

As Of <= 03/31/2026

Community Services Scorecard

Owner: Burgos, Cathy (CSD)
Department: Community Services Department

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Provide prevention and diversion services to eligible youths through a No Wrong Door approach	Total number of youth referred to prevention, civil citation and diversion programs	Mar '26	123	195	⬆️	1,022	1,047	⬆️
	Connect residents to employment services and provide employability skills training to unemployed and underemployed residents	Number of young adults placed in unsubsidized employment and/or post-secondary education through Youth Services	2025 FY	42	40	⬆️	42	40	⬆️
		Number of residents that participated in employability skills training workshops or one-on-one job coaching	2025 FY	958	439	⬆️	958	439	⬆️
		Number of young adults that participated in job training, education, and industry trainings through Youth Services	2025 FY	129	100	⬆️	129	100	⬆️
		Number of residents who secured employment as a result of CSD efforts	2025 FY	276	300	⬇️	276	300	⬇️
		Number of farmworkers who retained employment for ninety days through Family and Community Services efforts	2026 FY	505	50	⬆️	505	50	⬆️
	Connect seniors and adults with disabilities to social services designed to improve their quality of life	Number of seniors attending financial abuse awareness events and presentations	2025 FY	250	200	⬆️	250	200	⬆️
		Number of one-way trips provided to CSD program participants	Mar '26	5,241	3,000	⬆️	39,925	18,000	⬆️
	Decrease the processing time for detainable and non-detainable youth	Percentage of detainable youth released within six hours	Mar '26	81%	75%	⬆️	83%	75%	⬆️
		Percentage of non-detainable youth released within six hours	Mar '26	74%	65%	⬆️	74%	65%	⬆️
	Improve the successful completion rate for youth referred to diversion programs	Percentage of youth successfully completing diversion programs	Mar '26	75%	80%	⬇️	79%	80%	⬇️
	Increase the number of youth referred for Prevention, Civil Citation and Diversion Services through a No-Wrong Door Approach	Total number of youth referred to prevention, civil citation and diversion programs	Mar '26	123	195	⬆️	1,022	1,047	⬆️
	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 case/service management plan when they leave the shelter	2025 FY	100%	97%	⬆️	100%	97%	⬆️
		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%	⬆️
		Percent of adult outreach participants offered individualized safety planning within the first two non-residential counseling services	2025 FY	99%	97%	⬆️	99%	97%	⬆️
		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 Assessment Results to the Community	Percentage of assessments showing moderate to high risk to re-offend at intake	'26 FQ2	25%	30%	⬆️	23%	30%	⬆️
	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	2025 FY	339	450	⬇️	339	450	⬇️
	Provide early childhood education for low-income families to prepare children for kindergarten	Number of children ages 3-5 enrolled in Head Start	2025 FY	6,100	6,310	🟡	6,100	6,310	🟡
		Number of children ages 0-3 enrolled in Early Head Start	2025 FY	1,504	1,238	⬆️	1,504	1,238	⬆️
		Number of children ages 3-5 enrolled in Head Start (CY)	2025	6,100	6,310	🟡	n/a		

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Provide early childhood education for low-income families to prepare children for kindergarten	Percent enrollment in the Head Start/Early Head Start programs as a percent of funded capacity	Mar '26	98%	97%	▲	97%	97%	■
	Provide free meals to eligible children, seniors and low-income residents	Number of meals provided through Meals on Wheels	Mar '26	15,162	22,500	▼	145,776	135,000	▼
		Number of meals provided through Congregate Meal sites	Mar '26	12,315	16,882	▼	100,810	101,292	▼
		Number of meals provided through Summer Meals Program	Mar '26	0	0	▲	422,436	0	▲
	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	2025 FY	53	305	▼	53	305	▼
	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	Mar '26	4,516	1,439	▲	40,034	8,639	▲
		Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Mar '26	740,145.93	826,357.00	■	9,924,901.70	4,958,142.00	■
	Provide psychological services, including evaluation and therapy, for clients in need	Number of therapy sessions facilitated for CSD program participants	Mar '26	98	90	▲	630	540	▼
		Number of psychological intakes, assessments, and evaluations conducted for CSD program participants	'26 FQ2	70	73	▼	110	146	▼
	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	▼
	Provide safe housing options for victims fleeing their homes	Total dollar amount of financial assistance disbursed to victims of crime through financial assistance programs	Mar '26	226,241	136,160	▲	1,674,669	816,960	▲
	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	▲
	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 vulnerable residents and special populations access to social services	Number of visits by residents accessing services at neighborhood-based Community Resource Centers	Mar '26	2,411	7,200	▼	16,838	43,200	▼
	Reduce the number of juvenile arrests in Miami-Dade County	Number of juvenile arrests processed by Juvenile Services	Mar '26	101	126	▲	1,101	890	▲
		Number of youths released to secure detention	Mar '26	71	79	▲	636	474	▲
Financial	Meet Budget Targets (CSD)	Positions: Full-Time Filled (CSD)	'26 FQ2	592	733	▼	592	733	▼
		Revenue: Total (CSD)	'26 FQ2	\$33,638K	\$50,950K	▼	\$53,350K	\$101,900K	▼
		Expen: Total (CSD)	'26 FQ2	\$44,663K	\$50,951K	▲	\$90,979K	\$101,902K	▲

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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 Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Provide prevention and diversion services to eligible youths through a No Wrong Door approach	Business Plan Priority Initiative: Expand the JSD Training Center of Excellence	12/12/2024	In Progress			Bess, Latawun (CSD)
	Business Plan Priority Initiative: Increase JSD's footprint in the Community by enhancing Prevention, Diversion and Outreach Services.	12/12/2024	In Progress			Bess, Latawun (CSD); Molina, Cristina,M. (CSD)
	Increase Community Outreach and Prevention education and awareness	12/12/2024	In Progress			Bess, Latawun (CSD); Molina, Cristina,M. (CSD)
Provide Assessment Results to the Community	Business Plan Priority Initiative: Continuation of Multi-disciplinary Interventions	12/12/2024	In Progress			Bess, Latawun (CSD)
	Business Plan Priority Initiative: Explore Best Practices for Trauma Informed Protocols	12/12/2024	In Progress			Bess, Latawun (CSD)

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Technology Infrastructure Updates	1/15/2026	In Progress			Lean-Retana, Crystal (CSD)