













**3.0 Internal**

Objective	Description	Owners			
Improve and streamline processes	Improve and streamline processes	Cuellar, Arleene			
Grandparent Objectives	Description	Owners			
GG2 Excellent, engaged workforce		Miami-Dade County			
Parent Objectives	Description	Owners			
GG2-4 Provide customer-friendly human resources services		Miami-Dade County			
GG4 Effective management practices		Miami-Dade County			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Accuracy of HR Payroll and Paycheck Processing 	'17 FQ2	99.46%	99.00%	0.46%	Cuellar, Arleene; Clodfelter, Joy (HR)
Child Measures	Period	Actual	Target	Variance	Owners
Average number of checks issued per pay period 	'14 FQ2	28,491	33,000	-4,509	Cuellar, Arleene; Clodfelter, Joy
Average number of payroll errors per pay period 	'14 FQ2	176.00	660.00	484.00	Cuellar, Arleene; Clodfelter, Joy

**4.0 Learning and Growth**

Objective	Description	Owners			
Improve the overall skills of the H.R. workforce to support County priorities		n/a			
Grandparent Objectives	Description	Owners			
GG2 Excellent, engaged workforce		Miami-Dade County			
Parent Objectives	Description	Owners			
GG2-2 Develop and retain excellent employees and leaders		Miami-Dade County			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Number of training sessions attended by H.R. employees 	'17 FQ2	70	30	40	Valdes, Reinaldo (HR); Mullings, Andrew