ED&HS
Agenda Item No. 8(I)
April 21, 2004

SERVICE DELIVERY PRIORITIES & BUSINESS PLAN OUTLOOK FOR FY2004-05

Economic Development & Human Services Committee

TIME TABLE

- Mayor's budget message by March 31, 2004
- April Committee Meeting
  - Summary of priorities of each department
  - Discussion of priorities and policies
- Commission budget policies by April 30, 2004

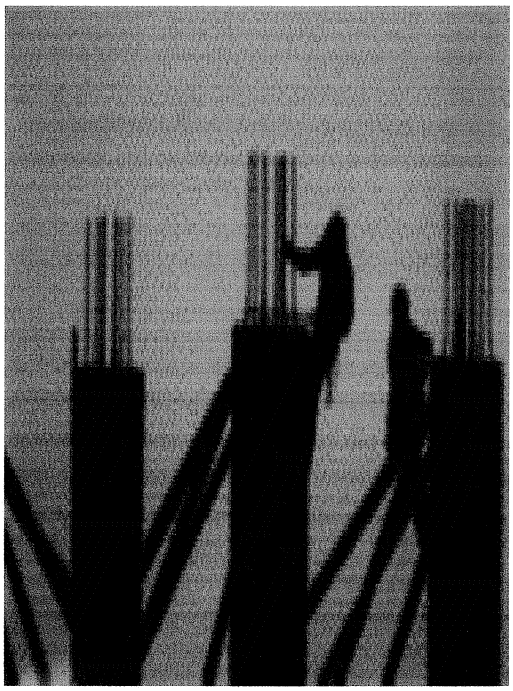
To Be Delivered

Community & Economic Development Quarterly Report

DEPARTMENT PRIORITIES

Economic Development

- Community Relations Board
- International Trade Consortium
- Metro-Miami Action Plan
- Miami-Dade Empowerment Zone
- Urban Economic Revitalization Task Force



Departmental Quarterly Performance Report

Department Name: International Trade Consortium
(Index codes: ICETRADE and ICSISTERCITI)
Reporting Period:
FYE 9/30/04
1st Quarter

I. Performance Initiatives	**Page 2**
II. Personnel Status	**Page 4**
III. Financial Performance	**Page 5**
IV. Department Director Review	**Page 6**

Departmental Quarterly Performance Report
Department Name: International Trade Consortium
Reporting Period: FYE 9/30/04 – Quarter# 1

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status	Check all that apply
Initiative - Increase International Commerce: Received from the Airport the three mission destinations and the five briefing destinations that the ITC will need to conduct in the current fiscal year. Began planning for the first mission to the Orient in March of 2004.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative - Increase International Commerce: Negotiated terms with vendor to conduct a database update and expansion of records, which would enhance business matchmaking capabilities and make trade missions more effective. Initiated bid-waiver process for existing database vendor.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative - Increase International Commerce: Began recruitment efforts to fill budgeted vacant position. New position will require marketing skills in order to help the department with its outreach efforts and to strengthen its marketing campaign.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative - Increase International Commerce: Hired permanent part-time employee to conduct Caribbean Trade Initiative. Initiated planning for Caribbean missions to Trinidad & Tobago and to Barbados.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative - Increase International Commerce: Sponsored and participated in the Foundation for Democracy in Africa's AGOA Civil Society Forum in Washington D.C. and in the Caribbean Latin American Action's (CLAA) conference on Miami-Beach. Sponsored the Florida Builder's Association's meeting, which included participants from Latin America.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

Departmental Quarterly Performance Report
Department Name: International Trade Consortium
Reporting Period: FYE 9/30/04 – Quarter# 1

Initiative – Promote Greater Cultural Appeal of Miami-Dade County for businesses: Developed Sister Cities program for 2003-2004.	√ *Strategic Plan* √ *Business Plan* √ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative – Enhanced Public Reporting Regarding Funded Activities: Issued RFP for Economic Impact Study to be conducted to help measure the financial impact of trade for Miami-Dade County.	√ *Strategic Plan* √ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative – Enhanced Public Reporting Regarding Funded Activities: Finalized 2002-2003 ITC Annual Report.	√ *Strategic Plan* √ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Initiative – Enhanced Public Reporting Regarding Funded Activities: Conducted meetings of the ITC Board of Directors and Sister Cities Coordinating Council.	√ *Strategic Plan* √ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

Departmental Quarterly Performance Report
Department Name: International Trade Consortium
Reporting Period: FYE 9/30/04 – Quarter# 1

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS *	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	7	$837,000	6	1						

Notes:

B. Key Vacancies

- One - The ITC had one full-time position vacancy during the 1st quarter. The vacancy, which will provide critical marketing skills to support the department's Strategic Plan, should be filled during the 2nd Quarter.

C. Turnover Issues

- None

D. Skill/Hiring Issues

- None

E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department)

- None

F. Other Issues

- None

Departmental Quarterly Performance Report
Department Name: International Trade Consortium
Reporting Period: FYE 9/30/04 – Quarter# 1

FINANCIAL SUMMARY – * OVERALL ITC BUDGET CONSISTS OF 2 SUB-BUDGETS REPRESENTED BY INDEX CODES ICETRADE AND ICSISTERCITI

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	$ Variance (+ = Over/ - = Under)	** % of Annual Budget
Revenues	N/A							
♦ Gen. F.		35	8.75	0	8.75	0		
♦ Other		802	200.50	0	200.50	0		
♦								
♦								
Total		837	209.25	0	209.25	0		
Expense*	N/A							
Personnel (ICETRADE/ ICSISTERCITI)		608 (459.31 ICETRADE + 148.69 ICSISTERCITI)	152 (114.83 ICETRADE + 37.17 ICSISTERCITI)	151.93 (133.27 ICETRADE + 18.66 ICSISTERCITI)	152 (114.83 ICETRADE + 37.17 ICSISTERCITI)	151.93 (133.27 ICETRADE + 18.66 ICSISTERCITI)	-.07 (+18.44 ICETRADE + -18.51 ICSISTERCITI)	99.9% 116% ICETRADE / 50% ICSISTERCITI)
Operating ICETRADE/ ICSISTERCITI)		224 (207.73 ICETRADE + 16.27 ICSISTERCITI)	56 (51.93 ICETRADE + 4.07 ICSISTERCITI)	24.57 (21.24 ICETRADE + 3.33 ICSISTERCITI)	56 (51.93 ICETRADE + 4.07 ICSISTERCITI)	24.57 (21.24 ICETRADE + 3.33 ICSISTERCITI)	-31.43 (-30.69 ICETRADE + -.74 ICSISTERCITI)	44% (41% ICETRADE / 82% ICSISTERCITI)
Capital ICETRADE/ ICSISTERCITI)		5 (5 ICETRADE)	1.25 (1.25 ICETRADE)	0	1.25 (1.25 ICETRADE))	0	-1.25 (-1..25 ICETRADE + 0 ICSISTERCITI)	0%
Total ICETRADE/ ICSISTERCITI)		837 (672 ICETRADE + 165 ICSISTERCITI)	209.25 (168.01 ICETRADE + 41.24 ICSISTERCITI)	176.50 (154.51 ICETRADE + 21.99 ICSISTERCITI)	209.25 (168.01 ICETRADE + 41.24 ICSISTERCITI)	176.50 (154.51 ICETRADE + 21.99 ICSISTERCITI)	-32.75 (-13.50 ICETRADE + -19.25 ICSISTERCITI)	84% (92% ICETRADE / 53% ICSISTERCITI)

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

***** NOTE: For purposes of tying the quarterly report figures to FAMIS figures, note that an entry of $100,000 was erroneously posted in FAMIS in Quarter I for a reduction of Personnel expenses. This reduction of expenditures related to the 2002-2003 fiscal year and should not have been reflected in the 1st Quarter of 2003-2004. Because this entry would have understated personnel expenses in Quarter I, actual personnel figures were adjusted in the financial summary above.**

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Departmental Quarterly Performance Report
Department Name: International Trade Consortium
Reporting Period: FYE 9/30/04 – Quarter# 1

Comments:
(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

Personnel Variances:

Operating Variances:

The department only expended 44% of its quarterly operating budget in the 1st quarter.

While this percentage is low, it is typical for the department. Customarily, the 1st quarter is planning-intensive and a greater proportion of its programs and activities are conducted in the 2nd, 3rd, and 4th quarters. Consequently, as activities increase in the future quarters, so should operating expenditures.

Capital Variances:

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception, which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date JULY 30, 2004

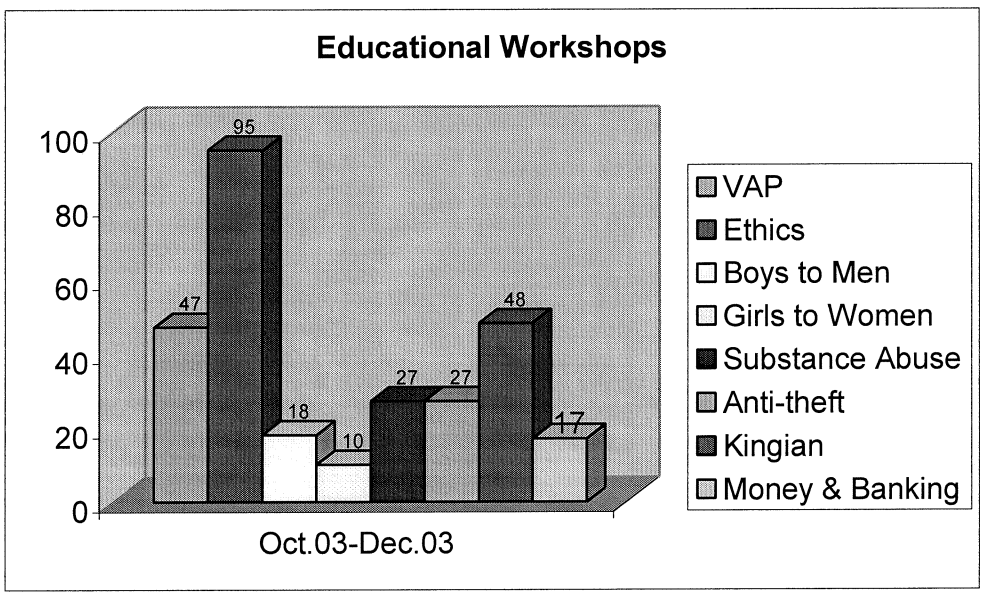
Departmental Quarterly Performance Report

Department Name: Metro Miami Action Plan Trust

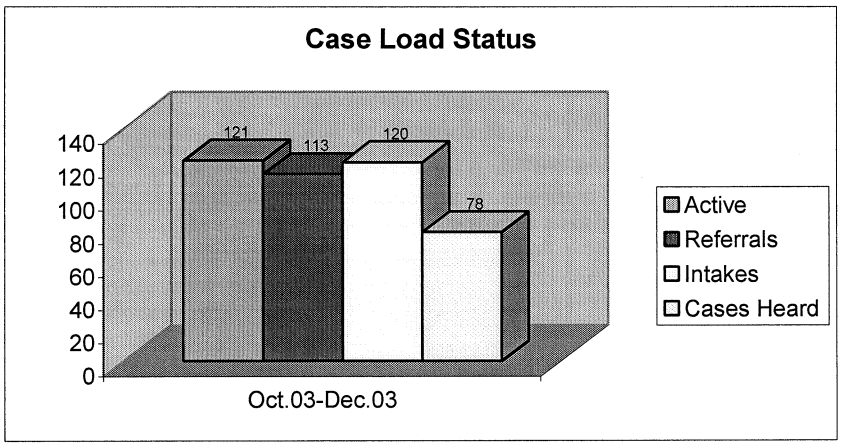
Reporting Period: October - December
2003-2004
First Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 10
III. Financial Performance	Page 11
IV. Department Director Review	Page 13

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status	Check all that apply
Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2). **Teen Court Educational Workshops** In October 2003, Teen Court initiated a comprehensive mentoring workshop for boys and girls at the north Teen Court office. This was carried out on a teacher's workday to ensure maximum attendance from Teen Court clients. The workshop included a segment on abstinence that was provided in partnership with the organization, Abstinence Between Strong Teens (ABST). Forty-eight (48) participants benefited from Kingian Non-violence education in this quarter. Seventeen (17) teen Court clients participated in the Money and Banking workshops conducted at the north and south offices during the quarter.	_x_ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* X *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
	_x_ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* _ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2). **Reduce substance abuse-related incidents (PS2-3)** **Substance Abuse Education** Apart from the education of twenty-seven Teen Court clients in substance abuse prevention methods at workshops, Teen Court Community Affairs Consultants also addressed this issue in Miami-Dade County Public Schools during Red Ribbon week in October 2003. More than 1000 students attended orientations conducted by Teen Court in the first quarter FY 03-04.	_x_ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* X *Customer Service* __ *ECC Project* _ _ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2). **Reduce Juvenile Crime Rates (PS2-1)** **Youth Attorney Training** Twenty-four new youth attorneys were trained in two (2) separate sessions during the holiday break. The training was carried out in the Community Action Agency's (CAA) Conference Room and was facilitated by the south Teen Court's Community Affairs Consultant. The facilitator was assisted by a number of senior youth attorneys and three (3) volunteer judges.	_x_ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* X_ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2). **Divert 300 youth from the juvenile court system each year (PS2-1).** **Referrals** Teen Court received a total of 113 cases from referring agencies during the first quarter. There has also been an increase in the number of cases heard during the period (78).	_X_ *Strategic Plan* _X_ *Business Plan* _ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

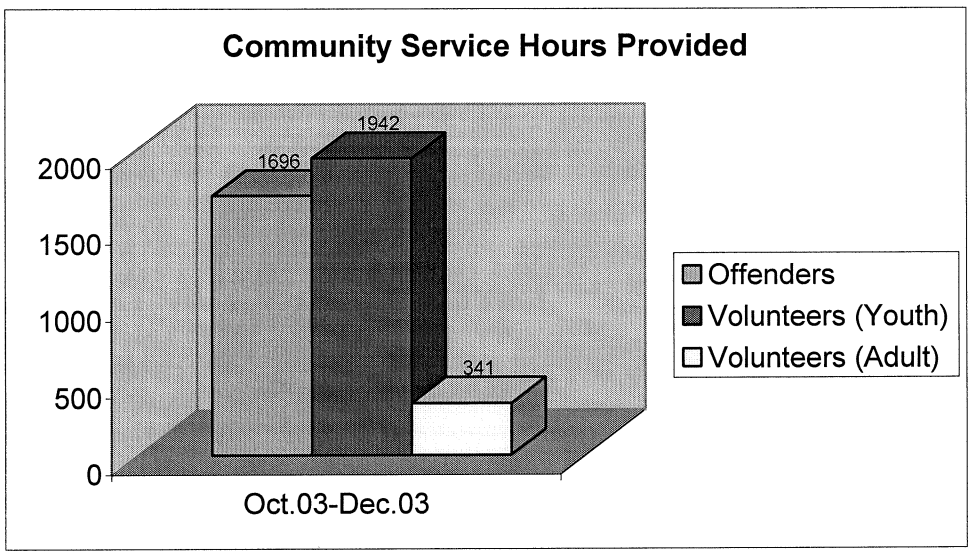

Case Load Status
140
120
100
80
60
40
20
0
121
113
120
78
Oct.03-Dec.03
Active
Referrals
Intakes
Cases Heard

Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2).

