



## COVID-19

# Fairfax County Health and Human Services Updates

Click to read that day's update:

[March 25, 2020](#)

[March 20, 2020](#)

[March 19, 2020](#)

[March 18, 2020](#)

[March 17, 2020](#)

[March 16, 2020](#)



# Fairfax County Health and Human Services **Updates**

**March 25, 2020**

## **General HHHS Updates**

- The HHHS Updates will now be published every week on Wednesdays.
- In response to the Board of Supervisor’s action to close all [government buildings and facilities](#) to the public starting Friday, March 27, at 5 p.m., until further notice, with a few exceptions, county agencies will be providing county services through alternative means. For more information, please click [here](#) to learn more about how county agencies are providing *Assistance from a Distance*. Additionally, nonprofit organizations located in county facilities have received operational guidance from their county contacts.

## **Health Department**

The most recent data on presumptive positive cases and the Health Department’s efforts are available at <https://www.fairfaxcounty.gov/health/novel-coronavirus>.

In addition, COVID-19 response related information is available through multiple communication channels:

- Call the Health Department Call Center at 703-267-3511 with Coronavirus questions; open 9:30 a.m. to 9 p.m. weekdays and 9:30 a.m. to 5 p.m. on weekends.
- Text FFXCOVID to 888777 to receive updates from Fairfax County about COVID-19.
- Email questions or concerns to [ffxcovid@fairfaxcounty.gov](mailto:ffxcovid@fairfaxcounty.gov). This email account will be staffed Monday through Friday, 8 a.m. through 8 p.m.
- Learn more about COVID-19 on the [Health Department Coronavirus \(COVID-19\) Webpage](#) or [FAQ page](#).
- Follow the [Fairfax County Government Facebook Page](#) and [Health Department Facebook Page](#).
- Follow [@fairfaxcounty](#) and [@fairfaxhealth](#) on Twitter

## **Coordinated Services Planning (Basic Needs Support)**

Coordinated Services Planning (CSP) has received **411** inquiries related to COVID-19 since February 25, 2020. CSP expects that number will continue to increase as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages. Coordinated Services Planning staff is tracking and

updating information on available community resources. Many community-based organizations are changing or modifying their available services. In addition to calling CSP, residents can also visit the [Human Services Resource Guide](#), an online, searchable guide to for services and resources in Fairfax County to find available county/community resources.

### **Community Food Distribution**

Fairfax County Public Schools (FCPS) continues to provide grab and go meals at no cost for students at [44 locations throughout Fairfax County](#). Breakfast and lunch can be picked up together at the FCPS school sites from 9 a.m.-1 p.m. The pop-up sites' hours vary by location. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated to FCPS families. All students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals for \$2.00.

Two school sites are offering curbside pickup for breakfast and lunch from 10:00 a.m. - 1:00 p.m. FCPS staff will deliver meals to children and adults while they wait in their cars in the kiss and ride line.

- Westgate Elementary, 7500 Magarity Road, Falls Church
- Oak View Elementary, 5004 Sideburn Road, Fairfax

FCPS buses are delivering grab and go meals along some [bus routes at designated intersections](#). For more information on the above mentioned food access programs as well as other food resources in the community, check out the [searchable resource map](#).

The county continues to provide meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Additional meals will be packaged in sets of five meals for five days so residents will receive one delivery per week with five meals. Additionally, older adult county housing facilities are also receiving meals through this coordinated effort. FASTRAN continues to support the Department of Family Services' Meals on Wheels routes when volunteers are unavailable.

### **Child Care Services**

On March 23, the Virginia Department of Social Services and Virginia Department of Education issued [joint guidance](#) to address school closures and demands for child care services during this time. It provides clarification for child care centers and family providers on closures and requirements, as well as provides flexibility in licensing for school-based child care providers, local governments, and private schools. It also provides resources for essential personnel in finding child care.

### **Department of Family Services**

All divisions continue to offer [assistance from a distance](#), which enable residents to access needed services and programs without coming into an office.

