

Details - Base View

None Initiatives Processes

The Office of Community Advocacy shares the responsibility for developing positive relationships among all groups to promote unity in Miami-Dade County with the assistance of religious, educational, political, and business groups. The Office of Community Advocacy provides administrative support to five advisory boards that collectively represent and advocate for the concerns of all residents of Miami-Dade County.

Base

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
1.1 <u>Improved community relations in Miami-Dade County (HH6-1)</u>					
<u>Workshops or Forums Held</u>	FY10 Q2	8	5	17	11
<u>Secret Shopper Score (Community Relations)</u>	Cal04	4.8	4.0	n/a	n/a
<u>A. Race or ethnic tension is a problem in Miami-Dade County as a whole</u>	FY08	37.50 %	n/a	n/a	n/a
<u>B. Racial or ethnic tension is a problem in my neighborhood</u>	FY08	17.00 %	n/a	n/a	n/a
<u>Number of Community Response Team Trainings</u>	FY10 Q2	0	1	n/a	n/a
<u>Number of consultations with municipal CRBs</u>	FY10 Q2	11	3	n/a	n/a
1.2 <u>Strengthened bond between the community and Miami-Dade County (NU2-1)</u>					

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
2.1 <u>Meet Budget Targets (Community Advocacy)</u>					
<u>Revenue: Total (Community Advocacy)</u>	FY10 Q3	\$0 K	\$324 K	\$0 K	\$939 K
<u>Expen: Total (Community Advocacy)</u>	FY10 Q3	\$261 K	\$289 K	\$1,134 K	\$869 K
<u>Positions: Full-Time Filled (Community Advocacy)</u>	FY10 Q3	5	(5 - 6)	n/a	(n/a - n/a)
2.2 <u>Budget Implementation FY 09-10 (OCA)</u>					

3.0 Internal

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
3.2 <u>Support of Advisory Boards</u>					
<u>OCA Board Meetings Held</u>	Jun 2010	3	5	32	50
<u>Percent Satisfied with Meeting (AAAB)</u>	Jun 2010	100.0 %	100.0 %	100.0 %	100.0 %
	Jun 2010	100.0 %	100.0 %	98.4 %	100.0 %

[Percent Satisfied with Meeting \(BAAB\)](#)

[Percent Satisfied with Meeting \(CRB\)](#) Jun 2010 100.0 % 100.0 % 100.0 % 100.0 %

[Percent Satisfied with Meeting \(CFW\)](#) Jun 2010 DIV/0 100.0 % 98.6 % 100.0 %

[Percent Satisfied with Meeting \(HAAB\)](#) Jun 2010 n/a 100.0 % 100.0 % 100.0 %

4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
4.1 Increase Staff Professional Development					
Administrative Support Staff Training	FY10 Q3	0	n/a	2	n/a
Board-Related Trainings or Workshops	FY10 Q3	0	0	3	1
Public Administration Workshops and Training	FY10 Q3	0	n/a	2	n/a

4.2 [Succession Planning](#)

[Scorecard Exception Report](#) [Business Plan Reports](#)

Scorecard Owners: [Williams, Selena](#) [Capp, Larry](#)

Linked Objects

[Hide All](#)

Child Scorecards

There are no scorecards linked at this time.

Parent Scorecards

[ACM Scorecard - Torriente, Susanne](#)

Owners
[Fernandez, Margarita](#)
[Torriente, Susanne](#)

Objectives

[\(1.1\) Improved community relations in Miami-Dade County \(HH6-1\)](#)

[Williams, Selena](#)

[\(1.2\) Strengthened bond between the community and Miami-Dade County \(NU2-1\)](#)

[Williams, Selena](#)

[\(ES8.2.1.10\) Meet Budget Targets \(Community Advocacy\)](#)

[Capp, Larry](#) [Williams, Selena](#)

[\(2.2\) Budget Implementation FY 09-10 \(OCA\)](#)

[Williams, Selena](#)

[\(3.2\) Support of Advisory Boards](#)

[Williams, Selena](#)

[\(4.1\) Increase Staff Professional Development](#)

[Williams, Selena](#)

[\(4.2\) Succession Planning](#)

[Williams, Selena](#)

Program Groups

There are no program groups linked at this time.

