

# Trends in Community Needs Illustrated by Demand for CSP Services



Department of Systems Management for  
Human Services  
Fairfax County, VA

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# Coordinated Services Planning (CSP)



- ⌘ CSP was established in the mid-1990s in the Department of Systems Management for Human Services to handle urgent human services-related situations and provide simplified, efficient, and coordinated access to community-based as well as public human services through an advanced system of social work services delivered in a call center environment.
- ⌘ CSP Coordinators assess individual and family situations over the telephone and develop an integrated service plan to connect residents with personal, community-based, and public services and resources that meet their basic (food, clothing, shelter, health care, etc.) and other immediate needs.
- ⌘ As an important “front door” to the human services system, CSP is well positioned to capture important trend information relative to a broad range of needs of vulnerable individuals and families and the human services system’s overall capacity to meet those needs.

# Data Collected by DSMHS Coordinated Services Planning

- ⌘ Data collected by CSP is used to manage performance and to analyze trends in service demand. We collect:
  - ☒ Call data: Tracks the volume of incoming calls and our ability to respond in a timely manner
  - ☒ Contact data: Tracks the topics of incoming calls and caller requests
  - ☒ Case data: Tracks the volume, service plan objectives, and outcomes for callers we assist in meeting basic needs
- ⌘ We have been collecting these data for more than 10 years as part of the service delivery process and are able to use the data to illustrate the impact of the current economic situation on those most in need.
- ⌘ All three of our major data categories (call volume, basic needs contacts, and creation of new cases) are up significantly.

# CSP Call Volume Data

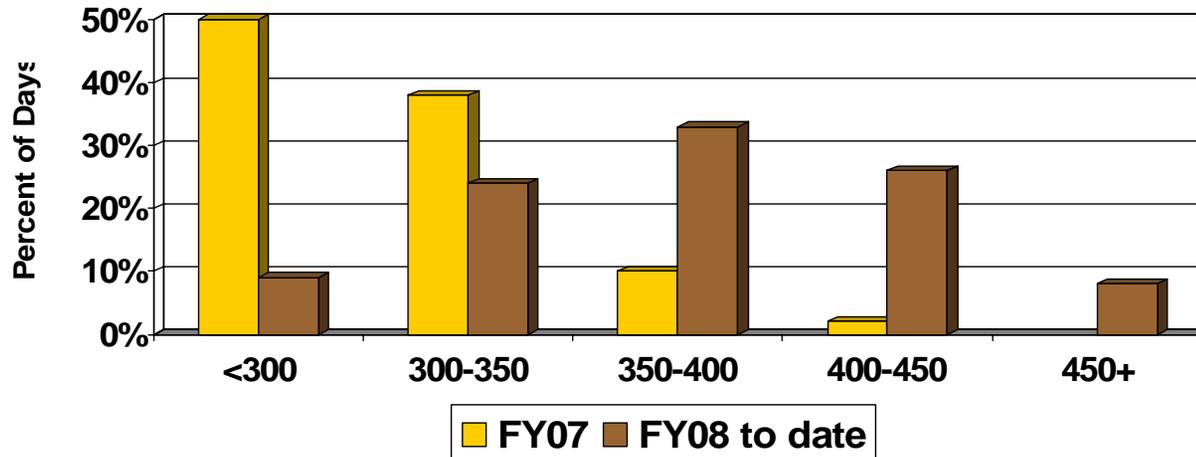
## ⌘ Call Data

- ☒ While seasonal fluctuations are normal, prolonged high volume of incoming calls to CSP is a rough indicator of economic stress in the community.
- ☒ Total incoming call volume in FY 2008 to date is up 34% over the same period in FY 2007. The number of days with very high volume (400+ calls) has increased from 5 days in all of FY07 to 49 days in the first 144 days of FY08.
- ☒ CSP has continued to meet the goal of answering 70% of calls within 90 seconds, even as volume has increased. This level of performance is fragile and difficult to sustain without worker burnout.

