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FROM THE DIRECTOR

It is my pleasure to present the Miami-Dade County Community Action and Human Services Department (CAHSD) 2018 Annual Report. The report highlights some of CAHSD accomplishments over the past year and the impact to individuals, families and communities.

With a focus on resiliency and delivering excellence, the CAHSD team expanded services through new grants, strategic partnerships and realigning efforts. As a result, we were awarded a five-year grant to serve older youth/young adults who have demonstrated challenges in performing in a traditional high school setting; increased access to Medication-Assisted Treatment for individuals who suffer from opioid addiction; partnered with Parks, Recreation and Open Spaces to sponsor summer camp slots for low-income children, and we were awarded two grants to provide transitional housing assistance, intensive case management and legal services to victims of domestic violence. Additionally, our Head Start program, the largest program in the southeastern United States, underwent an extensive federal review over five days, administered by the US Department of Health and Human Services. The final report found our Head Start program to be in full compliance with its 2000+ federal regulations reaffirming our stellar program performance. This accomplishment underscores the County's high-performance in program management for a program that serves more than 7,000 children and families with varying needs, in 417 classrooms at 104 locations, across the County.

As we share these accomplishments with you today, we are also focused on the needs of tomorrow. In 2019, we will complete a comprehensive Community Needs Assessment to guide our service delivery strategy over the next five years, automate our elderly services case management and service delivery, expand self-sufficiency services for families and take on new initiatives to combat food insecurity.

I end this letter by thanking our funders, supporters, stakeholders and the wonderful CAHSD staff.

Thank you!

Sincerely,

Lucia Davis-Raiford
Director, Community Action and
HumanServices Department

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THE CHAIRMAN

It is a privilege to serve as the Chairman of the Community Action Agency Board and on behalf of the Board of Directors, it is an honor to present the Miami-Dade County Community Action and Human Services Department (CAHSD) 2018 Annual Report.

The 2018 Annual Report reflects on another year of the collaborative efforts of the Board and CAHSD. The Community Action Agency Board is a tripartite board comprised of representatives from sixteen target areas in Miami-Dade County, representatives of elected officials and individuals with expertise in the private sector. The Board not only strives to help members of the Miami-Dade community but consists of highly engaged members from the very same community it serves. Members are volunteers with varying experiences, skills and knowledge. Working alongside the dedicated Community Action and Human Services Department team, the Board advises and supports the Department with various grant-funded programs including Head Start and the Community Service Block Grant, ensuring that services are accessible, relevant and impactful.

As we look toward the future, we are energized to engage government, citizens and the community in bridging the gaps to services, self-sufficiency and sustainability. It is my hope that you are inspired by the work of the Community Action and Human Services Department and are compelled to support their efforts in improving the lives of disadvantaged residents of Miami-Dade County.

Dr. William Zubkoff

Chairman of the CAA Board





MISSION

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





introduction

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

The CAHSD service portfolio represents a multi-generational approach to supporting vulnerable populations by providing free meals to children, seniors and adults with disabilities, helping to minimize hunger among County residents and training out-of-school youth, farmworkers and low-income, individuals ensuring that County residents are career ready.

The services are designed and coordinated to address the most critical needs of impoverished residents and communities.

CAHSD's work is focused on the following areas:

- 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



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HEAD START / EARLY HEAD START

The Head Start/Early Head Start Division includes the oversight of 17 delegate agencies in the provision of high-quality early childhood education. The program focuses on the development of positive social, physical and emotional development of children, from birth to 5-years-old, ensuring that they are school-ready, and provides supportive services for their families.

Through the Early Head Start-Child Care Partnerships Grant, branded locally as Partners for Better Outcomes (PBO), CAHSD has transformed nine daycare centers into high-quality Early Learning Centers rooted in Early Head Start principles. Partners receive a range of support services and are monitored for safety, performance and overall development of infants and toddlers in core areas.



