

COMMUNITY ACTION &
HUMAN SERVICES DEPARTMENT

2 0 2 1

annual report



Message from the Mayor

There is no challenge too great, path too rocky, or obstacle insurmountable when we walk together. We are stronger today than we were a year ago — and we will be stronger a year from now. Our community stands stronger in part due to services provided by the Community Action and Human Services Department (CAHSD), formed in September 2011 after a merger between the Miami-Dade County Community Action Agency (CAA) and the Miami-Dade County Department of Human Services (DHS). CAHSD has helped low-income residents of Miami-Dade County escape poverty and achieve economic security through long-lasting initiatives funded by federal grants including the Community Services Block Grant (CSBG), the Low-Income Home Energy Assistance Program (LIHEAP), Weatherization, and Head Start.

I am proud of the CAHSD team for answering calls daily from residents experiencing crisis and providing comprehensive services to low-income families, individuals, veterans, farmworkers, youth, and immigrants. I'm pleased that two additional divisions have been added to CAHSD: the Office of New Americans (ONA) and the Office of Neighborhood Safety (ONS). ONA supports and manages a range of programs that increase access to legal services, integration, and empowerment for Miami-Dade's immigrant communities. ONS unites residents, community stakeholders, and county representatives to address critical issues related to public safety and the quality of life. ONS develops and promotes strategies to address the continuum of services: prevention, intervention, reentry, and neighborhood revitalization. ONS supports the successful implementation of the Peace and Prosperity Plan along with other proven anti-violence programs and strategies.

In the coming year the Office of Housing Advocacy (OHA) is being added to assist residents experiencing the housing crisis and help to prevent wrongful evictions leading to homelessness. OHA will educate tenants about their rights and connect them to resources. CAHSD services are offered in over 175 locations throughout the County, in more than 650 homes of elderly/disabled residents, and to more than 7,500 Head Start and Early Head Start children, plus their parents.

This 2021 Annual Report outlines many of the Department's key achievements including across-the-board training of staff and volunteers in the No Wrong Door (NWD) approach to service delivery, I implemented county-wide to provide residents with seamless access to all the services they seek. Our path forward is clear: invest in our community, expand opportunities across our community, and collaborate to maximize services so we can become even stronger. We will continue to leverage resources, using creativity and innovation to help residents overcome certain challenges.



Daniella Levine Cava



Letter from the Director

Miami-Dade County residents deserve to know they have a government that stands with them through thick and thin. The Mayor, County Commissioners, municipalities, and residents come to Miami-Dade County Community Action and Human Services Department for social services help. This department is a collection of essential human services for Miami-Dade County residents. CAHSD provides services to individuals and families from birth to the elderly, in every stage of life. Over 530 CAHSD team members have worked to provide excellent service through the pandemic, the tragedy at surfside, and beyond. We remain dedicated and prepared to serve as our community calls.

This 2021 Annual Report highlights how CAHSD served before and during COVID-19, pivoting when necessary to offer life-saving services to Miami-Dade County residents. The CAHSD team serves through innovation and remains engaged in our community by providing:

- Quality education for toddlers via Head Start and Early Head Start
- Home healthcare, meals, and more through Elderly and Disability Services
- Youth preparation for success through Greater Miami Service Corps and Family and Community Services
- Veterans support to navigate and access resources
- Safe spaces and support for victims of domestic violence via Violence Prevention and Intervention
- Drug intervention, treatment, and prevention through Rehabilitative and Psychological Services, etc

Additionally, the Family and Community Services Division (FCSD) empowers individuals and families to become self-sufficient through job training and transitional support to put food on the table, pay the rent, prevent disconnection of utilities, provide college scholarships, and more. FCSD also supports the community to have a voice for positive change through government. Two new divisions were established to expand services and increase responsiveness to the community as it faces on-going challenges:

- Office of Neighborhood Services
- Office of New Americans

We are forecasting another new division, Office of Housing Advocacy, in 2022 to address the County's housing affordability crisis.



Thanks for allowing us to be of service. Thanks also to our partners and community volunteers, particularly the CAA Board for helping CAHSD uplift our community.

Sonia J. Grice, Director

Greetings from the Chairperson

It is a privilege to serve as the Chairwoman of the Community Action Agency Board and on behalf of the CAA Board, it is an honor to present the Miami-Dade County Community Action and Human Services Department (CAHSD) 2021 Annual Report.

The 2021 Annual Report reflects on a year of 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 the disadvantaged residents of Miami-Dade County.



Dr. Joyce Price, Chairwoman
of the CAA Board

Table of Content

Letter from the Mayor	2
Letter from the Director	4
Letter from the Chairperson	5
Overview	8
Creating Positive Pathways For Children	10
Head Start / Early Head Start	10
Empowering Families For Stronger Communities	12
Family and Community Services	12
Low-Income Home Energy Assistance (LIHEAP)	
Volunteer Income Tax Preparation (VITA)	
Employment Preparation and Training	
Youth Development Services	
Share Your Heart Food Drive	
Supporting Those Who Have Served	16
Veterans Services Program	16
Nurturing Seeds of Greatness In Youth	18
Greater Miami Service Corps	18
Enhancing Quality of Life For Seniors and Disabled	20
Elderly and Disability Services Division	20
Improving Home Safety	22
Energy, Transportation, and Facilities: Weatherization Program	22
Building Safe Spaces For Victims of Domestic Violence & Trafficking	24
Violence Prevention and Intervention Services	24
Supporting Healthy Communities by Providing Proven Treatment	26
Rehabilitative Services Division	26
Promoting Peace of Mind	28
Psychological Services	28
Community Advocacy	30
CAA Board Roster	30
CAHSD Budget	32
Fiscal Management	35
In Summary	36
Family and Community Services	36
Head Start and Early Head Start	37
Elderly and Disability Services	37
Rehabilitation Services	38
Violence Prevention and Intervention	39
Energy, Transportation and Facilities	40
Psychological Services	40
Greater Miami Service Corps	41
2022 Forecast	42



Overview

The Community Action and Human Services Department is the largest provider of comprehensive social services for the entire family in Miami-Dade County. It is responsive, innovative, and resourceful in addressing the ever-evolving needs of the County's most vulnerable residents.

OUR MISSION:

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

OUR FOCUS IS TO:

- Improve the quality of life for seniors
- Close achievement gaps
- Fight the opioid epidemic
- Provide rehabilitative services to combat substance and alcohol addictions
- Reduce the energy burden on low-income families
- Support survivors of domestic violence and human trafficking
- Strengthen resiliency among low-income individuals, families, and communities
- Support economic development through job training and opportunities
- Empower youth through training, education, and employment opportunities

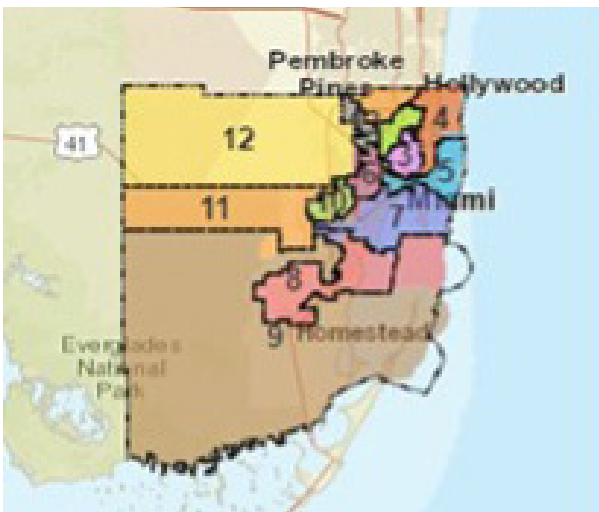
SERVICE RECIPIENTS:

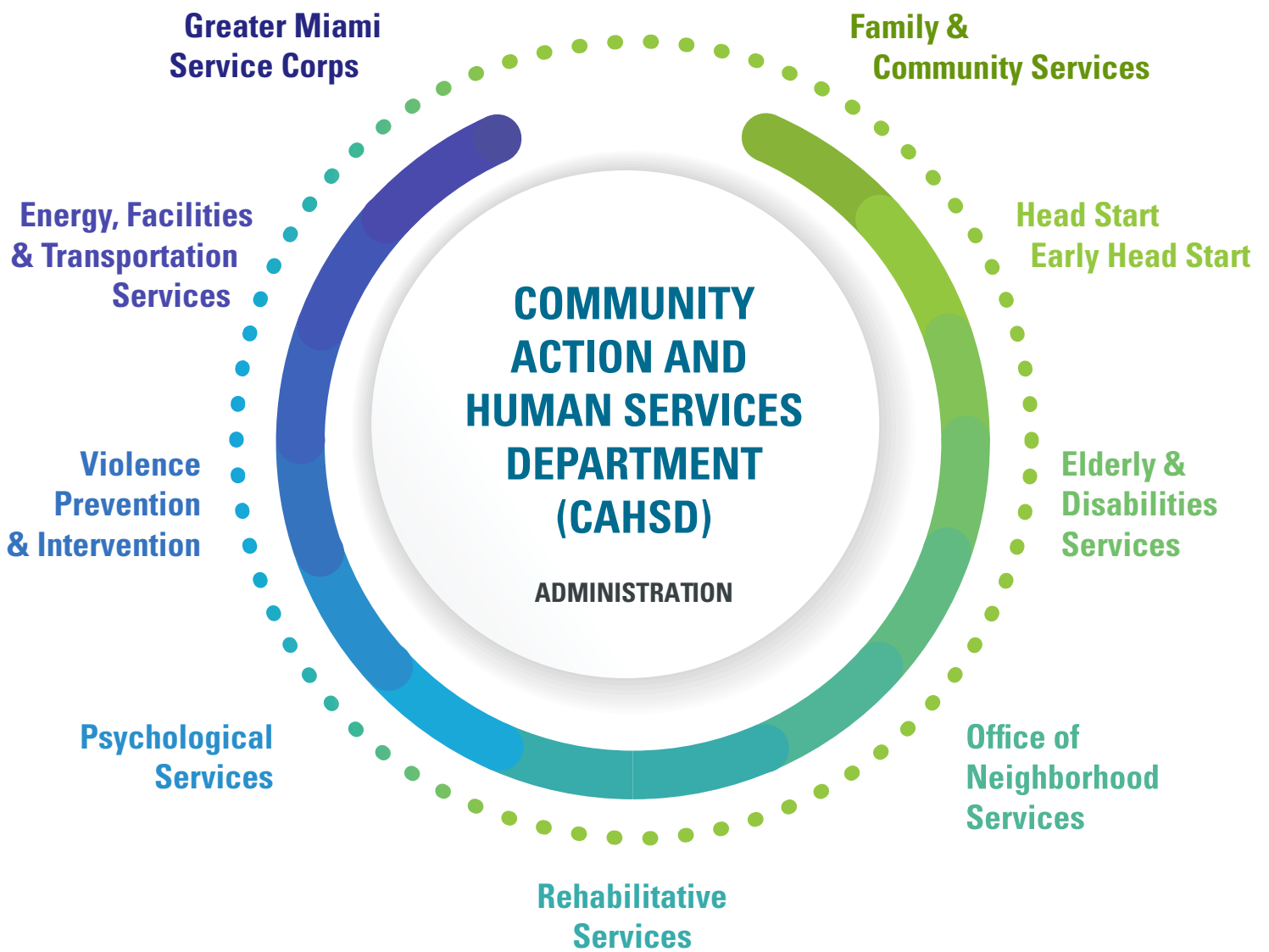
CAHSD provides comprehensive social services to individuals and families at every stage of life, from before birth to the elderly.

STANDARDS:

CAHSD is a nationally accredited agency by the Council on Accreditation, the highest honor that can be bestowed upon a social services agency.

SERVICE DELIVERY AREAS





Creating Positive Pathways For Children



HEAD START/EARLY HEAD START CAHSD ASST. DIRECTOR MAITE Riestra-Quintero

High-Quality educational program for eligible children ages birth to 5 and pregnant women.

Number of clients served: 7,407 - Dollar amount: \$89,147,813

As the largest Head Start/Early Head Start (HS/EHS) program in the Southeastern United States, the Miami-Dade County HS/EHS has created 1,855 jobs in underserved communities. Head Start/Early Head Start's top priorities are to support children and families' positive social and emotional development and prepare them for academic success. Comprehensive family services include:

- Full-day educational programs
- Child development screening
- Health and nutrition services
- Free breakfast, lunch and snack
- Parent engagement opportunities
- Support services for all enrolled families
- Support services for children with special needs

During 2020-2021 Head Start and Early Head Start provided services to 8,009 children and families across all programs. Throughout the pandemic, Miami-Dade County's Head Start and Early Head Start programs provided:

- 4,840 evidence-based hearing and vision screenings for enrolled children
- 1,778,966 total meals across all programs
- 92% of Head Start children and 96% of Early Head Start children met/exceeded school readiness expectations
- The program successfully met the 10% disability enrollment mandate for Head Start and Early Head Start, Early Head Start CCP, and Early Head Start expansion
- Mental Health Consultants conducted 1,154 consultations with staff members, and 462 consultations with parents to provide support and strategies promoting children's social and emotional well-being

HS/EHS partnered with the University of Miami to offer centers the LOOK Project: Learning to Objectively Observe Kids. The project examines the impact of early childhood intervention to:

1. address preschool children's challenging behaviors
2. help teachers use information to select from evidence-based strategies
3. meet children's behavioral needs through a system of ongoing support

AWARDS/RECOGNITION:

Head Start Region IV Edward Zigler Innovation Award 2021, Florida Head Start Association Edward Zigler Innovation Award 2021, NACo Achievement Award Winner (Category: Children & Youth)



SPOTLIGHT: FROM CLIENT TO EMPLOYEE

Nadeige Laleau has worked for Miami-Dade County in the Head Start program for 30 years. Prior to her service she was a Head Start parent. In 1991 she began her journey as a teacher assistant. Her path would lead her to earn both a bachelor's degree in social work and a master's degree in special education. She held many positions in the Head Start program, building a wealth of knowledge about the program, and developing an innate passion to serve children and families in Miami-Dade County. Laleau is currently an A03 – Disabilities Coordinator in Head Start overseeing 3 Disabilities Specialists and approximately 17 delegated Disabilities Coordinators. Her quality service impacts almost 8,000 children and families in the Head Start and Early Head Start Program. She stands firmly on the County's mission statement to deliver excellent public service that addresses our community's needs and enhance our quality of life.



Empowering Families For Stronger Communities



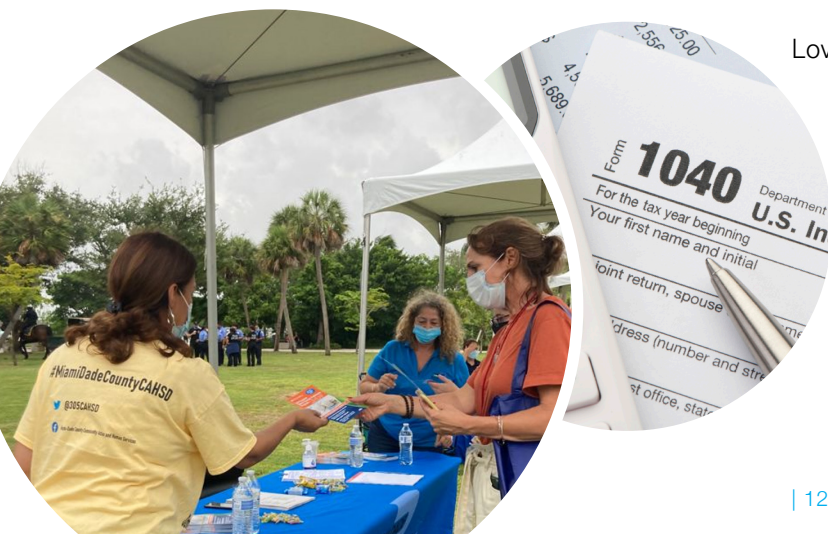
FAMILY AND COMMUNITY SERVICES DIVISION DIRECTOR WANDA WALKER

The Family and Community Services Division (FCSD) is the self-sufficiency arm of the Miami-Dade Community Action and Human Services Department (CAHSD) presenting a myriad of services to low-income families, offering them an opportunity to reach economic self-sufficiency. Services are accessed through CAHSD Community Resource Centers (CRC) located in targeted communities throughout the county. The CRCs serve as the focal point for families as they move away from poverty and toward economic self-sufficiency.

