

FY 2026-27 Proposed Budget and Multi-Year Capital Plan

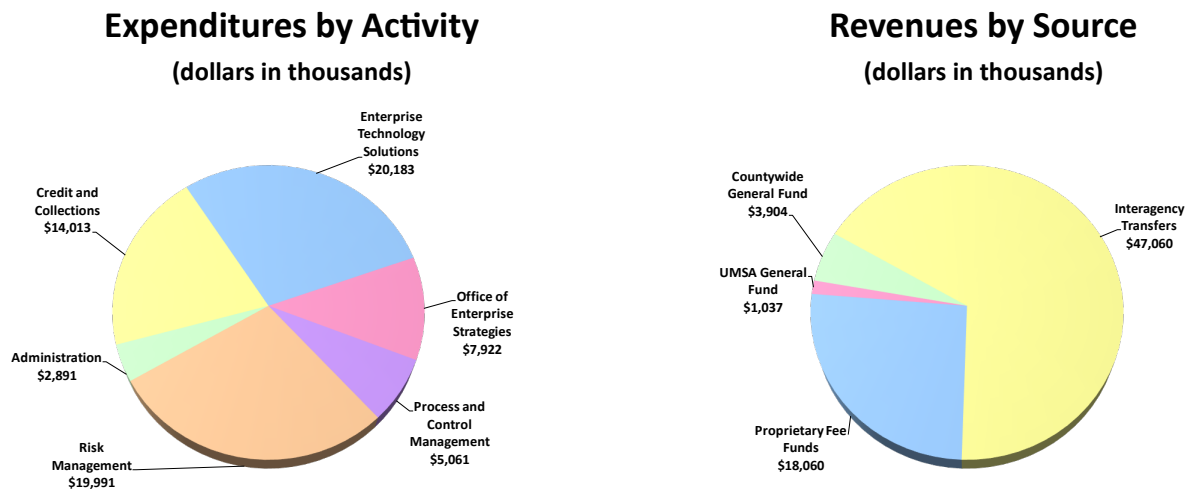
Internal Compliance

The mission of the Internal Compliance Department (ICD) is to support County operations by strengthening operational performance, improving processes, enhancing revenue generation, and advancing enterprise risk management across the organization. The Department's vision is to serve as a high-impact operational partner that delivers reliable, forward-looking enterprise systems, drives process innovation, maximizes timely revenue recovery, and promotes secure and efficient purchasing card practices that enable effective County operations. ICD's values reflect a commitment to accountability, operational integrity, and continuous improvement in service to County departments and the residents of Miami-Dade County.

In alignment with the strategic priority of Fiscal Responsibility and Efficiency, ICD manages the operational areas of the County's Enterprise Resource Planning (ERP) system, administers the County's purchasing and travel card programs, oversees delinquent account recovery, and supports enterprise risk management activities. ICD maintains the County's system of record, which includes human resources, supply chain, strategic sourcing, grants, and budgeting functions. The Department also recovers delinquent accounts receivable, including code enforcement citations, maintains countywide citation records in accordance with Chapter 8CC of the County Code, and supports timely and accurate revenue collection. Additionally, ICD conducts operational reviews to identify process improvements, recommend best practices, and support corrective actions that enhance performance and operational alignment with applicable requirements and County policies. The Department evaluates operational risks that may impact County activities and implements mitigation strategies. Through administration of the purchasing and travel card programs, ICD promotes secure, efficient, and cost-effective purchasing practices that support County operations.

ICD serves a diverse group of customers and stakeholders, including County departments, Jackson Health, residents and taxpayers, municipalities, and external partners. Customers rely on a stable and optimized ERP system; effective delinquent account and citation administration; practical operational guidance and support; and timely purchasing card services, including policy guidance, responsive assistance, and efficient transaction processing. Customer feedback is gathered through service requests, collections and citation inquiries, and follow-up engagements to continuously enhance service delivery.