FACTS & STATS



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providing high-quality Head Start/Early Head Start Services



686 Early Head Start infants and toddlers served, from birth to 36 months



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90 Head Start and Early Head Start centers across Miami-Dade County



89% of children received preventive dental care



200+ speech/language evaluations conducted



100% of children received evidence-based hearing and vision screenings



98% of Head Start children are up to date on immunizations



170 Head Start children received swimming lessons



741 children with disabilities received services



656 parents gained employment

Pop-up

professional

development

events at 3

ocations for 100

teachers and assistants







50% of delegate agencies and 2 CCP locations now have edible gardens

https://miamidadecounty.sharepoint.com/sites/EngagementClientServices/cahsd/Shared%20Documents/Annual%20Reports/Head%20Start%20by%20Numbers%202018.pdfhttps://miamidadecounty.sharepoint.com/sites/EngagementClientServices/cahsd/Shared%20Documents/Annual%20Reports/Head%20Start%20Celebrates%202018.pdf



GREATER MIAMI SERVICE CORPS

The Greater Miami Service Corps (GMSC) is one of more than 150 service and conservation corps, operating in the USA. The majority of young people (18-24-year-olds) enrolled in GMSC as corpsmembers are seeking a second chance to succeed in life. Corpsmembers receive guidance by adult leaders who serve as mentors and role models.

Greater Miami Service Corps' service strategy incorporates opportunities for young people to connect with and gain "real life" work experiences through tangible community service projects that improve the infrastructure and aesthetics of our community. Corpsmembers reengage in an academic learning environment through remedial education, general education preparation, high school completion, occupational training and post-secondary connections.

IMPACT OF OUR PARTNERS:

- Opportunity Advancement Innovation (OAI) sponsors the Occupational Safety and Health Administration (OSHA) training for staff and young people.
- Men's Warehouse provides professional suits for young men enrolled in GMSC through their annual suit drive.
- AmeriCorps Educational awards sponsored through partnerships with The Corps Network and YouthBuild, USA



FACTS & STATS



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518 YOUNG PEOPLE, ages 18-34, were engaged in youth development,

education and training



74 credentials attained



\$161,481
in AmeriCorps Educational
Scholarships earned in
support of their postsecondary education



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135 YOUNG PEOPLE employed



96 high school diplomas earned



52,435 service hours contributed to the community



7,274 bags equaling 90 tons of litter removed from state and county rights-of-way.



FAMILY AND COMMUNITY SERVICES

The Community Service Block Grant (CSBG) organizational standards provide a standard foundation of organizational capacity for CSBG entities across the United States. CAHSD is the sole CSBG entity in Miami-Dade County and one of 27 in Florida. For the third consecutive year, CAHSD met 100% of the required 52 Organizational Standards.

CASHD launched Youth Success, an afterschool program for older youths, ages 15-22. Youth Success is a positive youth development program that targets at-risk youth/young adults and engages them in structured activities that address the social, financial, emotional and educational barriers to high school graduation, post-secondary education and/or entering the workforce. The Youth Success program empowers participants to achieve optimal success by engaging them in meaningful services that build upon their leadership strengths and develop their skills and social capital. Program benefits include: leadership development, homework assistance, college and career prep, community engagement opportunities and field trips. The program is funded by the Children's Trust.

IMPACT OF OUR PARTNERS

The 13 Community Resource Centers are hubs of the community. Through lease agreements and Memorandums of Understanding, more than 30 non-profit organizations and government entities are providing needed services to the community.

• Miami Dade County Public Schools, Technical Colleges & Career Education Centers, offers educational and vocational classes to prepare students for career advancement. This partnership affords FCDP participants to choose an array of trainings/courses to help boost their technical skills and/or admission towards a college education. 46

participants were enrolled.

• Miami Dade College School of Continuing Education, High School Equivalency Program (HEP) & College Assistance Migrant Program (CAMP) & MDCPS Title I Migrant Programs supports FCDP to ensure that service needs of migrant students and their families are met through referrals for educational programming. 19 participants were enrolled.

- Jackson Training & Resource Center has trained and assisted FCDP participants for over 15 years to acquire the Certified Nursing Assistant (CNA) certification and licensure. Four participants earned a CNA certification.
- The Department of Children and Families ACCESS partnership allows our employees to assist needy families with the process of requesting public benefits in the Community Resource Centers.
- Share Your Heart provides shelf-stable food bags on a monthly basis to our low-income families at each Community Resource Center. This collaboration helps our most needy families who are facing food insecurity.

