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COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT

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COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT

2016

ANNUAL REPORT





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Letter from the Director

Dear Friends,

It is my pleasure to present the Miami-Dade County Community Action and Human Services Department’s (CAHSD) Annual Report for the 2016 fiscal year. At CAHSD, we have the privilege of serving the most diverse population in the State of Florida, providing quality social services that are critical to sustaining healthy families and communities.

From the infants and children enrolled in our Early Head Start and Head Start programs to the seniors who participate in enriching activities offered through our Elderly and Disability Services Division, our dedicated team of more than 500 employees and countless volunteers is committed to responding to the needs of the entire family.

CAHSD’s 2016 Annual Report chronicles the department’s achievements, and the achievements of our clients, over the past year. As we prepare for another year, we will use this information to build even stronger programs.

We are deeply grateful to our staff and volunteers for their dedication to our mission, and to the Board of Directors and supporters. As we enter the new fiscal year, we are excited to establish new partnerships and to find more creative ways to meet the community’s evolving needs.

Best,



Lucia Davis-Raiford
Department Director



Letter from the Chairman

Dear Friends,

On behalf of the Community Action Agency Board (CAA Board), welcome to the Community Action and Human Services Department (CAHSD) 2016 Annual Report for the of Miami-Dade County. As chair of the CAA Board, I have the unique opportunity to lead a group of dedicated advocates who strive to provide a voice for the underserved and underprivileged.

The mission of the CAA Board is to empower economically disadvantaged individuals, families and communities through advocacy, education, resource mobilization and service delivery. We have the responsibility of providing guidance to the staff of CAHSD on behalf of the communities and industries that we represent, ensuring that the needs of our residents are known and met.

I am proud to share this report, which highlights the work CAHSD does throughout Miami-Dade County to support families and communities. My fellow board members and I are incredibly honored to serve on the CAA Board and are inspired by the stories of our clients. As changes in policy continue to affect our community, we remain committed to our mission to serve as advocates for those impacted by poverty. We look forward to the challenges that may lie ahead, as they present opportunities to be innovative and collaborative in our work.

Regards,



William Zubkoff





MISSION

TO EMPOWER **INDIVIDUALS, FAMILIES AND COMMUNITIES** THROUGH THE PROVISION OF **COMPREHENSIVE SOCIAL SERVICES.**

Overview

Community Action and Human Services Department (CAHSD) is the largest provider of comprehensive social services in Miami-Dade County. CAHSD is a nationally accredited organization, recognized for its outstanding practices in providing high-quality services.

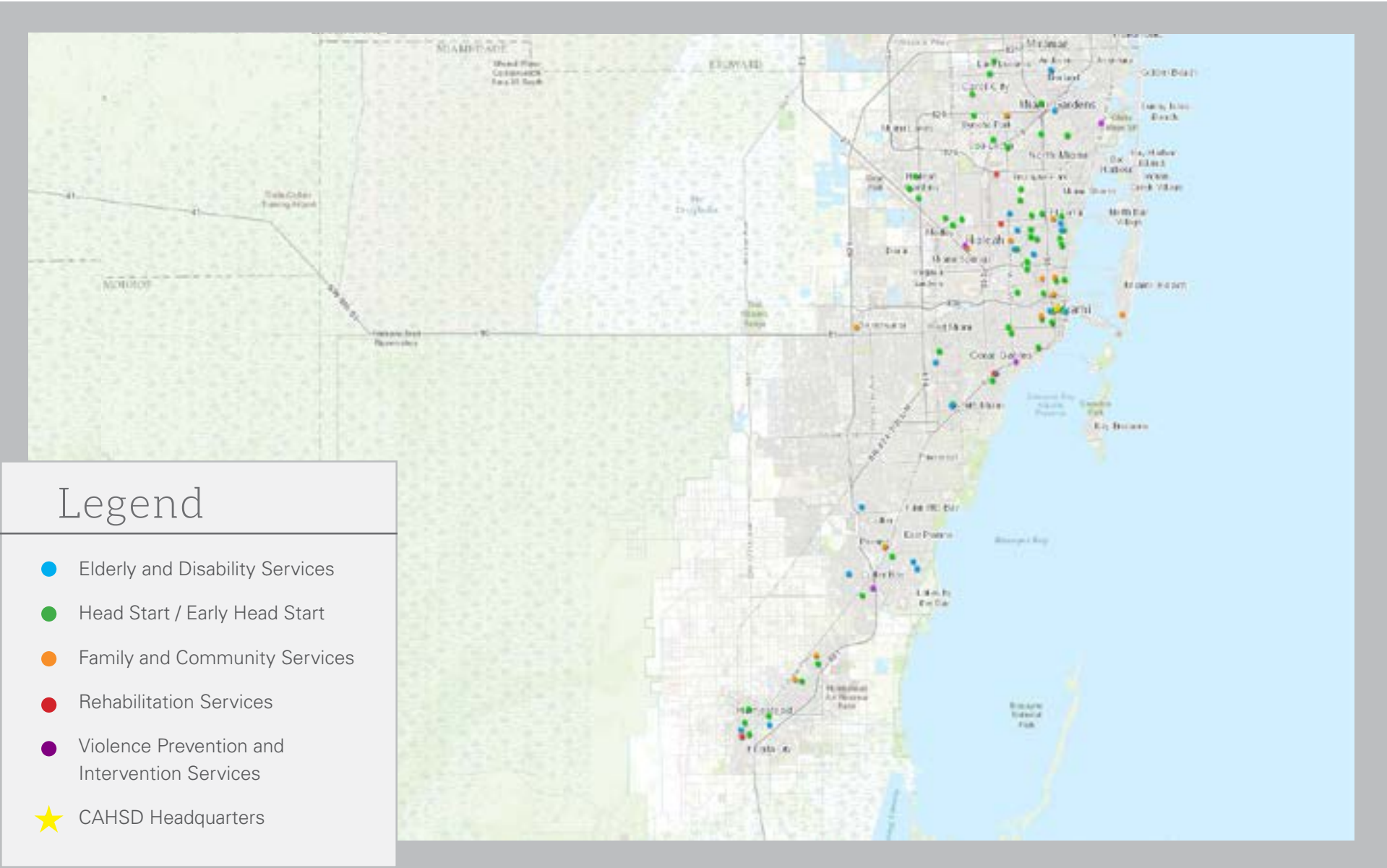
As a part of the Health and Human Services strategic area of the County’s Strategic Plan, CAHSD provides services that are designed and coordinated to address and relieve hardships associated with poverty. The service delivery model is strongly client-centered and is comprised of multiple direct service components to meet the needs of the entire family, including:

- Early Childhood Education & Development
- Family & Community Services
- Crisis Prevention & Intervention
- Employment Preparation & Placement
- Psychological Services
- Violence Prevention & Intervention Services
- Child & Youth Development Services
- Elderly & Disability Services
- Community Engagement & Advocacy
- Energy Services
- Rehabilitative Services



Serving Miami-Dade County

In fiscal year 2016, CAHSD served more than 100,000 residents, many of them in multiple programs, in various locations throughout Miami-Dade County.





SIGNATURE EVENTS & CAMPAIGNS

CALLING ALL MEN:
STAND AGAINST VIOLENCE

ANNUAL THANKSGIVING FOOD DRIVE

BACK TO SCHOOL WITH DAD

SURVIVORS' VOICES

MAYOR AND COUNTY RECOGNITION
DAY FOR NATIONAL SERVICE

ANNUAL HOLIDAY TOY DRIVE

BUILD ME A LIBRARY

UNITED WAY CAMPAIGN

CALLING ALL MEN: STAND AGAINST VIOLENCE

November 2015

Renowned experts in developing strategies to engage men in the prevention of violence against women spoke with a community of men to empower them to become leaders in putting an end to sexual and domestic violence.

More than 250 men attended the 2nd Bi-Annual Conference held at Albizu University.



ANNUAL THANKSGIVING FOOD DRIVE

November 2015

No family should be without food for the holidays. Every year, CAHSD provides families and seniors in need with Thanksgiving food baskets, complete with a turkey and all of the trimmings. In 2016, the department distributed 392 food baskets, helping families celebrate a healthy and happy Thanksgiving.



BACK TO SCHOOL WITH DAD

August 2016

Each summer, CAHSD celebrates fathers who are involved in their children's education. At this event, fathers from Family Development and Head Start/ Early Head Start programs gather for a day of family fun, including a back-pack giveaway, arts and crafts, face painting, field games and a community resource fair. More than 250 dads participated in this year's event held at Zoo Miami.



SURVIVORS' VOICES

January 2016

Every year, CAHSD brings together the community for the Annual Human Trafficking Conference. In 2016, survivors of human trafficking shared their experiences with sex and labor trafficking to inform the development of prevention and intervention services for victims.

Over 50 community leaders, media and service providers attended the 2nd Annual Conference held at Albizu University.



MAYOR AND COUNTY RECOGNITION DAY FOR NATIONAL SERVICE April 2016

Each year in the chambers of the Miami-Dade Board of County Commissioners, CAHSD recognizes hundreds of program participants who donate their time to support communities and families. In 2016, the department honored volunteers from the Senior Companion, Foster Grandparent, Retired Senior Volunteers and Respite for Elders in Everyday Families programs, as well as members of the Greater Miami Service Corps.



ANNUAL HOLIDAY TOY DRIVE December 2016

During the holiday season, CAHSD partners with local organizations and other County departments in a county-wide toy drive. In 2015, more than 950 toys were collected and distributed to children in need.



BUILD ME A LIBRARY August 2016

In 2016, CAHSD teamed up with Miami-Dade Fire Rescue to help increase access to books for Early Head Start and Head Start families. “Build Me a Library” is a fundraising initiative designed to reduce the 30 million word gap children from underserved communities experience. Before the age of 4, children from low-income households are exposed to 30 million less words than their more affluent peers. To bridge this gap, we are building small reading nooks in all of our centers, encouraging parents to read to their children in the classroom.

The department also recruited local heroes and community role models to lead by example. Firefighters from Miami-Dade Fire Rescue committed to raise funds to support the project and spend time in the classroom, reading and teaching children about fire safety.



UNITED WAY CAMPAIGN 2016

Each year, CAHSD participates in the County’s annual United Way Campaign to help raise funds to support programs offered by the United Way.

In 2016, the team raised more than \$18,000 through fundraising events held throughout the year.



COMMUNITY ADVISORY COMMITTEE (CAC) ANNUAL SCHOLARSHIP AWARDS LUNCHEON July 2016

Each year, CAHSD Community Advisory Committees raise funds to support college and college-bound students residing in low-income areas by awarding scholarships.

In 2016, the CACs awarded 33 bright, young scholars with \$48,000 in scholarship funds.

2016 SCHOLARSHIP AWARDEES:

Allapattah	Natalia Duque	Florida State University	Edison/Little River	Mirdens Lambert	Florida State University
	Aaniyah Sellers	Florida Memorial University		Anthronique Pierre	Bethune Cookman University
Brownsville				Sam Merlus	Tuskegee University
	Dwight Spencer	Hofstra University	Florida City		
	Shawntrell Blackman	University of Miami		Kavaough Jernigan	Florida Agricultural & Mechanical University
	Janesha Jackson	Florida Agricultural & Mechanical University		Fara Paul Florida	International University
	Yorlene Silva	Miami Dade College		Alait Baptiste	Florida Memorial University
Culmer/Overtown	Kashia Kancey	Miami Dade College	Goulds	Brian King, Jr.	Florida Agricultural & Mechanical University
Coconut Grove	Raveen Johnson	Miami Dade College	Hialeah		
	Diarra Hallman	Tuskegee University		Genesis Lucero	Miami Dade College



