The Fairfax County
Human Services System

Data Driven Decision-Making

Neighborhood and Community Services
Countywide Service Integration and Planning Management

February 12, 2016
Board of Supervisors

Working Together To Achieve Better Results

Fairfax County Human Services System

This presentation highlights work designed to:

- Provide a holistic perspective of the human services system

- Provide an integrated approach using data to inform decisions and solutions

- Align efforts of, both public and private, stakeholders to improve outcomes

- Provide a framework for continuous improvement

Fairfax County Human Services System

Sample work efforts included in this presentation:

- Human Services Needs Assessment

- Human Services Report Card

- Human Services Regional Reports

Fairfax County Human Services System
Needs Assessment

- Conducted in an effort to gain a thorough understanding of the strengths and challenges currently facing Fairfax County residents

- Designed to understand community needs and use this information to improve outcomes for all residents

- Collected information through a variety of methods including:
  - Community feedback
  - Survey data
  - Programs and services data

BUILDING A STRONG FOUNDATION FOR THE FUTURE
FAIRFAX COUNTY HUMAN SERVICES NEEDS ASSESSMENT
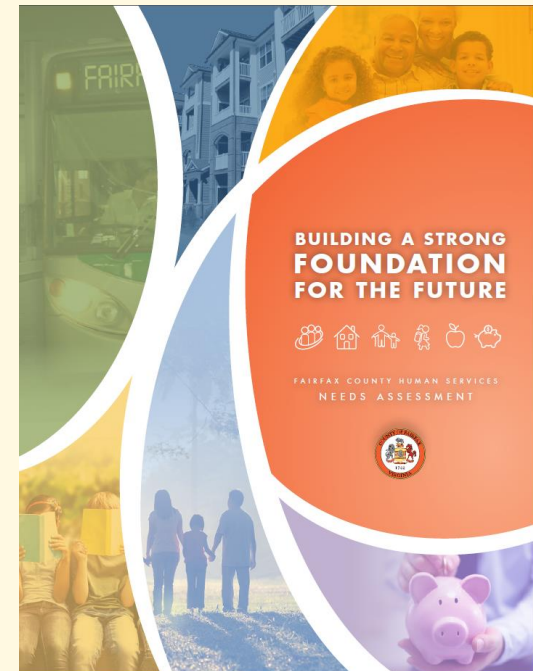
Fairfax County Human Services System
Needs Assessment

- Outlines changes in Fairfax County in the following areas:
  - Population
  - Economy
  - Infrastructure (housing and transportation)

- Identifies inter-related changes driving needs in the following areas:
  - Housing
  - Economic self-sufficiency
  - Health
  - Connections to resources

- Emphasizes the needs of children and youth, older adults, and individuals with disabilities

- Helps focus efforts and more effectively align resources, programs, and services to demands

Fairfax County Human Services System
Needs Assessment

Example: Connecting information to better understand our community

Residents identified affordable housing as a pressing need. To supplement this information:

- Analyzed data from the U.S. Census Bureau and local demographic sources to determine trends in rental costs

- Collected and analyzed data from county programs

41% to 47% of rental households are housing cost-burdened
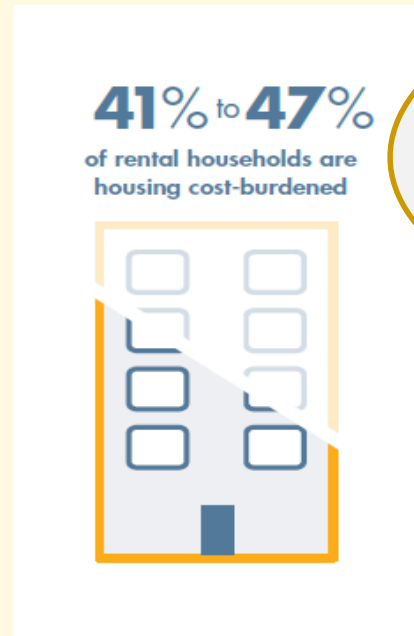
"Corporations make decisions on where to locate depending on affordable housing options…If housing is too expensive, it will detract from businesses operating in our county."

