



Carlos A. Gimenez
Mayor

BOARD OF COUNTY COMMISSIONERS

Audrey M. Edmonson
Chairwoman

Rebeca Sosa
Vice Chairwoman

Barbara J. Jordan District 1

Jean Monestime District 2

Audrey M. Edmonson District 3

Sally A. Heyman District 4

Eileen Higgins District 5

Rebeca Sosa District 6

Xavier L. Suarez District 7

Daniella Levine Cava District 8

Dennis C. Moss District 9

Javier D. Souto District 10

Joe A. Martinez District 11

José “Pepe” Díaz District 12

Esteban L. Bovo, Jr. District 13

Harvey Ruvín Clerk of Courts

Pedro J. Garcia Property Appraiser

Abigail Price-Williams County Attorney

COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT

Lucia Davis-Raiford Director

701 NW 1ST COURT, 10TH FLOOR, MIAMI, FLORIDA 33136
786.469.4600 | WWW.MIAMIDADE.GOV/SOCIALSERVICES

2017

ANNUAL REPORT





Contents

Message from the Mayor	3
Message from the Director and Chairman	4
Mission.....	6
Overview	7
Improving the Quality of Life of Seniors.....	9
Fighting the Opioid Epidemic	13
Reducing the Energy Burden on Low-Income Families.....	17
Closing Achievement Gaps.....	21
Supporting Victims of Domestic Violence and Human Trafficking.....	25
Strengthening Resiliency among Low-Income Individuals, Families and Communities	27
Hurricane Irma	31
Budget and Assets	33
Operating Under the Highest Standards	35
Community Action Agency Board	36

OUR PROUD PARTNERS



Message from the Mayor

Greetings,



Carlos A. Gimenez
Mayor

As Mayor, and on behalf of the 2.7 million residents of Miami-Dade County, I welcome you to the 2017 Annual Report for the Miami-Dade County Community Action and Human Services Department (CAHSD). As the social services branch of county government, CAHSD has the unique responsibility of responding to the needs of our County’s most vulnerable residents, including low-income families, children and seniors. Through their efforts, residents are afforded opportunities to enhance their economic and social well-being. Whether it’s providing high-quality early childhood education and development services to 6,996 of our youngest learners enrolled in the Head Start/Early Head Start program or delivering hundreds of thousands of meals to homebound and often isolated seniors, CAHSD provides a wide-range of essential and life-changing services throughout Miami-Dade County.

Over the past year, CAHSD provided direct services to more than 100,000 residents. The department also attained outstanding organizational achievements as they underwent two successful re-accreditation reviews. These accomplishments further demonstrates that CAHSD implements outcome-driven practices that result in high-quality social services.

I hope you enjoy learning more about their important work presented in this report.

Sincerely,

Carlos A. Gimenez
Mayor

Message from the Director and Chairman of the CAA Board

Greetings,



Lucia Davis-Raiford
Department Director

We are pleased to present the 2017 Annual Report for the Miami-Dade County Community Action and Human Services Department (CAHSD).

The 2017 Annual Report tells the story of CAHSD. It is our hope that by reading this report, you learn not only about what we do and our accomplishments, but also why we do this work. Our portfolio of services aims to alleviate the hardships that people living in poverty endure. Through the provision of comprehensive social services, we strive to better the lives of our clients, at every stage of life.

Over the past year, we have made great strides towards helping our most vulnerable residents achieve economic stability, but there is much more work to be done. With the support of our clients, funders, partners and advisory board members, we will continue working towards building a more resilient community, in which services are accessible, transformative and sustainable.

Sincerely,

Lucia Davis-Raiford
Department Director

William Zubkoff
Chair CAA Board



OUR MISSION

To empower individuals, families and communities through the provision of comprehensive social services.

Overview

MISSION To empower individuals, families and communities through the provision of comprehensive social services. The Community Action and Human Services Department (CAHSD), a nationally accredited organization, is the largest provider of comprehensive social services in Miami-Dade County.

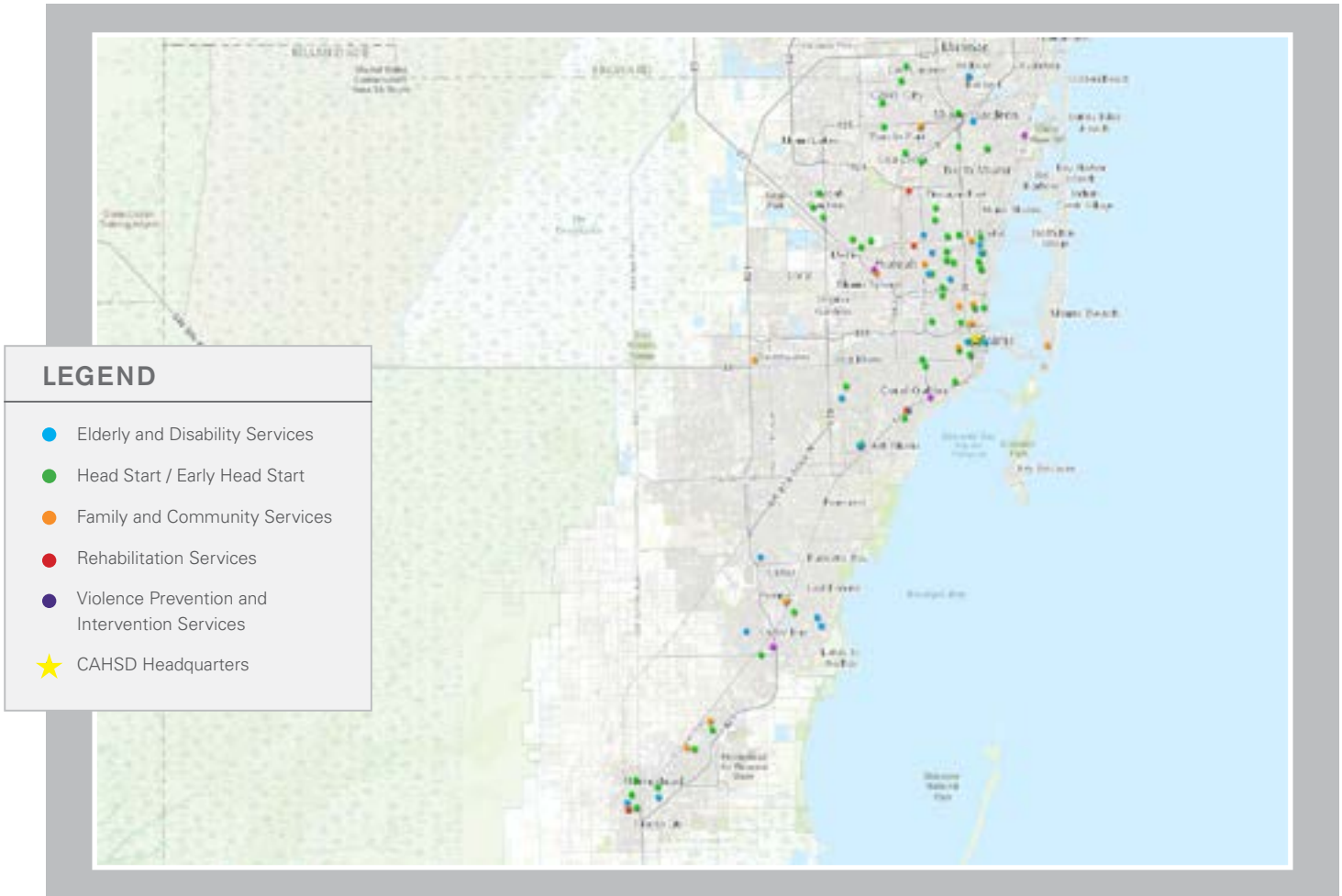
CAHSD’s services are designed to meet the goals outlined in the Miami-Dade County Strategic Plan for Health and Human Services. From providing free meals to children, seniors and adults with disabilities to help minimize hunger among County residents to training out-of-school youth, farmworkers and low-income individuals to ensure County residents are ready for work, the CAHSD service portfolio represents a multi-generational approach to supporting vulnerable populations.