Number of clients served: 47,121 - Dollar amount: \$27,507,274

2021 DIVISION HIGHLIGHTS

- A new Community Resource Center was opened in the Stephen P. Clark Government Center as part of the Mayor's Thrive 305 "No Wrong Door" campaign
- April 2021 to January 2022, 400 low-income families affected by the pandemic received \$3,000 in rent assistance through the Community Services Block Grant (CSBG) Cares Act dollars
- CAHSD assisted 36,307 low-income households with utility energy assistance for a total of \$19.8 million spent on energy assistance
- During the 2020 tax season, 1,436 low-income individuals were provided with free tax preparation through VITA and obtained Earned Income Tax Credit (EITC). Approximately, \$2,315,037 were returned to stimulate the local economy
- Low-Income Home Energy Assistance Program assisted low-income households with utility assistance
- Approximately 20,078 low-income residents received non-perishable and/or food vouchers at one of our 13 food distribution sites located in CAHSD Community Resource Centers, sponsored by Share Your Heart (Farm Share), at no cost to the department



Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program that helps low-income households pay for cooling or heating their homes.



SPOTLIGHT: CAA SCHOLARSHIP RECIPIENT & A RISING STAR

Sixteen low-income students between the ages of 16-25 were awarded scholarships in the amount of \$2,500. CAHSD has awarded scholarships for the past 36 years to assist low-income college students from the 16 Community Advisory Committees target areas to achieve their educational goal.

Kenya Handfield is one of the 2021 CAC Scholarship recipients representing the Opa-locka/Miami Gardens target area. This Morgan Stanley Scholar, is on the pre-law track and double minoring in English and French at Spelman College in Atlanta, GA. After graduating with her bachelor's degree, she plans to attend law school then practice civil or criminal law to help dismantle the school-to-prison pipeline, while reforming education. She was introduced to the importance of education early in life by her parents Cornelius and Ester Handfield Jr., and her grandfather Cornelius Handfield Sr. Her grandfather helped integrate schools by becoming one of the first Black teachers at an all-white school. While a senior at Miami's Booker T. Washington Senior High School, Handfield donated her time to her community, serving as Class President and SGA Treasurer, teaching rudimentary music to elementary students, playing on the girl's flag football team, etc. She also served on various community organizations including the Miami Dade County Youth Commission as a voting member and committee chair, the Miami Bethany S.D.A. Church as the youth assistant director, and Achieve Miami as a junior advisory board member.

ADDITIONAL ACTIVITIES

Every year during the holiday season, CAHSD through the Family and Community Services Division, organizes the County's Annual Thanksgiving Holiday Food Drive and Toy Drive. This marks 31 years that the division has taken the lead in this initiative. For the 2021 Thanksgiving holiday, over 400 turkeys and hams with trimmings were distributed to low-income families. During the Christmas holiday, 620 low-income children received toys.



AWARDS/RECOGNITION:

CAHSD is highly recognized by the Florida Department of Economic Opportunity (DEO) as a Community Services Block Grant (CSBG) entity that is 100% in compliance with the CSBG organizational standards. CSBG dollars are the main funding in the Family and Community Services Division; it provides funding for the services offered at the 13 Community Resource Centers. The CSBG organizational standards provide a fundamental foundation of organizational capacity for all CSBG entities across the United States. CAHSD met 100% of the 52 organizational standards over the past five years.

SPOTLIGHT: PASSION FOR EXCELLENT SERVICE

Staff members are engaged in ensuring that clients receive excellent service. One example is Chamarr West. He has been a CAHSD team member since 2009. He serves in the role of Community Family Service Worker at the Culmer Community Resource Center in Historic Overtown. West supports CAHSD customers with case assessment and management, tax preparation and emergency assistance. He is coordinator and subject matter expert for the department's Emergency Food and Shelter Program (EFSP), Housing Assistance Grant (HAG), Miami Pandemic Assistance Program (MPAP), Housing Assistance Network of Dade (HAND) and CSBG COVID-19 Rental Assistance Program. One example of West's commitment to providing exemplary service became evident as he exhibited his management skills. At the onset of COVID-19, he was selected to manage a team at the County's Emergency Operation Call Center. The team's mission was to coordinate the County's Emergency Meal Program for senior citizens. West supervised the 50-person staff from March to September 2020, seven days a week, 7:00 a.m. to 7:00 p.m. He and his team played a vital role in ensuring home meal delivery to over 85,000 seniors daily, equaling more than 22 million meals delivered. "Working on this project with this team made me realize how much we impact the lives of the many residents who depend on our services," said West. "I could not see myself doing anything other than serving this community," he added. He has an Associate in Arts Degree from Miami-Dade College and is currently working on a B.A. in Criminal Justice Administration with the goal of graduating spring 2022.





Supporting Those Who Have Served

VETERANS SERVICES PROGRAM

Launched in 2019 and led by CAHSD, the Miami-Dade County Veterans Services Coalition (MDCVSC) unites a multi-disciplinary team of professionals representing organizations that serve veterans in Miami-Dade County. The Committee meets monthly to improve the coordination of service delivery, increase communication among service providers and raise awareness about resources available to veterans in Miami-Dade County. More than 35 organizations are represented in the Coalition. Four new partnerships were established including the Cuban America Bar Association (CABA), Eleventh Judicial Circuit of Florida's Veterans Treatment Court, Miami Dade College, and the Town of Miami Lakes to better assist veterans. CAHSD assists Miami-Dade County veterans and families with:

- Pension and Compensation Claims
- Home Loan Guaranty Certificates
- Burial, Memorial and Life Insurance Benefit Applications
- VA Claim Appeals
- Military Medal and Records Applications
- Social Services Referrals

MIAMI-DADE COUNTY VETERANS SERVICES COALITION ORGANIZATION MEMBERSHIP

- Association of American Retired Persons (AARP)
- Advocate Program Inc.
- Borinquen Healthcare Services
- Cuban America Bar Association (CABA) Pro Bono Legal Services
- Camillus House
- City of Miami
- Clear Captions
- Equality Lab
- Florida International University
- Healing Hands Institute
- Marine Corps League (Miami)
- Miami Dade College
- Miami-Dade County CAHSD
- Miami-Dade County Military Affairs Board
- Miami-Dade County Parks, Recreation and Open Spaces
- Miami-Dade County Veterans Treatment Court
- Town of Miami Lakes
- Miami VA Healthcare System
- Miami-Vet Center
- United Way- Mission United
- Operation Sacred Trust-SSVP
- Project ID/Spread the Vote

- Providence Healthcare Services
- Salvation Army
- Small Business Administration
- Team Paradise Sailing, Inc.
- Tri-Rail
- U.S. Department of Housing and Urban Development
- U.S. Securities and Exchange Commission
- Veterans Administration Representative (VAREP)
- Veterans Ocean Adventures
- Veterans Upward Bound Program
- Vitas Healthcare
- Volunteers of America, Florida

211(MY FL VET) MEET OUR VETERAN SERVICES OFFICERS:

Damian Dunkley, Veteran Services Program Coordinator

- U.S. Army
- Operation Enduring Freedom (OEF)
- Three years of County service

Angel Figueroa

- U.S. Army
- Gulf War Veteran
- 24 years of County service
- Member of the County Veteran Service Association Board

Charles Scavella

- U.S. Army
- Gulf War Veteran
- April 1989-April 1993
- 18 years of County service

Kenneth Peters

- U.S. Army
- Gulf War Veteran
- 11 years of County service
- Appointed Deputy Director of District 8 of the Florida Veterans Foundation (FVF) and member of the County Veterans Service Association Board



FY 2020 – 2021, 2087 veterans and/or dependents were assisted by the Veterans Service Officers with benefit claims and appeals.

Nurturing Seeds of Greatness In Youth



GREATER MIAMI SERVICE CORPS DIVISION DIRECTOR DEBORAH DORSETT

Miami-Dade County Community Action and Human Services Department's Greater Miami Service Corps (GMSC) supports Opportunity Youth in Miami-Dade County through comprehensive services to break the cycle of poverty among young people. GMSC serves youth between 18-24 years old who are unemployed, underemployed, out of school, and may have faced difficult life experiences.

Core values focus on maintaining a CLEAR Vision of Community, Leadership, Education, Accountability, and Respect. Participants, often referred to as Corpsmembers or YouthBuild members, earn while they learn through activities that improve the aesthetics and infrastructure of the communities where they reside. They become community stakeholders and change agents for themselves and their families.

Members receive a bi-weekly stipend while engaged in academics, financial, and workforce development workshops as well as wrap around services to ensure program participation and retention. The Corps partners with Miami-Dade County's Gang Prevention Strategy and serves as an intervention and reentry pathway for justice-involved participants.

