

Community Action and Human Services Department

This is the current departmental scorecard - CAHSD

Owner: Grice, Sonia (CSD)
Department: Community Services Department

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Assist residents by providing support services, including education, employment, economic and housing assistance	Number of residents provided with free tax preparation assistance	2025 FY	▲	832	650	832	650	▲
		Number of scholarships awarded to college and college-bound students	2025 FY	▼	66	141	66	141	▼
		Number of referrals made to assist residents in receiving wrap-around services	Nov '25	▼	1,588	10,946	9,489	21,892	▼
		Total dollar amount of tax benefits received by residents through Volunteer Income Tax Assistance Program	2025 FY	▲	1,030,133	1,000,000	1,030,133	1,000,000	▲
		Number of students granted college scholarships through the Office of Neighborhood Safety	2025 FY	▼	50	125	50	125	▼
		Number of at-risk children served through the Foster Grandparents program	2025 FY	▼	90	113	90	113	▼
	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	Nov '25	▼	0	3	14	6	▲
		Number of attendees reached through awareness presentations/trainings by the violence prevention and intervention division	Nov '25	▼	0	128	1,025	256	▲
	Connect residents to employment services and provide employability skills training to unemployed and underemployed residents (CSD)	Number of residents that participated in employability skills training workshops or one-on-one job coaching through Farmworker Career Development program	2025 FY	▼	92	118	92	118	▼
		Number of residents that participated in employability skills training workshops or one-on-one job coaching	2025 FY	▲	958	439	958	439	▲
		Number of residents who secured employment as a result of CSD efforts	2025 FY	▼	276	300	276	300	▼
		Number of residents who secured employment through Farmworker Career Development program	2025 FY	▲	86	75	86	75	▲
	Connect seniors and adults with disabilities to social services designed to improve their quality of life (CSD)	Number of seniors attending financial abuse awareness events and presentations	2025 FY	▲	250	200	250	200	▲
		Number of seniors who received home safety improvement services	2025 FY	▼	0	1	0	1	▼
		Number of therapeutic recreational activities provided to older adults	Sep '25		180	n/a	5,320	n/a	
		Number of seniors registered for emergency preparedness services	Nov '25	▼	43	52	108	104	▲
		Number of seniors/adults with disabilities assessed for services	Oct '25	▲	65	35	65	35	▲
		Number of disabled residents who received home safety improvement services	2025 FY	▲	0	0	0	0	▲
		Number of one-way trips provided to eligible residents	Nov '25	▼	3,152	5,833	7,492	11,666	▼
	Engage with resident and community stakeholders to design and promote strategies, and connect them to supportive services to create safer neighborhoods	Number of individuals reached at community events hosted and/or attended by Office of Neighborhood Safety staff	2025 FY		No Data	5,000	n/a	5,000	
Provide access to coordinated services for victims of domestic violence, sexual assault and human	Percent of adult victims in shelter for more than 72 hours having or being offered a case/service management plan when they leave the shelter	2025 FY	▲	100%	97%	100%	97%	▲	

