

Community Relations, Office of

Business Plan Report

Customer

Objective Name

Improved community relations in Miami-Dade County

Owner(s)

Mae Bryant Larry Capp Selena Williams

Initiatives Linked To Objective

Initiative	Owner(s)
Asian Heritage Month Celebration	Mohammed Shakir
Black History Month Celebration (Feb 07)	Retha Boone
Worship Community Outreach for Hurricane Preparedness	Larry Capp Selena Williams

GrandParent Objectives

Parent Objectives

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

Measures

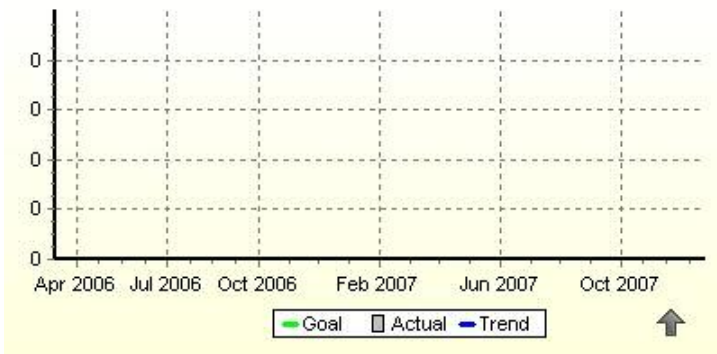
OCR Board Satisfaction Rating

Owner(s)

Larry Capp Selena Williams

Performance Graph

OCR Board Satisfaction Rating



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Child Measure	ACTUAL	GOAL	DATE
Board Satisfaction with Content	n/a	n/a	
Board Satisfaction with Meeting Preparation	n/a	n/a	
Board Satisfaction with presentations and/or guest speakers	n/a	n/a	
Overall Satisfaction with Individual Meeting	n/a	n/a	

Activities to Promote Creation of CRBs

Larry Capp Selena Williams

Performance Graph

Activities to Promote Creation of CRBs



↑ good direction

updated: 5/12/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Child Measure	ACTUAL	GOAL	DATE
Number of Leadership Council of Community Relations Meetings	n/a	n/a	
Number of meetings/activities to promote creation of municipal and regional CRBs	n/a	n/a	

Forum/Workshop Attendee Satisfaction Rating

Selena Williams

Performance Graph

Forum/Workshop Attendee Satisfaction R...



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Workshop Attendee Overall Satisfaction with Forum/Workshop	n/a	n/a	
Workshop Attendee Satisfaction with Content	n/a	n/a	
Workshop Attendee Satisfaction with Presenters/Speakers	n/a	n/a	
Workshop Attendee Likelihood of Attending Additional OCR Forums/Workshops	n/a	n/a	

Financial

Objective Name

Meet Budget Targets (Community Relations)

Owner(s)

Larry Capp Selena Williams

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

(ES8.2) Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures

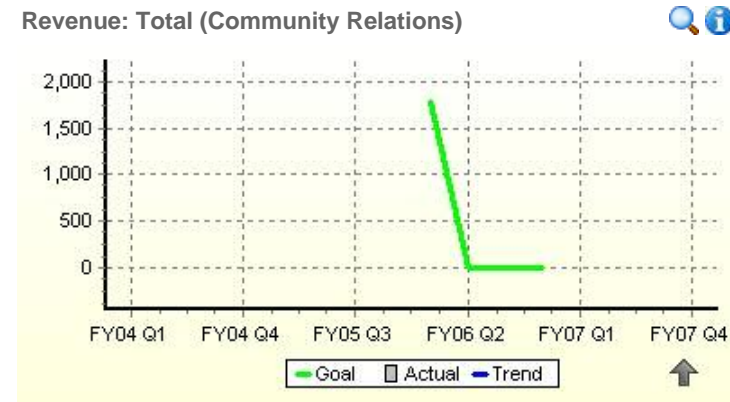
Revenue: Total (Community Relations)

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

Owner(s)

Selena Williams Larry Capp

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

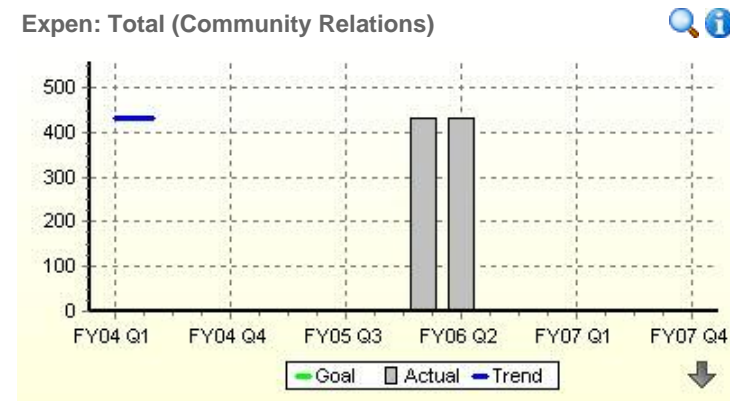
ACTUAL	GOAL	DATE
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Expen: Total (Community Relations)