Liberty City	Lenny Roundtree	Allan Hancock College	Perrine	Darren Beckford	Florida State University
				Diondria Gibson	Bethune Cookman University
Little Havana	Blonda Garcia-Martinez	Johnson & Wales University			
	Andy Pinto-Castillo	Florida International University	South Beach	Evelyn Mila-Caballero	Florida International University
	Jennifer Chararria	Miami Dade College			
			South Miami	Zaynah Hamilton	Florida State University
Naranja/Leisure City	Tiara Kinsey	Ohio University		Jade Higgins	Florida Golf Coast University
Opa Locka	Yennifer Pinto-Castillo	Spelman College	Wynwood	Eliphete Saintvil	Miami Dade College
	Ronald Page	Florida International University		Latasha Gibson	Miami Dade College
	Laquita Ragin	Miami Dade College		Raphael Ramos	Miami Dade College



PROGRAMS & SERVICES

EARLY CHILDHOOD EDUCATION AND DEVELOPMENT

FAMILY AND COMMUNITY SERVICES

EMPLOYMENT PREPARATION AND PLACEMENT

VIOLENCE PREVENTION AND INTERVENTION

CHILD AND YOUTH DEVELOPMENT

ELDERLY AND DISABILITY SERVICES

COMMUNITY ENGAGEMENT AND ADVOCACY

ENERGY PROGRAMS

REHABILITATIVE SERVICES

Early Childhood Education and Development

The CAHSD Head Start/Early Head Start (HS/EHS) program is the largest comprehensive early childhood education and development program of its kind in the southeastern United States.

HS/EHS focuses on the development of positive social, physical and emotional development of children ages 0 to 5, ensuring that children are school-ready. Each year, we provide education, child development and family support services to nearly 8,000 children, pregnant women and their families.

The program provides all 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 engaging parents in their children’s educational experiences.

Supportive services include psychological services and connecting families to medical care, dental care, and other resources that promote self-sufficiency, such as educational and vocational training.

The CAHSD HS/EHS program includes the oversight of seventeen (17) delegate agencies in the provision of high-quality early childhood education in more than 180 classrooms. In the 2015-2016 program year, we expanded Early Head Start services into privately owned day care centers. The expansion allowed for an additional 240 slots, and brought enhancements to the program, such as more STEAM (Science, Technology, Engineering, Arts and Mathematics) activities in the classroom and professional development opportunities for center directors, teachers and teacher assistants.

KEY ACHIEVEMENTS IN 2016

- 6,977 total families served, including 7,364 children in Head Start; 677 children in Early Head Start; and 4 pregnant women.
- Exceeded expected growth in each Early Head Start key outcome (Approaches to Learning; Cognitive Development and General Knowledge; Language, Communication, Reading and Writing; Physical Development and Health; Social and Emotional Development) by an average of 69.6 points for children 8-18 months, 77.6 points for children 18-24 months, and 10.2 points for children 2-3 years.
- Exceeded expected growth in each Head Start key outcome (Approaches to Learning; Early Math; Language; Literacy; Nature and Science; and Social and Emotional) by an average of 48.5 points.
- 3,381 children successfully transitioned into kindergarten.
- Over 3 million nutritious meals and snacks provided to participating children.
- Developed enhanced services to meet the needs of children with disabilities enrolled in Early Head Start.

SPOTLIGHT

FATHERHOOD

The benefits of father involvement in education are evident for both children and their fathers, even when they are not living together. For fathers and father figures, being engaged helps build stronger attachment with children. Research indicates that improved cognitive abilities and graduation rates are correlated with high father involvement. Involved fathering is also associated with lower rates of contact with the juvenile justice system and the development of positive characteristics such as empathy, self-esteem, self-control and social competence.

To support fathers and promote healthy relationships with their children,

CAHSD and our delegate agencies work together to create opportunities for father involvement. Our most notable events include:

- Back to School with Dad
- Fathers in Education Day
- Father/Daughter Dance
- Literacy Kick-Off with Dad
- Dad, Take Your Child to School Day



Family and Community Services

CAHSD supports families as they move from poverty towards economic security. Each program practices a service delivery model that engages families and communities in the provision of comprehensive services responsive to their needs.

Many of our clients come to us during a time of crisis, and programs such as the Low-Income Home Energy Assistance Program (LIHEAP), Care to Share, and the Emergency Food and Shelter Program (EFSP) offer relief during this time. Whether it's assistance paying their utility bill, rent or mortgage, a team of eligibility interviewers and social workers work with each client to find the most appropriate solution to their hardship.

CAHSD also works with residents to help prevent future emergencies. Through LIHEAP assistance, we are able to offer an annual credit to the utility bills of

qualifying clients. Staff also facilitates the Volunteer Income Tax Assistance Program to help clients maximize their tax returns, increasing their financial resources and bringing hundreds of thousands of dollars back into the community each year.

The Family and Community Services Division sponsors the Family Development Program, in which families work with an interdisciplinary team of social workers, job developers, community outreach workers and case managers to design their paths towards meeting their family goals.

KEY ACHIEVEMENTS IN 2016

- 22,152 households received LIHEAP to assist with their home cooling and heating costs.
- 504 households received emergency housing, utility, food or clothing assistance.
- More than 900 Veterans and/or their dependents served, including connecting 205 homeless Vets to housing assistance programs.
- 595 low-income clients provided with free tax assistance, resulting in over \$330,000 in tax refunds.
- 390 families received various supports to obtain economic self-sufficiency.

SPOTLIGHT

COMMUNITY RESOURCE CENTERS (CRCS)

CRCs are one-stop shops strategically located in the heart of some of the most economically disadvantaged communities in Miami-Dade and attract more than 75,000 clients annually. An array of core services are provided, along with complementary services designed to meet the unique needs of each community, including:

- Advocacy, information and referral
- Referrals for legal, health and housing services, and CAHSD program placement
- Afterschool programs
- Veterans services
- Access to additional support services provided by 45 on-site community partners
- Employability skills workshops, computer training and job placement
- Crisis prevention and intervention
- Immigration and naturalization assistance



Employment Preparation and Placement

To alleviate barriers to employment for low-income residents, migrant farmworkers and out-of-school youth, CAHSD provides a myriad of employment services, including computer training, resume writing, interview skills and specialized training in emerging industries. Beyond the services, staff also offer, staff also assesses clients’ individual and family needs and connects them to the appropriate resources to help them achieve their career goals.