- High School or GED Completion
- Leadership Development
- Workforce Development
- Construction Certification
- Hospitality Certification
- Healthcare Certification
- Internet Technology Certification
- Post-Secondary Placement
- Paid Work Experience
- Employability Skills Development
- Mentoring
- Life and Financial Skills Training
- Education Scholarships
- Transportation Assistance
- Group, Individual & Motivational Counseling
- Internship and Job Placement Opportunities

AWARDS/RECOGNITION:

Greater Miami Service Corps is a recognized affiliate member of YouthBuild USA, The Corps Network, and a proud member of the YouthBuild Florida Coalition.

SPOTLIGHT

Zipporah joined the Greater Miami Service Corps as a youthful offender without a high school diploma. She is a single parent of two and recently graduated through GMSC with her high school diploma. During the program, she participated in Leadership, Life Skills, Seeking Safety, Paid Work Experience, and other services provided through the GMSC. She is enrolled in Miami-Dade College pursuing a degree in business while working part time at Walmart. Zipporah is commended for her dedication to developing her personal and career development, and striving to build a life for her family.



Enhancing Quality of Life For Seniors and the Disabled



ELDERLY AND DISABILITY SERVICES DIVISION BUREAU CHIEF EDELINE MONDESTIN

The Elderly and Disability Services Division (EDSD) delivers all-inclusive case management and access support services designed to promote independent living for seniors and persons with disabilities in a meaningful and dignified manner. CAHSD provides opportunities for seniors to socialize and reduce the isolation. Elderly and Disability Services coordinates volunteers to support Miami-Dade County's most vulnerable community.

2021 ACCOMPLISHMENTS

1. Despite the pandemic, EDSB continued to provide services to the elderly and adults with disabilities remotely and in person
2. Helped to alleviate food barriers by providing 2.1 million meals to 5,590 elders and adults with disabilities
3. Partnered with FPL and delivered 950,000 meals to adults with disabilities in Miami Gardens, Hialeah, and Little Haiti areas
4. The Home Care Program provided 239 clients with homemaker, personal care, and shopping assistance. A total of 13,127 requests and referrals were provided to individuals seeking resources in the community
5. The Care Planning Unit (CPU) provided 2,676 seniors and adults with disabilities with screening and assessment, short- and long-term case management
6. Telephone reassurance services were provided to 2,620 clients via the Care Planning Unit and the Senior Companion and Respite for Elders Living in Everyday Families (R.E.L.I.E.F.) Programs
7. EDSD distributed 20,000 PPEs to elder clients, adults with disabilities and volunteers
8. EDSD provided COVID education and testing/vaccine information to 3,721 elders and adults with disabilities
9. 136 volunteers rendered 113, 996 hours of supportive services via the Senior Companion Program

10. 32 R.E.L.I.E.F. volunteers provided 13,010 hours of respite services to 19 clients

11. The Foster Grandparent (FGP) served 137 children and also afforded volunteers opportunities to 64 low-income individual aged 65 and older. During this period, they provided 29, 648 hours of service to at-risk youth

12. The Retired Senior Volunteer Program (RSVP) provided 35,559 hours of services to veterans

13. 146 seniors received education in chronic diseases, immunization, and prescription medication management from the RN/LPN's while at home



Improving Home Safety



ENERGY, FACILITIES AND TRANSPORTATION DIVISION DIVISION DIRECTOR, ADRIAN FRAZIER

The Energy, Transportation and Facilities Division provides services designed to improve homes and communities; manages all CAHSD facilities and real estate development, as well as coordinates transportation services for clients. Services include:

- Weatherization
- Beautification
- Paint and/or Shutter Installation
- Home Rehabilitation
- Community Disaster Preparedness
- Facilities Maintenance
- Transportation of elderly and youth participants to CAHSD programs
- Transportation of elderly residents to supermarket and field trips

Number of clients served: 23 homes - Dollar amount: \$163,000

2021 PROGRAMS AND ACHIEVEMENTS

Program Name: CAHSD Weatherization Unit

Low-income households carry a larger burden for energy costs, causing them to cut back on healthcare, medicine, and groceries to pay energy bills. Weatherization helps alleviate this energy burden through cost-effective improvements by supporting eligible low-income homeowners with:

- Installing energy recovery ventilators
- Replacing bathroom and kitchen exhaust fans
- Applying air sealing techniques such as weather stripping, thresholds, and caulking
- Making minor repairs to walls, ceilings, and floors
- Repairing windows and doors
- Installing attic insulation
- Installing window solar films
- Repairing or replacing inefficient cooling units
- Repairing or replacing water heaters



The goal of the program is to assist eligible homeowners who are vulnerable such as the elderly, families with children, households with a high energy burden, persons with disabilities, and low-income households whose income is at or below 200% of the Federal Poverty Income Guidelines. Once energy-efficient weatherization measures are installed, households continue to save money and energy year after year, allowing their funds to go toward more essential living expenses.

The Weatherization Assistance Program (WAP) is designed to reduce energy costs for low-income households by increasing the energy efficiency of their homes. Funding for WAP is received from the U.S. Department of Energy and is administered through the State of Florida Department of Economic Opportunity.

SPOTLIGHT

CAHSD weatherization auditors conducted comprehensive weatherization inspections, using advanced diagnostic skills which resulted in the installation of cost-effective measures to improve the air quality in the home of an eligible Miami-Dade County resident. WAP helped reduce the homeowner's energy consumption and provided weatherization measures such as:

- Replacement of a 3.5 ton central air conditioning unit
- Installation of a smart thermostat
- Replacement of 2 air filters
- Installation of 2 low-flow shower heads
- Removal of 3 old window air conditionings and repaired windows
- Insulation of attic and water heater pipe insulation
- Installation of weather-stripping
- Installation of compact fluorescent light bulbs
- Installation of 2 carbon monoxide detectors, 5 smoke detectors, a kitchen hood exhaust fan, a bathroom exhaust fan and an energy recovery ventilator

The homeowner was pleased with her new replaced efficient central air conditioning unit. She now lives in a comfortable environment with improved indoor air quality, minimizing the risk of any adverse health effects. Three months following the repairs, CAHSD checked in with the homeowner who says her electricity bill has decreased.



Building Safespaces For The Victims Of Domestic Violence & Trafficking



VIOLENCE PREVENTION AND INTERVENTION SERVICES BUREAU CHIEF IVON MESA

The Violence Prevention and Intervention Division practices a comprehensive, holistic approach to supporting victims of domestic violence, stalking, dating violence, sexual violence and human trafficking victims of domestic violence and their dependents. Supportive services include safety planning, legal and court services, advocacy, direct relief assistance, emergency shelter, transitional housing, and counseling. Victims of domestic violence, sexual assault, human trafficking, and other forms of violence can come to one place and access resources they need at the Family Justice Center in Florida.

Number of clients served: 3,453 \$1,794,226

2021 PROGRAMS AND ACHIEVEMENTS

Coordinated Victims Assistance Center (CVAC) and Domestic Violence Intake Units have 39 on-site partners that offer 37 services including mental health, bereavement counseling, housing assistance, legal services, immigration assistance, HIV/STI testing, nutrition education, financial literacy, career coaching, and job readiness training.

- 3,453 victims of domestic violence, sexual assault and human trafficking sought the services of CVAC and the Domestic Violence Intake Units
- Advocacy services provided safety planning, advocacy support and legal services to 8,957 victims of domestic violence and human trafficking

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. CVAC has a food pantry and clothing boutique on site.

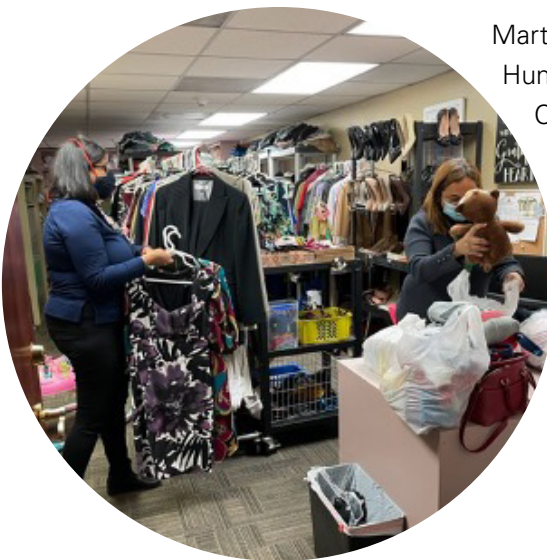


SPOTLIGHT

December 2021, a client and her son fled their home state in fear for their safety and relocated to South Florida. While living with her family, the client was forced by her mother to prostitute herself for the “good of the family.” Once in South Florida, the client called the National Human Trafficking Hotline and was instructed to contact CVAC to receive emergency services. The CVAC Human Trafficking advocate conducted an intake and assessed the client’s most pressing needs. The advocate secured emergency shelter for the client and her son at one of the Certified Domestic Violence Centers in our County. The client was referred to a DCF/Access representative at CVAC who assisted her with her application for public benefits. She was referred to the Economic Justice Project to receive assistance. The advocate also provided emergency food and clothing through Victory for Youth and referred the client and her son to CAHSD Psychological Services for therapy to overcome their trauma. The client was also referred to the Emergency Solutions Grant Program which provides rental assistance for up to a year. The client is learning to become financially independent and is working to overcome her trauma to succeed in this new chapter of her life.