# CSP Call Volume Data

- ⌘ In FY 2008 to date, CSP has received over 400 calls per day on one out of every three days.
- ⌘ Average daily call volume has increased by 26%, from an average of 297 per day to 375 per day.

**Percent of Days at Different Call Volumes**



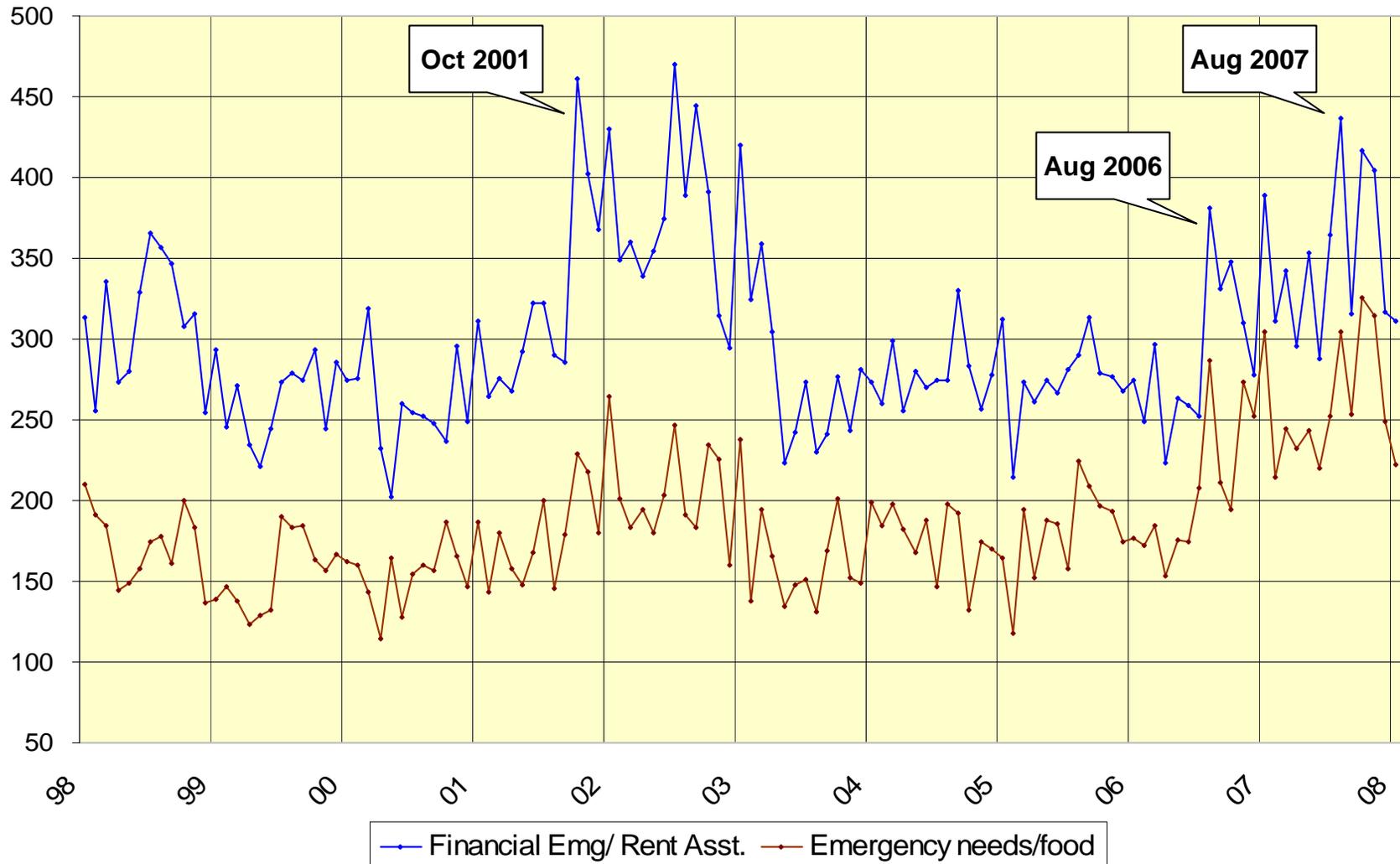
# CSP Contact Data



## ⌘ Contact Data

- ☑ CSP workers record the topics of each call to 222-0880, whether the caller receives information only or more intensive services.
- ☑ Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.
- ☑ In the past 18 months, we have experienced a prolonged spike in the number of requests to CSP.
- ☑ For emergency housing payment assistance, the spike is nearly similar to the two-year spike after 9/11. The recent increase in requests for emergency food assistance has been even greater than in the period after 9/11.