FY 2026-27 Proposed Operating Budget



FY 2026-27 Proposed Budget and Multi-Year Capital Plan

OPERATING FINANCIAL SUMMARY

(dollars in thousands)	Actual FY 23-24	Actual FY 24-25	Budget FY 25-26	Proposed FY 26-27
Revenue Summary				
General Fund Countywide	0	3,036	3,738	3,904
General Fund UMSA	0	808	994	1,037
Bond Proceeds	0	9,599	0	4,047
Code Fines / Lien Collections	0	1,523	5,142	3,832
Credit and Collections	0	6,582	9,822	10,181
Fees for Services	0	2,631	2,631	2,374
IT Funding Model	0	2,467	8,065	24,058
Internal Service Charges	0	0	0	22,991
Total Revenues	0	26,646	30,392	72,424
Operating Expenditures Summary				
Salary	0	14,290	16,924	33,791
Fringe Benefits	0	5,626	7,545	14,752
Court Costs	0	7	97	108
Contractual Services	0	416	953	1,161
Other Operating	0	902	2,128	10,670
Charges for County Services	0	807	2,666	9,503
Capital	0	32	79	76
Total Operating Expenditures	0	22,080	30,392	70,061
Non-Operating Expenditures Summary				
Transfers	0	0	0	2,334
Distribution of Funds In Trust	0	0	0	0
Debt Service	0	0	0	29
Depreciation, Amortizations and Depletion	0	0	0	0
Reserve	0	0	0	0
Total Non-Operating Expenditures	0	0	0	2,363

(dollars in thousands)	Total Funding		Total Positions	
Expenditure By Program	Budget FY 25-26	Proposed FY 26-27	Budget FY 25-26	Proposed FY 26-27
Strategic Priority: Fiscal Responsibility and Efficiency				
Administration	2,732	2,891	15	11
Credit and Collections	14,964	14,013	91	91
Office of Enterprise Strategies	8,065	7,922	38	35
Process and Control Management	4,631	5,061	26	26
Enterprise Technology Solutions	0	20,183	0	45
Risk Management	0	19,991	0	94
Total Operating Expenditures	30,392	70,061	170	302

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SELECTED ITEM HIGHLIGHTS AND DETAILS

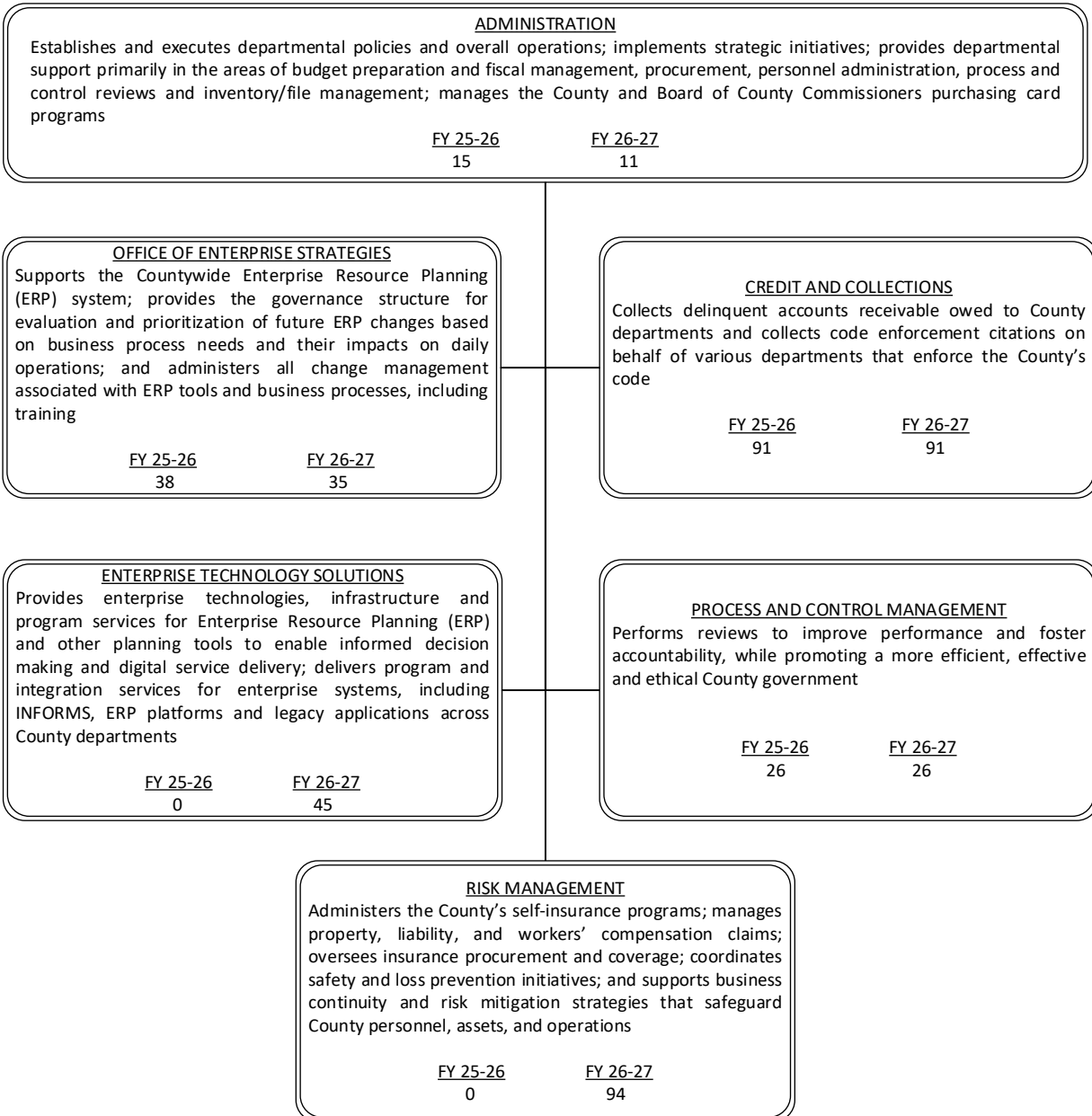
Line-Item Highlights	(dollars in thousands)				
	Actual FY 23-24	Actual FY 24-25	Budget FY 25-26	Projection FY 25-26	Proposed FY 26-27
Advertising	0	0	7	7	11
Fuel	0	0	0	0	3
Overtime	0	1	0	1	0
Rent	0	123	600	600	1,259
Security Services	0	0	4	1	0
Temporary Services	0	0	0	0	1,019
Travel and Registration	0	1	69	63	104
Utilities	0	58	46	46	101

