

As Of <= 03/31/2023

Community Action and Human Services Department

This is the current departmental scorecard - CAHSD

Owner: Najarro, Salvador (CAHSD); Grice, Sonia J.

Department: CAHS

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Provide home improvement and home safety upgrades for low-to-moderate income homeowners.	Number of homes that received Home Rehab or Weatherization Assistance benefits.	Sep '22	25	7		72	84	
	Provide prevention and intervention services to low-income residents to prevent eviction or utility shut-off.	Number of income-eligible residents who received financial assistance with rent/mortgage or utilities payment (unduplicated).	Aug '21	2,868	3,692		31,317	44,304	
		Dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments.	Feb '22	2,386,780	1,254,500		10,261,117	15,054,000	
	Provide free meals to eligible children, seniors and low-income residents.	Number of meals CAHSD provided through its multiple programs.	Dec '20	237,012	211,202		773,989	2,534,424	
	Provide nutritional counseling to children and seniors.	Number of nutritional counseling sessions offered to children families and seniors.	Sep '21	618	84		6,562	1,008	
	Provide comprehensive home care and related services to seniors and adults with disabilities to help clients remain in their homes.	Number of homebound seniors/adults with disabilities provided with home care services.	'21 FQ4	260	350		265	350	
		Number of homebound seniors/adults with disabilities provided with meals.	'21 FQ4	919	631		1,047	631	
	Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities.	Number of seniors/adults with disabilities participated in congregate day programs.	'21 FQ4	1,791	1,870		6,138	7,480	
		Number of volunteer hours served by seniors.	'21 FQ4	42,773	82,140		304,182	328,560	
	Connect seniors and adults with disabilities to social services designed to improve their quality of life.	Number of disabled citizens who received home safety improvement services	Oct '22	0	n/a		0	n/a	
		Number of telephone re-assurance calls made to seniors/adults with disabilities to prevent loneliness and isolation.	Sep '21	2,647	11,100		63,595	133,200	
		Number of seniors received home safety improvement services.	Oct '22	0	n/a		0	n/a	
		Number of seniors registered for emergency preparedness services.	Sep '21	113	2,424		22,310	29,088	
		Number of seniors/adults with disabilities assessed for services.	Sep '21	43	580		4,491	6,960	
		Number of one-way trips provided to CAHSD clients	Oct '22	537	n/a		537	n/a	
	Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking.	Number of unduplicated clients accessing Coordinated Services at a Non-residential Center	'22 FQ2	260	1,170		1,127	4,680	
	Provide safe housing options for victims fleeing their homes.	Number of unduplicated clients receiving services in transitional housing.	Mar '23	113	n/a		113	n/a	
		Number of unduplicated clients receiving services in emergency shelters.	Sep '22	223	136		2,427	1,632	
	Conduct training and educational workshops/presentations to increase public awareness of human trafficking.	Number of presentations/trainings conducted to increase awareness of domestic violence and human trafficking.	Mar '23	2	n/a		4	n/a	
		Number of residents reached through awareness presentations/trainings.	Mar '23	50	n/a		157	n/a	
	Provide outpatient drug treatment for individuals with substance use disorders.	Successful Completion Rate - Outpatient Substance Abuse Treatment Program	Jul '22	27	60		55	60	
		Percentage of users satisfied with accessibility to substance abuse related intervention and prevention services	'22 FQ4	96	85		99	85	
		Clients served through DATP	Jul '22	104	91		117	92	
	Provide residential treatment for individuals with	Number of clients in residential programs obtained	Jan '23	21	37		45	444	

