

## Scorecard - Community Action and Human Services

Information										
Name:		Community Action and Human Services								
Description:		n/a								
Domain:		CAHS								
Owners:		Davis-Raiford, Lucia								
Details										
		As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners	
1.0 Customer					1.0 Customer					
▼ HH2-4 Reduce the Need for Institutionalization of the Elderly					HH2-4 Reduce the Need for Institutionalization of the Elderly					
▼ Seniors Remain Independent at Home and in the Community (HS1-3)					Moxam, Michael (CAHSD); Mondestin, Edeline B. (CAHSD)					Seniors Remain Independent at Home and in the Community (HS1-3)
Number of unduplicated elders and adults with disabilities provided with assistance in gaining access to a continuum of support services.		'18 FQ1	▲	983	356	▲	983	356	Mondestin, Edeline B. (CAHSD); Medel, Ali (CAHSD); Perez, Ana (CAHSD)	Number of unduplicated elders and adults with disabilities provided with assistance in gaining access to a continuum of support services.
Number of Elders and young adults with disabilities provided Adult Day Care services		'19 FQ1		221	n/a		221	n/a	Mondestin, Edeline B. (CAHSD); Amrich, Tiffany (CAHSD); Medel, Ali ; Puig, Lizzette (CAHSD)	Number of Elders and young adults with disabilities provided Adult Day Care services
# seniors/persons with disabilities who received in-home support services		Sep '19	▲	10	5	▲	430	60	Echevarria, Ali (CAHSD); Moxam, Michael (CAHSD); Mondestin, Edeline B. (CAHSD)	# seniors/persons with disabilities who received in-home support services
# frail, homebound seniors received companionship		Jan '19	▲	213	200		n/a	n/a	Mondestin, Edeline B. (CAHSD); Medel, Ali ; Morales, Elizabeth (CAHSD)	# frail, homebound seniors received companionship
▼ Provide Supplemental Nutritious Meals to Elders (HS1-2)					Mondestin, Edeline B. (CAHSD); Echevarria, Ali (CAHSD); Pierre-Louis, Joseph ; Human Services					Provide Supplemental Nutritious Meals to Elders (HS1-2)
Number of High-Risk Meals Provided to At-Risk Elders through various Community-Based Organizations Monitored by CAHSD		'19 FQ1	▲	82,195	80,000	▲	82,195	80,000	Medel, Ali (CAHSD); Mondestin, Edeline B. (CAHSD)	Number of High-Risk Meals Provided to At-Risk Elders through various Community-Based Organizations Monitored by CAHSD
Number of home-delivered meals provided to isolated elders who cannot attend a meal site (Meal on Wheels)		'19 FQ1		40,418	n/a		40,418	n/a	Mondestin, Edeline B. (CAHSD); Medel, Ali (CAHSD)	Number of home-delivered meals provided to isolated elders who cannot attend a meal site (Meal on Wheels)
Number of Meals to Elders and young adults with disabilities at 22 Congregate Meal Sites throughout Miami-Dade County		'19 FQ1		76,511	n/a		76,511	n/a	Mondestin, Edeline B. (CAHSD); Pierre-Louis, Joesph; Medel, Ali; Tineo, Diego (CAHSD)	Number of Meals to Elders and young adults with disabilities at 22 Congregate Meal Sites throughout Miami-Dade County
▼ HH2-5 Improve Access to Abuse Prevention, Intervention and Support Services					HH2-5 Improve Access to Abuse Prevention, Intervention and Support Services					
▼ Provide Access to Supportive and Protective Services for Victims of Domestic Violence (HH2-5)					Skirving, Lisa; Mesa, Ivon; Lorenzo-Vega, Ana (CAHSD); Human Services					Provide Access to Supportive and Protective Services for Victims of Domestic Violence (HH2-5)
Number of clients accessing services at the Coordinated Victims Assistance Center		'19 FQ1	▲	1,144	700	▲	1,144	700	Mesa, Ivon; Clark, Luetisha (CAHSD); Lorenzo-Vega, Ana (CAHSD); Arteaga, Ulysses (CAHSD)	Number of clients accessing services at the Coordinated Victims Assistance Center
Total Number of New Victims Who Participated in the Initial Interview and Were Assisted by an Advocate		'19 FQ1	▲	592	500	▲	592	500	Mesa, Ivon; Skirving, Lisa; Arteaga, Ulysses (CAHSD)	Total Number of New Victims Who Participated in the Initial Interview and Were Assisted by an Advocate
▼ Provide Access to Substance Abuse Treatment (HH2-5)					Sandakow, Agnieszka (CAHSD)					Provide Access to Substance Abuse Treatment (HH2-5)
Individuals referred to private substance abuse providers through CAHSD/RSD Central Intake Unit (RFRO)		'19 FQ4	▲	450	400	▲	1,741	1,600	Sandakow, Agnieszka (CAHSD)	Individuals referred to private substance abuse providers through CAHSD/RSD Central Intake Unit (RFRO)
Number of Assessments completed by CAHSD/ RSD Central Intake Unit		'19 FQ4	■	450	466	■	1,743	1,864	Sandakow, Agnieszka (CAHSD)	Number of Assessments completed by CAHSD/ RSD Central Intake Unit
▼ Provide Substance Abuse Treatment to Individuals Struggling with Addiction (HH2-5)					Mendoza, Lucia (CAHSD); Sandakow, Agnieszka (CAHSD)					Provide Substance Abuse Treatment to Individuals Struggling with Addiction (HH2-5)
Total of individuals admitted to various CAHSD/ RSD TASC Diversion Programs		'19 FQ4	■	56	66	■	233	264	Anyamele, Clarinda; Sandakow, Agnieszka (CAHSD)	Total of individuals admitted to various CAHSD/ RSD TASC Diversion Programs
Total number of Individuals successfully completing all CAHSD/RSD Residential Substance Abuse Programs		'19 FQ4	▲	56	39	▲	221	150	Garcia, Armando; Sandakow, Agnieszka (CAHSD)	Total number of Individuals successfully completing all CAHSD/RSD Residential Substance Abuse Programs
Total of Individuals successfully completing all CAHSD/RSD TASC Diversion Programs		'19 FQ4	▼	39	70	▼	169	280	Watson, David; Sandakow, Agnieszka (CAHSD); Anyamele, Clarinda	Total of Individuals successfully completing all CAHSD/RSD TASC Diversion Programs