CAHSD provides internship opportunities for our students in the mental health

field to provide psychological services, such as assessment, evaluation and individual, group and family therapy to program participants. This includes the employment of four doctoral-level psychology students annually in the Psychology Internship Program, which is accredited by the American Psychological Association. Interns gain experience and develop competencies needed to become professional, licensed psychologists.

KEY ACHIEVEMENTS IN 2016

- 854 low-income clients received free employment preparation and training services at CAHSD Community Resource Centers.
- 537 Head Start parents secured employment.
- 300 GMSC members engaged as scholars through ServiceWorks career readiness and leadership development programs.
- 136 migrant farmworkers provided with job training in emerging industries through the Farmworker Career Development Program.
- More than 2,000 psychological services provided by masters and doctoral level students, including over 150,000 hours of individual, group and family counseling.

SPOTLIGHT

GREATER MIAMI SERVICE CORPS (GMSC)

GMSC provides comprehensive educational and occupational services aimed at breaking the cycle of poverty among our young residents. This is done through a service-learning approach that allows participants ages 18-25 to gain valuable, paid work experience, achieve their educational goals and give back to their community.

2016 EMPLOYMENT OUTCOMES

- 49 members earned their CPR certification
- 46 members earned their National Center for Construction Education research industry credential and gained construction skills
- 9 members earned their hospitality credentials through Miami-Dade College



Violence Prevention and Intervention

Services provided through the CAHSD Violence Prevention and Intervention Division are structured to provide a coordinated response to victims of varying forms of domestic and sexual violence and human trafficking.

Whether a client is in need of counseling and advocacy or emergency shelter, CAHSD provides a wide-range of supportive services that include legal assistance, psychological services, crisis intervention, immigration assistance, transportation, food, clothing and referral.

Survivors of domestic violence, sexual violence, dating violence and human trafficking can visit the Coordinated Victims Assistance Center (CVAC), one of three Domestic Violence Outreach Units, or call the domestic violence hotline to receive coordinated care. Inn Transition and Safespace residential programs also provide comprehensive supportive services in addition to transitional and emergency housing for survivors fleeing violent situations.

KEY ACHIEVEMENTS IN 2016

- 3,664 survivors of domestic violence received coordinated services at CVAC.
- 3,938 clients and their dependents placed in emergency shelter at Safespace North and South residential facilities.
- 386 clients and their dependents placed in transitional housing at Inn Transition North and South apartments.
- 2,704 Domestic Violence Hotline calls answered.

“My husband was very controlling and violent. I wasn’t allowed to go to work or school. He regularly beat me in front of my child, threatened to kill me and was even violent toward our pets. After 2 years of marriage, I went to CVAC for help. I was able to get an injunction and file for divorce with their help. They found us a safe place to live. I am from Peru, so I needed assistance with immigration and I received that as well, along with therapy for me and my son. Now, I am employed and financially independent. I can provide for my son and we are finally free.”

- Sophia L.*, Survivor

* Name changed to protect the privacy of the client.

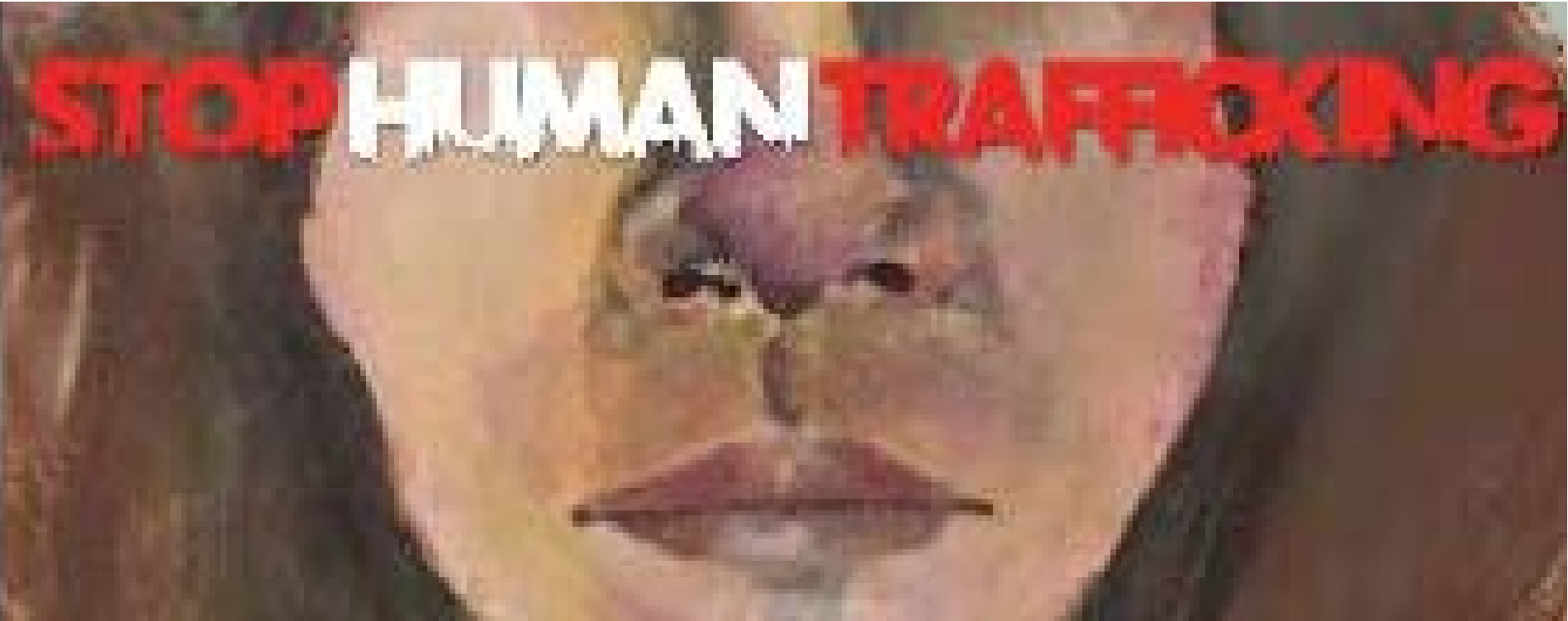
SPOTLIGHT

COORDINATED VICTIMS ASSISTANCE CENTER (CVAC)

CVAC is the only Family Justice Center in the state of Florida, serving as a “One Stop Center” for victims of abuse, sexual assault and human trafficking. The center provides a variety of coordinated services and has 38 on-site community partners who provide 40 distinct services.