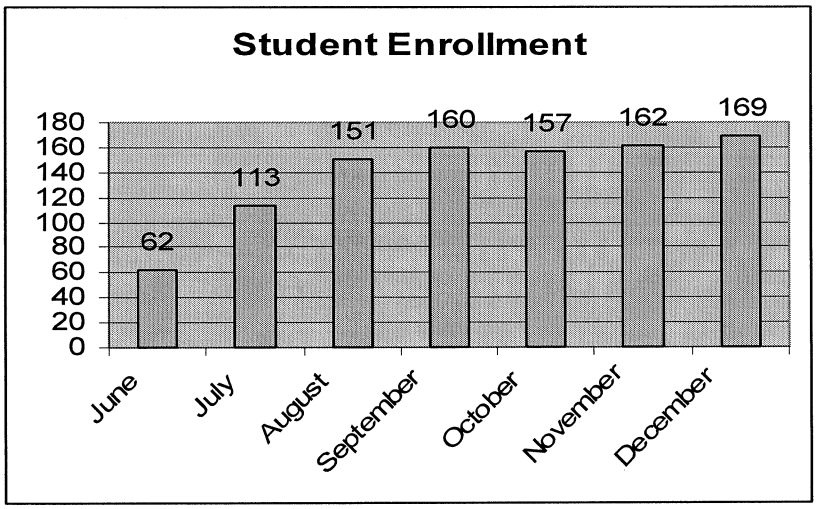
Divert 300 youth from the juvenile court system each year (PS2-1).

Teen Court Volunteers

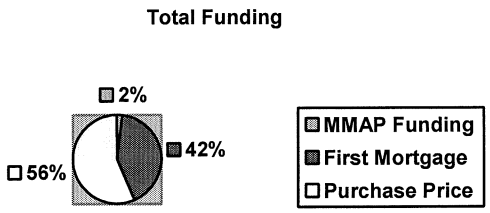
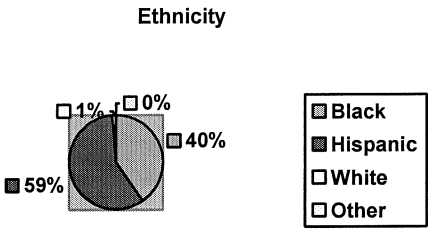
During the first quarter, 787 youth and adult volunteers attended and participated in Teen Court hearings as attorneys, judges, jurors, clerks, bailiffs, and jury deliberation monitors. Seventy-six (76) of these were new volunteers. In addition, volunteers provided more than 2,000 hours of community service.



_x_ *Strategic Plan*
_x_ *Business Plan*
__ *Budgeted Priorities*
_X_ *Customer Service*
__ *Workforce Dev.*
__ *ECC Project*
__ *Audit Response*
__ *Other*_____
(Describe)

Improve the future of Miami-Dade County's Children and Youth (HH3). **<u>Increase student enrollment</u>**  	__ *Strategic Plan* _x_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
During the first quarter, enrollment at the MLK Leadership Academy increased from 157 to 169 students.	___ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

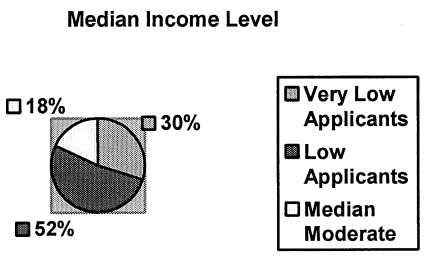
Improve the future of Miami-Dade County's Children and Youth (HH3). **<u>Expand resources for parents (HH3-2)</u>** • On November 12th, 2003 the MLK Academy PTSA (Parent Teacher Student Association) became a chartered member of the National Parent Teacher Association. • There are approximately thirty-five active members on MLK's PTSA.	__ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Improve the future of Miami-Dade County's Children and Youth (HH3). **Provide comprehensive and humane programs for crime prevention, treatment, and rehabilitation (PS2)** **<u>Entrepreneurial Training</u>** Entrepreneurial training is provided to MLK students every semester as an elective. The classes are scheduled Monday through Friday, from 3:00 p.m. to 3:40 p.m. (HH3-3) **<u>Kingian Non-violence Training</u>** Kingian non-violence training is offered to all MLK students twice per month (PS2-1) **<u>Red Ribbon Week</u>** All MLK students attended a presentation on Drug Awareness during Red Ribbon Week in October 2003	__ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

Technical Assistance and Business Plan Preparation Sixty individuals (25 males and 35 females) received one-one assistance in starting or expanding a business from October 1, 2003 through December 31, 2003. There were thirty two (32) business expansions and twenty five (25) new starts. Five clients received general business counseling.	_X_ *Strategic Plan* _X_ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Head of Household Applicants Female 56 Male 38 Total 94	_x_ *Strategic Plan* _x_ *Business Plan* _x *Budgeted Priorities* _x_ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
-Total Funding Total Applicants 94 MMAP Funding $ 384,247 First Mortgage $7,194,171 Purchase Price $9,768,223 	_x *Strategic Plan* _x *Business Plan* _x *Budgeted Priorities* _x *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Ethnicity of Applicants Black 32 Hispanic 60 White 2 Other 0 Total 94 	_x *Strategic Plan* _x *Business Plan* _x *Budgeted Priorities* _x *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ **(Describe)**

Departmental Quarterly Performance Report
Department Name: Metro-Miami Action Plan Trust
Reporting Period: October - December 2003

Median Income Level

Very low Applicants	47
Low Applicants	28
Median Moderate	19
Total	94



_x_ *Strategic Plan*
_x_ *Business Plan*
_x_ *Budgeted Priorities*
_x_ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____
(Describe)

Departmental Quarterly Performance Report
Department Name: Metro-Miami Action Plan Trust
Reporting Period: October - December 2003

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	28	2,102,600	28	8						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Administrative Assistant 5 (Deputy Director), Training Specialist 3 and Office Support Specialist 2

C. Turnover Issues

There are not any turnover issues

D. Skill/Hiring Issues

No skills issues, but we are presently trying to dill the Training Specialist 3, 2 Office Support Specialist 2 positions, and finally an Administrative Secretary.

E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department)

There are twenty-two positions needed for the MLK Academy and Teen Court.

F. Other Issues

There are no other issues.

Departmental Quarterly Performance Report
Department Name: Metro-Miami Action Plan Trust
Reporting Period: October - December 2003

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR	CURRENT FISCAL YEAR						
		Total	1st Quarter		Year-to-date			
	Actual	Annual Budget	Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
Transfer from G.F.	978	1,032			1,032			
Occ.License Surtax	301	270	68	206	270	206	(64)	-24%
Occ.License Surtax Carryover	294	85			85	162	77	
Doc. Stamp Surtax	1,979	1,400	350	480	1,400	480	(920)	-66%
Loan Processing fees HAP	1	1	0	-	1		-	0%
Doc. Stamp Surtax Carryover	1,488	1,378			1,378	2,620	1,242	
Doc Stamp Interest	8	15	4	2	15	2	(13)	-87%
MLK, Jr. Academy (MDPS)	562	787	197	218	787	218	(569)	-72%
US HUD Overtown Grant		536	134		536		(536)	
Traffic Ticket Surcharge	1,282	1,100	275	213	1,100	213	(887)	-81%
Traffic Ticket Carryover	2,132	1,815			1,815	1,593	(222)	
Traffic Ticket Interest	28	54	14	3	54	3	(51)	-94%
Total	**9,053**	**8,473**	**1,041**	**1,122**	**8,473**	**5,497**	**(1,943)**	**-23%**
Expense*								
Administration	978	1,032	258	327	1,032	258	(774)	-75%
Housing	633	2,794	699	51	2,794	699	(2,095)	-75%
Economic Dev.	413	891	223	64	891	223	(668)	-75%
Social Justice	2,307	3,756	939	394	3,756	939	(2,817)	-75%
Total	**4,331**	**8,473**	**2,118**	**836**	**8,473**	**2,119**	**(6,354)**	**-75%**

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel,. operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/Sub fund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
030/020	162	308			
700/700	2,621	2,810			
100/106	1,593	1,535			
720/721	(48)	(57)			
Total	4,328	4,596	-	-	-

Comments:

Revenues:

Doc. Stamp Surtax: As a consequence of the reduction in interest rate by the Federal Reserve Bank during the last year in a half, The # of commercial properties sales has increase considerable during that period.

Traffic Ticket Interest: Due to reduction in interest rate by the Federal reserve bank, the projected interest revenue will decline for the rest of the year.

Expenditures:

Housing: Does not include housing assistance forgivable loan disbursements of $230,526.00 booked as accounts receivable; $7.415 mil. accounts receivable balance since program inception in 1996. Also does not reflect a $139,543.00 in pay-offs.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception, which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

Departmental Quarterly Performance Report

The Task Force on Urban Economic Revitalization

Reporting Period:
FY 2003-2004
1st QUARTER

I. Performance Initiatives	Page 2
II. Personnel Status	Page 3
III. Financial Performance	Page 4
IV. Department Director Review	Page 5

Departmental Quarterly Performance Report
Department Name: The Task Force on Urban Economic Revitalization
Reporting Period: 1st Quarter FY 2003-2004

MAJOR PERFORMANCE INITIATVES

Policy Advisement and Research: 1. Staff submitted Mom & Pop program advisory per BCC request. 2. Staff completed first draft of new Business Plan form which outlines activity and budget priorities for the fiscal year. 3. Staff conducted survey of programs within county which provide educational services to youth entrepreneurs. (ED-1 of the business plan.) 4. Completed preliminary plan for the business roundtables series. (ED-2 of the business plan)	*X Strategic Plan* *X Business Plan* *X Budgeted Priorities* *__ Customer Service* *__ ECC Project* *X Workforce Dev.* *__ Audit Response* *X Other: UERTF Plan_____* *(Describe)*
FISCAL PROGRAMS: 1. Staff continued negotiations related to two Sec. 108 RLF commitment letters. (Urban America, LEASA,) 2. Staff distributed over $130,000 in Mom & Pop funds during the quarter.	*X Strategic Plan* *X Business Plan* *X Budgeted Priorities* *__ Customer Service* *__ ECC Project* *__ Workforce Dev.* *__ Audit Response* *X Other: UERTF Plan_____* *(Describe)*
BOARD MANAGEMENT: Three general Task Force meetings and two committee meetings were held during the reporting quarter. (Sec. 108)	*__ Strategic Plan* *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ ECC Project* *__ Workforce Dev.* *__ Audit Response* *X Other: County Ordinance_____* *(Describe)*
	__ Strategic Plan *__ Business Plan* *__ Budgeted Priorities* *__ Customer Service* *__ ECC Project* *__ Workforce Dev.* *__ Audit Response* *__ Other_____* *(Describe)*

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	6	$392,000	6	0						

Notes:

B. Key Vacancies

None

C. Turnover Issues

None

D. Skill/Hiring Issues

There is a need to build the staff's research and publication capacity. This could be accomplished through the hiring of a Policy Analyst at the AO III level.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

One (1) Temporary Employee as receptionist

F. Other Issues

NONE

Departmental Quarterly Performance Report
Department Name: The Task Force on Urban Economic Revitalization
Reporting Period: 1st Quarter FY 2003-2004

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR	CURRENT FISCAL YEAR						
			Quarter		Year-to-date			
	Actual	Total Annual Budget	Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
Carryover	2,583,000	1,268,000	1,268,000	2,583,000	1,268,000	2,583,000	(1,315,000)	204%
General Funds		830,000	207,500	0	830,000	0	830,000	0%
Interest & Loan Repayment		120,000	30,000	28,000	120,000	28,000	28,000	24%
Total	2,583,000	2,218,000	1,505,500	2,611,000	2,218,000	2,611,000	(457,000)	118%
Expense*								
Personnel	387,438	392,000	98,000	106,915	392,000	106,915	285,085	28%
Other Operating	191,989	1,824,000	456,000	434,281	1,824,000	434,281	1,389,719	24%
Capital	0	2,000	500	202	2,000	202	1,798	11%
Total	579,427	2,218,000	554,500	541,398	2,218,000	541,398	1,676,602	25%

Equity in pooled cash

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
650/651	2,583	2,583	2,583	2,583	2,583
650/655		28	35	42	49
Total	2,,583	2,611	2,618	2,625	2,632

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will not exceed expenses.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

DEPARTMENT PRIORITIES

(cont'd)

Health and Human Services

- Community Action Agency
- Community Relations Board
- Homeless Trust
- Human Services
- Miami-Dade Housing Agency

Departmental Quarterly Performance Report

Department Name: Miami-Dade Community Action Agency

Reporting Period:
Fiscal Year 2003-04
1st Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 9
III. Financial Performance	Page 12
IV. Department Director Review	Page 13

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status	Check all that apply
HH3-1 Head Start ***Goal/Strategy: Improve the future of Miami-Dade County's children and youth. (Expand the number of child care facilities; geographically distribute child care facilities in areas of need; expand the number of nationally accredited child care facilities; improve training and expertise of teachers/staff and educate parents and caregivers on the benefits of quality care and education)*** . Outcome HH3-1: Increased access to and quality of child care facilities ***HH3-1 Number of low-income infants, toddlers and preschoolers involved in early childhood development services. (Provide early childhood development services to 6,528 young children each quarter).*** A total of 6,422 young children were enrolled in the Head Start/Early Head Start program during the first quarter. ***HH3-1 Establish new CAA centers annually to accommodate changes in area demand and reductions in classroom size(from 85 to 88 centers).*** During the first quarter, a total of four (4) new centers were utilized to provide early childhood services. ***HH3-1 Increase the number of Head Start Centers with accreditation (an additional 10 centers).*** During the first quarter, a total of two (2) additional Head Start centers earned national accreditation certification. ***HH3-1 Increase the number of training contracts for staff (five contracts).*** A total of four (4) formal training contracts were maintained during the quarter. ***HH3-1 Provide training for Head Start parents (1,500 parents annually).*** During the first quarter, a total of 5,318 Head Start parents were involved in training.	X *Strategic Plan* X *Business Plan* X *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