CAHSD services address the most critical needs of impoverished residents and communities. Our work in 2017 focused on:

- » Improving the quality of life for seniors
- » Fighting the opioid epidemic
- » Reducing the energy burden on low-income families
- » Closing achievement gaps
- » Supporting victims of domestic violence and human trafficking
- » Strengthening resiliency among low-income individuals, families and communities

<div>4.25+ million</div> <div>meals to seniors, adults with disabilities and children.</div>	<div>300,000+ visits</div> <div>to our Community Resource Centers by Miami-Dade County residents accessing services.</div>	<div>21,847 low-income households</div> <div>assisted with home cooling and heating costs through LIHEAP.</div>
<div>1,600+ psychological services</div> <div>provided by interns and practicum students in mental health fields.</div>	<div>7,977 families</div> <div>served in Head Start and Early Head Start programs.</div>	<div>3,142 survivors</div> <div>of domestic violence and their dependents assisted at the Coordinated Victims Assistance Center.</div>
<div>14,786 seniors & adults</div> <div>with disabilities provided with essential services, such as weekly home care, daily meals, independent living skills training, social and volunteer opportunities and referrals.</div>	<div>2,807 individuals</div> <div>provided with substance abuse services, including 486 residential admissions and 465 outpatient treatment admissions.</div>	<div>119 homeowners</div> <div>provided with home improvement services, such as beautification, weatherization and shuttering.</div>

Reaching the Most Vulnerable Residents in Miami-Dade County



2017 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$12,060
2	16,240
3	20,420
4	24,600
5	28,780
6	32,960
7	37,140
8	41,320

For families/households with more than 8 persons add \$4,180 for each additional person.

» 840 facility maintenance requests received, of which 87% were fulfilled during the reporting period

Improving the Quality of Life of Seniors



CAHSD provides opportunities for seniors to socialize to reduce the isolation seniors face as they age.

HOW DOES CAHSD PREVENT THE INSTITUTIONALIZATION OF SENIORS AND ADULTS WITH DISABILITIES?

- » The Disability Services and Independent Living Program (DSAIL) and Adult Day Care Centers provide services to adults with disabilities designed to support independent living, including social and employment skills training, home and personal care and group activity therapy.
- » The Home Care Program provides frail seniors personal care services, household assistance and light chore assistance.

CAHSD ALSO PROVIDES OPPORTUNITIES FOR SENIORS TO SOCIALIZE TO REDUCE THE ISOLATION SENIORS FACE AS THEY AGE.

- » 21 congregate meal sites and senior centers are available for seniors to receive breakfast and lunch as well as participate in enriching activities, including health and nutrition classes, computer classes, book clubs, and recreational field trips.

//////////////////// SPOTLIGHT

PILOT PROGRAM: SENIOR STRONG SUMMER CAMP

- » In 2017, seniors attending select congregate meals sites spent their summer at Arcola Lakes Senior Center. In collaboration with Miami-Dade Parks, Recreation and Open Spaces, participating seniors were engaged in a range of fun activities including dancing, arts and crafts, swimming and sitcercise.
- » Seniors are offered volunteer opportunities to give back to their community and forge relationships with their peers and the recipients of their services.

WHAT DO SENIOR VOLUNTEERS DO? Senior Volunteers Provide...

Companionship to 219 frail, homebound seniors (92,783 hours)	Respite services for caregivers 15,290 hours
Guidance, support and tutoring to 198 children with special needs (12,328 hours)	71,744 hours Administrative and office support to local government agencies, health care facilities and non-profit organizations supporting seniors, children and Veterans

CASHD provides balanced, healthy meals that improve nutrition and prevent hunger while delivery provides socialization and companionship for homebound seniors.

In all programs, clients showed improvement or maintained their status regarding their:

- » Activities of Daily Living (ADL) such as bathing, dressing, feeding and light meal preparation.

» Instrumental activities of Daily Living (IDL) tasks such as managing money, transportation, scheduling appointments, shopping and managing medication

» Nutritional status

» Caregiver’s ability to continue to provide care to the client



////////Facts and Stats //////////
ELDERLY AND DISABILITY SERVICES

- ▶ 14,786 seniors and adults with disabilities served
- ▶ 437 low-income elders provided with homemaker, personal care and chore services
- ▶ 1,567 clients engaged in care planning management to ensure that their health, social, environmental and nutritional needs are met
- ▶ 387 adults with disabilities offered services designed to support independent living
- ▶ 289 adults with functional impairment disabilities received evidence-based health and social programs in adult day care
- ▶ 1,030,543 meals provided in congregate meal sites and delivered to homebound seniors, including 591,807 to seniors identified as “high-risk” for malnutrition
- ▶ 4,439 seniors received daily meals, increasing their nutritional and health status
- ▶ 361 seniors attended senior centers daily
- ▶ 7,650 seniors received information and/or referrals regarding services to enhance their well-being
- ▶ 847 seniors engaged in 192,145 hours of community service, a \$4.6 million contribution to Miami-Dade County
- ▶ More than 5,000 transportation trips were taken to increase clients’ social engagement in their community



Fighting the Opioid Epidemic



The Rehabilitative Services Divison offers comprehensive residential and outpatient treatments for adults struggling with substance use disorders.

