



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

- **22 Florida applicants for the Baldrige Award (2005–2020)**
- **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.**
- **15 Baldrige examiners from Florida volunteered about \$337,500 in services in 2020.**

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.

The Florida Sterling Council (www.floridasterling.com), founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida and Georgia. It manages the Governor’s Sterling and Georgia Oglethorpe Award.

2013–2020 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
USF Federal Credit Union
Walton County Tax Collector

Communities of Excellence Participants in Florida

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

Coral Gables
West Kendall

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.

Abbey Delray South (Bronze, 2020)
Avante at Inverness (Bronze, 2020)
Bayview Center (Silver, 2020)
Carlton Shores Health & Rehab. Center (Bronze, 2020)
Casa Mora Rehab. & Extended Care (Silver, 2020)
Clermont Health & Rehab. Center (Bronze, 2020)
Clifford Chester Sims State Veterans' Nursing Home (Silver, 2020)
Consulate Health Care of Port Charlotte (Silver, 2020)
Crystal River Health & Rehab. Center (Bronze, 2020)
Fernandina Beach Rehab. & Nursing Center (Bronze, 2020)
First Coast Health & Rehab. Center (Bronze, 2020)
Gardens Health & Rehab. Center (Silver, 2020)
Glades West Rehab. & Nursing Center (Silver, 2020)
The Groves Center (Silver, 2020)
HealthPark Care & Rehab. Center (Bronze, 2020)
Heartland Health Care & Rehab. Center of Boca Raton (Bronze, 2020)
Heartland Health Care Center, —North Sarasota (Bronze, 2020)
Heartland of Zephyrhills (Bronze, 2020)
Lakeside Oaks Care Center (Bronze, 2020)
ManorCare Health Services—Dunedin (Bronze, 2020)

ManorCare Health Services—Venice (Bronze, 2020)
North Port Rehab. & Nursing Center (Bronze, 2020)
The Oaks at Avon (Bronze, 2020)
Orchid Cove at Sarasota (Bronze, 2020)
Palm Garden of Aventura (Bronze, 2020)
Pinecrest Rehab. Center (Bronze, 2020)
Pines of Sarasota (Bronze, 2020)
Pompano Health & Rehab. Center (Bronze, 2020)
The Ponce Therapy Care Center (Bronze, 2020)
Ridgecrest Nursing & Rehab. (Bronze, 2020)
The Sands at South Beach (Bronze, 2020)
Sarasota Health & Rehab. Center (Silver, 2020)
Seaview Nursing & Rehab. Center (Silver, 2020)
South Heritage Health & Rehab. Center (Bronze, 2020)
St. James Health & Rehab. Center (Bronze, 2020)
Stratford Court of Boca Raton (Silver, 2020)
Sunrise of Jacksonville (Silver, 2020)
Tierra Pines Center (Silver, 2020)
Treasure Isle Care Center (Bronze, 2020)
Viera Health & Rehab. Center (Bronze, 2020)
The Villa at Carpenters (Silver, 2020)
Villa at Terracina Grand (Bronze, 2020)
Windsor Woods Rehab. & Healthcare (Bronze, 2020)