

**Community Action and Human Services Department**

This is the current departmental scorecard - CAHSD

**Owner:** Lean-Retana, Crystal (CAHSD); 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	<b>Engage with resident and community stakeholders to design and promote strategies and tools to create safer neighborhoods</b>	Number of projects awarded via Safe in the 305 Grant	2023 FY		56	45	56	45	
		<b>Provide prevention and intervention services to low-income residents to prevent eviction or utility shut-off.</b>	Number of instances financial assistance for rent/mortgage or utilities payments were provided to income-eligible residents	Aug '21		2,868	3,692	31,317	40,612
		Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Feb '22		2,386,780	1,253,500	10,305,716	6,267,500	
	<b>Provide free meals to eligible children, seniors and low-income residents.</b>	Number of food units, boxes and voucher provided to seniors, children and eligible residents through annual events and programs	Feb '22		0	0	830	4,200	
		Number of food boxes received by residents through Farmshare (Share your Heart)	Dec '23		1,310	500	4,885	1,500	
		Number of meals provided through Meals on Wheels	Sep '23		15,101	14,583	183,813	174,996	
		Number of seniors/adults with disabilities served through congregate day programs	'23 FQ4		1,540	1,993	6,129	7,972	
		Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CAHSD programs.	Jul '23		100,261	22,423	3,219,641	224,230	
		Number of meals provided through Summer Meals Program	Sep '23		0	n/a	847,803	n/a	

<b>Provide nutritional counseling to children and seniors.</b>	Number of nutritional counseling sessions offered to children, families and seniors	Oct '23		1,300	n/a	1,300	n/a	
<b>Provide comprehensive home care and related services to seniors and adults with disabilities to help clients remain in their homes.</b>	Number of homebound seniors/adults with disabilities provided with home care services.	'23 FQ4	▲	322	220	296	220	▲
	Number of homebound seniors/adults with disabilities served through Meals on Wheels	'23 FQ4	▲	482	318	575	318	▲
<b>Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities.</b>	Number of seniors/adults with disabilities served through congregate day programs	'23 FQ4	▼	1,540	1,993	6,129	7,972	▼
	Number of volunteer hours served by seniors	'21 FQ4	▼	42,773	82,140	304,182	328,560	▼
<b>Connect seniors and adults with disabilities to social services designed to improve their quality of life.</b>	Number of disabled residents who received home safety improvement services	Oct '23		0	n/a	0	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 who received home safety improvement services	Oct '23		0	n/a	0	n/a	
	Number of seniors registered for emergency preparedness services	Sep '23	▼	40	160	304	1,920	▼
	Number of seniors/adults with disabilities assessed for services	Sep '23	▼	40	80	352	960	▼
	Number of one-way trips provided to eligible residents	Oct '23		537	n/a	537	n/a	
	Number of residents accessing Coordinated Services at a Non-residential Center	'23 FQ4	▲	830	320	3,636	1,280	▲
<b>Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking.</b>	Total dollar amount of assistance disbursed through Direct Relief	Sep '23	▼	155,550	254,755	2,696,468	3,057,060	▼
	Number of residents who were provided rapid rehousing through the Victims Housing Assistance Program (VHAP)	Sep '23	▲	60	51	514	510	▲

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

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

**Provide residential treatment for individuals with substance use disorders.**

Number of residents who were provided with Direct Relief assistance	Sep '23	▼	73	90	1,033	1,080	▼
Number of victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with other safe housing alternatives (including transitional housing, Victim Rapid Rehousing, emergency financial assistance)	Sep '23	▲	125	107	1,350	1,284	▲
Number of victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with emergency shelter	Sep '23	▲	283	243	3,088	2,916	▲
Number of presentations/trainings conducted to increase awareness of domestic violence and human trafficking	Sep '23	▼	2	3	30	36	▼
Number of attendees reached through awareness presentations/trainings by the violence prevention and intervention division	Sep '23	▼	181	309	3,127	3,708	▼
Successful Completion Rate for the Diversion and Treatment Program	Sep '23	▼	50	60	72	60	▲
Percentage of users satisfied with accessibility to substance abuse related intervention and prevention services	'23 FQ4	▼	87	97	94	97	▼
Number of residents served through Diversion and Treatment Program	Sep '23	▼	94	121	93	121	▼
Number of residents in residential programs assisted with obtaining permanent housing	Sep '23	▲	27	15	236	180	▲
Number of admissions to community-based residential substance abuse treatment services	Sep '23	▲	141	70	1,127	840	▲
Average monthly occupancy rate for New Direction Residential Treatment Facility	Sep '23	▼	48.62%	75.00%	48.56%	75.00%	▼
Successful completion rate for residential treatment	Jun '23		83	n/a	82	n/a	