Initiatives

	Type	As Of	\$ 🏆 ✓ ! 🎯	%	Status	Owners
Increase knowledge of sustainability within OCA		n/a		n/a	n/a	Williams, Selena Capp, Larry
Implement Department Succession Plan		12/31/2009		n/a	In Progress	Williams, Selena
Commission For Women: Julia Tuttle Statue Project		05/31/2010		98%	In Progress	Williams, Selena Morilla, Laura

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items

[Show Details](#)

Due Date	Status	Action	Owners
No Action Items to Report			
	Open		Overdue

Comments

Author/Date	Comment	Show All
Selena William 08/30/2007	Objective 1.2 Additional attachments to be add by Ed Harris and Oscar Braynon on 8-30-07 Objective 1.3 Operation Sortie--Initiative to be created by Ed Harris and Oscar Braynon to include status reports on efforts undertaken to establish Goodwill Ambassador programs in municipalities.--Due 8/31/07	Edit
Carlos Maxwell 02/23/2007	1. Add measures that more directly measure community relations in Miami-Dade County. Consider more frequent and survey work. 2. Consider developing quarterly measures that relate the number of Goodwill Ambassador working at events with the number of arrests/disruptions, etc. Include number of police officers present at events; obtain necessary data from MDPD. Correlate the number of Goodwill Ambassadors at events with the number of officers at events. 3. Add sortie and Fitness Challenge item to the scorecard. 4. Stakeholder Satisfaction Objective - Clearer descriptions and reconsider measures and the frequency. 5. Incorporate the boards to develop missions, objectives, and measures. This relates to OCR/Board (s) role in participating in public meetings. Example discussed was coordination of Housing & community relation public meetings. 6. Incorporate measures and initiatives included in adopted/proposed budget book into scorecard. Make sure there is alignment between the scorecard and the business plan. 7. Make sure department is holding monthly meetings. Continue working with OSBM staff to help deploy methodology in the department.	Edit

External Links



-  [OCR Business Plan \(FY06-07\)](#)
-  [OCR Budget \(FY07\)](#)

Attached Documents



		Last Updated	Checked Out By
	 OCA Sustainability Initiative	06/16/2009	[Check Out]
	 OCR Sortie/Fitness Challenge	05/16/2007	[Check Out]

Customer Perspective

Objective Name	Owner(s)
(1.1) Improved community relations in Miami-Dade County (HH6-1)	Selena Williams Office of Community Advocacy
Provide a positive community image at public events via implementation of annual signature events of the advisory boards supported by the Office of Community Advocacy	

Initiatives Linked To Objective	Owner(s)
Village Dialogues	Retha Boone Selena Williams
Creation of Miami Gardens and/or Miami Lakes Community Relations Board	Oscar J. Braynon Larry Capp Selena Williams

GrandParent Objectives
Develop positive relationships among all groups to promote unity in Miami-Dade County

Parent Objectives
(HH6.1) Improved community relations in Miami-Dade County

Measure	Owner(s)
Workshops or Forums Held	Selena Williams

Workshops and community forums held and coordinated by the boards of the Office of Community Advocacy.

Performance				
Ind	Actual	Target	Variance	Date
▲	8	5	3	FY10 Q2



Initiatives Linked To Measure		Owner(s)			
Child Measures Linked To Measure					
Ind	Name	Actual	Target	Date	
▲	CFW Workshop/Forums Held	1	1	FY10 Q3	
▲	HAAB Workshop/Forums Held	1	1	FY10 Q2	
▲	CRB Workshop/Forums Held	3	1	FY10 Q3	
▲	BAAB Workshop/Forums Held	1	1	FY10 Q3	
▲	AAAB Workshop/Forums Held	1	1	FY10 Q3	

Measure **Owner(s)**

Secret Shopper Score (Community Relations)

Larry Capp

This measures the satisfaction of secret shoppers with the department's services at its points of contact with the public. The goal of 4.0 on a 1.0 - 5.0 scale, 5.0 being best, is based on the 4 out of 5 goal stated in the Miami-Dade County Strategic Plan under Enabling Strategies (ES1).

