

**OFFICE OF EQUAL OPPORTUNITY
CIVIL RIGHTS DIVISION, DISABILITY AFFAIRS/HIPAA COMPLIANCE SECTION, AND EQUAL EMPLOYMENT OPPORTUNITY SECTION**

Fiscal Year 2005

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	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
CIVIL RIGHTS DIVISION						
Total cases accepted for investigation under EEOC contract	402	367	402	407	11%	
Community Outreach Workshops/ Events	108	47	108	129	174%	1
Percentage of cases completed within 180 days	95	82	90	63	-24%	2
Total number of Investigations completed (Dual filing & Act only)	396	355	396	382	8%	
External client satisfaction rating (%)	100	82	90	94	15%	
DISABILITY AFFAIRS/HIPAA COMPLIANCE SECTION						
Total number of Information and Referral Inquiries received and routed	N/A	344	350	292	-15%	
Internal (County) Technical Assistance Requests processed and responded to	N/A	24	20	69	188%	3
Number of training programs offered/internal (Title II only) and external	9	4	15	10	150%	4
Number of new site surveys for ADA compliance	9	8	25	16	100%	5
Percentage of privacy complaints investigated and resolved within thirty (30) days of receipt	18	100	100	100	0%	

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percentage of county employees successfully completing HIPAA training material	N/A	N/A	50	80	N/A	
EEO SECTION						
Number of internal EEO complaints filed	N/A	55	52	48	-13%	
Number of EEO complaints resolved	52	48	52	50	4%	
ADA Accommodation Requests (Title I Employment)	53	57	64	56	-2%	
Training workshops conducted by staff and external trainers	64	31	24	22	-29%	6

Explanation of variances greater than 15 percent:

- 1** This measure has increased due to outreach activities associated with the Division's fair housing outreach, education and training obligations under the HUD Capacity Building contract.
- 2** This measure has decreased due to the higher volume of complex cases experienced in FY 2005.
- 3** This measure increased due to a higher volume of Internal Technical Assistance requests received in FY 2005.
- 4** This measure increased due to a higher volume of internal and external training requests in FY 2005.
- 5** This measure has increased due to a higher volume of survey requests from county agency clients.
- 6** This measure has decreased due to less than expected agency training requests in FY 2005.

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

Fiscal Year 2005

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.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percentage of applications successfully receiving certification	55	82	85	91	11%	
Percentage of decisions rendered on certification applications within 60 days	N/A	91	85	92	2%	
Number of certified firms eligible to participate in the County's procurement process	536	1,714	2,850	2,654	55%	1
Total dollars awarded to SBEs/SDBEs for participation in County procurement contracts	N/A	111,600,000	58,650,000	100,773,614	-10%	
Number of contract compliance reviews conducted	N/A	663	500	1,584	139%	2
Percentage of contract compliance reviews completed within 45 days	N/A	100	80	99	-1%	
Total dollars received by SBEs for participation in County sheltered market opportunities	N/A	0	5,000,000	12,663,738	NA	
Percentage of contracts that met or exceeded County participation goals	N/A	100	75	74	-26%	3
Number of certified small businesses receiving County contracts	N/A	0	300	761	NA	
External customer satisfaction rating (%)	N/A	89	80	96	8%	

Explanation of variances greater than 15 percent:

- 1** The measure has increased as a result of the Sheltered Market Reserve policy that was implemented in FY 2005 and created a new category of eligible businesses (Small Business Enterprises-SBE) that can participate along with certified M/WBE firms in the county's procurement process.
- 2** Creation of the Shelter Market Reserves policy increased the number of compliance reviews required to approve awards.
- 3** Under a bond claim of one County project, the County relinquished control of the project, and could no longer enforce the original contractor's commitment for M/WBE participation. This negatively impacted the percentage of the year.