- » In CAHSD programs, 75 percent of clients accessing treatment for substance use disorders are also diagnosed with a co-occurring mental health disorder.
- » Evidence-based treatment practices include individual and group counseling; psychiatric, medical and psychological services; Medication-Assisted Treatment (MAT); and intensive case management focusing on attaining post-treatment goals, such as maintaining sobriety, housing and employment.
- » Through collaboration with the criminal justice system and Miami-Dade Drug Court, services are geared towards reducing criminality and recidivism and increasing opportunities for effective rehabilitation and lifelong sobriety.
- » New Directions, the CAHSD residential treatment program, implemented Medication-Assisted Treatment to address the opioid epidemic.

SPOTLIGHT

WHAT IS MAT?

- » MAT provides a whole-patient approach to the treatment of substance use disorders, combining the use of FDA-approved medications with counseling and behavioral therapies.
- » Medications relieve withdrawal symptoms and physiological cravings, block the euphoric effects of opioids and normalize brain and body chemistry without the negative effects of the abused drug.
- » MAT is primarily used for the treatment of addiction to opioids, such as heroin and prescription pain relievers that contain opiates.
- » At New Direction, certified professionals administer medication ensuring a safe and controlled level of medication to clients.

WHY USE MAT?

The goal of MAT is full recovery, which includes leading a self-directed life. This treatment approach has been shown to:

- » Improve client survival by reducing mortality and fatal overdoses
- » Increase retention in treatment adherence
- » Decrease illicit opiate use and other criminal activity
- » Increase clients' ability to gain and maintain employment
- » Improve birth outcomes among pregnant women with substance use disorders
- » Improve overall quality of life
- » Lower a person's risk of transmitting and contracting infectious diseases

WHY NOW? According to the Miami-Dade County Opioid Addiction Task Force Final Report (2017):



Fighting the Opioid Epidemic - *continued*

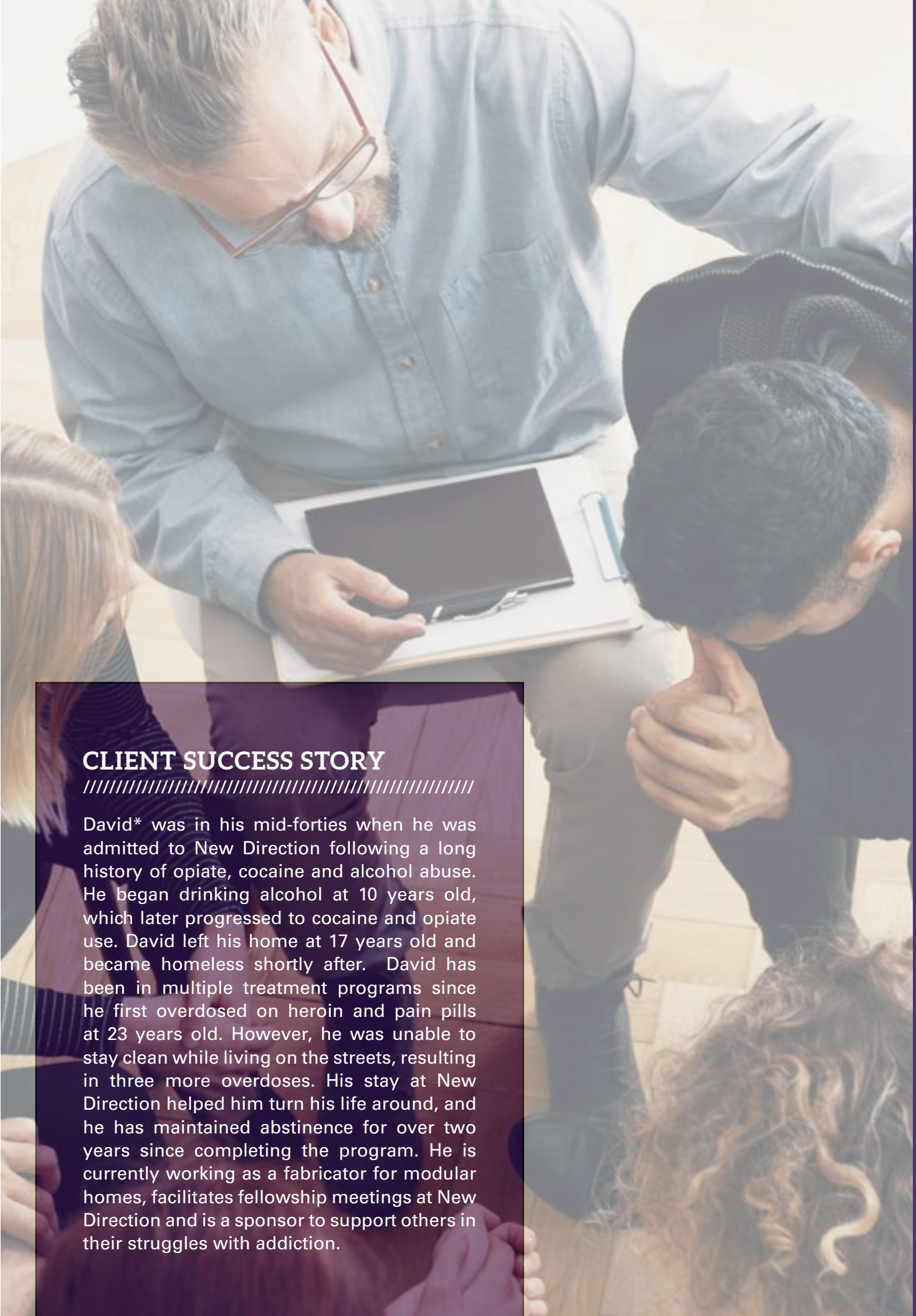


BEYOND OPIOID ADDICTION

- ▶ While CASHD has emphasized treating individuals with opioid addiction as the epidemic grows, the department also provides treatments for other forms of addictions.
- ▶ Treatment Enhancements Implemented in 2017
 - » Living in Balance and MATRIX Intensive Outpatient Treatment, two evidence-based curriculums, were incorporated into treatment to prevent relapse.
 - » HIV testing, education on maintaining healthy lifestyles and reducing high-risk behaviors were incorporated into treatment.
 - » New exercise equipment was installed at New Direction to enhance recreational activities.
 - » A new pharmacy contract increased access to medication for indigent and under-insured clients.