CAPITAL BUDGET SUMMARY

(dollars in thousands)	PRIOR	FY 26-27	FY 27-28	FY 28-29	FY 29-30	FY 30-31	FY 31-32	FUTURE	TOTAL
Revenue									
Aviation Revenues	0	0	2,150	0	0	0	0	0	2,150
Capital Asset Series 2022A	29,468	0	0	0	0	0	0	0	29,468
Bonds									
Capital Asset Series 2024A	466	0	0	0	0	0	0	0	466
Bonds									
Code Enforcement Technology	0	2,000	0	0	0	0	0	0	2,000
Trust Fund									
Future Financing	879	22,301	21,366	0	0	0	0	0	44,546
WASD Future Funding	0	0	2,150	0	0	0	0	0	2,150
Total:	30,813	24,301	25,666	0	0	0	0	0	80,780
Expenditures									
Strategic Priority: FRE									
Departmental Information	0	4,000	0	0	0	0	0	0	4,000
Technology Projects									
Information Technology	30,813	20,301	25,666	0	0	0	0	0	76,780
Total:	30,813	24,301	25,666	0	0	0	0	0	80,780

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TABLE OF ORGANIZATION



The FY 2026-27 total number of full-time equivalent positions is 302

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DIVISION: ADMINISTRATION

The Administration Division establishes and executes departmental policies and overall operations; implements strategic initiatives; provides departmental support primarily in the areas of budget preparation and fiscal management, procurement, personnel administration, process and control reviews and inventory/file management. The Division also manages the County's purchasing card (P-card) program and travel program, including oversight of card issuance, cardholder profiles, credit limits, and merchant category code controls. Additionally, it monitors card activity and reconciliations for compliance with administrative orders and procurement policies, resolves exceptions and disputed charges and issues reports that support strong internal controls and audit readiness.

