

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal		
Customer	Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking	Percent of adult victims in shelter for more than 72 hours having or being offered a family safety and security plan when they leave the shelter	2024 FY	▲	100%	97%	100%	97%	▲	
		Percent of children in shelter for more than 72 hours having or being offered an assessment when they leave the shelter	2024 FY	▲	98%	97%	98%	97%	▲	
		Number of victims of crime, ie. domestic violence; sexual assault; human trafficking, provided with advocacy services through outreach programs	2024 FY	▼	3,721	3,856	3,721	3,856	▼	
		Percent of adult outreach participants being offered individualized safety planning to within the first two (2) non-residential counseling services	2024 FY	▲	100%	97%	100%	97%	▲	
		Number of victims of crime provided with advocacy services residing in residential housing	2024 FY	▲	2,313	1,464	2,313	1,464	▲	
		Number of inquiries answered through the 24/7 Domestic Violence Helpline	Jun '25	▲	414	200	2,803	1,800	▲	
		Percent of adult outreach participants offered an individualized service plan and goal setting within the first 2 non-residential counseling services	2024 FY	▲	98%	97%	98%	97%	▲	
		Number of homebound seniors/adults with disabilities served through Meals on Wheels	2024 FY	▲	828	828	828	828	▲	
	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	2024 FY	▼	374	500	374	500	▼	
		Provide free meals to eligible children, seniors and low-income residents	Number of food units, boxes and vouchers provided to seniors, children and eligible residents through annual events and programs	Jun '25	▲	367,524	290,147	370,884	291,323	▲
	Number of food boxes received by residents through Farmshare through Share your Heart		Jun '25	▼	1,224	1,301	11,933	11,709	▲	
	Number of meals provided through Meals on Wheels		Jun '25	▲	23,258	22,500	218,441	202,500	▲	
	Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CAHSD programs		Jun '25	▼	129,987	333,313	3,203,145	2,999,814	▲	
	Number of meals provided through Summer Meals Program		Jun '25	▲	367,104	290,000	367,104	290,000	▲	
	Number of meals, food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing and seasonal CAHSD programs.		Jun '25	▼	497,511	623,460	3,574,029	3,291,137	▲	
	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	'25 FQ3	▼	5	75	29	225	▼
			Provide nutritional counseling to children and seniors	Number of nutritional counseling sessions offered to children, families and seniors	Jun '25	▼	128	494	5,724	4,481
	Number of nutritional counseling sessions provided through Head Start/Early Head Start	Jun '25		▼	128	492	5,707	4,425	▲	
	Number of nutritional counseling sessions provided through older adults and individuals with disabilities services	Jun '25		▼	0	2	17	17	▲	
	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 '25	▲	6,227	3,166	23,111	28,494	▲	
		Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Jun '25	▲	2,694,032.93	904,497.00	11,296,885.22	8,132,473.00	▲	
	Provide residents with advocacy services to address housing issues	Number of calls received by the Housing Advocacy Hotline	Jun '25	▼	37	714	3,159	6,426	▼	
		Number of engagements events held/attended by the Office for Housing Advocacy	2024 FY	▲	58	4	58	4	▲	
		Number of instances individuals were referred to partner agencies through the Office for Housing Advocacy	Jun '25	▲	465	291	3,117	2,627	▲	
	Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities	Number of older adults participating in paid volunteer opportunities	2024 FY	▲	148	148	148	148	▲	
		Number of volunteer hours served by American Association for Retired Persons volunteers	Q2 '25		3,765	n/a	7,461	n/a		