## Scorecard - Community Action and Human Services

▼ HH3-2 Ensure That All Children Are School Ready							HH3-2 Ensure That All Children Are School Ready
▼ Provide High-Quality Early Childhood Education for Low-Income Families (HH3-2)				Davis-Raiford, Lucia			Provide High-Quality Early Childhood Education for Low-Income Families (HH3-2)
Number of eligible infants, toddlers and pregnant women receiving Early Head Start services	'19 FQ3	▲	758	512	▲	768	512 Davis-Raiford, Lucia
Number of children ages 3-5 enrolled in Head Start	'19 FQ1	▼	6,732	6,818	▼	6,732	6,818 Davis-Raiford, Lucia
▼ Prepare Children for Successful Transition into Kindergarten (HH3-2)				Armstead, Cathleen (CAHSD)			Prepare Children for Successful Transition into Kindergarten (HH3-2)
Number of children who transition into kindergarten	2017 FY		3,306	n/a		3,306	n/a Armstead, Cathleen (CAHSD)
▼ HH3-1 Ensure That All Individuals 18 and Older Are Work Ready							HH3-1 Ensure That All Individuals 18 and Older Are Work Ready
▼ Unemployed Clients Obtain and Maintain Employment (HH3-1)				Walker, Wanda (CAHSD)			Unemployed Clients Obtain and Maintain Employment (HH3-1)
Number of clients who secured employment as a result of CAHSD efforts - new	Apr '18	▼	1	12	■	100	123 Taylor, Linda S. (CAHSD); Walker, Wanda (CAHSD)
clients maintained employment 90 days	Apr '18	▲	306	60	▲	937	420 Walker, Wanda
▼ Clients Participate in Employability Skills Training (HH3-1, ED1-3)				Walker, Wanda (CAHSD)			Clients Participate in Employability Skills Training (HH3-1, ED1-3)
# clients obtained skills required for employment	Apr '18	▲	64	50	▲	744	350 Walker, Wanda
▼ HH3-4 Increase the Self-Sufficiency of Vulnerable Residents/Special Populations							HH3-4 Increase the Self-Sufficiency of Vulnerable Residents/Special Populations
▼ Promote Economic Security through Comprehensive Service Delivery (HH3-4)				Walker, Wanda (CAHSD); Woodson, Marie (WASD)			Promote Economic Security through Comprehensive Service Delivery (HH3-4)
total # of clients accessing services at CRCs	Dec '18	■	12,075	10,000	■	38,047	30,000 Walker, Wanda;
▼ Provide Emergency Assistance to Support Vulnerable Populations (HH2-1, HH3-4)				Walker, Wanda (CAHSD)			Provide Emergency Assistance to Support Vulnerable Populations (HH2-1, HH3-4)
# household utility emergencies resolved through LIHEAP, Care to Share, EFSP	Apr '18	■	4,575	1,500		n/a	7,500 n/a
# families finding safe/affordable housing through EFSP, HAG, HAND, Miami Recovery Fund	Apr '18	▲	522	60	▲	5,045	420 Walker, Wanda; Woodson, Marie (WASD)
▼ Low-Income Individuals and Families Receive Services to Promote Economic Stability (HH3-4)				Walker, Wanda (CAHSD)			Low-Income Individuals and Families Receive Services to Promote Economic Stability (HH3-4)
# clients received VITA	2018 FY	▲	1,105	640	▲	1,105	640 Walker, Wanda;
expected aggregate \$\$ amount in credits for clients as a result of VITA	2017 FY		936,710	n/a		n/a	n/a Walker, Wanda