## **Department of Housing and Community Development**

The latest information on the Department of Housing and Community Development's efforts can be found in the [March 20, 2020](#) update.

### **Office to Prevent and End Homelessness**

All of the county's [homeless shelters](#) and related programs remain open and ready to serve those most in need. OPEH's partner organizations that provide shelter and street outreach are following safety guidelines provided by the [CDC](#), [HUD](#), and the [Health Department](#). Shelter providers are using personal protective equipment including facemasks and gloves when necessary. OPEH is working with Office of Emergency Management to acquire additional personal protective equipment supplies for shelter providers.

Shelter staff are screening clients according to CDC guidelines for COVID-19 symptoms. Clients who present with symptoms are isolated and people who have had contact with those clients in the shelter are isolated as well. Shelter providers have reduced staff numbers as a precaution with alternating shifts to ensure service can continue and limit potential exposure.

Individuals interested in helping people experiencing homelessness are encouraged to support their local [nonprofit organization](#).

### **Juvenile and Domestic Relations District Court**

The latest information on the Juvenile and Domestic Relations District Court's efforts can be found in the [March 16, 2020](#) update.

### **Community Services Board**

Community Services Board sites have been operating on a revised operating schedule of 11 a.m.-5 p.m. Most services are being delivered remotely. All residential programs have stopped new admissions except for detoxification and crisis care services. A significant amount of staff are using administrative leave and so staffing sites is becoming more difficult. Plans are underway to switch services to a new format while buildings are closed to the public. Operating status and hours at specific sites are [posted online](#) and continually updated to reflect changes.

### **Reston Community Center**

The latest information on the Reston Community Center's efforts can be found in the [March 18, 2020 update](#).

### **McLean Community Center**

The latest information on the McLean Community Center's efforts can be found in the [March 18, 2020 update](#).

## **Health Safety Net Providers**

The Office of Strategy Management is developing a web page that will list all the community health safety net providers, along with their current operating status and hours. This site will be updated daily to reflect changes.

## **Community-Based Organizations Coordination**

HHHS staff are in constant contact with our community-based organization providers and contractors during this time. As this situation evolves, community-based organizations are adapting their service delivery model to best serve their clients. The Fairfax County Community Provider Coordination Team (CPCT) for COVID-19 conducted its initial meeting on March 19, 2020. Over 60 participants representing community organizations, county agencies, FCPS and the faith community came together to address basic need service coordination and gaps. The team has identified the following focus areas: Food Access, Health Access, Financial Assistance (rent/utility); Transportation, and Out of School Time/Youth Programming. Additionally, over 30 community providers have completed an organizational asset/needs survey. Survey results will identify current and accurate information on available services, document trends in service utilization and requests as a result of COVID-19, identify gaps in need and service availability, identify new and emerging resources available for CBOs; and link available resources to identified service gaps. A summary of the survey results will be available in future HHHS Updates.

## **Donation Inquiries and Support**

The Fairfax County Emergency Operations Plan – Donations and Volunteer Management Annex have been initiated. HHHS agencies have been working closely with the Office of Emergency Management (OEM) and Volunteer Fairfax to operationalize donations and volunteer needs and requests. Planning is underway to create additional county website content on donations and volunteer information. In the meantime, residents, businesses and organizations who want to help fill community needs can [make donations to local community-based organizations](#). Fairfax residents who want to contribute are also encouraged to consider making monetary contributions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the [Human Services Resource Guide](#), an online, searchable guide to available human services resources in Fairfax County.



## COVID-19

# Fairfax County Health and Human Services Updates

March 20, 2020

### Health Department

The most recent data on presumptive positive cases and the Health Department's efforts are available at <https://www.fairfaxcounty.gov/health/novel-coronavirus>.