# Emergency Rent & Food Requests to CSP Jan 1998 - Jan 2008

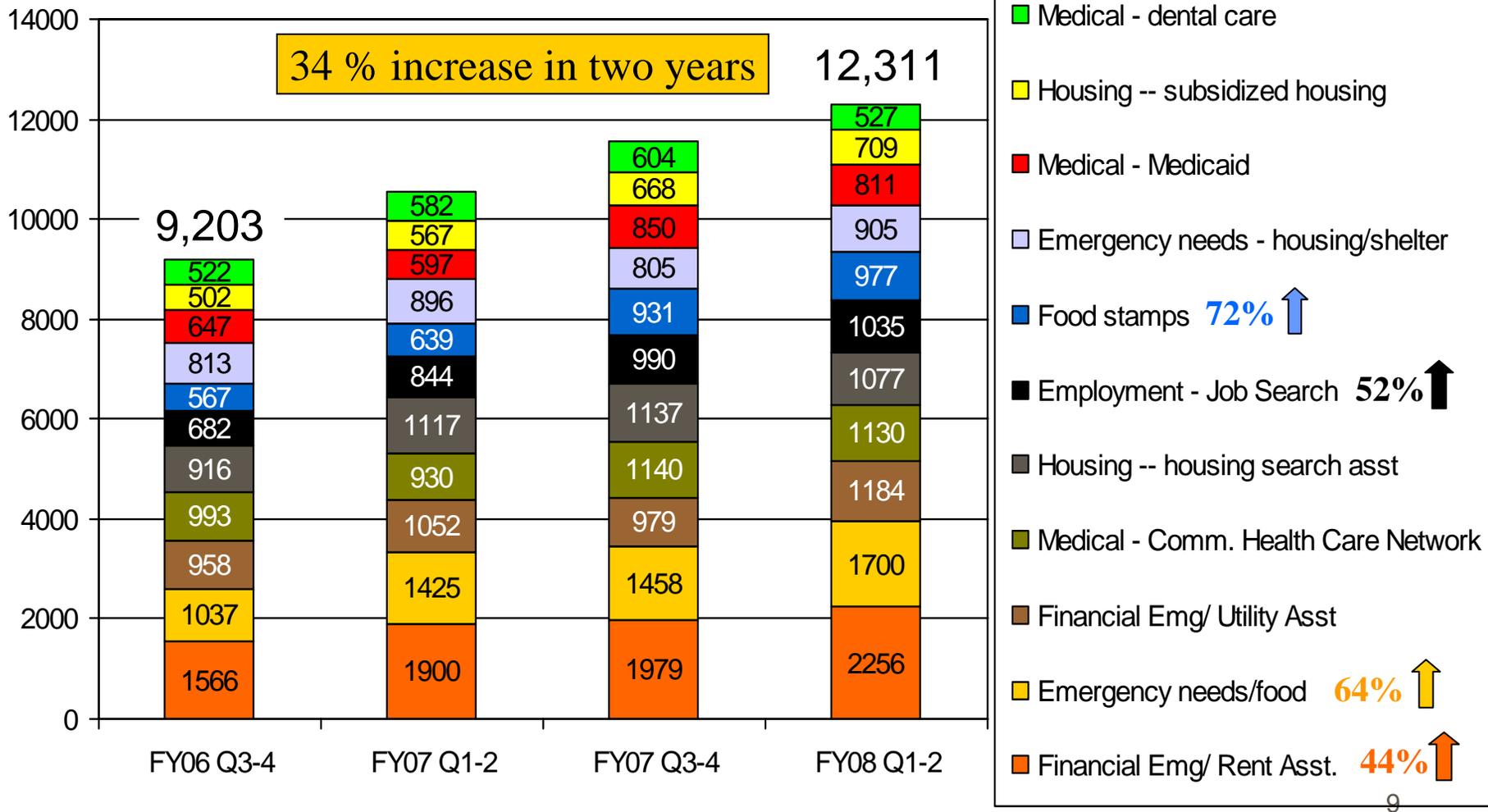


# “Top Eleven” Contact Topics



- ⌘ The following chart shows the “Top 11” topics requested by CSP callers over the past two years. The “Top 11” represent just over 50% of all specific requests.
- ⌘ Overall, there has been a 34% increase in requests since January 2006. Our population has grown by less than 1% in the same timeframe.
- ⌘ Topics with the largest increase in requests include emergency food and food stamps, job search, emergency housing payment assistance, and subsidized housing.