▼ Connect Families to Additional Support Services (HH3-4)				Walker, Wanda (CAHSD); Woodson, Marie (WASD)			Connect Families to Additional Support Services (HH3-4)
# children enrolled in Out-of-School Program	Dec '18	▲	60	42	▲	60	42 Walker, Wanda
▼ Assist Clients with Obtaining Basic Needs/ Emergency Support (HH3-4)				Walker, Wanda (CAHSD); Woodson, Marie (WASD)			Assist Clients with Obtaining Basic Needs/ Emergency Support (HH3-4)
# clients received food boxes	Dec '18	▲	1,235	500	▲	3,641	1,500 Walker, Wanda
# total meals provided through Summer Meals Program	2018 FY		492,801	n/a		492,801	n/a Panchanathan, Parameswari
▼ Improve the Quality of Life for Veterans (HH3-4)				Walker, Wanda (CAHSD); Taylor, Linda S. (CAHSD)			Improve the Quality of Life for Veterans (HH3-4)
# veterans and/or their dependents assisted with benefits claims	Dec '18	▲	122	120	▲	364	360 Taylor, Linda S. (CAHSD); Woodson, Marie (CAHSD)
▼ Provide Transportation for Eligible CAHSD Clients (HH3-3)				Wade, Natasha (CAHSD)			Provide Transportation for Eligible CAHSD Clients (HH3-3)
Number of eligible CAHSD clients transported to services and activities	'17 FQ3	▲	37,424	15,000	▲	113,267	45,000 Wade, Natasha (CAHSD)
Transportation Trips	'17 FQ3	■	4,749	770	■	17,018	2,310 Wade, Natasha (CAHSD);
▼ 2.0 Financial							2.0 Financial
▼ Meet Budget Targets (CAHS)				Davis-Raiford, Lucia			Meet Budget Targets (CAHS)
Expen: Total (CAHS)	'19 FQ4	▼	\$34,101K	\$31,510K	▼	\$130,572K	\$126,043K Davis-Raiford, Lucia
Revenue: Total (CAHS)	'19 FQ4	▼	\$67,765K	\$31,511K	▲	\$125,525K	\$126,043K Davis-Raiford, Lucia
Positions: Full-Time Filled (CAHS)	'19 FQ4		454	n/a		1,719	n/a Davis-Raiford, Lucia
3.0 Internal							3.0 Internal

## Scorecard - Community Action and Human Services

4.0 Learning and Growth

4.0 Learning and Growth

Linked Objects

▼ Child Scorecards






	Name	Owners
	CAHSD NEW FISCAL YEAR 2019	Davis-Raiford, Lucia; Najarro, Salvador (CAHSD); Holder, Annika (CAHSD)
	Community Action Agency	n/a
	Human Services	n/a

▼ Parent Scorecards

	Name	Owners
	Health and Society Strategic Area Scorecard	Miami-Dade County

▼ ActiveViews

▼ Initiatives

	Name	Type	As Of						%	Status	Owners
	Head Start staff will implement comprehensive quality assurance and technical assistance system.		n/a							n/a	Grace, Regina; Vickers, Florreyn (CAHSD)
	Implementation of a new paperless child care provider payment system.		n/a							n/a	Signori, Richard
	The Department will continue to complete its reorganiziation.		n/a							n/a	n/a
	Training to Community Action Agency (CAA) Board Members on issues on poverty.		n/a							n/a	Grace, Regina
	Transition to and full implementation of the Early Learning Information System (ELIS).		n/a							n/a	Alonso, Maritza R.; Robinson, Jamell