//////////Facts and Stats ////////// REHABILITATIVE SERVICES

- ▶ 2,807 individuals received substance abuse services
- ▶ 1,856 individuals assessed for behavioral and mental health services
- ▶ 465 outpatient admissions, of which 389 clients successfully completed treatment
- ▶ 486 residential admissions
- ▶ 13,065 individual counseling sessions
- ▶ 7,072 group therapy sessions facilitated



CLIENT SUCCESS STORY

David* was in his mid-forties when he was admitted to New Direction following a long history of opiate, cocaine and alcohol abuse. He began drinking alcohol at 10 years old, which later progressed to cocaine and opiate use. David left his home at 17 years old and became homeless shortly after. David has been in multiple treatment programs since he first overdosed on heroin and pain pills at 23 years old. However, he was unable to stay clean while living on the streets, resulting in three more overdoses. His stay at New Direction helped him turn his life around, and he has maintained abstinence for over two years since completing the program. He is currently working as a fabricator for modular homes, facilitates fellowship meetings at New Direction and is a sponsor to support others in their struggles with addiction.

Reducing the Energy Burden on Low-Income Families



WHAT IS THE ENERGY BURDEN?

According to the American Council for an Energy-Efficient Economy (2016), low-income households spend a greater portion of their income on energy costs compared to the average household.

In an analysis of Miami-Dade County Census data (2012-2016) and program data from the CAHSD Low-Income Household Energy Assistance Program (LIHEAP) for the 2016-17 fiscal year, we found that:

- » The average annual income in Miami-Dade County is \$69,069.
- » The average annual income of a LIHEAP customer is between \$10,100 and \$15,149.
- » The average Florida Power and Light (FPL) bill for Florida households in 2017 was \$101.98 per month.

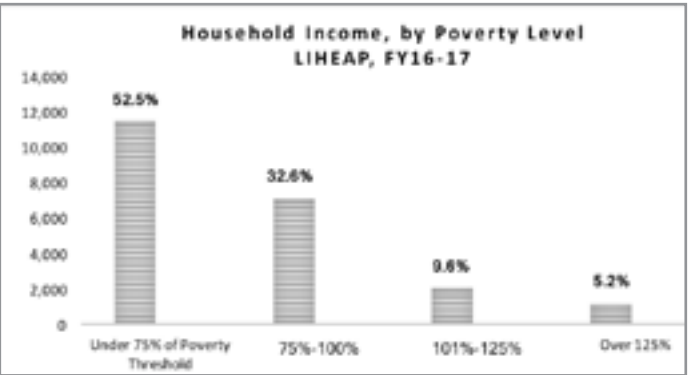
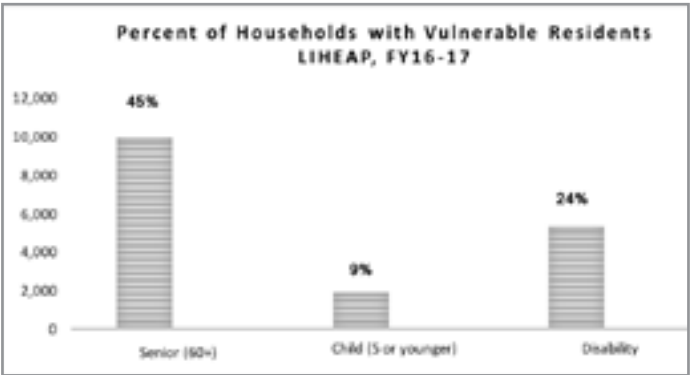
Based on those figures, the average household spends just 1.7 of their monthly income on energy costs, while the average LIHEAP household spends between 8 percent and 12.1 percent of their monthly income on energy costs.

EXAMPLE If the household income of a LIHEAP consumer is in the middle of the average range (\$12,625 annually), their monthly income is \$1,052. If their monthly energy cost is \$101.98, they are left with approximately \$950 to cover expenses like taxes, housing, transportation, food, health care and other basic needs.

Cost Breakdown for a One-Person Household in Miami-Dade County (Economic Policy Institute Family Budget Calculator)

- Housing - \$871
- Food - \$295
- Transportation - \$675
- Health Care - \$339
- Other - \$470
- Taxes - \$457
- **Total - \$3,107**

With the increasing cost of living, assisting individuals with their energy bill through LIHEAP reduces the energy burden.