ACCOMPLISHMENTS

- The Division streamlined the P-Card application process, added embossed tax-exempt certificates, refined Merchant Category Code controls, and introduced artificial intelligence tools for compliance monitoring and audits; additionally, the Division reduced the P-Card application turnaround time from four to two and a half days and saved 10 staff hours per month through artificial intelligence enabled reviews

KEY ISSUES

- Overdue P-Card reconciliations delay posting to the general ledger; unreconciled credit card charges, including delayed uploading of supporting documentation, remain outside the general ledger reporting and controls, increasing the risk of misstated financial reporting, delayed detection of noncompliance or improper charges, and reduced visibility for timely budget monitoring and correction

PRIORITY INITIATIVES

- By the first quarter of FY 2026-27, the Division will modernize P-Card compliance by reducing overdue reconciliations to ensure timely general ledger posting, deploying artificial intelligence enabled alerts for aging transactions, and expanding training and onboarding for liaisons and cardholders; this initiative will support timely general ledger posting and accurate financial reporting, reduce aged transactions, mitigate misuse and fraud risk, strengthen audit readiness, and decrease errors through improved training; this initiative will be implemented using existing resources without additional financial impact

BUDGET COMMENTS

- *As part of our commitment to ensuring long-term financial stability, strengthening essential services, and improving operational efficiency, the FY 2026-27 Proposed Budget includes the reduction of four vacant positions totaling \$467,000; the positions consist of one Administrative Officer 3, one Senior Personnel Specialist position and two Accountant 2's*
- The FY 2026-27 Proposed Budget reflects the reclassification of the Human Resources Manager position to establish the Assistant Director position to support the Department's expanding operational, compliance, and risk responsibilities and ensure effective managerial oversight

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DIVISION: CREDIT AND COLLECTIONS

The Credit and Collections Division collects delinquent accounts receivable owed to County departments, as well as Jackson Health and its physicians; collects code enforcement citations on behalf of various departments responsible for enforcing the County's code; processes, maintains, and updates all code enforcement citations Countywide in accordance with Chapter 8CC of the County Code and Implementing Order 2-5.

Strategic Plan Objectives

- FRE4-1: Provide sound financial and risk management

Departmental Objectives	Performance Measures	Measure Type	Good Direction	FY 23-24	FY 24-25	FY 25-26	FY 26-27
				Actual	Actual	Budget	Target
Maximize revenues through intensive collection activity	Total revenue collected on all delinquent debts, inclusive of fees	OC	↑	\$21,399,345	\$23,746,630	\$28,758,709	\$28,758,708
	Code enforcement citations administered annually	OP	↔	155,157	137,146	120,000	120,000

KEY ISSUES

- Retention and hiring challenges driven by market competition, retirements, and workload growth continue to impact onboarding and operational capacity; as a result, fewer collectors are managing higher caseloads while expected to meet established collection performance targets, impacting productivity
- The legacy code enforcement systems limit automation, data integration, and reporting capabilities, increasing operational risk and reliance on manual processes; the system lacks developer support, customization, and maintenance due to its outdated programming language

PRIORITY INITIATIVES

- In FY 2026-27, the Division will initiate the multi-year project to replace the legacy mainframe SEFA/code enforcement system with a modern, web-based application developed in coordination with CIRD and partner agencies; this initiative will improve reporting, enhance data accuracy, increase system supportability and customization, expand access to Code Enforcement applicable departments, and reduce risks associated with obsolete technology and limited support; that this initiative will be funded through a self-funded model and/or the Code Enforcement Technology Trust Fund without impacting other County resources
- By the second quarter of FY 2026-27, the Division will explore and pilot an artificial intelligence (AI) driven collection tool to enhance account prioritization, workflow efficiency, and constituent engagement; this initiative will improve service response times, increase the number of accounts worked per collector, and enable staff to focus on more complex cases while minimizing budget growth; this initiative will be supported through a self-funded model and low-cost pilot efforts leveraging existing technologies with high returns through productivity gains

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DIVISION: OFFICE OF ENTERPRISE STRATEGIES

The Office of the Enterprise Strategies (OES) supports the Countywide Enterprise Resource Planning (ERP) system of record, also known as the INtegrated Financial Resources Management System (INFORMS), responsible for the strategic sourcing, procurement, human resources operations, budgeting and project costing functions. Additionally, it deploys effective and reliable technology solutions that support Miami-Dade County services and supports the Peoplesoft Applications maintained at the Aviation and Water and Sewer Departments.

