



# Baldrige in New York

- 14 New York applicants for the Baldrige Award (2005–2020)
- 2 New York award applicants (2010–2020) represent 14,550 jobs, 11 work locations, over \$18 billion dollars in revenues/budgets, and an estimated 1.75 million customers served.
- 2 Baldrige examiners from New York volunteered about \$45,000 in services in 2021, and 2 Baldrige examiners from New York volunteered about \$45,000 in services in 2022.

## Baldrige Award Recipients in New York

Pearl River School District, 2001

Xerox Business Services, 1997

Trident Precision Manufacturing, Inc., 1996

Corning Incorporated, Telecommunications Products Division, 1995

Xerox Corporation Business Products and Systems, 1989

## Featured Baldrige Award Recipient



Located 20 miles north of New York City in Rockland County, the Pearl River School District (PRSD) provided education for 2,500 children, kindergarten through 12th grade at the time of its Award. In addition, more than 1,000 adults participated in the district's continuing education program. PRSD's 203 teachers are distributed among three elementary schools (kindergarten through grade four), one middle school (grades five through seven), and one high school (grades eight through 12).

### Highlights

- 100% of students graduating; increase in students graduating with a Regents diploma from 63% to 86% over 5 years
- Increase in student satisfaction from 70% to 92% over 3 years; increase in parent satisfaction from 62% to 96% over 5 years
- 75% of special education students taking the SAT I, compared with 3% statewide and 2% nationwide
- Over 8 years, increase of 43% in spending for instruction, largely due to savings from operational efficiencies
- Increase from 71% to 90% in eligible students choosing to attend PRSD rather than private schools

## Baldrige-Based Award Programs Serving New York

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 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.

[Partners in Performance Excellence](#) exists to help organizations across New York, Massachusetts, Connecticut, and Rhode Island become more effective, competitive and sustainable through the use of the proven Baldrige principles for performance excellence. By providing high- value and personalized assessments, training, benchmarking, networking and recognition, we enhance the growth of jobs and economic prosperity in our region.

[Communities of Excellence](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework through its Communities of Excellence Learning Collaborative. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and governments 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 Partners in Performance Excellence Award Recipients in New York

Ellis Medicine (Gold)

Greater Hudson Valley Health System (Gold)

Memorial Sloan Kettering Cancer Center (Process Application)

North Shore LIJ Health System (Silver)

Orange Regional Medical Center (Silver)

Spackenkill Union Free School District (Silver)

## Communities of Excellence Participant in New York

Saratoga County

## AHCA/NCAL National Quality Award/Recognition Recipients in New York

Affinity Skilled Living and Rehab. Center (Bronze, 2018)

Bishop Rehab. and Nursing Center (Bronze, 2019)

BronxCare Special Care Center (Bronze, 2019)

Capstone Center for Rehab. and Nursing (Silver, 2019)

Central Park Rehab. and Nursing Center (Bronze, 2020)

Chautauqua Nursing and Rehab. Center (Bronze, 2019)

Dominican Village (Silver, 2019)

Golden Hill Nursing & Rehab. Center (Silver, 2020)

Hamilton Park Nursing & Rehab. Center (Bronze, 2021)

Harlem Center for Nursing and Rehab. (Bronze, 2022)

Heathwood Assisted Living at Williamsville (Silver, 2020)

Hudson Park Rehab. and Nursing Center (Bronze, 2019)

King David Center for Nursing & Rehab. (Bronze, 2020)

Kingsway Arms Nursing Center (Bronze, 2020)

Linden Center for Nursing and Rehab. (Silver, 2021; Bronze, 2020)

Lockport Rehab. and Health Care Center (Bronze, 2020)

Massena Rehab. and Nursing Center (Bronze, 2021)

Norwich Rehab. and Nursing Center (Silver, 2020)

NYS Veterans Home at Oxford (Bronze, 2020)

Plattsburgh Rehab. and Nursing Center (Bronze, 2020)

Roscoe Rehab. and Nursing Center (Silver, 2021; Bronze, 2020)

Schofield Residence (Silver, 2020)

Shaker Place Rehab. and Nursing Center (Silver, 2020)

St. Mary's Hospital for Children (Silver, 2022)

Sunrise of Crestwood (Silver, 2018)

Sunrise of Dix Hills (Silver, 2018)

Sunrise of East Meadow (Silver, 2018)

Sunrise of East Setauket (Silver, 2018)

Sunrise of Glen Cove (Silver, 2018)

Sunrise at Mill Basin (Silver, 2021; Bronze, 2019)

Sunrise of New City (Silver, 2021; Bronze, 2019)

Sunrise at Sheepshead Bay (Silver, 2021; Bronze, 2020)

Sunrise of Staten Island (Silver, 2021; Bronze, 2019)

Sunrise of West Babylon (Silver, 2019)

Sunset Nursing and Rehab. Center, Inc. (Bronze, 2020)

Susquehanna Nursing and Rehab. Center (Silver, 2020)

Washington Center (Bronze, 2019)

Willow Gardens (Bronze, 2019)

Willow Towers Assisted Living (Bronze, 2018)

# 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.