

OFFICE OF EQUAL OPPORTUNITY

ADMINISTRATION, DISABILITY AFFAIRS/HIPAA COMPLIANCE SECTION

Fiscal Year 2007 - 3rd Quarter

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	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Total number of information and referral Inquiries received and routed	149	170	305	
Internal (County) technical assistance requests processed and responded to	106	122	72	
Number of training programs offered/internal (Title II only) and external	6	3	10	
Number of new site surveys for ADA compliance	145	10	356	
Percentage of privacy complaints investigated and resolved within thirty (30) days of receipt	33	0	100	1
ADA accommodation requests (Title I Employment)	29	37	56	
Percentage of county employees successfully completing HIPAA training material	80	97	50	
Cost per facility review	N/A	165	353	

Notes

- 1 This measure is lower than this time last year because no privacy complaints were filed with the section during the third quarter.

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

Fiscal Year 2007 - 3rd Quarter

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	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Percentage of applications successfully receiving certification	80	82	85
Percentage of decisions rendered on certification applications within three days	60	89	90
Cost per certification processed	N/A	30	20
Number of certifications	2,650	4,039	5,500
Total dollars received by Small, Minority, Women-owned, and Disadvantaged Business Enterprises (SBE) for participation in County procurement contracts	47,205,709	78,234,396	125,000,000
Number of contract compliance reviews conducted	2,646	919	1,500
Percentage of contract compliance reviews completed within 45 days	100	100	100
Cost per goal-setting evaluation	N/A	59	93
Total dollars received by SBEs for participation in County sheltered market opportunities	9,926,994	16,604,150	20,000,000
Percentage of contracts that met or exceeded County participation goals	89	98	80
Number of contracts awarded to certified small businesses	830	2,483	1,000
External customer satisfaction rating	94	93	90

OFFICE OF EQUAL OPPORTUNITY

CIVIL RIGHTS DIVISION AND EQUAL EMPLOYMENT OPPORTUNITY SECTION

Fiscal Year 2007 - 3rd 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.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Total inquiries and cases accepted for investigation under EEOC contract, HUD Contract, and HRA	294	1,161	800
Community outreach workshops/events and trainings	106	61	150
Percentage of EEOC cases completed within 180 days	52	94	70
Total number of Investigations completed (Dual filing and Act only)	199	418	395
External client satisfaction rating (%)	98	N/A	90
Number of internal EEO inquiries and complaints filed	27	41	75
Number of internal EEO complaints resolved	15	17	30
Training workshops conducted by staff and external trainers	9	7	25
Average time to process a fair housing complaint (days)	N/A	108	170