▼ Objectives

	Name	Owners
	Seniors Remain Independent at Home and in the Community (HS1-3)	Moxam, Michael (CAHSD); Mondestin, Edeline B. (CAHSD)
	Provide Supplemental Nutritious Meals to Elders (HS1-2)	Mondestin, Edeline B. (CAHSD); Echevarria, Ali (CAHSD); Pierre-Louis, Joseph; Human Services
	Provide Access to Supportive and Protective Services for Victims of Domestic Violence (HH2-5)	Skirving, Lisa; Mesa, Ivon; Lorenzo-Vega, Ana (CAHSD); Human Services
	Provide Access to Substance Abuse Treatment (HH2-5)	Sandakow, Agnieszka (CAHSD)
	Provide Substance Abuse Treatment to Individuals Struggling with Addiction (HH2-5)	Mendoza, Lucia (CAHSD); Sandakow, Agnieszka (CAHSD)
	Provide High-Quality Early Childhood Education for Low-Income Families (HH3-2)	Davis-Raiford, Lucia
	Prepare Children for Successful Transition into Kindergarten (HH3-2)	Armstead, Cathleen (CAHSD)
	Unemployed Clients Obtain and Maintain Employment (HH3-1)	Walker, Wanda (CAHSD)
	Clients Participate in Employability Skills Training (HH3-1, ED1-3)	Walker, Wanda (CAHSD)
	Promote Economic Security through Comprehensive Service Delivery (HH3-4)	Walker, Wanda (CAHSD); Woodson, Marie (WASD)
	Provide Emergency Assistance to Support Vulnerable Populations (HH2-1, HH3-4)	Walker, Wanda (CAHSD)
	Low-Income Individuals and Families Receive Services to Promote Economic Stability (HH3-4)	Walker, Wanda (CAHSD)
	Connect Families to Additional Support Services (HH3-4)	Walker, Wanda (CAHSD); Woodson, Marie (WASD)
	Assist Clients with Obtaining Basic Needs/Emergency Support (HH3-4)	Walker, Wanda (CAHSD); Woodson, Marie (WASD)
	Improve the Quality of Life for Veterans (HH3-4)	Walker, Wanda (CAHSD); Taylor, Linda S. (CAHSD)
	Provide Transportation for Eligible CAHSD Clients (HH3-3)	Wade, Natasha (CAHSD)
	Meet Budget Targets (CAHS)	Davis-Raiford, Lucia

▼ Program Groups

▼ Spotlight Charts

▼ Tasks

## Scorecard - Community Action and Human Services

### Commentary

#### Action Items

	Due Date ▲	Status ▲	Action	Owners
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#### Comments

Date ▼	Author	Comment
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#### Attachments & Links

