

**HUMAN RESOURCES  
HUMAN RESOURCES PROGRAMS**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To effectively develop, manage, and improve Broward County's Human Resource (HR) programs for citizens and County employees to ensure equal employment opportunity, and sound business practices in an ethical, cost effective, and innovative manner.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>
Average class evaluation rating %	93	92	85
New hires retained after one year of employment	N/A	325	700
Personnel transactions processed	3,458	3,054	4,500
Formal position reviews	50	174	90
Number of candidate referral lists sent to agencies	485	361	565
Number of applications received using HR Recruiter	76,722	66,744	56,000
Average number of days from receipt of an approved requisition to referral of candidates for tested job classifications	N/A	30	22

**HUMAN RESOURCES  
EMPLOYEE ASSISTANCE PROGRAM**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide assistance to Broward County employees and their families to improve their quality of life both at home and on the job.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of office visits	188	328	750	
Current active cases/month	221	451	190	
Number of active cases per professional per month	274	75	63	
Office visits per counselor	189	110	250	
Number of Organizational Interventions	215	147	200	
Percentage of clients that follow through and accept a referral	50	64	60	
Percentage of cases resolved prior to obtaining a referral	42	30	35	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Number of training classes	48	17	40	
Training evaluation rating (%)	100	98	95	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**HUMAN RESOURCES  
EMPLOYEE BENEFIT SERVICES**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide a comprehensive, affordable and accessible employee benefit program for Broward County employees in order to provide maximum service and best use of these benefits.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Program evaluation rating	N/A	N/A	90	2
Average number of clients per program	N/A	45	40	
Number of employees utilizing the on-line open enrollment system	4,065	3,998	4,500	
Number of handled benefit plan assistance contacts via walk-in, fax, email, and phone	2,933	3,601	6,500	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Percent of employees using online enrollment	64	64	65	
Number of employees participating in a health, wellness or lifestyle program or seminar per 100 county employees	N/A	0	32	
Benefit plan assistance contacts per staff member	497	877	700	

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.