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

Selena Williams Larry Capp




Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
 Expen: Personnel (Community Relations)	\$401	\$408	FY06 Q2
 Expen: Other Operating (Community Relations)	\$27	\$35	FY06 Q2
 Expen: Capital (Community Relations)	\$3.0	\$3.0	FY06 Q2

Internal

Objective Name

Administer Goodwill Ambassador & Community Response Team Programs

Owner(s)

Edward Harris Selena Williams Community Relations

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Community Response Team Preparedness

Owner(s)

Edward Harris Selena Williams

Performance Graph

Community Response Team Preparedness



updated: never

Goodwill Ambassador Preparedness

Edward Harris Selena Williams

Performance Graph

Goodwill Ambassador Preparedness



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Community Response Team Members Passing Post-training Test	n/a	n/a	
Number of Community Response Team Trainings	n/a	n/a	

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
GWAs Passing Post-training Test	n/a	n/a	
Number of Goodwill Ambassador Trainings	n/a	n/a	

Objective Name

Support of Advisory Boards

Owner(s)

Larry Capp Selena Williams Community Relations

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

OCR Board Meetings Held

Owner(s)

Selena Williams Larry Capp

Performance Graph

OCR Board Meetings Held



↑ good direction

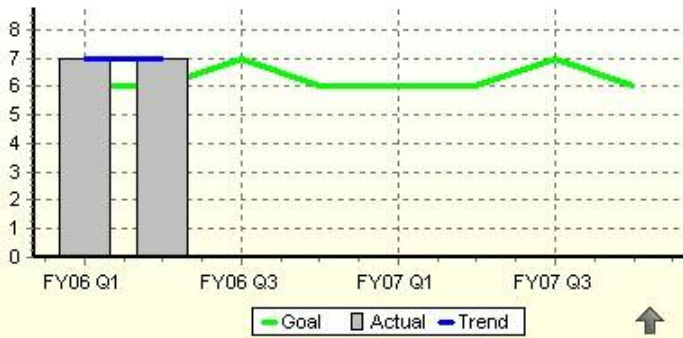
updated: 2/27/2006

Workshops or Forums Held

Selena Williams

Performance Graph

Workshops or Forums Held



↑ good direction

updated: 5/9/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
AAAB Board Meetings Held	n/a	n/a	
BAAB Board Meetings Held	n/a	n/a	
▲ CFW Board Meetings Held	1	1	May 2006
CRB Board Meetings Held	n/a	n/a	
HAAB Board Meetings Held	n/a	n/a	

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
AAAB Workshop/Forums Held	n/a	n/a	
BAAB Workshop/Forums Held	n/a	n/a	
▲ CFW Workshop/Forums Held	1	1	FY06 Q2
CRB Workshop/Forums Held	n/a	n/a	
HAAB Workshop/Forums Held	n/a	n/a	

Learning and Growth

Objective Name

Increase Staff Professional Development

Owner(s)

Larry Capp Selena Williams Community Relations

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Measures

Administrative Support Staff Training

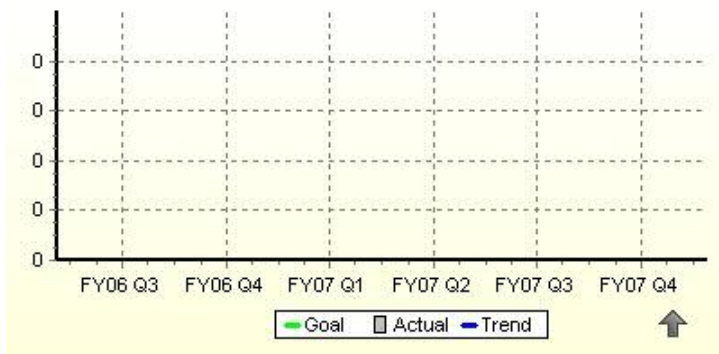
Owner(s)

Larry Capp Selena Williams

Trainings attended by Clerical and Community Relations Assistant staff

Performance Graph

Administrative Support Staff Training



updated: never

Advisory Board-Related Trainings or Workshops

Larry Capp Selena Williams

Trainings or workshops related to specific advisory boards

Performance Graph

Advisory Board-Related Trainings or Wo...



updated: never

Public Administration Workshops and Training

Larry Capp Selena Williams

Trainings associated with public administration

Performance Graph

Public Administration Workshops and Tr...



Parent Objectives

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

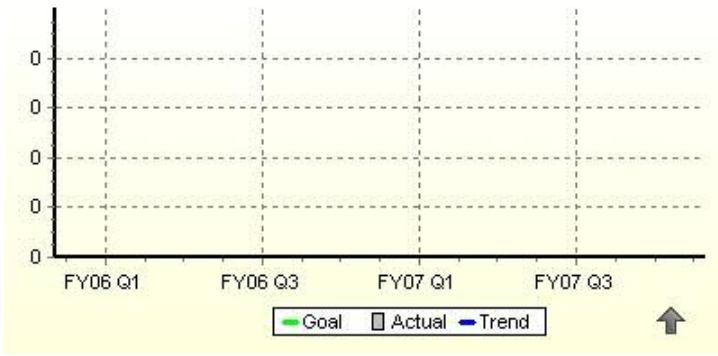
ACTUAL	GOAL	DATE
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Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE



updated: never