In addition, COVID-19 response related information is available through multiple communication channels:

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### Coordinated Services Planning (Basic Needs Support)

Coordinated Services Planning (CSP) has received **226** inquiries related to COVID-19. CSP expects that number will continue to increase as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages. Coordinated Services Planning staff is tracking and updating information on available community resources. Many community-based organizations are changing or modifying their available services. In addition to calling CSP, residents can also visit the [Human Services Resource Guide](#), an online, searchable guide to for services and resources in Fairfax County to find available county/community resources.

### Community Food Distribution

Fairfax County Public Schools (FCPS) continues to provide grab and go meals at no cost for students at [44 locations throughout Fairfax County](#). Breakfast is served from 8 to 10:30 a.m.; lunch, from 10:30 a.m. to 2 p.m. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated to FCPS families. All

students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals for \$2.00.

Starting March 20, two school sites are offering curbside pickup for breakfast and lunch from 10:00 a.m. - 1:00 p.m. FCPS staff will deliver meals to children and adults while they wait in their cars in the kiss and ride line.

- Westgate Elementary, 7500 Magarity Road, Falls Church
- Oak View Elementary, 5004 Sideburn Road, Fairfax

FCPS has added 7 additional bus routes to their grab and go meal access program. A full list of locations can be found [here](#). For more information on the above mentioned food access programs as well as other food resources in the community, check out the [searchable resource map](#). In the first 18 hours of the Food Resources map being publicly available, it had almost **12,000 unique hits**.

The county continues to provide meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Additional meals will be packaged in sets of five meals for five days so residents will receive one delivery per week with five meals. Additionally, older adult county housing facilities are also receiving meals through this coordinated effort. FASTRAN continues to support the Department of Family Services' Meals on Wheels routes when volunteers are unavailable. This effort started last week and will continue through program closure.

### **Child Care Services**

This morning state licensed childcare centers and family childcare homes received guidance from the Virginia Department of Social Services providing information to support program's efforts to remain open. The guidance asked programs to encourage families to remain home to care for their children if at all possible; and asked that childcare programs only remain open if they can adhere to the provided guidelines for protecting vulnerable populations. The [Virginia Department of Social Services, March 18, 2020 Child Care Guidance](#) is found here.

Office for Children staff reached out to community childcare programs (centers and family childcare homes) today to assess their operating status. Staff received information from 920 programs. Of those, 263 are closed and 657 remain open. Staff will continue to reach out to programs. For context, there are approximately 1900 community childcare programs in the county.

### **Department of Family Services**

**Self Sufficiency:** Assistance from a distance is available to residents who want to apply or currently receive SNAP, Medicaid, and TANF benefits by either applying online at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) or calling 1-855-635-4370. Residents can also call the DFS Public Assistance Customer Care line at 703-324-7500.

Virginia Medicaid released today that it covers all COVID-19 testing and treatment. [DMAS recently announced](#) it is taking the following steps, effective immediately, to remove barriers to care for its members and other eligible Virginians:

- **Ensuring members do not inadvertently lose coverage due to lapses in paperwork or a change in circumstances.** For the length of the emergency, renewals and redeterminations are extended. Any member who files an appeal during the emergency will automatically have coverage extended while waiting for the appeal.
- **Eliminating co-pays** for all Medicaid and FAMIS covered services, including COVID-19 testing and treatment.
- Allowing Medicaid members to obtain a **90-day supply of many routine prescriptions.**
- **Waiving pre-approval requirements** for many critical medical services and enacting **automatic extensions** for approvals that are already in place.
- Enabling Medicaid providers and members to make **greater use of telehealth.**
- Working closely with providers to review and **respond to the needs of higher risk and older members who are most susceptible to COVID-19.**

**Domestic and Sexual Violence Services:** The 24-hour Domestic and Sexual Violence Hotline remains open. Preliminary protective orders are still being heard daily via written affidavits only. The Domestic Violence Action Center remains open and has implemented social distancing guidelines. Fairfax County Domestic and Sexual Violence Services’ counseling and ADAPT groups have been temporarily suspended. Some of its community-based partners are conducting new client intakes, case management, and counseling appointments by phone. Domestic violence shelter staff are actively screening new residents for symptoms.