HH2-2 Self-Help Institute ***Goal Strategy: Ensure universal access to timely and accurate service information and community resources. (Enhance existing network of neighborhood based facilities such as Community Enrichment Centers (CAA); ensure distribution of resources and service delivery availability in areas of greatest need as identified by neighborhood indicators in social service documents such as the Social Service Master Plan).*** Outcome HH2-2: Increased utilization of available health and human services across all neighborhood facilities. ***HH2-2 Self-Help Institute- Increase the number of clients served at community enrichment centers (24,888 annually).*** During the first quarter 6,222 individuals received serves at CAA Community Enrichment Centers. ***HH2-2 Self-Help Institute- Increase the number of low-income families engaged in family development services (234 annually).*** During the first quarter, 81 persons were involved in family development services. ***HH2-2 Self-Help Institute- Provide low-income persons with self-sufficiency services inclusive of employment training, job placement and educational enrichment services annually (326 persons annually).*** During the first quarter, 110 individuals were actively involved in self-sufficiency services. ***HH2-2 Self-Help Institute- Provide low-income persons with emergency services (rent, utility and food and clothing assistance).(1,045 persons annually)*** During the first quarter, a total of 617 persons received emergency assistance services.	X *Strategic Plan* X *Business Plan* X *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

HH4-4 SENIOR PROGRAM ***Goal Strategy: Promote independent living early intervention and support services. (Expand home support services for elders and expand access to adult day care and other senior programs e.g., case management, financial assistance, food programs, mental health services, etc. for all ethnic groups and geographical areas).*** Outcome HH4-4: Greater number of elders able to live on their own. ***HH4-4 Elderly Programs- The number of clients reporting increased social functioning and prevention of premature institutionalization (650 Seniors Annually).*** During the first quarter, 1,071 elders received meals and participated in social activities. ***HH4-4 Elderly Programs- Decrease by fifteen percent the number of clients identified at a high nutritional risk.*** During the first quarter, the division administered CIRTS reports, provided nutritional counseling and referred frail nutritionally at-risk clients to the Meals Program. ***HH4-4 Elderly Programs- Recruit, train and deploy 130 elder volunteers to provide respite care/companionship services to frail elderly adults.*** During the first quarter, 112 volunteers provided services to frail elders. ***HH4-4 Elderly Programs- Number of elder volunteers (405 annually) who provide respite services to frail/disabled elderly adults.*** During the first quarter, volunteers were deployed to provide respite care and companionship services to 313 seniors. ***HH4-4 Elderly Programs- Number of elder volunteers (120 annually) recruited, trained and successfully placed to provide services for at-risk and special needs children.*** A total of 100 volunteers provided services to at-risk children during the first quarter. ***HH4-4 Elderly Programs- The number of at-risk and special needs children (500 annually) receiving tutorial services through the Foster Grandparent Program.*** During the first quarter, a total of 500 children received services from the program.	X *Strategic Plan* X *Business Plan* X *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

ED1-2 GREATER MIAMI SERVICE CORPS ***Goal/Strategy: Allocate County Government resources in support of activities that increase and diversify jobs and incomes while eliminating socio-economic disparities in underserved areas. (Expand community employment training programs, including effective training programs for youths; expand community employment training programs; enhance services to low-income residents seeking self-sufficiency and coordinate with private enterprise to maximize opportunities in the private sector).*** Outcome: Increased number of businesses and employment opportunities in higher paying targeted industries. ***ED1-2 GMSC- Increase number of new County Departmental presentations (six annually).*** During the first quarter, a total of three (3) new presentations were made to effectuate training opportunities for GMSC clients. ***ED1-2 GMSC- Increase the number of youth transitioning to full-time unsubsidized employment (66 annually).*** During the first quarter, a total of 99 youths were involved in employment training initiatives created through the Division.	X *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

HH5 ENERGY PROGRAMS ***Outcome HH5-1: Provide adequate, quality and affordable and special needs housing. (Ensure the habitability of existing housing for very low, low and moderate-income residents).*** Outcome HH5-1: Increased availability of affordable and special needs housing. ***HH5-1 The number of homes receiving Weatherization services (152 annually).*** During the first quarter, a total of 19 homes received Weatherization services. ***HH5-1 The number of low to moderate-income households receiving repairs/renovations (45 annually).*** A total of 31 homes received repair/renovation services during the first quarter. ***HH5-1 Increase the number of low-moderate income seniors receiving home/repairs renovation services (12 annually).*** During the first quarter, a total of two (2) homes received services through the initiatives of the Division. ***HH5-1 Install hurricane storm panels on the homes of (250) low-income seniors.*** A total of 39 homes had hurricane storm panels installed. ***NU6 CITIZEN PARTICIPATION*** ***Goal/Strategy: Empower the community by increasing communication and coordination with local, state and federal entities. (Establish listening posts and focus groups to obtain community input and feedback on relevant community issues and provide timely response to issues raised; and expand the presence of the Board of County Commissioners and other local officials through outreach and technology).*** Outcome NU2-1 Strengthened bond between the community and Miami-Dade County Government.	X *Strategic Plan* X *Business Plan* X *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

Outcome NU2-1 Strengthened bond between the community and Miami-Dade County Government ***NU2-1 The number of low-income residents (5,500) to actively participate in citizen participation initiatives in their neighborhoods.*** During the first quarter, a total of 1,407 citizens were actively involved in community participation activities in their neighborhoods. ***NU2-1 The number of homes of frail seniors and disabled persons (172 annually) provided with free paint and paint materials in the community.*** *During the first quarter, seven (7) homes were painted and an additional 36 homes received paint and painting supplies.*	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
CUSTOMER SERVICE IMPROVEMENTS AND EFFICIENCIES • During the first quarter, the Department continued to maintain its committed efforts in better tracking, monitoring, evaluating and assessing its internal operations. During the quarter, employee orientations were given to newly hired staff, and, division specific training workshops were held for the respective staff in the department. • The Self-Help Institute Division conducted training on the Results Oriented Management and Accountability system (ROMA). This outcome based management approach has major implications for the Department in the manner in which it evaluates program effectiveness. • The Department continued to utilize the Head Start Family Information System (HSFIS) to support its recruitment and enrollment efforts during the first quarter. • The Management staff of the Department reviewed the County's Customer Satisfaction Survey Results to ferret out potential places in which service improvements can be made.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

	___ *Strategic Plan* ___ *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* ___ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*
	___ *Strategic Plan* ___ *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* ___ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	567	794	598	196	0	0	0	0	0	0

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. *Key Vacancies*

DIRECT SERVICE VACANCIES

Division	*Position*	*Amount*
Citizen Participation	Division Director	1
GMSC	Team Supervisor	3
	Job Developer	1
Senior Programs	Senior Companion Field Supervisor	1
Self Help Institute	Social Services Sup 1	1
	Training Specialist 1	2
	Social Worker 1	2
	Social Worker 2	1
	Community Family Service Worker	3
	Job Developer	1
Head Start	Social Worker 1	3
	Social Worker 2	1
	Clinical Social Worker	2
	Community Family Service Worker	2
	Teacher Assistant 1	19
	Teacher Assistant 2	9
	Associate Teacher	12
	Teacher	14
	Curriculum Specialist	2
	Education Specialist	4
	Regional Community Part. Coord.	1
	Assist Center Director	1
	Center Director	2
	Custodial Worker 1	3

Division	*Position*	*Amount*
	Custodial Worker 2 Food Service Worker 1 Food Service Worker 2	5 6 4
Early Head Start	Social Worker1 Social Worker 2 Teacher Assistant 1 Teacher Curriculum Specialist	3 1 27 2 2

C. Turnover Issues

There were 13 separations between October - December, 2003.
2 Retired
7 Resigned
1 Termination
2 Layoff
1 Deceased

D. Skill/Hiring Issues

Head Start teachers and assistants require the same certification and bachelor degrees as Miami-Dade Public School, however a comparison salaries is not compliable.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

395 County Temporaries, Volunteers and Service Corps Workers

202 temporary agency employees

F. Other Issues

Departmental Quarterly Performance Report
Department Name: Miami-Dade Community Action Agency
Reporting Period: 1st Quarter 2004

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT YEAR						
		Total Annual Budget	1st Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
♦ Transfer GF	$6,500,000	$6,936,000	$1,734,000	$0	$6,936,000	$0	($6,936,000)	0%
♦ State Grants	222,839	34,170	$8,543	27,745	34,170	27,745	($6,425)	81%
♦ Federal Grants	62,877,866	62,449,515	$15,612,379	14,444,702	62,449,515	14,444,702	($48,004,813)	23%
♦ Fees/Misc Revenue	3,254,964	3,615,887	$903,972	94,936	3,615,887	94,936	($3,520,951)	3%
♦ Carryover	769,741	50,000	$50,000	92,114	$50,000	92,114	$42,114	184%
Total	$73,625,410	$73,085,572	$18,308,893	$14,659,497	$73,085,572	$14,659,497	($58,426,075)	
Expenditures								
Salaries / Fringe	$29,671,250	$32,191,032	$8,047,758	$8,024,750	$32,312,989	$8,024,750	($24,288,239)	25%
Operating	46,810,726	40,227,238	$10,056,810	10,740,328	36,566,514	10,740,328	($25,826,186)	29%
Capital	273,482	115,302	$28,826	38,016	113,164	38,016	($75,148)	34%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
♦ 630 / 631 (Operations)	($1,140)	($2,689)			
♦ 630 / 632 (Grants)	($3,918)	($4,166)			
Total	($5,058)	($6,855)	$0	$0	$0

Comments:
(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

Operational subfund (SC/630/631) represents proprietary fund and general fund revenue.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Note 1: Miscellaneous Revenues include Interdepartmental credit activities (CDBG, DHS) totaling $908,400; Single Family Rehabilitation (MDHA) revenue delayed on contract agreements.

Note 2: Operating expenditures based on increased grant modification that will be incorporates additional delegate expenses including Hazard Mitigation Grant ($224,446).

Note 3: Capital expenditures include computer hardware purchases approved by U.S. HHS grant (Head Start)

Note 4: Carryover includes revenue received in FY2002-03 for Senior Activities to be performed in FY2003-04

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

Departmental Quarterly Performance Report

Department Name: Office of Community Relations

Reporting Period:
2004
1st Quarter

I. Performance Initiatives	**Page 2**
II. Personnel Status	**Page 4**
III. Financial Performance	**Page 5**
IV. Department Director Review	**Page 6**

Each OCR Program Officer prepared relevant sunset review package for review and approval of each Board Leadership	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ ECC Project __ Workforce Dev. __ Audit Response __ Other_____ (Describe)
The Asian Affairs Advisory Board coordinated a presentation during the Pakistan Independence Day celebration. Commissioner Jimmy Morales made the pr4esentation on behalf of the Mayor and Board of County Commissioners.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ ECC Project __ Workforce Dev. __ Audit Response __ Other_____ (Describe)
The Asian Affairs Advisory Board *co-sponsored a town hall meeting with the ACLU, FIAC and other community based organizations that was moderated by Michael Putney of Channel 10.*	__ Strategic Plan __ Business Plan __ Budgeted Priorities __ Customer Service __ ECC Project __ Workforce Dev. __ Audit Response __ Other_____ (Describe)
The Black Heritage Planning Committee has also planning activities for Haiti's Bicentennial Anniversary of its independence; coordinated the annual Dr. Martin Luther King, Jr. celebration and is preparing for the annual SPCC lobby display of African history.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ ECC Project __ Workforce Dev. __ Audit Response __ Other_____ (Describe)
The Black Affairs Advisory Board is continuing to meet the responsibilities outlined in its empowering ordinance. Over the last quarter, the Board has been intervened in a number of community issues including those involving black-on-black crime and gun violence. The Program Officer represented the Board at forums, news conference, and meetings.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
HAAB hosted the Hispanic Role Model of the Year Award Luncheon on Friday, October 17, 2003. The 2003 award was dedicated to the press sector. It was presented to Univision's News Anchor Jorge Ramos for his contribution to the PRESS.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project

HAAB hosted the Hispanic Art Expressions 2003 exhibit at four locations. The exhibit's mission is to *better understand the* Hispanic cultures through art expression. *HAAB has set a* goal is to contribute a percentage of the art sales to the Miami-Dade Community College STARS/HOPE Scholarship Program, which assist low income Hispanic Students with a college education. The 2003 exhibit was very successful, and very well attended, over 1,500 people attended the exhibits.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The Commission for Women Published the 2003-2004 Connections directory of local women's organization and held a networking event on October 29th 2003 to distribute and publicize the directory.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The Miami-Dade CRB worked extensively with the City of Miami Community Relations Board and City Police to convene Goodwill Ambassadors who performed crowd control and free speech monitoring activities during demonstrations related to FTAA. More than fifty county and twenty city employees served as Ambassadors. These trained volunteers were a key component of our community's efforts to facilitate non-violent and safe speech.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The CRB provided input for the Frequently Asked Questions booklet that was produced and distributed to the Miami FTAA Office. The Miami-Dade and City of Miami CRBs produced 3,000 copies of a Visitors Information Card including important telephone numbers and a summary of the City of Miami Parades and Assembles Ordinance. The cards were distributed during FTAA demonstrations and to organization leaders. The card included the special phone number established by the Miami-Dade Corrections Department and the Clerk of Courts number to provide jail, bond, and case information.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)

A second FTAA forum "The First Amendment and the FTAA in Miami." was hosted by the CRB. Sponsors were The League of Women Voters, the Inter-American Forum, and the American Civil Liberties Union of Florida. The forums provided a welcomed opportunity for Miami-Dade residents to hear different perspectives and have their voices heard in a local setting.	__ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The CRB convened a countywide "Leadership Council on Community Relations" composed of representatives of the county and municipal community relations boards. The Council is facilitating information sharing and strengthening relationships between and among leaders serving on these critical boards and their staff. The council will advocate for the budget, staffing, and training needed by the Boards to function effectively.	_ Strategic Plan X Business Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The CRB Education and Advocacy Committee have continued to work with the Miami-Dade Delegation on Fairness in Immigration to educate Congressional and Administration officials and state and local leaders about important legislation and policy proposals.	Strategic Plan XBusiness Plan __ Budgeted Priorities X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The CRB Housing Committee presented of a Community Briefing on the Hope VI Public Housing Development. This event brought together community leaders, housing professionals and community activists in an effort to reduce tensions with factual information and strategies to address gaps in services.	Strategic Plan X Business Plan __ Budgeted Priorities XCustomer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)
The Miami-Dade CRB hosted a dialogue with leaders of civil society organizations and others holding or seeking permits to conduct demonstrations and related events. The dialogues promoted information sharing, troubleshooting, and fostered cooperation toward the conduct of non-violent, lawful, events that facilitate the exercise of free speech. This approach identified problems and obstacles and facilitated the development of strategies for their amelioration.	__ Strategic Plan X Business Plan __ Budgeted Priorities _ X Customer Service __ Workforce Dev. __ ECC Project __ Audit Response __ Other_____ (Describe)

Departmental Quarterly Performance Report
Department Name: Office of Community Relations
Reporting Period:FY 04—1st Quarter

PERSONNEL SUMMARY

A. ***Filled/Vacancy Report***

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	16	16	15	1						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

1 Office Support Specialist 2
1 Community Relations Assistant on loan to FTAA/GOB Office

C. Turnover Issues

D. Skill/Hiring Issues
OCR should have a Haitian-American professional added to the staff to better serve that population of residents.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

There are currently two temporary personnel in the department, a receptionist and an Office Specialist pending return of staff loaned to FTAA/GOG, and recruitment for the OSS position.