AWARDS/RECOGNITION

2021 Recognition from Survivor Pathway, Inc.



Marta Trujillo, Supervisor of the Human Trafficking Unit, and Valeria Perez, Human Trafficking Advocate at the Coordinated Victims Assistance Center (CVAC) put together clothes, shoes and other personal items for survivors and their children. The items are selected by the survivors from the Boutique located on the second floor of CVAC, and which opened in 2012 to respond to the pressing need faced by hundreds of survivors who visit CVAC on a monthly basis seeking assistance. Some of the survivors flee their homes with nothing other than the clothes on their back. All of the items at the Boutique have been donated and are available, free of charge, for the survivors and their dependent children.

Supporting Healthy Communities by Providing Proven Treatment



REHABILITATIVE SERVICES DIVISION DIVISION DIRECTOR SANDRA SANDAKOW

Rehabilitative Services Division (RSD) provides both outpatient and residential treatment services for individuals struggling with substance use disorders and co-occurring disorders. The service delivery model is strongly client-centered and comprises of multiple direct service components such as individual and group therapy, evidence-based services, medication-assisted treatment (MAT), and case management. Employability skills are also provided to help clients with self-sufficiency.

Number of clients served: 1,532

AWARDS/RECOGNITION

RSD is the recipient of the 2021 National Association of Counties (NACO) award for outstanding achievement in the Human Services category, for developing and implementing the Remote Inmate Assessment project.

Program Name: Multidisciplinary Approach Stabilizing Treatment & Empowering Recovery (MASTER)

Program Description: RSD provided the following services:

- Expanded the use of MAT in response to the opioid epidemic. MAT has been shown to reduce the rate of fatal overdose, increase treatment compliance, and reduce illicit opioid use. More than 5000 MAT doses were administered to clients in RSD's residential program
- To counteract the effects of opioid overdose, RSD distributed 117 Narcan (naloxone HCl nasal spray) Kits to users. NARCAN is the first and only FDA-approved nasal form of naloxone for emergency treatment of opioid overdose
- Partnered with Miami-Dade Corrections and Rehabilitation Department (MDCR) to offer MAT and residential treatment to inmates with opioid use disorders re-entering the community
- Served 80,000 nutritional meals to individuals at New Direction Residential Treatment Program
- Offered 73,944 hours of individual and group counseling to person with substance abuse disorders
- Diverted 91% of program participants from the court system through outpatient Diversion and Treatment Program (DATP)
- Coordinated transition to stable housing for 86% of clients discharged from the residential program
- Provided training and employment services to 286 unemployed and underemployed clients during the Pandemic

New Directions Residential Rehabilitative Services (Project # 6009530) - The Department's FY 2020-21 Adopted Budget and Multi-Year Capital Plan includes \$500k of \$17.5 million allocated for Infrastructure Improvements. The \$500k has been identified and proposed to continue architectural and engineering of the proposed facility renovation/build-out. In anticipation of future design/construction on the women's dormitories, demolition of existing cottages have been successfully completed on the woman's side of the property.

TESTIMONIAL

"I thank God everyday for New Directions. You invest a lot of work to rehab substance users like me. I came to you without hope, not knowing how to rebuild my life or repair the damage I did to loved ones. My addiction to drugs and alcohol had been a 17 year battle. I'd been to so many rehab centers before New Directions that I lost count. Those other centers used repetitive techniques that didn't lead to my recovery. New Directions helped me with unconditional love and support that lead me to recovery. It means so much that my parents can see me recovered from my addiction and accident. Sincerely Frank M."

RSD launched the AWARDS Electronic Health Record (EHR), an electronic data management and clinical charting system. As a result, the Division will become paperless in 2023, with comprehensive ways to generate reports, manage referrals, submit invoices, coordinate staff training, and more.



Promoting Peace of Mind



PSYCHOLOGICAL SERVICES DIVISION DIVISION DIRECTOR TIFFANY AMRICH

Psychological Services provides evidence-based treatment and intervention. This is a multi disciplinary team approach to address the needs of clients and families.

Our Psychology Internship Program has been accredited by the American Psychological Association (APA) since 2002. Interns receive clinical program experience where interns service diverse clients throughout the Community Action and Human Services Department. The goal of the internship program is to train students in nine competency areas, preparing them to enter careers in health service psychologists. The Mentor/Practitioner model pairs interns with senior mentor supervisors:

- Four (4) interns for FY20-21 completed 2,000-hour internship and provided clinical services in Head Start, Elderly and Disability Services Division, Violence Prevention and Intervention Division and the Rehabilitative Services Division. Interns were from the following universities Nova Southeastern University, Carlos Albizu University (Puerto Rico campus), and Ponce Health Sciences University (Puerto Rico)
- Across these different programs, interns provided services that included: intake, individual classroom observations, psychological testing, individual and group therapy, case management, and parent and staff training. Training at the divisional and departmental level included De-escalation and Control of Aggression Techniques Self-Esteem, Social Media: The Good and the “Less Good”, Effects of Separation by Migration on Immigrant Families, Providing Quality Services During a Pandemic: Safety, De-escalation and Mindfulness, Crisis Intervention and Suicide Risk Assessment, and Cultural Diversity Awareness-How to be More Sensitive and Inclusive. Tele-practice was provided allowing continuity of clinical services during the pandemic
- During the pandemic, services were added to address needs exacerbated by the pandemic. A support group was offered to caregivers of older adults and a monthly Self-Care Peer Support Group was initiated for Violence Prevention and Intervention Services staff
- For the Surfside tragedy, interns assisted with psychological first aid at the Family Assistance Center established by CAHSD and community partners

The Psychological Services Unit also provides training to students who are pursuing undergraduate and graduate degrees in social work, mental health counseling, and psychology. Practicum students receive weekly supervision from a credentialed supervisor.

- For FY20-21 nine (9) practicum students served in Head Start, Elderly and Disability Services Division, Family and Community Services Division, and Rehabilitative Services. The students represented Nova Southeastern University and Florida International University

- Interns and practicum students provided 1,213 clinical interventions throughout CAHSD ranging from therapy to consultation and training. Interventions were impacted by the pandemic, center closures, and access to tele-psychology (video conferencing)

2019 AND 2021 ACCOMPLISHMENTS AND PARTNERSHIPS

1. In 2019, CAHSD developed a partnership with Florida International University, Department of Dietetics and Nutrition. Through this agreement, CAHSD received assistance from the interns in many areas including nutrition assessments, nutrition education and counseling to program participants in the Head Start/Early Head Start/Child Care Partnership Grants, and local University students professional training opportunities. Eleven interns completed more than 375 nutrition assessments for program participants.

Nutrition Internships

2. There were affiliation agreements with Miami-Dade College and Florida International University for interns who are Registered Nurses pursuing a Bachelor of Science (BSN).

Head Start

3. Head Start and PSD broadened partnerships for use of publicly available intervention and education data from programs that touch children ages birth to eight in Miami-Dade County. In collaboration with the Miami-Dade County IDEAS (Integrating Data for Effectiveness Across Systems) Consortium for Children, administrative data will be integrated into an interactive mapping software tool developed from a pilot program at the University of Miami. This mapping tool will allow users to search, display and visualize information about early childhood programs and intervention services based on the location of programs, services provided, ages served, licensed capacity, and available slots. The tool will combine several datasets into one accessible dynamic tool--including indicators from the American Community Survey on neighborhoods and from the District on schools.
4. **Building BRIDGES: A Brief School Readiness Intervention Designed to Guide Families Transitioning from Early Head Start to Head Start** is a collaboration with Florida International University. There are established cognitive, social, and emotional skills necessary for children to enter school ready to learn. School readiness skills have been related to children having a successful transition to school and serve as the foundation for their future success, socially and academically. However, as early as preschool, some children display significant behavioral and academic difficulties which place them at risk for failure. Taking a preventative approach and intervening before these problems arise and become deep-rooted may be crucial to nurturing the necessary skills for children to succeed. Given the influential role that parents play with children's early learning and development, an emphasis should be placed on strengthening supports for parents to encourage school readiness in young children. This project will examine the effectiveness of a four-week universal parenting program to promote school readiness and reduce the risk for later behavior problems in children transitioning from Early Head Start to Head Start.