Since 2005, 41% to 47% of all households in Fairfax County who rent are housing cost-burdened

Fairfax County Human Services System
Report Card

- Collection of key indicators concerning the well-being of:
    - Individuals
    - Families
    - Communities

- Continuous process to monitor and evaluate system performance in coordination with community stakeholders

Fairfax County Human Services System
Report Card

- Communicates performance information regarding outcomes of residents receiving services using the following framework:

  - **Focus Areas** – *overarching results for the system*

  - **Goals** – *provide general direction for the system*

  - **Indicators** – *inform decision-making both now and over time through the ability to see trends and make forecasts*

  - **Strategies** – *target the work and resources needed for improving outcomes*

Fairfax County Human Services System
Report Card

Economic Self-Sufficiency

Healthy People

Connected Individuals

Positive Living for Older Adults and Individuals with Disabilities

Sustainable Housing

Successful Children and Youth
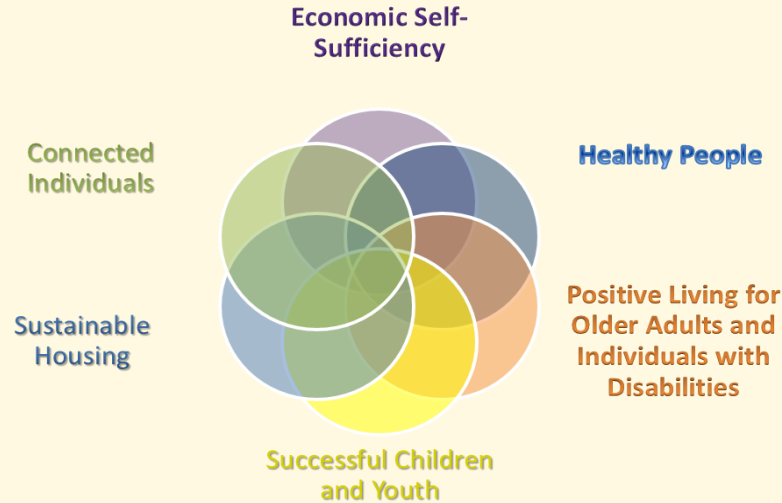
Example of the type of information supporting this process:

- Focus Area: **Sustainable Housing**

- Goal: **Increase safe, affordable, and accessible housing**

- Indicator: **Percent of individuals and families who are successfully housed**

- Strategy development: Topics being explored include **Partnerships and Collaboration, Policy and Regulation**

Final strategies and a full presentation of the report card will be presented to the BOS at a later date.

Fairfax County Human Services System
Human Services Region Reports

- Demographic and human services reports for each of the county's Human Services regions

- Human Services Region Reports will enable staff, stakeholders and the community to better understand the population within each region, as well as the service needs and resources in each region
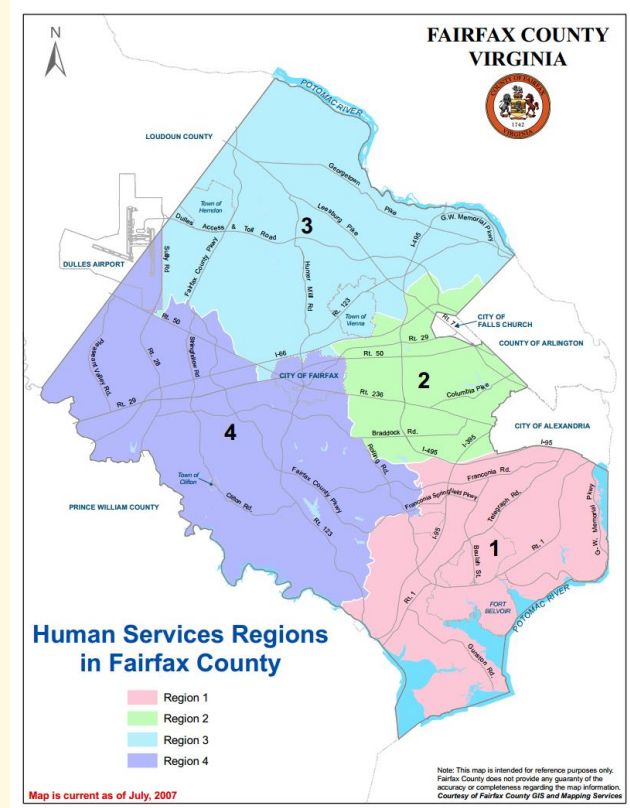
Fairfax County Human Services System
Human Services Region Reports