Strategic Plan Objectives

- FRE3-1: Deploy effective and reliable technology solutions that support Miami-Dade County services

Departmental Objectives	Performance Measures	Measure Type	Good Direction	FY 23-24	FY 24-25	FY 25-26	FY 26-27
				Actual	Actual	Budget	Target
Provide effective planning and support for County departments and Constitutional Office enterprise resource planning systems	Employee satisfaction with INFORMS services (score out of 5)	OC	↑	3.42	3.70	3.50	3.50

Strategic Plan Objectives

- FRE4-1: Provide sound financial and risk management

Departmental Objectives	Performance Measures	Measure Type	Good Direction	FY 23-24	FY 24-25	FY 25-26	FY 26-27
				Actual	Actual	Budget	Target
Increase operational efficiency	Payroll accuracy rate*	EF	↑	n/a	99%	95%	95%

*This is a new measure that the Department began tracking on 4/1/2025, so no historical data exists prior to that date.

ACCOMPLISHMENTS

- The Division configured INFORMS to enable constitutional offices to operate independently on one shared platform using logical separation and role-based access while maintaining enterprise controls; additionally, the Division improved payroll through targeted automation, reducing manual corrections and pay-cycle reliability, and achieved a consistent 99 percent payroll accuracy rate
- The Division also established a centralized analytics hub that will serve as the single source of truth for data reporting and analytics across all County departments and constitutional offices; this solution increases automation, simplifies processes, eliminates redundant efforts Countywide, and improves analytics and decision-making by leveraging INFORMS data
- The Division modernized and streamlined County business processes, to improve efficiency and alignment with County policies; in Fiscal Year 2025-26, it implemented hundreds of enhancements and new features expanding functionality, optimizing performance, and maximizing the County's investment

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KEY ISSUES

- Following the transition of INFORMS technical staff to ICD and their integration within the Division, an internal reorganization is needed to define roles and responsibilities and establish a center of excellence; this effort is needed to strengthen relationships with County departments, and support continued ERP evolution
- The ability to deliver and sustain ERP operations is constrained by limited functional and technical capacity; recruiting and retention pressures make it harder to remain competitive as an employer of specialized ERP functional and technical talent; continued vacancies impact throughput and knowledge transfer needed for sustained support and modernization
- Competing priorities and overlapping governance across departments and constitutional offices can delay decisions, drive rework, and increase risk of inconsistent configuration and controls and deviation from intended results
- Delays in ERP and supporting tool upgrades increase security and support risk and technical debt; deferred updates limit the County's ability to adopt newer functionality and maintain vendor supported configurations

PRIORITY INITIATIVES

- By the second quarter of FY 2027-28, the Division will complete the modernization of INFORMS by upgrading Oracle PeopleSoft Update Manager (PUM) and Oracle PeopleTools; this upgrade will enhance user experience, strengthen analytics and system management capabilities, and provide a more secure, efficient, and personalized PeopleSoft 9.2 environment, this initiative will require capital funds
- By the first quarter of FY 2026-27, the Division will collaborate with CITD, County departments and central business owners to add additional dashboards to the INFORMS Analytics Hub supporting Human Capital Management (HCM), and Financials and Supply Chain Management (FSCM) operations, compliance monitoring, service performance, and KPI reporting; this initiative will improve transparency and accelerate issue detection, enable data-driven governance and planning, strengthen compliance reporting and decision-making, and centralize analytics; this initiative will require capital funds

BUDGET COMMENTS

- *The Clerk of the Court and Comptroller's Office and the County, in coordination with the Aviation, Internal Compliance, People and Internal Operations, Public Housing and Community Development, Strategic Procurement, Water and Sewer Departments are collaboratively developing a comprehensive transition plan for the administration and support of the County's Enterprise Resource Planning (ERP) system, INFORMS; any budget adjustments needed to implement the transition that are not already included in the FY 2026-27 Proposed Budget will be incorporated, as appropriate, through the First or Second Change Memorandum during the September 2026 budget hearings before the Board of County Commissioners; if portions of the transition are implemented before the end of FY 2025-26, any related operational or budget adjustments will be addressed, as appropriate, through the FY 2025-26 mid-year or end-of-year budget amendment process*
- *As part of our commitment to ensuring long-term financial stability, strengthening essential services, and improving operational efficiency, the FY 2026-27 Proposed Budget includes the reduction of three vacant positions totaling \$449,000; the positions consist of one OES Enterprise Business Analyst 2, one Administrative Officer 3 and one OES Enterprise Business Architect*

DIVISION: PROCESS AND CONTROL MANAGEMENT

The Process and Control Management Division performs independent reviews to improve performance and accountability and promote an efficient, effective, and ethical County government. Additionally, it evaluates departmental policies, procedures, operational and revenue processes, and internal controls; recommends efficiencies and best practices; and supports departments in developing, tracking, and implementing corrective action plans.