### **Department of Housing and Community Development**

HCD’s offices are closed to walk-in customers and staff are meeting with customers in person for essential needs by appointment only. In-home inspections and in-home maintenance services are limited to emergencies only. Residents and landlords have been notified of these operational changes. All common areas in senior housing properties are closed.

### **Office to Prevent and End Homelessness**

OPEH is working with the Health Department’s Homeless Healthcare Program and local nonprofit homeless service providers to implement best practices in mitigating the impact on the population of people experiencing homelessness. Services are being reduced to only essential services in order to promote and practice social distancing and manage diminished staffing capacity. Facilities are being identified to serve as an alternative shelter location for the isolation and quarantine of individuals that are symptomatic or have tested positive.

### **Juvenile and Domestic Relations District Court**

The latest information on the Juvenile and Domestic Relations District Court’s efforts can be found in the [March 16, 2020](#) update.



## **Community Services Board**

The CSB is changing the hours of most of their main sites to being open from 11am -5pm. Emergency services and other programs will continue to operate 24/7. For up to date information on CSB hours of operation please click [here](#). The CSB is continues to see an increase in staff vacancies and has a critical need for nursing staff and individuals who can work in 24-hour residential programs. If additional staff aren't hired, the CSB will have to close/merge some of their residential programs. Services will be provided via tele video to these individuals. It is highly likely the CSB will need to take additional measures next week to keep basic operations running.

## **Reston Community Center**

The latest information on the Reston Community Center's efforts can be found in the [March 18, 2020](#) update.

## **McLean Community Center**

The latest information on the McLean Community Center's efforts can be found in the [March 18, 2020](#) update.

## **Community-Based Organization Coordination**

HHHS staff are in constant contact with our community-based organization providers and contractors during this time. As this situation evolves, community-based organizations are adapting their service delivery model to best serve their clients. One such example is **Britepaths** is offering [free financial counseling services](#) virtually to residents who have been financially impact by COVID-19.

## **Donation Inquiries and Support**

As a reminder, residents, businesses and organizations who want to help fill community needs can [make donations to local community-based organizations](#). Residents who want to contribute are also encouraged to consider making monetary contribustions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the [Human Services Resource Guide](#), an online, searchable guide to available human services resources in Fairfax County.



## COVID-19

# Fairfax County Health and Human Services Updates

March 19, 2020

### Health Department

The most recent data on presumptive positive cases and the Health Department's efforts are available at <https://www.fairfaxcounty.gov/health/novel-coronavirus>.

### Coordinated Services Planning (Basic Needs Support)

Coordinated Services Planning (CSP) has received **170** inquiries related to COVID-19. CSP expects that number will continue to increase as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages.

### Community Food Distribution

Fairfax County Public Schools (FCPS) continues to provide grab and go meals at no cost for students at **44** locations throughout Fairfax County. Breakfast is served from 8 to 10:30 a.m.; lunch, from 10:30 a.m. to 2 p.m. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated to FCPS families. All students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals at a cost of \$2.00. An updated list of locations is available at <https://www.fairfaxcounty.gov/maps/food-resources>.

Beginning Thursday, March 19, Fairfax County Public Schools (FCPS) buses began delivering grab and go meals along some bus routes. School buses stop at designated intersections to deliver these meals. The routes can be found [here](#). For more information on the above mentioned food access programs as well as other food resources in the community, please click [here](#) to view a searchable resource map.

The county continues to provide meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Additional meals will be packaged in sets of five meals for five days so residents will receive one delivery per week with five meals. Additionally, older adult county housing facilities are also receiving meals through this coordinated effort. FASTRAN continues to support the Department of Family Services' Meals on Wheels routes when volunteers are unavailable. This effort started last week and will continue through program closure.

## Child Care Services

This morning state licensed childcare centers and family childcare homes received guidance from the Virginia Department of Social Services providing information to support program's efforts to remain open. The guidance asked programs to encourage families to remain home to care for their children if at all possible; and asked that childcare programs only remain open if they can adhere to the provided guidelines for protecting vulnerable populations. The [Virginia Department of Social Services, March 18, 2020 Child Care Guidance](#) is found here.

