying Criteria

- An innovative approach to service delivery or community operation through which quality of life is enhanced and the field of service is advanced
- A program specially conceived, designed and implemented to address a complex challenge
- Environmental enhancements through which quality of life is enriched for residents and/or staff
- An effort, whether effective or not, through which lessons have been learned that expand the body of available knowledge within the field of aging services
- Exploration and discovery of opportunities for improved efficiency, effectiveness, and/or cost savings
- Demonstrated willingness to experiment for the sake of changing the status quo for the better
- Extraordinary new services, programs, or practices that make life better and/or work more effectively and/or efficiently
- Demonstrated improvement of community performance with little or no increase in cost
- A financially feasible model program with demonstrated benefits that can be widely replicated by others

Excellence in Advocacy

This award honors an individual or member community for exceptional achievement in advocacy that has advanced the nonprofit mission, expanded the possibilities for aging; and/or improved the legal, public policy and/or the regulatory environment influencing the provision of aging services.

Eligible Nominees

Individuals or groups associated with a member community or a member community itself

Qualifying Criteria

- Effective employment of the collective voice of residents, staff, volunteers and others associated with a member community to impact legislation, regulation, or policy
- Effective motivation of power and influence to impact legislation, regulation or policy affecting the field of aging services
- Effective educational or personal outreach to promote and defend not-for-profit status
- Summoning of influence and resources for the purpose of highlighting and addressing an unmet need
- Commitment to eliminating and/or advancing legislation and regulation for the purpose of improving resident quality of life and expansion of the possibilities for aging

Excellence in Collaboration

This award recognizes creative collaboration within and among organizations for the purpose of addressing significant needs and/or expanding the possibilities for aging

Eligible Nominees

Partnerships between member communities, collaborative components within member communities, and partnerships between organizations one of which is a member community

Qualifying Criteria

- Two or more entities acting in consort and sharing resources and expertise for the purpose of addressing a need or common problem
- Extraordinary collaboration among separate departmental groups within a member community resulting in enhanced quality of life and/or improved services to residents
- Effective extension of mission through joint enterprises that expand the possibilities for aging
- A joint venture between a member community and a vendor and/or business partner
- Programs that promote cooperation, sharing of resources and expertise, mutual support, and/or achievement of economies of scale
- Effective elimination of organizational silos and promotion of more holistic approaches to care and service