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	Engage with resident and community stakeholders to design and promote strategies and tools to create safer neighborhoods	Number of individuals reached at community events hosted and/or attended by Office of Neighborhood Safety staff	2023 FY	▲	5,552	5,000	5,552	5,000	▲
		Number of projects awarded via Safe in the 305 Grant	2023 FY	▲	56	45	56	45	▲
	Provide home improvement and home safety upgrades for low-to-moderate income homeowners.	Number of services provided to homeowners to improve home safety and quality of life in their homes	'24 FQ3	▲	58	24	167	66	▲
	Provide prevention and intervention services to low-income residents to prevent eviction or utility shut-off.	Number of instances financial assistance for rent/mortgage or utilities payments were provided to income-eligible residents	Jun '24		1,059	n/a	14,832	n/a	
		Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Jun '24	▲	611,455	586,470	9,928,013	5,278,230	▲
	Provide residents with advocacy services to address housing issues	Number of referrals made to partner agencies through the Office for Housing Advocacy	2023 FY		8,211	n/a	8,211	n/a	
	Provide free meals to eligible children, seniors and low-income residents.	Number of food units, boxes and voucher provided to seniors, children and eligible residents through annual events and programs	May '24	▲	0	0	420	0	▲
		Number of food boxes received by residents through Farmshare (Share your Heart)	Jun '24	▲	1,221	500	11,123	4,500	▲
		Number of meals provided though Meals on Wheels	Sep '23	▲	21,454	14,583	190,166	174,996	▲
		Number of food units, boxes and vouchers	Sep '23	▲	392,994	22,423	3,861,792	269,076	▲

Objective	Measure	Period		Value	Value	Value	Value	
	provided to seniors, children and eligible residents participating in ongoing CAHSD programs.							
	Number of meals provided through Summer Meals Program	May '24	🔼	0	0	0	0	🔼
Provide nutritional counseling to children and seniors.	Number of nutritional counseling sessions offered to children, families and seniors	Oct '23		1,300	n/a	1,300	n/a	
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	2023 FY		776	n/a	776	n/a	
Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities.	Number of volunteer hours served by seniors	'21 FQ4	🔽	42,773	82,140	304,182	328,560	🔽
	Number of seniors/adults with disabilities served through congregate day programs	2023 FY		2,576	n/a	2,576	n/a	
Connect seniors and adults with disabilities to social services designed to improve their quality of life.	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 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	Jun '24	🔽	2,513	3,000	21,598	27,000	🔽
Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking.	Victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with advocacy services through outreach programs	2023 FY		1,133	n/a	1,133	n/a	
	Victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with advocacy services residing in residential housing	2023 FY		952	n/a	952	n/a	
Provide safe housing options for victims fleeing their homes.	Total dollar amount of assistance disbursed through Direct Relief	Jun '24	🔽	68,910	254,755	1,888,548	2,292,795	🔽

	Number of residents who were provided with Direct Relief assistance	2023 FY		1,033	n/a	1,033	n/a	
	Number of residents who were provided rapid rehousing through the Victims Housing Assistance Program (VHAP)	Jun '24		43	n/a	516	n/a	
	Number of residents that received services at Inn Transition Locations	2023 FY		969	n/a	969	n/a	
	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)	Jun '24	🔻	99	160	1,444	1,440	🔼
	Number of victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with emergency shelter	Jun '24	🔻	239	243	1,894	2,187	🔻
	Number of residents that received services at emergency shelters	2023 FY		2,237	n/a	2,237	n/a	
Conduct training and educational workshops/presentations to increase public awareness of human trafficking.	Number of presentations/trainings conducted to increase awareness of domestic violence and human trafficking	Jun '24	🔻	2	3	20	27	🔻
	Number of attendees reached through awareness presentations/trainings by the violence prevention and intervention division	Jun '24	🔻	78	309	1,493	2,781	🔻
Provide outpatient drug treatment for individuals with substance use disorders.	Successful Completion Rate for the Diversion and Treatment Program	'24 FQ3	🔻	23	38	87	114	🔻
	Percentage of users satisfied with accessibility to substance abuse related intervention and prevention services	'24 FQ3	🔻	89	90	93	90	🔼
	Number of residents served through Diversion and Treatment Program	2023 FY	🔻	202	250	202	250	🔻
Provide residential treatment for individuals	Number of admissions to community-based	2023 FY	🔻	411	460	411	460	🔻

