

COMMUNITY ACTION & HUMAN SERVICES

2 0 1 9 - 2 0 2 0

annual report



Message from the Mayor

For over 50 years, the Community Action and Human Services Department (CAHSD) has provided critical programs and services to help residents of Miami-Dade County improve economic security, health, and wellbeing. CAHSD serves low-income families, individuals and communities, veterans, farmworkers, youth and immigrants across Miami-Dade at over 175 locations, and also provides at-home care for hundreds of elderly or disabled residents, and Head Start and Early Head Start for over 7500 children and their parents.

The CAHSD team is made up of committed, compassionate public servants who answer the call of our families in crisis on a daily basis, led by an extraordinary woman leader, Sonia Grice, whom I was proud to appoint as Director. As the founder and former leader of a nonprofit organization providing direct services, I deeply understand and value the essential services CAHSD offers to so many families and the dedication of CAHSD's staff.

Especially through the many challenges of the last two years, CAHSD helped countless families obtain essential services to weather the economic and healthcare crisis caused by the pandemic. At the same time, the Department is spearheading transformative initiatives like our No Wrong Door approach to better serve residents most in need, and the new Office of Neighborhood Safety to work directly with the community to shape safer, healthier neighborhoods.

We're forever grateful for CAHSD's contributions to our community, and I hope you enjoy this 2019-2020 Annual Report which highlights many of the Department's key programs and achievements.

Daniella Levine Cava



Letter from the Director

It is my honor to serve as Director for Miami-Dade County Community Action and Human Services Department. This department is a collection of critical human services for Miami-Dade County residents. CAHSD serves families in crisis from birth to the elderly, at any age in every stage of life.

Over 550 CAHSD team members stand dedicated, compassionate, and prepared to serve residents of Miami-Dade County with excellence. Our community can call on CAHSD in the good times and in times of crisis. This 2019-2020 Annual Report highlights how CAHSD served before and during COVID-19. When necessary, we pivoted to offer essential services. CAHSD was rewarded with two awards for innovation from The National Association of Counties (NACO). The CAHSD team serves through innovation and remains engaged in our community providing:

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

We help eligible clients through Family and Community Services to put food on the table for their families, pay the rent, and intervene when threatened with disconnection of utilities.

Thanks for allowing us to be of service. Thanks to our partners and community volunteers particularly the CAA Board for coming alongside to help CAHSD uplift our community.



Sonia J. Grice, Director

Greetings from the Chairperson

As Community Action Agency Board Chairperson, I take great pleasure in presenting the 2019-2020 Annual Report. The Community Action and Human Services Department has been hard at work over the past two years, meeting the many challenges that were forced on us via COVID-19 and those that existed before. We compliment the Agency's staff on being "a rock" to this community, providing services that builds resiliency: from delivering meals to the elderly, teaching toddlers in-person and online; to paying utilities and rent to offset additional crisis for families in our community. This Annual Report will highlight the services CAHSD provides to empower economically distressed and most vulnerable families in Miami-Dade County. The CAA Board advises and works with the CAHSD staff, representing community concerns from the sixteen target areas, and supporting grant-funded programs. After coming through the past two years, we look forward to the future with inspiration and passion to continue the necessary work to uplift all in our community.

Dr. Joyce M. Price



Table of Content

Message from the Mayor.....	2
Letter from the Director	4
Greetings from the Chairperson	5
Overview	8
Closing the Achievement Gaps	10
Head Start / Early Head Start.....	10
Contributor to Economic Development & Community Prosperity.....	14
Family and Community Services	14
Low Income Energy Assistance (LIHEAP)	14
Volunteer Income Tax Preparation (VITA).....	14
Food Pantry	15
Employment Preparation and Training.....	16
Youth Development Services	17
Veterans Services Program	20
Today is an Investment in Tomorrow.....	22
Greater Miami Service Corps	22
Improving the Quality of Life	24
Elderly and Disability Services Division	24
Preserving Safety and Stability at Home	25
Supporting the Victims of Domestic Violence & Trafficking.....	28
Violence Prevention and Intervention Services	28
Treatment Matters.....	30
Rehabilitative Services.....	30
Investing in the Mindset.....	32
Psychological Services	32
Community Advocacy	34
CAA Board Roster	34
Fiscal Management	37
CAHSD Budget.....	38
In Summary	40
Services and Clients Served.....	40
Family and Community Services	40
Head Start and Early Head Start.....	41
Elderly and Disability Services	41
Rehabilitation Services	42
Violence Prevention and Intervention	43
Energy, Transportation and Facilities	44
Psychological Services	44
Greater Miami Service Corp	45
Forecast.....	46



Overview

OUR MISSION:

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

Our work focuses on:

- Improving the quality of life for seniors
- Closing achievement gaps
- Fighting the opioid epidemic
- Providing rehabilitative services to combat substance and alcohol addictions
- Reducing the energy burden on low-income families
- Supporting survivors of domestic violence and human trafficking
- Strengthening resiliency among low-income individuals, families and communities
- Supporting economic development through job training and opportunities
- Empowering youth through training, education and employment opportunities

WHO WE SERVE:

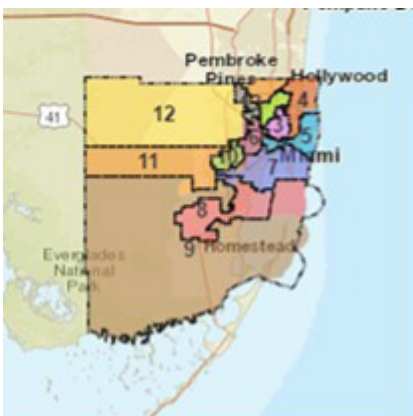
CAHSD provides comprehensive social services to individuals and families at every stage of life, from before birth to the elderly.

Our Standards:

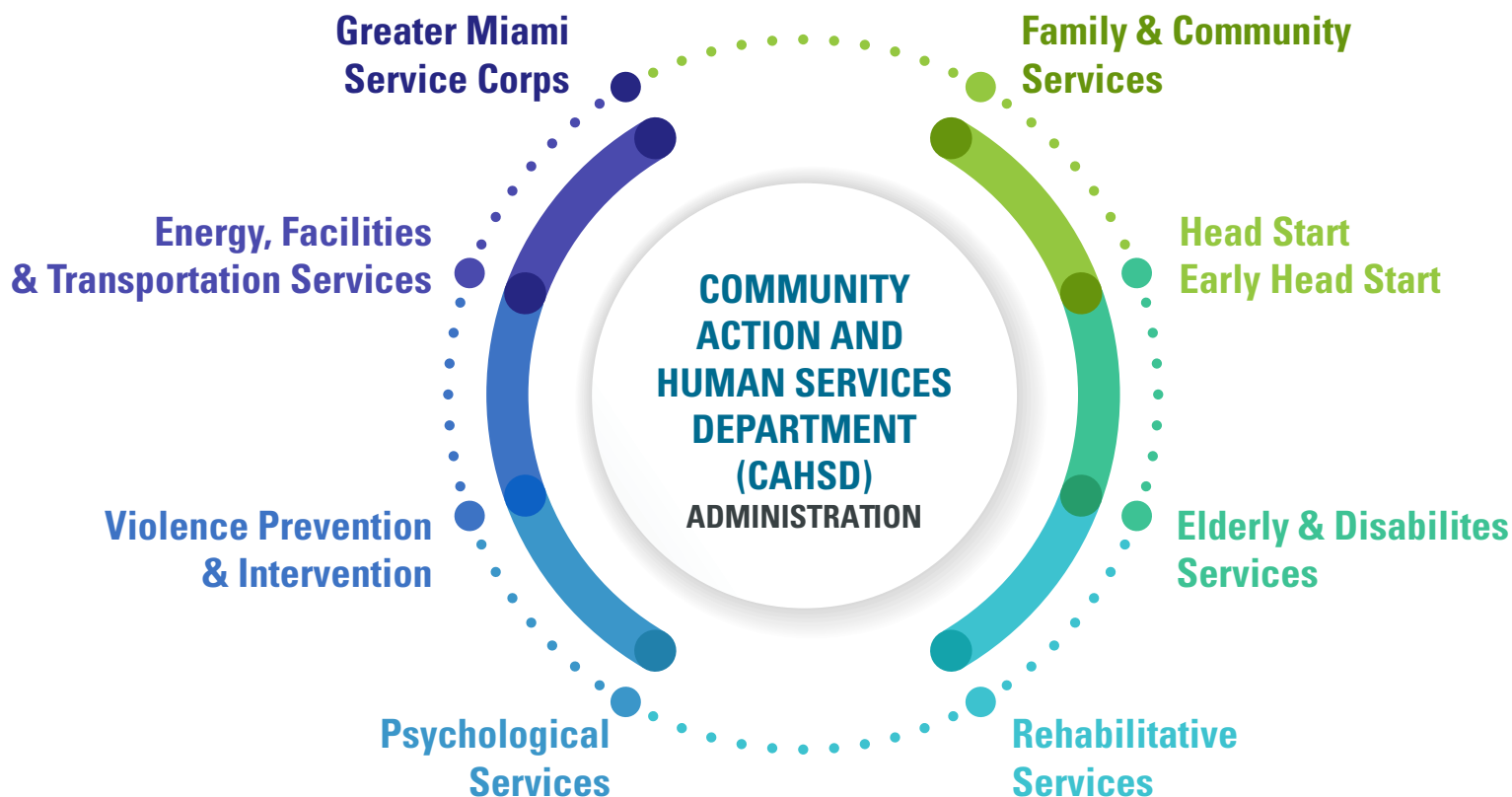
CAHSD is a nationally accredited agency by the Council on Accreditation, the highest honor that can be bestowed upon a social services agency.

SERVICE DELIVERY AREAS:

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.



CAHSD's service delivery model places emphasis on a coordinated community response approach involving the active engagement of public and private providers to ensure quality and accessibility of well-integrated services. As the coordinator of social services for Miami-Dade County, CAHSD's central intake approach allows for an assessment of residents' eligibility for a wide variety of services at a single point of entry. The Department has 13 family and community resources centers and outreach programs to reach under-served areas in Miami-Dade County. Comprehensive services include Head Start and Early Head Start, elderly services, veterans' services, family and child empowerment programs, migrant farmworker initiatives, domestic violence and violence prevention, emergency food, shelter, utility assistance, home repair and weatherizing, and substance abuse rehabilitative services. These family focused services are complimented by broad opportunities for residents to actively engage in community advisory committees, community boards, foundations and volunteer programs.



Closing the Achievement Gap



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

As the largest Head Start/Early Head Start (HS/EHS) program in the Southeastern United States, with annual funding of approximately \$76 million, the Miami-Dade County HS/EHS has created 1,855 jobs in underserved communities. Head Start/Early Head Start 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



HEAD START'S 2019-2020 COLLABORATIONS AND ACCOMPLISHMENTS

- The Children's Trust Book Club: The Children's Trust in collaboration with Miami-Dade Family Learning Partnership, Miami-Dade County Head Start (administered by the Community Action and Human Services Department), and other community organizations have come together to bring more developmentally appropriate books into the homes of families in Miami-Dade County (MDC) and to bridge the achievement gap of children entering kindergarten. The Children's Trust Book Club is a program designed to provide free books and parent guides to children from infants to age five living in Miami-Dade County. Book Club members receive a new book every month in English or Spanish along with a guide for parents with activities, information, and suggestions about how to share the book with their children. Books include classics, award-winners, and picture books to engage even our youngest "readers." All books are selected specifically to help children develop their early reading skills for school readiness and for maximum enjoyment with their families.
- Head Start Mobile Services: received funding to renovate the Head Start Bus to provide services in the community.
- Extended Care Program: Head Start in partnership with the Beacon Council provided extended care hours at five centers in Miami-Dade County and connected 640 families with living wage job opportunities.
- Digital Parenting Curriculum: The Head Start & Early Head Start program launched Ready Rosie, a digital research-based parenting curriculum. Approximately 3,159 parents receive weekly texts, in their language. The text includes a short 3-minute video with an interactive activity to support growth and development.
- University of Miami and STEP UP for Early Literacy: Partnered to provide training and coaching for the implementation of assistive technology in the classroom
- Florida International University's Parent Club: Provides a series of three workshops to assist staff working with families during the pandemic.
- Reading Across Miami-Dade Drive Thru Movie Event: Over 83 Head Start & Early Head Start families were provided: goodie bags with books, reading guides, diapers, wipes, dinner, snacks, and a special viewing of Dr. Seuss' The Lorax.

- Head Start Region IV & Florida Head Start Association: Head Start & Early Head Start program in collaboration with The Children's Trust and the Family Learning Partnership were awarded the Edward Zigler Innovation Award by the Florida Head Start Association. The award celebrates Head Start's contributions to the Children's Trust Book Club which provides a free book and parent guide monthly to children living in Miami-Dade County ages birth to five.

SPOTLIGHT

Ms. Chere Herring, Head Start & Early Head Start's Education Manager was awarded Staff Member of the Year by Florida Head Start Association, for her dedication to the education and development of Head Start in Miami-Dade.

- Head Start and Early Head Start implemented a digital Communication platform for parents called, *Learning Genie*. It is a cloud-based program that promotes two-way communication with parents through text messaging or email in the family's home language. Through Learning Genie, 4,024 families receive daily reports on their child's progress as well as multi-media content such as books and songs for the family. The program is also being used to document the Health and Safety questionnaire families complete each morning upon arrival to the center.
- Waterford Reading Academy: a cloud-based computer program was implemented to promote language, literacy, math, science and social-emotional development skills on the child's level. The program is offered in both English and Spanish and allows teachers to track the child's progress daily.