Performance

Ind	Actual	Target	Variance	Date
	4.8	4.0	0.8	Cal04

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

A. Race or ethnic tension is a problem in Miami-Dade County as a whole

Admin Admin

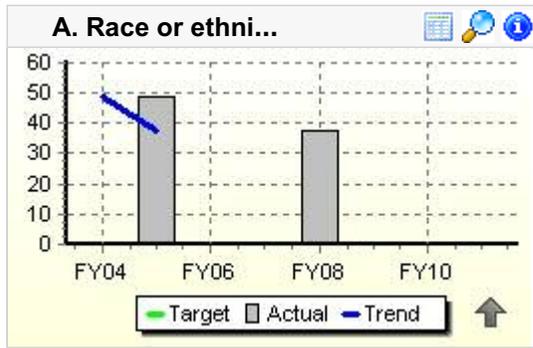
Performance

Ind	Actual	Target	Variance	Date
	37.50 %	n/a	n/a	FY08

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

B. Racial or ethnic tension is a problem in my neighborhood Admin Admin

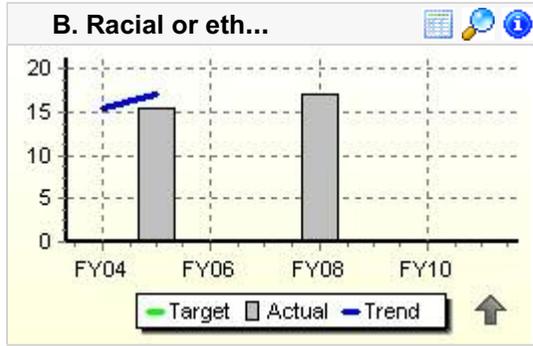
Performance

Ind	Actual	Target	Variance	Date
	17.00 %	n/a	n/a	FY08

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Number of Community Response Team Trainings Oscar J. Braynon Edward Harris Selena Williams

Quarterly trainings of the Community Response Team (Board members and staff) to maintain readiness of response to appropriate events.

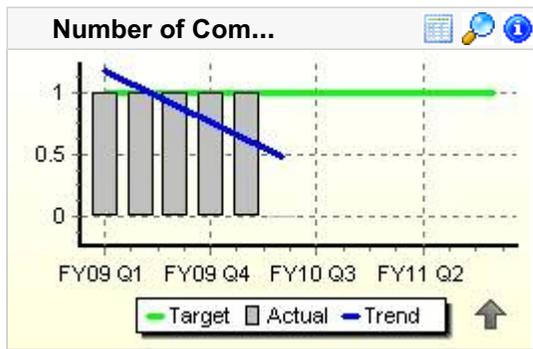
Performance

Ind	Actual	Target	Variance	Date
■	0	1	(1)	FY10 Q2

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure **Owner(s)**

Number of consultations with municipal CRBs

Oscar J. Braynon Amy Carswell Edward Harris Selena Williams

Provision of technical assistance, capacity building and training services to promote the effectiveness of the municipal CRBs

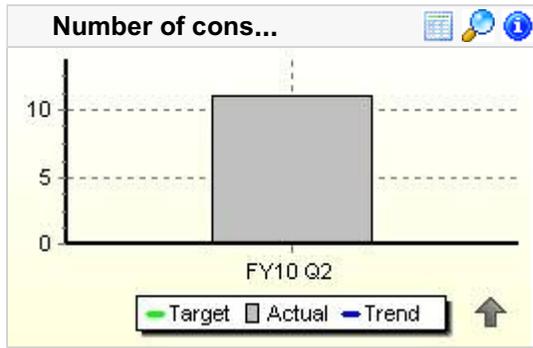
Performance

Ind	Actual	Target	Variance	Date
	11	3	8	FY10 Q2

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name	Owner(s)
----------------	----------

(1.2) Strengthened bond between the community and Miami-Dade County (NU2-1)	Selena Williams Office of Community Advocacy
-----------------------------------------------------------------------------	-------------------------------------------------

Continue to enhance public dialogue amongs the diverse population of Miami-Dade County.

Initiatives Linked To Objective	Owner(s)
---------------------------------	----------

GrandParent Objectives

Parent Objectives

Financial Perspective

Objective Name	Owner(s)
(2.1) Meet Budget Targets (Community Advocacy)	Larry Capp Selena Williams

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

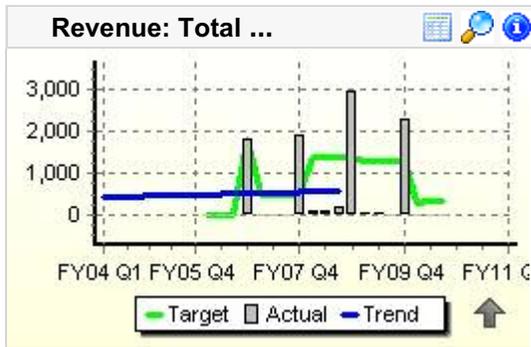
Parent Objectives

(ES8.2.1) Meet Budget Targets

Measure	Owner(s)
Revenue: Total (Community Advocacy)	Selena Williams

Total revenue in \$1,000s (from FAMIS)