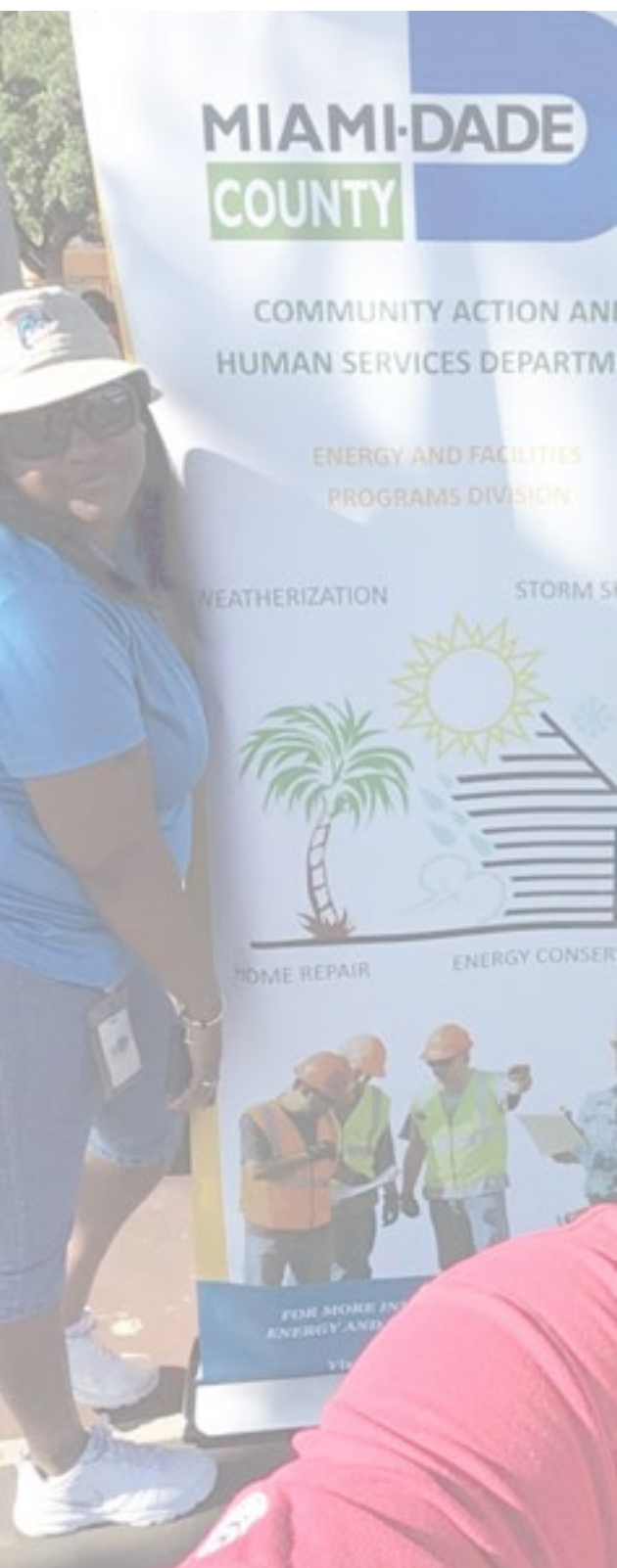


SPOTLIGHT

WEATHERIZATION: ANOTHER WAY TO HELP REDUCE THE ENERGY BURDEN ON LOW-INCOME FAMILIES

- » The U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP) increases energy efficiency in low-income households, which reduces energy costs while ensuring health and safety. According to the National Association for State Community Services Programs (NASCS), residents who receive Weatherization services may experience:
 - Fewer hospitalizations and ER visits
 - Fewer sick days from school and work
 - Fewer allergy, asthma and cold symptoms
 - Fewer poor physical and mental health days
- » Perform incidental safety repairs when needed
- » In 2017, the CAHSD Weatherization Assistance Program provided 57 homes with services to reduce energy consumption, lower energy costs and improve home air quality.
- » A senior or person with a disability resided in 70 percent of the homes that received Weatherization services.
- » Core WAP health and safety measures are to:
 - Install smoke and carbon monoxide detectors
 - Test, repair or replace HVAC systems to ensure combustion gas drafts safely
 - Install mechanical ventilation to ensure indoor air quality and mitigate moisture

Reducing the Energy Burden on Low-Income Families - *continued*



////////Facts and Stats ////////// CAHSD TARGETED ASSISTANCE PROGRAMS

- ▶ 21,847 low-income households received financial assistance with home cooling and heating costs through the Low-Income Home Energy Assistance Program (LIHEAP).
- ▶ 627 households provided with similar services through FPL's Care to Share program.
- ▶ \$344,000 recovered in retroactive Veterans Administration benefits for 2,027 veterans.
- ▶ 549 low-income individuals received financial assistance with their rent/mortgage, clothing and/or food assistance through the Emergency Food and Shelter Program.
- ▶ 686 low-income individuals provided free assistance with preparing and filing taxes through the Volunteer Income Tax Assistance (VITA) program, resulting in \$936,710 in tax returns and credits
- ▶ 150 low-income young adults and youth completed the CAHSD financial literacy course Money Smart Management for Young Adults



Closing Achievement Gaps



CAHSD provides services from early childhood education and college scholarships to employability skills training and career placement aimed to narrow achievement gaps in education, employment and economic stability.

Education

EARLY CHILDHOOD EDUCATION: HEAD START /EARLY HEAD START

Miami-Dade Head Start/Early Head Start is an inclusive and comprehensive early childhood education and development program for children from birth to five years old. Head Start provides children with a language-rich, challenging and supportive environment to develop strong early literacy, math, science and social skills that are necessary to succeed in school and life while also engaging parents in their children’s educational experiences. Supportive services include mental health and disability services and connecting families to medical care, dental care and other resources that promote self-sufficiency, such as educational and vocational training.

Head Start was created to improve children’s school readiness and narrow the gap between low- and higher-income children as they enter kindergarten. Research shows that:

- » Achievement gaps in core knowledge areas, such as math, writing, reading and science, exist as early as when children begin kindergarten.
- » Children raised in low-income households hear 30 million less words than their higher-income peers, resulting in a 30-million-word gap before four years old.
- » These gaps persist and often widen as children continue their educational journey, leading to future economic disparity due to lower educational attainment and higher rates of unemployment and underemployment.
- » Investment in early childhood education, particularly investments parents make in becoming more involved in their children’s education, helps narrow school readiness and achievement gaps.

CAHSD promotes parent engagement in classrooms, volunteerism and participation in educational and vocational training while connecting parents to resources that promote self-sufficiency.

College Scholarships: Each year, CAHSD and the 16 Community Advisory Committees award scholarships to college and college-bound students residing in targeted communities to eliminate financial barriers to higher education.

Adult/Alternative Education: Through adult education services, CAHSD provides direct services and referrals to GED, ESOL and ABE classes, vocational/technical and certificate programs, and 2-year and 4-year college education for unemployed and underemployed residents. Intensive case management and retention services ensure that clients stay on track to meet their goals.

Greater Miami Service Corps (GMSC): GMSC provides comprehensive services aimed at breaking the cycle of

poverty among young adults by increasing self-sufficiency through community service and education.

Farmworker Career Development Program (FCDP): Farmworkers often live in isolation and cannot access services that improve their quality of life. FCDP provides farmworkers and their families with opportunities to attain academic and professional credentials. CAHSD works with clients to identify career aspirations and guides them through academic and/or vocational pathways to achieve their goals. Through the program, farmworkers are provided with a range of support services, including scholarships, stipends, transit passes and referrals to free child care to eliminate barriers to self-sufficiency.

Employment

GENERAL EMPLOYMENT SERVICES

Through the Family and Community Services Division, CAHSD provides a range of employment services to assist residents in moving from unemployed or underemployed to earning a living wage to support themselves and their families. Employment services and topic-specific trainings such as resume writing, interviewing skills, professional etiquette and completing applications assist residents with finding opportunities that match their skill set and obtain and maintain employment. Clients are also provided with additional support services and transit passes as well as referrals to educational and vocational training to enhance their employability.