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Provide residential treatment for individuals with substance use disorders.	permanent housing.							
		Individuals Admitted to community-based residential substance abuse treatment services	Jul '22	71	52	▲	67	53	▲
		Average monthly occupancy rate for New Direction Residential Treatment Facility.	Jan '23	44.44%	75.00%	▼	48.08%	75.00%	▼
	Provide psychological services, including evaluation and therapy, for clients in need.	Number of individual group and family therapy sessions facilitated for CAHSD program participants.	Sep '22	2	75	▼	911	900	▲
		Number of psychological intakes assessments and evaluations conducted for CAHSD program participants	'22 FQ3	295	400	▼	897	1,600	▼
		Number of trainings and consultations provided to CAHSD clients and staff through Psychological Services	Sep '22	4	12	▼	551	150	▲
	Provide employability skills training to unemployed and underemployed residents.	Number of clients who secured employment as a result of CAHSD efforts	'22 FQ2	12	114	▼	44	456	▼
		Number of residents participated in employability skills training workshops or one-on-one job coaching.	Feb '22	31	148	▼	537	1,776	▼
		Number of young adults placed in unsubsidized employment and/or post-secondary education through GMSC	2021 FY	56	n/a		56	n/a	
		Farmworkers and migrants retained in employment for 90 days	'22 FQ2	16	20	▼	53	80	▲
	Connect residents to employment services, including on-the-job training and certification programs.	Number of clients participated in on-the-job training educational or certification programs.	'21 FQ4	255	n/a		n/a	n/a	
		Cost per youth provided education, training, and career services	2021 FY	9,200	5,750	▲	9,200	5,750	▲
	Provide early childhood education for low-income families to prepare children for kindergarten.	Average number of children ages 3-5 enrolled in Head Start per Month	Dec '21	5,459	n/a		5,407	n/a	
		Percent of Head Start children who meet or exceed growth expectations in key developmental areas.	2021 FY	92.27%	80.00%	▲	92.27%	80.00%	
		Average number of children ages 0-3 enrolled in Early Head Start per Month	Dec '21	1,209	n/a		1,194	n/a	
		Number of children ages 0-3 enrolled in Early Head Start.	Dec '21	1,314	n/a		1,347	n/a	
		Percent of Early Head Start children who meet or exceed growth expectations in key developmental areas.	2021 FY	95	80	▲	95	80	
		Number of children ages 3-5 enrolled in Head Start	Dec '21	5,782	n/a		5,814	n/a	
	Provide access to early childhood education for families with children with disabilities.	Percent of Head Start children enrolled diagnosed with a disability.	Dec '21	5.18%	10.00%	▼	4.80%	10.00%	▼
		Percent of Early Head Start children enrolled diagnosed with a disability.	Dec '21	12	10	▲	11	10	▲
	Provide opportunities for parents to be engaged in their children's education.	Number of volunteer hours provided by Head Start and Early Head Start parents/caregivers.	Dec '21	5,774	n/a		22,844	n/a	
	Assist low-income residents by providing support services, including education, employment, economic and housing assistance.	Number of clients who obtained a GED College Degree professional or educational credential/certification as a result of CAHSD efforts.	'21 FQ4	47	65	▼	106	260	▼
		Number of residents provided with free tax preparation assistance.	2022 FY	302	800	▼	302	800	▼
		Number of scholarships awarded to college and college-bound students.	2021 FY	39	46	▼	39	46	▼
		Number of referrals made to assist residents in receiving wrap-around services.	Sep '21	3,367	9,940	▼	49,836	119,280	▼
		Dollar amount of tax benefits received by clients through VITA Program.	2022 FY	0	1,500,000	▼	0	1,500,000	▼
		Number of unduplicated at-risk children served by Foster Grandparents.	Sep '21	138	154	▼	97	154	▼
	Provide social services to Veterans residing in Miami-Dade County.	Number of Veterans receiving assistance with rent/mortgage/ or utilities payment.	Sep '21	108	472	▼	3,004	5,664	▼
		Number of Veterans and/or their dependents assisted with applying for VA benefits.	Feb '22	110	75	▲	496	900	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Provide vulnerable residents and special populations access to social services.	Number of unduplicated elders and adults with disabilities provided with assistance in gaining access to a continuum of support services.	'21 FQ4	2,975	2,556		12,578	10,224	
		Residents Accessing Services at neighborhood-based Community Enrichment Centers	Feb '22	3,671	3,500		18,564	42,000	
Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'23 FQ2	\$47,296K	\$42,674K		\$88,836K	\$170,696K	
		Revenue: Total (CAHS)	'23 FQ2	\$32,960K	\$42,674K		\$42,138K	\$170,696K	
		Positions: Full-Time Filled (CAHS)	'23 FQ2	564	666		1,110	2,662	

[Edit Scorecard](#)

[Back to Department Scorecards](#)

Key: - Initiative - Featured Objective