CVAC PARTNER OUTCOMES

- 173 clients participated in citizenship classes
- 242 clients received legal representation
- 348 clients participated in empowerment and educational support groups
- 580 injunction assistance services provided
- 513 clients provided with relocation assistance
- 132 clients tested for HIV/AIDS
- 131 clients received credit counseling
- 84 workshops facilitated by members of the Training and Educational Committee.



Child and Youth Development

CAHSD services for children and youth focus on positive development and include afterschool and summer programs, as well as programs designed to meet the unique needs of youth who become involved in the juvenile justice system. Programs offer homework assistance, tutoring, healthy meals, field trips, workshops and other positive community engagement activities. In addition, the Summer Food Service Program collaborates with community-

based organizations to provide free meals to children each year, while senior volunteers serve as foster grandparents for Miami-Dade County children and youth.

To expand services for youth, CAHSD is implementing a financial literacy program for young adults in the upcoming fiscal year.

KEY ACHIEVEMENTS IN 2016

- 432 youth engaged in positive youth development, education and training activities through GMSC Out-of-School youth program.
- 78 GMSC members received \$164,000 in scholarships to pursue their educational aspirations.
- 73 youth participated in year-round out-of-school programs in Liberty City, Perrine and Little Havana.
- 467,833 free meals sponsored for children under 18 at 142 sites to support summer youth programs offered by community partners.
- 165 children with special needs received individualized guidance, love and support from foster grandparents.

Every time a child says to me with a hug, 'I love you, Grandma,' I know I have done good work."

- Grandma Irma, Foster Grandparent

SPOTLIGHT

FACE AND T.O.Y.

Project FACE (Family and Child Empowerment) is a juvenile diversion program, and T.O.Y. (Transforming our Youth) is a NACo-award winning anti-violence program developed to educate youth on the dynamics of domestic violence. Both programs are family-oriented, with an emphasis on engaging youth involved in the juvenile justice system in activities that strengthen their ability to develop positive interaction and socio-emotional skills.

PROGRAM OUTCOMES

- 59 T.O.Y. grads
- 22 FACE grads
- 4 FACE graduates did not re-offend, and showed improvement in their grades and behavior, making them eligible to participate in high school sports.



Elderly and Disability Services

Through the Elderly and Disability Services Division, CAHSD provides comprehensive case management and access to a continuum of support services designed to promote independent living for seniors and persons with disabilities.

Services include the provision of nutritious meals, along with individualized nutrition and health education, home and personal care, respite care, chore services, volunteer opportunities, companionship, psychological services and

specialized services for youth and adults living with disabilities. Eligible seniors and persons with disabilities can also participate in activities provided in adult day care centers and senior centers, as well as attend congregate meal sites operated by CAHSD and community partners.

KEY ACHIEVEMENTS IN 2016

- 677,624 meals provided to seniors and adults with disabilities, including those determined to be at high risk for malnutrition.
- 247,576 meals delivered to 833 homebound clients, a 66% increase in Meals on Wheels services from the previous fiscal year.
- 1,745 clients attended one of 22 congregate meal sites, in which they were given the opportunity to participate in computer training classes, arts and crafts and cultural field trips.
- 1,432 seniors assisted with crisis intervention and case management services.
- 875 adults with disabilities participated in evidence-based health and social programs designed to meet their individual needs at Adult Day Cares and the Disability Services and Independent Living Center.
- 330 seniors enrolled in Senior Center programming.
- 656 seniors actively involved in their communities through the Retired Senior Volunteer, Foster Grandparent, Senior Companion and Respite for Elders in Everyday Families programs, serving more than 580 older adults and children, along with dozens of organizations.

“I’ve been a Home Care client for almost 6 years. As I got older, I developed many health problems that impacted my physical abilities and my ability to take care of my home. My spouse is also limited in what he can do. Since I became a client, I feel like all of my personal and home needs have been met, and there is so much less stress on my husband. Being able to stay in my home has given me a more positive outlook on my life and future.”

- M.R., Home Care Program

SPOTLIGHT

HOME CARE PROGRAM

Through the Home Care Program, eligible homebound seniors receive an array of services to help them live more comfortably in their homes. Services include light housework and chores, heavy cleaning, errands, respite care, and personal care services, such as bathing, grooming and feeding. In fiscal year 2016, 454 low-income elders were provided with home care services.



Community Engagement and Advocacy

Through CAHSD programs, including those supported by the Elderly and Disability Services Division, Family and Community Services Division and Head Start/Early Head Start, clients have the opportunity to develop their leadership skills through active participation in policy, advocacy and volunteer groups.

Head Start’s Policy Council and parent committees give the parents of our youngest learners the ability to shape the program in a way that best addresses

their needs and the needs of their families, while the CAA Board and Community Advisory Committees provide a space for residents to share their ideas to help make our services and the communities we serve better.

Finally, volunteer programs allow seniors to give back to their communities, supporting them as they become foster grandparents, senior companions and caregivers.

KEY ACHIEVEMENTS IN 2016

- More than 380,000 hours of service donated by hundreds of volunteers in various Elderly and Disability Services programs and by participants in the Greater Miami Service Corps (a monetary value of over 9.2 million dollars).
- Community Advisory Committees awarded 33 scholarships to college and college-bound students from their communities, totaling \$48,000.
- 4,273 Head Start/Early Head Start parents volunteered more than 240,000 hours in and outside of the classroom.
- 150 community revitalization projects completed by youth participating in the Greater Miami Service Corps.

“When my grandma first moved to Miami, I hoped to find ways for her to connect to her new community. She has so much love and wisdom to give, and now she can share it.”

- Andrew N., Foster Grandparent family member

SPOTLIGHT

COMMUNITY ADVISORY COMMITTEES (CACs)

CACs are advisory committees comprised of local residents who serve as advocates for individuals and families residing in underserved communities. CACs meet regularly to discuss community issues and to identify opportunities for improving their neighborhoods and building collective efficacy.

