

Community Action and Human Services Department

This is the current departmental scorecard - CAHSD

**Owner:** Lean-Retana, Crystal (CAHSD); Grice, Sonia (CAHSD)  
**Department:** Community Action and Human Services

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Engage with resident and community stakeholders to design and promote strategies and tools to create safer neighborhoods	Number of individuals reached at community events hosted and/or attended by Office of Neighborhood Safety staff	2024 FY		7,409	5,000	7,409	5,000	
		Number of projects awarded via Safe in the 305 Grant	2024 FY		42	30	42	30	
	Provide home improvement and home safety upgrades for low-to-moderate income homeowners.	Number of services provided to homeowners to improve home safety and quality of life in their homes	'24 FQ4		35	24	202	90	
		Number of instances financial assistance for rent/mortgage or utilities payments were provided to income-eligible residents	Jul '24		4,056	n/a	18,888	n/a	
	Provide prevention and intervention services to low-income residents to prevent eviction or utility shut-off.	Total dollar amount of financial assistance disbursed to assist with rent/mortgage or utilities payments	Jun '24		611,455	586,470	9,928,013	5,278,230	
		Number of referrals made to partner agencies through the Office for Housing Advocacy	2024 FY		13,893	3,500	13,893	3,500	
	Provide residents with advocacy services to address housing issues	Number of food units, boxes and voucher provided to seniors, children and eligible residents through annual events and programs	May '24		0	0	420	0	
		Number of food boxes received by residents through Farmshare (Share your Heart)	Sep '24		1,325	500	14,871	6,000	
	Provide free meals to eligible children, seniors and low-income residents.	Number of meals provided through Meals on Wheels	Sep '24		22,646	14,583	266,032	174,996	
		Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CAHSD programs.	Sep '23		392,994	22,423	3,861,792	269,076	
	Provide nutritional counseling to children and seniors.	Number of meals provided through Summer Meals Program	May '24		0	0	0	0	
		Number of nutritional counseling sessions offered to children, families and seniors	Oct '23		1,300	n/a	1,300	n/a	
	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 served through Meals on Wheels	2024 FY		828	n/a	828	n/a	
		Number of homebound seniors/adults with disabilities provided with home care services	2024 FY		374	500	374	500	
	Provide socialization opportunities for seniors and adults with disabilities to help them remain active in their communities.	Number of volunteer hours served by seniors	'21 FQ4		42,773	82,140	304,182	328,560	
		Number of seniors/adults with disabilities served through congregate day programs	2023 FY		2,576	n/a	2,576	n/a	
	Connect seniors and adults with disabilities to social services designed to improve their quality of life.	Number of seniors who received home safety improvement services	2024 FY		1	n/a	1	n/a	
		Number of telephone re-assurance calls made to seniors/adults with disabilities to prevent loneliness and isolation	Sep '24		0	n/a	0	n/a	
	Provide access to coordinated services for victims of domestic	Number of seniors registered for emergency preparedness services	Sep '24		41	n/a	567	n/a	
		Number of seniors/adults with disabilities assessed for services	Sep '24		41	n/a	567	n/a	
		Number of disabled residents who received home safety improvement services	2024 FY		0	n/a	0	n/a	
		Number of one-way trips provided to eligible residents	Sep '24		3,409	3,000	31,552	36,000	
		Victims of crime (Domestic Violence; Sexual Assault; Human Trafficking) provided with advocacy services through	2024 FY		3,721	3,856	3,721	3,856	



Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal		
Customer	be engaged in their children's education.	Head Start parents/caregivers								
		Assist low-income residents by providing support services, including education, employment, economic and housing assistance.	Number of residents provided with free tax preparation assistance	2024 FY		1,141	650	1,141	650	
	Provide social services to Veterans residing in Miami-Dade County.	Number of scholarships awarded to college and college-bound students	2023 FY		103	50	103	50		
		Number of referrals made to assist residents in receiving wrap-around services	Sep '23		No Data	1,394	74,115	16,728		
		Total dollar amount of tax benefits received by residents through Volunteer Income Tax Assistance Program	2024 FY		1,211,709	n/a	1,211,709	n/a		
		Number of students granted college scholarships through the Office of Neighborhood Safety	2024 FY		119	50	119	50		
		Number of at-risk children served through the Foster Grandparents program	2024 FY		110	n/a	110	n/a		
		Number of Veterans and/or their dependents assisted by Veteran Services	2024 FY		2,245	1,200	2,245	1,200		
		Number of veteran benefit claims submitted through Veteran Services	Sep '24		142	120	1,157	1,440		
		Provide vulnerable residents and special populations access to social services.	Number of substance use assessments completed by Community Services Central Intake Unit	'24 FQ4		470	507	1,711	2,028	
			Number of visits by residents accessing services at neighborhood-based Community Resource Centers	2024 FY		40,009	210,000	40,009	210,000	
			Number of residents participating in comprehensive self-sufficiency services through family and community services	2024 FY		1,425	n/a	1,425	n/a	
			Number of educational sessions and events offered through the Office of New Americans	2024 FY		37	12	37	12	
			Number of adults with disabilities empowered to gain independence, autonomy and control over their lives through access to a continuum of support services	2024 FY		374	n/a	374	n/a	
			Number of older adults empowered to gain independence, autonomy and control over their lives through access to a continuum of support services	2024 FY		374	n/a	374	n/a	
			Number of assistance requests addressed by the Office of New Americans	2024 FY		3,222	2,400	3,222	2,400	
		Financial	Meet Budget Targets (CAHS)	Expen: Total (CAHS)	'24 FQ4		\$46,823K	\$48,428K	\$183,462K	\$193,730K
Revenue: Total (CAHS)	'24 FQ4				\$96,583K	\$48,428K	\$183,459K	\$193,730K		
Positions: Full-Time Filled (CAHS)	'24 FQ4				575	666	2,325	2,664		
Internal	CAHSD Internal Measures	Percent of employees participating in trainings or continuing education	2024 FY		29	n/a	29	n/a		

[Edit Scorecard](#)

[Back to Start](#)

Key: - Initiative - Featured Objective

### Initiatives for Scorecard

There is no data for the selected filter

Name contains any Community Action and Human Services Department