F. Other Issues
The Executive Director is working with ERD to determine the best format for the OCR Table of Organization and restore the Assistant Director's position which was eliminated due to budgetary reasons. Reclassification of a Program Office 1 to Program Officer 2 was denied in favor of restoring the Asst. Director's position

Departmental Quarterly Performance Report
Department Name: Office of Community Relations
Reporting Period:FY 04—1st Quarter

FINANCIAL SUMMARY

(All Dollars in Thousands) 1334

	PRIOR YEAR	CURRENT FISCAL YEAR						
			Quarter		Year-to-date			
	Actual	Total Annual Budget	Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues ◆ ◆ ◆ ◆	1,742	1,334						
Total								
Expense* Personnel Operating Capital			351 86 0	351 86 0				25%
Total			417	417				

- Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating, and capital).

Comments:

None at this time.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

None at this time.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

Departmental Quarterly Performance Report

Miami Dade County Homeless Trust

Reporting Period:
FY 2003 - 2004
First Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 6
III. Financial Performance	Page 7
IV. Department Director Review	Page 8

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status ***Check all that apply***

County Mgr. Priority (Circle One): [*People*] *Service Technology Fiscal Responsibility*

Implement various system wide initiatives in order to allow more effective use of existing resources within the Homeless Trust Continuum of Care to include Emergency, Transitional and Permanent Housing. These initiatives as detailed in the Trust's adopted Business Plan include implementing a Case Review Committee (CRC) in order to review and make determinations on specific cases regarding homeless individuals. To implement the Homeless Management Information System (HMIS) allowing for more effective use of resources and better client tracking through out the continuum. To develop a 10 Year Plan To End Homelessness effectively creating a road map for the department to follow with specific goals laid out in order to reach the objective of ending homelessness within 10 years.

Performance Indicators: (HH5-1)

- At the close of the last quarter the department selected and entered into a contract with an Homeless Management Information System (HMIS) system and provider through a competitive procurement process.
- HMIS training was successfully carried out by the vendor on the new system to all Homeless Trust staff members who will be working with the new system, as well as all Homeless trust funded providers and their respective staff.
- During the quarter a chairperson members for the CRC was identified and selected. The roles and responsibilities of the committee were created and adopted. The first meeting of the CRC is scheduled to take place during the second quarter of the fiscal year.

__ *Strategic Plan*
X *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____
(Describe)

Departmental Quarterly Performance Report
Department Name: Miami Dade County Homeless Trust
Reporting Period: First Quarter

Describe Key Initiatives and Status ***Check all that apply***

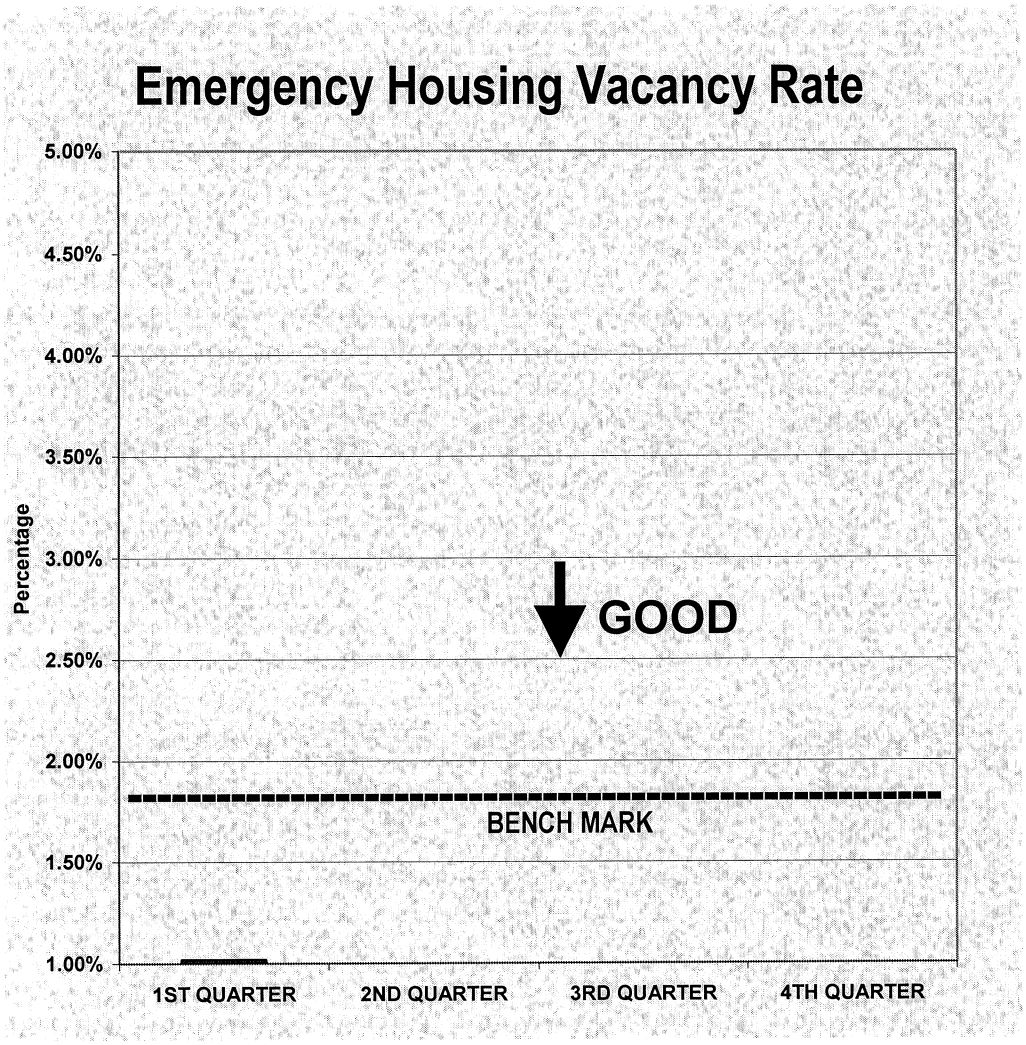
County Mgr. Priority (Circle One): [*People*] *Service Technology Fiscal Responsibility*

Increase access to and utilization of emergency housing beds within the Homeless Continuum of Care. It is our goal to reduce the vacancy rate of Trust-contracted emergency housing providers by the end of the fiscal year to a level less than 1.75%. In addition, a goal of placing 1,587 homeless individuals per quarter has also been established as well as to maintain at least 6,600 contacts per quarter by Homeless Trust fund Outreach teams with homeless individuals.

Performance Indicators: (HH5-1)

- Emergency shelter placements totaled 1,520 of homeless individuals for this quarter.
- Homeless Trust contracted outreach teams had 9,704 contacts with homeless individuals for this quarter exceeding the established goal of 6,500 contacts per quarter.

The established goal for this quarter was met as the vacancy rate was 1.0%, exceeding our established goal for the quarter by .75%.



___ *Strategic Plan*
X *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____ *(Describe)*

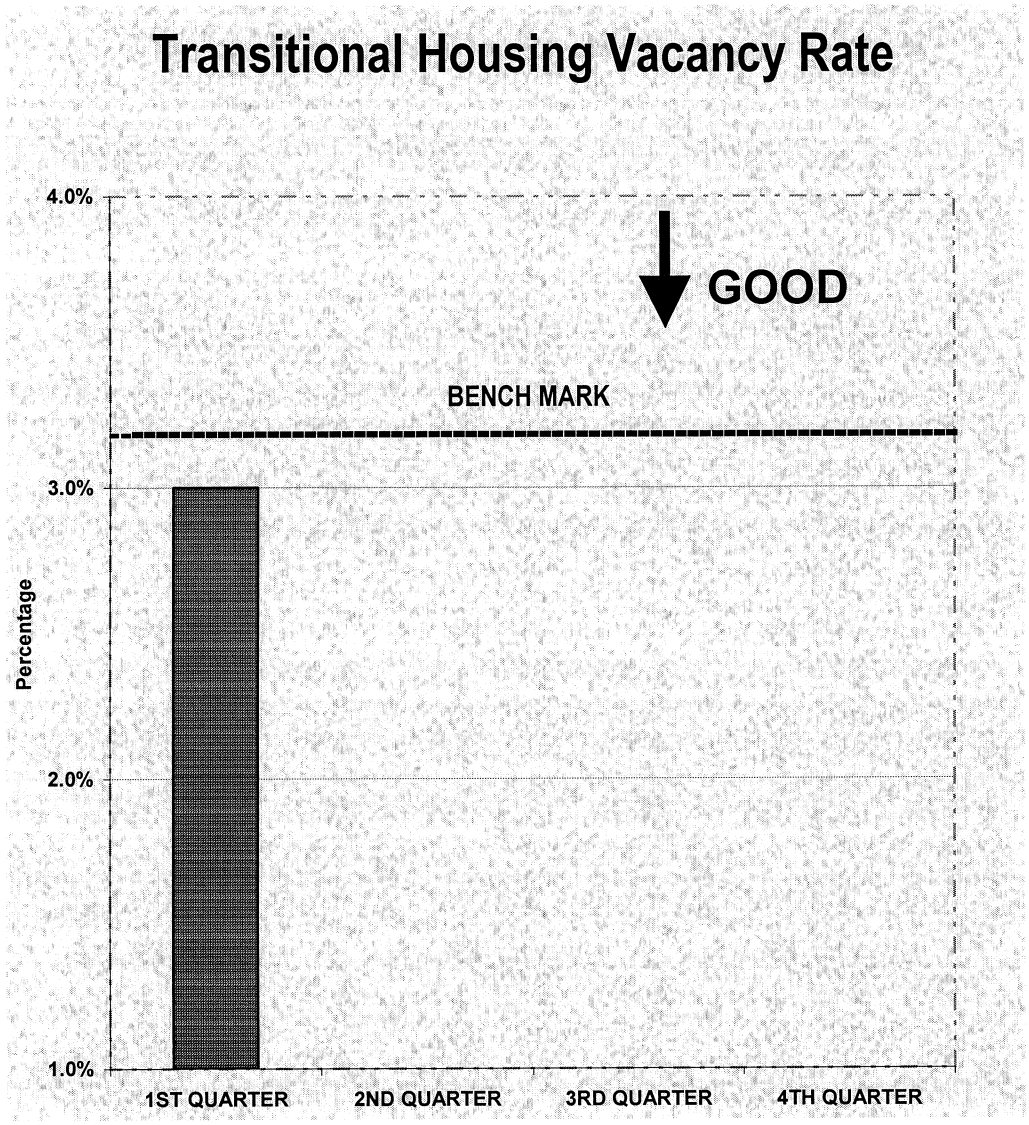
Departmental Quarterly Performance Report
Department Name: Miami Dade County Homeless Trust
Reporting Period: First Quarter

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

Increase access to and utilization of transitional housing beds within the Homeless Continuum of Care. It is our goal to reduce the vacancy rate of Trust-contracted transitional housing providers by the end of the fiscal year to a level less than 3.25%. In addition, a goal was also established to place a minimum of 400 homeless individuals into Transitional Housing each quarter.

Performance Indicators: (HH5-1)

- A total of 597 homeless individuals were placed into transitional housing during the First Quarter, thus surpassing our established goal of 410 individuals.
- Two (2) site monitoring visits were conducted and completed during the quarter examining both the programmatic and fiscal compliance of the agencies and their programs.
- The Transitional Housing Vacancy rate for the First Quarter was at 3%.



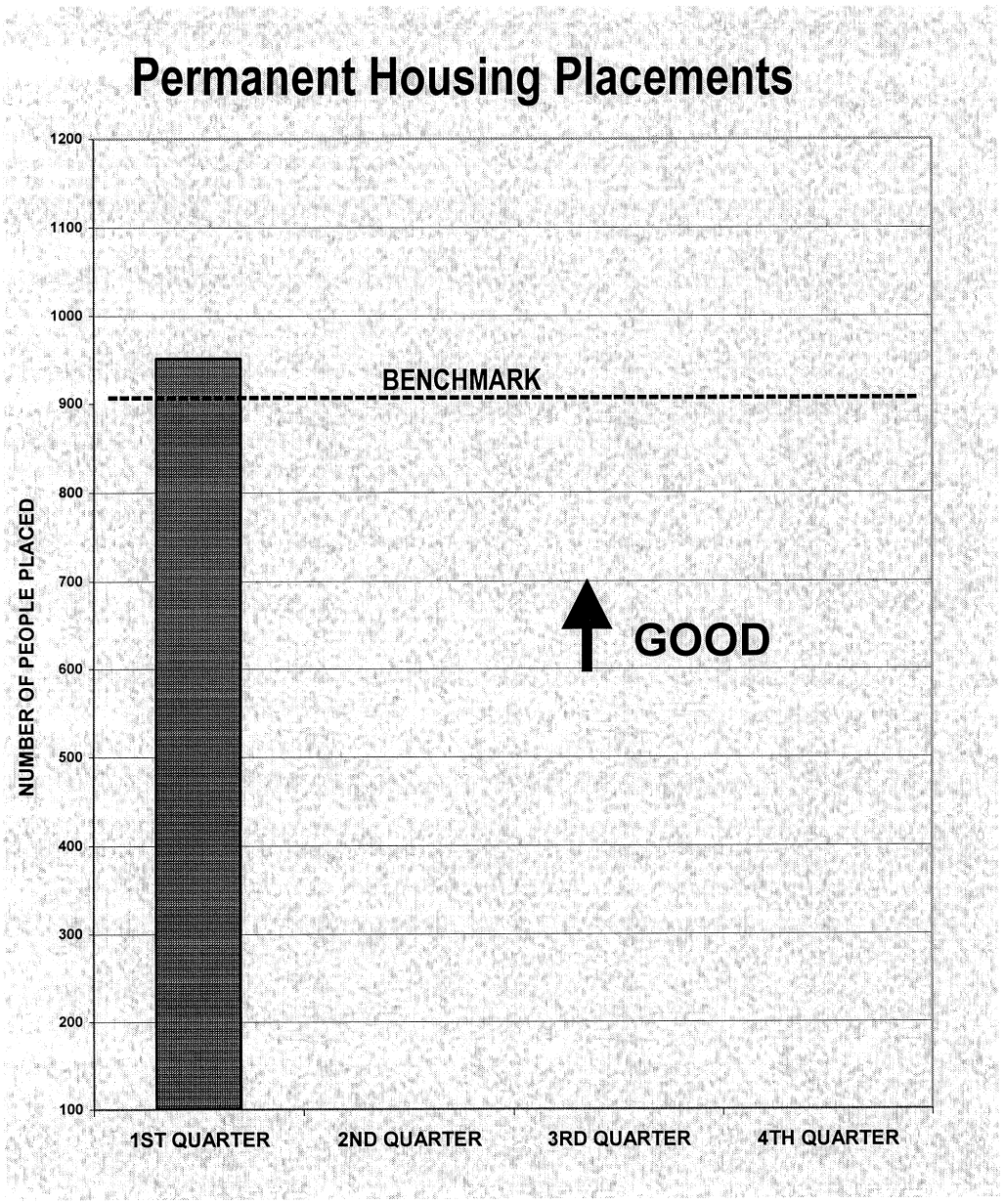
_ *Strategic Plan*
X *Business Plan*
_ *Budgeted Priorities*
_ *Customer Service*
_ *ECC Project*
_ *Workforce Dev.*
_ *Audit Response*
_ *Other* _____ *(Describe)*

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

Increase access to and utilization of permanent housing units within the Homeless Continuum of Care. It is our goal to place a minimum of 900 formerly homeless individuals into permanent housing per quarter.