with substance use disorders.	residential substance abuse treatment services							
	Successful completion rate for residential treatment	'24 FQ3	▲	71	51	217	51	▲
	Average monthly occupancy rate for New Direction Residential Treatment Facility	Jun '24	▼	51.00%	55.00%	51.89%	55.00%	▼
	Number of residents in residential programs assisted with obtaining permanent housing	2023 FY	▲	216	191	216	191	▲
Provide psychological services, including evaluation and therapy, for clients in need.	Number of therapy sessions facilitated for CAHSD program participants	Jun '24	▲	112	80	983	720	▲
	Number of psychological service interventions and activities provided to CAHSD program participants and Staff	2023 FY	▼	1,777	1,850	1,777	1,850	▼
	Number of psychological intakes, assessments, and evaluations conducted for CAHSD program participants	'24 FQ3	▼	75	80	274	240	▲
	Number of trainings and consultations provided to CAHSD program participants and staff through Psychological Services	Jun '24	▲	34	26	301	234	▲
Provide employability skills training to unemployed and underemployed residents.	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 residents that participated in employability skills training workshops or one-on-one job coaching	2023 FY		2,350	n/a	2,350	n/a	
	Number of young adults that participated in job training, education, and industry trainings through Greater Miami Service Corps	2023 FY		127	n/a	127	n/a	
	Number of residents who secured employment as a result of CAHSD efforts	2023 FY		160	n/a	160	n/a	

	Number of farmworkers and migrants who retained employment for ninety days through Family and Community Services efforts	2023 FY		43	n/a	43	n/a		
Connect residents to employment services, including on-the-job training and certification programs.	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 early childhood education for low-income families to prepare children for kindergarten.	Number of children ages 0-3 enrolled in Early Head Start	2023	▼	1,237	1,238			
	Percent of Early Head Start children who meet or exceed growth expectations in key developmental areas	2023		78	n/a			
	Number of children ages 3-5 enrolled in Head Start	2023	▼	5,473	6,310			
	Percent of Head Start children who meet or exceed growth expectations in key developmental areas	2023		69	n/a			
Provide opportunities for parents to be engaged in their children's education.	Number of volunteer hours provided by Head Start and Early Head Start parents/caregivers	2023		117,375	n/a			
Assist low-income residents by providing support services, including education, employment, economic and housing assistance.	Number of residents provided with free tax preparation assistance	2023 FY	▲	934	650	934	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	2023 FY		1,000,000	n/a	1,000,000	n/a	
	Number of students granted college scholarships through the Office of Neighborhood Safety	2023 FY	▲	50	50	50	50	▲
Provide social services to Veterans residing in Miami-Dade County.	Number of Veterans and/or their dependents assisted by Veteran Services	2023 FY		117	n/a	117	n/a	
	Number of veteran benefit claims	Sep '23	▲	214	120	2,060	1,440	▲

		submitted though Veteran Services							
	Provide vulnerable residents and special populations access to social services.	Number of substance use assessments completed by Community Services Central Intake Unit	'24 FQ3	▼	434	507	1,241	1,521	▼
		Number of visits by residents accessing services at neighborhood-based Community Resource Centers	2023 FY		224,386	n/a	224,386	n/a	
		Number of residents participating in comprehensive self-sufficiency services through family and community services	2023 FY		25	n/a	25	n/a	
		Number of assistance requests addressed by the Office of New Americans	2023 FY	▲	1,611	1,500	1,611	1,500	▲
Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'24 FQ3	▲	$40,728K	$48,434K	$136,639K	$145,302K	▲
		Revenue: Total (CAHS)	'24 FQ3	▲	$33,061K	$48,434K	$86,876K	$145,302K	▲
		Positions: Full-Time Filled (CAHS)	'24 FQ3	▲	583	666	1,750	1,998	▲

Edit Scorecard

Key: ◆ - Initiative ✪ - Featured Objective

Initiatives for Scorecard

There is no data for the selected filter