

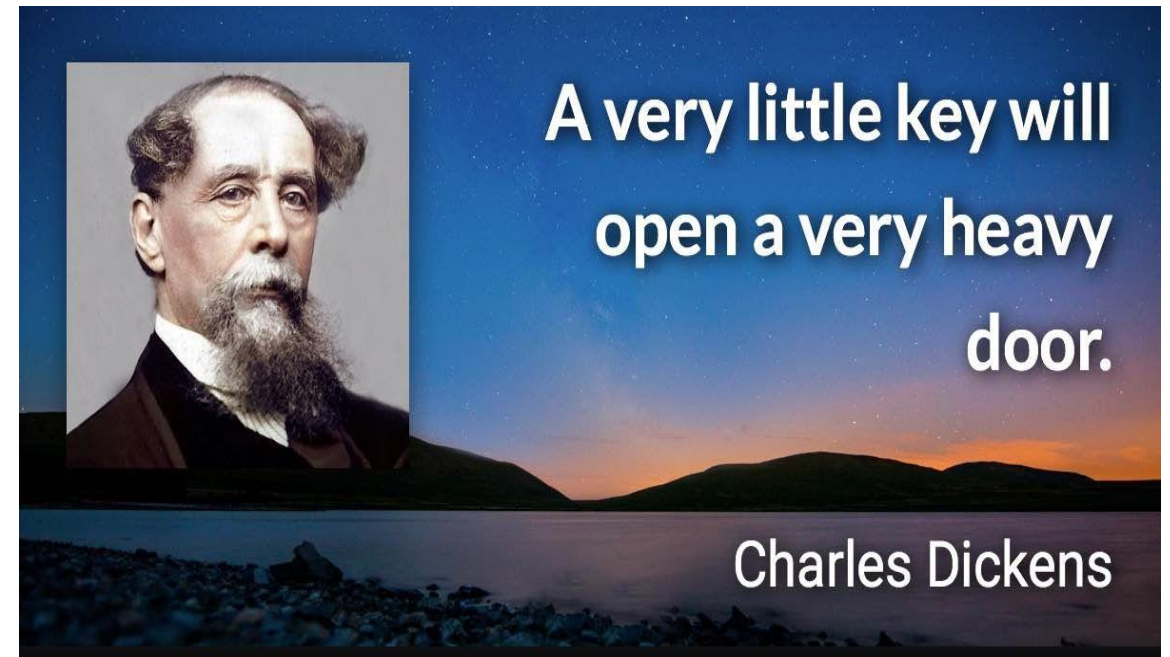
# Keys to Unlocking County Services



## No Wrong Door (NWD)

# Agenda

- Introduction
  - ✓ No Wrong Door Initiative
- Strategic Service Areas (Key Services)
  - ✓ General Government
  - ✓ Public Safety
  - ✓ Transportation and Mobility
  - ✓ Neighborhood and Infrastructure
  - ✓ Health and Society
  - ✓ Economic Development
  - ✓ Recreation and Culture
- Non-Mayoral (Key Services)
  - ✓ Office of Inspector General
  - ✓ Commission on Ethics and Public Trust
  - ✓ Transportation Planning Organization
  - ✓ Independent Civilian Panel
  - ✓ Board of County Commissioners
- Constitutional Offices
- Summary



# Introduction



## Why

- We are all Ambassadors of the County
- Extension of 311
- Part of the NWD initiative

## What

- Know what other County departments do besides your own department
- Knowledgeable resource to the Community

## Who

- County Employees
- New hires - New Employee Orientation (NEO)



# Introduction, Cont'd

## Purpose

*Connecting residents to coordinated County services with care and compassion.*

## Vision

*To create a network of comprehensive and integrated services that empowers all members of the community.*

## Mission

*To ensure that each person's first point of contact in the County leads to seamless, comprehensive, and compassionate delivery of government services.*



# Guiding Principles

## No Wrong Door Initiative

- Win-Win
- Grit
- Community Well-being

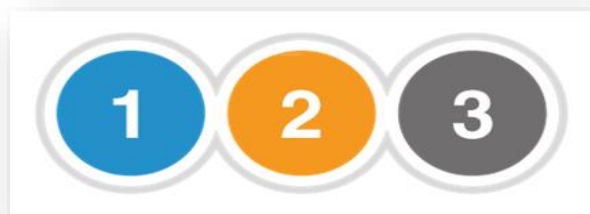
- Compassion
- Connectedness
- Cultural Sensitivity

- Equity
- Accessibility
- Accountability

- Innovation
- Inclusion

GUIDING  
PRINCIPLES

# Focus On The 3 P's



People

Processes

Policies

# Program Benefits

## ✓ Program Benefits

- Know what your County does, not just your department
- Assist residents and visitors on common County questions they may have
- As a County ambassador and extension of our 311 Call Center, we are creating a positive County image and rebranding of our services
- Possible network, growth opportunities internally and working for other County departments



## Top Services

### Property Search

Find detailed property information including ownership, sales, exemption benefits, taxable value information and more.

### Pay Taxes

Pay property taxes and business-related taxes online. Use resources to estimate taxes and learn about property tax exemptions.

### Water Bill

Pay your water bill online, sign up for auto pay, send payment by mail or visit a number of locations in person.

### County Jobs

All Miami-Dade County employment applications are completed online. Create an account to apply for a current job opening.

### Bulky Waste Pickup

Each year, Miami-Dade County residential waste collection households can receive two bulky waste pickups of up to 25 cubic yards each.

### Motor Vehicle Registration

Motor vehicle registration renewals can be processed online, at the Tax Collector's Office or at authorized agencies.

### Voter Information

Update your voter info, request a mail ballot, read your customized sample ballot, find out when and where to vote on election day and more.

### Transit Pass

Get on board and around town with a Transit Pass. Buy one online, at any Metrorail station, other locations or by phone.

### Inmate In-Custody Search

Search our current database for an inmate in-custody by entering their last name followed by their first initial or first name.

# GENERAL GOVERNMENT



# GENERAL GOVERNMENT

- Communications and Customer Experience
- Human Resources (PIOD)
- Information Technology
- Internal Compliance
- Internal Services (PIOD)
- Management and Budget
- Strategic Procurement



# Communications and Customer Experience Department



**311 Contact  
Center/Service  
Center**

**Creative and  
Branding  
Services**

**Engagement  
and Client  
Services**

**Digital  
Communications**

**Digital Media  
Services**

**Administrative  
Support**



# True or False

Miami-Dade County Communications & Customer Experience Department provides televised programs that range from official County meetings to County services and events they provide to Miami-Dade County residents.

- a. True
- b. False



# True or False

Miami-Dade County Communications & Customer Experience Department provides televised programs that range from official County meetings to County services and events they provide to Miami-Dade County residents.

- a. True
- b. False





# Human Resources (PIOD)

Career  
Development

Recruitment  
services and  
Onboarding

Testing and  
validation  
services

Human Rights &  
Fair Employment  
Practices

Payroll

Compensation,  
job analysis and  
consultation  
services

Benefits  
Administration

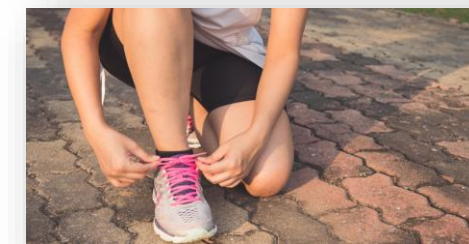
Employee  
Support Services  
(Wellness, EAP  
Employee  
Recognition)

Labor Relations

Public Records &  
Employment  
Verification

Maintains  
employee's  
record

Disaster  
Assistance  
Program (DAE)

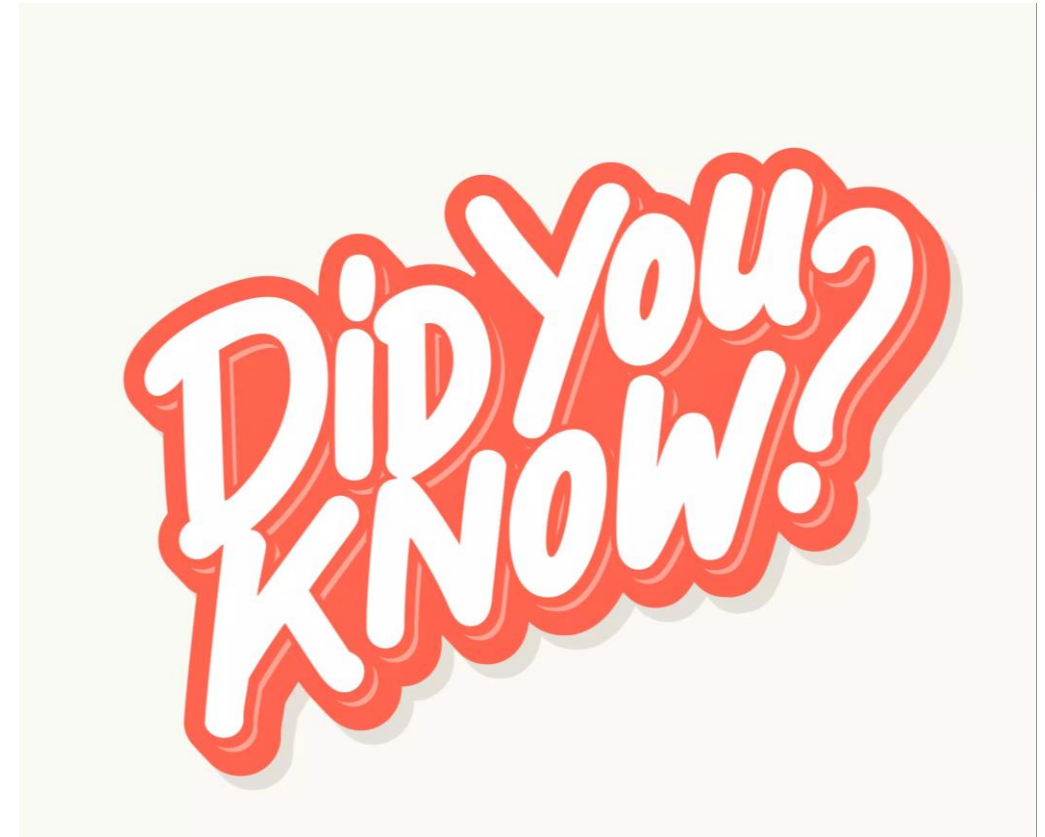


# Miami-Dade County offers a Tuition Refund Program for full-time employees?

Some benefits of the program are:

- ✓ 50% reimbursement on tuition and labs
- ✓ Approvals for degrees and certificates which relates to your current position or supports a logical career path
- ✓ Improves your skillset to be able to seek promotional opportunities and career advancements

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# Information Technology Department

Chief  
Information  
Officer and  
Office of the  
Director

Enterprise  
Security

Administration  
and Customer  
Service

Platforms

Enterprise  
Applications

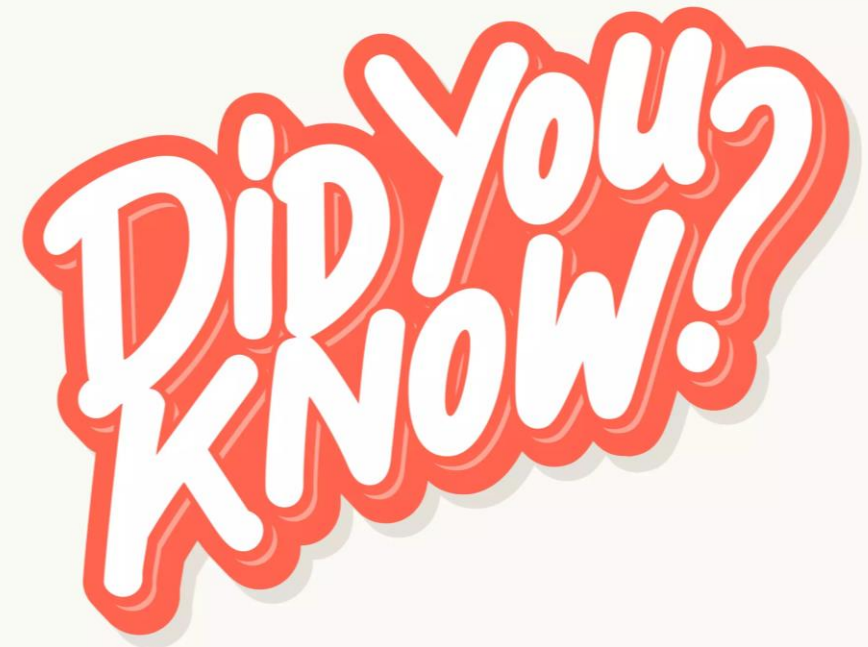
Applications  
And  
Architecture



## Surplus Sales

You can buy items declared surplus by County departments at discount prices. Visit our retail outlet, the County Store, to buy used goods and take them home. Most larger items are sold through online auctions.

[https://www.miamidade.gov/global/service.page?Mduid\\_service=ser1504101053054569](https://www.miamidade.gov/global/service.page?Mduid_service=ser1504101053054569)




# Internal Compliance Department

## ICD was created and approved on October 1, 2024

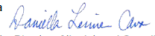
### ► 2024-25 Budget Approval

- Ensure adherence with County policies and procedures
- Examines operations of County government to
  - Ensure efficient operation
  - Detect and mitigate risks
  - Establish best practices
- Proper collection and use of public funds
- Oversight, implementation, management, and optimization of the County's ERP system (INFORMS)

**Memorandum** 

**Date:** October 1, 2024

**To:** Honorable Chairman Oliver G. Gilbert, III  
and Members, Board of County Commissioners

**From:** Daniella Levine Cava  
Mayor 

**Subject:** Mayoral Appointment – Director of the Internal Compliance Department

---

Pursuant to the authority vested in me under Section 2.02(C) of the Miami-Dade County Home Rule Charter, I hereby appoint Ofelia Tamayo to the position of Director of the Internal Compliance Department, effective October 1, 2024. As the County prepares for the upcoming transition into Constitutional offices and a restructure of certain departments and functions, we have an opportunity to ensure we are streamlining operations and creating efficiencies to better serve residents and taxpayers. I have directed the leadership team to identify operational efficiencies across departments that will reduce cost, improve service levels, and increase accountability. The newly formed Internal Compliance Department was created and approved by the Board in the FY2024-25 Budget to consolidate three core functions under a single leader: the Division of Process and Control Management (formerly the Department of Audit and Management Services), Office of Enterprise Strategies (responsible for managing INFORMS, the County's Enterprise Resources Planning system), and the Division of Credit and Collections (responsible for collections on delinquent accounts and citations).

