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### **PROFESSIONAL SUMMARY**

Formally trained and specialize in strategic planning, organizational management, team leadership, goal setting, and conflict management utilizing problem solving skills. Have extensive experience with fiscal management and budget preparation; creatively obtaining outside money, goods & services to provide additional services to the citizens. Have never gone over budget while increasing goods and services.

Successfully executed an Interlocal Agreement between the County and all three municipalities for the I-10 Infrastructure Expansion Project which included new construction for electric, trash, water, and sewer service; the creation of new roads; and the construction of a new water tower.

Served on Madison's Economic Development Board working with bringing in new businesses and light (non-polluting) industry. Hands-on experience with Economic Development, community redevelopment, Historical Preservation; Comprehensive Planning; public works; intergovernmental relations; development of long-term and short-term plans.

Directly supervised and worked on a daily basis with Building, Planning, Zoning, & Code Enforcement Departments. Experience as a HR/RM Manager, ADA and EEO Coordinator, Community Services Director, Health & Human Services Director, Internal Fiscal Auditor, Internal Performance Management Auditor, Special Projects Manager, & various other hands-on duties and responsibilities.

Presently looking for an employer who will benefit from 25 years of local Florida government experience and recent MBA Degree.

### **SIGNIFICANT ACCOMPLISHMENTS**

- Florida Association of Counties (FAC), Social Services Affiliate member, 1979-2006. Elected President of Florida Association of Counties affiliate by peers to serve a two-year term, 1988-1990.
- Health & Human Services Board member 1993-2000, District 7, (Orange, Brevard, Seminole and Osceola Counties) serving two million people with a Budget of \$200 Million Dollars Annually. Elected Chairman by fellow Board Members, 1999-2000.
- Personally initiated the creation of a community consortium (Osceola Disaster Relief Fund) to establish a disaster relief assistance program after a tornado struck Osceola County (1998). Raised and distributed over \$200,000 from the community during the following year to assist the survivors' with their unmet needs.
- Personally financed the Incorporation of a not-for-profit group of concerned citizens created to provide more services, and make improvements to existing services, for abused and neglected children of Osceola County, 1999. Named the group "Give Kids Safe Shelter, Inc."  
([www.givekidssafeshelter.com](http://www.givekidssafeshelter.com)).
- Wrote a Grant in 1997 and was awarded \$250,000 for the local Spouse Abuse Shelter.

### **ADMINISTRATIVE EXPERIENCE**

**Florida Department of Children & Families**  
**Operations Manager**

**June 2007-Retirement-April 2009**  
**NE Region/Circuit 7**

- Second in command, (formerly called Deputy District Administrator) managing four counties (Volusia, Flagler, Saint Johns & Putnam counties) with a population of almost one million citizens.
- Supervised 325 employees with a \$70 million dollar annual budget.
- Directly responsible for managing and supervising the ACCESS Program which includes Food Stamps, Temporary Assistance for Needy Families (cash assistance), emergency housing assistance, Kid Care Insurance program, and the Welfare Fraud Unit.
- Directly Supervised the Family Safety Program including Child Protective Investigators, shelter petitions & collaboration with Community Based Care Agencies responsible for child placements and adoptions.

- Directly responsible for the Adult Protective Investigative Program, which includes the Adult Protective Investigators; responsible for protecting the most vulnerable adults needing protection from others or themselves.
- Supervised Human Resources providing technical assistance in employment, labor relations, wage and salary administration, hiring, training & development, employee safety, recognition, performance evaluations, discipline, and terminations.
- Believe in accountability and training employees to perform work assigned to them.
- Have strong analytical skills and a successful track record in working with diverse economic and minority communities.
- Performed "Work Days" within each Department by working alongside employees.
- Personally possess the ability to create and maintain effective working relationships with City/County/ State officials, Local Agencies, managers, supervisors, employees, and the public.