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Strategic Plan Objectives							
FRE4-1: Provide sound financial and risk management							
Departmental Objectives	Performance Measures	Measure Type	Good Direction	FY 23-24	FY 24-25	FY 25-26	FY 26-27
				Actual	Actual	Budget	Target
Conduct reviews aimed at operational efficiencies and effectiveness	Internal reports issued	OP	↔	51	52	50	48
	Amount assessed from reviews	OC	↑	\$642,844	\$402,458	\$3,000,000	\$3,000,000

ACCOMPLISHMENTS

- The Division issued 52 reports identifying efficiency gains, revenue recovery, and stronger internal controls, while generating \$402,458 in assessments, and recovering more than \$613,229 for County departments; maximized the use of an automated workpaper system to document reviews; and leveraged artificial intelligence to streamline reviews, target key risk areas, and develop recommendations

KEY ISSUES

- The Department's ability to execute its work plan is affected by competing priorities, including organizational and legislative changes which can shift focus and workload, creating risks of delays and capacity constraints

DIVISION: ENTERPRISE TECHNOLOGY SOLUTIONS

The Enterprise Technology Solutions (ETS) Division is responsible for managing PeopleSoft architecture, application modules and legacy systems. Additionally, the Division oversees ORACLE Cloud Infrastructure network and servers and security profiles and handles application enhancements and defect resolution.

BUDGET COMMENTS

- The Clerk of the Court and Comptroller's Office and the County, in coordination with the Aviation, Internal Compliance, People and Internal Operations, Public Housing and Community Development, Strategic Procurement, Water and Sewer Departments are collaboratively developing a comprehensive transition plan for the administration and support of the County's Enterprise Resource Planning (ERP) system, INFORMS; any budget adjustments needed to implement the transition that are not already included in the FY 2026-27 Proposed Budget will be incorporated, as appropriate, through the First or Second Change Memorandum during the September 2026 budget hearings before the Board of County Commissioners; if portions of the transition are implemented before the end of FY 2025-26, any related operational or budget adjustments will be addressed, as appropriate, through the FY 2025-26 mid-year or end-of-year budget amendment process*
- As part of our commitment to ensuring long-term financial stability, strengthening essential services, and improving operational efficiency, the FY 2026-27 Proposed Budget includes the reduction of one vacant position totaling \$167,000; the position is an IT Senior Systems Administrator*
- The FY 2026-27 Proposed Budget includes the transfer of the Enterprise Resource Planning Division to the Internal Compliance Department (ICD) from the Communications and Information Technology Department (CITD); this change is designed to better support the County's goal of establishing a fully integrated INFORMS system; the transfer of these 46 positions (\$8,422,000) will bring together the OES and ETS teams to strengthen coordination and create synergistic gains in productivity and support for the end users**

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DIVISION: RISK MANAGEMENT

The Risk Management Division administers the County's self-insurance programs; manages property, liability, and workers' compensation claims; oversees insurance procurement and coverage; coordinates safety and loss prevention initiatives; and supports business continuity and risk mitigation strategies that safeguard County personnel, assets, and operations.

Strategic Plan Objectives

- FRE3-4: Effectively utilize and maintain facilities and assets

Departmental Objectives	Performance Measures	Measure Type	Good Direction	FY 23-24	FY 24-25	FY 25-26	FY 26-27
				Actual	Actual	Budget	Target
Provide efficient risk management services	Subrogation collections	OP	↔	\$1,279,278	\$1,326,826	\$1,460,000	\$1,600,000