Head Start & Early Head Start Continued to Provide High-Quality Services in the midst of a Pandemic. As a response to the COVID-19 pandemic, the Head Start and Early Head Start program implemented innovative strategy to ensure the continuation of all Head Start and Early Head Start services to families in the community and implemented strict health and safety policies and procedures recommended by the CDC and the Head Start Health Advisory Committee to ensure the health and safety of all children, families, and staff. The program also purchased and provided mitigation equipment, such as PPE and no contact screening devices to all partner and delegate staff to ensure adherence to Covid-19 policies and continue to meet Head Start performance standards. Head Start and Early Head Start (HS/EHS) provided parents with two options to receive services: the Schoolhouse model, where children receive services in-person (five days a week) or; the virtual model, where children and families receive all services virtually. Additional Services provided were:

- Baby food, diapers, and formula to 1,238 Early Head Start families for pick up.
- 1,329,943 meals were distributed, 83,445 meals were grab and go for children on the virtual format.
- Social services, disabilities, health and mental health staff continued to work with families remotely offering resources, services, and support. The nutrition team continued to serve ready to go meals for families receiving virtual services.
- 7,948 packs of individual hands-on materials and consumable materials to encourage developmentally-appropriate learning activities for children in the classrooms and online.

Head Start's Quality Assurance (QA) Unit, inspected 95 centers prior to re-opening. This ensured readiness to implement Health & Safety Policies and Procedures. The QA Unit conducted weekly monitoring visits at each HS/EHS center to ensure fidelity of procedures and implementation of all health & safety standards.

Through an expansion grant, CAHSD was awarded \$10 million to add 552 families in its Early Head Start program (for infants, toddlers, and pregnant mothers.) The funds were leveraged to provide jobs and small business investment in Miami-Dade County's neediest neighborhoods. CAHSD worked with community-based organizations and local childcare centers to introduce the Montessori Method of Education into the classrooms, giving children and families access to an education methodology that is traditionally accessible solely to families with financial means. Head Start will implement the Arts4Learning program in 36 classrooms. Through this program, a resident artist will work with the Head Start children for 16 sessions integrating the arts into their daily lessons.

- Back to Work Initiative is a partnership with the Beacon Council that will provide extended care for children in locations of high unemployment rates to support parents returning to work.

CAHSD's focus goes beyond the child and the family, it is an economic development engine that:

- Supports local childcare providers and organizations by improving care and children's preparedness to achieve national standards
- Ensures safe, high-quality childcare which frees families to participate in Miami-Dade's economy by joining the workforce
- Created 160 new jobs in 2019
- Promoted small businesses
- Provides adult education and workforce development services to parents/guardians.



Contributor to Economic Development and Community Prosperity



FAMILY AND COMMUNITY SERVICES
DIVISION DIRECTOR WANDA WALKER

LOW INCOME ENERGY ASSISTANCE (LIHEAP)

Preserving Households: Safety and Stability at Home

Low-Income Home Energy Assistance Program (LIHEAP) provides two categories of assistance:

- Home Energy Assistance
- Energy Crisis Assistance

In 2019, Family and Community Services provided financial assistance to 29,905 low-income households for home cooling and heating costs. In 2020, financial assistance was provided to 30,572 low-income households.

- In the midst of the pandemic, with the assistance of \$8,104,707.73 in CARES Act funding, CAHSD provided financial assistance to 11,873 low-income households. LIHEAP Home Energy funding provided assistance to 18,699 low-income households.

During the 2020 pandemic, 431 families were prevented from being evicted from their homes through the provision of financial assistance, housing relocation, and stabilization services. This compares to 649 low-income families in 2019.

VOLUNTEER INCOME TAX PREPARATION

1,436 low-income individuals were provided with free tax preparation through Volunteer Income Tax Assistance (VITA) and obtained Earned Income Tax Credit (EITC). Approximately \$2,315,037.00 was returned to stimulate the local economy.

FOOD PANTRY

According to Feeding America, 9.5% of Miami-Dade County residents live in food-insecure households. In 2019-2020, CAHSD helped alleviate food barriers by providing:

- 1.2 million nutritionally-balanced meals to the elderly and adults with disabilities through home delivered and congregate meals with a combination of federal and local dollars.
- More than 3 million meals to newborns to five-year-olds in the Head Start/Early Head Start program.
- 59,256 low-income residents with non-perishable food 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. This is a 63% increase compared to the previous year.
- In 2019-2020 CAHSD launched a Food Choice Pantry at the Miami-Gardens Community Resource Center distributing 53,443 pounds of food to more than 1,778 households in collaboration with Catalyst Miami and Feeding South Florida.
- Food to 5,368 victims and families emerging from the crisis of domestic violence and/or human trafficking.
- Food service to 180 sites across Miami-Dade County, a 35% increase in sites compared to previous summers. Serving as the lead in the county for the United States Department of Agriculture Summer Food Service Program for over 20 years and expanding the program across the County in churches, summer camps, housing complexes, community centers and parks with the following impact:
 - More than 20,500 meals to 10,499 children daily.
 - 730,289 meals during the summer, a 48% increase over the previous summer.



Share Your Heart (Farm Share) provides approximately 70,000 pounds of food throughout Miami-Dade County monthly. Every Thursday from 9am-11am, CAHSD Community Resource Centers provide food to Miami-Dade County residents via drive through. This allows Miami-Dade County residents to continue receiving food during the pandemic and satisfy food insecurities.

EMPLOYMENT PREPARATION AND TRAINING

Miami-Dade County residents are provided with the following services:

- Employability Skills Training Workshops include: resume and cover letter writing, mock interviews, dress for success and workplace etiquette.
- Job Development Assistance for low income persons who are employed or under employed. Services include: job referral and job placement assistance. CAHSD maintains a relationship with the CareerSource Employment Centers and other providers in the employment industry.
- Computer Literacy for individuals who want to develop marketable skills, increase earning potential and enhance personal development.
- Computer Maintenance/Repair for residents who want to learn how to build a computer, install software and set up a network.



YOUTH DEVELOPMENT SERVICES

Engaged youth in activities that support learning, builds character and leadership skills.

SPOTLIGHT- Youth Success

Funded by the Children's Trust via a five-year competitive grant, Youth Success is an afterschool program that addresses the social, financial, emotional, and educational barriers to high school graduation, post-secondary education, and the workforce faced by at-risk youth in the South Dade community.

Core service areas include Academic Support, Social Emotional Learning, Family and Civic Engagement. The program targets youth/young adults ages 15-22 enrolled in high school who are interested in:

- Assessing and addressing the needs of their community
- Achieving academic aspirations
- Exploring opportunities for the future
- Accessing social service resources
- Serving as a Peer Mentor and a support system for other youth
- Becoming a Community Role Model

COMPONENTS

During 2019-2020, Youth Success participants engaged in the following:

- **Team Building and Leadership Skills:** Facilitated by the Positive Action curriculum, participants engaged in daily activities to include icebreakers, table games, group projects and presentations. They learned how to cope with challenges, improve their confidence in public speaking and master listening skills. Participants received interactive training through community partnerships with Kristi's House and the Florida Department of Health. Topics covered: How to Develop Healthy Lifestyles, Safe Teen Dating, Human Trafficking, and Drug Abuse.
- **Financial Literacy, Money Counts:** Participants completed a six week series of financial literacy with Chase Bank. They explored various aspects of banking: Types of Financial Institutions, Choosing a Bank and Bank Account, Opening and Maintaining Bank Accounts, Deposits, ATM and Debit Cards, Banking Services, Privacy Notices and Opting Out, Tour of Financial Institution, Identity Theft, Budgeting, Savings and Credit Management.
- **Community Service Engagement:** In collaboration with the Chapman Partnerships South Center and Camillus House North Center, participants volunteered during dinnertime to assist facility staff with welcoming residents, seating arrangements, serving hot meals and dining hall clean-up.
- **St. Anne Nursing Center:** Part of Catholic Health Services, St. Anne Nursing Center and Residence Assisted Living Facility (ALF), offers long-term care to patients who are unable to care for themselves, require supervision, and assistance of daily living activities. Participants assisted medical staff with patient feeding, reading stories, nature walks, and table games. Youth Success Participants also supported ALF staff with switchboard operations, mail sorting and greeting family members/guests.
- **Creating Connections at Exciting Excursions:** Participants attended teen appropriate movies at Flagship Homestead Cinema. It was a time to build empathy, create bonds, and reflect feelings. Verbal and written dialogue was exchanged to express understanding and feelings, using the movie(s) as a point of reference. Additional trips consisted of visiting the Frost Museum of Science, Super Wheels Skating Rink and Bird Bowl Bowling Alley.
- **Recognizing Available Community Resources:** Participants explored The Miami-Dade County Public Library System to learn about free resources offered in-person and on-line, including a free membership. CareerSource South Florida, Homestead office, introduced participants to high-demand occupations, resume development, summer job opportunities, interview and workplace etiquette. Seminole Theatre entertained Participants with skits and musical demonstrations. The COVID-19 pandemic interrupted the remaining program year.

- **End-of-Year Recognition:** Due to the COVID-19 pandemic, Youth Success followed recommended Center for Disease Control, State, Local and County protocols and participants recognized participants at a drive-thru end-of-year celebration.
- Fifty-three participants were offered academic support, social emotional learning, civic and family engagement activities to enhance in becoming successful Scholars in their community.
- Program Years 2019-2020, 4459 cumulative hours were completed.
- Twenty participants successfully accomplished 150 program hours and were awarded a tablet at the end-of-year drive-thru celebration. Additional achievement awards acknowledged participants for Best Attendance, Most Improved, Black History Month Poetry Competition and Women's History Month Highlights Competition, Dream Board Project and First Responder's Appreciation Poster Competition.
- Greater Miami Service Corps.
- Forty five low-income students engaged in after school and summer supportive services that reduced involvement with the criminal justice system, improved social development and provided educational field trips.
- Program years 2019 and 2020, thirty-two students were awarded a \$2,000 scholarship, totaling \$64,000 to attend colleges and universities of their choice. Recipients were accepted into the following universities:
 - o Miami-Dade College
 - o Florida A & M University
 - o Tennessee State University
 - o Florida Memorial University
 - o Florida International University
 - o Tusculum University
 - o University of Florida
 - o Florida State University
 - o Bethune Cookman University
 - o Hampton University
 - o University of South Florida
 - o University of North Florida
 - o University of Central Florida
 - o Barry University

SERVING THOSE WHO HAVE SERVED VETERANS SERVICES PROGRAM

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

- Pension and Compensation Claims
- Home Loan Guaranty Certificates
- Burial, Memorial and Life Insurance Benefit Application
- VA Claim Appeals
- Military Medal and Records Application
- Social Services Referrals
- 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 Exchanges Commission
- Veterans Assistance Representative (VAREP)
- Veterans Ocean Adventures
- Veterans Upward Bound Program
- Vitas Healthcare
- Volunteers of America, Florida
- 211 (My FL Vet)

Miami-Dade County Veterans Services Coalition - 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

Meet our Veteran Service Officers:

Angel Figueroa

- US 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 Veteran Service Association Board

565 Veterans and/or dependents were assisted by the Veterans Service Officers with benefit claims and appeals.

Today is an Investment in Tomorrow



GREATER MIAMI SERVICE CORPS DIVISION DIRECTOR DEBORAH DORSETT

Greater Miami Service Corps (GMSC) supports Opportunity Youth in Miami-Dade County through comprehensive services aimed at breaking the cycle of poverty among young people. The GMSC provides intervention and re-entry services for youth involved in the Criminal Justice System. Services delivered connect young people to service and education providing a springboard to self-sufficiency. Service recipients are 18-24 years old, unemployed, under-employed, out of school, or have faced difficult life experiences. GMSC's core values include maintaining a C.L.E.A.R Vision of Community, Leadership, Education, Accountability and Respect. Participants are called "Corpsmembers" or "YouthBuild members" and "earn while they learn" through service-learning activities that improve the aesthetics and infra-structure of the community. Members receive a bi-weekly stipend and are engaged in academics, financial and workforce development workshops as well as wrap-around services to ensure program participation and retention.

SPOTLIGHT

Greater Miami Service Corps earned the 2019 YouthBuild AmeriCorps Impact Award for Highest Educational Attainment among its members. The program also successfully completed its Excellence in Corps Operations Accreditation and was recognized in Washington, DC.

EDUCATIONAL DEVELOPMENT OUTCOMES:

During 2019-2020, 598 young people were engaged in workforce development services and case management. The program held its first virtual graduation and drive-thru celebration for thirty-three (33) members earning a high school diploma; 19 earned industry credentials in construction or internet technology; 71 received year-round paid work experience; and 82 earned \$186,779 in AmeriCorps Educational Scholarships.

Greater Miami Service Corps' members participated in the Florida YouthBuild Day in Tallahassee, Florida. The event hosts 10 YouthBuild programs throughout Florida for a day of leadership development, peer networking, and meeting legislative members. Members heard remarks from State Senator Jason Pizzo at the opening Plenary. Greater Miami Service Corps members were recognized from the floor.

WORKFORCE DEVELOPMENT OUTCOMES:

GMSC placed 47 young people in employment, earning an average wage of \$12.55 per hour working an average of 35 hours per week. Employers included Miami-Dade County, Miami-Dade County Public Schools, Amazon, Wal-Mart, Leasa Industries, Starbucks, and US Postal Services.

COMMUNITY INVOLVEMENT:

Greater Miami Service Corps hosted a Martin Luther King, Jr. (MLK) Day of Service beautifying Martin Luther King Boulevard removing debris and painting benches and concrete fixtures lining 62nd Street from 17th Avenue to 10th Avenue.

Members contributed over 46,125 service hours completing public benefit projects:

- Painted and/or landscaped 24 homes for low-to-moderate income residents
- Performed crime mitigation services on 39 foreclosed and/or abandoned homes
- Removed 4,530 bags or 39.34 tons of litter and debris
- Maintained over 7,437 miles of state and/or county corridors

In collaboration with Café Momentum, the National Football League (NFL), and the Players Coalition, Greater Miami Service Corps members had an opportunity to gain skills in the hospitality industry for two days and serve as hosts for a Super Bowl LIV social justice event.

Greater Miami Service Corps in partnership with Prudential Real Estate, Women Involved in Service to Humanity (W.I.S.H.) Incorporated, former City of Miami Commissioner Keon Hardemon, and Ultra Music Festival delivered PPEs including masks, hand sanitizers, snacks, puzzles, and socks to 300 seniors.