Performance				
Ind	Actual	Target	Variance	Date
▼	\$0 K	\$324 K	\$(324) K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Revenue: Carryover (Community Advocacy)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: General Fund (Community Advocacy)	\$0 K	\$324 K	FY10 Q3
▲	Revenue: Proprietary (Community Advocacy)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Federal (Community Advocacy)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: State (Community Advocacy)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Interagency/Intradepartmental (Community Advocacy)	\$0 K	\$0 K	FY10 Q3

Measure

Owner(s)

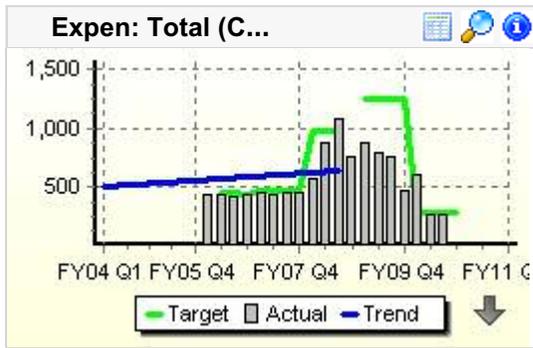
Expen: Total (Community Advocacy)

Selena Williams

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

Ind	Actual	Target	Variance	Date
▲	\$261 K	\$289 K	\$28 K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (Community Advocacy)	\$254	\$317	FY10 Q3
▼	Expen: Other Operating (Community Advocacy)	\$6	\$5	FY10 Q3
▲	Expen: Capital (Community Advocacy)	\$1	\$2	FY10 Q3
▲	Expen: Non-Operating (Community Advocacy)	\$0 K	\$0 K	FY10 Q3

Measure

Owner(s)

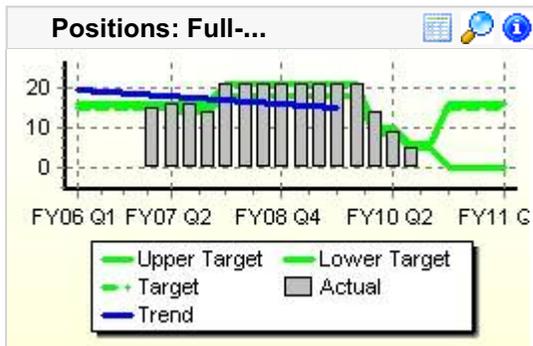
Positions: Full-Time Filled (Community Advocacy)

Selena Williams

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Target	Variance	Date
▲	5	6	(1)	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

Objective Name**Owner(s)**

(2.2) Budget Implementation FY 09-10 (OCA)

Selena Williams Office of Community Advocacy

Initiatives Linked To Objective**Owner(s)**

Transfer 2 positions and functions to Homeless Trust (OCA-1)

Larry Capp
Selena Williams

Transfer 1 position and functions to OGC (OCA-2)

Larry Capp
Selena Williams

Eliminate 8 positions (OCA-3)

Larry Capp
Selena Williams**GrandParent Objectives****Parent Objectives**

Internal Perspective

Objective Name	Owner(s)
(3.2) Support of Advisory Boards Consistent meetings; workshops, follow-up, etc.	Selena Williams Office of Community Advocacy

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

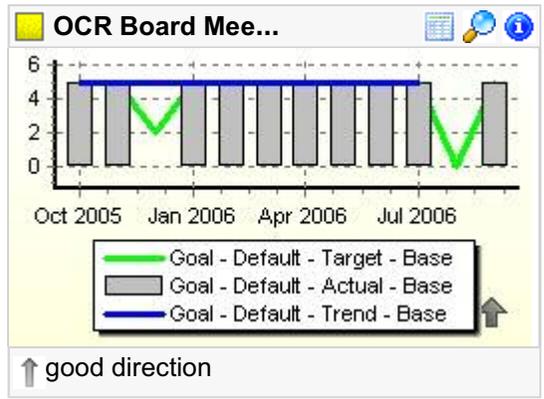
Parent Objectives

Measure	Owner(s)
OCA Board Meetings Held Meetings of the five boards supported by Office of Community Advocacy staff	Selena Williams