Ofelia has served as Director of the Audit and Management Services Department since June of 2023, and is an accomplished accounting professional with over 25 years of progressive internal audit experience in big four accounting firms, as well as government and corporate environments. She previously served as Vice President for Internal Audit for Bandai Namco Holdings, USA. Prior to embarking on a successful career in the private sector, Ms. Tamayo served in the Miami-Dade County Audit and Management Services Department as Audit Supervisor, Senior Auditor and Associate Auditor from 1998-2005.

Ofelia holds a Master of Business Administration and Bachelor of Accounting, with a second major in Marketing, from Florida International University, and is a Certified Public Accountant in the States of Florida and California, as well as a Certified Internal Auditor and Certified Information Systems Auditor. She also holds a Certification in Risk Management Assurance and numerous professional affiliations. Given her professionalism and range of compliance experience, I know she will be an excellent leader for this critical department. Her resume is attached for your reference.

Please join me in congratulating Ofelia on this appointment and in thanking her for her continued service to Miami-Dade County.

Attachment

c: Geri Bonzon-Keenan, County Attorney  
Gerald Sanchez, First Assistant County Attorney  
Jess McCarty, Executive Assistant County Attorney  
Office of the Mayor Senior Staff  
Department Directors  
Theresa Therilus, Interim Chief, Office of Policy and Budgetary Affairs  
Yinka Majekodunmi, Commission Auditor  
Basia Pruna, Director, Clerk of the Board  
Eugene Love, Agenda Coordinator



# Internal Compliance Department

## P-Card Compliance

- Reviews authorization from Department
- Requests cards from Bank
- Maintains card profiles
- Activates new cards
- Assists departments with override requests and resolving billing disputes
- Runs monthly reports

## Credit and Collections (C&C)

- Oversee countywide debt collections, including Jackson Health, RER, Animal Services and more
- Monitor adherence to Dade County Code 8CC
- Administer countywide citations in accordance with Implementing Order 2-5 on behalf of Code Enforcement Departments and municipalities

## Process and Control Management (PCM)

- Performs reviews to improve performance and foster accountability
- Promoting a more efficient, effective and ethical County government

## Office of Enterprise Strategies (OES)

- Supports the County's ERP System
- Provides governance structure for evaluation and prioritization of future ERP changes
- Administers change management associated with ERP tool and business processes, including training



# Internal Services (PIOD)



**Business  
Services**

**Facility  
Management**

**Design and  
Construction  
Management**

**Fleet  
Management**



**Risk  
Management**

**Surplus  
property  
disposition  
services**

**Capital  
Inventory  
Management**

**Elevator  
regulation**



**Real estate  
development  
and  
management**

**Americans with  
Disabilities Act  
compliance**

**Parking  
services**



## Question 1

Which County department handles contract negotiations?

- a. Regulatory Economic Resources
- b. Office of Management & Budget
- c. Human Resources (PIOD)
- d. Strategic Procurement

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# Office of Management and Budget



Operating and  
capital  
budgeting



County allocation  
and management  
of resources that  
reflect the  
community's  
priorities



Strategic and  
business  
planning



Performance  
improvement



Revenue  
maximization





# Strategic Procurement Department

The Strategic Procurement Department (SPD) is the central agency for the acquisition of goods and services, including professional services such as architecture, engineering, and design build services for Miami-Dade County.

## Procurement Objectives

### Equity



### Environment



### Economy



### Engagement



## Scenario 1 – Leaky Situation

Mr. John Doe received a larger than normal bill for water usage. He thinks he may have a leak in one of his pipes. Who should he call first?

- a. Building Department
- b. Water & Sewer Department
- c. Regulatory & Economic Resources Department
- d. His Homeowner's Insurance Company
- e. A Public Adjuster

## Scenario 1 – Leaky Situation

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- a. Building Department
- b. **Water & Sewer Department**
- c. Regulatory & Economic Resources Department
- d. His Homeowner's Insurance Company
- e. A Public Adjuster

## Scenario 2 – Something is FREE

Ms. Jane Doe heard through a neighbor about getting free trees through the County's Adopt a Tree program? Who should Ms. Jane Doe contact?

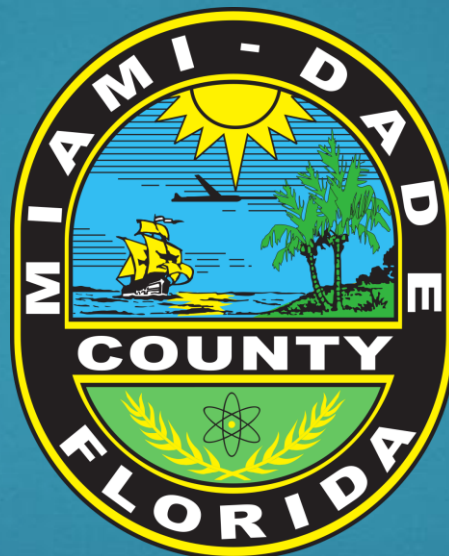
- a. Parks, Recreation, & Open Spaces Department
- b. Cultural Affairs
- c. Regulatory & Economic Resources Department
- d. Department of Solid Waste Management
- e. None of the above

## Scenario 2 – Something is FREE

Ms. Jane Doe heard through a neighbor about getting free trees through the County's Adopt a Tree program? Who should Ms. Jane Doe contact?

- a. Parks, Recreation, & Open Spaces Department
- b. Cultural Affairs
- c. **Regulatory & Economic Resources Department**
- d. Department of Solid Waste Management
- e. None of the above

# PUBLIC SAFETY



# PUBLIC SAFETY

- Corrections and Rehabilitation
- Emergency Management
- Fire Rescue
- Juvenile Services
- Medical Examiner



# Corrections and Rehabilitation



Care, custody, and control of persons incarcerated in our facilities

Re-entry programs to help inmates successfully transition back into the community

Boot camp program to address youth recidivism



Coordinate inmate trust account deposits and inmate commissary

Work alongside government and community leaders to address incarceration and criminal reform





# Department of Emergency Management



## Prevention

The capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism.



## Protection

The capabilities necessary to secure the homeland against acts of terrorism and manmade or natural disasters.



## Response

The capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.



## Recovery

The capabilities necessary to assist communities affected by an incident to recover effectively.



## Mitigation

The capabilities necessary to reduce loss of life and property by lessening the impact of disasters.



## Resiliency

The capabilities to anticipate, cope with, resist and recover from disasters and flourish in the face of risk.



# Fire Rescue



Operations  
(Firefighters)

Special  
Operations

Special  
Events

Fire Dispatchers

Fire Prevention



# Juvenile Services



Juvenile  
Diversion  
Programs

Juvenile  
Civil  
Citation  
Program

Juvenile  
Prevention  
Program

Intake &  
Assessment,  
Outreach  
Component,  
and Youth  
Commission



# Medical Examiner



Medicolegal  
Death  
Investigations

Forensic  
Evidence  
Recovery  
Team

Forensic  
Investigations  
Bureau

Pathology

Toxicology &  
Histology  
Laboratory

Indigent  
Cremation  
Services

Morgue  
Bureau



## Question 2

Which department in Miami-Dade County should you contact for information about the removal, protection, or relocation of a tree in your community?

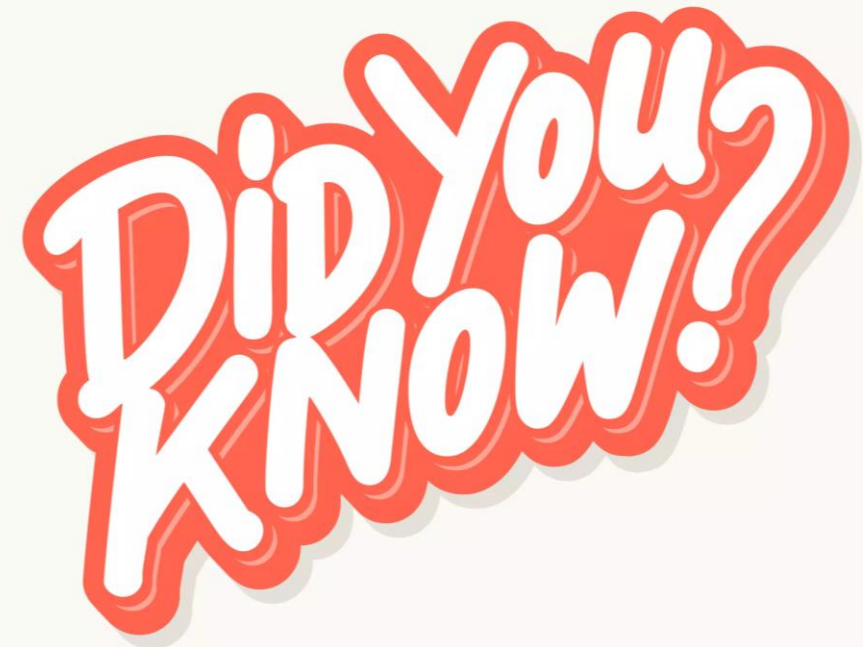
- a. Internal Services (PIOD)
- b. Regulatory Economic Resources
- c. Solid Waste Management
- d. Parks, Recreation and Open Spaces

## Question 2

Which department in Miami-Dade County should you contact for information about the removal, protection, or relocation of a tree in your community?

- a. Internal Services (PIOD)
- b. Regulatory Economic Resources
- c. Solid Waste Management
- d. Parks, Recreation and Open Spaces

A tree removal/relocation permit is required for the removal or relocation of any tree within Miami-Dade County not specifically exempt under the Environmental Code of Miami-Dade County.

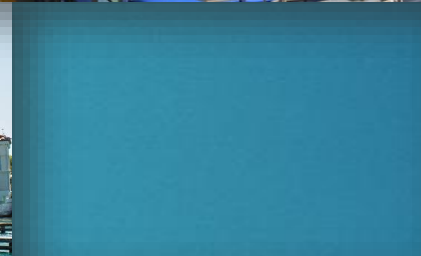
A graphic with the text 'Did You Know?' in a bold, white, bubbly font. The text is set against a red, irregular, cloud-like background shape. The entire graphic is on a light beige background.

# TRANSPORTATION AND MOBILITY



# TRANSPORTATION AND MOBILITY

## Transportation and Public Works



# Department of Transportation and Public Works

MIAMI-DADE  
COUNTY



Connect people to places

Planning, construction and  
maintenance of safe and efficient  
system of roads



Bicycle Facilities at  
Metrorail Stations

Special  
Transportation  
Services (STS)

EASY Ticket, Golden  
Passport, etc..



## Scenario 3 – Business Partners

Mr. Perez has just moved to Miami-Dade County from Palm Beach County. He is excited to be closer to his brother and other family members. This move has allowed him to start a new business renewing and repairing children's playgrounds. He would like to do business with Miami-Dade County and provide a service to his new community.

Which County department should he contact based on his intentions?

- a. Human Resources (PIOD)
- b. Parks, Recreation and Open Spaces
- c. Strategic Procurement
- d. Public Housing and Community Development

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- a. Human Resources (PIOD)
- b. Parks, Recreation and Open Spaces
- c. **Strategic Procurement**
- d. Public Housing and Community Development

# NEIGHBORHOOD AND INFRASTRUCTURE



# NEIGHBORHOOD AND INFRASTRUCTURE

- Animal Services
- Solid Waste Management
- Water and Sewer





# Animal Services Department

**Reunite lost  
pets with their  
owners**

**Save the lives  
of abandoned  
animals in our  
care**

**Protect people and pets  
in our community from  
health-related issues**

**Protect  
animals from  
cruelty**



**CONNECT.  
ADOPT.  
LOVE.**  
[WWW.MIAMIDADE.GOV/ANIMALS](http://WWW.MIAMIDADE.GOV/ANIMALS)



# Testimonial

“When I joined the No Wrong Door workgroup, I shared the philosophy with my staff and they immediately applied it to their everyday work!”

Darcenele Desire, Licensing Clerk, who oversees our Pets Email received an email from a resident who was seeking mental health services for his daughter from her middle school administrators. Due to the sensitivity of the email we immediately went to the school's website to search for the Principal and Guidance Counselor. We shared the father's email with the Principal and Guidance counselor and received a response from them that day saying they had been in contact with the father and would be providing services to his daughter.

Darcenele took the message of No Wrong Door and made sure the resident received the service he was in need of getting for his daughter.