Targeted Employment Services: Through the Greater Miami Service Corps (GMSC) and the Farmworker Career Development Program (FCDP), CAHSD provides tailored career development and counseling services to out-of-school youth and migrant farmworkers.

GMSC: In addition to educational and vocational training, Corps members participate in service learning opportunities and are connected to paid internships. Through GMSC, young adults gain valuable work experience across a range of industries, including government, non-profits and the private sector. The program supports participants in obtaining professional credentials while engaging them in structured activities designed to develop their leadership, teamwork, critical thinking and problem-solving skills.

FCDP: FCDP provides intensive career assessment, placement, and counseling services. Farmworkers enter the program at different stages of their career. CAHSD case managers work with participants to develop an individually tailored service plan. Clients who are not prepared to enter the workforce are connected to educational, technical and vocational training opportunities. Clients with the appropriate credentials are assisted with job search and job referral as well as completing job applications, identifying references and preparing for interviews.

Closing Achievement Gaps - *continued*



////////////////////Economic Stability

The 2016 American Community Survey for Miami-Dade County demonstrates strong correlations between educational attainment, employment status and poverty status. The data showed that the likelihood of living in poverty decreases as educational attainment increases; residents who possess high school and college degrees are more likely to be employed; employed residents with college degrees have higher incomes than employed residents with high school diplomas only; and employed residents are less likely to live in poverty than unemployed residents.

//////////Facts and Stats ////////// CLOSING ACHIEVEMENT GAPS

- ▶ 7,977 families and 8,452 children served through Head Start/Early Head Start.
- ▶ 3,306 Head Start students successfully transitioned into kindergarten.
- ▶ 80 Head Start students received water safety instruction.
- ▶ 938 unemployed residents obtained employment from CAHSD career development and placement services.
- ▶ 932 clients participated in employability skills training workshops and/or one-on-one career counseling services, including 300 out-of-school youth.
- ▶ 486 young people engaged in positive youth development, education and training activities through the GMSC Out-of-School youth program.
- ▶ \$24,000 in scholarships were awarded to 21 college and college-bound students from 16 target areas.



Supporting Victims of Domestic Violence and Human Trafficking



HOW PREVALENT ARE DOMESTIC VIOLENCE AND HUMAN TRAFFICKING IN MIAMI-DADE COUNTY?

- » According to the Florida Department of Law Enforcement, there were 9,357 domestic violence offenses reported in 2016, a 6% increase from 2015. This figure accounts for 9% of all domestic violence offenses reported in Florida.
- » According to the Miami-Dade State Attorney’s Office (SAO):
 - » Florida ranks #3 in the nation for human trafficking.
 - » In Miami-Dade County, approximately 40% of total victims are minors; the average age of adult victims is between 18 and 23.
 - » In Miami-Dade County, 96% of minor victims and 92% of adult victims are female.
 - » Since 2012, the SAO has worked with 582 victims of human trafficking – approximately 67% were local victims and 32% were out-of-state victims.

HOW DOES CAHSD SUPPORT VICTIMS?

- » CAHSD practices a comprehensive, holistic approach to supporting victims of domestic violence, stalking, dating violence, sexual violence and human trafficking and their dependents, inclusive of safety planning, legal and court services, advocacy, direct relief assistance, emergency shelter, transitional housing and counseling.
 - » Coordinated Victims Assistance Center (CVAC):
 - The only Family Justice Center in State of Florida, where victims of domestic violence, sexual assault, human trafficking and other forms of violence can come to one place to access resources they need.
 - 39 on site partners offer 37 distinct services for victims of domestic violence and human trafficking, including mental health services, bereavement counseling, housing assistance, legal services, immigration assistance, HIV/STI testing, nutrition education, financial literacy, career coaching and job readiness training. CVAC also has a food pantry and clothing boutique on-site.
 - » Court Services: Advocates based at CVAC and at courthouses located throughout Miami-Dade County assist victims with filing Injunctions for protection, court orders, compensation claims and domestic violence relocation applications.

- » Emergency Shelter (54 beds): CAHSD operates two emergency shelter facilities – Safespace North and Safespace South – to house individuals and families fleeing from violence in their homes.
- » Transitional Housing (73 units): CAHSD operates two transitional housing facilities – Inn Transition North and Inn Transition South – for families as they work towards obtaining self-sufficiency and finding safe housing.
- » Counseling and Support: Community partners and doctoral interns provide individual, family and group counseling to victims and their families at CVAC and residential facilities.

HOW DOES CAHSD EDUCATE THE PUBLIC ABOUT DOMESTIC VIOLENCE AND HUMAN TRAFFICKING IN MIAMI-DADE COUNTY?

- » CAHSD engages residents of all ages and backgrounds in educational and awareness activities to aid in the prevention of domestic violence and human trafficking through the Technical and Education Committee (TEC).
 - » A total of 53 educational workshops and presentations were held during 2017, reaching 3,685 residents.
 - » Key Trainings for 2017:
 - 100 leaders of diverse faiths attended the 3rd Annual Faith-Based Organization Domestic Violence and Human Trafficking Awareness Day event to discuss how they can safely support victims.
 - 140 local high school students attended the 3rd Annual Human Trafficking Conference: Youth in Action and became human trafficking prevention leaders and protect themselves and their friends from victimization.
 - 32 high school students were trained on how to prevent teen dating violence and promote safe and healthy relationships.

//////Facts and Stats //// VIOLENCE PREVENTION AND INTERVENTION

- » 6,826 safety plans developed for victims and their dependents
- » 3,142 clients provided with services at the Coordinated Victims Assistance Center (CVAC)
- » 3,024 hotline calls answered
- » 2,229 domestic violence victims fleeing domestic violence provided with emergency shelter
- » 6,400 transit passes provided and 545 program participants transported to access services
- » 975 court services provided
- » 164 direct relief services to assist victims with housing, utility, food, clothing and other emergency costs
- » More than 8,000 referrals made
- » 23 families obtained safe, permanent housing following stays in Inn Transition North and South

Strengthening Resiliency among Low-Income Individuals, Families and Communities



From home and community improvement projects to leadership development and volunteerism, CAHSD offers programs that build resilient communities through empowerment and advocacy.

HOME AND COMMUNITY IMPROVEMENT

- » Beautification
 - » Each year, Greater Miami Service Corps members complete various community projects such as graffiti abatement, community beautification, housing rehabilitation, and facility and park maintenance, as well as provide general office support for government agencies including Miami-Dade County, the City of Miami, National Park Service and Florida Department of Transportation.
 - » Through the CAHSD Beautification and Paint and Shutter programs, Miami-Dade County homeowners receive home beautification services such as exterior home painting and landscaping.