Performance Indicators: (HH5-1)

- Due to a recent U.S. HUD funding award, during the First Quarter 40 new units of permanent housing were added to the existing inventory for homeless individuals exceeding our goal of 20 units for the year.
- Performance for this quarter exceeded the established goal as 951 individuals were placed into permanent housing.



__ *Strategic Plan*
X *Business Plan*
__ *Budgeted Priorities*
__ *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____ *(Describe)*

Departmental Quarterly Performance Report
Department Name: Miami Dade County Homeless Trust
Reporting Period: First Quarter

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	10	12	12	0						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies – There were two vacant positions at the beginning of the first quarter however, both were filled before the end of the reporting period. The office is fully staffed with all budgeted positions currently filled.

C. Turnover Issues – No turnover issues to report at this time.

D. Skill/Hiring Issues – No issues to report in this area.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

The department did have one (1) temporary employee contracted through an employment agency on staff in order to assist in grant related work.

F. Other Issues

Departmental Quarterly Performance Report
Department Name: Miami Dade County Homeless Trust
Reporting Period: First Quarter

FINANCIAL SUMMARY

		FY 2003-2004							
			Quarter 1		Year-To-Date				
	FY 2002-2003 Actual	Total Annual Budget	Budget	Actual	Budget	Actual	Variance	% of Annual Budget	
Revenues									
Food and Beverage	$8,507,184	$8,121,000	$2,030,250	$1,409,281	$2,030,250	$1,409,281	($620,969)	17%	1
US HUD Grants	$12,472,774	$13,988,000	$3,497,000	$5,036,575	$3,497,000	$5,036,575	$1,539,575	36%	2
US DOL WTW Grants	$0	$0	$0	$0	$0	$0	$0	N/A	
State of Florida Grants	$1,548,633	$470,000	$117,500	$136,627	$117,500	$136,627	$19,127	29%	3
Donations	$38,002	$180,000	$180,000	$180,000	$180,000	$180,000	$0	100%	4
Interest Earnings	$39,014	$75,000	$18,750	$5,339	$18,750	$5,339	($13,411)	7%	5
Carryover	$2,625,294	$2,214,000	$2,214,000	2,504,557	$2,214,000	2,504,557	$290,557	113%	6
Total Revenues	**$25,230,901**	**$25,048,000**	**$8,057,500**	**$9,272,379**	**$8,057,500**	**$9,272,379**	**$1,214,879**	37%	
Expenditures									
Salaries & Fringes	$730,287	$866,000	$216,500	$185,447	$216,500	$185,447	($31,053)	21%	7
Other Operating Expenses	$21,992,750	$23,927,000	$5,981,750	$5,729,900	$5,981,750	$5,729,900	($251,850)	24%	8
Capital	$3,307	$255,000	$63,750	-	$63,750	-	($63,750)	0%	9
Total Expenditures	**$22,726,344**	**$25,048,000**	**$6,262,000**	**$5,915,347**	**$6,262,000**	**$5,915,347**	**($346,653)**	24%	
Revenues Less Expenditures	**$2,504,557**	**$0**		**$3,357,032**		**$3,357,032**	**$1,561,532**		

1) Food and Beverage tax proceeds were lower than budgeted for the First Quarter as revenues are posted one month in arrears.
2) U.S. HUD revenues were higher than budgeted for the quarter due to increased reimbursements processed by MDHT and collection of prior year expenditures.
3) State Grant revenues were higher than budgeted for the quarter due to increased reimbursements.
4) Donation received in a lump sum amount during the First Quarter.
5) Interest earnings were lower than budgeted due to marginal interest rates.
6) Carryover was higher than budgeted as the Homeless Trust ended the previous fiscal year with a greater fund balance than projected, primarily due to the growth of the F&B Tax During FY 02-03.
7) Salaries and Fringes were lower than budgeted during the First Quarter due to departmental attrition.
8) Other operating expenses were lower than budgeted due to unexpended carryover revenue.
9) Computer equipment and passengar vans for private sector partner were not purchased during the First Quarter as originally budgeted. Equipment will be purchased during the Second and Third Quarters of the fiscal year.

Equity in pooled cash (for proprietary funds only)

Fund/Sub-Fund	FY 2003-2004 Actual Fund Balance	Projected at Year-End as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
150/155	$2,504,557	$940,300			
Total	**$2,504,557**	**$940,300**	**$0**	**$0**	**$0**

Departmental Quarterly Performance Report
Department Name: Miami Dade County Homeless Trust
Reporting Period: First Quarter

Comments:
(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)
STATEMENT OF PROJECTION AND OUTLOOK

The Miami Dade County Homeless Trust will require a mid year supplemental budget amendment for the current fiscal year in order to allow budget authority for grants which were not budgeted but will be coming on line during the year. With this amendment, the Homeless Trust projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses at the end of the fiscal year for an approximate year end carryover of $940,300. This projected carryover will be budgeted in FY 04-05 in order to help fund transitional housing primary care beds.

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

This projection assumes a continued growth of the Food & Beverage Tax for a projected year end collection of approximately $8,121,000. It is also assumed that no major un-budgeted repairs will be required at the Community Partnership For The Homeless (The Homeless Trust Private Sector Partner), Homeless Assistance Centers which the Trust would have to fund at a level of 60%.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date: _____

Signature
Department Director

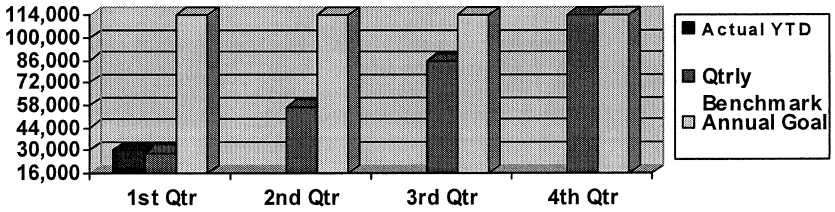
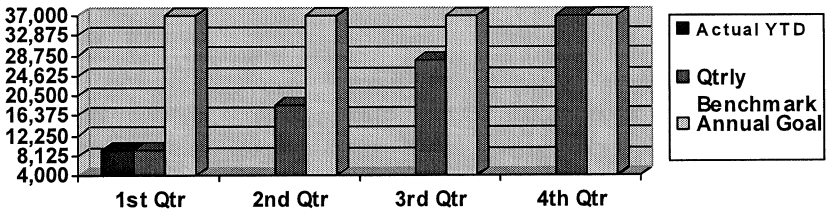
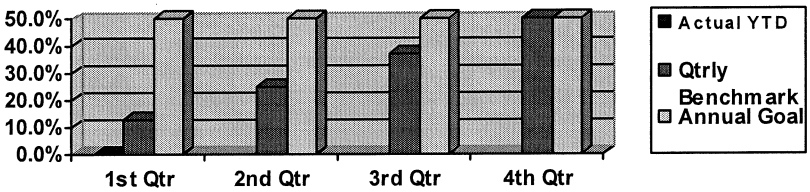
Departmental Quarterly Performance Report

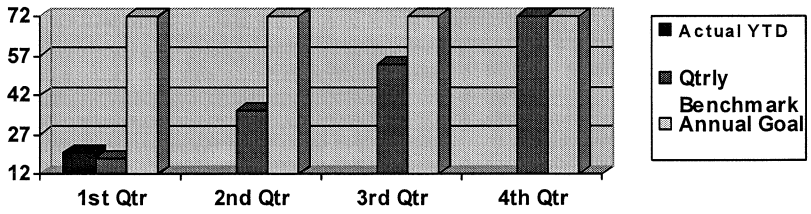
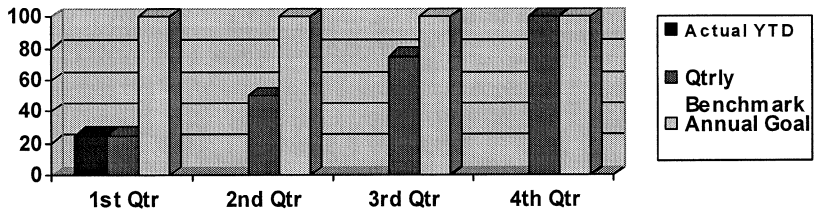
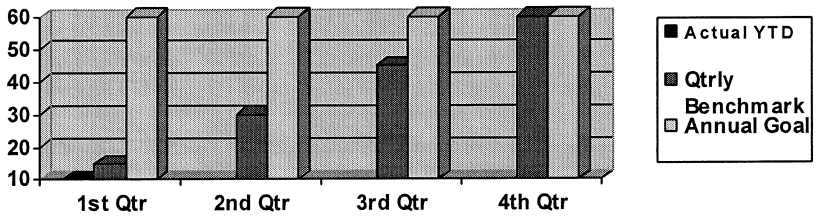
Department Name: Human Services

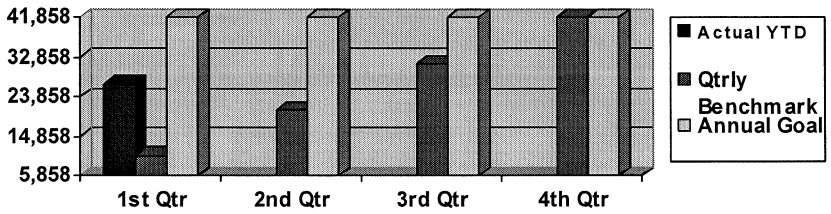
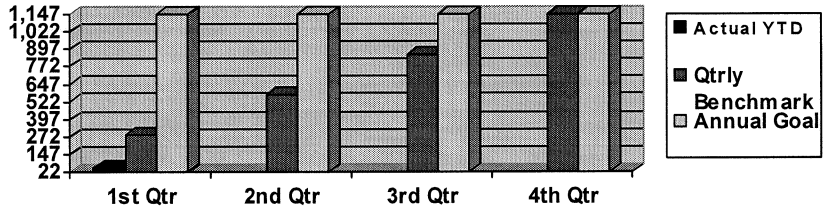
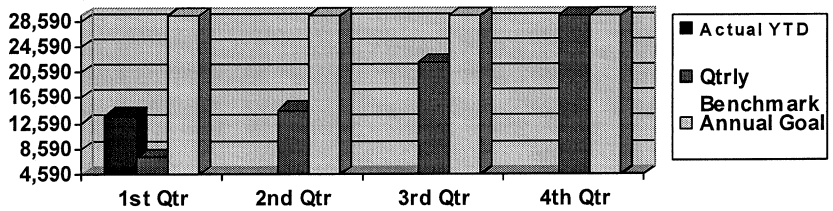
Reporting Period:
FY 2003-2004
First Quarter

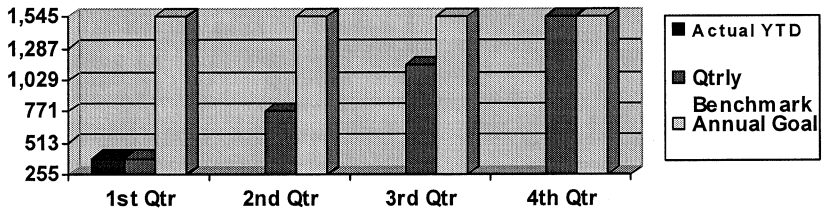
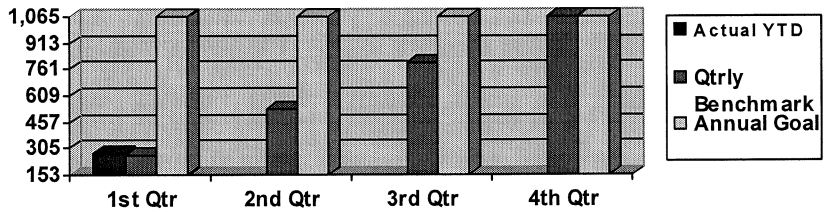
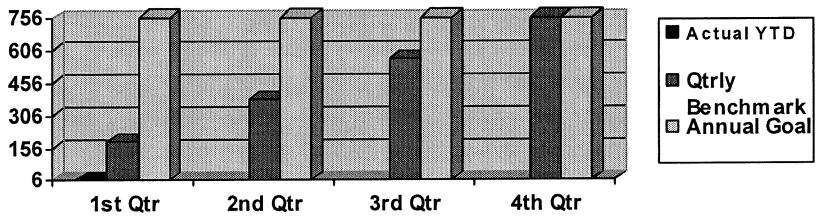
I. Performance Initiatives Page 2
II. Personnel Status Page 22
III. Financial Performance Page 23
IV. Department Director Review Page 26

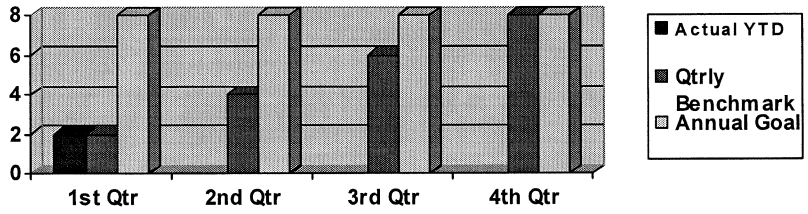
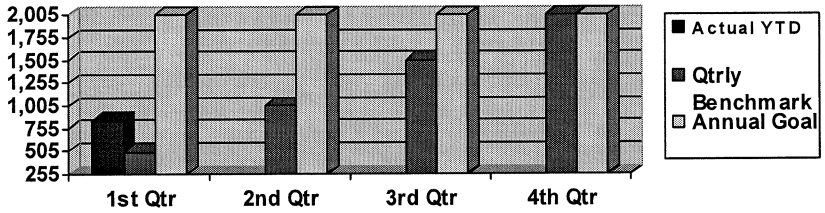
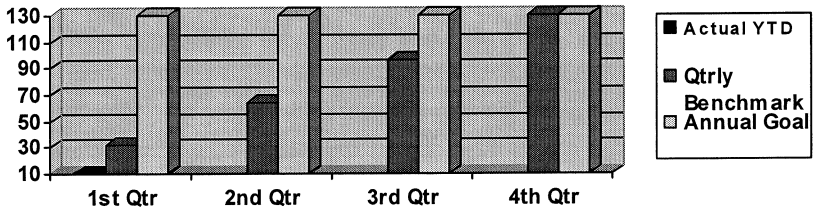
MAJOR PERFORMANCE INITIATVES