The program participated in numerous food distribution events impacting thousands of families. One event was hosted with former State Representative, now Miami-Dade County Commissioner, Kionne L. McGhee, in partnership with Miami-Dade Police Department, and Farm Share. Over 2,000 families benefitted from the food and items distributed at the event.



Improving the Quality of Life



ELDERLY AND DISABILITY SERVICES DIVISION BUREAU CHIEF EDELINE MONDESTIN

The Elderly and Disability Services Division (EDSD) delivered all-inclusive case management and access to support services which promote independent living for seniors and persons with disabilities in a meaningful and dignified manner. CAHSD provided opportunities for seniors to socialize, reducing the isolation seniors often face.

Elderly and Disability Services coordinated and led volunteers to support Miami-Dade County's seniors:

- Delivered 13,867 service hours of both In-home Respite & Telephone Re-Assurance to low-income overwhelmed caregivers during the COVID-19 Pandemic, through volunteers in the Respite for Elders Living in Everyday Families (R.E.L.I.E.F) program.
- Rendered 104,689 hours both In-home Companionship & Telephone Re-Assurance service during COVID-19 to more than 270 frail elderly residents: coordinating 135 low-income Senior Companion Program volunteers. These volunteers provide essential support in helping other seniors to continue to live comfortably, safely and with dignity in their home and community: preventing premature institutionalization.
- Connected 37 Retired and Senior Volunteer Program volunteers to 37 elderly, homebound residents with more than 5,772 hours of companionship and relief.
- In 2019, 45,884 hours of supportive services were provided to 271 at-risk and special needs children through the Senior Volunteer and the Foster Grandparent Programs. In 2020, 33,684 hours of supportive services was provided to 216 at-risk and special needs children through the Senior Volunteer Program and the Foster Grandparent Program.
- Provided in-home support services to 334 frail elderly residents: 19,000 hours of Homemakers; 21,000 hours of Personal Care; 2000 Shopping Assistance Trips; 321 hours of Chore services; and 800 Telephone Reassurance calls.
- Provided information and referral service to over 1,000 callers seeking assistance information and linkage to other providers for a variety of needs, for themselves and/or their elderly or young adult with disabilities.
- Elderly and Disability Services Continued to Provide High-Quality Services in the midst of the Pandemic. As a response to COVID-19, the Elderly and Disability Services Division implemented innovative strategies to assist and ensure our elderly and disability community continued to thrive.

Preserving Safety and Stability at Home



ENERGY, FACILITIES AND TRANSPORTATION DIVISION
DIVISION DIRECTOR, COREY JONES (IN MEMORIAM)

WEATHERIZATION ASSISTANCE PROGRAM

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.

Low-income households carry a larger burden for energy costs causing them to cut back on healthcare, medicine, and groceries in order to pay energy bills. Weatherization helps alleviate this energy burden through cost-effective improvements by replacing and installing the following measures:

- Energy Recovery Ventilators
- Bathroom and kitchen exhaust fans
- Applying air sealing techniques such as, weather stripping, thresholds and caulking
- Minor repairs to walls, ceilings and floors
- Repair windows and doors
- Install attic insulation
- Install window solar films
- Repair or replace inefficient cooling units
- Repair or replace water heaters

The goal of the program is to assist eligible homeowners with service priorities given to persons who are particularly 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 towards more essential living expenses.

In 2019, Community Action and Human Services Department completed 26 homes, In 2020, 36 homes were completed. .

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 Ms. Rebecca Miller in Homestead, Florida.

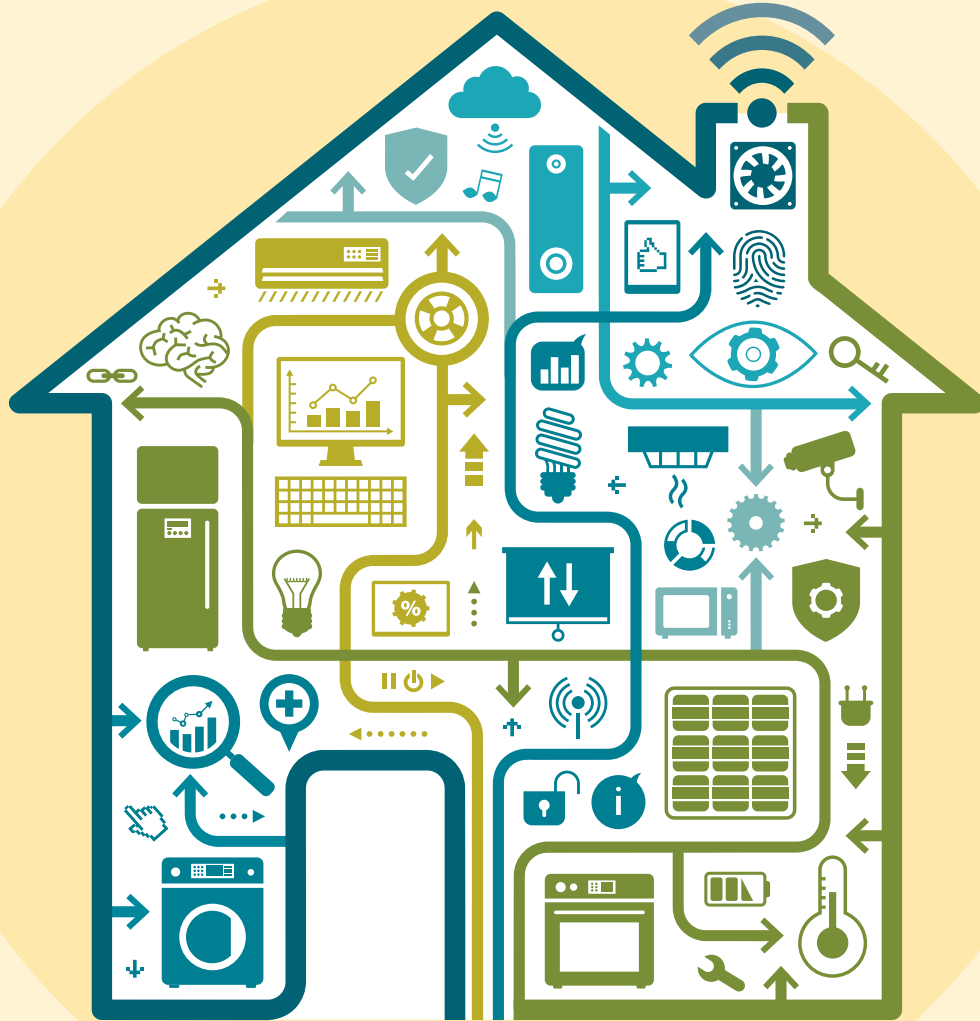
Weatherization has helped in the reduction of Ms. Miller's energy consumption and provided the homeowner with weatherization measures which included:

- replacement of 2 air filters
- installation of 2 low-flow shower heads
- attic and water heater pipe insulation
- minor wall repairs
- installation of window solar films, 2 carbon monoxide detectors, 1 smoke detector, a kitchen exhaust fan and 2 bathroom exhaust fans
- replacing an older refrigerator with a new energy-efficient model

Ms. Miller stated that without the assistance, she would not have been able to afford the replacement of her deteriorated refrigerator and improve the air quality in her home. Three months later, CAHSD checked in with Ms. Miller and was informed that her utility bill has decreased, and she felt safer in her home with the inclusion of the various health and safety measures.