Performance				
Ind	Actual	Target	Variance	Date
■	3	5	(2)	Jun 2010

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure					
Ind	Name	Actual	Target	Date	
▲	BAAB Board Meetings Held	1	1	Jun 2010	
▲	HAAB Board Meetings Held	1	1	Jun 2010	
▲	CRB Board Meetings Held	1	1	Jun 2010	
	CFW Board Meetings Held	n/a	1	Jun 2010	
▲	AAAB Board Meetings Held	1	1	Jun 2010	



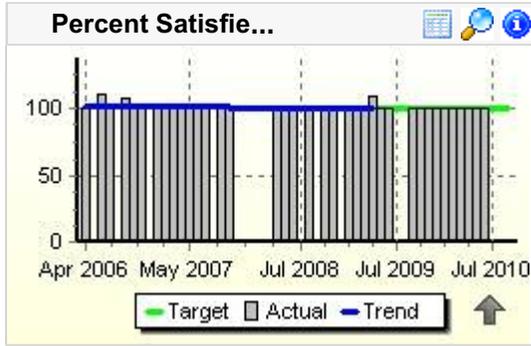
Measure**Owner(s)**

Percent Satisfied with Meeting (AAAB)

Mohammed Shakir Selena Williams

Performance

Ind	Actual	Target	Variance	Date
▲	100.0 %	100.0 %	0.0 %	Jun 2010

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	AAAB Meeting Satisfaction Score (monthly)	12	n/a	Jun 2010
	AAAB Meeting Survey Replies (monthly)	12	n/a	Jun 2010

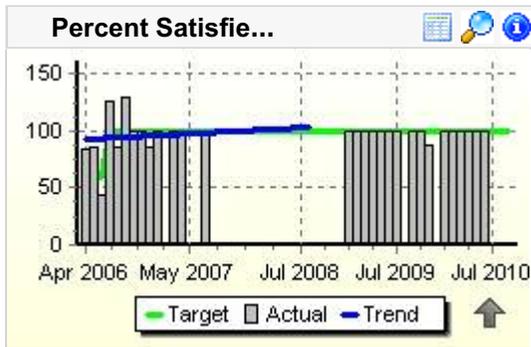
Measure**Owner(s)**

Percent Satisfied with Meeting (BAAB)

Retha Boone Selena Williams

Performance

Ind	Actual	Target	Variance	Date
▲	100.0 %	100.0 %	0.0 %	Jun 2010

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
	BAAB Meeting Satisfaction Score (monthly)	8	n/a	Apr 2010
	BAAB Survey Replies (monthly)	7	n/a	Jun 2010

Measure **Owner(s)**

Percent Satisfied with Meeting (CRB)

Amy Carswell Selena Williams

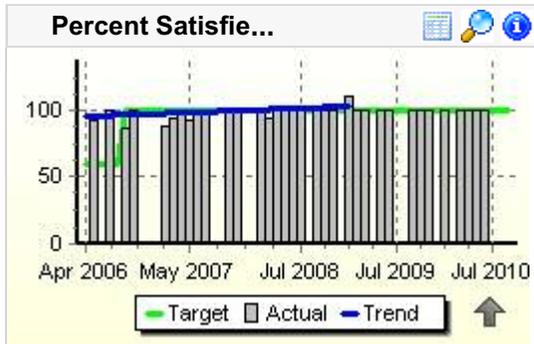
Performance

Ind	Actual	Target	Variance	Date
▲	100.0 %	100.0 %	0.0 %	Jun 2010

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	CRB Meeting Satisfaction Score (monthly)	3	n/a	Jun 2010
	CRB Survey Replies (monthly)	3	n/a	Jun 2010



Measure **Owner(s)**

Percent Satisfied with Meeting (CFW)

Laura Morilla Selena Williams

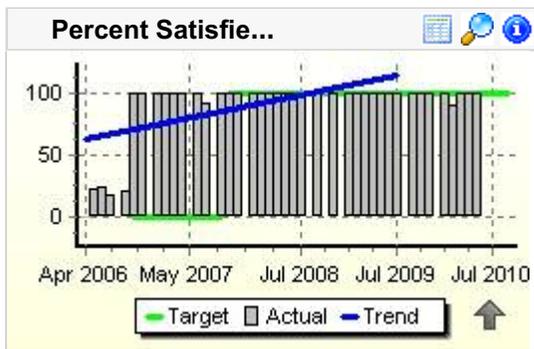
Performance

Ind	Actual	Target	Variance	Date
	DIV/0	100.0 %	n/a	Jun 2010

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
	CFW Meeting Satisfaction Score (monthly)	0	n/a	Jun 2010
	CFW Survey Replies (monthly)	0	n/a	Jun 2010