Office for Children staff reached out to community childcare programs (centers and family childcare homes) today to assess their operating status. Staff received information from 920 programs. Of those, 263 are closed and 657 remain open. Staff will continue to reach out to programs. For context, there are approximately 1900 community childcare programs in the County.

## Department of Family Services

**Children, Youth, and Families:** Virginia Department of Social Services (VDSS) is permitting agencies to use videoconferencing to meet the foster care caseworker visit requirement under the narrow circumstances related to COVID-19. DFS is working to obtain Zoom for Healthcare licenses to ensure privacy and confidentiality for videoconferencing.

**Self Sufficiency:** VDSS has implemented temporary procedures in the Temporary Assistance for Needy Families (TANF) and the Virginia Initiative for Employment not Welfare (VIEW) programs. TANF applicants who do not have all required documents for an eligibility determination due to government and business closures (i.e. DMV) will be able to give a statement in lieu of those documents to complete the application. This is to be done at the discretion of the agency. The public is still able to apply for SNAP, Medicaid, and TANF benefits by online ([commonhelp.virginia.gov](http://commonhelp.virginia.gov)), mail, and, tollfree phone (1-855-635-4370). Communication tools about how to submit applications are being developed and will be pushed to social media and other media channels as supported by Office of Public Affairs. Lastly, students who are not in school due to the school shutdown are not considered truant. Verification for school enrollment may be delayed until school reopens

Services are being pared down at the Self-Sufficiency lobbies in the following locations: Pennino, South County, Annandale, and Lake Anne locations. At each location there will be information on how to apply for public benefits and a phone with an available staff member to answer questions and further direct the individual. This temporary process will be in place at all locations no later than Monday, March 23, 2020.

## Department of Housing and Community Development

The latest information on the Department of Housing and Community Development's efforts can be found in the [March 17, 2020](#) update.

## **Office to Prevent and End Homelessness**

OPEH is working with homeless service providers and other Fairfax County agencies, including the Health Department, to ensure that individuals can get screened and tested for COVID-19. Transportation options are being explored, as well as options to isolate and quarantine individuals that may be infected. OPEH continues to also promote best practices provided by the CDC and Health Department while serving sheltered and unsheltered individuals.

## **Juvenile and Domestic Relations District Court**

The latest information on the Juvenile and Domestic Relations District Court's efforts can be found in the [March 16, 2020](#) update.

## **Community Services Board**

All Community Services Board (CSB) sites continue to be open. CSB is exploring reducing the operating hours to ensure appropriate coverage. Due to low attendance and critical staffing needs, Intensive Outpatient and Day Treatment programming is temporarily suspended, and individuals will receive services on an individual basis. Residential sites have stopped having visitors as a precautionary measure.

## **Reston Community Center**

The latest information on the Reston Community Center's efforts can be found in the [March 18, 2020](#) update.

## **McLean Community Center**

The latest information on the McLean Community Center's efforts can be found in the [March 18, 2020](#) update.

## **Community-Based Organization Coordination**

The *Fairfax County Community Provider Coordination Team* (CPCT) for COVID-19 conducted its initial meeting on March 19, 2020. Over 60 participants representing community organizations, county agencies, FCPS and the faith community came together to address basic need service coordination and gaps. The team has identified the following focus areas Food Access, Health Access, Financial Assistance (rent/utility); Transportation, and Out of School Time/Youth Programming.

This team will not take the place of existing coordination efforts and will be time-limited in response to the COVID-19 crisis. This team will come together to ensure updated information is available for community resources, services are coordinated, and service gaps are identified and resolved if possible. Areas such as childcare, homeless services, senior services will not be covered with this Team as they are being managed through their existing county/service providers channels. Additionally, the community providers have been asked to complete an organizational asset/needs survey and the results will help inform the team's work. This team is jointly led by

community providers and county staff and will meet regularly and will provide periodic updates.