Annette Jose, Department Director  
Miami-Dade County Animal Services

# DEPARTMENT OF SOLID WASTE MANAGEMENT



Waste  
Management

Mosquito  
Control and  
Prevention

Home Chemical  
Collection and  
Management

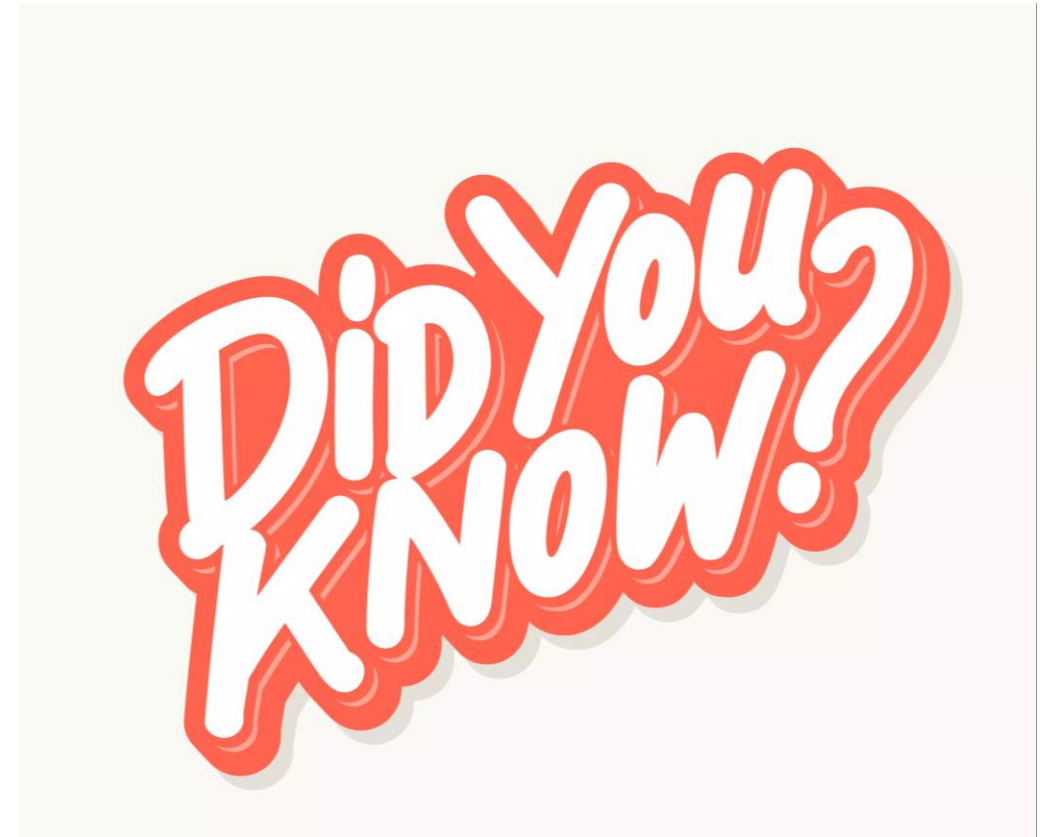
Code  
Enforcement and  
Prevention



## Miami-Dade County's Department of Solid Waste issues permits for landscaping companies

The permit is for landscaping companies to dispose of cuttings and yard discard in landfills and trash-recycling centers.

You can find more information –  
Department of Solid Waste Management  
Permit Section, Code Enforcement Division  
2525 NW 62nd Street, 5th Floor Miami, FL  
33147 Phone: 305-514-6610 Fax: 305-514-6880  
Email: [PermitSection@miamidade.gov](mailto:PermitSection@miamidade.gov)



# Water and Sewer Department



Water Supply. Water Treatment. Water Transmission.

Water Distribution. Water Conservation.

Wastewater Collection. Wastewater Treatment.  
Wastewater Disposal.

Water Reclamation.



## Question 3

What is the "WASD Cares program" and which County department manages it?

- a. A program designed to safeguard the County's drinking water which is managed by the Water and Sewer Department.
- b. A program designed to recruit high school students to intern with the BCC and is managed by the Water and Sewer Department.
- c. A program designed to allow individuals to donate to a fund that will provide financial assistance to qualified customers to pay their water and sewer utility bill. It is managed by the Community Action and Human Services Department.

## Question 3

What is the "WASD Cares program" and which County department manages it?

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- c. A program designed to allow individuals to donate to a fund that will provide financial assistance to qualified customers to pay their water and sewer utility bill. It is managed by the Community Action and Human Services Department.

# True or False

Miami-Dade Water & Sewer Department offers a FREE showerhead exchange program

- a. True
- b. False



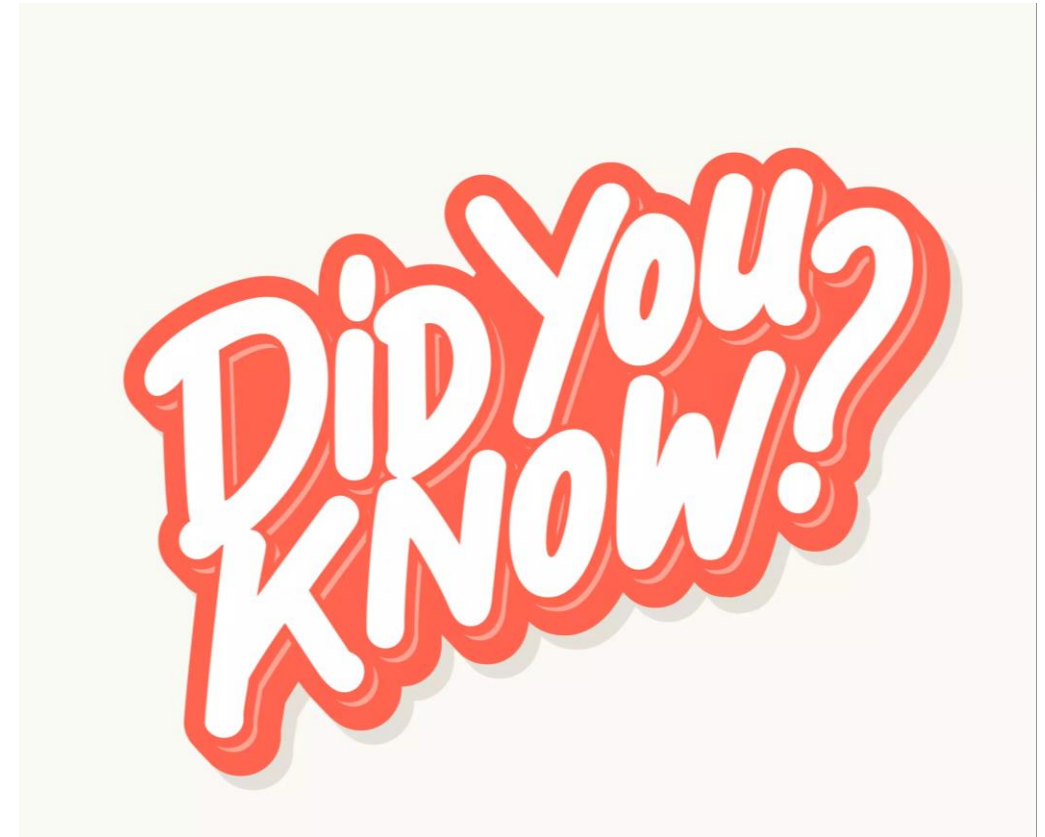
# True or False

Miami-Dade Water & Sewer Department offers a FREE showerhead exchange program

- a. True
- b. False



Approximately 330 million gallons per day (mgd) are withdrawn from the Biscayne Aquifer (where we get our drinking water) through wells extending an average of 80 feet below the ground's surface to meet the needs of the community.



# HEALTH AND SOCIETY



# HEALTH AND SOCIETY

- Community Action and Human Services
- Public Housing and Community Development
- Homeless Trust



# Community Action and Human Services



Family and  
Community  
Services

Head  
Start/Early  
Head Start

Elderly and  
Disability

Greater Miami  
Service Corps

Energy, Facility  
Maintenance  
and  
Transportation

Rehabilitative  
Services



Violence  
Prevention and  
Intervention

Psychological  
Services



## No Wrong Door Program

Commendations are certainly in order to Mayor Daniella Levine Cava for her inspired leadership and bold implementation of innovative approaches in Miami-Dade County government. Her management philosophy is ensconced in the principles and values of inclusion, empathy, competence, accountability, creativity, collaboration, integrity and teamwork. An example of this is manifested through the outstanding efforts of the planning team that has been assembled to develop and implement the No Wrong Door initiative.

The No Wrong Door initiative is an innovative response to bringing County government closer to the 2.8 million residents of this county. It creates opportunities to restore and sustain the public's trust and confidence in County government by maximizing our effectiveness in satisfying the requests of the internal and external customers. At a time when the public has become distrustful and wary of public servants, the No Wrong Door initiative has the potential of serving as a mechanism for invigorating and galvanizing the county's 27,000 employee workforce in a manner that results in more positive outcomes and experiences for the citizens of this county.

I am honored and delighted to be considered for this task.

Thank you,

Alton V. Sears

ALTON V. SEARS, SPECIAL PROJECTS ADMINISTRATOR  
MIAMI-DADE COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT



# Public Housing and Community Development



**Develops:** Plans and manages development projects on public housing sites and other County-owned sites

**Oversees:** property management services and assisting public housing residents

**Administers:** monitors federal and state funded programs to promote affordable housing development

**Promotes:** economic development, historical preservation, housing rehabilitation

**Provides:** Capital improvements to public facilities and public services





# Homeless Trust

Promotes housing and service programs for homeless persons in Miami-Dade County

CoC (Continuum of Care) administers grants and oversees operations

Administers fiscal activities for shelters

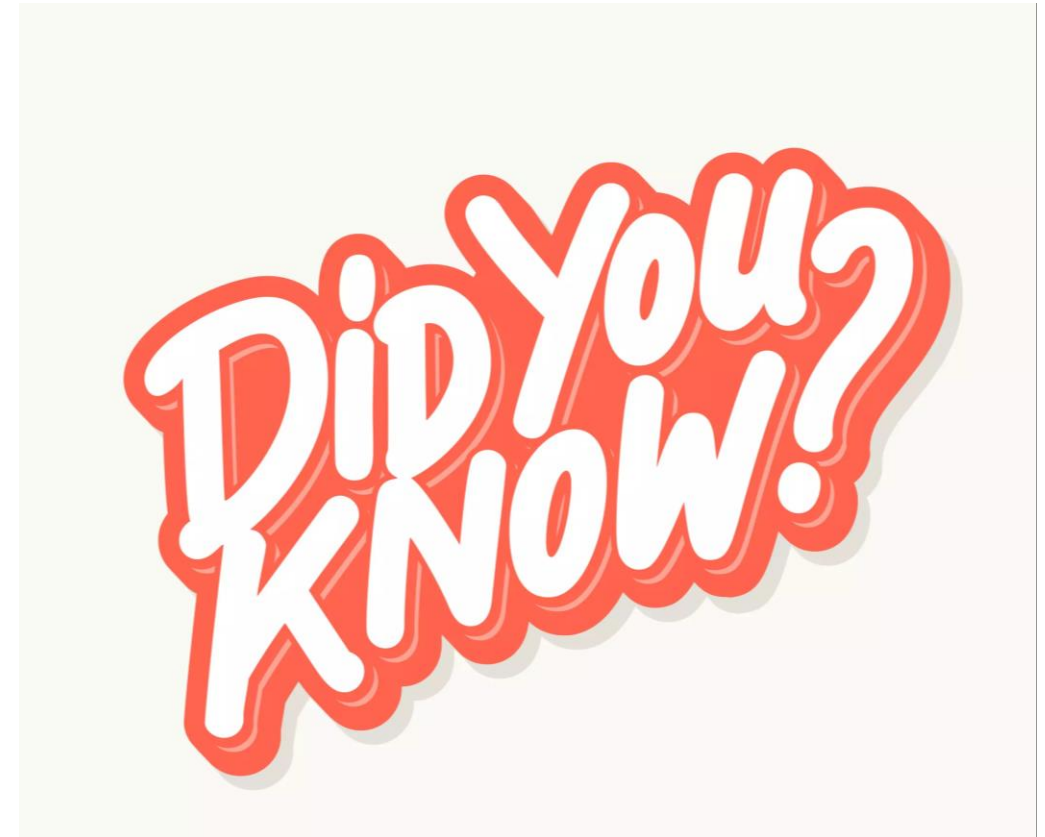


SmartShopper can help you lower your out-of-pocket costs for healthcare AND earn rewards at the same time.

Choose a cost-effective location for eligible outpatient medical procedures or diagnostic tests, and you or your dependents may qualify for a \$25 - \$500 CASH REWARD!

To access SmartShopper, go to [www.AvMed.org/SmartShopper-mdc](http://www.AvMed.org/SmartShopper-mdc) or call 1.866.285.7453 to quickly and easily shop healthcare services in your area.

\*First Choice Advantage/Jackson First HMO are not eligible



# ECONOMIC DEVELOPMENT



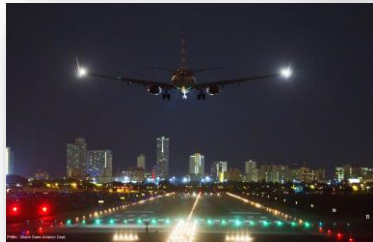
# ECONOMIC DEVELOPMENT

- Aviation
- Seaport
- Regulatory and Economic Resources
- Miami-Dade Economic Advocacy Trust





# Aviation



Business Opportunities, i.e., Retail, Restaurants, etc.

Professional Compliance Division

General Aviation: Domestic, International, Private, Charter, and Cargo Flights

Permits Agreements



# Seaport



Responsible for meeting the infrastructure needs of the cruise and cargo industries

Managing the Port efficiently and effectively

Maintaining, renovating and expanding its facilities



# Department of Regulatory and Economic Resources



Urban planning, local zoning code implementation and land platting, historical preservation, supporting economic research and analysis

Unincorporated area construction permitting and inspections, and enforcement

Unincorporated area building and neighborhood residential and commercial code compliance

Countywide environmental protection, conservation, endangered land acquisition and restoration

Countywide resilience planning, coordination and implementation

Countywide consumer advocacy & protection through business licensing, compliance, and mediation



Economic development strategies for various industries including agricultural and film

Countywide contractor/tradesman licensing, construction product approval, Board Administration



## Question 4

Of the departments below, which has the biggest responsibility for keeping the County clean?

- a. Fire Rescue
- b. Department of Emergency Management
- c. Solid Waste Management
- d. Regulatory Economic Resources

## Question 4

Of the departments below, which has the biggest responsibility for keeping the County clean?

