

**OFFICE OF EQUAL OPPORTUNITY
ADMINISTRATION AND INTERNAL INVESTIGATIONS**

Fiscal Year 2008

Goal Statement

To provide leadership and professional management in the administration of all aspects of the County's equal opportunity program and services, and to promote accountability and effectiveness in County programs, activities, and employment through implementation of ADA/HIPAA, internal employment, and professional standards programs to ensure integrity and accessibility in County government.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of complaints and requests for assistance processed	52	57	75	192	237%	1
Number of formal whistleblower complaints processed	13	40	30	39	-3%	
Number of referrals to other agencies for action	141	108	100	280	159%	2
Number of operational reviews and/or investigations initiated and completed	18	20	25	11	-45%	3
Average cost per completed investigation	NA	589	572	383	-35%	4
Internal customer satisfaction rating	NA	N/A	N/A	N/A	N/A	5
Percent of whistleblower cases closed within 90 days	NA	11	95	60	445%	6
Total number of information and referral inquiries received and routed	379	255	250	273	7%	
Internal (County) technical assistance requests processed and responded to	140	143	75	365	155%	7
Number of training programs offered/internal (Title II only) and external	6	8	50	17	113%	8
Number of new site surveys for ADA compliance	149	14	141	269	1821%	9
Percentage of privacy complaints investigated and resolved within thirty (30) days of receipt	100	0	100	0	0%	
ADA accommodation requests (Title I Employment)	12	48	60	52	8%	
Percentage of county employees successfully completing HIPAA training material	100	98	100	75	-24%	10
Cost per facility review	NA	220	353	156	-29%	11

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of internal EEO inquiries and complaints filed	27	58	75	49	-16%	12
Number of internal EEO complaints resolved	36	18	30	14	-22%	13
Training workshops conducted by staff and external trainers	12	7	25	8	14%	
Percentage of client satisfaction survey cards showing ratings from good to excellent	NA	N/A	N/A	N/A	N/A	5

Explanation of variances greater than 15 percent:

- 1** This measure increased due to a higher number of requests for assistance/guidance by divisions and the public.
- 2** This measure increased due to a higher number of calls requesting information and referral.
- 3** This measure decreased as a result of the number of vacancies in the Division.
This measure decreased as a result of completing investigations more quickly in FY08 than in FY07 due to reassigning staff to complete priority cases more
- 4** timely, thereby reducing the average cost.
- 5** 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. Because the survey questions and calculation methodologies have changed we are changing our processes to be able to report those numbers. Hence the new customer satisfaction survey was not implemented in FY 08. However it will be immediately in effect for FY 09.
- 6** This measure increased because although less whistleblower cases were completed in FY08, more of these cases were completed within 90 days.
- 7** This measure increased due to a higher number of requests for technical assistance particularly in the areas of ADA compliance.
- 8** This measure increased due to additional presentations and training provided at the request of the Advisory Board.
- 9** This measure increased due to the re-inspections and requests for new inspections associated with the implementation of the Transition Plan Update.
- 10** This measure decreased due to a decrease in the number of employees completing the HIPAA on-line training within 90 days.
- 11** This measure decreased because the type of ADA projects that have been completed and re-inspected required less time for inspection and report preparation.
- 12** This measure decreased due to less employees filing internal complaints.
- 13** This measure decreased due to the number of vacancies as well as the reassignment of staff to other areas, which has created a backlog of EEO cases.

**OFFICE OF EQUAL OPPORTUNITY
SMALL BUSINESS ASSISTANCE**

Fiscal Year 2008

Goal Statement

To provide leadership and professional management in the administration of all aspects of the County's equal opportunity program and services.

PERFORMANCE MEASURES	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Percentage of applications successfully receiving certification	81	86	85	83	-4%	
Percentage of decisions rendered on certification applications within three days	93	92	90	87	-6%	
Cost per certification processed (dollars)	20	28	20	27	-4%	
Number of certifications	3,150	4,440	5,500	4,326	-3%	
Total dollars received by Small, Disadvantaged, and Community Disadvantaged Business Enterprises (SBE, DBE, CDBE) for participation in County procurement contracts	123,621,588	127,007,185	135,000,000	105,444,479	-17%	1
Number of contract compliance reviews conducted	1,407	1,284	1,500	3,470	170%	2
Percentage of contract compliance reviews completed within 45 days	100	100	100	100	0%	
Cost per goal-setting evaluation (dollars)	90	59	80	193	227%	3
Total dollars received by SBEs for participation in County sheltered market opportunities	18,493,291	25,619,392	25,000,000	25,820,946	1%	
Percentage of contracts that met or exceeded County participation goals	84	98	85	97	-1%	
Number of contracts awarded to certified small businesses	2,994	3,682	2,500	3,789	3%	
External customer satisfaction rating	N/A	N/A	N/A	N/A	N/A	4