Committees not only raise funds to support academic scholarships every year, but they also host neighborhood projects and are a resource for those impacted by poverty.

Our 16 CACs mobilized over 6,000 residents in 2016 to participate in community initiatives and activities.



Energy Programs

Programs offered through the Energy and Facilities Maintenance Division are designed to improve the home and communities in which families live. Core services improve home air quality, increase energy efficiency and reduce energy consumption. Multiple programs, including the Paint and Shutter Program and the Residential Construction Mitigation Program, also support hurricane shutter installation to make homes more resilient against powerful storms.

Services provided through the Beautification and Home Rehabilitation programs also make homes safer, while improving curbside appeal, giving residents more pride in their homes and community.

KEY ACHIEVEMENTS IN 2016

- 141 total clients served in fiscal year 2016.
- 54 clients provided with weatherization services for their homes to improve home air quality and reduce energy consumption.
- 32 client homes painted and/or had hurricane shutters installed through the Paint and Shuttering Program.
- 18 client homes upgraded with exterior painting and new landscaping through the Beautification Program.
- 19 client homes made more resilient against hurricane force winds through the installation of accordion shutters.
- 7 low-to-moderate income homeowners provided with home repair services.
- 11 low-to-moderate homeowners received hazard mitigation retrofit services to make their homes safer.
- 299 total program applications submitted.

"I am so, so grateful to have received these services. I am much more comfortable in my home, and I feel safer with the new hurricane shutters. I am sure I'll be seeing the savings on my utility bills soon!"

- Tasha E., Weatherization client

SPOTLIGHT

WEATHERIZATION ASSISTANCE PROGRAM

Through the installation of cost-effective and energy-saving materials, the Weatherization Assistance Program (WAP) has a 40-year history of making homes more energy efficient. WAP provides permanent solutions to reduce the energy burden on low-income families, seniors and persons with disabilities, while improving the home's air quality, helping families to live more sustainably in their homes.



Rehabilitative Services

CAHSD provides evidence-based, comprehensive substance use disorder treatment to individuals who are struggling with addiction through the Rehabilitative Services Division. Residential treatment, including programs tailored to meet the needs of men, women, and homeless persons with substance use disorders, and outpatient care are the core treatment services offered.

CAHSD practices an integrated approach to clinical care. For clients in residential treatment, we offer a variety of supportive services, including individual, group and family therapy, employability skills training, and educational and vocational instruction. Outpatient programs offer case management, counseling and care for individuals referred to treatment through Miami-Dade County Drug Court, in addition to walk-in clients.

KEY ACHIEVEMENTS IN 2016

- 61,880 individual and group counseling sessions provided at New Direction.
- 36,120 counseling sessions provided to outpatient clients.
- 2,267 clients assessed by the Central Intake Unit.
- 549 clients treated at New Direction.
- 424 outpatient clients treated at 3 locations.
- 480 referrals provided for additional support services.

“When I first got arrested for drugs, I lost everything. I was homeless, had no job and was using daily. With the help of this program, I was able to turn my life around. The charges against me were dropped, and I was able to find housing and employment. I am much happier now living a drug-free life.”

- Michael P., Outpatient Client

“I am so grateful for this program and my counselors who helped me get my life back on track. I struggled for years trying to stay sober, and it took a huge toll on my family. I feel so much better now about my life and my future, and the relationship with my family is better than ever.”

- David N., New Direction Client

SPOTLIGHT

NEW DIRECTION

New Direction is a 109-bed, 24/7 residential treatment facility. The facility has 76 beds for men and 33 beds for women, and treats court-ordered, referred and walk-in clients who struggle with addiction. During treatment, clients participate in individual and group therapy sessions, and have the

opportunity to consult with a medical director and licensed psychologists regarding overall health concerns and the resources they need to maintain their sobriety after treatment.