- a. Fire Rescue
- b. Department of Emergency Management
- c. Solid Waste Management
- d. Regulatory Economic Resources



# Miami-Dade Economic Advocacy Trust

MIAMI-DADE  
COUNTY



**Small business  
grants to  
businesses**

**Educational  
workshops and  
marketing  
opportunities**

**First-time  
homebuyers with  
no-interest  
forgivable loans**

**An alternative  
sanctioning  
process for first-  
time juvenile  
offenders**



**Teens with an  
opportunity to  
earn community  
service hours**

**Local judges and  
attorneys with an  
opportunity to  
volunteer**

**Teens with  
summer  
employment  
through Teen  
Court**

**Residents with an  
opportunity to  
volunteer on the  
board of trustees  
and action  
committees**



**MDEAT**  
Miami-Dade Economic Advocacy Trust  
*Working Together for Economic Change*



# RECREATION AND CULTURE



# RECREATION AND CULTURE

- Cultural Affairs
- Library
- Parks, Recreation, & Open Spaces



# Department of Cultural Affairs



GRANTS

ARTS  
EDUCATION



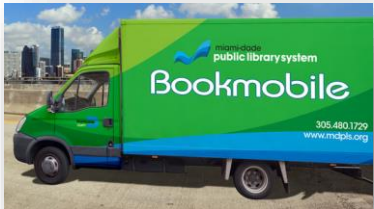
CAPITAL AND  
FACILITIES

ART IN PUBLIC  
PLACES AND  
QUALITY  
DESIGN





# Public Library



Face-to-face  
and online  
help

Programs &  
events for  
children,  
teens, adults,  
and seniors

24/7 Online  
Library &  
Mobile App

Physical/  
Digital  
books,  
magazines,  
movies,  
music, and  
learning tools

Homework  
Help and  
Tutoring  
Program



Project  
L.E.A.D. Adult  
Literacy  
Program



# Parks, Recreation, and Open Spaces



Recreational  
Facilities



Activities and  
Programs



Special  
Destinations



Stewardship &  
Conservation



# True or False

Miami-Dade Public Library can ship books to County, home-bound residents for FREE.

- a. True
- b. False



# True or False

Miami-Dade Public Library can ship books to County, home-bound residents for FREE.

- a. True
- b. False



## Question 5

The Deering Estate is a cultural asset and historic site listed on the National Register of Historic Places. As a 21st Century museum destination for tourists and residents, a variety of signature events, programs, tours and classes are offered throughout the year. Which County department manages Deering Estate?

- a. Internal Compliance
- b. Cultural Affairs
- c. Parks, Recreation and Open Spaces
- d. Communications and Customer Experience

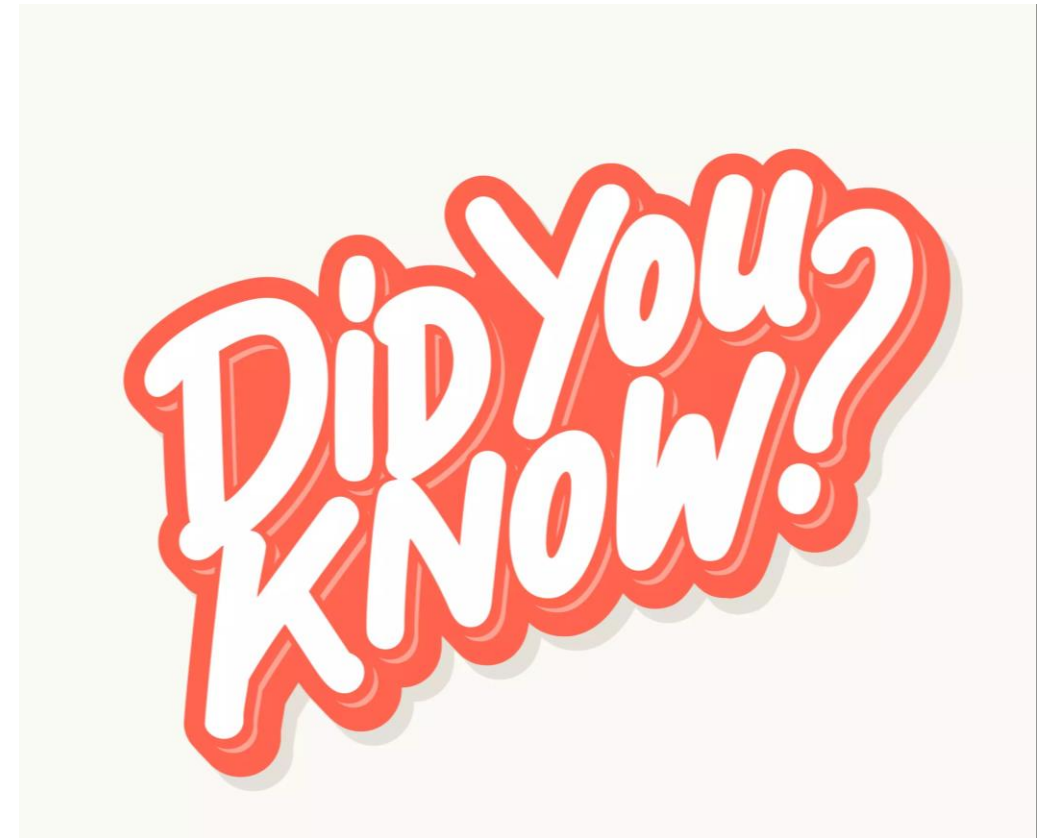
## Question 5

The Deering Estate is a cultural asset and historic site listed on the National Register of Historic Places. As a 21st Century museum destination for tourists and residents, a variety of signature events, programs, tours and classes are offered throughout the year. Which County department manages Deering Estate?

- a. Internal Compliance
- b. Cultural Affairs
- c. Parks, Recreation and Open Spaces
- d. Communications and Customer Experience

The Cultural Affairs Department is an innovator in bringing the arts to students, families, senior citizens, and people with and without disabilities.

The Department makes the arts accessible through creative programs such as: Culture Shock Miami ([www.cultureshockmiami.com](http://www.cultureshockmiami.com)) providing \$5 tickets to high school and college students; the bilingual Golden Tickets Arts Guide, offering free tickets to senior citizens; and Youth Arts in the Parks, providing Saturday arts programs in neighborhood parks enjoyed equally by kids with and without disabilities



# Case Study – Welcome Mat



# Case Study – Welcome Mat

Mr. John Doe and Mrs. Jane Doe recently moved to Miami from New York City. They are new to the area. They will be renting a home initially, and once settled in, will be looking for a home to own. They will be responsible for the costs of all utilities besides their monthly rent of their rental home.

1. As new renters in unincorporated Miami-Dade County, who will they need to contact in Miami-Dade County Government to settle in appropriately in their new rental home?

2. What other optional Miami-Dade County Government services or information can be provided to these new renters so that they can acclimate themselves in their new home and community?

After the lease is up, Mr. John Doe and Mrs. Jane Doe bought their new home in unincorporated Miami-Dade County.

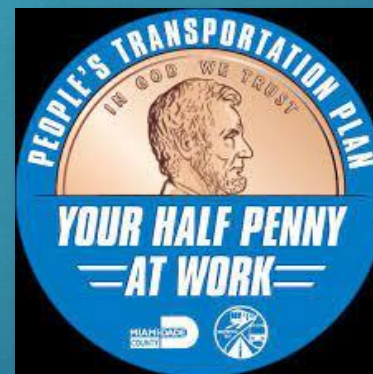
1. Who does the Doe Family need to contact in Miami-Dade County for their new home purchase?

# Non-Mayoral Departments



# Non-Mayoral Departments

- Office of Inspector General
- Commission on Ethics and Public Trust
- Citizens' Independent Transportation Trust
- Transportation Planning Organization
- Board of County Commissioners



# Office of Inspector General

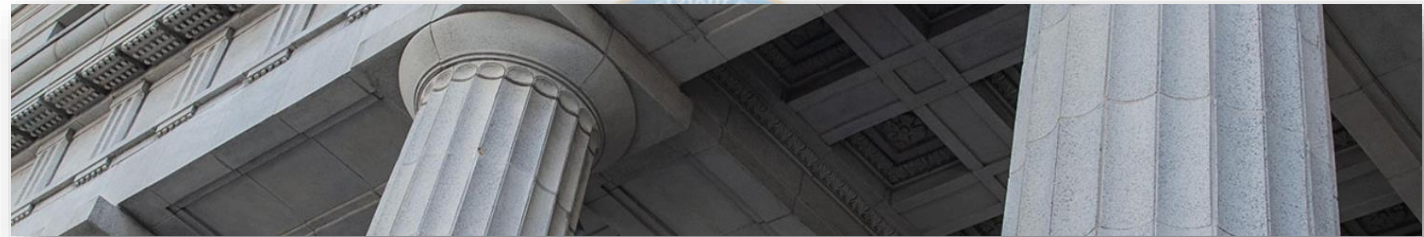


Autonomous  
and  
Independent

Serves as a  
Watchdog over  
County  
practices

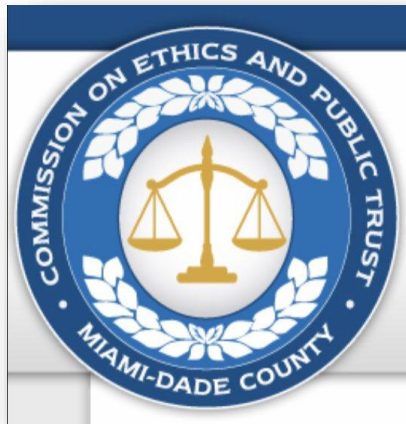
Audits,  
investigations,  
legal/contracts  
oversights

Investigates  
fraud, waste,  
and abuse





# Commission on Ethics and Public Trust



**Independent County Board**

**Interpreting and enforcing the County Conflict of Interest and Code of Ethics Ordinance**

**Jurisdiction over the County Charter's Citizens' Bill of Rights**

**Serves as the final reviewer of complaints of retaliation by County employees**





# Office of the Citizens' Independent Transportation Trust (OCITT)



Oversee the People's Transportation Plan funded with the half-penny sales surtax

Serves as the administration function of the People's Transportation Plan

Monitor, audit, review, oversee and investigate the use of the Surtax proceeds

Implementation of the People's Transportation Plan

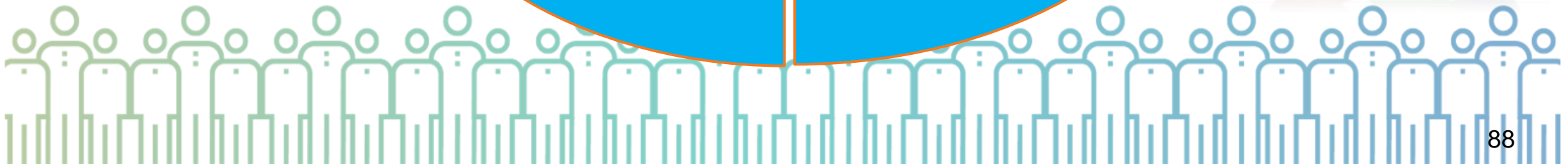


# Transportation Planning Organization



Transportation  
and Land Use,  
Mobility  
Management  
and  
Implementation,  
Public  
Involvement

Plan transportation  
facilities and  
services that are  
integrated and  
efficient while  
providing effective  
community  
participation





# Board of County Commissioners (BCC)



BCC – 13 County  
Commissioners

BCC staff

Agenda  
Coordination

Commission Auditor

Community  
Advocacy

Intergovernmental  
Affairs

International Trade  
Consortium

Media Division

Military Affairs  
Advisory Board

Office of Policy  
and Budgetary  
Affairs

Protocol Division



# Constitutional Offices

MIAMI-DADE  
COUNTY



- <https://www.miamidade.gov/global/navigation/constitutional-offices.page>



## Employee Engagement



### Employee Recognition

If you have stories and examples of great service, we want to hear about it.

SHARE YOUR STORY



### Idea Machine

Got an idea that can save money or improve efficiency for the County? Don't keep it to yourself.

SHARE YOUR IDEA

The I THRIVE @ Miami-Dade County initiative aims to help employees achieve their full potential by serving as a hub for information and resources while creating a sense of unity through shared stories of our organization's outstanding work.



Did You?  
KNOW!

# Summary



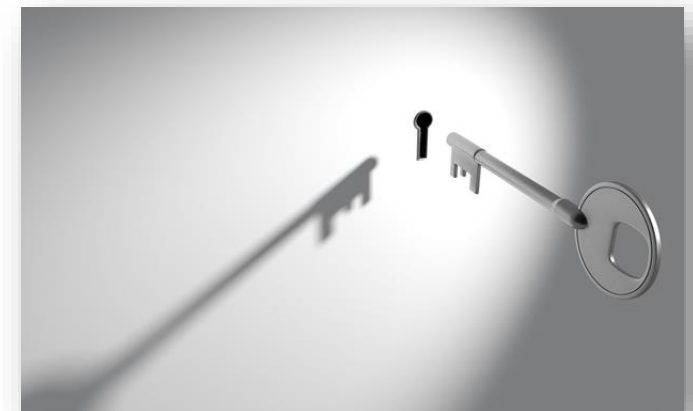
## ❖ NWD Strategic Direction

- Phase 1  
Internal Review of Service Delivery
- Phase 2  
Invite External Partners to Collaborate  
Based on Need
- Phase 3  
Connect Government and Resources  
with the Community
- Phase 4  
Sustainability

## ❖ New Ways to Deliver

- New Technology
- Workforce Fine-Tuning
- Define Accountability

## ❖ Next Steps



# Which Is The Correct Door?





# Appendix



## ○ Strategic Service Areas

- General Government
- Public Safety
- Transportation and Mobility
- Neighborhood and Infrastructure
- Health and Society
- Economic Development
- Recreation and Culture

## ○ Non-Mayoral Departments

- Office of Inspector General
- Commission on Ethics and Public Trust
- Citizens' Independent Transportation Trust
- Transportation Planning Organization
- Board of County Commissioners

**WHAT WE ARE  
TRYING TO DO IS  
CREATE A SINGLE  
ACCESS POINT THAT  
HAS NO WRONG  
DOOR,.**

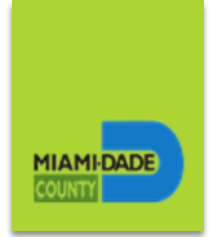
QUOTEHD.COM

Bob Ross

# GENERAL GOVERNMENT

- Communications and Customer Experience
- Human Resources (PIOD)
- Information Technology
- Internal Compliance
- Internal Services (PIOD)
- Management and Budget

# Communications and Customer Experience Department



Main Address – **Stephen P. Clark Center, 111 NW 1<sup>st</sup> Street, Suite 2510, Miami, FL 33128**

