

As Of <= 03/31/2022

Community Action and Human Services Department

This is the current departmental scorecard - CAHSD

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

Perspective Name	Objective Name	Measure Name	As Of		Actual	Business Plan Goal	Actual FYTD	FYTD Goal	
Customer	Provide home improvement and home safety upgrades for low-to-moderate income homeowners.	Number of homeowners provided with services to improve home safety and quality of life in their homes.	Feb '22		1	7	19	35	
	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.	Aug '21		2,868	3,692	31,317	40,612	
		Dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments.	Aug '21		1,545,711	1,398,600	17,724,625	15,384,600	
	Provide free meals to eligible children, seniors and low-income residents.	Number of meals/food packages provided to children seniors and families through annual events and programs.	Sep '21		1,400	1,250	952,543	139,000	
		Number of meals/units food packages and vouchers provided to seniors children and eligible residents participating in ongoing CAHSD programs.	Sep '21		354,650	211,202	3,309,624	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	Mar '22		7	n/a	7	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.	Mar '22		0	2	0	10	
	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 eligible clients	Mar '22		2,397	2,500	11,809	15,000	
Provide access to coordinated services for victims of domestic violence, sexual assault and human trafficking.	Number of clients accessing Coordinated Services at a Non-residential Center	'22 FQ1		867	1,170	867	1,170	
Provide safe housing options for victims fleeing their homes.	Number of clients receiving services in transitional housing.	Dec '21		141	173	423	519	
	Number of clients receiving services in emergency shelters.	Dec '21		161	136	519	408	
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 '22		1	2	7	12	
	Number of residents reached through awareness presentations/trainings.	Mar '22		9	30	47	180	
Provide outpatient drug treatment for individuals with substance use disorders.	Successful Completion Rate - Outpatient Substance Abuse Treatment Program	Jan '22		69	60	67	60	
	Percentage of users satisfied with accessibility to substance abuse related intervention and prevention services	'22 FQ2		100	85	99	85	
	Clients served through DATP	Jan '22		130	92	128	92	
Provide residential treatment for individuals with substance use disorders.	Number of clients in residential programs obtained permanent housing.	Jan '22		11	15	50	60	
	Individuals Admitted to community-based residential substance abuse treatment services	Jan '22		43	53	53	53	
	Average monthly occupancy rate for New Direction Residential Treatment Facility.	Jan '22		42.86%	60.00%	44.57%	60.00%	
	Successful completion rate for residential	Jan '22		80	60	74	60	

	treatment								
Provide psychological services, including evaluation and therapy, for clients in need.	Number of individual group and family therapy sessions facilitated for CAHSD program participants.	Feb '22		81	75	318	375		
	Number of psychological intakes assessments and evaluations conducted for CAHSD program participants	'21 FQ4		103	295	900	1,180		
	Number of trainings and consultations provided to CAHSD clients and staff through Psychological Services	Feb '22		94	13	269	63		
Provide employability skills training to unemployed and underemployed residents.	Number of clients who secured employment as a result of CAHSD efforts	'22 FQ1		32	114	32	114		
	Number of residents participated in employability skills training workshops or one-on-one job coaching.	Dec '21		105	148	458	444		
	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	40		
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%	n/a	n/a		
	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	n/a	n/a		
	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.	2021 FY		1,436	750	1,436	750	
		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.	2021 FY		2,315,037	1,300,000	2,315,037	1,300,000	
		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 and/or their dependents accessing CAHSD services.	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	375		
	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	17,500	
Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'22 FQ2		\$43,482K	\$40,194K	\$80,997K	\$80,388K	
		Revenue: Total (CAHS)	'22 FQ2		\$33,244K	\$40,193K	\$50,934K	\$80,385K	
		Positions: Full-Time Filled (CAHS)	'22 FQ2		536	618	1,042	1,236	

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