**Madison County Government  
County Manager**

**June 2005 to May 2006  
Madison, Florida**

- Responsible for all aspects of County Government under the direction of the Board of County Commissioners.
- Prepared a Strategic Plan listing sixty goals to accomplish during the first year. Accomplished over thirty goals during the first four months.
- Member of the (CRA) Community Redevelopment Board.
- Assisted with the creation of, and appointment of members to the Historical Preservation Board.
- Hands-on supervision of Building, Planning, Zoning, and Code Enforcement Departments.
- Successfully completed an Interlocal Agreement between Jefferson and Madison Counties to share Jefferson's Building Official to oversee the Building Departments in both Counties.
- Wrote a Grant to DEP to pay for Technical Assistance with Madison's Comprehensive Planning.
- Made a presentation to the Small Counties Technical Assistance program regarding planned growth and economic development in a rural county.
- Wrote the Grant for the Phase IV FRDAP Recreation Grant through DEP requesting and successfully receiving \$200,000 to enhance the County's Recreational Facilities.
- Successfully executed an Interlocal Agreement between the County and all three municipalities for the I-10 Infrastructure Expansion Project which included water & sewer service, and the creation of new roads. Project came in before deadline and under budget. Served on Madison's Economic Development Board bringing in new businesses.
- Successfully completed a cycle of Comprehensive Planning with the State of Florida DCA.
- Began an on-going "Customer Courtesy" program for all employees.
- Began a program for cross-training of employees holding key positions in order to provide continual services to the public 8-5, Monday-Friday.
- Coordinated a Strategic Planning Retreat with Dr. Rod Clouser from the University of Florida to facilitate with the Board and myself (County Manager), for Goal Setting.
- Created a community "Citizens Academy" to educate the public as to how their local Government operates. Also to train citizens to serve on County Advisory boards.
- Created a Records Retention Center for the Board of County Commissioner's documents.
- Created an "Interdepartmental" Grants Team of select staff to seek and write Grants.
- Developed a Grants Tracking System for all Grants being written for Board Departments.
- Have extensive expertise providing written reports and making oral presentations to the Board of County Commissioners and to the general public.
- Negotiated with Fire Fighters and EMT's for salaries and benefits.
- Personally began performing "Work days" by working one full day with employees in each of the Board's Departments to better understand all operations.
- Prepared Annual Budget for all expenditures under the direction of the Board of County of Commissioners. Monitored spending habits of all Departments on a monthly basis.
- Utilized the team Management approach to allow employees the ability to provide input into management practices.
- Completed "Rails-To-Trails" Project linking key locations within the County.

- Updated the Personnel Policies & Procedures Manual to be in compliance with all Federal and State Laws. Added an Affirmative Action component and inserted a "Drug Free Workplace component."

**Orange County Government  
Quality Assurance Coordinator**

**January 2002 to May 2005  
Orlando, Florida**

- County Internal Performance Auditor: Monitored & reviewed management practices, fiscal practices, performed financial reviews and other aspects of internal and external operational processes.
- Reviewed and made recommendations on: Internal and external processes to maximize fiscal spending (six-sigma system); and employee performance.
- Performed Research & Statistical Analysis for the Department.
- Conducted Annual Focus Groups and Customer Courtesy surveys with the general public in the community (Customer Relationship Management).
- Special Projects monitoring, Prepared Utilization Reports, conducted formal presentations and prepared written recommendations for the improvement of Departmental Management and Fiscal practices.
- Performed Audit of fiscal spending practices, wrote report and made presentation of findings. Written report recommends the initiation of two new programs that will save more than \$100,000 over a four year period.
- Assisted with Hurricane Recovery in 2004 after Hurricanes Charley, Frances, and Jean ripped through Central Florida.
- **Consultant:** Contracted with Orange County to perform Internal Auditing for Asset Accountability and maximize security of County property. Recommendations saved the County close to \$500,000 in four years. Feb 2001 to Jan 2002.

**Osceola County Government  
Director, Social Services Department**

**June 1979 to Feb 2001  
Kissimmee, Florida**

- Responsible for all aspects of the Social Services Department, including fiscal responsibility of the annual \$14 million budget; plus grants.
- Received two promotions during tenure.
- Served in following capacities as requested: Assistant County Manager, Human Resources Manager, EEO Manager, ADA Manager, Grants Manager, and Contracts Manager.
- Initiated the organization of key county staff to seek the Governor's Sterling Quality Award.
- Wrote and managed grants. Prepared reports and conducted close-outs.
- Extensive experience writing, negotiating & monitoring (Performance Management) of contracts for the purchasing of goods and services. Created and utilized a monitoring tool to audit each contract for compliance; and to assure that all goods and services which were paid for, were delivered.
- Performed "Work Days" within each Department by working alongside employees.
- Responsible for overseeing two dozen outside Agencies including Social Services, Community Services, and Health Services contracts: The Spouse Abuse Program, Medical Examiner's Office (Trained First Responder), the Council on Aging, The Children's Services, Sexual Assault Nurse Examiner Program, County Burials, Medical & Hospital Assistance, outpatient testing, prescription medications, the Maternity Program, The Historical Society, Art & Culture Center, Housing & Utility Assistance; Alcohol, Drug Abuse & Mental Health Services, and the matching Medicaid Program.
- Formally trained in Total Quality Management, and Customer Courtesy.
- Formally trained as a Public Information Officer: Communicating without Liability.
- Collaborated with non-profit agencies & created community consortiums to provide unmet needs.
- Reviewed all Job Descriptions and job duties of all employee position for compliance with the Federal Fair Wage & Labor laws.
- **Initiated a Welfare Fraud Prevention System for the Department which eventually saved Osceola County more than \$1.5 Million over a ten-year period within the Medicaid Program.**
- Member of the District 7 Alcohol, Drug Abuse & Mental Health Advisory Board (1989-1993) covering four Counties with a population of two million people, and a budget of \$120 Million. Elected Chairman of the Board by peers, 1990-91.
- Assigned by the Commissioners to work with the Elected County Sheriff to negotiate contracts for Medical & Psychiatric services for the jail inmates when the Sheriff managed the Jail.