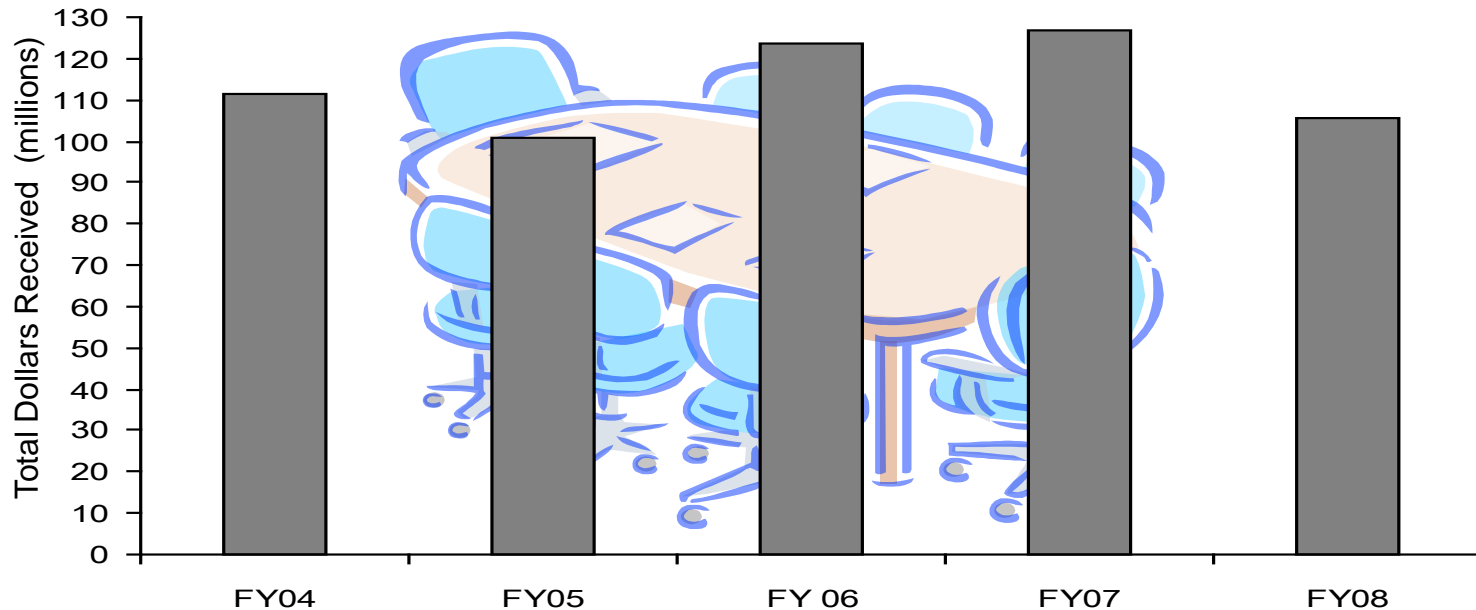
Explanation of variances greater than 15 percent:

- 1 The decrease in dollars received in FY 08 is a result of the implementation of the new Community Disadvantaged Business Enterprise program. The new program was implemented in October 2007. The Small Business Development Division had to recruit and certify small businesses located in Broward County only, unlike the previous program which was geared towards the tri-county area. This affected the number of firms being certified as CDBE and the number of contracts awarded to these firms.
- 2 Contract compliance reviews not only incorporated bid/proposals, close-out evaluations/final evaluation, substitution/deletion reviews, complaints and enforcement. It also includes certification application reviews for future contracts.
- 3 The cost per goal setting is high due to less goal setting reviews done for the first two quarters. It stabilized in quarter 3 and 4 because of the high volume.
- 4 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. Because the survey questions and calculation methodologies have changed we are changing our processes to be able to report those numbers. Hence the new customer satisfaction survey was not implemented in FY 08, However it will be immediately in effect for FY 09.

Small Business Development

Fiscal Year 2008

Dollars Received by SBEs , DBEs and CDBEs



The decrease in dollars received in FY 08 than previous years is a result of the implementation of the new Community Disadvantaged Business Enterprise program. The new program was implemented in October 2007. The Small Business Development Division had to recruit and certify small businesses located in Broward County only, unlike the previous program which was geared towards the tri-county area. This affected the number of firms being certified as CDBE and the number of contracts awarded to these firms.

**OFFICE OF EQUAL OPPORTUNITY
CIVIL RIGHTS**

Fiscal Year 2008

Goal Statement

To promote and ensure equal treatment, access and inclusion for all persons within Broward County in a manner that fosters unity, diversity and tolerance through quality public service.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Total inquiries, and cases accepted for investigation under EEOC contract, HUD Contract, and HRA	379	1,949	800	3,624	86%	1
Community outreach workshops/events and trainings	75	61	150	87	43%	2
Percentage of EEOC cases completed within 180 days	52	91	80	95	4%	
Percentage of HUD cases completed within 180 days	52	N/A	80	97	N/A	
Total number of EEOC investigations completed (Dual filing and Act only)	NA	N/A	250	289	N/A	
Total number of HUD investigations completed (Dual filing and Act only)	NA	N/A	100	110	N/A	
Total number of Act only investigations completed	NA	N/A	70	58	N/A	
External customer satisfaction rating	N/A	N/A	N/A	N/A	N/A	3
Average time to process a fair housing complaint (days)	N/A	119	180	72	-39%	4

Explanation of variances greater than 15 percent:

- 1** This measure increased as a result of the restructuring of our community outreach efforts, reaching more individuals, resulting in more inquiries.
- 2** This measure increased as a result of the broadening of our community outreach efforts.
- 3** 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. Because the survey questions and calculation methodologies have changed we are changing our processes to be able to report those numbers. Hence the new customer satisfaction survey was not implemented in FY 08, However it will be immediately in effect for FY 09.
- 4** The average time to process a case was reduced because of timelier investigations, increased conciliations and improved experience of the investigators.