BUDGET COMMENTS

- The FY 2026-27 Proposed Budget includes the transfer of the Risk Management Division to the Internal Compliance Department (ICD) from the People and Internal Operations Department (PIOD); this change is designed to better support the County's goal of establishing a fully integrated Enterprise Risk Management (ERM) framework; the transfer of these 94 positions (\$14,731,000) will bring together two expert teams to strengthen coordination as ICD's expertise in process evaluation, control design, and continuous improvement will enhance the County's ability to identify, assess, and mitigate risks in a more structured and proactive manner; at the same time, the Risk Management team's experience in risk identification and mitigation will further strengthen compliance oversight and accountability
- The FY 2026-27 Proposed Budget continues to fund four positions in the Department of Transportation and Public Works (DTPW); these positions will help maintain safety related to the traffic lights and signage system to minimize the County's risk exposure from system malfunctions (\$626,000); the FY 2026-27 Proposed Budget also funds 3.5 positions within the PIOD Human Resources Shared Services Division to support workers' compensation and disability payments (\$730,500)
- The FY 2026-27 Proposed Budget continues to reimburse the County Attorney's Office for legal support in Workers' Compensation and tort cases (\$3.8 million)

CAPITAL BUDGET HIGHLIGHTS AND OPERATIONAL IMPACTS

- The FY 2026-27 Proposed Budget and Multi-Year Capital Plan includes INFORMS updates to support the optimization of human resources and payroll, strategic sourcing for procurement, and other critical functions to ensure continuity of County operations; the capital program also incorporates funding to integrate WASD's and Aviation's financials into INFORMS, along with other optimizations; the capital program will be funded with Future Financing (\$49.853 million), Capital Asset bond proceeds (\$31.366 million), Aviation revenues (\$2.150 million), and WASD revenues (\$2.150 million) (total program cost \$76.78 million; \$20.301 million in FY 2026-27; capital program #2000003595)

FY 2026-27 Proposed Budget and Multi-Year Capital Plan

FUNDED CAPITAL PROGRAMS

(dollars in thousands)

ENTERPRISE RESOURCE PLANNING - OPTIMIZATION AND UPDATES

PROGRAM #: 2000003595

DESCRIPTION: Update the state-of-the-art, comprehensive, integrated ERP application (INFORMS) to optimize human resources and payroll, strategic sourcing for procurement, and other critical functions; and to ensure continuity of County operations

LOCATION: Countywide
Throughout Miami-Dade County

District Located: Countywide
District(s) Served: Countywide

REVENUE SCHEDULE:	PRIOR	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	FUTURE	TOTAL
Aviation Revenues	0	0	2,150	0	0	0	0	0	2,150
Capital Asset Series 2022A Bonds	29,468	0	0	0	0	0	0	0	29,468
Capital Asset Series 2024A Bonds	466	0	0	0	0	0	0	0	466
Future Financing	879	20,301	21,366	0	0	0	0	0	42,546
WASD Future Funding	0	0	2,150	0	0	0	0	0	2,150
TOTAL REVENUES:	30,813	20,301	25,666	0	0	0	0	0	76,780
EXPENDITURE SCHEDULE:	PRIOR	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	FUTURE	TOTAL
Project Contingency	0	2,828	2,287	0	0	0	0	0	5,115
Technology Hardware/Software	30,813	17,473	23,379	0	0	0	0	0	71,665
TOTAL EXPENDITURES:	30,813	20,301	25,666	0	0	0	0	0	76,780

SALES FORCE CREDIT AND COLLECTIONS SYSTEM

PROGRAM #: 2000006095

DESCRIPTION: Replace the County's multi-decade legacy system with a new modern, cloud-based enterprise platform for managing code enforcement citations, notices, status and action updates, payment activity, reporting, and critical system interfaces; the new platform will provide participating County departments and constitutional offices with a secure, scalable, and sustainable solution to support current and future code enforcement operations

LOCATION: Various Sites
Various Sites

District Located: Countywide
District(s) Served: Countywide

REVENUE SCHEDULE:	PRIOR	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	FUTURE	TOTAL
Code Enforcement Technology Trust Fund	0	2,000	0	0	0	0	0	0	2,000
Future Financing	0	2,000	0	0	0	0	0	0	2,000
TOTAL REVENUES:	0	4,000	0	0	0	0	0	0	4,000
EXPENDITURE SCHEDULE:	PRIOR	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	FUTURE	TOTAL
Technology Hardware/Software	0	4,000	0	0	0	0	0	0	4,000
TOTAL EXPENDITURES:	0	4,000	0	0	0	0	0	0	4,000