

CivicPlus Community Award

Recognizing Everyday Impact in Every Community

From local governments and school districts to state departments and public agencies, teams are launching new initiatives, modernizing services, and finding better ways to connect with the residents who rely on them. It might be a new initiative expanding access to services, a smarter workflow that saves staff time, or a digital improvement that makes it easier for residents to engage with their local government. Some improvements are highly visible. Others happen quietly behind the scenes. But each effort plays a role in strengthening communities and improving how people experience public services every day.

Share Your Story of Community Impact

Every great initiative begins with a challenge and ends with a community that's better because of its solution. We invite you to nominate a leader, department, team, or agency for work completed in **2024 or 2025** that has improved services, strengthened engagement, enhanced operational efficiency, or helped build trust with your community.

Tell us about the story behind your initiative:

- What challenge did your team set out to solve?
- What solution, program, or improvement did you introduce?
- How did it change the experience for residents or staff?
- What measurable or meaningful impact did it have on your community?

Your initiative might have introduced a new automation or service, streamlined a once-manual process, expanded accessibility, or improved how residents find information and connect with their local government. No matter the size of your organization or the scale of your initiative, we want to hear how your work is making a difference. Help us spotlight the people and projects strengthening communities across the country.

How Submissions Are Evaluated

A panel of judges will evaluate all submissions based on:

- **Innovation:** How creative and original was the initiative? Did it introduce new methods, automation, AI, tools, or ideas to solve a community issue or improve public services?

- **Community Impact:** What measurable or observable impact did the initiative have on the community or residents? How has it improved the quality of life or civic engagement?
- **Scalability & Sustainability:** Is the initiative sustainable and scalable? Can the initiative be continued over time, or potentially leveraged by other communities?
- **Resident Experience:** Did the initiative deliver improved engagement, access, inclusion, and/or equity?

Awards and Recognition

Ten submissions will be selected. The top three will each receive a \$1,000 charitable donation, a recognition trophy, and be featured in a video spotlight and press release. The remaining seven will be recognized on our Community Impact Awards winners' landing page.

CivicPlus Community Impact Awards Frequently Asked Questions

Who is eligible to be nominated?

All existing U.S.-based CivicPlus® customers are eligible to be nominated. Nominations may recognize a department, a project team, a department, or an entire agency, including special districts, higher education institutions, and school districts. Due to legal compliance restrictions, we regret that we cannot accept nominations from customers outside the United States.

Who may submit a nomination?

Nominations may be submitted by individuals who are either employed by an organization that is a current CivicPlus customer, or who reside in a community served by one. Individuals may nominate others or self-nominate their own team, department, agency, government, or special district.

CivicPlus employees may not submit on behalf of a customer.

How long is the nomination window?

The nomination window begins on Friday, May 1, 2026, at 8:00 am ET and ends on Friday, May 22, 2026, at 11:59 pm ET.

How many winners will be selected?

A panel of judges will select the top ten winners from all submissions.

- From there, the top three winners will each receive a \$1,000 charitable contribution to an organization of their choice and a recognition trophy. A video will be created to showcase the stories of the top three winners, which will be featured in the press release.
- The remaining seven winners will receive a spotlight on our winners' landing page.

Who will judge the nominations and select the winners?

A panel of CivicPlus employees, previous CivicPlus award winners, and CivicPlus partners will select the winners.

What qualifies for a winning submission?

Winning submissions to the Community Impact Awards will showcase meaningful projects, policies, or process improvements that have transformed community experiences through innovation, efficiency, and public service. The judges are looking for stories that demonstrate how local leaders, teams, or agencies have optimized operations, modernized services, or deepened resident engagement, resulting in measurable outcomes such as time or cost savings, increased staff satisfaction, or improved public trust. These initiatives reflect the everyday efforts that drive extraordinary impact and strengthen the communities we call home.

Judges will use the following criteria when reviewing submissions:

- **Innovation:** How creative and original was the initiative? Did it introduce new methods, tools, or ideas to solve a community issue or improve public services?
- **Community Impact:** What measurable or observable impact did the initiative have on the community or residents? How has it improved the quality of life or civic engagement?
- **Scalability & Sustainability:** Is the initiative sustainable and scalable? Can the initiative be continued over time, or potentially leveraged by other communities?
- **Resident Experience:** Did the initiative deliver improved engagement, access, inclusion, and/or equity?

Does a nomination need to reference how our initiative leveraged a CivicPlus product or solution?

Nominations do not need to reference a CivicPlus product or solution. The judges are looking for entries that speak to the ways you're making a difference in your community. However, if a CivicPlus solution played a role in your success, we encourage you to include

that in your story. Submissions that highlight how our products have enhanced community experiences may also be considered for a future case study opportunity.

When will the winners be notified?

In June, the top ten finalists will be notified. With the help of a CivicPlus videographer, the top three winners will bring their submissions to life using video.

In mid-October, we'll announce the winners using a multi-media press release that will include videos of the top finalists.

What will the winners receive?

The top three winners will each receive a \$1,000 charitable contribution to an organization of their choice and a recognition trophy. A video will be created to showcase the stories of the top three submissions, which will be featured in the press release announcing the winners.

What happened to the Civic Experience Awards that CivicPlus hosted in the past?

The Civic Experience Awards have evolved into the Community Impact Awards to more inclusively recognize the wide range of meaningful work our customers are doing. This new name captures the full scope of impact, from service improvements to community engagement, driven by public servants, educators, and governments making a difference in the places we live, work, and learn.

QUESTIONS/SUBMISSION FORM

First Name*

Last Name*

Email*

Organization Name*

State*

Describe an initiative that your government or department implemented in 2024 or 2025. (500 words max)*

What kind of impact did it have on your community? (500 words max)*

Do you have any measurable data to share with your submission?

- May we contact you for a CivicPlus website success story interview separate from the Community Impact Awards?

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