# "Top 11" CSP Contact Topics, CY 2006-7



# CSP Case Need Data

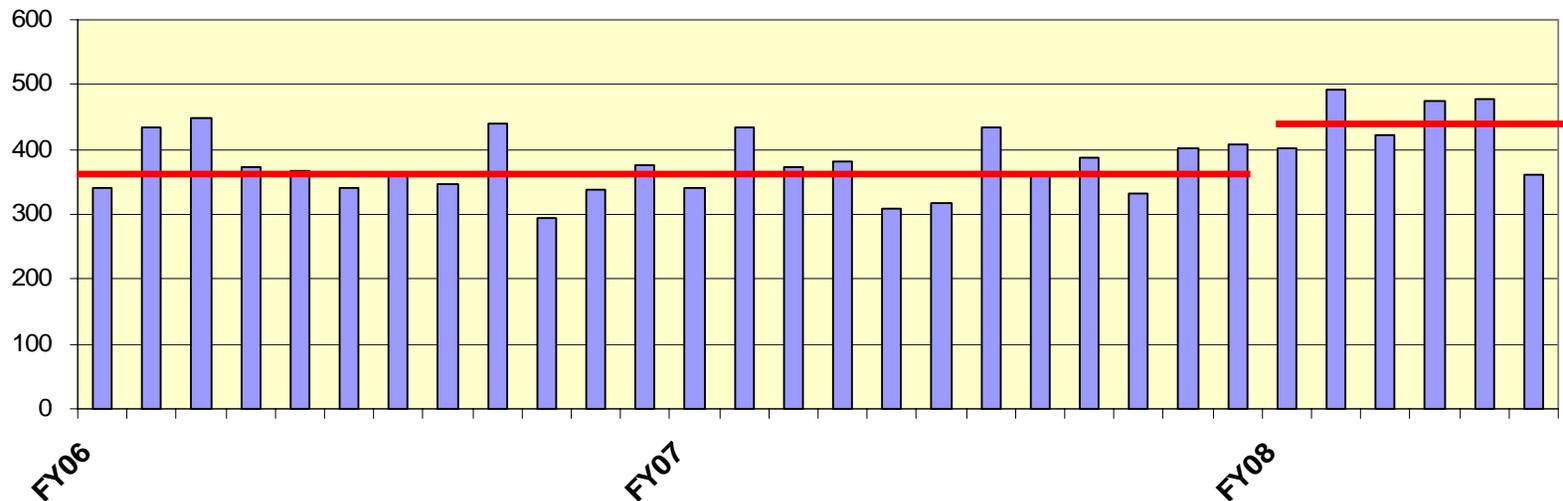


## ⌘ Case Data

- ☑ CSP creates an electronic case file for callers who request assistance with basic needs from community or public resources.
- ☑ Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community's capacity to meet its residents' needs.
- ☑ CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referral for Food Stamps, we do not collect data on who enrolls. A better picture of need would marry CSP data to public case data from DFS and other agencies.