- Miami-Dade County Juvenile Services Department Teen Court program provides community service opportunities for middle and high school youth at the Miami Gardens Community Resource Center
- · Residents can apply for the Supplemental Nutrition Assistance Program (SNAP) with DCF at the Franke Shannon Rolle Community Resource Center in Coconut Grove
- The Florida Department of Motor Vehicles Mobile Unit provides various services, including renewals of the driver's license once per month at various Community Resource Centers



FACTS & STATS



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22,296 low-income households received financial assistance with home cooling and heating costs through the Low-income Home Energy Assistance Program (LIHEAP). An additional **805** households provided with similar services through the Florida Power & Light Care to Share Program.



36,303 low-income residents received non-perishable food at one of the thirteen food pantries located in CAHSD Community Resource Centers, sponsored by Share Your Heart.



718 low-income individuals were provided with free tax preparation through Volunteer Income Tax Assistance (VITA). Approximately \$1,014,240 was returned to stimulate the local economy.



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543 households received emergency housing assistance, utility, and/or food assistance through the Emergency Food and Shelter Program. An additional 389 households impacted by Hurricane Irma were provided with similar services through the Miami Recovery Program.



1908 Veterans were assisted with applying and submission of benefit claims and appeals to the United States Department of Veterans Affairs, which resulted in over \$500,000 in retroactive benefits.



1,055 Toys were collected and distributed during the Annual Holiday Toy Drive



700 Thanksgiving baskets were distributed to families in need across the County. Baskets included a turkey, stuffing and sides. Additionally, in partnership with Share Your Heart, 2,640 hot meals were provided to residents in the following communities: Miami Gardens, Liberty City, Little River, Hialeah, South Beach, Little Havana, Wynwood, Overtown, Naranja and Florida City.



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ELDERLY AND DISABILITY SERVICES

Elderly and Disability Services Division (EDSD) delivers all-inclusive case management and access to a continuum of support services designed to promote independent living for seniors and persons with disabilities in a manner that is both meaningful and dignified. Services include the provision of nutritious meals, home care, respite care, volunteer opportunities, psychological services and specialized services for adults living with disabilities. The Division assists more than 15,000 residents annually with activities that will promote their physical and emotional health.



FACTS & STATS



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440 low-income elders were given homemaker, personal care and chore services which allowed them to live in the secure and familiar environment of their home



559 seniors engaged in **285,011** hours of community service resulting in a \$6.1 million impact to Miami-Dade County. This includes:



330 Retired and Senior Volunteers provided **140,000** hours of service to a total of **575** elderly, veterans and at risk youth.



150 Senior Companion Volunteers rendered **111,327** hours of services to a total of **283** elderly clients.



79 Foster Grandparent Volunteers delivered **33,684** hours of mentoring to **158** at risk children.



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296 elderly and young adults with disabilities received a variety of health, social and related support services in Adult Day Care facilities. Respite care is also provided to family/caregivers which enable clients to remain in the community.



395 adults with disabilities received services enabling them to acquire and/ or maintain as much independence as possible. **2,247** clients were rendered assistance with crisis intervention and case management to avoid premature institutionalization.



991,732 nutritionally balanced meals served to homebound seniors and clients receiving services at congregate meal sites, adult day care centers, and Disability Services and Independent Living (DSAIL), including 385,263 meals to seniors identified as "high risk" for malnutrition.



5,723 seniors, adults with disabilities, caregivers, professionals and the general public received information and/or referrals to better understand the options available in the community in order to make informed choices.



1,756 elders attended senior centers to engage in cultural and social activities.

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 $https://miamidadecounty.sharepoint.com/sites/EngagementClientServices/cahsd/Shared\%20Documents/Annual\%20Reports/379-1718-42056\%20CAHSD\%20Elderly\%20\&\%20Disability\%20Service\%20Brochure\%20Redesign_v04.pdf$

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NUTRITION SERVICES

The Summer Food Service Program (SFSP) is a federally funded program that provides nutritious meals, at no cost, to children 18 years and under, during the summer months. Breakfast, lunch and snack are served at a variety of sites and programs throughout Miami-Dade County. This program affords a vast opportunity to fill the summer nutrition gap, with children returning to school after the summer break, well-nourished and ready to start the school year on the right foot. CAHSD has been successfully administering this program for over 18 years. In 2018, over 9,582 children were served 492,801 meals in the community.

