

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

Purpose: As a management team member of Miami-Dade County government, it is your responsibility to design, adhere to and monitor the significant operating and financial controls of your organization. This self-assessment questionnaire has been designed to obtain input from you to assist the Performance and Efficiency Commission ("PEC") to understand the key controls of your organization. Your input is important and appreciated.

Department : OFFICE OF ADA COORDINATION

Director: (name & telephone) Heidi Johnson-Wright - 305-375-3566

1. Please describe **the key business objectives** of your area (i.e. What is the mission of your area?), and what do you find most challenging as the director of this department?

The Office of ADA Coordination's key business objectives and challenges are stated in the department's Business Plan FY 2010 and 2011, which is attached to this survey.

2. How many employees are in your department? Describe the **span of control** in your department and how effective it is?

The Office of ADA Coordination has a total of three employees. The table of organization is in the department's Business Plan FY 2010 and 2011 and is attached to this survey.

3. Do you consider the responsibilities of your department to be "**core**" responsibilities of government to the public?

Yes. The ADA is a federal civil rights law, not a building code. It prohibits discrimination against people with disabilities, just like civil rights laws that prohibit discrimination against people on the basis of race, gender, ethnicity, and the like. Consequently, the department shapes policy to assure the provision of civil rights and crafts procedures to positively impact the delivery of services to our residents with disabilities.

4. Are the **Policies and Procedures** in your department **documented**? (Select One) **Yes** **No**
Comments:

5. Are the **Policies and Procedures** in your department **up-to-date**? (Select One) **Yes** **No**
Comments:

6. Please describe the **key business processes** that occur in your department (i.e. What are the activities which are completed in your department?)

The Department's key business processes are stated in the Office of ADA Coordination's Business Plan FY 2010 and 2011, which is attached to this survey.

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7. Please describe the *key internal controls* that you believe exist in your department (i.e. How do you control the major activities, output, etc., in your department?)

Key internal controls include internal informal audits, meetings with OSBM budget analyst, performance measures associated with the Business Plan, Strategic Area Meetings, and monthly departmental performance review meetings.

8. Please describe *the key performance measures* you obtain and utilize to monitor the effectiveness/efficiency of your business processes.

The measures are in the department's Business Plan FY 2010 and 2011, which is attached to this survey.

9. Which department(s) do you currently communicate with?

The Department communicates with all County departments.

Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

No.

- a. Could they be consolidated into your department?

No. Duties and responsibilities are very different.

- b. Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)?

None are requested.

10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County's operations today?

The department has been and continues to be very proactive when it comes to improving efficiencies to more effectively fulfill our mission. Over the past three years, we have streamlined from an office staff of nine to a staff of three, and have found ways to be equally effective in our mission, despite having no administrative support positions. The ADA guarantees that people with disabilities have the same opportunities as everyone else; the same opportunities to partake in County services and programs in a way that integrates them into the overall community. It is our mission to achieve this in the most efficient and effective way possible.

Overall, how would you rate the following in your department?	<u>Poor</u>		<u>Average</u>		<u>Excellent</u>
The effectiveness of your internal controls	1	2	3	√4	5
The quality of your output	1	2	3	4	√5

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The efficiency of your business processes 1 2 3 $\sqrt{4}$ 5

If there is any additional information you feel the PEC should have prior to our review, (such as organizational charts, policies, etc.), please attach to this questionnaire.

Please return this questionnaire and any attachments in pdf format and saved as your "department name" by Wednesday, October 13, 2010 to spalmer@miamidade.gov or deliver to:

Office of the Commission Auditor
Attn: S. Donna Palmer
SPCC Government Center
111 NW First St., Ste. 1030
Miami, FL 33128

Thank you for your time.