Main Phone Number – **305-375-5527**

Main Website Address & Social Media –

**miamidade.gov/communications**

**Facebook: /miami.dade.county**

**Twitter: /miamidadecounty/**

**Twitter: /miamidade311/**

**Instagram: /miamidademedia/**

Department Description - **The Communications and Customer Experience Department (CCED) links County government to more than 2.8 million residents and over 16 million visitors by providing convenient access through the 311 Contact Center, three Service Centers throughout the community, the County's web portal (www.miamidade.gov), Miami-Dade Television (MDTV), digital media, printed collateral and multi-lingual radio programming. These service channels facilitate access to government services, assist departments in disseminating information about County services and programs through educational messaging and advertising, and support enterprise-wide branding efforts. Through focused initiatives that drive the customer experience, CCED provides a unified, enterprise-wide service-based approach to interacting with the public that strives to make residents, businesses and visitors advocates of Miami-Dade County.**

Department Divisions – **311 Contact Center/Service Centers, Digital Communications, Creative and Branding Services, Digital Media Services, Engagement and Client Services and Administrative Support**

Vision Statement – **n/a**

Mission Statement – **To deliver accurate, timely and relevant information about government programs and services to all Miami-Dade County residents and visitors while ensuring an excellent service experience for all customers.**

Department Director's Name – **Inson Kim**

Department DPR's Name & Contact Info – **Zenaida Pradel. 305-375-5060. zenaida.pradel@miamidade.gov**

Department PIO's Name & Contact Info – **Francheska Salguero, 305-375-2561, Francheska Salguero@miamidade.gov**

Customer Base -. **We serve a variety of stakeholders including the public, elected officials, County departments and municipalities**

# HUMAN RESOURCES (PIOD)



**Main Address and phone number:** Stephen P. Clark Center, 111 NW 1<sup>st</sup> Street Miami, FL, 33128, phone number: 305-375-1589

**Main Website and Social Media:**

Website: <https://www.miamidade.gov/global/humanresources/home.page>

Facebook: <https://www.miamidade.gov/global/humanresources/home.page>

Twitter: <https://twitter.com/miamidadehr>

**Department Director's Name:** Melanie McLean, Interim Director

**Department DPR's Name & Contact Info:** Yetive Hidalgo, Yetive.Hidalgo@miamidade.gov

**Department PIO's Name & Contact Info:** Yetive Hidalgo, Yetive.Hidalgo@miamidade.gov

**Customer Base:** County employees, county departments, and residents.

**Department Divisions:** Recruitment, Testing and Validation, and Career Development; Personnel, Time and Attendance; Benefits Administration; Finance and Administration; Labor Relations and Employee Records; Human Rights and Fair Employment Practices; Office of Compensation and Job Analysis; Office of HR Business Systems, and Director's Office.

**Mission Statement:** To deliver quality, equitable and innovative Human Resources services that enable the County to attract, develop, retain, and support our most valuable assets, our employees, in order to ensure fairness, accountability, and serve the broader needs of our diverse community.

**Department Description:** Human Resources Department (HR) provides centralized personnel services for all County departments, oversight of department HR activities, and formulates human resources policy, coordinates negotiation of collective bargaining agreements, and develop viable and sustainable healthcare options. The department also provides residents and employees with a means to have discrimination cases heard and resolved through investigation, mediation, and appeals.

# Information Technology Department



**Main Address:** 5680 SW 87<sup>th</sup> Avenue, Miami, FL 33173

**Main Phone Number:** 305-596-8200

**Main Website Address :** <https://www.miamidade.gov/global/technology/home.page>

**Social Media: LinkedIn:** <https://www.linkedin.com/company/miami-dade-technology>

## Department Description:

The Information Technology Department provides technology, information and business solutions for Miami-Dade County departments which enable government services to be easily accessible to citizens, governmental agencies and external businesses. Our infrastructure includes network, radio and hardware/software platforms, along with support for countywide and departmental specific applications and services. We partner with other County departments, management and key technology providers to implement and maintain technology solutions, drive innovation that enable efficient operations and delivery of County services.

## Department Divisions:

- CIO/IT Department Director - Margaret Brisbane
- Enterprise Security – Lars Schmekel
- **Administration and Customer Services** – Mariaelena Salazar
  - Administrative Services
  - Service Management
  - Strategic Performance and Business Relationship Management
- **Platforms** – Tom Gross
  - Enterprise Data Center
  - Network and Transport
  - Radio Communication Services
- **Enterprise Applications** – Jorge Mederos
  - Public Safety/Justice
  - Enterprise Resource Planning (ERP)
  - Citizen Services
  - County Enterprise Systems
- **Application and Architecture** – Rosie Perez
  - Geospatial Technologies
  - Regulatory and Utilities
  - Enterprise Architecture
  - Transport and Mobility
  - Radio Communication Services

# Information Technology Department

## Cont'd



### **Mission Statement:**

The mission of the Information Technology Department is to provide strategic IT vision and enterprise solutions that deliver results, enhance the customer experience, achieve operational efficiency, and collaborate across the County as one central IT organization to improve the citizen engagement in attaining government services and improving quality of life in our community.

### **Vision Statement:**

Our vision is to transform the customer service experience through innovation. By expanding transactional government access through interactive and self-service digital channels, ITD can realize its vision.

### **Department Director's Name:**

Margaret Brisbane, CIO/Department Director

### **Department DPR's Name & Contact Info:**

Lylliam Arocho, Manager, ITD Administrative Services  
305-596-8279 arrocl@miamidade.gov

### **Department PIO's Name & Contact Info:**

Ana Chammas  
305-596-8295, Ana.Chammas@miamidade.gov

### **Customer Base:**

As part of the General Government strategic area, ITD is an essential link between Miami-Dade County government and the 2.8 million residents it serves. The department supports internal customers including County departments and agencies, as well as external local and municipal agencies. Additionally, ITD is the IT service provider for the City of South Miami and Town of Cutler Bay.

The Department works across the Miami-Dade County to enable the delivery of services to meet the needs of the community.

# Internal Compliance Department

**Main Address: 701 NW 1<sup>st</sup> Court, 8<sup>th</sup> Floor, Suite 175 Miami, FL 33136**

**Main Phone Number: (786) 469-5900**

**Department Director's Name: Ofelia Tamayo**

**Department DPR's Name & Contact Info: Michielan Gayle - Administrative Officer 3 - Overtown Transit Village, 701 NW 1<sup>st</sup> Court, 8<sup>th</sup> Floor, Suite 175, Miami, Florida 33136 - Tel: (786) 469-5958 - Michielan.Gayle@miamidade.gov**

**Department PIO's Name & Contact Info: Ofelia Tamayo - Director - Overtown Transit Village, 701 NW 1<sup>st</sup> Court, 8<sup>th</sup> Floor, Suite 175, Miami, Florida 33136 - Tel: (786) 469-5900 - Ofelia.Tamayo@miamidade.gov**

# Internal Services (PIOD)



## **Main Address**

111 NW 1<sup>st</sup> ST, 24<sup>th</sup> Floor  
Miami, FL 33128

## **Main Phone Number**

305-375-2139

## **Main Website Address & Social Media**

[Twitter](#) | [Facebook](#) | [Instagram](#)  
[miamidade.gov/internalservices](http://miamidade.gov/internalservices)

## **Department Director's Name**

Raymond Hall

## **Vision Statement**

Success through collaboration

## **Department DPR's Name & Contact Info**

Marie Kenol  
305-375-2143

## **Department PIO's Name & Contact Info**

Nolwenn Fouillen  
[Nolwenn.Fouillen@miamidade.gov](mailto:Nolwenn.Fouillen@miamidade.gov)

## **Mission Statement**

The Internal Services Department provides a wide range of support to ensure the effective operation of Miami-Dade County government; delivering the highest quality service to internal and external customer and to our community through innovation and best practices.

## **Department Description**

The Internal Services Department (ISD) supports governmental operations by providing facility management, design and construction management, fleet management, risk management, surplus property disposition services, capital inventory management, and small business program management and services. Additionally, ISD is engaged in real estate development and management, Americans with Disabilities Act compliance, elevator regulation and parking services.

# OFFICE OF MANAGEMENT AND BUDGET (OMB)



**Department Director:** David Clodfelter

**Main Address:** Stephen P. Clark Center, 111 NW 1 Street, 22<sup>nd</sup> Floor  
Miami, Florida, 33128

**Main Phone Number:** 305-375-5143

**Main Website Address & Social Media:**

Website: <https://www.miamidade.gov/global/management/home.page>

**Department Description:** The Office of Management and Budget (OMB) supports the County's strategic planning, resilience planning and business planning processes. It develops the County's annual budget, facilitates performance reporting, conducts organizational, management and business process reviews, promotes efforts to revitalize distressed areas with impediments to private and public development, supports the County's capital programs, provides policy analysis regarding incorporation and annexation, administers grants programs, supports the County's Enterprise Resource Planning applications, administers and monitors federal funding for declared storms and other emergency-related situations.

**Mission Statement:** The mission of the OMB is to partner with Miami-Dade County departments to provide excellent services to the community through optimal resource allocation, results oriented planning and process improvement, the delivery of supporting management information maximizing grant and alternative funding opportunities, monitoring the use County, state, federal and/or private funds to ensure effective service delivery and compliance with funding requirements and working with community partners to provide capacity-building resources to the

## **Department Divisions:**

- Administration
- Management and Budget
- Management Planning and Performance Analysis
- Grants Coordination
- Strategic Business Management
- Program Management

**Department DPR's Name & Contact Information:** Charalambos Flevaris, OMB Program Coordinator Phone: (305) 375-5143 / Fax: (305) 375-5168 E-Mail: [Charalambos.Flevaris@miamidade.gov](mailto:Charalambos.Flevaris@miamidade.gov)

**Department PIO's Name & Contact Information:** Charalambos Flevaris, OMB Program Coordinator Phone: (305) 375-5143 / Fax: (305) 375-5168 E-Mail: [Charalambos.Flevaris@miamidade.gov](mailto:Charalambos.Flevaris@miamidade.gov)

**Customer Base:** Customers include County policy makers such as the Office of the Mayor and the Board of County Commissioners, County departmental staff, municipalities, businesses, consultants and contractors supporting the County, not-for-profit organizations, Community Redevelopment Agency boards, financial rating agencies, municipal representatives, residents, community leaders, and municipal advisory committees.

# Strategic Procurement Department



## Main Address

111 NW 1 Street, 13<sup>th</sup> Floor  
Miami, FL 33128

## Main Phone Number

305-375-5289

## Main Website Address & Social Media Connect With Us

### Website

[| Facebook](#) | [| Instagram](#) | [| LinkedIn](#) | [| Twitter](#) |

## Department Director's Name

Namita Uppal, CPM  
Director and Chief Procurement Officer

## DPR's Name & Contact Info

Kyndal Campbell  
305-375-3092

## Department PIO's Name & Contact Info

Alex Alfonso  
Alex.Alfonso@miamidade.gov

## Vision Statement

To be the global leader of purpose-driven procurement

## Mission Statement

To deliver value and integrate purpose in all sourcing decisions by assuring our processes are **Equitable** to suppliers, sustainable for our **Environment**, and beneficial to our **Economy**. We pride ourselves in collaborating with our customers and **Engaging** our community with integrity, fairness, innovation, competition, efficiency and transparency.

## Guiding Principles are aligned with the word PURPOSE:

- Professional service to departments, businesses and constituents
- Unparalleled model for accountable and transparent governance
- Resilient and adaptive to the evolving needs of our environment
- Promote ethical standards and diverse ideas in our business practices
- Operational efficiencies through use of innovative technology and processes
- Strategic development of talent through training and recognition
- Engagement and inclusion of all stakeholders to promote fair and equitable competition

# Public Safety

- Corrections and Rehabilitation
- Emergency Management
- Fire Rescue
- Juvenile Services
- Medical Examiner

# Miami-Dade Corrections & Rehabilitation Department



## **Main Address**

2525 NW 62<sup>nd</sup> Street  
Miami, FL 33147  
(786) 263-6000

## **Main Website Address**

[miamidade.gov/corrections](http://miamidade.gov/corrections)

## **Social Media**

Twitter – [www.twitter.com/MDCCorrections](https://www.twitter.com/MDCCorrections)

Facebook – [www.facebook.com/miamidadecorrections](https://www.facebook.com/miamidadecorrections)

Instagram – [www.instagram.com/miamidadecorrections](https://www.instagram.com/miamidadecorrections)

## **About Us**

We operate one of the largest correctional systems in the United States. We are responsible for the care, custody, and control of between 4,00 to 4,200 persons incarcerated in our detention facilities awaiting trial, serving sentences for 364 days or less

Our re-entry programs help inmates successfully transition back into the community. Our inmate medical services follow professional standards of care that provide proper treatment for individuals with medical or mental health issues.

The Boot Camp Program (BCP) is focused on reducing jail crowding and the recidivism rate among youthful offenders.

Department Director - **Sherea Green**– 786-263-7006

Department DPR - **John Prats** -786-263-6209

Department PIO - **Juan Diasgranados**- 786-263-6100

## **Mission Statement**

We, the Miami-Dade County Corrections and Rehabilitation Department serve our community by providing safe, secure and humane detention of individuals in our custody while preparing them for a successful return to the community.

## **Vision Statement**

We envision a unified work force of progressive, dedicated professionals grounded in service, integrity and pride who strive to provide caring and compassionate services to those entrusted to our care and to protect the public we serve.