The nutrition education calendar is created annually by staff who are Registered Dietitians. It meets the program requirements for CAHSD programs including: Head Start/Early Head Start, Elderly Meals Program, Summer Food Service Program, Child Care Food Program, Afterschool Snack Program and Adult Care Food Program. The nutrition calendar contains current information on health and nutrition, healthy recipes under 500 calories and \$3 per serving, and hands-on nutrition activities for fun learning about nutrition.







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HEAD START/EARLY HEAD START AND CHILD CARE PARTNERSHIP GRANT



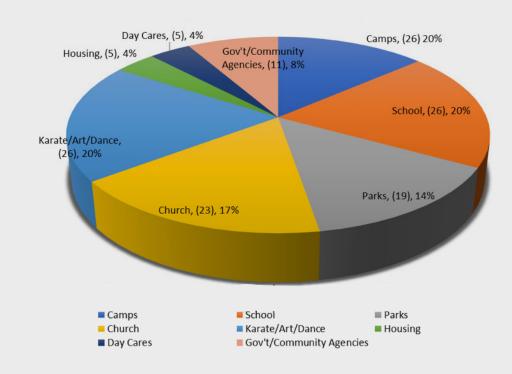
2,909,349 total meals funded through the Head Start/Early Head Start Child Care Partnership Grant



2,776,938 meals served to Head Start children 132,411 meals served to Early Head Start children

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2018 TYPES OF SUMMER BREAK SPOT SITES





REHABILITATIVE SERVICES DIVISION

Rehabilitative Services Division provides comprehensive residential and outpatient treatment to adults diagnosed with substance use disorders. Services are provided through screening, assessment, intervention, direct treatment, case management and referral.

Rehabilitative Services Division consist of five units specialized to provide services tailored to clients' individual needs:

- 1) New Direction- a 109-bed residential substance abuse treatment program that delivers comprehensive, evidencebased, substance abuse evaluation and treatment services to residents of Miami Dade County, including criminal justiceinvolved adults and sentenced offenders, as well as outpatient treatment.
- 2) Diversion Alternatives Treatment Program (DATP) an outpatient substance abuse treatment program with three (3) locations in Miami-Dade County. The program's mission is to provide effective treatment for substance use disorders and reduce criminality of drug dependent offenders by maximizing the rehabilitative aspects of treatment in conjunction with the criminal justice system.
- 3) Central Intake Unit- a screening center that provides treatment placement and referrals
- 4) Marchman Court Program-provides services to clients and families requiring involuntary substance abuse evaluation and/ or treatment placement as requested by a petitioner or by court order.
- 5) DUI Program- provides treatment services that include individual and group counseling, substance abuse educational sessions, case management and other support services to sentenced offenders.

FACTS & STATS



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347 opioid users received services and treatment.

As a response to the opioid epidemic, Rehabilitative Services implemented Medication Assisted Treatment (MAT) which has been shown to reduce the rate of fatal overdoses. The number of clients who received MAT increased 400% from FY 16-17.



Over **61,000** hours of individual and group counseling was provided to individuals with substance abuse disorders

94% of clients successfully completing residential treatment were discharged into stable housing.



A fully-staffed medical unit at the residential treatment program, consisting of two board certified physicians and two nurses. provided integrated primary and psychiatric care to program participants.

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A total of **1,192** appointments were scheduled in FY 17-18.



Narcan (Naloxone HCl) Nasal Spray is the first and only FDA-approved nasal form of Naloxone for the emergency treatment of opioid overdose. Narcan distribution increased by 70% during FY 17-18.

The outpatient Diversion and Treatment Program (DATP) has successfully diverted 89% of program participants from the court system.

