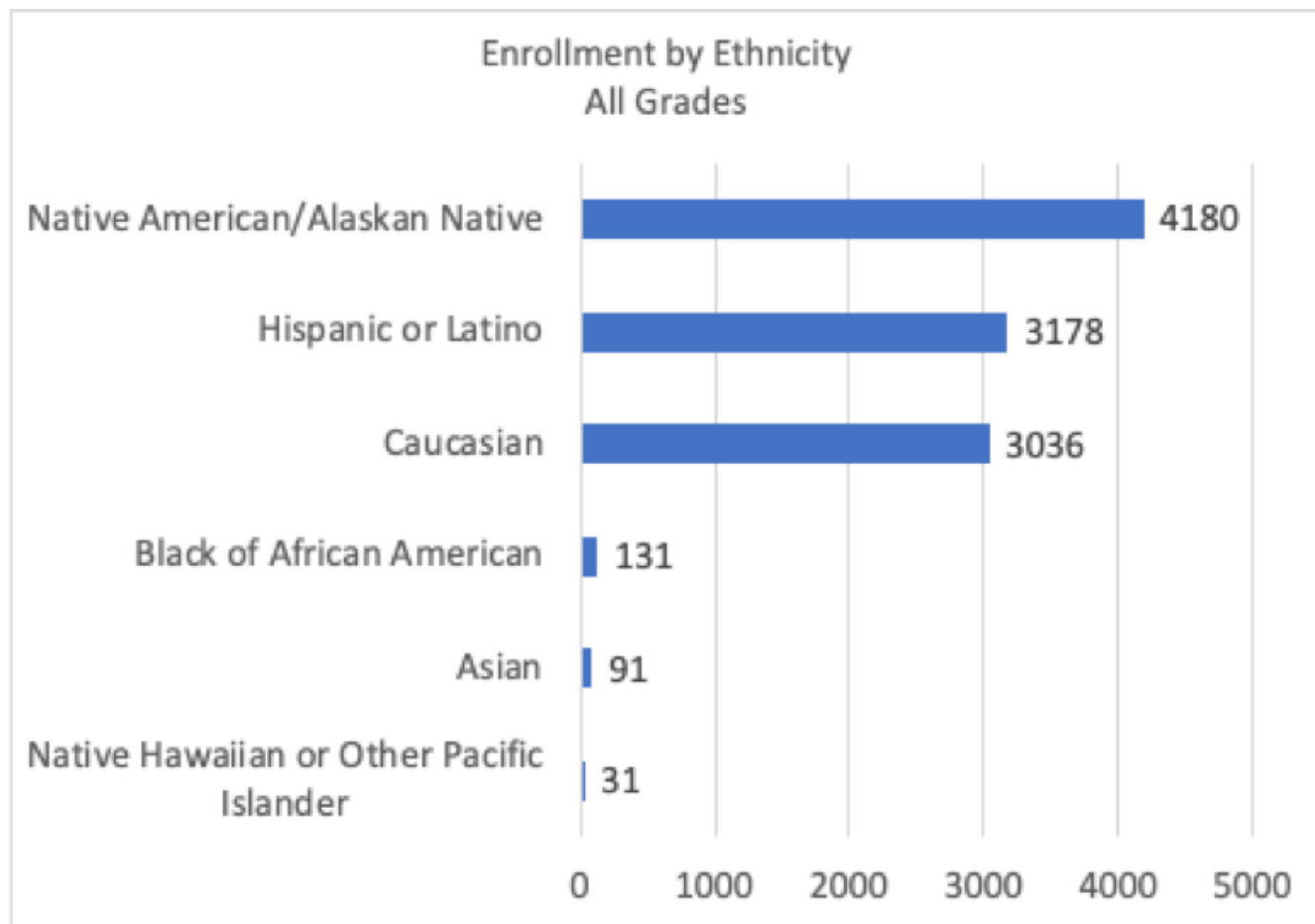




USING BALDRIGE TO RAFT THE CLASS 5 COVID-19 RIVER RAPIDS

A QUALITY LEADERSHIP WEBINAR SERIES

By Dr. Eugene "Gene" Schmidt, Superintendent



School system dates back to 1907

A LITTLE BIT ABOUT FARMINGTON

Most Diverse District in New Mexico



Niche ranks nearly 100,000 schools and districts based on statistics and millions of opinions from students and parents.