Weatherization Assistance Program

Are Your Energy Bills Too High?



Reduce Energy Costs While Increasing Energy Efficiency

WE CAN HELP!

The **Weatherization Assistance Program (WAP)** is designed to reduce the monthly energy burden on low-income households by improving the energy efficiency of the home.

For More Information Call 786-469-4729 or email WeatherProgramCASHD@miamidade.gov



Supporting the Victims of Domestic Violence & Trafficking



VIOLENCE PREVENTION AND INTERVENTION SERVICES BUREAU CHIEF IVON MESA

The Violence Prevention and Intervention Services Division (VPID) provides crisis counseling, safe shelter, transportation and other services to victims of domestic violence, sexual assault and human trafficking.

- 18,616 victims of domestic violence, sexual violence and human trafficking sought the services of the Coordinated Victims Assistance Center and the Domestic Violence Intake Units. In 2019, advocacy services provided safety planning, advocacy support and legal services to 12,420 victims of domestic violence and human trafficking.
- In 2020, during the pandemic, 576 victims of domestic violence received emergency shelter at Safespace and supportive services for sexual violence and human trafficking. In 2019, 1,878 victims sought safety after experiencing domestic violence and/or human trafficking. Emergency shelter along with comprehensive services were provided.

In 2019, 2,717 victims and family members received transitional housing and supportive services after experiencing domestic violence and human trafficking.

In 2020, during the pandemic, 1,656 victims sought transitional housing and supportive assistance at the Inn Transition Program. Services were provided through the Emergency Solution Grant Project. In June of 2020, the Domestic Violence Division acquired an additional residential facility to serve residents in the central part of the county. This facility was funded for the period of operation, with \$296K provided by the Miami-Dade Homeless Trust.

In 2020, 5,207 residents and community providers received information and awareness education about domestic violence, human trafficking, sexual assault and teen dating violence at 65 free educational presentations through the Violence Prevention and Intervention Training and Educational Committee (TEC). In 2019, 2,073 residents and community providers received 55 free educational presentations on domestic violence, human trafficking, sexual assault and teen dating through the CAHSD Training and Educational Committee (TEC).

SERVICES

- In 2019, 516 victims of domestic violence were relocated to a confidential location, allowing the families to restart their lives in safety. In 2020, 369 victims were successfully relocated to a confidential location free of abuse.
- In 2020, 5,282 survivors of domestic violence, sexual violence and human trafficking received coordinated services at the Coordinated Victims Assistance Center, including a total of 10,090 referrals which were provided in order to meet the survivors' needs.

SPOTLIGHT

In 2020, CAHSD took over the previously known nonprofit shelter called "The Lodge", and converted it into a Domestic Violence Certified Center operated by Miami-Dade County, which includes 48 beds for abused women and children.

2,620 Domestic Violence Hotline calls were successfully answered in 2020; and 6,574 referrals were provided via the 24-emergency hotline. Advocates responded to 2,636 Domestic Violence Hotline calls and provided 1,283 referrals in 2019, which included advocacy and supportive services to callers, via the twenty-four hour emergency hotline.

In 2020, 183 domestic violence and human trafficking (domestic violence, human trafficking and sexual assault) victims received emergency direct relief funds in the amount of \$304,397.327. This funding was used to respond to a variety of needs, including housing and relocation assistance. In 2019, 133 domestic violence and human trafficking victims received emergency direct relief funds totaling \$187, 349.87. The funds were used for housing assistance, relocation, and furniture.

VPID, in partnership with the Miami-Dade County Communications Department, launched the Miami-Dade County Domestic Violence campaign to educate the community about domestic violence .

VPID began preparation to open the Domestic Violence Certified Center, Safespace Empowerment Center, which adds 60 emergency beds to the portfolio of the Division. Services provided at the new Center will include, temporary emergency shelter, information and referrals, safety planning, case management, a 24-hour emergency hotline; educational services to raise community awareness and training for law enforcement and other professionals.

VPID incorporated a new in-house service by hiring a Clinical Social Worker (CSW) who will provide Empowerment and Support Groups as well as individual and group therapy in VPID's residential programs.

VPID also implemented a Peer Support Group, facilitated by CAHSD's Psychological Services to provide self-care tools to employees who are constantly exposed to trauma.

Treatment Matters



REHABILITATIVE SERVICES DIVISION (RSD) DIVISION DIRECTOR SANDRA SANDAKOW

SPOTLIGHT

In 2019, the Rehabilitative Services Division implemented the Multidisciplinary Approach Stabilizing Treatment & Empowering Recovery (MASTER) project aimed at providing intensive case management and treatment to individuals at risk for contracting HIV. Project participants benefit from wrap-around services and linkage to continued care resources. Outpatient and residential treatment is offered. MASTER project will serve more than 1075 individuals over five years.

CAHSD's RSD provided evidenced-based interventions and treatment to individuals struggling with alcohol, substance abuse and co-occurring disorders. RSD:

- Responded to the opioid epidemic by implementing and expanding the use of Medication Assisted Treatment (MAT), which has been shown to reduce the rate of fatal overdoses, increase treatment compliance and reduce illicit opioid use.
- In 2020, 1,696 individuals received service, 143 of them suffered from opioid addiction. Substance abuse services and treatment resulted in 91% of outpatient clients being successfully diverted from the criminal justice system and 96% of residential treatment clients being discharged into stable housing. In 2019, 2,603 individuals, of which 361 suffered from opioid addiction, received substance abuse services and treatment: resulting in 88% of outpatient clients being successfully diverted from the criminal justice system and 95% of residential treatment clients being discharged into stable housing.
- 4,068 MAT doses were administered in 2020 compared to 3,067 in 2019.
- 105 Narcan Kits were distributed to opioid users in 2020 to counteract the effects of an opioid overdose: 239 kits were distributed in 2019. NARCAN® (naloxone HCl) Nasal Spray is the first and only FDA-approved nasal form of naloxone for emergency treatment of a known or suspected opioid overdose. NARCAN® Nasal Spray counteracts the life-threatening effects of an opioid overdose.
- Residential treatment including a variety of evidence-based approaches, such as individual, group and family therapy, psychological services, employability skills training, and educational and vocational instruction was provided to 415 clients in 2019 with 289 completing employability skills. In 2020, 335 individuals received this service, 172 completed employability skills training. Residential Treatment was provided 24-hours, 7-days-a-week.

- In partnership with the Miami-Dade County Drug Court, the outpatient treatment program has successfully diverted 91% of program participants from the criminal justice system in 2020. Through the same partnership in 2019, 90% of program participants were diverted from the criminal justice system.
- In 2020, over 61,000 hours of individual and group counseling was provided to individuals with substance abuse disorders. That number was 63,000 in 2019.
- Partnered with Miami-Dade County Corrections and Rehabilitation Department (MDCR) to launch a Comprehensive Opioid Abuse Site-Based Program. This is a locally driven response to the Comprehensive Opioid Abuse Site-based Grant (COAP) for jail populations misusing/abusing opioids.