- » Shuttering

The CAHSD Energy, Facilities and Transportation Division Shuttering Program assists low to moderate income homeowners in Miami-Dade County with Accordion Shutters to protect their home from hurricane force winds. The program aims to serve 20 new homes each year. During hurricane season, the shuttering team plays a pivotal role in assisting homeowners, specifically the elderly and adults with limited mobility, with securing their homes pre and post a weather-related event.

- » Home Rehabilitation

The Home Rehabilitation program provides owner-occupied Rehabilitation Loans to very low, low and moderate income families to rehabilitate their existing single family homes. The maximum amount of the rehabilitation loan available to low income families is \$35,000 and \$45,000 for elderly and certified disabled households. The loan terms are 20 year deferred/forgivable loan with an estimated \$50.00 monthly payment.

LEADERSHIP DEVELOPMENT AND ADVOCACY

- » Greater Miami Service Corps (GMSC)
 - » Through the ServiceWorks curriculum, Corpsmembers engage in comprehensive service learning activities, taking the lead in identifying community needs and creating a youth-led community service project to address those needs.
- » Citizen Participation
 - » Through Citizen Participation, residents of 16 target areas, which are historically underserved communities in Miami-Dade County, are encouraged to participate in their local Community Advisory Committee (CAC). CACs are utilized to foster and sustain civic

engagement, affording residents the opportunity to identify community needs and develop and implement plans to address those needs. CAC members are elected, represent the residents of their communities, and serve in an advisory capacity to the department.

- » Mental Health
 - » Through the CAHSD Psychological Services Unit and the Psychology Internship Program, masters and doctoral-level students work to help build resiliency among children, youth, seniors, adults with disabilities

and victims of domestic violence. In 2017, 12 students trained in the mental health field were placed in various CAHSD programs, fulfilling their practicum requirements and 4 doctoral psychology interns completed the CAHSD Psychology Internship Program. Through their efforts, CAHSD expanded the use of evidence-based treatment models within core program areas, including Elderly and Disability Services, Head Start/Early Head Start, Rehabilitative Services and Violence Prevention and Intervention.

Volunteerism

<div>Head Start</div> <div>3,891</div> <div>parents volunteered</div> <div>in classrooms for a total of 230,357 hours</div>	<div>SCP</div> <div>135</div> <div>volunteers served</div> <div>219 frail, homebound seniors for a total of 92,783 hours</div>
<div>RELIEF</div> <div>39</div> <div>volunteers provided</div> <div>respite services to caregivers for a total of 15,290 hours</div>	<div>FGP</div> <div>108</div> <div>volunteers served</div> <div>198 children for a total of 12,328 hours</div>
<div>RSVP</div> <div>565</div> <div>seniors volunteered</div> <div>at various public agencies, non-profit organizations and health care facilities for a total of 71,744 hours</div>	<div>GMSC</div> <div>93,832</div> <div>hours served</div> <div>by young people to improve their communities</div>
<div>CACs</div> <div>Residents in 16 targeted communities provided</div> <div>200 hours of service</div> <div>that included local community-based projects, fundraising to support scholarships for local students and advocacy</div>	

Strengthening Resiliency among Low-Income Individuals, Families and Communities - *continued*



////////Facts and Stats ////////// RESILIENCY

HOME AND COMMUNITY IMPROVEMENT

- ▶ GMSC members remediated 92 abandoned or foreclosed homes and pools as part of a crime abatement initiative to promote public safety and 132 tons of litter were collected.
- ▶ Hurricane shutters were installed on 39 homes of low-to-moderate income homeowners to protect their property from hurricane force winds.
- ▶ 23 homeowners provided with Beautification services, including painting and/or landscaping.

LEADERSHIP DEVELOPMENT AND ADVOCACY

- ▶ 300 youth engaged in youth-designed and led service projects that addressed community needs and positively impacted their communities
- ▶ 90 youth attended CAHSD afterschool programs and were provided with tutoring, mentoring and services while participating in social and cultural enrichment activities
- ▶ 22 youth involved in the juvenile justice system successfully completed the CAHSD diversion program, Project F.A.C.E. (Family and Child Empowerment)
- ▶ 162 individuals residing in underserved communities were engaged as advocates through the Community Advisory Committees.

MENTAL HEALTH

- ▶ 1,636 psychological services provided to CAHSD clients including: individual, family and group therapy; crisis intervention; case management; intakes, assessments and evaluations; therapeutic activities for adults with disabilities; classroom interventions; and staff and client trainings.



Hurricane Irma



PRE-STORM

Transported **224 families**,
including seniors, residential clients and individuals with
disabilities to the evacuation shelters

Delivered **14,000 shelf-stable meals** to 500 homebound residents

Provided **8,400 shelf stable meals** to 1,400 Meals for elderly clients

Installed **23 new shutters**
for elderly and disabled residents

Provided **6,200 individuals**
with information and referrals

118 Home Care Program
clients received personal care services

During the storm: 48 CAHSD employees worked 800 hours at the evacuation shelters and the Emergency Operations Center

POST-STORM

Within the first 3 days after Irma, CAHSD:

- Distributed 13,500 sandwiches, water and snacks to families in need
- Achieved contact with 90% of seniors and adults with disabilities clients via telephone and home visits
- Provided a seven-day supply of frozen meals to Home Care and MOW clients with electricity and a daily delivery of box lunches to those without power, serving 1,015 clients
- Delivered a 4-day supply of shelf-stable food to 1,800 clients and residents

► Provided Home Care for 575 clients, including personal care, homemaking, laundry services, meal preparation and respite support for caretakers

► Provided Medical Assisted Treatment (MAT), court-ordered testing and counseling services to residential and outpatient clients at New Direction

