

**OFFICE OF EQUAL OPPORTUNITY
SMALL BUSINESS ASSISTANCE**

**Fiscal Year 2008
1st 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 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Percentage of applications successfully receiving certification	87	92	85	
Percentage of decisions rendered on certification applications within three days	95	100	90	
Cost per certification processed (dollars)	29	55	20	
Number of certifications	3,181	3,612	5,500	
Total dollars received by Small, Disadvantaged, and County Disadvantaged Business Enterprises (SBE, DBE, CDBE) for participation in County procurement contracts	21,132,884	43,238,453	135,000,000	
Number of contract compliance reviews conducted	1,186	1,198	1,500	
Percentage of contract compliance reviews completed within 45 days	89	100	100	
Cost per goal-setting evaluation (dollars)	54	466	80	
Total dollars received by SBEs for participation in County sheltered market opportunities	5,512,970	13,279,272	25,000,000	
Percentage of contracts that met or exceeded County participation goals	80	100	85	
Number of contracts awarded to certified small businesses	748	1,532	2500	
External customer satisfaction rating	N/A	N/A	N/A	1

Notes

- 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.

**OFFICE OF EQUAL OPPORTUNITY
CIVIL RIGHTS**

**Fiscal Year 2008
1st 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 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Total inquiries, and cases accepted for investigation under EEOC contract, HUD Contract, and HRA	177	884	800	
Community outreach workshops/events and trainings	24	15	150	1
Percentage of EEOC cases completed within 180 days	36	100	80	
Percentage of HUD cases completed within 180 days	N/A	100	80	2
Total number of EEOC Investigations completed (Dual filing and Act only)	87	46	250	
Total number of HUD Investigations completed (Dual filing and Act only)	N/A	33	100	2
Total number of Act only Investigations completed	N/A	22	70	2
External customer satisfaction rating	N/A	N/A	N/A	3,4
Average time to process a fair housing complaint (days)	323	56	180	

Notes

- 1 This measure decreased compared to this time last year as a result of the alleviation of the Community Relations Coordinator positions for FY2008.
- 2 New measure for FY2008.
- 3 Measure reported annually.
- 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.