


Date: June 17, 2021

To: Department Directors

From: Daniella Levine Cava
Mayor 

Subject: Our Keys to the “No Wrong Door” Initiative: A Guide for County Employees

A cornerstone of any successful organization is a knowledgeable workforce and excellent customer service. The **No Wrong Door** initiative supports a foundation where the entire County workforce provides service excellence through their knowledge of the services we provide to our customers, not just what their specific department offers. The mission of the **No Wrong Door** initiative is “to ensure that each person’s first point of contact in the County leads to a seamless, comprehensive, and compassionate delivery of government services.”

One of the key components of this initiative is to provide training to all County employees highlighting the core services that every County department delivers. All County employees are ambassadors to our community and as a County family we want to provide excellent service to our neighbors, visitors, and fellow employees. A critical piece of this initiative will be educating our employees on each department’s mission and the core services provided by each department. To achieve this goal, Human Resources will require the assistance from all County departments. Please identify a representative(s) from your department who will work with Human Resources on the rollout of this Countywide effort. Names should be submitted to Reinaldo Valdes at Reinaldo.Valdes@miamidade.gov no later than June 24, 2021.

Human Resources will provide a virtual Train-the-Trainer session to department employees who are identified for this training initiative, who will then train employees in their respective departments on the **Keys to Unlocking County Services** by obtaining knowledge of the County’s core services. The goal is to have all employees trained no later than December 31, 2021. We will also adapt the curriculum for public education as “County Services A – Z” to showcase this new approach for all our residents.

Should you have any questions, please contact Andrew Mullings at Andrew.Mullings@miamidade.gov.

c: Honorable Chairman Jose “Pepe” Diaz
and Members, Board of County Commissioners
Honorable Harvey Ruvin, Clerk of Courts
Honorable Pedro J. Garcia, Property Appraiser
Geri Bonzon-Keenan, County Attorney
Gerald K. Sanchez, First County Attorney
Jess M. McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Felix Jimenez, Inspector General
Jose J. Arrojo, Executive Director, Commission on Ethics and Public Trust
Javier A. Betancourt, Executive Director, Citizens’ Independent Transportation Trust
John E. Dixon, Jr., Executive Director, Miami-Dade Economic Advocacy Trust
Aileen Boucle, Executive Director, Transportation Planning Organization
Departmental Personnel Representatives