## **General Inquiries**

Phone Number: 786-263-7000

## **Booking**

Phone: 786-263-5312

## **Classification**

Phone: 786-263-5344

## **Intake**

Phone: 786-263-5305

## **Property**

Phone: 786-263-5311

## **Inmate Records**

Phone: 786-263-4222

## **Release**

Phone: 786-263-5360

## **Monitored Release (House Arrest) Program/Work Release Program**

Phone: 786-263-4899

# Miami-Dade Corrections & Rehabilitation Department Cont'd



## **Pretrial Services Bureau**

Phone: 786-263-4100

## **Pre-Trial Services For Reporting/Checking In**

Phone: 786-263-6700

## **Hospital Services Unit Administration**

Phone: 305-585-5200

Fax: 305-547-7704

## **Boot Camp Program**

Phone: 786-263-5810

## **Metro-West Detention Center**

13850 NW 41st Street, Miami, Florida 33178

Phone: 786-263-5110

Fax: 305-597-2688

## **Pre-Trial Detention Center**

1321 NW 13th Street Miami, Florida 33125

Phone: 786-263-4110

## **Turner Guilford Knight Correctional Center**

7000 NW 41st Street, Miami, Florida 33166

Phone: 786-263-5341

Fax: 786-263-5690

## **Office of the Director**

Phone: 786-263-6010

## **Facilities Management Bureau**

Phone: 305-470-1710

## **Security and Internal Affairs**

Phone: 786-263-6500

## **Personnel Bureau**

Phone: 786-263-6000

## **Food Services Bureau**

Phone: 786-263-6350

## **Community Affairs Unit**

Phone: 786-263-6100

## **Training Bureau**

Phone: 786-263-5888

## **Basic Academy**

Phone: 786-263-5968

# Department of Emergency Management (DEM)



**Main Address:** 9300 NW 41 Street, Doral, FL 33178

**Phone:** 786-331-5400

**Website:** <https://www.miamidade.gov/global/emergency/home.page>

**Facebook:** Miami-Dade Office Of Emergency Management

**Twitter:** @MiamiDadeEM

## **Mission:**

In line with the Department of Homeland Security and the Federal Emergency Management Agency, the department manages an all-hazards framework to mitigate disasters through the coordination of information and resources. This includes the: Prevention, Protection, Response, Recovery, Mitigation, and Resilience.

**Director:** Pete Gomez

## **Department DPR's Name & Contact Info:**

Alejandro R. Fernandez – 305-468-5413

## **Department PIO's Name & Contact Info:**

Jennifer Duque – 786-331-5000

## **Customer Base:** 2.717+ Million residents of Miami

Dade County in approximately 29 Municipalities

# Miami-Dade Fire Rescue (MDFR)



**Main Address:** 9300 NW 41 Street, Doral, FL 33178

786-331-5000

<https://www.miamidade.gov/global/fire/home.page>

**Facebook | Twitter | Instagram**

Operations (Firefighters), Special Operations (Rescue Divers, Lifeguards, Helicopter Pilots, Fire Rescue Boats, Aviation), Special Events (Sports Arenas, Stadiums and Venues), Administrative Services, Budget & Finance, Media & Public Relations, Fire Dispatchers, Facilities & Maintenance, Fire Prevention, Logistics, Training, Procurement and IT.

**Vision Statement** – “Always Ready, Proud to Serve”

**Mission Statement** – “We protect people, property and the environment by providing proactive responsive professional and humanitarian fire rescue services essential to public health, safety, and well-being.”

Raied Jadallah, **Fire Chief**

**Department DPR's Name & Contact Info**

Elizabeth Poe – 786-331-4608

**Department PIO's Name & Contact Info**

Erika Benitez – 786-331-5212

**Customer Base** – 2.717+ Million residents of Miami Dade County in approximately 29 Municipalities

# Juvenile Services Department (JSD)



**Address:** 275 NW 2<sup>nd</sup> Street. Miami, FL 33128

**Contact:** 305-755-6200

**Website:** Juvenile Services (miamidade.gov)

**Description:** JSD provides a continuum of comprehensive services to arrested and at-risk juveniles, and their families, designed to address the root causes of juvenile crime and prevent further delinquent behavior.

**Department Divisions:** Operations & Administration

## **Vision Statement**

A community where children and families flourish and reach their full potential.

## **Mission Statement**

The Juvenile Services Department (JSD) provides a continuum of comprehensive services that focus on protecting, empowering, and building resiliency in children and families.

**Department Director:** Latawun Bess (305) 755-6206

**Department DPR's Name & Contact Info:** Cristina Molina (305) 755-6204

**Department PIO's Name & Contact Info:** Laura Perez (305) 755-6144

**Customer Base:** JSD serve arrested and at-risk children and their families in Miami-Dade County

# Medical Examiner Department

**Address:** 1851 NW 10th Ave , Miami, FL 33136

**Phone Number:** (305) 545-2400

**Website Address:**

<https://www.miamidade.gov/global/medicalexaminer/home.page>

**Social Media:** <https://www.facebook.com/miamidademe>

**Department Description:** The Medical Examiner investigates all non-natural deaths and a small portion of natural deaths, which occur in Miami-Dade County. The department does not investigate all deaths. Through the use of forensic pathology we combine the efforts of legal and law enforcement investigations with those of medicine and science to ascertain the facts surrounding deaths, particularly the cause and manner of death.

## **Department Divisions:**

- Morgue Bureau
- Forensic Evidence Recovery Team
- Forensic Investigations Bureau
- Forensic Imaging Bureau
- Pathology
- Toxicology Laboratory
- Histology Laboratory
- Indigent Cremation Services
- Business Office
- Records Bureau
- Computer Unit



**Mission Statement:** The mission of the Medical Examiner Department is to provide accurate, timely, dignified, compassionate and professional death investigative services for the resident of Miami-Dade County, together with education, consultation and research for local and national medical, legal, academic, and law enforcement communities.

**Department Director's Name:** Dr. Kenneth Hutchins, Director

## **Department DPR's Name & Contact Info:**

Leticia Smith (Interim),  
[Leticia.Smith@miamidade.gov](mailto:Leticia.Smith@miamidade.gov)

**Department PIO's Name & Contact Info:** Veronica Melton-Lamar, [Veronica.Melton-Lamar@miamidade.gov](mailto:Veronica.Melton-Lamar@miamidade.gov)

**Customer Base:** Residents of Miami-Dade County

# NEIGHBORHOOD AND INFRASTRUCTURE



- ▶ Animal Services
- ▶ Solid Waste Management
- ▶ Water and Sewer

# Animal Services Department

## Main Address

3599 NW 79<sup>th</sup> Ave Doral, FL 33122

## Main Phone Number

305-418-3080

## Main Website Address & Social Media

[MiamiDade.gov/animals](http://MiamiDade.gov/animals)

Instagram, Twitter, Facebook @AdoptMiamiPets

## Department Description

The mission of the Miami-Dade County Animal Services Department (ASD) is to ensure pet welfare by protecting animals from cruelty, saving the lives of abandoned, lost and unwanted animals through life-saving programs, enforcing animal cruelty laws, assisting injured animals, providing access to low cost/free spay/neuter programs, public safety, and educating the community regarding responsible pet ownership. These services support Miami-Dade County's "no-kill" mission, considered in the pet welfare industry as the attainment of a 90% or greater save rate. ASD typically receives approximately 450 to 550 dogs and cats weekly and has saved 90% or more in five (5) consecutive years. However, the numbers may be higher in the peak intake months of June through September. In calendar year 2020, more than 25,000 homeless pets were received, housed and cared for at the Pet Adoption and Protection Center.

## Department Divisions

- Finance and Administration
- Live Release and Shelter Services
- Veterinary Clinic
- Pet Protection Services
- Animal Care Division
- Community Engagement and Public Relations

## Mission Statement

- Our mission is to save the lives of abandoned animals in our care, protect animals from cruelty, reunite lost pets with their owners, protect people and pets in our community from health-related issues and ensure the public's safety.

## Department Director's Name

Annette Jose

## Department DPR's Name & Contact Info

Dailin Sanchez

[Dailin.Sanchez@miamidade.gov](mailto:Dailin.Sanchez@miamidade.gov)

305-418-7175

## Department PIO's Name & Contact Info

Gilda Nunez

[Gilda.Nunez@miamidade.gov](mailto:Gilda.Nunez@miamidade.gov)

305-418-7186

## Customer Base

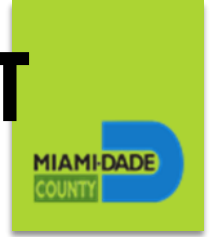
ASD has a broad customer base including an estimated 200,000 visitors annually to the shelter, partner rescue organizations and over 200 veterinary clinics. ASD registers more than 200,000 pet licenses to protect pets and receives approximately 24,000 animal welfare related service requests annually. ASD also cares for approximately 31,000 dogs and cats each year.

Visitors to the facility include those wanting to adopt, reunite with their lost pet, or secure one of the low-cost or free services available to them (i.e. microchipping, trap-neuter-vaccinate return, spay/neuter surgery, vaccination, or pet retention).

Others visit to ensure compliance with (Chapter 5), such as licensing and vaccination requirements or to resolve animal welfare or enforcement issues.



# DEPARTMENT OF SOLID WASTE MANAGEMENT



**Department Director:** Aneisha Daniel, Department Director

**Main Address:** Dr. Martin Luther King Jr. Office Plaza  
2525 NW 62<sup>ND</sup> Street, 5<sup>TH</sup> Floor  
Miami, Florida, 33147

**Main Phone Number:** 305-514-6666

**Main Website Address & Social Media:**

Website: <http://www.miamidade.gov/solidwaste>

Facebook: <https://www.facebook.com/MiamiDadeSolidWaste>

/Twitter: <https://twitter.com/miamidadeswm>

**Department Description:** The Department of Solid Waste Management (DSWM) provides waste collection, disposal, and recycling services to businesses and residents of unincorporated Miami-Dade County and participating municipalities.

The Department regulates the collection, transport and disposal of solid waste and recyclable materials by permitted private haulers; and provides mosquito control, code enforcement and prevention services countywide.

**Mission Statement:** To provide our customers with exceptional waste collection, recycling, disposal and mosquito control services that protect, preserve and improve our environment and the quality of life in our community.

**Department Divisions:**

**Director's Office:** Public Information and Outreach

**Administration:** Accounting and Bond Administration; Budget and Fiscal Management; Fleet Management; Information Services; Labor Relations, Safety, and Training; Personnel Services (Human Resources); Procurement and Contract Management; Audit and Compliance Section.

**Disposal Operations:** Code Enforcement; Landfill, and Transfer.

**Collections Operations:** Garbage and Trash.

**Technical Services and Environmental Affairs:** Environmental Compliance; Technical Services; Facilities Maintenance.

**Support Services:** Intergovernmental and External Affairs; Mosquito Control and Habitat Management.

**Department DPR's Name & Contact Information:** Ruelynn Lafortune, Chief, Human Resources Division; Phone: (305) 514-6674 / Fax: (305) 514-6876

E-Mail: [Ruelynn.Lafortune@miamidade.gov](mailto:Ruelynn.Lafortune@miamidade.gov)

**Department PIO's Name & Contact Information:** Gayle R. Love, Division Director, Public Information and Outreach; Phone: (305) 514-6029

E-Mail: [Gail.Love@miamidade.gov](mailto:Gail.Love@miamidade.gov)

**Customer Base:** Waste collection and recycling services are provided to residents of Unincorporated Miami-Dade County and the cities of Aventura, Cutler Bay, Doral, Miami Gardens, Miami Lakes, Opa-locka, Palmetto Bay, Pinecrest and Sunny Isles Beach.

Curbside recycling services are also provided to the following cities that have an inter-local agreement with Miami-Dade County: El Portal, Florida City, Medley, Miami Beach, Miami Springs, North Bay Village, South Miami, Virginia Gardens and West Miami.

# Miami Dade Water & Sewer

3071 SW 38th Avenue, Miami, FL 33146

305-665-7477

Water and Sewer Department ([miamidade.gov](http://miamidade.gov))

Miami-Dade Water & Sewer Department - Home | Facebook

Miami-Dade Water & Sewer (@MiamiDadeWater) / Twitter

<https://www.instagram.com/MiamiDadeWater/>  
Miami-Dade Water and Sewer Department | LinkedIn

## Department Description:

We provide water and wastewater services directly to more than 400,000 retail customers and indirectly through wholesale (municipal) utilities.

We provide high-quality drinking water and wastewater services, promote water conservation and work to safeguard public health and the environment.

We maintain more than 8,500 miles of underground water lines, as well as approximately 4,100 miles of sewer lines, serving some 2.3 million residents and thousands of visitors.

Our drinking water is regularly tested to ensure its quality and surpasses federal, state and local standards.

The multi-year Capital Improvement Program ensures high quality drinking water and wastewater services are in compliance with all regulatory requirements.

Water conservation efforts help protect this important natural resources while also educating future generations on the importance of smart water use.

## Vision Statement

The continuous delivery of excellent, cost-effective water supply and wastewater services in compliance with all regulatory requirements."

## Mission Statement:

To serve the needs of Miami-Dade County residents, businesses, and visitors by providing high-quality drinking water and wastewater disposal services while providing for future economic growth via progressive planning; implementing water conservation measures; safeguarding public health and the environment; and providing for continuous process improvements and cost efficiencies."

## Customer Base:

Customer Base: 400,000 retail customers directly and indirectly through wholesale (municipal) utilities.

2.3 million residents and thousands of visitors.