Community Advocacy

CAA BOARD ROSTER 2020-2021

Appointees of Elected officials

1. Tiffany B. Crapp, Miami-Dade County Mayor's Designee
2. Elaine L. Adderly, District 3
3. Alexander Chenault, District 4
4. Leah Shadle, District 5
5. Dr. Joyce Price, District 6
6. Horatio Stewart Aguirre, District 7
7. Dr. William Zubkoff, District 9
8. Dr. Michael G. Fresco Sr., District 11
9. Elizabeth Berenguer, District 13
10. Carol A. Gardner, City of Miami Mayor's Designee

CAC Representatives

1. Derrick L. Williams, Edison/Little River Target Area
2. Gloria Joseph, Liberty City Target Area
3. Countess Balogun, Coconut Grove Target Area
4. Luis DeRosa, Wynwood Target Area
5. Larry Williams, Brownsville Target Area
6. Alvin W. Roberts, Allapattah Target Area
7. Janie F. Centeno, Goulds Target Area
8. Marjorie York, Miami Beach Target Area
9. Marissa Lindsey, Perrine Target Area
10. Deena Albelto, Florida City Target Area

Citizen Participants

1. Regina Grace, Social Welfare
2. Dr. Santarvis Brown, Religion/Education
3. Twaquilla Eatman, Head Start/Early Head Start Policy Council Chairperson
4. Melissa Noya, Social Welfare
5. Kelly Valle, Industry
6. Charlotte Cassel, Legal/Social Welfare
7. Natalie Robinson-Bruner, Social Welfare/Education
8. Dr. Cathia Darling, Education

Executive Committee

- Dr. Joyce Price, Chairwoman
- Regina Grace, 1st Vice Chair
- Derrick L. Williams, 2nd Vice Chair
- Vacant, 3rd Vice Chair
- Vacant, Secretary
- Natalie Robinson-Bruner, Assistant Secretary
- Dr. Michael G. Fresco Sr., Treasurer
- Alvin W. Roberts, Parliamentarian
- Twaquilla Eatman, Head Start Early Head Start Policy Chairperson
- Marjorie York, At-large member
- Dr. Cathia Darling, At-large member
- Dr. William Zubkoff, Former Chairperson

CAHSD Budget



CAHSD ASSISTANT DIRECTOR
SALVADOR NAJARRO

CAPITAL BUDGET HIGHLIGHTS AND OPERATIONAL IMPACTS FIX MARGINS

- The Department's FY 2021-22 Adopted Budget and Multi-Year Capital Plan includes the construction of the Casa Familia Community Center. The Center will offer a wide range of recreational activities, social opportunities, and educational programs for individuals in the community to promote self-sufficiency and self-determination. The Center is a part of a larger affordable housing development of 50 apartment units with a total development cost of approximately \$25 million (total project cost \$3.5 million, \$2.5 million in FY 2021-22; capital program #2000001492)
- The FY 2021-22 Adopted Budget and Multi-Year Capital Plan includes the continuation of the Countywide Infrastructure Improvement Program
- Investment Program (CIIP) for infrastructure improvements at all county-owned facilities including but not limited to furniture, fixtures, equipment, electrical, plumbing, air conditioning, elevator, roof and various other building infrastructure repairs and renovations as needed (total project cost \$7.795 million, \$7.080 million in FY 2021-22; capital program #2000001280)
- Renovation of the existing Culmer/Overtown Neighborhood Service Center is projected to be completed (total project cost \$8.394 million, \$468,000 in FY 2021-22; capital program #844020)
- The refurbishment of the Kendall Cottages Complex is projected to be completed. The project includes but is not limited to, the demolition and refurbishment of cottages, sidewalk repairs, and the construction of a new parking facility (total project cost \$4 million, \$1 million in FY 2021-22; capital program #844680)
- The Department will continue addressing renovation needs of the New Direction Residential Treatment and Rehabilitation facility. The Department is projecting that the facility overhaul will take three to four years for complete (total project cost \$17.5 million, \$1.566 million in FY 2021-22; capital program #6009530)
- The Department's FY 2021-22 Adopted Budget and Multi-Year Capital Plan includes the purchase of the Inn Transition North facility (\$2.5 million). This facility is a transitional housing program for victims of domestic violence and their dependents. The facility will provide residents with a safe living environment and aid in their mental and physical recovery process providing services such as counseling, relocation/financial assistance and food and transportation services. The debt service payment will be reflected in the Department's FY 2022-23 operational budget (capital program #2000001914)
- The Department will continue to analyze the most cost-effective way to redevelop the Wynwood/Allapattah Regional Neighborhood Service Center, this capital program is funded through the Building

Better Communities Bond Program (total project cost \$15 million, \$500,000 in FY 2021-22; capital program #8463701)

- The Department's FY 2021-22 Adopted Budget and Multi-Year Capital Plan includes the purchase of 10 vehicles (\$824,000) to replace its aging fleet. The fleet replacement plan will provide operational savings to the Department in the long-term as it will reduce maintenance costs, fuel consumption and overtime as a result of equipment failure. The County's fleet replacement plan is included under Non-Departmental capital program #2000000511
- CAHSD continued to positively leverage its assets with more than \$3.00 from outside funders for every \$1 dollar of local tax dollars spent
- For FY2019-20, CAHSD was allocated \$3.2 million in Capital Improvement Infrastructure Funding (CIIP) to upgrade and improve existing facilities

CAPITAL BUDGET FY20-21 HIGHLIGHTS

With \$25.6 million appropriated through the County's Capital Infrastructure Improvement Plan, CAHSD has sufficiently funded the renovations and improvements of its facilities. Additional key projects include but are not limited to those which detail is provided below

- **Infrastructure Improvements – Culmer/Overtown NSC (Project # 844020)** – In FY2020-21, the Department will complete the renovations of the Culmer/Overtown Neighborhood Service Center in the first quarter (Total project cost \$7.5 million, \$254,000 in FY 20-21)
- **Casa Familia (Project # 2000001492)** - The Department's FY 2020-21 Adopted Budget and Multi-Year Capital Plan includes spending of \$164k of the total allocated \$3.5 million for the Casa Familia Community Center in FY2020-21. The center will ultimately be available for public use, offering a wide range of recreational activities, social opportunities and educational programs for residents and other individuals within the community to maximize independence, as well as promote self-sufficiency and self-determination. The Center is part of a larger affordable housing development of (50) apartment units with a total development cost of approximately \$25 million. Phase 1 design has been completed and ground breaking is scheduled for FY2020-21 Quarter2 with an estimated completion date of 2022
- **Wynwood/Allapattah Regional NSC (Project # 8463701)** - The Department continues to analyze the most cost effective way to redevelop the Wynwood/Allapattah Regional Neighborhood Service Center sites. The Department will seek to repurpose the BBC-GOB proceeds if development efficiencies are identified. \$500k was allocated during FY 2020-21
- **Kendall Cottage Complex Refurbishments** - The Departments FY 2020-21 adopted budget and Multi-Year Capital plan includes \$2.3 million refurbishment of (11) Kendall Cottages (approximately 5,000sqft per cottage) for County operated day treatment services for children with special needs. In addition, there will be repairs made to sidewalk and roads with street light upgrades. Currently this \$350k project (Kendall Cottage Parking Improvements) is pending a recommendation for award and will be completed with FY2020-21

Looking Ahead

- The Frankie Shannon Rolle Community Center is set to re-open after extensive renovation and expansion early 2023 to continue serving the Coconut Grove Community. This \$90 million mixed-use project including affordable housing and retail space is a partnership between Cornerstone, Miami-Dade County, City of Miami and the U.S. Department of Housing and Urban Development and will provide affordable housing and retail space.





