

**Community Action and Human Services Department**

This is the current departmental scorecard - CAHSD

**Owner:** Grice, Sonia (CAHSD)  
**Department:** Community Action and Human Services

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Engage with resident and community stakeholders to design and promote strategies and tools to create safer neighborhoods	Engagement touchpoints with residents and other community stakeholders	2022 FY		3,495	5,000	3,495	5,000	
		Number of projects awarded via Safe in the 305 Grant	2022 FY		32	30	32	30	
	Provide home improvement and home safety upgrades for low-to-moderate income homeowners.	Number of homeowners provided with services to improve home safety and quality of life in their homes.	Jun '23		142	n/a	582	n/a	
		Provide prevention and intervention services to low-income residents to prevent eviction or utility shut-off.	Number of income-eligible residents who received financial assistance with rent/mortgage or utilities payment (unduplicated).	Aug '21		2,868	3,692	31,317	40,612
	Dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments.		Jan '22		1,812,322	1,253,500	7,874,337	5,014,000	
	Provide free meals to eligible children, seniors and low-income residents.	Number of meals CAHSD provided through its multiple programs.	Dec '20		237,012	211,202	773,989	633,606	
	Provide nutritional counseling to children and seniors.	Number of nutritional counseling sessions offered to children families and seniors.	Sep '21		618	84	6,562	1,008	
	Provide comprehensive home care and related services to seniors and adults with disabilities to help clients remain in their homes.	Number of homebound seniors/adults with disabilities provided with home care services.	'21 FQ4		260	350	265	350	
		Number of homebound seniors/adults with disabilities provided with meals.	'21 FQ4		919	631	1,047	631	
	Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities.	Number of seniors/adults with disabilities participated in congregate day programs.	'21 FQ4		1,791	1,870	6,138	7,480	
		Number of volunteer hours served by	'21 FQ4		42,773	82,140	304,182	328,560	

**Connect seniors and adults with disabilities to social services designed to improve their quality of life.**

seniors.							
Number of disabled citizens who received home safety improvement services	Jun '23		32	n/a	84	n/a	
Number of telephone re-assurance calls made to seniors/adults with disabilities to prevent loneliness and isolation.	Sep '23	▼	0	150	0	1,800	▼
Number of seniors received home safety improvement services.	Jun '23		32	n/a	84	n/a	
Number of seniors registered for emergency preparedness services.	Sep '21	▼	113	2,424	22,310	29,088	▼
Number of seniors/adults with disabilities assessed for services.	Sep '23	▼	40	80	352	960	▼
Number of one-way trips provided to CAHSD clients	Jun '23		2,351	n/a	18,152	n/a	
Number of unduplicated clients accessing Coordinated Services at a Non-residential Center	'23 FQ3	▲	781	320	2,806	960	▲
Number of clients who were provided rapid rehousing through the Victims Housing Assistance Program (VHAP)	Jun '23	▲	65	51	332	357	▼
Number of victims received Direct Relief assistance	Sep '23	▼	73	90	1,033	1,080	▼
Number of unduplicated clients receiving services in transitional housing.	Jun '23	▲	124	107	969	963	▲
Number of unduplicated clients receiving services in emergency shelters.	Jun '23	▲	280	243	2,237	2,187	▲
Number of presentations/trainings conducted to increase awareness of domestic violence and human trafficking.	Sep '23	▼	2	3	30	36	▼
Number of residents reached through awareness presentations/trainings.	Sep '23	▼	181	309	3,127	3,708	▼
Successful Completion Rate - Outpatient Substance Abuse Treatment Program	Jun '23	▲	92	60	72	60	▲
Percentage of users satisfied with	'23 FQ4	▼	87	97	94	97	▼

**Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking.**

**Provide safe housing options for victims fleeing their homes.**

**Conduct training and educational workshops/presentations to increase public awareness of human trafficking.**

**Provide outpatient drug treatment for individuals with substance use disorders.**

	accessibility to substance abuse related intervention and prevention services							
<b>Provide residential treatment for individuals with substance use disorders.</b>	Clients served through DATP	Jun '23		87	121	94	121	
	Number of clients in residential programs obtained permanent housing.	Sep '23		27	15	236	180	
	Individuals Admitted to community-based residential substance abuse treatment services	Jun '23		98	70	85	70	
	Average monthly occupancy rate for New Direction Residential Treatment Facility.	Sep '23		48.62%	75.00%	48.56%	75.00%	
<b>Provide psychological services, including evaluation and therapy, for clients in need.</b>	Number of individual group and family therapy sessions facilitated for CAHSD program participants.	Sep '23		41	40	995	480	
	Number of psychological intakes assessments and evaluations conducted for CAHSD program participants	'22 FQ3		295	415	897	1,245	
	Number of trainings and consultations provided to CAHSD clients and staff through Psychological Services	Sep '23		6	30	273	360	
<b>Provide employability skills training to unemployed and underemployed residents.</b>	Number of clients who secured employment as a result of CAHSD efforts	'22 FQ2		12	114	44	228	
	Number of residents participated in employability skills training workshops or one-on-one job coaching.	Feb '22		31	148	537	740	
	Number of young adults placed in unsubsidized employment and/or post-secondary education through GMSC	2021 FY		56	n/a	56	n/a	
	Farmworkers and migrants retained in employment for 90 days	'22 FQ2		16	20	53	40	
<b>Connect residents to employment services, including on-the-job training and certification programs.</b>	Number of clients participated in on-the-job training educational or certification programs.	'21 FQ4		255	n/a	n/a	n/a	

**Provide early childhood education for low-income families to prepare children for kindergarten.**

**Provide access to early childhood education for families with children with disabilities.**

**Provide opportunities for parents to be engaged in their children's education.**

**Assist low-income residents by providing support services, including education, employment, economic and housing assistance.**

Cost per youth provided education, training, and career services	2022 FY		21,430	n/a	21,430	n/a	
Average number of children ages 3-5 enrolled in Head Start per Month	Dec '21		5,459	n/a	5,407	n/a	
Percent of Head Start children who meet or exceed growth expectations in key developmental areas.	2021 FY		92.27%	80.00%	n/a	n/a	
Average number of children ages 0-3 enrolled in Early Head Start per Month	Dec '21		1,209	n/a	1,194	n/a	
Number of children ages 0-3 enrolled in Early Head Start.	Dec '21		1,314	n/a	1,347	n/a	
Percent of Early Head Start children who meet or exceed growth expectations in key developmental areas.	2021 FY		95	80	n/a	n/a	
Number of children ages 3-5 enrolled in Head Start	Dec '21		5,782	n/a	5,814	n/a	
Percent of Head Start children enrolled diagnosed with a disability.	Dec '21		5.18%	10.00%	4.80%	10.00%	
Percent of Early Head Start children enrolled diagnosed with a disability.	Dec '21		12	10	11	10	
Number of volunteer hours provided by Head Start and Early Head Start parents/caregivers.	Dec '21		5,774	n/a	22,844	n/a	
Number of clients who obtained a GED College Degree professional or educational credential/certification as a result of CAHSD efforts.	'21 FQ4		47	65	106	260	
Number of residents provided with free tax preparation assistance.	2022 FY		302	800	302	800	
Number of scholarships awarded to college and college-bound students.	2021 FY		39	46	39	46	
Number of referrals made to assist residents in receiving wrap-around services.	Sep '21		3,367	9,940	49,836	119,280	
Dollar amount of tax benefits received by	2022 FY		0	1,500,000	0	1,500,000	

		clients through VITA Program.							
		Number of students granted college scholarships through the Office of Neighborhood Safety	2023 FY		50	50	50	50	
		Number of unduplicated at-risk children served by Foster Grandparents.	Sep '23		110	120	110	120	
	<b>Provide social services to Veterans residing in Miami-Dade County.</b>	Number of Veterans and/or their dependents accessing CAHSD services	Sep '21		108	472	3,004	5,664	
		Number of Veterans and/or their dependents assisted with applying for VA benefits.	Sep '23		214	120	2,060	1,440	
	<b>Provide vulnerable residents and special populations access to social services.</b>	Number of unduplicated elders and adults with disabilities provided with assistance in gaining access to a continuum of support services.	'21 FQ4		2,975	2,556	12,578	10,224	
		Residents Accessing Services at neighborhood-based Community Enrichment Centers	Feb '22		3,671	3,500	18,564	17,500	
<b>Financial</b>	<b>Meet Budget Targets (CAHS)</b>	Expen: Total (CAHS)	'23 FQ4		\$47,647K	\$42,674K	\$183,268K	\$170,696K	
		Revenue: Total (CAHS)	'23 FQ4		\$91,820K	\$42,674K	\$181,787K	\$170,696K	
		Positions: Full-Time Filled (CAHS)	'23 FQ4		579	666	2,263	2,662	

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Key: - Initiative - Featured Objective

## Initiatives for Scorecard

There is no data for the selected filter