## Director – Miami Dade Water & Sewer:

Amanda Kinnick, Interim Director

## Department DPR:

Christine Gonzalez,

Chief, Human Resources & Employee Engagement

Office: 786-552-8176

[cbati01@miamidade.gov](mailto:cbati01@miamidade.gov)

## Department OPE/PIO:

Jennifer Messemer-Skold, Office: 786-552-8251

[Jennifer.Messemer-Skold@miamidade.gov](mailto:Jennifer.Messemer-Skold@miamidade.gov)



# Miami Dade Water & Sewer Cont'd



## Department Divisions:

Div. 11 - Director's Office  
Div. 17 - Construction Contracts Division  
Div. 19 - Architectural & Engineering Contracts Division  
Div. 21 - Water & Wastewater  
Div. 22- Capital Improvement  
Div.26 - Security & Communications  
Div. 28 - Retail Customer  
Div. 31 - Engineering & Construction  
Div. 32. - Utility Pipeline Engineering & Construction  
Div. 33 - Utilities Development Division  
Div. 35 - Utility Plant Engineering & Construction  
Div. 36 - Capital Projects  
Div. 41 - Finance  
Div. 42 - Controller  
Div. 51 - Procurement & Stores Division  
Div. 52 - General Maintenance  
Div. 53 - Human Resources & Employee Engagement

Div. 61 - Planning & Regulatory Compliance  
Div. 62 - Planning & Development Division  
Div. 63 - Regulatory Compliance & Monitoring  
Div. 65 - I&I Program Management & Construction  
Div. 71 - Water Systems Operations  
Div. 72- Water Transmission & Distribution  
Div. 73 - Water Prod & Maintenance  
Div. 74 - Laboratory  
Div. 81 - SCADA  
Div. 83 - Pump Station Maintenance  
Div. 84 - Wastewater Collection & Transmission  
Div. 85 - Wastewater Treatment & Maintenance  
Div. 91 – Contract Compliance & Quality Assurance  
Div. 93 - Quality Assurance & Quality Control  
Div. 94 - Compliance Management  
Div. 95 - Performance Management & Improvements  
Div. 96 - Contract Compliance & Monitoring

# Transportation and Mobility



- Transportation and Public Works

# Transportation and Public Works



- OTV Bldg, 701 NW 1<sup>st</sup> Court, 13<sup>th</sup> Floor
- (786) 469-5229
- [www.miamidade.gov/transportation](http://www.miamidade.gov/transportation), [@Gomiamidade](#) (FB, IG, and Twitter), [@iRideMDT](#) (Twitter)
- DTPW is the 18th largest public transit system in the country, largest transit agency in the State of Florida and one of the largest departments of Miami-Dade County government with approximately 3,800 employees serving a population of 2.8 million residents. The Department of Transportation and Public Works connects people to places by providing a high-quality, safe, reliable, clean, and efficient mass transit system that meets the travel needs of the County's growing population and provides vital transportation infrastructure systems and services. DTPW manages the strategic planning and progressive administration of mobility programs and activities relating to mass transit, multi-modal design and implementation, traffic management system design, construction and operation, design and implementation of sidewalks, urban trails, safe routes to school, bicycle facilities, and multi-year smart city project design & delivery. With respect to transit, DTPW controls a 25-mile dual elevated Metrorail track rapid transit system which encompasses twenty-three Metrorail stations with 136 rail cars; twenty-two Metromover stations with twenty-nine automated cars on a 4.4-mile electronically powered track that is among the longest in the United States. In addition, Special Transportation Services (STS) are provided to eligible participants. DTPW is also responsible for the planning, construction and maintenance of a safe and efficient system of roads, bridges, drainage, pathways, traffic signals signs and street lights.

**Office of the Director**, Metromover, Metrobus, Metrorail, Mobility and Passenger Transportation Services, Engineering, Paratransit, Operational Support, Traffic Operations, and Construction Maintenance Divisions

**Vision Statement** – To enable and deliver multimodal transportation solutions for Miami-Dade County that meet the mobility needs of today while planning for the needs of future generations.

**Mission Statement** – Plan for, operate, and maintain a clean, safe, reliable, and convenient transportation system that effectively enhances mobility in Miami-Dade County.

**Department Director** – Josiel Ferrer-Diaz, Interim Director

**Department DPR** – Lydia Knight, (786) 469-5235

**Department PIO** – Juan Mendieta, (305) 469-5409

**Customer Base** – Miami-Dade County residents, businesses, and visitors

# Economic Development

- Aviation
- Seaport
- Regulatory and Economic Resources
- Miami-Dade Economic Advocacy Trust

# Aviation

**Main Address:** Miami International Airport (MIA), 2100 NW 42<sup>nd</sup> Avenue, Miami, Florida 33142

**Main Phone Number:** (305) 876-7000, Toll free: 1-800-TALK-MIA (800-825-5642)

**Website:** [www.IflyMIA.com](http://www.IflyMIA.com)

**Social Media:** @iflymia or IflyMIA

Twitter | Facebook | Instagram | YouTube | LinkedIn

**Department Description:** MIA, located on 3,230 acres of land near downtown Miami, is operated by the Miami-Dade Aviation Department (MDAD) and is the property of Miami-Dade County government. Founded in 1928, MIA now offers more flights to Latin America and the Caribbean than any other U.S. airport, is America's second-busiest airport for international passengers, boasts a lineup over 80 air carriers and is the top U.S. airport for international freight. MIA is also the leading economic engine for Miami-Dade County and the state of Florida, generating business revenue of \$31.9 billion annually and approximately 60% of all international visitors to Florida. Miami International Airport and related aviation industries contribute 275,708 jobs directly and indirectly to the local economy. That equates to one out of 4.6 jobs.

**Department Divisions:** Executive, Administration, Airport Concessions Business Development, Business Retention and Development, Facilities Development, Facilities Management, Finance and Strategy, Operations, Policy Advisement, and Public Safety and Security

**Vision Statement:** MIA will grow from a recognized hemispheric hub to a global airport of choice that offers customers a world-class experience and an expanded route network with direct passenger and cargo access to all world regions.

**Mission Statement:** MDAD provides a modern, safe, environmentally responsible, and efficient world-class international gateway that delivers best in class customer service, significant economic benefits to our community and rewarding professional development opportunities to our employees.



# Aviation Cont'd



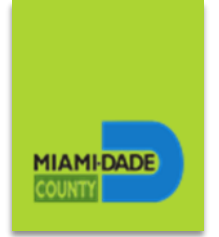
**Department Director's Name:** Ralph Cutié, Aviation Director and Chief Executive Officer

**Department DPR's Name and Contact:** Yoel Lopez-Villazan, (305) 876-7557, ylopez-villazan@miami-airport.com

**Department PIO's Name and Contact:** Greg Chin, (305) 869-3809, gchin@miami-airport.com

**Customer Base:** The Miami-Dade Aviation Department operates the Miami-Dade County Airport System which consists of Miami International Airport and four general aviation (GA) and training airports: Miami-Opa Locka Executive Airport, Miami Executive Airport, Miami Homestead General Aviation Airport, and Dade-Collier Training and Transition Airport. More than 36,000 people are employed in the Miami-Dade County Airport System. Our customers include, but are not limited to airlines, passengers, meeters/greeters (local residents picking up travelers); and internal customers (Miami-Dade Police Department, Miami-Dade Fire Rescue, cargo handles, federal agencies, concessionaires, fixed-base operators, vendors, permittees, construction firms, contractors, and employees).

# SeaPort-Port Miami



## Main Address

1015 N. America Way, suite 200, Miami, FL  
33132

## Main Phone Number

305.347.4800

## Main Website Address & Social Media

Facebook <https://m.facebook.com/PortMiami.Dade>

Instagram [https://instagram.com/portmiami?utm\\_medium=copy\\_link](https://instagram.com/portmiami?utm_medium=copy_link)

Twitter <https://mobile.twitter.com/PortMiami>

LinkedIn <https://www.linkedin.com/company/portmiami>

Webpage [www.portmiami.biz](http://www.portmiami.biz)

## Department Description

The Seaport Department manages and operates the Dante B. Fascell Port of Miami or PortMiami. PortMiami is the Cruise Capital of the World and the fastest growing container port in the U.S.

PortMiami is responsible for meeting the infrastructure needs of the cruise and cargo industries, managing the Port efficiently and effectively, and maintaining, renovating and expanding its facilities.

As a vital economic engine in Miami-Dade County, PortMiami contributes \$43 billion annually to the local economy and supports more than 300,000 jobs in Florida.

## Department Divisions

Port Administration / Berthing / Business Development / Capital Development / Contracts &

Procurement Management / Human Resources and Customer Service / Government Affairs &

International Relations / Informational Technology / Maintenance / Operations / Public Affairs,

Marketing & Communications / Planning, Environment & Resiliency / Safety & Security

## Vision Statement

PortMiami's vision is to maintain its rank as the world's leading cruise port and fastest growing container port in the U.S.; to maximize its assets and strengthen its advantage for future growth; continue promoting international trade and commerce as a global hub; and leader in sustainability operating in an environmentally responsible manner.

## Mission Statement

PortMiami's mission is to operate and further develop the world's leading cruise port and fastest-growing container port in Florida in a socially, environmentally, and economically sustainable manner.

## Department Director's Name

Hydi Webb, Port Director

# Department of Regulatory and Economic Resources



111 NW 1 Street, 11th Floor (Director's Office)  
305-375-2877 (Director's Office)

**Description:** Provides a broad portfolio of land development services (planning, zoning, platting, construction and environmental permitting and inspections); environmental protection of natural resources (water, air and ground); building and neighborhood code compliance; business licensing and compliance services to protect consumers; economic development strategies; and countywide resilience planning and implementation.

**Divisions:** Administrative Services; Board and Code Administration; Code Compliance; Consumer and Neighborhood Protection Division; Development Services; Economic Development; Environmental Resources Management; Planning; and Resilience

**Mission:** To enable sustainable economic growth through smart regulatory, planning, and resilience strategies and business expansion initiatives.

**Department Director:** Lourdes M. Gomez, AICP

**Department DPR:** Bibiana Candame

**Department PIO:** Lorna Mejia / Lorna.Mejia@miamidade.gov

**Customer Base:** regulated community (individuals, businesses, municipalities, industry professionals and other County agencies that require information, permits, license compliance); and the community at large that benefit from resilience, environmental consumer protection, and economic development initiatives.

- Planning (planning, historic preservation, economic research) – SPCC, 12<sup>th</sup> floor
- Development Services (zoning and platting) – SPCC 11<sup>th</sup> floor
- Economic Development – SPCC, 12<sup>th</sup> Floor
- Resilience – SPCC, 12<sup>th</sup> Floor
- Environmental Resources Management – OTV North Tower, 2<sup>nd</sup> through 7<sup>th</sup> floors
- Construction Permitting and Building Code Division (construction permitting and inspection enforcement) – Permitting and Inspection Center
- Consumer and Neighborhood Protection Division (building and neighborhood residential and commercial code compliance; consumer protection, business licensing, compliance and mediation) – Permitting and Inspection Center
- Board and Code Administration (contractor/tradesman licensing, construction product approval, Board Administration) – Permitting and Inspections Center

# Miami-Dade Economic Advocacy Trust (MDEAT)



**Main Address:** Stephen P. Clark Center,  
111 NW 1 ST, Suite 2032, Miami, FL 33128

**Main Telephone:** 305-375-5661

**Main Website:**

[www.MiamiDade.gov/EconomicAdvocacyTrust](http://www.MiamiDade.gov/EconomicAdvocacyTrust)

**Social Media Channels:**

[Facebook.com/MDEATInfo](https://www.facebook.com/MDEATInfo)

[Instagram.com/MDEATInfo](https://www.instagram.com/MDEATInfo)

[Twitter.com/MDEATInfo](https://twitter.com/MDEATInfo)

[LinkedIn.com/MDEATInfo](https://www.linkedin.com/company/MDEATInfo)

**Department Description:** Miami-Dade Economic Advocacy Trust (MDEAT) addresses and advocates for the equitable participation of, primarily, Miami-Dade County's Black community within Targeted Urban Areas (TUAs) as identified by Miami-Dade County.

**Department Divisions:** Economic Development | Homeownership Assistance Program (HAP) | Miami-Dade County Teen Court

**Vision Statement:** To help transform individual lives in support of the transformation of entire communities.

**Mission Statement:** To ensure the equitable participation of Blacks in Miami-Dade County's economic growth through advocacy and monitoring of economic conditions and economic development initiatives in Miami-Dade County.

**Director:** William "Bill" Diggs, Executive Director

**DPR:** Roshawn Harris, Departmental Administrative Coordinator/DPR  
[roshawn.harris@miamidade.gov](mailto:roshawn.harris@miamidade.gov)

**Media:** Roshawn Harris, Departmental Administrative Coordinator/DPR  
[roshawn.harris@miamidade.gov](mailto:roshawn.harris@miamidade.gov)

**Customer Base:** small business and entrepreneurs, potential first-time homebuyers, mortgage and real estate professionals, teens, teen parents, law and law enforcement professionals, local municipalities, CBOs

# Recreation and Culture

- Cultural Affairs
- Library
- Parks, Recreation, & Open Spaces

# Department of Cultural Affairs



Marialaura Leslie, **Director**

**DPR:** Graham Winick

305-375-2523 /  
[Graham.Winick@miamidade.gov](mailto:Graham.Winick@miamidade.gov)

**PIO:** Liliana Hernandez-Constenla

305-375-5829 /  
[Liliana.Hernandez@miamidade.gov](mailto:Liliana.Hernandez@miamidade.gov)

**111 NW 1st Street, Miami, FL 33128**

**(305) 375-4634**

[www.miamidadearts.org](http://www.miamidadearts.org)

- [Facebook.com/miamidadearts](https://www.facebook.com/miamidadearts)
- [Twitter.com/miamidadearts](https://twitter.com/miamidadearts)

## VISION

To be a major, international cultural capital

## MISSION

To develop cultural excellence, diversity and participation throughout Miami-Dade County by strategically creating and promoting equitable opportunities for artists and cultural organizations, and all of our residents and visitors who are their audiences

## Who We Serve

**Residents and Visitors:** More than 16,000,000 people attend arts events in Miami-Dade County EVERY year.

**Cultural Organizations and Artists:** Thousands of artists and nonprofit arts groups that employ 41,000 full-time workers.

**County Departments and Municipalities:** through the Art in Public Places program, the General Obligations Bonds (GOB) program, the Countywide Infrastructure Investment Program (CIIP) and other County capital programs.

# Miami-Dade Public Library System



**Main Address:** 101 West Flagler, Miami,  
FL 33130 (49 total libraries)

**Main Phone Number:** (305) 375-2665

Online customer service 7 days a  
week, including holidays via  
[customercare@mdpls.org](mailto:customercare@mdpls.org)

**Web & Social Media:** [www.mdpls.org](http://www.mdpls.org)  
FB: @miamidadepubliclibrary, Twitter:  
@MDPLS, Instagram:  
@miamidadepubliclibrary

**Department Description:** Provides  
programs and services reflecting  
informational, educational, and  
recreational needs of our community.

**Department Divisions:** Director's  
Office, Communications &  
Community Engagement, Library &  
Public Technology Services, Capital  
Improvements & Facilities, Business  
Operations, HR.

**Vision Statement:** Enrich and inspire our  
community through knowledge, creativity  
and innovation

**Mission Statement:** To provide extraordinary  
services, spaces and experiences that  
promote literacy and learning, personal  
growth and limitless opportunities.

