



State of Wisconsin
Department of Health Services

Jim Doyle, Governor
Karen E. Timberlake, Secretary

For Immediate Release

July 9, 2009

Contact: Stephanie Marquis, 608-266-1683

Central Wisconsin Center Wins Wisconsin Forward Award

Award Recognizes Facility for Quality, Leadership and Management

The Department of Health Services (DHS) is proud to announce that Central Wisconsin Center is a recipient of this year's Wisconsin Forward Award. The Wisconsin Forward Award recognizes excellence in organizational management, achievements in implementing performance excellence systems, and successful management strategies.

"Central Wisconsin Center is to be commended for its dedication to quality improvement and serving our patients with the utmost respect and dignity," said Department Secretary Karen Timberlake. "All of our institutions strive to continually improve quality of life through the care we provide and it's wonderful this facility is being independently recognized for its efforts."

"This is a huge tribute to the quality of employees and services we offer at Central Wisconsin Center. It truly demonstrates our dedication and effort to do extraordinary work all year long," says Central Wisconsin Director Ted Bunc. "This is the third time we've been honored with this award in 10 years, and it shows our continual quality improvement in all areas of our organization."

Central Wisconsin Center is a DHS facility that provides both residential and short-term treatment for individuals with developmental disabilities. Central Wisconsin Center is being recognized at the Wisconsin Forward Award's Mastery level, which demonstrates a significant maturity in developing and refining processes that are tied to good results in such areas as building a high-skilled workforce, financial and organizational performance, and exceptional customer satisfaction and retention.

The Wisconsin Forward Award uses the Baldrige Criteria for Performance Excellence. Organizations must demonstrate an integrated, results-oriented framework for implementing and assessing processes for managing all operations in the following categories:

- **Leadership:** the leadership system, values, expectations, and public responsibilities
- **Strategic Planning:** the effectiveness of strategic and business planning and deployment of plans, with a strong focus on customer and operational performance requirements
- **Customer and Market Focus:** determining customer and market requirements and expectations, enhances relationships with customers, and determines their satisfaction
- **Measurement, Analysis and Knowledge Management:** the effectiveness of information collection and analysis to support customer-driven performance excellence and marketplace success
- **Workforce Focus:** success of efforts to realize the full potential of the workforce to create a high performance organization

- MORE -

- **Process Management:** the effectiveness of systems and processes for ensuring the quality of products and services.
- **Results:** performance results, trends, and comparison to competitors or benchmarks in key business areas including leadership, products and services, customer satisfaction, financial and market performance, workforce, suppliers and partners, and operations

Central Wisconsin Center will be honored at an awards ceremony and reception at the Promega BioPharmaceutical Technology Center in Madison on Tuesday, August 11, 2009.

To learn more about the Wisconsin Forward Award, visit www.forwardaward.org

- END -