## **EDUCATION**

- Master of Business Administration (M.B.A.)  
Graduated November 2004
- Bachelors of Social Sciences  
Graduated March 1975

American InterContinental University  
Hoffman Estates, Illinois  
Florida International University  
Miami, Florida

## **PROFESSIONAL AFFILIATIONS**

- ICMA, International Association of City/County Managers, 2005-2006.
- FCCMA, Florida City/County Manager Association, 2005-2006.
- Florida Association of Counties 1979-2006.

## **COMMUNITY/VOLUNTEER EXPERIENCE**

- Give Kids Safe Shelter, Inc. Founding Member, 1998-2004. ([www.givekidssafeshelter.com](http://www.givekidssafeshelter.com)).
- Florida Health & Human Services Board, Inc. Charter Member 1999-2005. ([www.fhhsb.org](http://www.fhhsb.org)).
- Community Action, Board of Directors - Orange/Osceola Counties. 1998-2001.
- Rotary Club of Kissimmee, Served on the Rotary Foundation Committee. Assisted with the Kissimmee Air Fair and the Great Florida Shootout Basketball Tournament. 1988-1991.
- Kiwanis Club of Madison, 2005.
- Knights of Columbus #6624 – Held office of Deputy Grand Knight, 1979-1990. Attained 4<sup>th</sup> Degree. Received two awards.
- YMCA Board of Management, Osceola County, 1990-1991.
- Salvation Army Advisory Board, Osceola County, 1981-2001. Served as Chairman for one term.
- City of Kissimmee's Parks & Recreation Advisory Board, 1987-1993.
- Junior Achievement-Project Business, Osceola County, 1988-2001.
- United Way's Community Needs Assessment Committee, Osceola County, 1981-2001.
- Orlando Sentinel Newspaper's Christmas Toy Program, 1986-2001.
- Television Channel 2's Annual Food Drive, 1995-2001.
- (FEMA) Local Federal Emergency Management Advisory Board, Osceola County, 1981-2001. Elected Chairman, served one term.
- Osceola County School Board-School Volunteer, 1988-2001.
- Board of Director's for Park Place Behavioral Health Care Center, Kissimmee, 1999-2003.
- Chairman of Infrastructure Grant, Improvement Board of Directors-Madison County, 2005-2006.
- Redevelopment/Historical Preservation Board for Madison County, 2005-2006.
- Board of Director's for SANE Osceola County. 1993-2001.

## **MILITARY EXPERIENCE/SECURITY CLEARANCE**

U.S. Air Force Res. 05/23/68-05/22/74. HONORABLY DISCHARGED at the rank of Staff Sgt. **Security Clearance- SECRET.** Awarded The Meritorious Service Award Ribbon, 1972, The Outstanding Unit Award, 1969; and The Presidential Unit Citation 1970. **Successfully completed NCO Leadership Training.**

## **PROFESSIONAL RECOGNITION/AWARDS**

- Osceola County Board of County Commissioners-Received a promotion for outstanding leadership.
- Osceola County Board of County Commissioners-Received recognition; a promotion and a pay raise for saving Osceola County over \$150,000 annually for ten years.
- Received two awards from the Fla. Association of Counties.
- State of Florida, HRS/DCF-Received recognition four times.
- Osceola County School Board-Received recognition two times.
- City of Kissimmee-Received recognition for serving on Citizen's Parks & Recreation Advisory Board.
- Florida International University-Received College of Education Distinguished Alumni Award. 1997.
- Florida International University-Received recognition as one of FIU's most successful alumni, 2007.