FISCAL MANAGEMENT
DIVISION DIRECTOR RICHARD SIGNORI

FISCAL MANAGEMENT
FY 2021 -22 ADOPTED BUDGET AND MULTI-YEAR CAPITAL PLAN

OPERATING FINANCIAL SUMMARY				
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
(dollars in thousands)	Actual	Actual	Actual	Budget
Revenue Summary				
General Fund Countywide	30,035	40,622	34,500	41,048
Interest Earnings	5	-	-	-
Miscellaneous Revenues	-	-	4	-
Donations	-	3	-	-
Fees for Services	65	25	26	75
Grants From Other Local Units	-	122	64	180
Miscellaneous Revenues	65	8	5,814	2
Other	-	16	-	-
Other Charges For Services	-	-	7	-
Other Revenues	980	828	430	1,278
Rental Income	389	375	(298)	506
State Grants	2,017	1,477	1,267	2,450
Federal Grants	92,474	94,962	110,347	113,707
Interagency Transfers	2,174	4,847	551	1,525
Total Revenues	128,204	143,285	152,712	160,771
Operating Expenditures Summary				
Salary	30,742	28,466	28,792	41,499
Fringe Benefits	12,087	10,929	12,100	17,768
Court Costs	6	-	10	1
Contractual Services	8,082	11,005	10,035	8,660
Other Operating	6,766	5,819	7,854	8,826
Charges for County Services	3,274	2,971	2,562	2,846
Grants to Outside Organizations	66,954	71,626	87,411	81,119
Capital	245	343	981	39
Total Operating Expenditures	128,156	131,159	149,745	160,758
Non-Operating Expenditures Summary				
Transfers	-	-	4	-
Distribution of Funds In Trust	4	1	-	13
Debt Service	-	-	-	-
Depreciation, Amortizations and Depl	-	-	-	-
Reserve	-	-	-	-
Intradepartmental Transfer	-	-	-	-
Total Non-Operating Expenditures	4	1	4	13

In Summary

SERVICES AND CLIENTS SERVED

1. FAMILY AND COMMUNITY SERVICES DIVISION

The Family and Community Services Division provides services for targeted populations, including low-income families, individuals and communities, Veterans, farmworkers, youth and immigrants. Services include:

- Computer Classes
- College Scholarships
- Workforce Development
- Veterans Services
- Rent and Mortgage Assistance
- Holiday toy drives & food baskets
- Emergency Food & Shelter
- Tax Preparation
- Community Resource Centers (CRCs)
- Low-Income Home Energy Assistance Program (LIHEAP)
- FPL's Care to Share
- Food Distribution
- Afterschool/Summer Camp
- Migrant Farmworker Career Development
- Disaster-related Assistance
- Immigration Services
- Community Advocacy & Engagement

Clients Served: Fiscal Year 2020-2021: 96,716

Citizens Visiting Community Resource Centers: Fiscal Year 2020-2021: 44,593



2. HEAD START

Head Start focuses on the intellectual, cognitive, social, physical and emotional development of children ages 0 to 5, ensuring that children are school-ready, and provides supportive services for their families.

Services include:

- Full-day, high quality educational programs
- Support services for children with special needs
- Health and nutrition services
- Child sensory and developmental screenings
- Services to support social and emotional well-being
- Free breakfast, lunch and snack
- Parent engagement opportunities
- Evidenced based parenting curriculum
- Employment assistance and training for families
- Transportation assistance available for qualified children

Children Enrolled: 2020-2021: 7,392

3. ELDERLY AND DISABILITY SERVICES DIVISION

The Elderly and Disability Services Division provides comprehensive case management and access to a continuum of support services designed to promote independent living for seniors and adults with disabilities. Services include:

- Home & Personal Care
- Nutritious Meals
- Volunteer Opportunities
- Respite Care
- Chore Services
- Adult Day Care
- Referrals
- Emergency Planning
- Field Trips and Activities
- Telephone Reassurance

Clients Served: 2020-2021: 6,046 **Waiting List as of October 2021:** 7,544

4. REHABILITATIVE SERVICES DIVISION

The Rehabilitative Services Division provides both outpatient and residential treatment services for individuals struggling with substance use disorders and addiction. Services include:

- Assessment
- Individual/group counseling
- Telehealth screening of inmates
- Pharmacy delivery
- Educational and Vocational Instruction
- Life skills training
- Medication-Assistance Treatment
- Employability Skills
- Urinalysis/screening
- HIV testing and education
- DUI Program
- Integrated primary & psychiatric care

Clients Served:

Fiscal Year 2020-2021:

New Direction Locations (Residential): 285

Diversion and Treatment Program Locations (Outpatient): 242

Central Intake Unit: 1,005



5. VIOLENCE PREVENTION AND INTERVENTION SERVICES DIVISION

The Violence Prevention and Intervention Division offers comprehensive supportive and protective services for victims of domestic violence, sexual violence, dating violence, stalking and human trafficking Services include:

- Emergency Shelter and Transitional Housing
- Safety Planning
- HIV/STI Testing
- Immigration and Legal Services
- Protective Orders
- Public Benefits Assistance
- DV Hotline/Helpline
- Victim Compensation Claims
- Advocacy and Referrals
- Counseling
- Court Advocacy
- Child Support Assistance
- Relocation Assistance
- Direct Relief
- Case Management and Care Coordination

Clients Served:

Fiscal Year 2020-2021:

Safespace Centers (North, South, Central): 524

Inn Transition North: 438

Inn Transition South: 1,648

6. THE ENERGY, TRANSPORTATION AND FACILITIES DIVISION

The Energy, Transportation and Facilities Division provides renovation services designed to improve energy costs for low to moderate income households, manages all CAHSD facilities and real estate development, and coordinates transportation services for the department's clients. Transportation services are provided to clients of Elderly and Disability, Head Start, and other divisions within CAHSD.

Clients Served: Fiscal Year 2020-2021: 23

Completed 8,877 trips - transporting elderly residents to meal sites, supermarkets, field trips, etc.

7. PSYCHOLOGICAL SERVICES

The Psychological Services Unit is an American Psychological Association (APA)-accredited program through which doctoral students provide direct mental health services, such as individual, group and family therapy, psychological evaluations and assessments, case management and consultation to clients participating in select CAHSD programs. The Psychological Services Division trains students in psychology, social work, marriage and family counseling or other related social services programs at the undergraduate and graduate level through the provision of practical clinical work experience.

- Evidence-Based Interventions
- Internship Program

Number of individual group and family therapy sessions facilitated for CAHSD program participants:

Fiscal Year 2020-2021: 929

8. GREATER MIAMI SERVICE CORPS

The Greater Miami Service Corps engages out-of-school young people (18-24 years of age) with employment and training services that reconnect youth to education, community and employment.

Participant Benefits:

- High School or GED completion
- Leadership development
- Workforce development
- Certification in: construction, hospitality, healthcare, IT
- Post-Secondary placement
- Paid work experience
- Employability skills development
- Mentoring
- Life and financial skills training
- Group, individual and motivational counseling
- Internship and job placement opportunities
- Education scholarships

Community & Business Services:

- General office support
- Painting
- Landscape maintenance
- Graffiti removal
- Secure abandoned homes & pools
- Installation & removal of sidewalks
- Litter & debris removal
- Pressure cleaning/ AC units/ roofs/ sidewalks
- Building maintenance
- Disaster relief assistance

Clients Served:

Fiscal Year 2020-2021: 80

Forecast

FY 2022

HEAD START/EARLY HEAD START

- The Head Start program is launching a mobile services bus by March 2022. The bus will bring social services to the Head Start families in the community
- The Head Start program launched a “Transition to Kindergarten” Family Board game, and classroom companion to engage families in supporting their child’s transition to Kindergarten
- The “Leading for Equity” initiative will engage Head Start and Early Head Start center directors and leaders in a community of practice that will work to learn strategies to identify the individual’s implicit biases and promote equity in each of the Head Start centers
- The program is opening 3 new Early Head Start Centers in Miami-Dade County to provide services using the Montessori Method
- The program is expanding the Extended Care program to include an additional 700 families

FAMILY AND COMMUNITY SERVICES

In 2022, the Family and Community Services Division will be administering the Low-Income Household Water Assistance Program (LIHWAP). This program will partner with local water utility vendors to assist income qualified individuals and families with water and wastewater costs. This is a federally funded program, through HHS. This service will complement the Low Income Home Energy Assistance Program that the department currently administers; to assist income qualified households with their energy bill. The division will be working alongside the Office of Neighborhood Safety in hosting listening sessions for neighborhoods across the County that are most afflicted by the gun violence epidemic. This community engagement activity will be held at some of our Community Resource Centers.

GREATER MIAMI SERVICE CORPS

Greater Miami Service Corps will continue to develop its "Construction Plus" pathways focusing on healthcare and internet technology. GMSC will also seek opportunities for new revenue-generating projects. And launch a Water and Sewer Pre-apprenticeship Program funded through Miami-Dade County Public Housing and Community Development Department addressing sea-level rise by connecting homes on a septic tank to Miami-Dade County Water and Sewer system.