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Customer	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	2024 FY	▲	2,624	2,564	2,624	2,564	▲
	Provide safe housing options for victims fleeing their homes	Total dollar amount of assistance disbursed through Direct Relief	Jun '25	▲	\$331,329	\$136,160	\$646,193	\$1,225,441	▼
		Number of residents who were provided with direct relief assistance, excluding Victims Housing Assistance Program	2024 FY	▲	897	897	897	897	▲
		Number of residents that received services at Inn Transition Locations	2024 FY	▲	1,509	1,320	1,509	1,320	▲
		Number of victims of crime provided with other safe housing alternatives	Jun '25	▲	86	76	716	684	▲
		Number of victims of crime provided with emergency shelter	Jun '25	▼	188	212	1,817	1,908	▼
		Number of residents who were provided rapid rehousing through the Victims Housing Assistance Program	2024 FY	▲	639	612	639	612	▲
		Number of residents that received services at emergency shelters	2024 FY	▼	2,543	2,952	2,543	2,952	▼
		Number of victims/residents who received financial assistance through financial assistance programs	2024 FY		317	n/a	317	n/a	
		Provide access to early childhood education for families with children with disabilities	Percent of Early Head Start children enrolled diagnosed with a disability	2024	▲	16	10		
	Percent of Head Start children enrolled diagnosed with a disability		2024	▲	11	10			
	Provide early childhood education for low-income families to prepare children for kindergarten	Number of children ages 0-3 enrolled in Early Head Start	2024	▲	1,254	1,238			
		Percent of Early Head Start children who meet or exceed growth expectations in key developmental areas	2024	▲	84	70			
		Number of children ages 3-5 enrolled in Head Start	2024	▼	6,056	6,310			
		Percent of Head Start children who meet or exceed growth expectations in key developmental areas	2024	▲	73	70			
		Percent enrollment in the Head Start/Early Head Start programs as a percent of funded capacity	Jun '25		No Data	97%	96%	97%	▼
	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	2024	▲	316,014	6,310			
	Provide outpatient drug treatment for individuals with substance use disorders	Successful Completion Rate for the Diversion and Treatment Program	'25 FQ3	▲	74	51	214	153	▲
		Percentage of users satisfied with accessibility to substance abuse related intervention and prevention services	'25 FQ3	▲	91	90	91	90	▲
		Number of residents served through Diversion and Treatment Program	2024 FY	▼	244	250	244	250	▼
	Provide psychological services, including evaluation and therapy, for clients in need	Number of therapy sessions facilitated for CAHSD program participants	Jun '25	▲	94	85	868	765	▲
		Number of psychological service interventions and activities provided to CAHSD program participants and Staff	2024 FY	▲	2,028	1,850	2,028	1,850	▲
		Number of psychological intakes, assessments, and evaluations conducted for CSD program participants	'25 FQ3	▼	49	79	251	236	▲
		Number of trainings and consultations provided to CAHSD program participants and staff through Psychological Services	Jun '25	▼	8	25	110	225	▼
	Provide residential treatment for individuals with substance use disorders	Number of admissions to community-based residential substance abuse treatment services	2024 FY	▲	460	435	460	435	▲
		Percent successful completion rate for residential treatment	'25 FQ3	▲	62	51	207	153	▲
		Number of monthly admissions to community-based residential substance abuse treatment services	Jun '25	▼	28	36	261	326	▼
		Percent average monthly occupancy for New Direction Residential Treatment Facility	Jun '25	▼	49.00%	55.00%	50.33%	55.00%	▼

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Customer	Provide residential treatment for individuals with substance use disorders	Number of residents in residential programs assisted with obtaining permanent housing	2024 FY	▲	277	191	277	191	▲	
		Provide residents in need access to social services	Number of substance use assessments completed by Community Services Central Intake	'25 FQ3	▼	390	425	1,217	1,275	▼
			Number of visits by residents accessing services at neighborhood-based Community Resource Centers	Jun '25	▼	7,486	17,500	62,126	157,500	▼
			Number of residents participating in comprehensive self-sufficiency services through family and community services	2024 FY	▲	1,425	400	1,425	400	▲
			Number of educational sessions and events offered through the Office of New Americans	2024 FY	▲	37	12	37	12	▲
	Provide social services to veterans residing in Miami-Dade County	Number of adults with disabilities empowered to gain independence, autonomy and control over their lives through access to a continuum of support services	2024 FY	▲	374	374	374	374	▲	
		Number of seniors/adults with disabilities served through congregate day programs	2024 FY	▲	2,624	2,564	2,624	2,564	▲	
		Number of assistance requests addressed by the Office of New Americans	2024 FY	▲	3,222	3,000	3,222	3,000	▲	
		Number of veterans and/or their dependents assisted by Veteran Services	2024 FY	▲	2,245	1,200	2,245	1,200	▲	
		Number of veteran benefit claims submitted through Veteran Services	Jun '25	▼	36	120	626	1,080	▼	
Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'25 FQ3	▼	\$48,847K	\$45,605K	\$140,260K	\$136,814K	▼	
		Revenue: Total (CAHS)	'25 FQ3	▲	\$38,511K	\$45,605K	\$91,374K	\$136,816K	▲	
		Positions: Full-Time Filled (CAHS)	'25 FQ3	▲	554	665	1,685	1,995	▲	
Internal	CAHSD Internal Measures	Total amount of dollars applied for in grants	2024 FY		13,187,234	n/a	13,187,234	n/a		
		Percent of vacancies filled within 60 days	'25 FQ2		23	n/a	18	n/a		
		Number of grants applied for	'25 FQ3		3	n/a	7	n/a		
		Number of residents on the Older Adults and Individuals with Disabilities waitlist	2024 FY		1,138	n/a	1,138	n/a		
		Percent of clients satisfied with services received through CAHSD	2024 FY		No Data	90	n/a	90		
		Percent of Employee Satisfaction	2024 FY		71	n/a	71	n/a		
		Number of residents on the waitlist to receive home improvement services	2024 FY		1,184	n/a	1,184	n/a		
		Percent of employees participating in trainings or continuing education	2024 FY		29	n/a	29	n/a		
		Rate of staff turnover	'24 FQ4		4	n/a	13	n/a		

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Key:  - Featured Objective * - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

 Initiative

Initiatives for Scorecard

There is no data for the selected filter

Name contains any Community Action and Human Services Department