SPOTLIGHT

I am a guy who was trapped in the world of alcoholism and drug addiction for over two decades. At 43 years of age, I entered New Direction. I had been to five different treatment centers prior... I am also a guy who had been arrested 36 times in my active addiction. I destroyed the lives of those around me like my one and only son, my mother, my siblings, you name it. ... By the time I walked into New Direction, the contemplation of ending my life seemed like the only answer. Never was I suicidal growing up. I share that to give you an example of what it was like by the time I got to Mr. Kerry Williams (Coach).

Today I have over 5 years of absolute complete recovery from alcohol and any other mood or mind-altering substance! I have the privilege and honor of walking into New Direction on a weekly basis to carry the message of recovery! I have a relationship with my son, whose eyes light up when he sees his father, and who knows when I tell him I will be there he doesn't question it anymore! None of this would be possible without Mr. Kerry Williams; his personal knowledge and experience in the field of drug addiction and alcoholism and his professionalism as a counselor.

Thank you, Adolfo L.

Investing in the Mindset



PSYCHOLOGICAL SERVICES DIVISION DIRECTOR TIFFANY AMRICH

Psychological Services provides evidence-based treatment and interventions. This is a multi-disciplinary team approach.

CAHSD's Psychology Internship Program has been accredited by the American Psychological Association (APA) since 2002. The Internship Program provides clinical training by exposing interns to different clinical programs and diverse clients. The goal of the internship program is to train students in nine competency areas so they are prepared to enter the field of health service psychologists. This training follows the Mentor/Practitioner model where interns are paired with senior mentor supervisors.

- Four (4) interns for 2019-2020 completed 2,000 hours of internship providing clinical services to CAHSD's Head Start, Elderly and Disability Services, Violence Prevention and Intervention and Rehabilitative Services Divisions. Interns were from: Nova Southeastern University; University of California- Santa Barbara; Albizu University- Puerto Rico campus and Miami campus.
- Across these Divisions, interns provided services such as intake; individual classroom observations; psychological testing; individual and group therapy; case management; and parent and staff training. Training included topics such as: Preventing and Reducing Compassion Fatigue in Head Start Teachers; Trauma Informed Care; Stress Relief; Self-Care and COVID-19; and Evidence-Based Treatment for Substance Use Disorders. During the pandemic, tele-practice was provided to help ensure the continuity of clinical services.

The Psychological Services Unit provides training to students who are pursuing undergraduate and graduate degrees in social work, mental health counseling and psychology. Weekly supervision from a credentialed supervisor is a part of their training requirements as a practicum student.

- For FY19-20 nine (9) practicum students served clients in Head Start; Elderly and Disability Services Division; Family and Community Services Division; and Rehabilitative Services. They represented the following universities: Nova Southeastern University; Florida International University; Fielding Graduate University and Albizu University (Miami campus).
- Interns and practicum students provided 1,942 clinical interventions throughout the Department ranging from therapy to consultation and training.

2019-2020 ACCOMPLISHMENTS AND PARTNERSHIPS

1. In 2019, CAHSD developed a partnership agreement with Florida International University, Department of Dietetics and Nutrition. Through this agreement, CAHSD received assistance with nutrition assessments, nutrition education and counseling for program participants in the Head Start/Early Head Start/Child Care Partnership Grants. Local university students received professional training opportunities. 11 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 already Registered Nurses and are pursuing a BSN. In FY19-20, 1 nursing intern from Miami Dade College received community service hours for working with elderly clients in the Adult Day Care Centers.

Head Start

3. A partnership to broaden the reach and potential use of publicly available intervention and education data from programs that touch children ages birth to eight in Miami-Dade County. In collaboration with 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 an initial pilot 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, 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. These 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, a number of children display significant behavioral and academic difficulties which places them at risk for later school failure. Taking a preventative approach, intervening before these problems arise and become deep-rooted may be key in nurturing the necessary skills for children to succeed. Given the influential role that parent's play on children's early learning and development, an emphasis should be placed on enhancing support for parents to promote school readiness in young children. This project will examine the effectiveness of a 4-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 2019-2020

The Community Action Agency Board is an advisory board to the Board of County Commissioners that evaluates and provides oversight to programs administered by CAHSD.

Elected Officials:

1. Maurice L. Kemp, Miami-Dade County Mayor's Designee
2. Dorothy Johnson, District 1
3. Francesca Menes, District 2
4. Elaine Adderly, District 3
5. Richard Brown-Morilla, District 4
6. Zelalem Adefris, District 5
7. Dr. Joyce Price, District 6
8. Marie Birts, District 7
9. Lis-Marie Alvarado, District 8
10. Dr. William Zubkoff, District 9
11. Dr. Michael G. Fresco Sr., District 11
12. Keith Carswell, City of Miami Mayor's Designee

CAC Representatives

13. Derrick L. Williams, Edison/Little River Target Area
14. Sharon Frazier-Stephens, Opa Locka/Miami Gardens Target Area
15. Gloria Joseph, Liberty City Target Area
16. Courtney Omega, Coconut Grove Target Area
17. Nick Alvarez, Wynwood Target Area
18. Diana Brow, South Miami Target Area
19. Kenneth Forbes, Naranja Target Area
20. Nidia Silva, Little Havana/Accion Target Area
21. Bereatha Howard, Culmer/Overtown Target Area
22. Larry Williams, Brownsville Target Area
23. Alvin W. Roberts, Allapattah Target Area
24. Elijah Dukes, Goulds Target Area
25. Marjorie York, Miami Beach Target Area
26. Marlene Lopez, Hialeah Target Area
27. Marissa Lindsey, Perrine Target Area
28. Deena Albelto, Florida City Target Area

Community Interest Participants:

- 29. Regina Grace, Social Welfare
- 30. Edwin Beaty Marlowe, Business
- 31. Dr. Santarvis Brown, Religion/Education
- 32. Marie France Nicolas, Head Start Early Head Start Policy Council Chairperson
- 33. Travis Stokes, Industry
- 34. Sharonda Glover, Industry
- 35. Dr. Melissa Noya, Social Welfare
- 36. Kelly Valle, Industry
- 37. Charlotte Cassel, Legal Social Welfare
- 38. Ellis Canty, Labor
- 39. Natalie Robinson-Bruner, Social Welfare/Education
- 40. Dr. Cathia Darling, Education

Executive Committee:

- Dr. William Zubkoff, Chairman
- Dr. Joyce Price, 1st Vice Chair
- Richard Brown-Morilla, 2nd Vice Chair
- Derrick L. Williams, 3rd Vice Chair
- Marie Birts, Secretary
- Courtney Omega, Assistant Secretary
- Keith Carswell, Treasurer
- Alvin W. Roberts, Parliamentarian
- Dorothy Johnson, Chair of the Youth Initiatives Committee
- Marie France Nicolas, Head Start Early Head Start Policy Council Chairperson
- Francesca Menes, At-large Member
- Marjorie York, At-large member

CAA BOARD ROSTER 2020-2021

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:

11. Derrick L. Williams, Edison/Little River Target Area
12. Gloria Joseph, Liberty City Target Area
13. Countess Balogun, Coconut Grove Target Area
14. Luis DeRosa, Wynwood Target Area
15. Larry Williams, Brownsville Target Area
16. Alvin W. Roberts, Allapattah Target Area
17. Janie F. Centeno, Goulds Target Area
18. Marjorie York, Miami Beach Target Area
19. Marissa Lindsey, Perrine Target Area
20. Deena Albelto, Florida City Target Area

Citizen Participants:

21. Regina Grace, Social Welfare
22. Dr. Santarvis Brown, Religion/Education
23. Twaquilla Eatman, Head Start/Early Head Start Policy Council Chairperson
24. Melissa Noya, Social Welfare
25. Kelly Valle, Industry
26. Charlotte Cassel, Legal/Social Welfare
27. Natalie Robinson-Bruner, Social Welfare/Education,
28. 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



FISCAL MANAGEMENT

DIVISION DIRECTOR RICHARD SIGNORI

CAHSD stakeholders include the United States Department of Health and Human Services, Department of Veterans Affairs and Department of Justice. Also included are the State of Florida Department of Economic Opportunity and Department of Children and Families, the Alliance for Aging, Miami-Dade County Public Schools, the Eleventh Judicial Circuit, various community-based organizations and County departments.

OPERATING FINANCIAL SUMMARY

(dollars in thousands)	Actual FY 16-17	Actual FY 17-18	Budget FY 18-19	Adopted FY 19-20
Revenue Summary				
Court-Related Revenues	0	109	0	0
General Fund Countywide	28,476	27,554	33,046	32,727
Interest Earnings	0	9	0	0
Miscellaneous Revenues	0	2	0	0
Transportation Revenues	0	-33	0	0
Fees for Services	66	62	75	75
Miscellaneous Revenues	574	252	294	286
Other Revenues	603	750	441	621
Rental Income	579	1,939	581	506
State Grants	3,221	2,923	3,385	2,278
Federal Grants	82,607	83,640	86,756	103,370
Miscellaneous Revenues	0	-337	0	0
Interagency Transfers	1,638	1,735	1,465	2,335
Interfund Transfers	0	82	0	0
Total Revenues	117,764	118,687	126,043	142,198
Operating Expenditures Summary				
Salary	30,222	30,027	32,783	33,302
Fringe Benefits	10,264	11,156	13,848	13,679
Court Costs	0	1	1	11
Contractual Services	6,434	8,032	6,329	9,198
Other Operating	5,841	9,355	6,327	7,821
Charges for County Services	3,462	3,286	3,362	3,115
Grants to Outside Organizations	61,250	59,373	63,380	74,837
Capital	367	176	13	235
Total Operating Expenditures	117,840	121,406	126,043	142,198
Non-Operating Expenditures Summary				
Transfers	0	0	0	0
Distribution of Funds In Trust	0	17	0	0
Debt Service	0	0	0	0
Depreciation, Amortizations and Depletion	0	0	0	0
Reserve	0	0	0	0
Total Non-Operating Expenditures	0	17	0	0

(dollars in thousands)	Total Funding		Total Positions	
Expenditure By Program	Budget FY 18-19	Adopted FY 19-20	Budget FY 18-19	Adopted FY 19-20
Strategic Area: Health and Society				
Administration	4,185	3,687	32	33
Elderly and Disability Services	16,529	17,147	168	168
Employment and Training	726	868	5	5
Energy Programs	4,917	6,313	25	26
Family and Community Services	16,241	19,857	72	72
Greater Miami Service Corps	2,442	2,552	10	10
Head Start	65,558	76,748	88	98
Psychological Services	293	171	1	1
Rehabilitative Services	5,785	5,781	44	42
Transportation	1,627	1,424	18	18
Violence Prevention and Intervention Services	7,740	7,650	64	64
Total Operating Expenditures	126,043	142,198	527	537



CAHSD BUDGET ASSISTANT DIRECTOR SALVADOR NAJARRO

- CAHSD continued to positively leverage its assets by leveraging more than \$3.00 from outside funders for every \$1 dollar of local tax dollars spent.
- For FY 19-20, 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 FY 20-21, 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 FY 20-21; 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 Community 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 schedule for FY20-21 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 for the refurbishment of (11) Kendal 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 FY20-21.
- **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.

Looking Ahead

- The Frankie Shannon Rolle Community Center is set to re-merge early 2022. The Center will continue to serve the Coconut Grove Community. This \$90 million project is a partnership between Cornerstone, Miami-Dade County, City of Miami and the U.S. Department of Housing and Urban Development.

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.

- 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 2019-2020: 49,754

Citizens Visiting Community Resource Centers: Fiscal Year 2019-2020: 71,760



2. HEAD START

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

- 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: Program Year 2019-2020: 8,896

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.

- 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: Fiscal Year 2019-2020: 6,045

4. REHABILITATIVE SERVICES DIVISION

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

- 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 2019-2020:

New Direction Locations (Residential): 330

Diversion and Treatment Program Locations (Outpatient): 247

Central Intake Unit: 1,135

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.

- 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 2019-2020:

Safespace Centers (North, South, Central): 458

Inn Transition North: 381

Inn Transition South: 1275

CVAC - 3226

6. THE ENERGY, TRANSPORTATION AND FACILITIES DIVISION

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.

- 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

Clients Served: Fiscal Year 2019-2020: 70

7. PSYCHOLOGICAL SERVICES

The Psychological Services Unit is an American Psychological Association (APA)-accredited program in 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 also encompasses the training of 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 2019-2020: 1,180

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 2019-2020: 71

FY 2020-2021

1. NEW COMMUNITY RESOURCE CENTER

Miami-Dade Mayor Daniella Levine Cava along with County and Homeless Trust leadership established a new Community Resource Center (CRC) in the lobby of The Stephen P. Clark Center. This physical space will help constituents better access County resources and services.

This CRC is part of the Mayor's "No Wrong Door" policy being rolled out across departments, through which County employees and Departments are cross-trained on a broad array of services to offer improved support to constituents.

2. THE OFFICE OF NEW AMERICANS

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
 - o Monthly free citizenship clinics
 - o TPS assistance program
 - o Know Your Rights Presentations
- Training and Capacity Building
 - o CLE trainings on naturalization, TPS, DACA, etc.
 - o Non-Legal volunteer trainings for clinics, Citizenship Buddies, TPS Buddies and community navigators
 - o Collaborative fundraising efforts for local and regional large
 - o Stakeholder convening
- Coalitions
 - o Miami-Dade New American Task Force, Miami-Dade New Americans Campaign, and TPS Collaborative.
- Community and Civic Education
 - o Citizenship Classes
 - o Information Sessions
 - o "Miami is Home" Immigrant Integration Guide

3. THE OFFICE OF NEIGHBORHOOD SAFETY

The Office of Neighborhood Safety brings together residents, community stakeholders, and county representatives to address critical issues regarding public safety and quality of life. The office will develop and promote strategies to address the continuum of public safety including prevention, intervention, reentry, and neighborhood revitalization, and will support the successful implementation of the Peace and Prosperity Plan along with other proven anti-violence programs and strategies in collaboration with community partners.



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