**Provide psychological services, including evaluation and therapy, for clients in need.**

Number of therapy sessions facilitated for CAHSD program participants	Dec '23		87	n/a	245	n/a	
Number of psychological intakes, assessments, and evaluations conducted for CAHSD program participants	'23 FQ4		22	n/a	398	n/a	
Number of trainings and consultations provided to CAHSD program participants and staff through Psychological Services	Dec '23		21	n/a	41	n/a	
Number of residents who secured employment as a result of CAHSD services	'22 FQ4		No Data	114	44	456	▼
Number of residents who secured employment through Farmworker Career Development program	'23 FQ3		13	n/a	58	n/a	
Number of residents that participated in employability skills training workshops or one-on-one job coaching	Jun '23		24	n/a	541	n/a	
Number of young adults placed in unsubsidized employment and/or post-secondary education through Greater Miami Service Corps	2023 FY		13	n/a	13	n/a	
Number of young adults that participated in job training, education, and industry trainings through Greater Miami Service Corps	'23 FQ4		254	n/a	254	n/a	
Number of residents who secured employment through Family and Community Services	'22 FQ2	▼	3	39	19	78	▼
Number of farmworkers and migrants who retained employment for ninety days through Family and Community Services efforts	'22 FQ4		No Data	20	53	80	▼
Number of residents that participated in on-the-job training, educational, and certification programs through Family and Community Services	'22 FQ4		No Data	150	156	150	▲

**Provide employability skills training to unemployed and underemployed residents.**

**Connect residents to employment services, including on-the-job training and certification programs.**

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

Percent of Early Head Start children who meet or exceed growth expectations in key developmental areas	2023		78	n/a			
Number of children ages 0-3 enrolled in Early Head Start	Oct '23		1,497	n/a	1,497	n/a	
Number of children ages 3-5 enrolled in Head Start	Oct '23		6,220	n/a	6,220	n/a	
Percent of Head Start children who meet or exceed growth expectations in key developmental areas	2023		69	n/a			
Percent of Head Start children enrolled diagnosed with a disability	Sep '23	▼	3.91%	10.00%	5.58%	10.00%	▼
Percent of Early Head Start children enrolled diagnosed with a disability	Sep '23	▼	8	10	12	10	▲
Number of volunteer hours provided by Head Start and Early Head Start parents/caregivers	Oct '23		35,981	n/a	35,981	n/a	
Number of residents 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	2023 FY		No Data	650	n/a	650	
Number of scholarships awarded to college and college-bound students	2023 FY	▲	103	50	103	50	▲
Number of referrals made to assist residents in receiving wrap-around services	Sep '23		No Data	1,394	74,115	16,728	▲
Total dollar amount of tax benefits received by residents through Volunteer Income Tax Assistance Program	2022 FY	▼	0	1,500,000	0	1,500,000	▼
Number of students granted college scholarships through the Office of Neighborhood Safety	2023 FY	▲	50	50	50	50	▲
Number of at-risk children served through the Foster Grandparents program	Sep '23	▼	110	120	110	120	▼

**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.**

**Provide social services to Veterans residing in Miami-Dade County.**

**Provide vulnerable residents and special populations access to social services.**

**Financial**      **Meet Budget Targets (CAHS)**

Number of instances Veterans and/or their dependents access CAHSD services	Sep '23		12	1	147	12	
Number of veteran benefit claims submitted though Veteran Services	Sep '23		214	120	2,060	1,440	
Number of substance use assessments completed by Community Services Central Intake Unit	'23 FQ3		399	270	1,058	810	
Number of visits by residents accessing services at neighborhood-based Community Resource Centers	Sep '23		No Data	8,333	18,506	99,996	
Expen: Total (CAHS)	'24 FQ1		\$48,336K	\$48,434K	\$48,336K	\$48,434K	
Revenue: Total (CAHS)	'24 FQ1		\$18,463K	\$48,434K	\$18,463K	\$48,434K	
Positions: Full-Time Filled (CAHS)	'24 FQ1		584	666	584	666	

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**Key:** - Initiative    - Featured Objective

## Initiatives for Scorecard

There is no data for the selected filter