For each region, and for the county as a whole, the following demographic information is presented:

- Race/Ethnicity
- Age
- Foreign-born
- Household income
- Housing costs
- Poverty rate
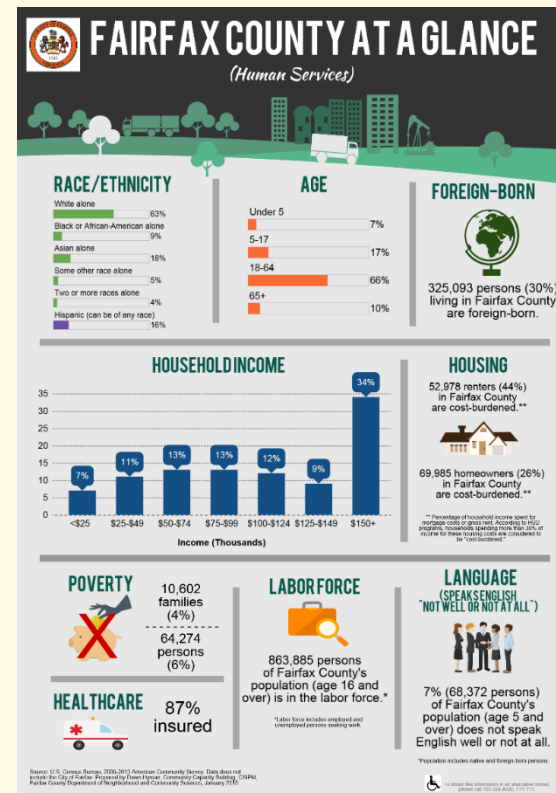- Health insurance coverage
- Employment
- Language spoken at home

REGION 3 ASSET MAP

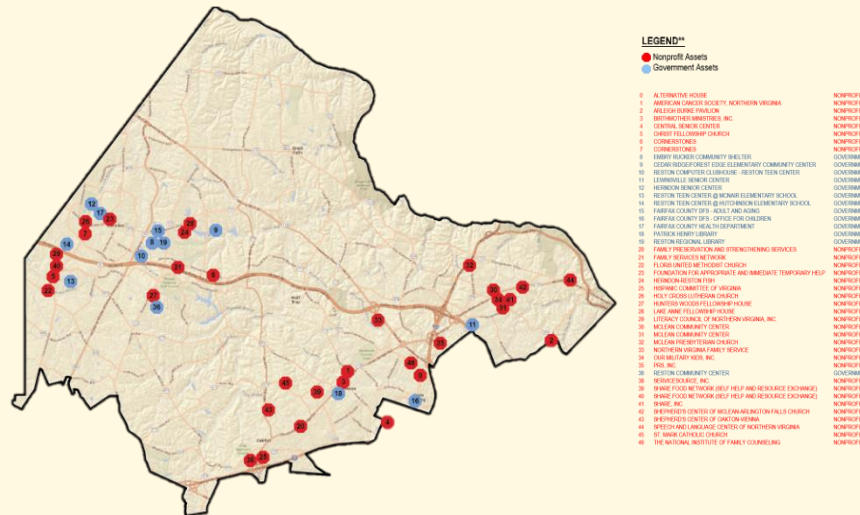- The reports include maps of each region that display the locations of nonprofit organizations and government assets that provide human services

- Also included are maps that display the highest concentrations of individual basic needs requests within each region

Fairfax County Human Services System

Work Continues:

- Integrate the data…
  - Strategic Economic Success Plan
  - Capital Improvement Plan (CIP)
  - Consolidated Community Funding Pool (CCFP)
  - Regional community planning and development
  - IT plans

- Create data visualizations and interactive tools for supervisor districts and neighborhoods across Fairfax County

- Provide more detailed information to the BOS, community and staff

Questions?