IMPACT STORY:

in treatment at new Direction, JL actively in recovery. participated in individual and group therapeutic services, displaying eagerness

to immerse himself in the 12-step process JL is a 36-year-old male referred to New and commitment toward change. He Direction Residential Treatment Center excelled throughout the Level 2 treatment through the Miami-Dade County Drug process, as he successfully abstained from of 2018, as his opiate use and addiction to use substances, developed a relapse had escalated to the point of inhibiting his prevention plan and obtained employment. ability to care for his children. Both JL and In December 2018, he graduated from his wife struggled with an extensive history treatment and successfully re-integrated of substance abuse, which resulted in their into the community, where he was able to daughter being placed in the foster care resolve all legal issues, regain custody of system while each independently sought his daughter, reunite with his spouse and rehabilitation treatment. While enrolled implement the tools necessary to live a life



ENERGY, FACILITIES AND TRANSPORTATION

The Facilities Maintenance Division's purpose is to maintain facilities in a manner that reflects the value that Miami-Dade County places on serving all of its residents. 1,413 service requests were completed in FY-2018

The Weatherization Assistance Program (WAP) is designed to provide cost-effective energy efficiency measures to single family homes, which includes the following: installing or adding attic insulation; installing solar films; repairing or replacing deteriorated exterior doors and windows; installing thresholds and weather-stripping; installing low-flow showerheads and pipe insulation on water heater lines; installing water heater jackets; repairing a/c ducts; replacing a/c filters; installing energy efficient light bulbs; and replacing inefficient air conditioners, refrigerators and water heaters. 11 homes were completed in FY-2018.

The Beautification Program provides low to moderate homeowners residing in District One, Twelve, and Thirteen with exterior painting and landscaping of their single family residence. 46 homes were completed in FY-2018

The Hurricane Loss Mitigation Program (HLMP) provides hazard mitigation retrofit measures for low to moderate-income single family owner occupied homeowners. Retrofit measures including shuttering systems, load path reinforcement, and re-roofing measures serve to strengthen homes and lessen damage from high-wind storms. 12 homes were completed in FY-2018.

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 \$40,000 dollars. 15 homes were completed in FY-2018.

The Paint and Hurricane Shutter Program provides assistance to homeowners through the provision and installation of shuttering systems as well as exterior painting services. 74 homes were completed in FY-2018. An additional 16 homes received shutter systems.

The Transportation Unit provided **54,873** one-way trips for Head Start participants, including medical and therapy trips (for parents and their children), and transportation services for the elderly and adults with disabilities.

The Residential Chore program provides home cleaning services to eligible elderly residents. Chore services were provided to 73 households for a total of 805 hours during FY-2018.



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VIOLENCE PREVENTION AND INTERVENTION SERVICES

CAHSD provides a plethora of services to victims of domestic violence, sexual assault and human trafficking through its Coordinated Victims Assistance Center, emergency shelters and transitional housing. Victims and dependents work closely with Victim of Crime Advocates to access various legal, immigration, advocacy, housing, health, employment and safety services, to name a few. The Department also invests in prevention and awareness by hosting events, offering free workshops on various topics, participating in conferences and serving on various boards and taskforces. In 2018, the Violence Prevention and Intervention Division engaged the community by hosting several awareness events, including:

- The 4th Annual Youth in Action: Becoming a Human Trafficking Prevention Leader Summit: more than 360 high school students participated
- Teen dating Violence Community Dialogue (In observance of Teen dating Violence Awareness Month-February)
- 5th Annual Faith Based Organization Domestic Violence and Human Trafficking Awareness Day event
- 35 free community workshops on domestic violence, sexual assault, human trafficking and dating violence were facilitated by the Training and Education Committee





Clients served: 8,747

advocacy services provided: 25,742

Referrals made: **5.745**

Hours of Volunteer Services: 1308.5



754 clients assisted in the filing of a Temporary Injunction for Protection

Office of the Attorney General Victims
Compensation Applications completed: 310

Office of the Attorney General Victims Compensation Application for Domestic Violence Relocation Assistance Applications completed :386



192 Direct Relief checks issued to assist victims of domestic violence valued at **\$341,584.59**.

WHAT IS DIRECT RELIEF: Direct Relief is financial assistance provided to victim to remove barriers to their safety and self-

SPOTLIGHT EVENT:

CASHD hosted the Bi-Annual Calling All Men: Stand Against Violence Conference on April 11, 2018 at the University of Miami Donna Shalala Student Center. The conference featured keynote speaker Tony Porter, author, educator, activist and CEO of A Call to Men. The conference brought together over 300 good-intentioned men and teenage youth from different walks of life to increase awareness and celebrate the significant role that men can play in developing and promoting healthy and respectful manhood and fatherhood. Conference workshops, led by men, included:

- LIVERESPECT (Youth Track): introduced
 Engaging Men of Color: a discussion on
 participants to A CALL TO MEN
 the experiences of men of color while
- LIVERESPECT Coaching Healthy, Respectful Manhood Curriculum: a tool to combat dating violence and bullying.
- Engaging Men of Faith: introduced participants to various ways to incorporate a faith-based response to ending violence against women and promoting healthy manhood
- A Call to Coaches: increasing awareness among athletic coaches, mentors, educators and other men regarding the important role they can play developing and promoting healthy and respectful manhood in the lives of boys and young men.

- Engaging Men of Color: a discussion on the experiences of men of color while working to end violence against all women and girls. The internalized response to racial oppression, the victimization of men of color and healing as it relates to historical trauma were topics of the discussion.
- Engaging Men in the Promotion of Healthy
 Fatherhood: addressing the role that fathers and male mentors can play in the
 lives of their sons and boys. The importance of nurturing our sons, media
 literacy, being fully present
 and the challenges associated with restrictive
 gender roles were

MIAMI-DADE COUNTY

VIOLENCE

PREVENTION AND INTERVENTION

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SPOTLIGHT PROJECT:

Injunction for Protection (IFP). The IFP project program, funded by the Florida Coalition Again Domestic Violence (FCDAV). Funding was awarded to hire 3 full-time attorneys to assist victims of domestic violence. Having legal representation during the Injunction for Protection hearings, makes a significant difference for the victims in navigating the process to obtain legal protection.



sufficiency. CAHSD provides direct relief to change locks in the home, acquire vocational certifications and rental assistance.



PSYCHOLOGICAL SERVICES

state of Florida accredited by the American been accredited since August 2002.

across the country apply to fulfill their oneyear internship requirement. In FY17-18 the internship program received 63 applications and invited 22 applicants for interviews. Approximately 45% of the applicants were from out of state and represented universities such as: Harvard; Yeshiva; Howard and University of North Texas.

CAHSD is one of 35 internship programs in the The internship program participates in a national matching process to help applicants Psychological Association. The program has obtain an internship position of their choice and to help internship programs obtain applicants of their choice. Three of the four matched Each year doctoral level students from interns were from Florida universities (Albizu University; Nova Southeastern University; and Florida Institute of Technology) and one intern was from The Virginia Consortium Program in Clinical Psychology.

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63 Parent and staff trainings



Psychological Services Unit provided 2,060 service units across the Department (Head Start; Rehabilitation Services; Elderly and Disability Services and Violence Prevention). Service units included:



224 Individual therapy sessions for children

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733 Individual therapy sessions for adults

317 Group/Family therapy sessions



98 Assessments

159 Intakes

50 Evaluations



BUDGET

The FY2017/18 budget proposal for Miami-Dade County's Community Action and Human Services Department included a growth of over 1% from the previous fiscal year. The Department continues to positively leverage the general fund subsidy received, against outside funding opportunities, receiving almost \$3 dollars from outside funders for every \$1 dollar of general fund.



FY 2018-19 Adopted Budget Expenditures by Activity



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\$65,558 Head Start/Early Head Start



\$7,740 violence prevention and intervention services



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\$16,529 elderly and disability services



\$5,785 rehabilitative services



\$16,241 family and community services



\$4,917 energy programs



\$4,185 administration

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Dr. William ZubkoffChairman, District 9



Delleperche Joseph Treasurer, Business/Banking



Dr. Joyce PriceVice Chair, District 6



Levy KellyParliamentarian,
South Miami CAC



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Advocacy Committee
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Beverly King3nd Vice Chair, Social Welfare



Santarvis BrownYouth Initiatives
Committee Chair, Religion



Marjorie York
Assistant Secretary, South
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District 13

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Maurice L. Kemp

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Miami-Dade County