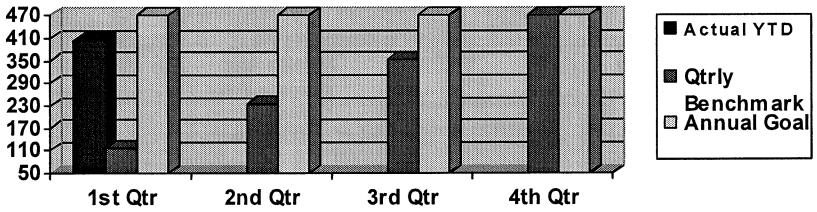
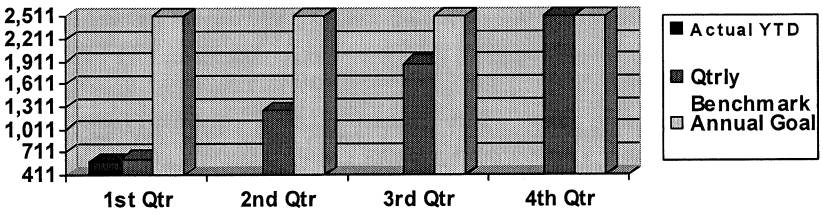
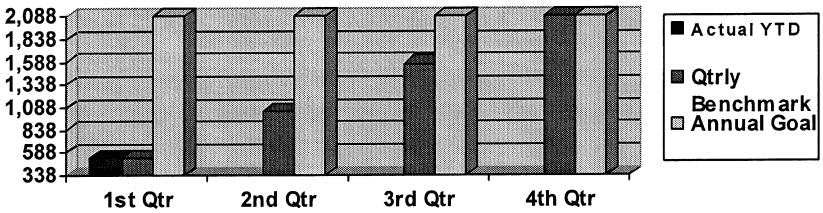
Describe Key Initiatives and Status	Check all that apply
HH2-2: Number of residents accessing services at Department Neighborhood-based facilities. Number achieved for quarter: 30,222  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
HH2-2: Utilization of facilities in areas of greatest need (Model City/Liberty City, Homestead, Gladeview, Brownsville and Little Haiti) as identified by neighborhood indicator documents. Number achieved for quarter: 9,222  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
HH2-2: Level of development and implementation of automated referral and case management system.  Note: No activity 1st quarter, measure was developed at conclusion of 1st quarter.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

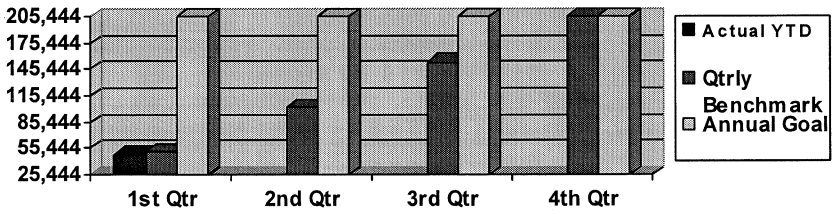
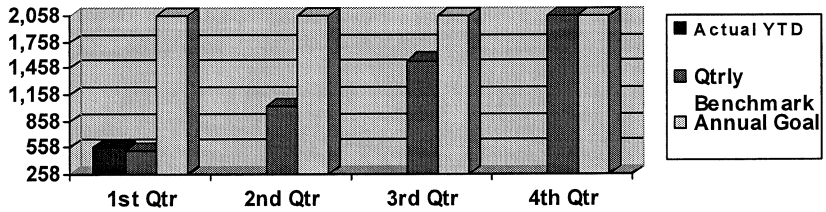
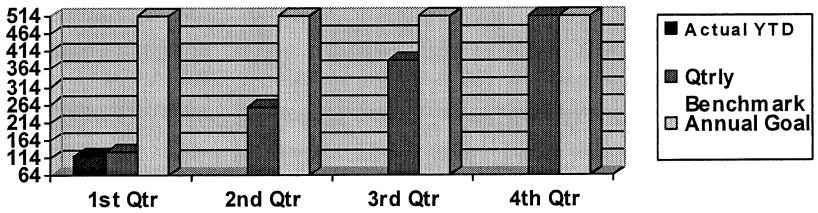
HH3-1: Number of subcontracted childcare facilities achieving accreditation by a nationally recognized agency. Number achieved for quarter: 20  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-1: Number of enhanced trainings available for childcare staff beyond the state required curriculum. Number achieved for quarter: 25  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-1: Number of meetings and training opportunities available to parents. Number achieved for quarter: 5  Note: Frequency of activity increases as year progresses.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

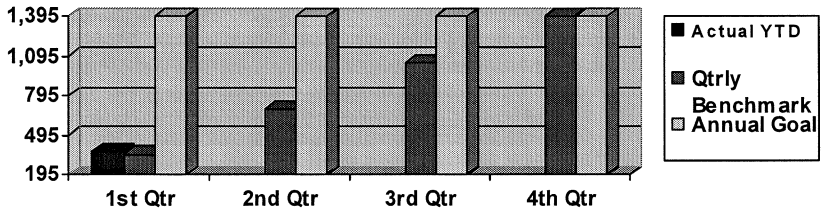
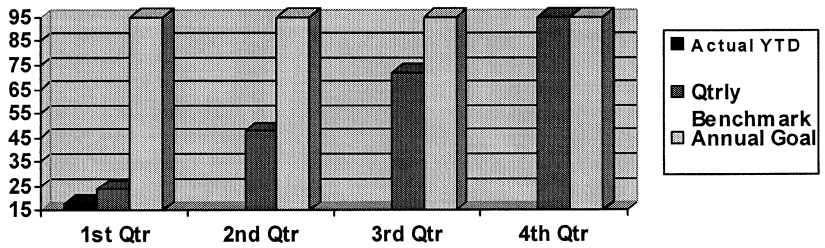
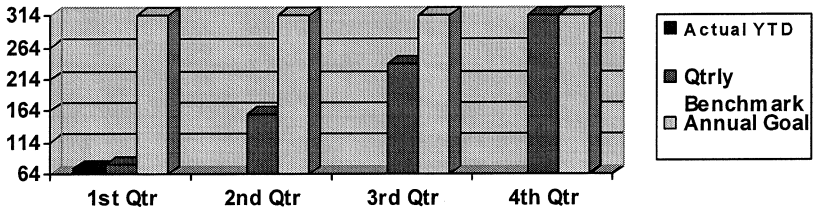
HH3-1: Number of children determined eligible for subsidized childcare. Number achieved for quarter: 26,738  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-2: Number of parents enrolled in parenting classes who are public housing residents and/or are receiving delinquency prevention services countywide. Number achieved for quarter: 48  Note: Frequency of activity increases as year progresses	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-2: Number of youths receiving culturally sensitive outreach/prevention and intervention services. Number achieved for quarter: 13,848  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

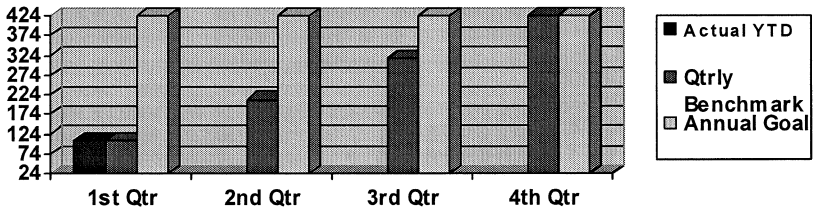
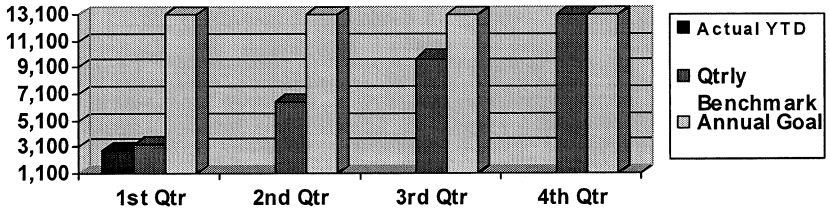
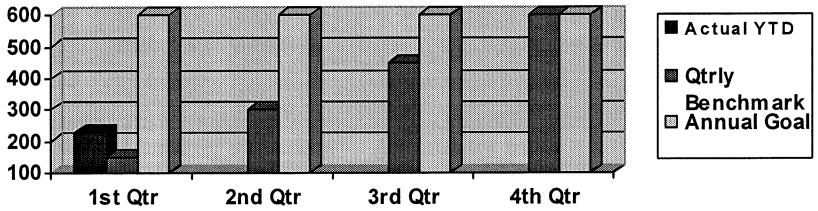
HH3-2: Number of alternative treatment and sanctions plans developed for juvenile offenders based upon the rehabilitative needs of the child and family. Number achieved for quarter: 387  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-2: Number of juvenile offenders that successfully complied with alternative treatment and sanctions plans. Number achieved for quarter: 273  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-2: Number of juvenile offenders who successfully comply with alternative treatment and sanctions plans, that are not re-arrested in a 12 month period. Number achieved for quarter: N/A  Note: Data is reported on an annual basis at the end of the fiscal year.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

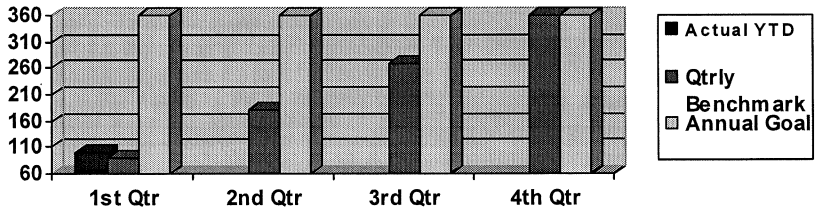
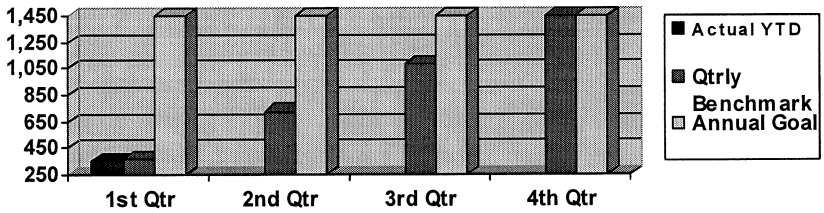
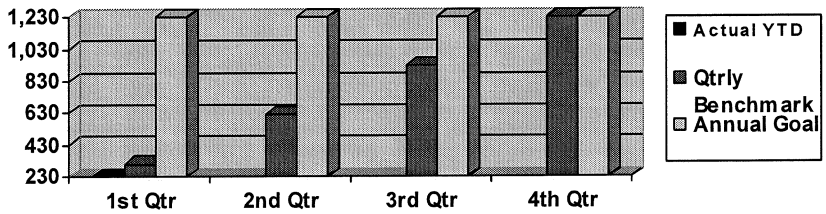
HH3-2: Number of meetings of the Miami-Dade County Youth Crime Task Force (YCTF) and the Dade Miami Criminal Justice Council (DMCJC). Number achieved for quarter: 2  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-3: Number of young adults enrolled in basic skills and socialization and acculturation programs. Number achieved for quarter: 843  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH3-3: Number of children, adolescents and young adults enrolled in rehabilitation day treatment (school) activities that will be expected to advance to the next academic grade level , up to and including graduation from 12th grade. Number achieved for quarter: N/A  Note Activity cannot be reported until 3rd quarter.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

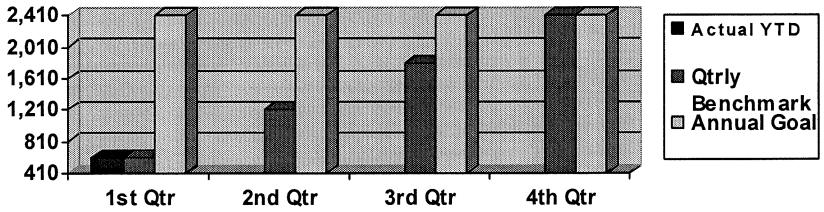
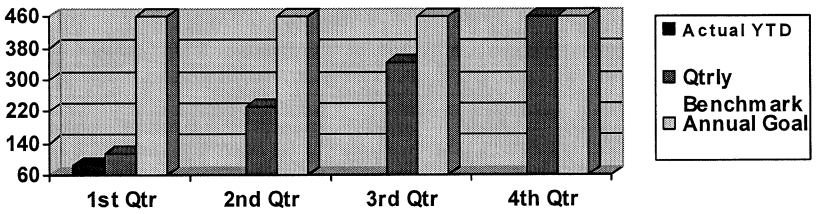
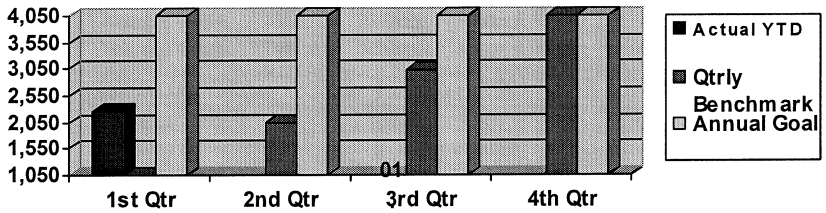
HH4-3: Number of persons with disabilities assisted in gaining independence, autonomy and control over their lives. Number achieved for quarter: 404  Note Majority of clients served are carried over from previous year.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of veterans and their families assisted in filing benefit claims through the Veterans Administration. Number achieved for quarter: 598  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of veterans approved for benefits from the Veterans Administration. Number achieved for quarter: 522  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