Measure**Owner(s)**

Percent Satisfied with Meeting (HAAB)

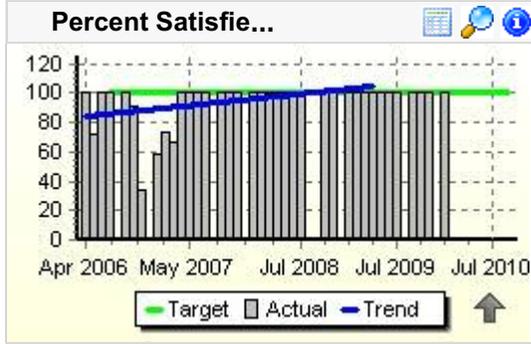
Maria Lazo Selena Williams

Performance

Ind	Actual	Target	Variance	Date
	n/a	100.0 %	n/a	Jun 2010

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
<input checked="" type="checkbox"/>	HAAB Meeting Satisfaction Score (monthly)	7.0 %	100.0 %	Jun 2010
	HAAB Survey Replies (monthly)	7	n/a	Jun 2010



Learning and Growth Perspective

Objective Name	Owner(s)
(4.1) Increase Staff Professional Development Staff Training and Professional Development	Selena Williams Office of Community Advocacy

Initiatives Linked To Objective	Owner(s)
Increase knowledge of sustainability within OCA	Larry Capp Selena Williams

GrandParent Objectives

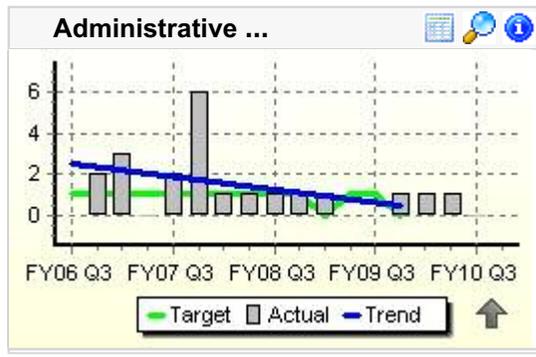
Parent Objectives

Measure	Owner(s)
Administrative Support Staff Training Trainings attended by Clerical and Community Relations Assistant staff	Larry Capp Selena Williams

Performance				
Ind	Actual	Target	Variance	Date
	0	n/a	n/a	FY10 Q3

Initiatives Linked To Measure

Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure**Owner(s)**

Board-Related Trainings or Workshops

Selena Williams

Trainings or workshops related to specific advisory boards

Performance

Ind	Actual	Target	Variance	Date
▲	0	0	0	FY10 Q3

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

**Measure****Owner(s)**

Public Administration Workshops and Training

Larry Capp Selena Williams

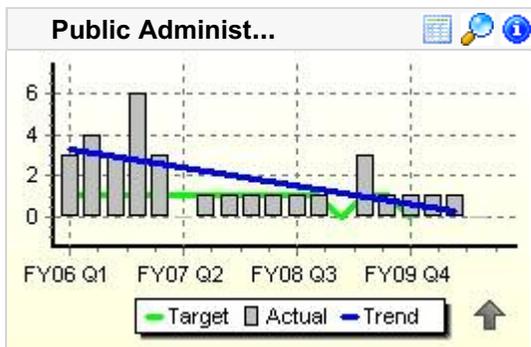
Trainings associated with public administration

Performance

Ind	Actual	Target	Variance	Date
	0	n/a	n/a	FY10 Q3

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name**Owner(s)**

(4.2) Succession Planning

Selena Williams

OCA's proactive employee development strategy to accelerate the development of the current workforce to assume future leadership positions.

Initiatives Linked To Objective**Owner(s)**

Implement Department Succession Plan

Oscar
J. Braynon
Edward Harris
Maria Lazo
Selena Williams

GrandParent Objectives**Parent Objectives**

Initiatives Linked To Scorecard

	Type	As Of	\$	🔔	✓	!	🎯	%	Status	Owners
Increase knowledge of sustainability within OCA		n/a						n/a	n/a	Williams, Selena Capp, Larry
Implement Department Succession Plan		12/31/2009						n/a	In Progress	Williams, Selena Harris, Edward Braynon, Oscar J. Lazo, Maria
Commission For Women: Julia Tuttle Statue Project		05/31/2010						98%	In Progress	Williams, Selena Morilla, Laura

Open Action Items For Scorecard

Due Date	Action	Status	Owner(s)

