

**OFFICE OF EQUAL OPPORTUNITY  
ADMINISTRATION, DISABILITY AFFAIRS/HIPAA COMPLIANCE SECTION**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

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

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Total number of information and referral Inquiries received and routed	94	103	305	
Internal (County) technical assistance requests processed and responded to	38	99	72	
Number of training programs offered/internal (Title II only) and external	6	0	10	
Number of new site surveys for ADA compliance	36	7	356	
Percentage of privacy complaints investigated and resolved within thirty (30) days of receipt	100	0	100	1
ADA accommodation requests (Title I Employment)	21	21	56	
Percentage of county employees successfully completing HIPAA training material	13	95	50	
Cost per facility review	N/A	177	353	

**Notes**

1 There were no privacy complaints filed with the section during the second quarter period.

**OFFICE OF EQUAL OPPORTUNITY  
SMALL BUSINESS DEVELOPMENT DIVISION**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

To promote and encourage the development and continued expansion of small, minority, disadvantaged, and women-owned businesses in Broward County, in order to assure equitable representation on County contracts.

<b>PERFORMANCE MEASURES</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Percentage of applications successfully receiving certification	85	76	85
Percentage of decisions rendered on certification applications within three days	100	92	90
Cost per certification processed	N/A	28	20
Number of certifications	2,504	630	5,500
Total dollars received by Small, Minority, Women-owned, and Disadvantaged Business Enterprises (SBE) for participation in County procurement contracts	27,782,844	58,075,879	125,000,000
Number of contract compliance reviews conducted	1,367	295	1,500
Percentage of contract compliance reviews completed within 45 days	100	100	100
Cost per goal-setting evaluation	0	57	93
Total dollars received by SBEs for participation in County sheltered market opportunities	N/A	10,774,410	20,000,000
Percentage of contracts that met or exceeded County participation goals	89	100	80
Number of contracts awarded to certified small businesses	N/A	1,570	1,000
External customer satisfaction rating	96	93	90

**OFFICE OF EQUAL OPPORTUNITY  
CIVIL RIGHTS DIVISION AND EQUAL EMPLOYMENT OPPORTUNITY SECTION**

**Fiscal Year 2007 - 2nd Quarter**

**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.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Total inquiries and cases accepted for investigation under EEOC contract, HUD Contract, and HRA	185	522	800
Community outreach workshops/events and trainings	59	51	150
Percentage of EEOC cases completed within 180 days	116	100	70
Total number of Investigations completed (Dual filing and Act only)	128	313	395
External client satisfaction rating (%)	100	N/A	90
Number of internal EEO inquiries and complaints filed	11	26	75
Number of internal EEO complaints resolved	10	16	30
Training workshops conducted by staff and external trainers	6	5	25
Average time to process a fair housing complaint (days)	N/A	46	170