# Average Number of New Cases to CSP per Month

- ⌘ The number of new cases each month has remained fairly steady in CSP's history, averaging about 375 per month for the last five years. So far in FY08, the number of new cases has increased 22% to an average of nearly 440 per month.
- ⌘ A "new" case in CSP is someone who is brand new to our system. CSP does not ever close a case.



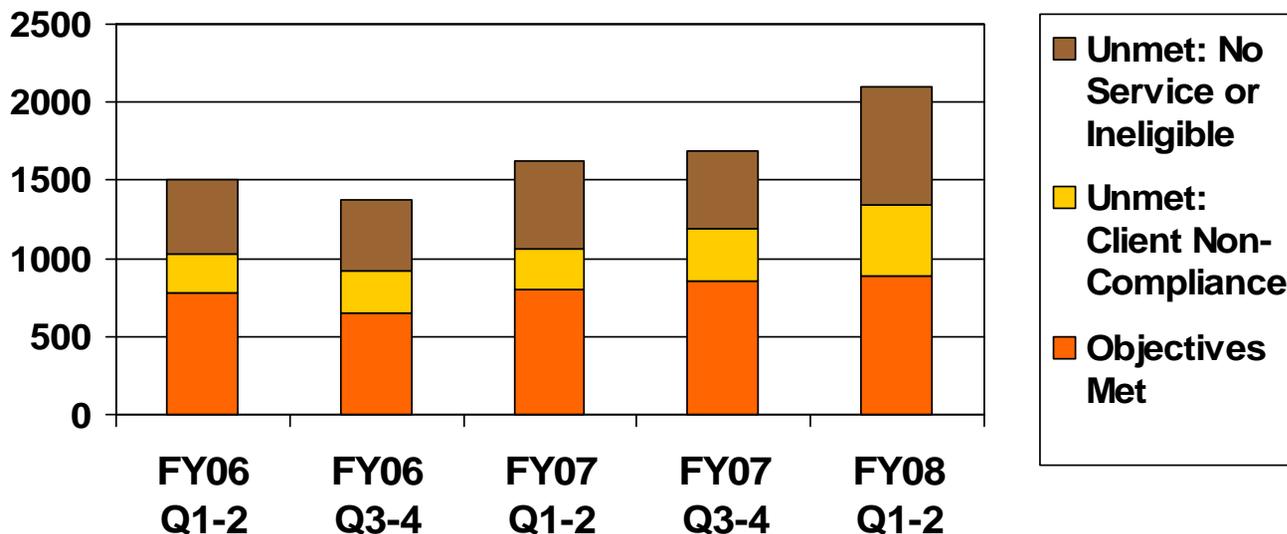
# CSP Case Objective Outcomes

- ⌘ Case objectives for basic needs can be met with CBO assistance, by creatively using the caller's personal resources, by public services, or by some combination of these. Of all objectives that are met, 74% are met with community-based (non-public) resources.
- ⌘ Case objectives may not be met if the client does not comply with the service plan, if CBO resources have been exhausted, or if the client is not eligible for services (e.g., for housing assistance, if their expenses exceed their income).
- ⌘ Housing payment assistance needs account for just over one of every four case objectives established, and three of every four unmet objectives.

# Outcomes of Housing Payment Case Needs

- ⌘ The total number of all case need objectives established has increased 40% since the beginning of FY06.
- ⌘ Housing Payment Assistance objectives consistently represent just over a quarter of all case needs. The community's ability to respond has not kept pace with the level of need.