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Customer	Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking (CSD)	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	2025 FY	▲	99%	97%	99%	97%	▲	
		Percent of children in shelter for more than 72 hours having or being offered an assessment when they leave the shelter	2025 FY	▲	99%	97%	99%	97%	▲	
		Number of victims of crime, ie. domestic violence; sexual assault; human trafficking, provided with advocacy services through outreach programs	2025 FY			1,862	n/a	1,862	n/a	
		Percent of adult outreach participants being offered individualized safety planning to within the first two (2) non-residential counseling services	2025 FY	▲	99%	97%	99%	97%	▲	
		Number of victims of crime provided with advocacy services residing in residential housing	2025 FY	▲	2,344	1,537	2,344	1,537	▲	
		Number of inquiries answered through the 24/7 Domestic Violence Helpline	Nov '25	▲	238	200	544	400	▲	
		Percent of adult outreach participants offered an individualized service plan and goal setting within the first 2 non-residential counseling services	2025 FY	▲	100%	97%	100%	97%	▲	
	Provide comprehensive home care and related services to seniors and adults with disabilities to help clients remain in their homes (CSD)	Number of homebound seniors/adults with disabilities served through Meals on Wheels	2025 FY	▼	724	853	724	853	▼	
		Number of homebound seniors/adults with disabilities provided with home care services	2025 FY	▼	339	450	339	450	▼	
	Provide free meals to eligible children, seniors and low-income residents	(Archive) Number of food units, boxes and vouchers provided to seniors, children and eligible residents through annual events and programs	Nov '25	▲	61	0	61	0	▲	
		Number of food boxes received by residents through Farmshare through Share your Heart	Nov '25	▼	435	1,366	1,087	2,732	▼	
		Number of meals provided through Meals on Wheels	Nov '25	▼	15,274	22,500	34,090	45,000	▼	
		Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CAHSD programs	Oct '25	▲	426,126	300,937	426,126	300,937	▲	
		Number of meals provided through Summer Meals Program	Nov '25	▲	0	0	0	0	▲	
		Number of meals, food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing and seasonal CAHSD programs.	Oct '25	▲	426,832	301,357	426,832	301,357	▲	
	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 FQ4	▼	35	80	59	305	▼	
	Provide nutritional counseling to children and seniors	Number of nutritional counseling sessions offered to children, families and seniors	Nov '25	▲	836	532	1,397	1,064	▲	
		Number of nutritional counseling sessions provided through Head Start/Early Head Start	Nov '25	▲	836	530	1,397	1,060	▲	
		Number of nutritional counseling sessions provided through older adults and individuals with disabilities services	Nov '25	▼	0	2	0	4	▼	
	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	Nov '25	▲	2,444	1,478	9,336	2,956	▲	
		Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Nov '25	▲	1,024,136.63	957,094.00	3,991,725.32	1,914,188.00	▲	
	Provide residents with advocacy services to address housing issues	Number of calls received by the Housing Advocacy Hotline	Sep '25	▼	558	714	5,008	8,568	▼	
		Number of engagements events held/attended by the Office for Housing Advocacy	2025 FY	▲	123	4	123	4	▲	
	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	2025 FY	▼	142	150	142	150	▼	
		Number of volunteer hours served by American Association for Retired Persons volunteers	Q4 '25		0	n/a	0	n/a		
		Number of volunteer hours served by seniors	'21 FQ4	▼	42,773	82,140	304,182	328,560	▼	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities	Number of seniors/adults with disabilities served through congregate day programs	2025 FY	▼	1,100	3,000	1,100	3,000	▼
		Provide safe housing options for victims fleeing their homes	Total dollar amount of assistance disbursed through Direct Relief	Nov '25	▼	\$124,848	\$136,160	\$271,616	\$272,320
	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		Sep '25	▲	274	76	1,379	912	▲
	Number of victims of crime provided with emergency shelter		Nov '25	▼	153	212	327	424	▼
	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		2025 FY		462	n/a	462	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	2025	▲	16	10			
		Percent of Head Start children enrolled diagnosed with a disability	2025	▲	10	10			
	Provide early childhood education for low-income families to prepare children for kindergarten (CSD)	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	2025	▲	70	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	2025		74	n/a			
	Provide opportunities for parents to be engaged in their children's education	Percent enrollment in the Head Start/Early Head Start programs as a percent of funded capacity	Nov '25	▼	94%	97%	94%	97%	▼
		Number of volunteer hours provided by Head Start and Early Head Start parents/caregivers	2025	▲	265,076	7,548			
	Provide outpatient drug treatment for individuals with substance use disorders	Successful Completion Rate for the Diversion and Treatment Program	'25 FQ4	▲	84	51	298	204	▲
		Percent of users satisfied with accessibility to substance abuse related intervention and prevention services	'25 FQ4	▲	94	90	92	90	▲
		Number of residents served through Diversion and Treatment Program	2025 FY	▼	81	200	81	200	▼
	Provide psychological services, including evaluation and therapy, for clients in need	Number of therapy sessions facilitated for CSD program participants	Nov '25	▼	77	90	128	180	▼
		Number of psychological service interventions and activities provided to Community Services Department program participants and Staff	2025 FY	▼	1,707	1,850	1,707	1,850	▼
		Number of psychological intakes, assessments, and evaluations conducted for CSD program participants	'25 FQ4	▼	28	79	279	315	▼
		Number of trainings and consultations provided to CAHSD program participants and staff through Psychological Services	Nov '25	▼	15	26	31	52	▼
	Provide residential treatment for individuals with substance use disorders	Number of admissions to community-based residential substance abuse treatment services	2025 FY	▼	344	435	344	435	▼
		Percent successful completion rate for residential treatment	'25 FQ4	▲	72	51	279	204	▲
Number of monthly admissions to community-based residential substance abuse treatment services		Oct '25	▼	23	38	23	38	▼	
Percent average monthly occupancy for New Direction		Oct '25	▲	79.00%	55.00%	79.00%	55.00%	▲	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide residential treatment for individuals with substance use disorders	Residential Treatment Facility							
		Number of residents in residential programs assisted with obtaining permanent housing	2025 FY	▼	153	215	153	215	▼
	Provide residents in need access to social services	Number of substance use assessments completed by Community Services Central Intake	'25 FQ4	▼	407	425	1,624	1,700	▼
		Number of visits by residents accessing services at neighborhood-based Community Resource Centers	Nov '25	▼	1,812	7,200	4,088	14,400	▼
		Number of residents participating in comprehensive self-sufficiency services through family and community services	2024 FY	▲	1,425	400	1,425	400	▲
		Number of adults with disabilities empowered to gain independence, autonomy and control over their lives through access to a continuum of support services	2025 FY	▲	2,449	385	2,449	385	▲
		Number of seniors/adults with disabilities served through congregate day programs	2025 FY	▼	1,100	3,000	1,100	3,000	▼
		Number of assistance requests addressed by the Office of New Americans	2025 FY		No Data	3,000	n/a	3,000	
	Provide social services to veterans residing in Miami-Dade County	Number of veterans and/or their dependents assisted by Veteran Services	2025 FY	▲	1,835	1,200	1,835	1,200	▲
		Number of veteran benefit claims submitted through Veteran Services	Sep '25	▼	110	120	1,026	1,440	▼
Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'25 FQ4	▼	\$48,266K	\$45,606K	\$188,526K	\$182,420K	▼
		Revenue: Total (CAHS)	'25 FQ4	▼	\$97,206K	\$45,604K	\$188,580K	\$182,420K	▼
		Positions: Full-Time Filled (CAHS)	'25 FQ4	▼	667	665	2,352	2,660	▲
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 FQ4		8	n/a	12	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	2025 FY		460	n/a	460	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	2025 FY		1,743	n/a	1,743	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		5	n/a	15	n/a		

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Key: ♦ - Initiative * - 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.

Initiatives for Scorecard

There is no data for the selected filter

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Name contains any Community Action and Human Services Department