APPENDIX

OPERATING BUDGET

FUNDERS

ACCREDITATION

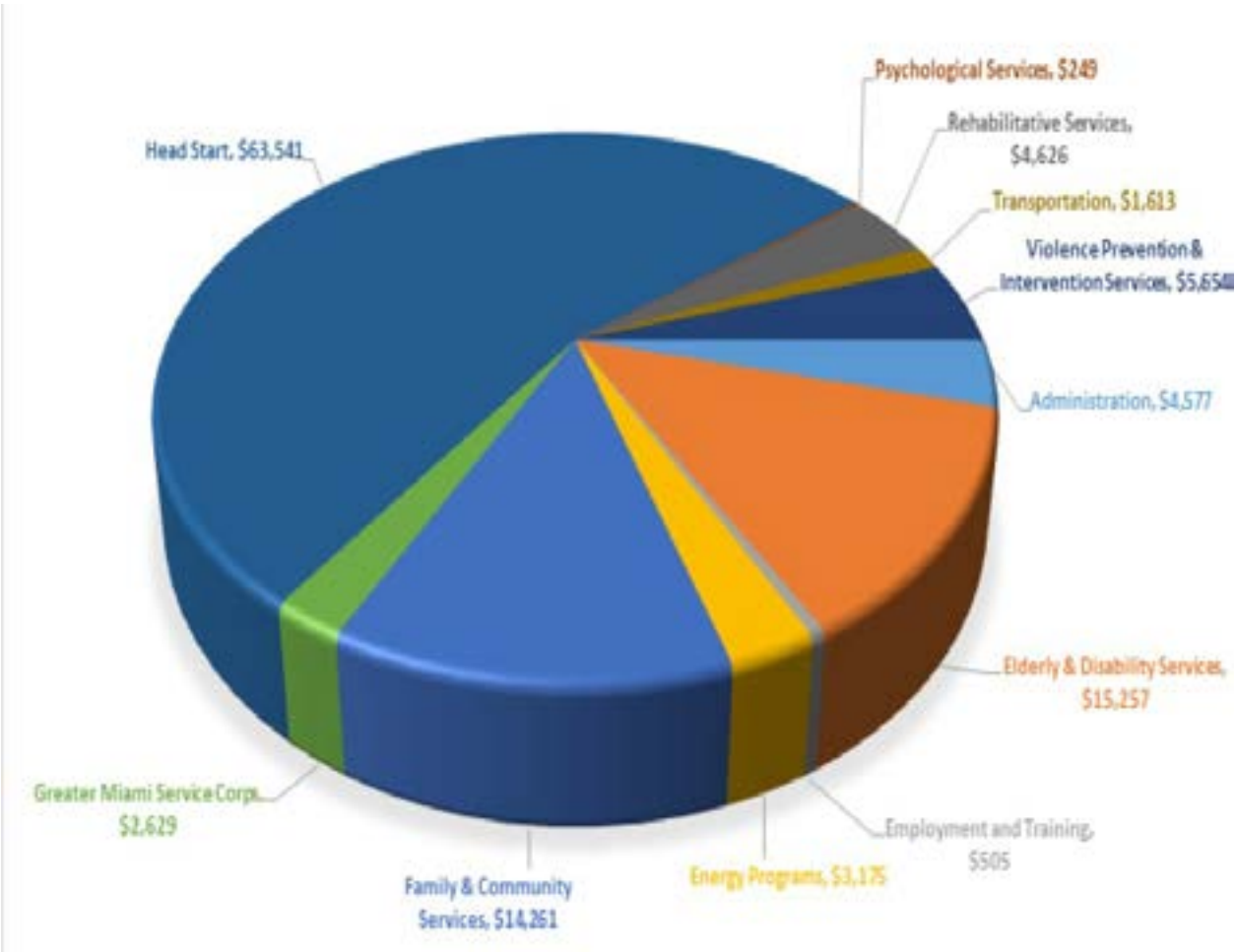
PARTNERS

BOARD OF DIRECTORS

Operating Budget

In the 2016 fiscal year, CAHSD had an operating budget of \$119 million, a 1% increase from the previous fiscal year. We saw increases in General Fund appropriations for our Elderly and Disability Services Division (+\$1 million) and

in Federal funding for the new Early Head Start Partnership for Better Outcomes Expansion Grant (+\$4 million). We experienced a reduction for our Low-Income Home Energy Assistance Program (LIHEAP) (-\$2.1 million).



Assets

CAHSD oversees 54 facilities, of which 42 are County-owned properties and 12 are leased properties. These facilities include 13 Community Resource Centers, 5 Adult Day Centers, 2 Senior Centers, 4 residential facilities for survivors of domestic violence and 1 residential treatment facility for individuals struggling with substance addiction, along with a number of Head Start/Early Head Start centers and specialized services centers located throughout Miami-Dade County. In fiscal year 2016, CAHSD Energy and Facilities Maintenance Division

staff completed 720 preventative and corrective maintenance projects.

CAHSD also operates a full transportation fleet, complete with school buses, mini buses, a computer bus, cars and 21 new low-floor mini buses designed to comfortably meet the transportation needs of children, seniors and adults with disabilities. Over 30,000 one-way transportation trips were taken in 2016, transporting 130,000 clients.

Accreditation

CAHSD is proud to hold national accreditations from the Council on Accreditation (COA) and the American Psychological Association (APA). The COA accreditation history dates back to 2003, when the department was initially accredited and has successfully undergone re-accreditation visits in succeeding years. Originally known as an accrediting body for family and children’s agencies, COA currently accredits more than 38 different service areas and over 60 types of programs. COA has accredited more than 2,200 private and public organizations that serve more than 7 million individuals and families in the United States, Canada, Bermuda, Puerto Rico, England and the Philippines. The mission of COA is **“to partner with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards.”**

The CAHSD Psychology Internship Program has been accredited by the American Psychological Association (APA) since 2002, obtaining the maximum accreditation cycle of seven years in 2010. The Internship Program enhances the mental health services provided within the department through the placement of doctoral and master level students in psychology, mental health counseling, marriage and family therapy and social work. The goal of the program is to train future health service psychologists, emphasizing a general track with adults, children and families. The curriculum is based on a child rotation which serves

children participating in the Head Start and Early Head Start program, as well as children served through the Prevention and Intervention Division. Adult rotations are focused within the Violence Prevention and Intervention, Elderly and Disability Services and Rehabilitative Services divisions.



Community Action and Human Services

FINANCIAL SUMMARY

(DOLLARS IN THOUSANDS)	Actual FY 13-14	Actual FY 14-15	Budget FY 15-16	Adopted FY 16-17
REVENUE SUMMARY				
General Fund Countywide	29,076	26,616	28,981	31,952
Donations	21	0	0	0
Fees for Services	67	46	10	75
Miami-Dade Public Schools	-29	0	0	0
Miscellaneous Revenues	355	368	110	123
Other Revenues	1,253	370	160	113
Rental Income	244	640	495	255
State Grants	3,692	5,916	4,094	3,602
Federal Grants	77,398	77,093	83,591	82,981
Interagency Transfers	1,944	1,603	1,555	1,236
Total Revenues	114,021	112,652	118,996	120,337

(CAHSD) FY 2015-2016

FINANCIAL SUMMARY

(DOLLARS IN THOUSANDS)	Actual FY 13-14	Actual FY 14-15	Budget FY 15-16	Adopted FY 16-17
OPERATING EXPENDITURES SUMMARY				
Salary	29,326	29,992	33,004	34,390
Fringe Benefits	9,027	9,165	10,042	12,094
Court Costs	0	0	0	0
Contractual Services	7,986	7,178	6,708	6,443
Other Operating	5,257	5,988	8,824	6,303
Charges for County Services	3,184	2,503	2,633	2,107
Grants to Outside Organizations	56,952	56,600	57,721	58,817
Capital	125	1,063	64	183
Total Operating Expenditures	111,857	112,489	118,996	120,337

Funders

We gratefully acknowledge the support and partnership of the following organizations who contributed financially to our work in 2016.