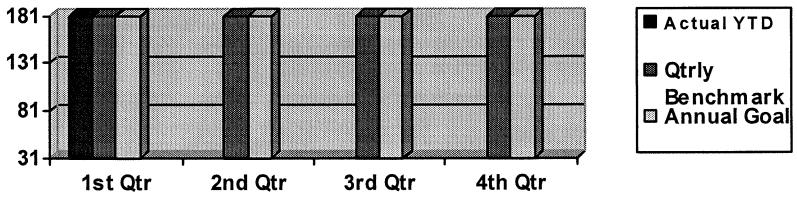
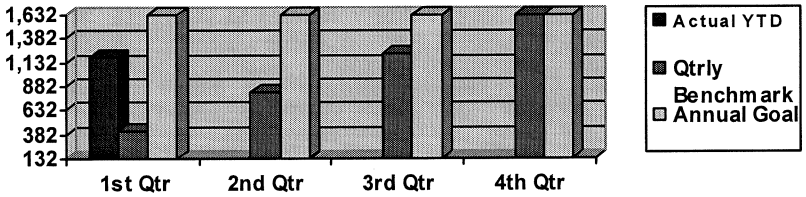
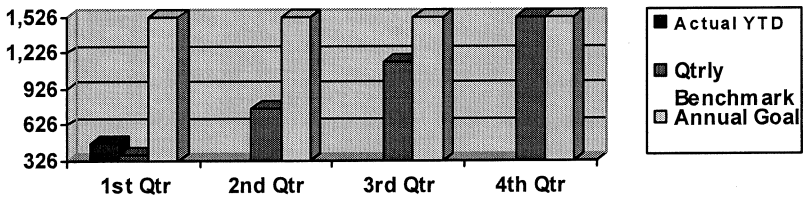
HH4-3: Information and referral services provided at all Neighborhood Service Centers and satellite facilities throughout Miami-Dade County. Number achieved for quarter: 48,327  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Interim financial assistance provided to medically disabled residents pending SSA/SSI eligibility. Number achieved for quarter: 571  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of medically disabled residents approved for SSI/SSA benefits. Number achieved for quarter: 117  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

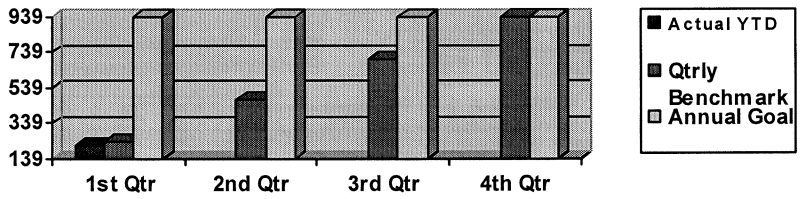
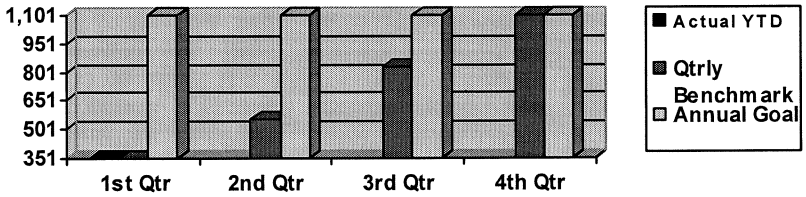
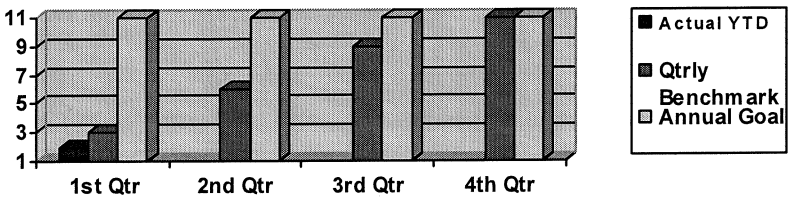
HH4-3: Number of residents provided emergency relocation assistance services. Number achieved for quarter: 364  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of migrant farm workers placed in employment and retained for at least 90 days. Number achieved for quarter: 18  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of refugee/entrants placed in employment and retained for at least 90 days. Number achieved for quarter: 73  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

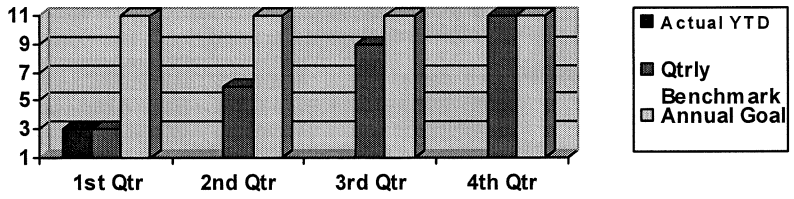
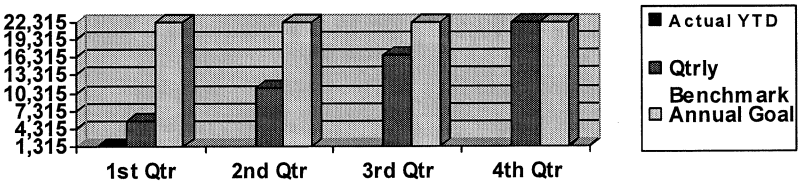
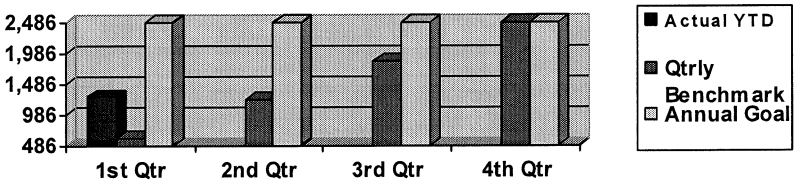
HH4-3: Number of Cuban/Haitian families assisted in receiving support services. Number achieved for quarter: 106  	___ *Strategic Plan* X *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* ___ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*
HH4-3: Number of assessments and subsequent referrals for substance abuse treatment and ancillary services provided to residents, including the Criminal Justice involved. Number achieved for quarter: 2,814  	___ *Strategic Plan* X *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* ___ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*
HH4-3: Number of residents provided residential substance abuse treatment. Number achieved for quarter: 229  	___ *Strategic Plan* X *Business Plan* ___ *Budgeted Priorities* ___ *Customer Service* ___ *Workforce Dev.* ___ *ECC Project* ___ *Audit Response* ___ *Other*_____ *(Describe)*

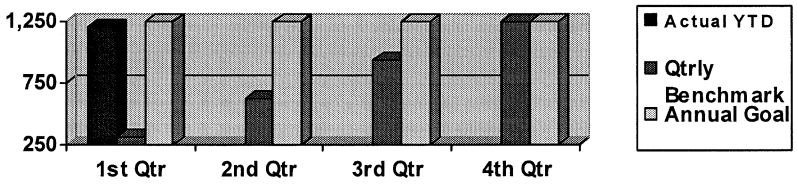
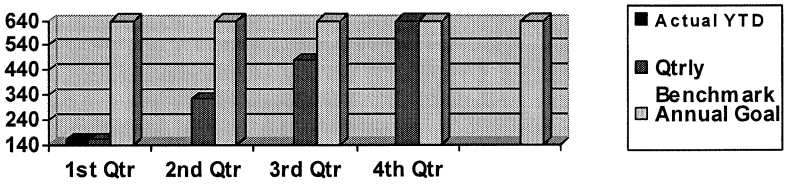
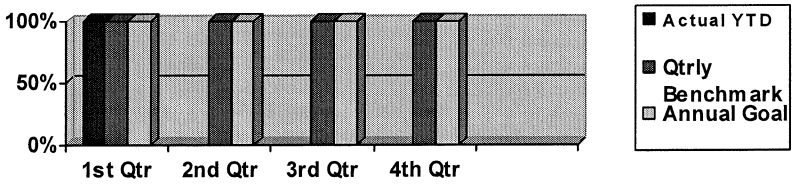
HH4-3: Number of residents successfully completing residential substance abuse treatment. Number achieved for quarter: 99  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of residents provided correctional-based substance abuse treatment. Number achieved for quarter: 351  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of residents successfully completing correctional-based substance abuse treatment. Number achieved for quarter: 155  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

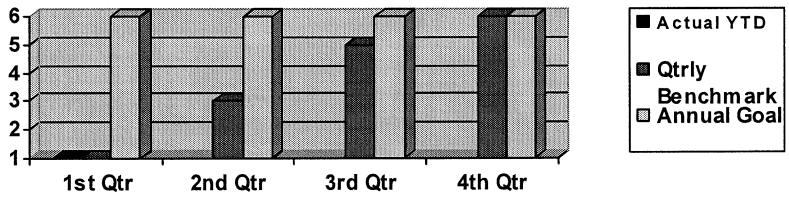
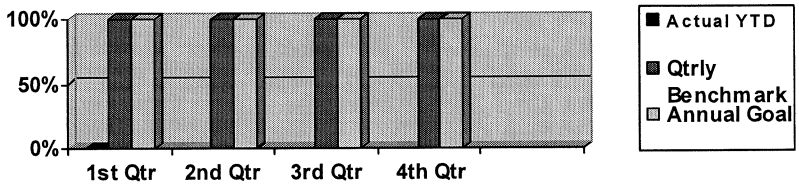
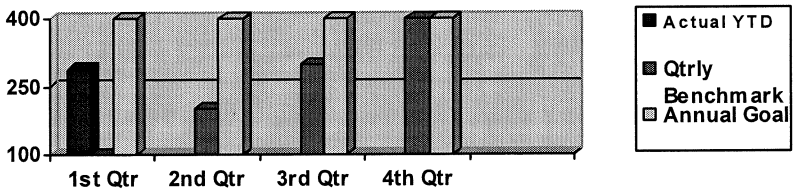
HH4-3: Number of Criminal Justice involved individuals referred by Division 51 of the 11th Judicial Circuit Court provided out-patient substance abuse services. Number achieved for quarter: 599  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of Criminal Justice involved individuals completing an average of 18 months of out-patient substance abuse services. Number achieved for quarter: 83  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of homeless individuals provided specialized services. Number achieved for quarter: 2,270  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

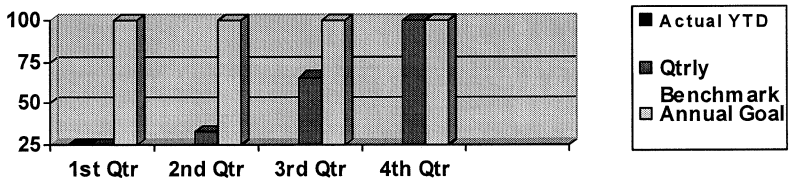
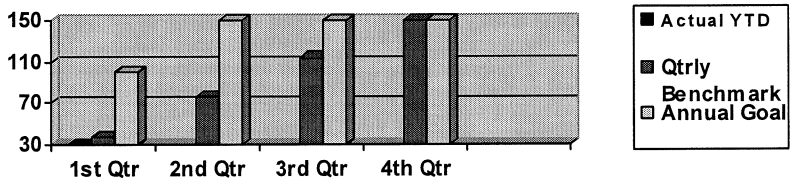
HH4-3: Number of severely emotionally disturbed children, adolescents and young adults served. Number achieved for quarter: 181  Note: All available slots for children are being utilized.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of domestic violence perpetrators provided domestic violence intervention services in accordance with the State of Florida Batterer's Intervention Program standards. Number achieved for quarter: 1,184  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of cases closed for domestic violence perpetrators receiving intervention services. Number achieved for quarter: 473  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

HH4-3: Number of domestic violence perpetrators successfully completing intervention services. Number achieved for quarter: 214  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of domestic violence victims provided shelter and advocacy. Number achieved for quarter: 317  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of meetings of the Miami-Dade County Domestic Violence Oversight Board (DVOB). Number achieved for quarter: 2  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

HH4-3: Number of meetings of the Miami-Dade County Addiction Services Board (ASB). Number achieved for quarter: 3  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-3: Number of residents provided services aimed at reducing gang involvement, substance abuse, domestic violence, juvenile crime and prostitution in accordance with the requirements of the FDLE Byrne Grant. Number achieved for quarter: 1,248  Note: New Project for FY 2003-04, performance levels are expected to increase as year progresses.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH4-4: Number of elders provided support services in an effort to lessen unnecessary institutionalization. Number achieved for quarter: 1,283  Note: Majority of clients served are carried over from previous year.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

HH4-4: Number of elders provided opportunities to volunteer with not-for-profit agencies to maintain and/or enhance their independence. Number achieved for quarter: 1,200  Note: Majority of clients served are carried over from previous year.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH6-1: Number of formal investigations completed by the Miami-Dade Equal Opportunity Board (EOB). Number achieved for quarter: 161  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH7-1: Level of client satisfaction with services received. Number achieved for quarter: 91%  Note: Level obtained by tabulating responses to department-wide and program specific client satisfaction surveys.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

HH7-1: Number of trainings for staff in customer service, professionalism and cultural competence, in accordance with licensing, funding and accreditation requirements. Number achieved for quarter: 1  Note: Staff trainings are routinely incorporated into the curriculum of the Department's bi-monthly supervisors' meetings. One meeting was held during the first quarter of FY 2003-2004.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH7-1: Level of compliance with established uniform standards for service delivery. Number achieved for quarter: N/A  Note: No activity the first quarter, measure was developed at the conclusion of first quarter.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
HH7-2: Number of contracts awarded to community-based organizations for social services and crime prevention. Number achieved for quarter: 288  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

ED1-2: Number of families entering public housing. Number achieved for quarter: N/A  Note: No activity the first quarter, program scheduled to start March 1, 2004	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
ED1-3: Number of Hope VI families eligible for home ownership. Number achieved for quarter: 25  	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Budgeted Priorities: Not Applicable	__ *Strategic Plan* __ *Business Plan* X *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Customer Service Initiatives: Not Applicable	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* X *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

Project #318: Medicaid Billing Status: Ongoing – No Change	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #319: Efficiency / Process Review Status: Proposal submitted to OSBM – No Change	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #443: Employee Participation Status: Assumed by Continuous Quality Improvement Committee with ongoing reporting requirements as required by Council on Accreditation.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #682: Automated CBO Systems Status: Completed	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

Project #683: Automated Internal Department Request For Procurement Status: Pending implementation – pending County-wide system being reviewed by pilot departments.	___ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #685: Automate Internal Departmental Personnel Action Status: Pending implementation – pending County-wide system being reviewed by pilot departments.	___ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #754: Compare Performance With Private Providers Status: Council on Accreditation completed report – received notification that the department was accredited.	___ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #755: Shared Contract Monitoring Status: Pending Alliance for Human Services – working with the Alliance of Human Services on a shared contract monitoring tool.	___ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

Project #758: Work with Non-County Funding Status: Pending Alliance for Human Services.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Project #444: DHS Facility Maintenance Status: Completed site visits, met with GSA, Manager's Office and OPI to discuss the Request for Proposal and requirements. OPI working with Procurement to put out the Request for Proposal.	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* X *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Workforce Development Initiatives: Not Applicable	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* X *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Audit Response Initiatives: Not Applicable	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* X *Audit Response* __ *Other*_____ *(Describe)*
Other Initiatives: Not Applicable	__ *Strategic Plan* __ *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* X *Other*_____ *(Describe)*

Departmental Quarterly Performance Report
Department Name: Human Services
Reporting Period: FY 2003-04, 1st Quarter (October – December)

PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	1,054**	1,084**	967	117	***	***	***	***	***	***

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

** Budgeted positions as of ordinance.

*** Adjusted for mid-year budgeted positions: 1136 / filled 1054.

Notes:

B. *Key Vacancies*
- Child Development Services Division Director
- Various Grant Positions
- Hiring freeze on General Fund positions
- Elderly, Victims and Disabilities Services Division Director

C. *Turnover Issues*
- None

D. *Skill/Hiring Issues*
- None

E. *Part-time, Temporary and Seasonal Personnel*
(Including the number of temporaries long-term with the Department)
- Plan has been submitted to OSBM and approved for Victims Services
- Extension requests for temps required by granting sources being processed due to hiring freeze.

