



Baldrige in Colorado

- 26 Colorado applicants for the Baldrige Award (2005–2021)
- 3 Colorado award applicants in 2019–2021 represent 9,388 jobs, 69 work locations, over \$1 billion in revenues/budgets, and 275,000 customers served.
- 10 Baldrige examiners from Colorado volunteered about \$225,000 in services in 2021, and 4 Baldrige examiners from Colorado volunteered about \$90,000 in services in 2022.

Baldrige Award Recipients in Colorado

CH2M HILL–OMI (f/k/a Operations Management International), service, 2000

City of Fort Collins, nonprofit, 2017

Donor Alliance, nonprofit, 2018

Elevations Credit Union, nonprofit, 2020 and 2014

Kenneth W. Monfort College of Business, education, 2004

Poudre Valley Health System (now University of Colorado Health), health care, 2008

Featured Baldrige Award Recipient



Elevations Credit Union empowers its members and the communities it serves with financial solutions and education. This member-owned, nonprofit financial institution serves more than 147,000 members via 14 branches. With assets of over \$2.7 billion and more than 560 employees, it serves members in Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, El Paso, Jefferson, Larimer, and Weld counties, Colorado.

Highlights

- No. 1 credit union mortgage lender in Colorado
- #11 out of the top 300 U.S. credit unions, even with assets ranking #127 and ability to lend only in Colorado
- Ranking in the top 95% of U.S. organizations for employee engagement based on the Gallup Q12 survey
- Increased business/commercial loans from less than \$50 million in 2015 to about \$175 million in 2019, while maintaining zero losses in relation to loan portfolio growth

Baldrige-Based Award Programs Serving Colorado

[The Alliance for Performance Excellence](#) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the [Baldrige Excellence Framework](#) (which includes the Criteria for Performance Excellence) to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

Incorporated in 2000 as a 501(c) (3) nonprofit corporation, [Rocky Mountain Performance Excellence](#) (RMPEX), an Alliance for Performance Excellence member, helps organizations improve performance and achieve results. The approach is based on the Baldrige Excellence Framework, a proven framework that brings innovation and results to any organization. RMPEX serves Colorado, Montana, Nebraska, and Wyoming.

The [Communities of Excellence Learning Collaborative](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and governmental organizations communitywide to implement and sustain community change.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

2012–2020 RMPEx Award/Recognition Recipients in Colorado

Peak Performance Award

AlloSource
City of Fort Collins
Denver Health
Donor Alliance Inc.
El Paso County School District 49
Elevations Credit Union
Poudre Valley Health System

Timberline Performance Award

City of Arvada
El Paso County School District 49
Fire & Police Pension Association of Colorado
Littleton Adventist Hospital
RTD FasTracks Program
Sky Ridge Medical Center

High Plains Recognition

City of Aspen Utilities Department (High Plains)
Strategic Programs, Inc. (High Plains)

Featured RMPEx Award Recipient



El Paso County School District 49 is a public school district spanning eastern Colorado Springs and several areas of El Paso County. The fastest-growing district in Colorado, the district's enrollment of 20,834 students ranks 3rd in the county and 14th in the state. D49 operates in a highly competitive school choice environment, with larger and wealthier districts along the western boundary.

Highlights

- Increase in CDC Scorecard results from 121 to 156 over 2 years
- Over 3 years, increase from 58% to 60% in staff with advanced degrees

Communities of Excellence Participant in Colorado

City of Castle Pines

AHCA/NCAL National Quality Award/Recognition Recipients in Colorado

| | |
|--|--|
| Avamere Transitional Care and Rehab.—Brighton (Bronze, 2020) | Golden Peaks Center (Bronze, 2019) |
| Cambridge Care Center (Bronze, 2019) | Hallmark Nursing Center (Bronze, 2020) |
| Centennial Healthcare Center (Bronze, 2020) | Harmony Pointe Nursing Center (Bronze, 2019) |
| Denver North Care Center (Bronze, 2020) | Juniper Village at Louisville (Bronze, 2020) |
| Flatirons Health and Rehab (Bronze, 2020) | Marycrest Assisted Living (Bronze, 2022) |
| | PowerBack of Lakewood (Bronze, 2019) |

AHCA/NCAL National Quality Award/Recognition Recipients in CO, continued

PowerBack of Lafayette (Bronze, 2019)
Sandalwood Manor (Bronze, 2020)
Sierra Rehab. and Care Community (Bronze, 2019)
Summit Rehab. and Care Community (Bronze, 2020)
Sunrise at Pinehurst (Bronze, 2020)
Sunrise of Boulder (Bronze, 2020)

Sunrise of Westminster (Bronze, 2020)
The Green House Homes at Mirasol (Bronze, 2020)
Valley View Care Center (Bronze, 2020)
Villa Manor Care Center (Bronze, 2020)
Westlake Care Community (Silver, 2019)
Windsor Healthcare Center (Bronze, 2020)
Yuma Life Care Center (Bronze, 2020)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

The Baldrige Performance Excellence Program

Created with Congressional authorization in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

The data presented, in some cases, are estimates of the best available information.