Department of Economic Opportunity <div>Community Service Block Grant (CSBG) Low-Income Home Energy Assistance Program (LIHEAP) Weatherization Assistance Program (WAP)</div>	US Department of Health and Human Services <div>Head Start/Early Head Start Early Head Start Child Care Partnership</div>	Florida Department of Children and Families <div>Community Care for Disabled Adults (CCDA)</div>
South Florida Health Behavior Network <div>South Florida Health Behavior Network</div>	US Department of Agriculture <div>Summer Food Service Program Adult Care Food Program (ACFP)</div>	Florida Department of Transportation <div>Miami-Dade County Ad valorem revenue</div>
Department of Labor <div>National Farmworkers Jobs Program Youth Build DOL 2 & 3</div>	Department of Justice - Florida <div>Department of Law Enforcement Intensive Day/Night Grant</div>	Career Source South Florida Workforce Investment Opportunity Act (WIOA) <div>Out of School Youth Services</div>
Department of Homeland Security <div>Emergency Food and Shelter Program</div>	City of Miami <div>City of Miami Public Service</div>	AmeriCorps <div>Youth Build USA</div>
US Department of Veterans Affairs <div>Veterans Advocate Program</div>	Department of Justice Office of Violence against Women <div>Improving Criminal Justice Responses to Sexual Assault, Domestic Violence and Stalking Grant</div>	Independent Living System Healthcare <div>Independent Living Systems (ILS)</div>
Florida Department of Health <div>USDA After School Snack Program</div>	Department of Interior <div>National Park Service</div>	United Home Care <div>Amerigroup</div>
Florida Department of Elder Affairs Alliance for Aging <div>Local Services Program Nutrition Services Incentive Program (USDA) Respite for Elders Living in Everyday Families (RELIEF) Older Americans Act Program Title IIIB Support Services</div>	United Health Care <div>Evercare</div>	Molina Healthcare <div>Molina Healthcare</div>
	Corporation for National and Community Service (CNCS) <div>Opportunity Youth Services Initiative Retired Seniors Volunteer Program (RSVP) Foster Grandparents Program (FGP) Senior Companion Program (SCP)</div>	Florida Program All Inclusive Care for the Elderly (PACE)

Partners

Thank you to all of our community partners who help us effectively meet the needs of the families and communities we serve.

Miami-Dade County Office of the Mayor	Miami-Dade County Communications Department	Brownsville Community Advisory Committee
Miami-Dade Board of County Commissioners	Eleventh Judicial Circuit of Florida	Coconut Grove Community Advisory Committee
Miami-Dade Fire Rescue	City of Miami Police Department	Culmer/Overtown Community Advisory Committee
Miami-Dade Police Department	North Miami Beach Police Department	Edison/Little River Community Advisory Committee
Miami-Dade County Juvenile Services Department	Florida City Health Department	Florida City Community Advisory Committee
Miami-Dade State Attorney’s Office (SAO)	Florida Highway Safety and Motor Vehicles	Goulds Community Advisory Committee
Miami-Dade Clerk of the Courts	Florida Department of Children and Families	Hialeah Community Advisory Committee
Miami-Dade Office of the County Attorney	Florida Department of Health	Liberty City Community Advisory Committee
Miami-Dade Cultural Affairs	Florida Department of Economic Opportunity	Little Havana Community Advisory Committee
Miami-Dade Transit	CareerSource South Florida	Naranja/Leisure City Community Advisory Committee
Miami-Dade Economic Advocacy Trust	State of Florida Regulations Bureau of Farm Labor	Perrine Community Advisory Committee
Miami-Dade Parks, Recreation and Open Spaces	Alliance for Aging, Inc.	South Beach Community Advisory Committee
Miami-Dade Public Library Systems	Allapattah Community Advisory Committee	South Miami Community Advisory Committee

Partners Continued

Wynwood Community Advisory Committee	KIDCO Childcare	Kidz Tyme Learning Academy, LLC
Community Action Agency Foundation	Landow Yeshiva	Play and Read Corp.
Safespace Foundation	LeJardin Community Center, Inc.	Room 2 Bloom, LLC
Miami Dade College	O’Farrill Learning Center	Shining Light Childcare Development Center, Inc.
Florida International University	Our Little Ones Learning Center	Americans for Immigrant Justice, Inc.
University of Florida	Paradise Christian Development Center	CABA (Cuban American Bar Association) Pro Bon
University of Miami	St. Alban’s Child Enrichment Center	Children of the Night/WOW
Miami-Dade School Board	Sunflowers Academy	ConnectFamilias
Allapattah Community Action, Inc.	United Way of Miami-Dade	Dade Resource Center
Catholic Charities of the Archdiocese of Miami, Inc.	YWCA of Greater Miami	Entre Nosotras
Centro Mater	Early Childhood Professional Services, Inc.	Glory House
Easter Seals	Crystal Learning Center, Inc.	Hearing & Speech Center of Florida
Family Christian Association of America	Decroly Learning Child Care Center	Here’s Help Workforce and Community Development Corporation
Haitian Youth and Community Center of Florida, Inc.	Memorial Temple Missionary Baptist Church, Inc.	

Alzheimer’s Association Southeast Florida ChapterSouth Florida AIDS Network (Jackson Health System)	The Village South/West Care	Junior League of Miami
	American Red Cross	Millennials Project
Miami-Dade HIV/AIDS Partnership	Walgreens	New Smiles Foundation, Inc.
Housing Opportunities Project Excellence (HOPE), Inc.	Dress for Success	Refuge for Women South Florida
Wellmax	The Epilepsy Foundation	Switchboard of Miami
Medicare/Medicaid CMS	Project Upstart	Trauma Resolution Center (TRC)
	Bet Shira	Victory for Youth
The Women’s Fund	Vitas	VIDA Legal Assistance Inc.
Farm Share	Martin Memorial AME Church Women’s Ministry	Amigos for Kids
South Florida Hispanic Association	Jackson Health Systems	CASA
Health Foundation of South Florida	Miami Senior Adult Education Center	Dade Legal Aid
Miami Lighthouse for the Blind, Inc.	ABC’s for Success, LLC	AARP
Leon Medical Centers Health Plans	Institute for Child and Family Health (ICFH)	
Center of Information & Orientation	Jewish Community Services of South Florida	
Institute of Black Family Life		

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Brownsville



Alvin Roberts
Allapattah



Sylvester Wooden
Florida City

NOT PICTURED
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