

**HUMAN SERVICES
ADMINISTRATION**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To effectively and efficiently provide innovative health, human service programs that assist Broward County's children, elderly and low income individuals and families achieve well-being and enhance their quality of life, as well as generate revenue, maximize resources, and lead the community in sharing human service expertise.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Account payables/purchasing/credit card payments processed	1,734	1,525	2,900	
Contract payments processed	582	586	1,500	
Emergency assistance payments processed	1,677	1,598	2,225	
Personnel transactions processed	190	173	250	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Average number of documents processed per month per support personnel	110	120	125	
Average number of HSD Help Desk Calls per quarter	1,679	2,035	1,500	
Percent of met/exceeded performance measures representing residents achieving a healthy lifestyle (physical and behavioral) at all stages of life	81	N/A	81	
Percent of met/exceeded performance measures representing individuals and families achieving economic stability and functioning independently in the community	81	N/A	85	

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.