Created by Congress 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.

Baldrige in Florida

- 1 Florida award applicant in 2016 represents 362 jobs, 17 work locations, about $26 million in revenues/budgets, and an estimated 39,000 customers served.
- 18 Baldrige examiners from Florida volunteered $405,000 in services in 2019.

Florida National Role Models

Baptist Hospital, health care, 2003
City of Coral Springs, nonprofit, 2007
Merrill Lynch Credit Corporation, service, 1997
Studer Group, small business, 2010

Success Story

Chartered in 1963 and once known as the “City in the Country,” Coral Springs is located in Broward County in southern Florida. During the 1980s, the city was one of the fastest growing in the nation and now is home to about 132,000 people, making it the 13th-largest city in the state. With an annual budget of $135 million, the city of Coral Springs has a council-manager form of government with the City Commission serving as the board of directors and the City Manager as chief executive officer, with input from citizens and businesses.

Highlights

- AAA credit rating for 7 years from all three of the nation's largest bond rating agencies
- Government Financial Officers Association’s Distinguished Budget award for 16 years;
- Zero findings on external audits for 11 years
- Mid- to upper 90s for percentage of residents who are satisfied with city service
- 76% to 97% gain in business satisfaction from
- Over 10 years, decrease by nearly half in crime rate per 100,000 people
- Lowest crime rate in the state and 4th lowest in the nation for cities of its size

Florida Sterling Council

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) 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 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.

2013–2019 Florida Sterling Award Recipients

Big Bend Community Based Care, Inc.
Cape Coral Hospital
City of Tallahassee Underground Utilities and Public Infrastructure
Community Health of South Florida, Inc.
Environmental Protection Commission of Hillsborough County
Florida Department of Health in Bay County
Florida Department of Health in Broward County
Florida Department of Health in Collier County
Florida Department of Health in St. Johns County
Hillsborough County Supervisor of Elections
Kids Central, Inc.
Orange County Public Schools Human Resources Division
Orange County Public Schools Operations Division
Pinellas County Tax Collector
Tax Collector for Polk County
Walton County Tax Collector

AHCA/NCAL National Quality Award Recipients in Florida

The AHCA/NCAL National Quality Award Program provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Alexander Nininger State Veterans' Home (Silver, 2019)
Apollo Health & Rehab. (Silver, 2018)
Baldomero Lopez State Veterans' Nursing Home (Silver, 2019)
Bartow Center (Silver, 2019)
Bartram Lakes Assisted Living (Silver, 2018)
Boca Ciega Center (Silver, 2019)
Brooks Bartram Crossing (Silver, 2018)
Calusa Harbour Health Center (Silver, 2018)
Century Care Center (Silver, 2018)
Community Care Center (Silver, 2018)
Concordia Manor Inc. (Silver, 2018)
Coral Bay Healthcare & Rehabilitation (Silver, 2019)
Court at Palm Aire (Silver, 2018)
Deerfield Beach Nursing & Rehab. Center (Silver, 2018)
Diamond Ridge Health & Rehabilitation (Silver, 2019)
Emory L Bennett Memorial (Silver, 2019)
Fort Lauderdale Health & Rehab. (Silver, 2018)
Hazel Cypen Tower (Silver, 2019)
Indian River Center (Silver, 2019)
Isle Health & Rehabilitation Center (Silver, 2019)
Manor at Carpenter's (Silver, 2019)
Miami Jewish Health (Silver, 2019)

North Beach Rehabilitation Center (Silver, 2019)
Palm Garden Jacksonville (Silver, 2018)
Palm Garden of Port St. Lucie (Silver, 2018)
Palm Garden Orlando (Silver, 2018)
Park Ridge Nursing Center (Silver, 2018)
Parks Healthcare & Rehabilitation Center (Silver, 2019)
Pinebrook Care Center (Silver, 2019)
Robert H Jenkins Jr. Veteran's Domiciliary (Silver, 2019)
Sandy Ridge Care Center (Silver, 2018)
Santa Rosa Health & Rehabilitation Center (Silver, 2019)
Seven Hills Health & Rehab. Center (Silver, 2018)
Southern Oaks (Silver, 2018)
The Springs at Boca Ciega Bay (Silver, 2018)
Surrey Place Healthcare & Rehab. (Silver, 2018)
Suwannee Healthcare Center (Silver, 2018)
Sylvan Health Center (Bronze, 2019; Silver, 2019)
Taylor Care Center (Silver, 2019)
Terraces of Lake Worth (Silver, 2018)
The Villages Rehab. & Nursing (Silver, 2018; Gold, 2019)
Winkler Court (Silver, 2019)
Woodland Grove Health & Rehab. (Silver, 2018)

39 Bronze winners, 2018
32 Bronze winners, 2019