**Department Director:** Ray Baker

**Department DPR:** Kelly Lau, (305) 375-5010,  
[KYAT@miamidade.gov](mailto:KYAT@miamidade.gov)

**Department PIO:** Leila Khalil, (305) 375-5291,  
[khalill@mdpls.org](mailto:khalill@mdpls.org)

**Customer Base:** 2.5M Residents in the  
Library's District

# PARKS, RECREATION, AND OPEN SPACES DEPARTMENT



**Main Address:** 275 NW 2nd St, Miami, FL 33128 \*  
(305) 755-7800  
<https://www.miamidade.gov/global/recreation/home.page>

Key Divisions: Park Stewardship Operations,  
Planning Design and Construction Excellence, Zoo  
Miami, Deering Estate, and Performance  
Excellence, Marketing and Development

Maria I. Nardi, Director  
DPR: Stephanie Albert,  
[Stephanie.Albert@miamidade.gov](mailto:Stephanie.Albert@miamidade.gov)  
PIO: Maria Padron, [Maria.Padron@miamidade.gov](mailto:Maria.Padron@miamidade.gov)

## **Vision**

Connecting people and parks for life!

## **Mission**

We create outstanding recreational, natural and cultural experiences to enrich you and enhance the quality of life for our community for this and future generations.

## **Customers**

All Miami-Dade residents and visitors from around the world

## **Description:**

Miami-Dade Parks builds, operates, manages, and maintains the third largest accredited (CAPRA) park system in the country, and one of the most diverse.

By implementing the Miami-Dade County Parks and Open Space Master Plan, we are creating a world-class park system for County residents and visitors which provides opportunities for health, happiness, and prosperity.

# HEALTH AND SOCIETY

- Community Action and Human Services
- Public Housing and Community Development
- Homeless Trust

# Community Action and Human Services (CAHSD)



- **Headquarters:** 701 NW 1<sup>st</sup> Court, 10<sup>th</sup> Floor Miami, FL 33136  
(786) 469-4600
- [www.miamidade.gov/socialservices](http://www.miamidade.gov/socialservices)
- **Director:** Sonia Grice
- **DPR:** Charles Brown, Jr.  
[Charles.BrownJr@miamidade.gov](mailto:Charles.BrownJr@miamidade.gov)  
(786) 469-4723
- **Department PIO:** Jacob Mills,  
[Jacob.Mills@miamidade.gov](mailto:Jacob.Mills@miamidade.gov)  
(786) 469-4795
- **Divisions:** Family and Community Services; Head Start/Early Head Start; Elderly and Disability; Greater Miami Service Corps; Energy, Facility Maintenance and Transportation; Rehabilitative Services; Violence Prevention and Intervention and Psychological Services

**Mission:** To empower individuals, families and communities through the provision of comprehensive social services

**Objective:** To provide services that are designed and coordinated to address and relieve hardships associated with poverty.

**Customer Base:** Individuals and families at every stage of life, from birth to elderly.

# PUBLIC HOUSING AND COMMUNITY DEVELOPMENT DEPARTMENT



**Department Director:** Alex R. Ballina

**Main Address: Overtown Transit Village North**

701 NW 1<sup>st</sup> Court, 16<sup>th</sup> Floor  
Miami, Florida, 33136

**Main Phone Number:** 786-469-4100

**Main Website Address:** <http://www.miamidade.gov/housing/>

**Email Address:** [phcdwebmaster@miamidade.gov](mailto:phcdwebmaster@miamidade.gov)

**Department Description:** The Public Housing and Community Development (PHCD) is responsible for managing more than 9,000 public housing units, providing financial help through the federal Section 8 program to more than 17,000 families, and administering an array of specialized housing opportunities for special populations including the homeless. Our support services include assisted living facilities for the elderly and self-sufficiency programs for our tenants. We rely on federal and state grant programs to fund our programs. We work closely with the U.S. Department of Housing and Urban Development's (HUD) on our public housing and, with the State of Florida, the development of affordable housing.

**Mission Statement:**

To provide our customers with decent, safe, sanitary, and affordable housing; and promote viable urban communities and sustainable living environments, principally for extremely low-income to moderate-income families and individuals.

**Department Divisions:**

Office of the Director: Administers affordable and public housing as well as Community Development Block Grant (CDBG) and HOME programs for the County.

Finance and Administration: Provides financial and administrative support services to the Department and ensures that federal and County requirements are met.

- Section 8 Housing Choice Voucher: Administers the following special programs: Moderate Rehabilitation, Housing Choice Voucher (HCV), Project Based Voucher (PBV), HUD-Veterans Affairs Supportive Housing (HUD-VASH) vouchers, Mainstream Vouchers and Moderate Rehabilitation Single Room Occupancy. Development: Plans and manages development projects on public housing sites and other County-owned sites.
  - Public Housing: Oversees property management services and assisting public housing residents with attaining self-sufficiency through strategic partnerships with both public and private service providers.
- Housing and Community Development: Administers and monitors federal and state funded programs to promote affordable housing development, economic development, historical preservation, housing rehabilitation, capital improvements to public facilities and public services.

**Department DPR's Name & Contact Information:** Simona Marlow-Green, Chief, Human Resources Division; Phone: (786) 469-4159  
E-Mail: [Simona.Marlow@miamidade.gov](mailto:Simona.Marlow@miamidade.gov)

**Department PIO's Name & Contact Information:** Annette Molina Phone: (786) 469-4110, E-Mail: [Annette.Molina@miamidade.gov](mailto:Annette.Molina@miamidade.gov)

**Customer Base:** PHCD primarily offers federally subsidized rental housing programs that provide decent, safe, sanitary and affordable housing to eligible residents in both the private and public housing markets.

These programs assist low- and moderate-income working families and individuals with home ownership and other self-sufficiency opportunities; while expanding, preserving and stabilizing the inventory of affordable housing and workforce housing for renters and home buyers throughout Miami-Dade County.

# Homeless Trust

SPCC, 111 NW 1<sup>st</sup> St., 27<sup>th</sup> Floor, Miami, FL  
33128

305-375-1490

[www.homelesstrust.org](http://www.homelesstrust.org)

Instagram: @HomelessMiami

Twitter: @HomelessMiami

Facebook: @HomelessTrust

The lead agency for Miami-Dade County's CoC (Continuum of Care) which administers grants and oversees operations and fiscal activities for shelter, housing and service programs for homeless persons in Miami-Dade County

**Department Divisions:** Administration;  
Contracts; Permanent Supportive Housing;  
Budget

**Vision:** To make homelessness rare, brief and one time and prevent whenever possible

**Mission Statement:** To prevent and end homelessness

**Executive Director:** Victoria L. Mallette

**Department DPR:** Margarita Olano –  
[margarita.olano@miamidade.gov](mailto:margarita.olano@miamidade.gov)

**PIO:** Lisa Mozloom, The M Network

[lisa.Mozloom@themnetwork.com](mailto:lisa.Mozloom@themnetwork.com)

305-571-1455

Homeless or about to be homeless persons in Miami-Dade County



# Non-Mayoral Departments/Organizations

- Office of Inspector General
- Commission on Ethics and Public Trust
- Citizens' Independent Transportation Trust
- Transportation Planning Organization
- Board of County Commissioners

# OFFICE OF THE INSPECTOR GENERAL



**Main Address:** 601 NW 1st Court, Transit Village South Tower, 22nd Floor, Miami, Florida 33136

**Main Phone Number:** 305-375-1946 Hotline: 305-579-2593

**Main Website Address & Social Media:**

<https://www.miamidadeig.org/inspector-general/home.page>; <https://twitter.com/mdcoig>

**Department Description:** Autonomous and independent, the Miami-Dade County Office of the Inspector General (OIG) was created by the Board of County Commissioners to serve as a watchdog over County practices. Through three distinct yet overlapping functions – audits, investigations and legal/contract oversight – the OIG investigates fraud, waste and abuse, rendering findings based on facts and evidence.

**Department Divisions:** Audit Unit, Contract Oversight Unit, Investigations Unit, Legal Unit

**Vision Statement:** To be recognized as the premier agency in holding Miami-Dade County government accountable, ensuring it continues to provide excellence every day.

**Mission Statement:** To detect, investigate and prevent fraud, waste, mismanagement, misconduct, and abuse of power through independent oversight of County affairs, and seek appropriate remedies to recover public monies.

**Department Director's Name:** Felix Jimenez, Inspector General

**Department DPR's Name & Contact Info:** Maria McNally, 305-350-0627

**Department PIO's Name & Contact Info:** Marie Perikles, 305-350-0628

**Customer Base:** County Employees, Constituents, Vendors, Local, State and Federal Agencies

# Commission on Ethics and Public Trust



Overtown Transit Village North Tower  
701 Northwest 1<sup>st</sup> Court, 8<sup>th</sup> Floor East  
Miami, Florida 33136  
(305) 579-2594

[ethics.miamidade.gov](http://ethics.miamidade.gov)

Eye on Ethics Newsletter

Ignacio Vazquez, Jr., **Executive Director**

Rodzandra Sanchez, **Administrative Officer/DRP**

[Rodzandra.Sanchez@miamidade.gov](mailto:Rodzandra.Sanchez@miamidade.gov)

Leonardo Mendoza, **Public Information Officer**

[Leonardo.Mendoza@miamidade.gov](mailto:Leonardo.Mendoza@miamidade.gov)

## **Description:**

The Commission on Ethics and Public Trust is an independent County board that is tasked by Charter and ordinance with interpreting and enforcing the County Conflict of Interest and Code of Ethics Ordinance, and ethics ordinances in all 34 municipalities in Miami-Dade County. The Ethics Code is applicable to all County and city elected officials, board members, employees, and lobbyists. Some provisions also apply to persons or firms that are seeking to contract with the County or cities.

The Ethics Commission also has jurisdiction over the County Charter's Citizens' Bill of Rights, that has public records and public meeting access provisions, as well as the County Ethical Campaign Practices Ordinance. Finally, the Commission serves as the final reviewer of complaints of retaliation by County employees pursuant to the County's Employee Protection Ordinance.

# Office of the Citizens' Independent Transportation Trust (OCITT)



Stephen P. Clark Center

Government Center

111 NW 1<sup>st</sup> ST, Suite 1010

305-375-1357

[www.miamidade.gov/citt](http://www.miamidade.gov/citt)

[www.twitter.com/GoCITT](https://www.twitter.com/GoCITT)

[www.facebook.com/TransportationTrust](https://www.facebook.com/TransportationTrust)

[www.instagram.com/transportationtrust](https://www.instagram.com/transportationtrust)

**Department Description:** The Citizens' Independent Transportation Trust (Transportation Trust) is the 15-member body created to oversee the People's Transportation Plan funded with the half-penny sales surtax. The Office of the CITT serves as the administration function of the People's Transportation Plan.

**Department Divisions** (specific to CITT functions and oversight): Budget & Accounting, Community Outreach, Municipal Liaisons, Project Review & Financial Analysis, and Strategic & Financial Planning.

**Vision Statement:** N/A

**Mission Statement:** To monitor, audit, review, oversee, and investigate the use of the Surtax proceeds and the implementation of the People's Transportation Plan (PTP).  
Javier A. Betancourt, **Executive Director**

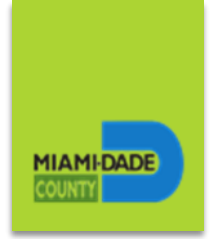
**DPR:** Monica Cejas, **Asst. Director**

Monica.Cejas@miamidade.gov  
305-375-2151

**PIO:** Karla Damian, Community Engagement Manager  
kdamian@miamidade.gov  
305-375-1095

**Customer Base:** Trust Members, Municipalities, Miami-Dade County transit riders

# Miami-Dade Transportation Planning Organization (TPO)

**Main Address:**

150 West Flagler St. Suite 1900, Miami FL 33130

**Main Phone Number:**

305-375-4507

**Main Website Address & Social Media:**

[www.miamidadetpo.org](http://www.miamidadetpo.org) @miamidadetpo

**Department Description:**

Miami-Dade TPO Governing Board;

**Department Divisions**

TPO Board Administration, Transportation and Land Use, Mobility Management and Implementation, Public Involvement office

**Mission Statement:**

Plan transportation facilities and services that are integrated and efficient while providing effective community participation.

Aileen Bouclé, AICP, **Executive Director**

**Department DPR's Name & Contact Info**

Carmen Villaverde – 305-357-1734

[carmen.Villaverde@mdtpo.org](mailto:carmen.Villaverde@mdtpo.org)

**Department PIO's Name & Contact Info:**

Elizabeth Rockwell, Chief Communications Officer 305-375-1881

[Elizabeth.rockwell@mdtpo.org](mailto:Elizabeth.rockwell@mdtpo.org)

**Customer Base:**

Miami-Dade County residents and visitors

# Miami-Dade Board of County Commissioners



**Main Address:** 111 N.W. 1 Street, Miami, FL  
33128

## **Web & Social Media:**

<https://www.miamidade.gov/global/government/commission/home>

## **Main Phone Numbers:**

District 1 – Oliver G. Gilbert, III  
Phone: (305) 375-5694

District 2 – Marleine Bastien  
Phone: (305) 375-4833

District 3 – Keon Hardemon  
Phone: (305) 375-5393

District 4 – Micky Steinberg  
Phone: (305) 375-5128

District 5 – Eileen Higgins  
Phone: (305) 375-5924

District 6 – Kevin M. Cabrera  
Phone: (305) 375-5696

District 7 – Raquel A. Regalado  
Phone: (305) 375-5680

District 8 – Danielle Cohen Higgins  
Phone: (305) 375-5218

District 9 – Kionne L. McGhee  
Phone: (305) 375-4832

District 10 – Anthony Rodriguez  
Phone: (305) 375-4835

District 11 – Roberto J. Gonzalez  
Phone: (305) 375-5511

District 12 – Juan Carlos Bermudez  
Phone: (305) 375-4343

District 13 – Rene Garcia  
Phone: (305) 375-4831

# KEYS TO UNLOCKING COUNTY SERVICES NWD



To receive credit for taking the course, remember to take the online course quiz at [Oracle PeopleSoft Sign-in](#)