



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 New York

- **14 New York applicants for the Baldrige Award (2005–2017)**
- **2 New York award applicants (2010–2016) represent 14,550 jobs, 11 work locations, over \$18 billion dollars in revenues/budgets, and an estimated 1.75 million customers served.**
- **6 Baldrige examiners from New York volunteered over \$91,000 in services in 2017.**

New York National Role Models

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

Success Story



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

Partners in Performance Excellence

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.

The nonprofit Partners in Performance Excellence (PiPEx; www.partnerspex.org) is an economic development organization. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. PiPEx serves Connecticut, Massachusetts, New York, and Rhode Island.

2012–2017 Partners in Performance Excellence Award Recipients in New York

Ellis Medicine (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)

AHCA/NCAL National Quality Award Recipients in New York

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.

Alpine Rehab & Nursing Center (Silver, 2017)

Bridgewater Center for Rehabilitation and Nursing (Bronze, 2016)

The Brightonian (Bronze, 2015)

Bronx Center for Rehabilitation & Health Care (Bronze, 2015)

The Capital Living Nursing & Rehabilitation Centre (Silver, 2015)

Carillon Nursing & Rehabilitation Center (Silver, 2017)

Dominican Village (Bronze, 2017)

ElderWood at Waverly (Silver, 2017)

The Emerald Peek Rehabilitation & Nursing (Bronze, 2017)

Essex Center for Rehabilitation & Healthcare (Bronze, 2015)

Heathwood Assisted Living at Williamsville (Bronze, 2015)

Highland Rehabilitation & Nursing Center (Bronze, 2016)

Kings Harbor Multicare Center (Bronze, 2015)

Kingsway Manor Assisted Living (Silver, 2017; Bronze, 2015)

Middletown Park Rehabilitation & Health Care Center (Silver, 2017)

Mills Pond Nursing & Rehabilitation Center (Bronze, 2015)

Mohawk Valley Health Care Center (Bronze, 2015)

Schofield Residence (Bronze, 2016)

Schulman & Schachne Institute for Nursing and Rehabilitation (Silver, 2015)

Shore View Nursing and Rehabilitation Center (Bronze, 2015)

Somers Manor Rehab & Nsg Ctr (Silver, 2017)

Sunrise in Mill Basin (Bronze, 2015)

Sunrise of Crestwood (Bronze, 2015)

Sunrise of Dix Hills (Bronze, 2015)

Sunrise of Fleetwood (Bronze, 2017)

Sunrise of Glen Cove (Bronze, 2015)

Sunrise of Holbrook (Silver, 2017; Bronze, 2015)

Sunrise of New City (Bronze, 2015)

Sunrise of North Lynbrook (Silver, 2017)

Sunrise of Plainview (Silver, 2017)

Sunrise of Sheepshead Bay (Bronze, 2015)

Sunrise of Smithtown (Bronze, 2015)

Sunrise of Staten Island (Bronze, 2015)

Sunrise Senior Living East Setauket (Bronze, 2015)

Sunrise Senior Living of East Meadow (Bronze, 2015)

Sunrise Senior Living of North Lynbrook (Bronze, 2016)

Sunrise Senior Living of Plainview (Bronze, 2015)

Sunrise Senior Living of West Babylon (Bronze, 2016)

Tarrytown Hall Care Center (Bronze, 2017)

Wingate at Beacon (Bronze, 2017)

Wingate at Dutchess (Bronze, 2017)

Wingate at Ulster (Bronze, 2016)