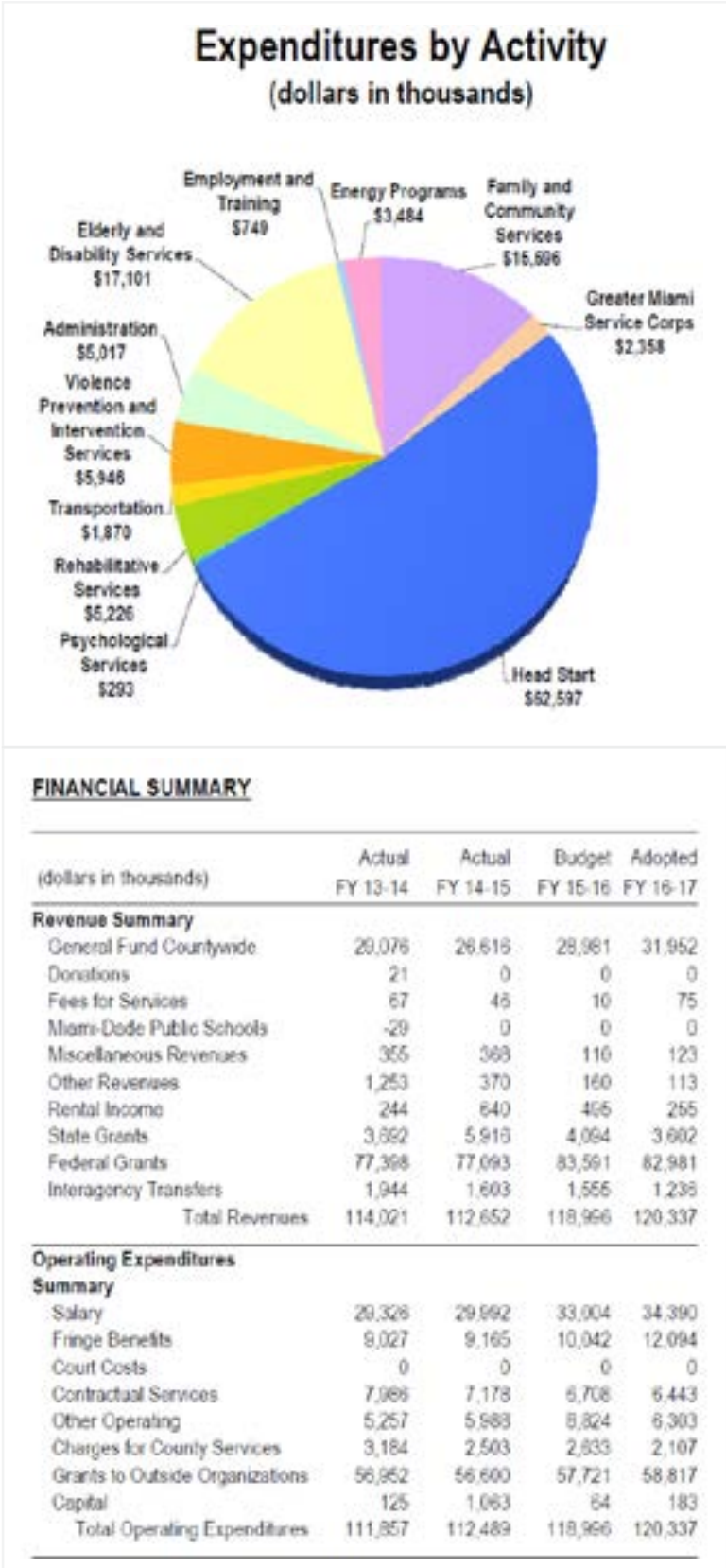
► Mobilized more than 100 Greater Miami Service Corps members and 30 volunteers to provide assistance by delivering meals county-wide, debris removal at several CAHSD locations and telephone reassurance to seniors in Creole and Spanish

► Provided on-the-ground assistance with FEMA, providing assessment and translation services in the community

In total, CAHSD distributed **489,453** meals, **20,000** bottles of water, **2,500** bags of ice and countless snacks to residents in need throughout Miami-Dade County, including homebound seniors, individuals with disabilities, farmworkers and families with young children.



Budget and Assets



Operating Under the Highest Standards



- ▶ Council on Accreditation – CAHSD is one of six public human services agencies accredited in the State of Florida by COA, the highest honor that can be bestowed upon a social services agency, setting it apart from thousands of providers throughout the nation.
- ▶ COA reaccreditation is an objective and reliable verification that CAHSD adheres to the highest standards and best practices in the delivery of comprehensive social services.
- ▶ American Psychological Association (APA) – The CAHSD Psychology Internship Program is accredited by APA, the national accrediting authority for professional education and training in psychology.
- ▶ Community Service Block Grant (CSBG) Organizational Standards - The CSBG organizational standards provide a standard foundation of organizational capacity for all CSBG eligible entities across the United States.
- ▶ Head Start Program Standards – Head Start Performance Standards encourage the use of data for programs to ensure a continuous quality improvement process, reducing administrative burden and allowing grantees to focus on outcomes over process.

Community Action Agency Board



Dr. William Zubkoff
Chair (District 9)



Dr. Joyce Price
Vice Chair (District 6)

- Irene Taylor-Wooten**
2nd Vice Chair
Bylaws Committee Chair
(Social Welfare)

Beverly King
3rd Vice Chair
(Social Welfare)

Francesca Menes
Secretary (District 2)

Marjorie York
Assistant Secretary
(South Beach CAC)

Levy Kelly
Parliamentarian
(South Miami CAC)

Delleperche Joseph
Treasurer
Finance Committee Chair
(Business/Banking)

Samantha Miller
(Head Start Policy Council)

Dr. Santarvis Brown
Youth Committee Chair
(Religion)

Sonia Lopez
(Education)

Marissa Lindsey
(Perrine CAC)

Angelina Rodriguez
(Hialeah CAC)

Brenda Betancourt
(Little Havana/Accion CAC)

Anita Youngkin
(Naranja CAC)

Jean Fincher
(Culmer CAC)

Tanaka Charles
(Liberty City CAC)
- Elijah Dukes**
(Goulds CAC)

Nick Alvarez
(Wynwood CAC)

Julius Riley
(Florida City CAC)

Derrick L. Williams
(Edison CAC)

Reynold Martin
(Coconut Grove CAC)

Alvin Roberts
(Allapattah CAC)

Sharon Frazier-Stephens
(Opa-Locka/Miami Gardens CAC)

Sylvester Wooden
(Florida City CAC)

Larry Williams
(Brownsville CAC)

Dorothy Johnson
(District 1)

Richard Brown- Morilla
(District 4)

Joyce Galbut
(District 5)

Marie Birts
(District 7)

Lis-Marie Alvarado
(District 8)

Jeffery Lagomacini
(District 13)

Pat Santangelo
(City of Miami Mayor)

Maurice L. Kemp
(Miami-Dade Mayor)