ELDERLY AND DISABILITY SERVICES

1. Prioritize hiring of staff in Administration (Secretary) Care Planning, Home Care, Adult Day Care (RN, LPN). Meals on Wheels
2. Improve the efficiency of the programs and implement best practices
3. Seek additional funding sources and grant opportunities to address the needs of clients
4. Increase technology resources at Senior Centers for use by clients: most Senior/Adult Day Care Centers do not have basic technology (computers, printers, telephones, etc.) to efficiently deliver services to client
5. Decrease number of waiting list clients by providing services

EDSB will continue to raise awareness about resources available in the community for the elderly and adults with disabilities in the community. The Division will also continue to raise awareness of Elder/Adults with disabilities issues to include Abuse, Neglect and Exploitation.

ENERGY, FACILITIES AND TRANSPORTATION

The Energy, Facilities and Transportation Division will continue to provide home rehabilitation, facility maintenance and transportation services for low-income families, children, and elderly residence of Miami Dade County by:

- Prioritizing the hiring of full-time staff to improve program efficiency
- Updating and maintaining the comprehensive master plan of all CAHSD owned properties
- Increasing the one-way transportation of client to 30,000 trips annually
- Utilizing CIIP funds for the renovation of the departments various facilities with an emphasis on safety, security, resiliency while improving the overall customer experience

Assuring that program funds are utilized to complete at least 25 eligible dwellings under the Weatherization program, 30 single family homes under the Home Rehabilitation program and assist with home repairs for at least 20 seniors and 20 disabled residents. EFTD plans to increase the community's awareness of the divisions programs by marketing the programs within the Community Resource Centers with visual materials, (i.e. pamphlets, video, signage).

VIOLENCE PREVENTION AND INTERVENTION

VPID will continue to create partnerships to provide collaborative services to survivors of domestic violence, sexual assault, and human trafficking.

REHABILITATION SERVICES

Rehabilitative Services will open a state-of-the-art, five-story, 109-bed residential treatment facility for the New Direction Residential Treatment program that includes the Central Intake Unit and a new substance abuse treatment program for youth. The new facility will expand operational capacity, enhance service provision to the community, and create opportunities to leverage new funding streams.

The Division will develop and implement comprehensive solutions to address safety and security concerns at its residential treatment facilities.

The monthly Education and Job Placement Workshop offers employability skills training along with vocational and educational resources to clients.

The Division will continue to provide comprehensive, recovery-oriented and evidence-based treatment to adults struggling with substance use disorders and mental health diagnosis. It will continue to collaborate with community partners providing coordinated response to the opioid epidemic, distributing Narcan kits, utilizing Medication Assisted Treatment (MAT) and offering HIV testing and education.

THE OFFICE OF NEW AMERICANS

KRYSTINA FRANCOIS, DIVISION DIRECTOR

The Office of New Americans leads, supports, and manages a range of programs that increase access to legal services, integration, and empowerment for Miami-Dade's immigrant communities:

Legal Services

- Monthly free citizenship clinics, TPS assistance program, Know Your Rights Presentations
- Training and capacity building
- CLE trainings on naturalization, TPS, DACA, etc., Non-Legal volunteer trainings for clinics, Citizenship Buddies, TPS Buddies and community navigators, collaborative fundraising efforts for local and regional large, stakeholder convenings

Coalitions

- Miami-Dade New American Task Force, Miami-Dade New Americans Campaign, and TPS Collaborative

Community and Civic Education

- Citizenship Classes, Information Sessions, "Miami is Home" Immigrant Integration Guide



THE OFFICE OF NEIGHBORHOOD SAFETY

DIVISION DIRECTOR, ANNIKA HOLDER

The Office of Neighborhood Safety alongside various County departments and community partners will launch several initiatives including:

- The Safe in the 305 Grants: provide small grants (from \$500-\$1500) to incentivize and encourage resident leaders and organizations to engage in community revitalization and neighborhood beautification projects and activities and to promote safety and wellness within their own communities
- The Public Safety Toolkit is an interactive resource guide and advocacy tool that provides Miami-Dade County residents with best practices to employ intervention and prevention strategies in our neighborhoods and across the county. The toolkit will further empower our residents to use these advocacy strategies and amplify the voice of their community to stand against violence and promote peace and healing
- Project Green Light (PGL) is a groundbreaking public/private partnership to improve neighborhood safety and promote the revitalization and growth of local businesses. PGL is designed to ensure that these participating businesses are safe and inviting while deterring, identifying, and solving crime through the installation of high-definition cameras that provide video streaming from these businesses to the Miami-Dade Police Department Real-Time Crime Center

Launched in August 2021, the Office of Neighborhood Safety (ONS) brings together residents, community stakeholders and county representatives to provide sustainable solutions to critical public safety and quality of life issues. Led by four dynamic and experienced individuals, ONS engages directly with historically disenfranchised communities to ensure they help guide decision-making and deliver innovative solutions to address gun violence, revitalize public spaces, improve community infrastructure, and minimize the need for residents to interact with the justice system. ONS' work spans five impact areas: Prevention, Intervention, Reentry, Economic Investments, and Community Revitalization.

ONS Vision: Every Miami-Dade County resident is safe, prosperous, and thriving.

ONS Mission: To advance community-driven solutions to build safe and prosperous neighborhoods.

ONS Values:

- Treat lived experience as data and community members as experts
- Convene and communicate with purpose, kindness, and respect
- Co-design all actions with those who will be impacted by them
- Everyone has a role in building neighborhood safety
- Be bold, transparent, and accountable
- Challenge the status quo wherever and whenever our community can be better served through change

ONS Mandate:

Public safety was the top priority for the more than 26,000 residents who responded to the Thrive305 survey in 2020. In response to residents' concerns and a simultaneous uptick in gun violence, the Miami-Dade County Peace & Prosperity Plan was adopted with unanimous support from the Board of County Commissioners. The Peace & Prosperity Plan is more than a comprehensive approach to strengthen the County's community violence prevention and intervention infrastructure to reduce violence, promote safety and create thriving neighborhoods. It embodies the core values of a Miami-Dade County that is inclusive and equitable and supports all residents to achieve their dream despite race, nationality, and economic status. ONS provides oversight of the Peace & Prosperity Plan and budget, leading mission-critical components including engagement, coalition building and grassroots community capacity building. The first two years of the Plan outlines \$7,768,476.00 in FTX naming rights investments to expand and launch programs designed to serve at-risk youth, bring resources to enhance crime-solving capabilities in Miami-Dade Police Departments and incentivize and encourage community participation in neighborhood safety initiatives.

Highlight:

On June 22, 2021, Mayor Levine Cava joined several representatives from across the United States at the White House for a meeting with President Joseph R. Biden to discuss gun violence in communities across the United States. In the meeting, the mayor solidified our County's participation in the White House Community Violence Intervention Collaborative (CVIC), an 18 -month initiative that focuses on strengthen and scaling the Community Violence Intervention infrastructure in communities. The CVIC began on July 1, 2021 and continues through December 2022. Miami-Dade County is one of sixteen participating jurisdictions joined by Atlanta, GA, Austin, TX, Baltimore, MD, Baton Rouge, LA, Chicago, IL, Detroit, MI, Los Angeles, CA, Memphis, TN, Minneapolis-St. Paul, MN, Newark, NJ, Philadelphia, PA, Rapid City, SD, Kings County, WA, St. Louis, MO, and Washington, DC. The Office of Neighborhood Safety provides oversight of the County's participation. Efforts are focused on reducing violence, promoting safety and justice, and supporting healing and resilience.





Daniella Levine Cava

Mayor

BOARD OF COUNTY COMMISSIONERS

José "Pepe" Díaz

Chairman

Oliver G. Gilbert, III

Vice Chairman

Oliver G. Gilbert, III District 1

Jean Monestime District 2

Keon Hardemon District 3

Sally A. Heyman District 4

Eileen Higgins District 5

Rebeca Sosa District 6

Raquel A. Regalado District 7

Danielle Cohen Higgins District 8

Kionne L. McGhee District 9

Senator Javier D. Souto District 10

Joe A. Martinez District 11

José "Pepe" Díaz District 12

Senator René García District 13

Harvey Ruvin Clerk of Courts

Pedro J. Garcia Property Appraiser

Geri Bonzon-Keenan County Attorney



**COMMUNITY ACTION AND
HUMAN SERVICES DEPARTMENT**

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

FOLLOW US:

@MIAMIDADESOCIALSERVICES

@305CAHSD