##### ▼ External Links

##### ▼ Attachments




#### Measures

As Of: <M/d/yyyy> 15 Sum. Lvl.: Base Comparator: Default  

		Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
		# children enrolled in Out-of-School Program		Goal - Default	Base	Dec '18	60	42	18	Walker, Wanda	CAHS
		# clients obtained skills required for employment		Goal - Default	Base	Apr '18	64	50	14	Walker, Wanda	CAHS
		# clients received food boxes		Goal - Default	Base	Dec '18	1,235	500	735	Walker, Wanda	CAHS
		# clients received VITA		Goal - Default	Base	2018 FY	1,105	640	465	Walker, Wanda; Woodson, Marie (CAHSD)	CAHS
		# families finding safe/affordable housing through EFSP, HAG, HAND, Miami Recovery Fund	Rent, relocation, mortgage, utility and clothing assistance	Goal - Default	Base	Apr '18	522	60	462	Walker, Wanda; Woodson, Marie (WASD)	CAHS
	VR	# frail, homebound seniors received companionship		Goal - Default	Base	Jan '19	213	200	13	Mondestin, Edeline B. (CAHSD); Medel, Ali; Morales, Elizabeth (CAHSD)	CAHS
		# household utility emergencies resolved through LIHEAP, Care to Share, EFSP		Goal - Default	Base	Apr '18	4,575	1,500	3,075	n/a	CAHS
		# seniors/persons with disabilities who received in-home support services		Goal - Default	Base	Sep '19	10	5	5	Echevarria, Ali (CAHSD); Moxam, Michael (CAHSD); Mondestin, Edeline B. (CAHSD)	CAHS
		# total meals provided through Summer Meals Program	includes breakfast, lunch and snacks provided over 11 week summer program	Goal - Default	Base	2018 FY	492,801	n/a	n/a	Panchanathan, Parameswari	CAHS
	VR	# veterans and/or their dependents assisted with benefits claims		Goal - Default	Base	Dec '18	122	120	2	Taylor, Linda S. (CAHSD); Woodson, Marie (CAHSD)	CAHS
		clients maintained employment 90 days		Goal - Default	Base	Apr '18	306	60	246	Walker, Wanda	CAHS
		expected aggregate \$\$ amount in credits for clients as a result of VITA		Goal - Default	Base	2017 FY	936,710	n/a	n/a	Walker, Wanda	CAHS
	VR	Expen: Total (CAHS)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ4	\$34,101K	\$31,510K	\$-2,591K	Davis-Raiford, Lucia	CAHS
		Individuals referred to private substance abuse providers through CAHSD/RSD Central Intake Unit (RFRO)	Number of Individuals referred to private substance abuse providers through CAHSD/RSD the Central Intake Unit (RFRO)	Goal - Default	Base	'19 FQ4	450	400	50	Sandakow, Agnieszka (CAHSD)	Human Services
		Number of Assessments completed by CAHSD/RSD Central Intake Unit	Comprehensive assessments completed for residents seeking substance abuse and mental health issues resulting in referrals and placement in the appropriate treatment modality.	Goal - Default	Base	'19 FQ4	450	466	-16	Sandakow, Agnieszka (CAHSD)	Human Services
	VR	Number of children ages 3-5 enrolled in Head Start	Services include enrollment, early childhood education, health, mental health and nutritional services.  * This measure was formerly named as "Number of eligible pre-school aged children receiving Head Start services."	Goal - Default	Base	'19 FQ1	6,732	6,818	-86	Davis-Raiford, Lucia	CAHS
		Number of children who transition into kindergarten		Goal - Default	Base	2017 FY	3,306	n/a	n/a	Armstead, Cathleen (CAHSD)	CAHS
		Number of clients accessing services at the Coordinated Victims Assistance Center	Total number of clients accessing coordinated domestic violence services of various partnered community agencies. This measure was formerly known as: "Clients Accessing Services at the Victims Assistance Centers.	Goal - Default	Base	'19 FQ1	1,144	700	444	Mesa, Ivon; Clark, Luetisha (CAHSD); Lorenzo-Vega, Ana (CAHSD); Arteaga, Ulysses (CAHSD)	Human Services
		Number of clients who secured employment as a result of CAHSD efforts - new	Family and Community Services: Job Development and Farmworker Career Development  Greater Miami Service Corps  This measure is formerly known as: "# unemployed...	Goal - Default	Base	Dec '19	30	12	18	Taylor, Linda S. (CAHSD); Walker, Wanda (CAHSD)	CAHS
		Number of Elders and young adults with disabilities provided Adult Day Care services	Seventy-five percent (75%) of elders attending adult day care centers will increase positive interaction and socialization, and improve their nutritional intake enabling them to remain independent and avoid unnecessary institutional care.	Goal - Default	Base	'19 FQ1	221	n/a	n/a	Mondestin, Edeline B. (CAHSD); Amrich, Tiffany (CAHSD); Medel, Ali; Puig, Lizzette (CAHSD)	Human Services



## Scorecard - Community Action and Human Services

	Number of eligible CAHSD clients transported to services and activities	This measure counts the number eligible clients transported from point A to point B (one-way).	Goal - Default	Base	'17 FQ3	37,424	15,000	22,424	Wade, Natasha (CAHSD)	Community Action Agency
	Number of eligible infants, toddlers and pregnant women receiving Early Head Start services	These services include early childhood education, health, mental health and nutrition services, as well as parent and family community engagement services.	Goal - Default	Base	'19 FQ3	758	512	246	Davis-Raiford, Lucia	CAHS
	Number of High-Risk Meals Provided to At-Risk Elders through various Community-Based Organizations Monitored by CAHSD	Elderly County residents who are assessed as "high risk" and/or in danger of malnutrition that receive meals, total number of meals is 398,982 (93% of 371,061 which includes County/State funds).(COA)	Goal - Default	Base	'19 FQ1	82,195	80,000	2,195	Medel, Ali (CAHSD); Mondestin, Edeline B. (CAHSD)	Human Services
	Number of home-delivered meals provided to isolated elders who cannot attend a meal site (Meal on Wheels)	Eighty percent (80%) of all elders provided with a home-delivered meal will receive a nutritious meal thereby reducing their risk of malnutrition	Goal - Default	Base	'19 FQ1	40,418	n/a	n/a	Mondestin, Edeline B. (CAHSD); Medel, Ali (CAHSD)	Human Services
	Number of Meals to Elders and young adults with disabilities at 22 Congregate Meal Sites throughout Miami-Dade County	Eighty percent (80%) of all elders provided with congregate meals will receive a nutritious meal thereby reducing their risk of malnutrition.	Goal - Default	Base	'19 FQ1	76,511	n/a	n/a	Mondestin, Edeline B. (CAHSD); Pierre-Louis, Joesph ; Medel, Ali; Tineo, Diego (CAHSD)	Human Services