ABOUT THE

Farmington Municipal Schools

- 4 High Schools
 - 2 Traditional
 - 1 Alternative/Online
 - 1 Early College
- 4 Middle Schools
- 10 Elementary Schools
- 1 PreK Academy
 - 2 locations

People live here. Farmington School District extends north to the Colorado border and south to the mid part of the state. Over the course of the school year, 70 buses travel a million miles annually.

THE POWER

of the Baldrige Framework



*FMS received Adobe Recognition in 2015

2

National Blue Ribbon Schools

1

National Title 1 Distinguished School

4

Consecutive National awards for “Best Communities for Music”

2

high schools listed as US News & World Reports “America’s Best High Schools”

twice

named New Mexico School Board Association “Large District” Board of the Year

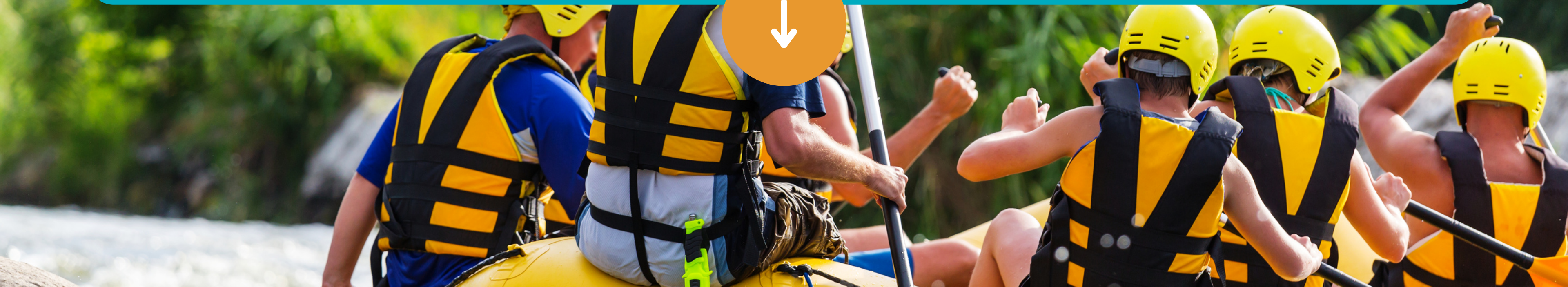
14

“A” or “B” School Report Card Grades

BALDRIGE FRAMEWORK

tested in March 2020

- Question – Were Team Farmington’s Processes (approach, deployment, learning, and integration) strong enough to ride the Covid-19 river rapids?
- Question – Would the Plan, Do, Study, Act Continuous Improvement Cycle provide the navigation tools to run the Covid-19 river rapids?



CLASS 5

Expert Level



For the very experienced rafters – executing preventative and self-rescue

Rapids are long, violent, unpredictable and potentially dangerous

Take appropriate equipment, practice rescue skills and experienced team of experts

Raft Masters Fun Adventure
retrieved 03/09/2022

Some important terms – forward paddle, back paddle, get down

White Water Rafting
Commands and Paddle
Training retrieved 03/09/2022

1. Raft Masters Fun Adventure Memories @ <https://raftmasters.com>
2. White Water Rafting Commands and Paddle Training @ <https://brexpeditions.com>