F. *Other Issues*
- Making sure that grant funded positions are classified and filled in a timely manner.

Departmental Quarterly Performance Report
Department Name: Human Services
Reporting Period: FY 2003-04, 1st Quarter (October – December)

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
♦ Fares, Fees & Misc.	85,343	84,869	21,218	31,739	84,869	31,739	53,130	37%A
♦ State Operating Assistance	7,313	7,869	1,967	779	7,869	779	7,090	10%B
♦ Federal Operating Assistance	13,689	12,861	3,215	1,092	12,861	1,092	11,769	8%B
♦ Carry - Over	198	2,080	520	1,406	2,080	1,406	674	68%C
♦ Transfer from General Fund	58,999	63,240	15,810	0	63,240	0	63,240	0%
Total	165,542	170,919	42,730	35,016	170,919	35,016	135,903	20%
Expense*								
Salaries & Fringe	56,354	61,565	15,391	15,546	61,565	15,546	46,019	25%
Other Operating	107,624	109,183	27,296	28,794	109,183	28,794	80,389	26%
Capital	158	171	43	19	171	19	152	11%D
Total	164,136	170,919	42,730	44,359	170,919	44,359	126,560	26%E

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:
(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

(A) Revenue from the Miami-Dade School Readiness Coalition collected in the first quarter includes an advance of approximately 11.2 Million which will be used during the current fiscal year.

(B) Revenue from State and Federal sources are usually on a reimbursement basis and therefore are usually a quarter behind the expenses.

(C) Leftover CBO funds from 01-02 Fiscal Year will supplement the carryover to the required $2,080,000 level.

(D) Capital expenditures are sporadic in nature and don't necessarily occur evenly throughout the year.

(E) Expenditures include 1.5 Million special appropriation CBO payments which will be reimbursed and the expenses moved to a GG Code at year end.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

As noted above, the Department of Human Services is projected to come within the authorized budget expenditures.

The Department projects to receive the following:

- Reimbursement for expenditures incurred associated with Martin Fine ($120,000) FY 2002-2003 from the Miami-Dade Housing Agency.
- Reimbursement for expenditures incurred associated with the emergency operations of Helen Sawyer Adult Assisted Living Facility pending Request for Proposal for management of the program from the Miami-Dade Housing Agency.
- Reimbursement for HOPE VI from the Miami-Dade Housing Agency projected as $433,000.
- Reimbursement for Resident Services from the Miami-Dade Housing Agency projected as $1,414,000.

- Reimbursement for Social Services Master Plan from recaptured Office of Community and Economic Development's Community Development Block Grant funds projected as $50,000.
- Reimbursement for Inn-Transition South projected as $271,000.
- Reimbursement for New Beginnings Program projected as $372,000. Note does not include savings pending proposed 5% reduction ($85,000).
- Receipt of $181,000 for extended hours of operation at Diversion Services.
- Reimbursement for South Dade Skills Center projected as $80,000.
- Reimbursement for positions held pending placement by Employee Relations Department.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

Departmental Quarterly Performance Report

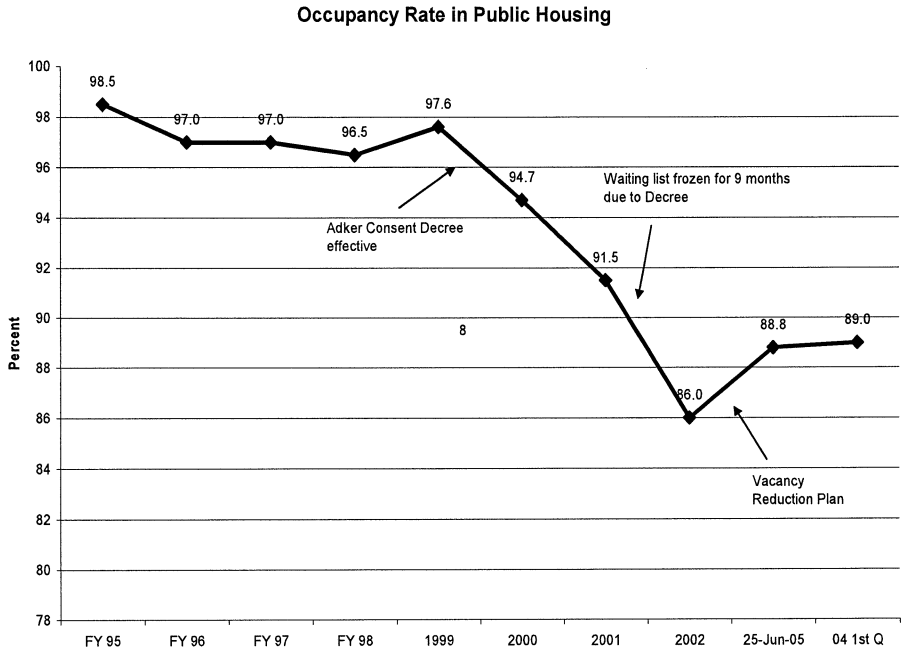
Miami-Dade Housing Agency

Reporting Period:
FY 2003-04
1st Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 5

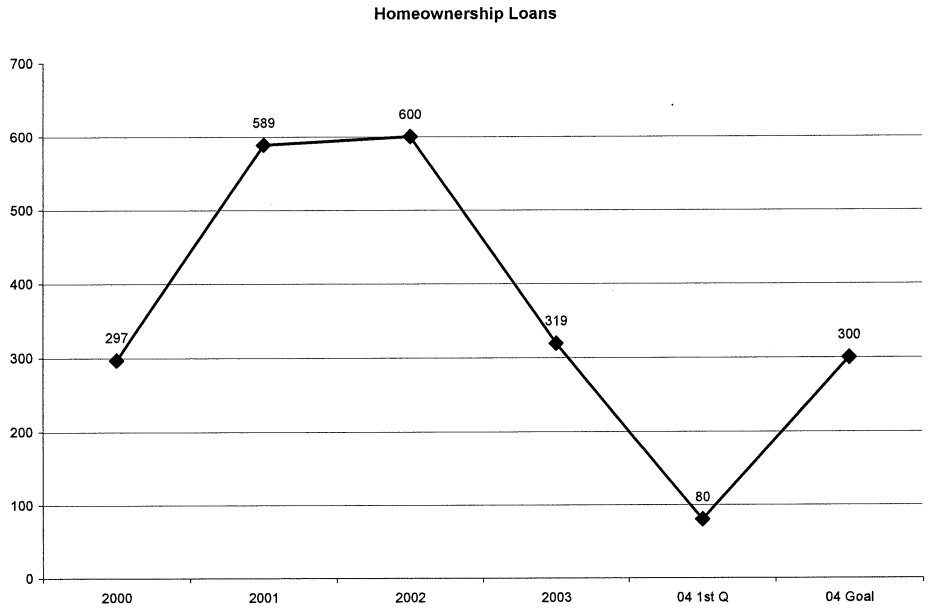
MAJOR PERFORMANCE INITIATVES

Achieve a 90% occupancy rate in public housing

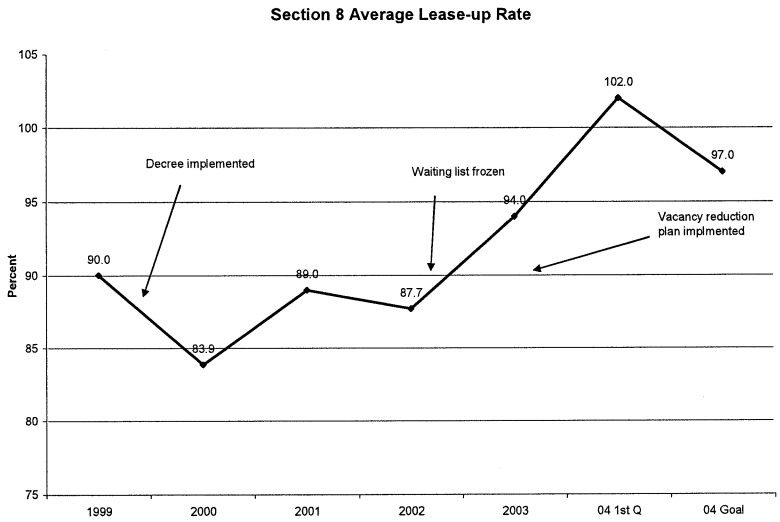


x *Strategic Plan*
x *Business Plan*
__ *Budgeted Priorities*
x *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____
(Describe)

Issued 80 home ownership loans valued at $2.7 million, 28 home rehabilitation loans valued at $611,000 and 5 multi-family loans valued at $3.2 million through the affordable housing program from October 2003 through December 2003



x *Strategic Plan*
x *Business Plan*
__ *Budgeted Priorities*
x *Customer Service*
__ *ECC Project*
__ *Workforce Dev.*
__ *Audit Response*
__ *Other*_____
(Describe)

Achieve a 97% lease-up rate in Private Rental Housing  	x *Strategic Plan* x *Business Plan* __ *Budgeted Priorities* x *Customer Service* x *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
Demolition of Sector I of the Scott Homes Development began in December 2003. This is part of the Housing Opportunities for People Everywhere (HOPE VI) redevelopment project: 82 percent of units have been vacated, 70 percent of the residents relocating selected Section 8 vouchers; temporary plat for Sector 1 has been approved incorporating T-Plat Committee comments..	__ *Strategic Plan* x *Business Plan* __ *Budgeted Priorities* x *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
The Beautification Program in the HOPE VI target area continues to be successful with the second phase underway. To date 442 homes have been beautified and 34 small contractors have been certified. Developers in the award winning Infill Program are being encouraged to use these newly certified contractors in the construction of new homes.	__ *Strategic Plan* x *Business Plan* __ *Budgeted Priorities* x *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*
Reviewed and approved 24 county-owned lots suitable for in-fill; 56 lots were bid and approved for private developers and 27 lots were conveyed to not-for-profit organizations. Conducted 38 housing quality standard inspections.	__ *Strategic Plan* x *Business Plan* __ *Budgeted Priorities* x *Customer Service* __ *Workforce Dev.* __ *ECC Project* __ *Audit Response* __ *Other*_____ *(Describe)*

PERSONNEL SUMMARY

Departmental Quarterly Performance Report
Department Name: Miami-Dade Housing Agency
Reporting Period: First Quarter FY 2003-04

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	714	758	712	46						

Notes:

B. Key Vacancies
One key position is vacant but recruitment is on hold pending an organizational review.

C. Turnover Issues
Turnover is normal.

D. Skill/Hiring Issues
None at this time.

E. Part-time, Temporary and Seasonal Personnel
Part-time: Current Budget: 120 with accelerated vacancy reduction teams; filled 105. Part-time positions will be reduced during the next fiscal year. Part-time positions were intended to be cut from the budget due to financial reasons, but during the budget hearings in September 03, monies were identified to keep 47 part-timers from losing their jobs.

Temporary Personnel: 56, a reduction of 14 personnel from earlier in the year.

Comments
Surtax balance is misleading. There are commitments for funds exceeding the $9 million; not all commitments require transfer of funds right away. There may be a time in the near future where Surtax may need to borrow against pooled cash to make its financial commitments.

STATEMENT OF PROJECTION AND OUTLOOK

This is the first year in over a decade that MDHA does not have funding for police and major social services, which were lost due to the termination of the federal DEG program. Vacancies in public housing continue to be high due to the challenges of implementing the Adker Consent Decree. It is hoped that in the near future, through negotiations with HUD and the plaintiff's attorneys, some relieve from parts of the decree will allow for faster filling of vacancies.

Notes and Issues: None.

Departmental Quarterly Performance Report
Department Name: Miami-Dade Housing Agency
Reporting Period: First Quarter FY 2003-04

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR	CURRENT FISCAL YEAR 2003-04						
		Total Annual Budget	1st Quarter*		Year-to-date			
	Actual		Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
♦ Surtax	$37,845	$52,299	$16,825	$15,122	$16,825	$15,122	($1,703)	29
♦ SHIP	22,099	14,530	8,883	26,511	8,883	26,511	17,628	182
♦ Section 8	131,002	117,699	29,425	32,082	29,425	32,082	2,658	27
♦ Housing	67,305	59,383	14,846	11,556	14,846	11,556	(3,389)	19
♦ Other	3,645	3,451	863	623	863	623	(240)	18
Total	$261,896	$247,362	$70,842	$85,896	$70,842	$85,896	$15,054	35
Expense								
Personnel	$42,517	$43,781	$10,945	$9,773	$10,945	$9,773	($1,172)	22
Operating	175,253	201,326	50,332	39,830	50,332	39,830	(10,502)	20
Capital	2,737	2,255	564	85	564	85	(479)	4
Total	$220,507	$247,362	$61,841	$49,688	$61,841	$49,688	($12,152)	20

***The budget column assumes 25% spending for each quarter; due to the nature of project approvals for loan programs and other spending, MDHA's expenditures will not reflect this assumption. That is, spending for loan projects (shown in the operating line) occurs towards the middle and end of the year and not in the first quarter.**

Equity in pooled cash (for proprietary funds only)

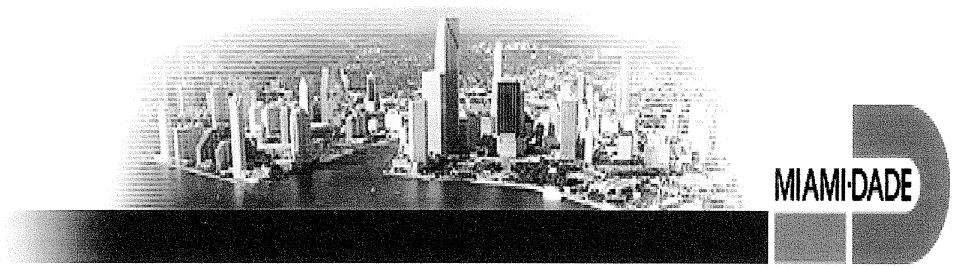
Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Surtax	$12,174	$3,000			
SHIP	17,234	5,000			
Total	$29,408	$8,000			

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____ Date_____

Signature
Department Director

BUDGET POLICIES

- Service Delivery - Priorities by Strategic Area
- Tax Policy
- Fee Policy
- CBO/In-Kind Policy
- State Policy