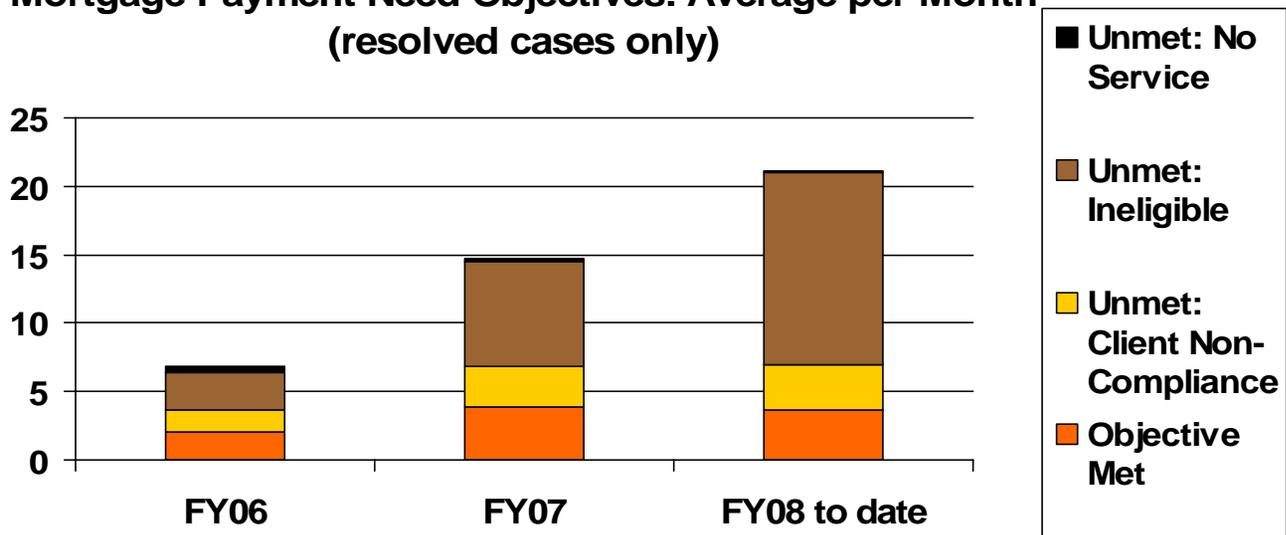
Outcomes of Housing Payment Case Need Objectives



# Mortgage Assistance Requests

- ⌘ While over 90% of Housing Payment Assistance requests are for rent, mortgage assistance requests have increased.
- ⌘ The number of requests more than doubled from FY06 to FY07, from 89 to 188. If FY08 continues at the current pace, we expect to establish 267 mortgage case needs.

**Mortgage Payment Need Objectives: Average per Month  
(resolved cases only)**



# Impact of the Economy: Income Disparity in Fairfax County

- ⌘ Income disparity has grown markedly in the past decade. In 1999, the mean income for the highest earning 20% of households was 8.8 times the mean of the lowest earning 20%<sup>1</sup>. By 2006, the mean income of the highest 20% had increased to 10.5 times that of the lowest.<sup>2</sup>

<b>Mean Household Income: Comparison of 1999 and 2006 Incomes (in 2006 Dollars)</b>			
<b>20% Intervals</b>	<b>1999</b>	<b>2006</b>	<b>% change</b>
Lowest Quintile	\$ 30,959	27,483	-11.2%
Second Quintile	\$ 66,280	64,426	-2.8%
Third Quintile	\$ 97,947	99,710	1.8%
Fourth Quintile	\$ 140,082	145,422	3.8%
Highest Quintile	\$ 272,456	289,024	6.1%

Sources: 1999 data: Analysis of U.S. Census Bureau, 2000 PUMS 5% sample; 2006 data: U.S. Census Bureau, 2006 American Community Survey; CPI Inflation Calculator: Bureau of Labor Statistics, U.S. Department of Labor.

# Areas to Explore Next....



- ⌘ Economic stress has a dual impact on the community's capacity to meet residents' needs, as CBOs typically experience a decline in donations during economic downturns. CSP coordinators report that many CBOs are exhausting their assistance budgets early in the month. How widespread is this problem, and what are the systemic implications?
- ⌘ CSP data illustrates only a portion of the total need; we are likely experiencing ripple effects across the wider Human Services system. Combining our data with other agencies will allow for richer analysis and response.