NAVIGATING SIX CLASS 5 RAPIDS

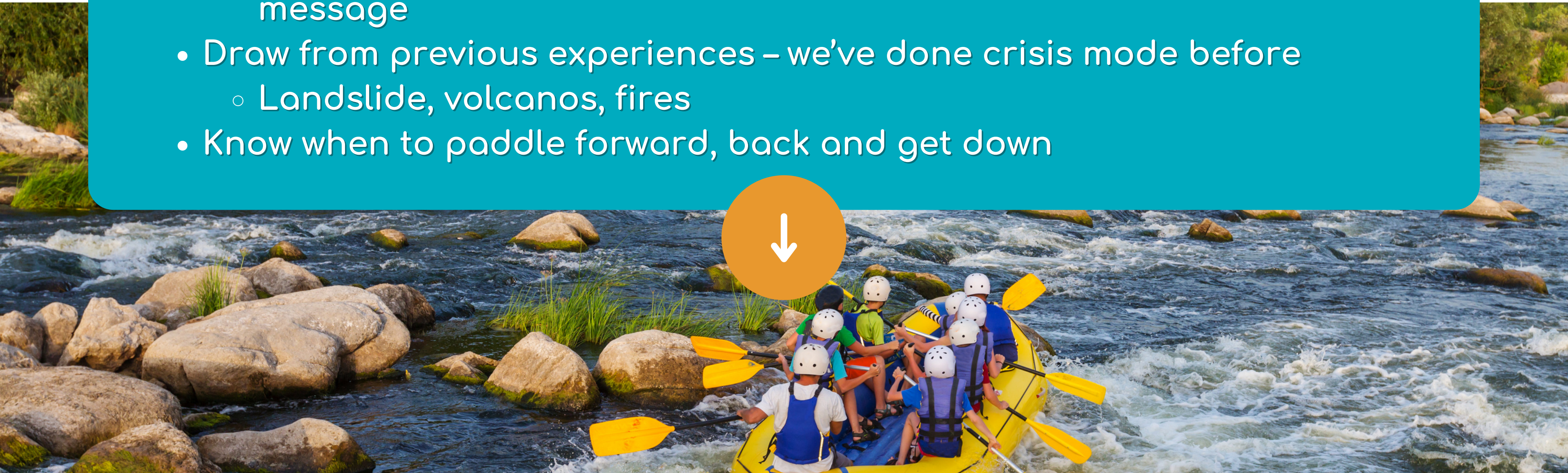
Re-inventing entire systems overnight



- Academic integrity
- Staffing issues
- Health/safety concerns
- Stakeholder messaging
- Budget reframe
- Supply chain strategy

EXPERIENCE, GREAT TEAM, STRONG SYSTEMS

- Lessons learned from 2018 Roadrunner application
 - Build better systems, strengthen the leadership team, learn how to message
- Draw from previous experiences – we've done crisis mode before
 - Landslide, volcanos, fires
- Know when to paddle forward, back and get down



ACADEMIC INTEGRITY

Paddle Forward



From the Governor's call to a whole new remote system of learning

FMS positioned well as the district embraced 1:1 laptops

Tech wizards in the steer the raft

Lesson plan design, attendance, and social emotional support strategies change over a weekend

Stay focused on student-centered excellence.



STAFFING ISSUES

Paddle Forward



- Critical staff issues
 - Maintain full employment
 - Recognize and close staffing gaps
 - Ensuring onsite work safety

Valuing people is a
Baldrige core value

HEALTH AND SAFETY CONCERN

Back Paddle, then forward

- Covid was a whole new experience
- Isolation of students and staff
- Created a daily check-in routine before academics began
- Increased number of Nurses, Health Aids, Social Workers
- All kinds of health and safety messages to the community

Systems can enable agility and resilience



STAKEHOLDER MESSAGING

Get Down

- Quarantines
- Contact Tracing
- Vaccinations
- Fake news
- Polarized communities
- Sports and fan participation
- messaging everyday-
reassurance, messages of hope,
what's happening, when and how
might FMS shift back to in-
person
- FB, FMS Rising, Letters, emails,
TV
- Covid-19 Dashboard, creating a
fill rate statistic, new attendance
tracking system

Ethics and transparency are
key to success under the
Baldrige Framework.



BUDGET REFRAME

Paddle forward



- Over \$30 million infusions of state and federal dollars
- How to spend the funding to accomplish the greatest good?
- How to build accountability and fiscal tracking systems?
- Explained to stakeholders, customers, and business partners what was going on.

Baldrige is all about delivering value and results

SUPPLY CHAIN

Paddle really fast forward

- Anticipating supply chain issues
 - HVAC filters, Covid-19 PPE, Covid-19 Test Kits
- Jump starting ahead of others
 - Test to Stay
 - Test to Play
- Collaborating with local, state, and federal providers
 - Developing a whole new set of partners
 - Curative
 - BinaxNow
 - Walgreens

Baldrige encourages you to focus on innovation and success



LESSONS LEARNED

- Have structures in place
- It's ok to practice crisis scenarios
- Count on your Team to generate ideas
- Lead with a sense of calm
- After each rapid, there is a moment of calm



The Baldrige Framework
facilitates organizational
learning



THANK YOU