### **Donation Inquiries and Support**

As a reminder, residents, businesses and organizations who want to help fill community needs can make donations to local community-based organizations. An updated list of community-based resources for food assistance and donations is available at <https://www.fcps.edu/news/coronavirus-update-support>. Residents who want to contribute are also encouraged to consider making monetary contributions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the Human Services Resource Guide at <https://www.fairfaxcounty.gov/hsrc/>, an online, searchable guide to available human services resources in Fairfax County.



## COVID-19

# Fairfax County Health and Human Services Updates

March 18, 2020

### Health Department

The most recent data on presumptive positive cases and the Health Department's efforts are available at <https://www.fairfaxcounty.gov/health/novel-coronavirus>.

#### Coordinated Services Planning (Basic Needs Support)

Coordinated Services Planning (CSP) has received **97** inquiries related to COVID-19. CSP expects that number will continue to increase as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages.

#### Community Food Distribution

Fairfax County Public Schools (FCPS) continues to provide grab and go meals at no cost for students at **38** locations throughout Fairfax County. Breakfast is served from 8 to 10:30 a.m.; lunch, from 10:30 a.m. to 2 p.m. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated with FCPS families. All students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals at a cost of \$2.00. An updated list of locations is available at [www.fcps.edu/news/coronavirus-update-food-resources](http://www.fcps.edu/news/coronavirus-update-food-resources).

Included in the 38 locations, the Department of Neighborhood and Community Services (NCS) has partnered with FCPS to provide “pop-up” grab and go breakfast and lunch meals in **5** targeted community locations. Those locations are:

- Audubon Apartments, 10-10:30 a.m., [7955 Audubon Ave., Alexandria](#)
- Bailey's Community Center, 10-10:30 a.m., [5920 Summers Ln, Falls Church](#)
- Gum Springs Community Center, 11-11:30 a.m., [8100 Fordson Rd, Alexandria](#)
- James Lee Community Center, 12-12:30 p.m., [2855 Annandale Rd, Falls Church](#)
- Willston Multi-Cultural Center, 11-11:30 a.m., [6131 Willston Dr, Falls Church](#)

Fairfax County and FCPS have worked together to develop a **searchable map** that includes community food distribution sites, including FCPS grab and go locations, community meal distribution sites, food pantries, and other related services. Please click [here](#) to view the map.

The county continues to provide meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Additional meals will be packaged in sets of five meals for five days so residents will receive one delivery per week with five meals. Additionally, older adult county housing facilities are also receiving meals through this coordinated effort. FASTER continues to support the Department of Family Services' Meals on Wheels routes when volunteers are unavailable. This effort started last week and will continue through program closure.

### **Child Care Services**

This morning Governor Northam announced that the Virginia Department of Social Services will be releasing **guidance to child care programs** to help them to meet the provision of the Governor's directive to only have ten people gathered in any one place. The guidance will discuss limiting the number of children and staff per classroom to ten, feeding children in individual classes; staggering recess and outdoor play to one class at a time; and providing tips for programming to keep children six feet apart. In addition, families are also asked to stay home with their children if they are not essential personnel in order ensure child care programs have the capacity to serve essential personnel. Once the VDSS guidance is available, the Office for Children will support the state in disseminating the information to child care programs in the County; and the County blog will be updated to include this new information.

### **Department of Housing and Community Development**

The latest information on the Department of Housing and Community Development's efforts can be found in the [March 17, 2020](#) update.

### **Department of Family Services**

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### **Office to Prevent and End Homelessness**

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### **Juvenile and Domestic Relations District Court**

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### **Community Services Board**

The latest information on the Community Services Board's efforts can be found in the [March 16, 2020](#) update.

### **Reston Community Center**

Reston Community Center is examining ways to support their exempt (part-time) employees and its artists and community partners who have lost income as a result of the center's closure.

### **McLean Community Center**

The McLean Community Center, The Alden Theatre, the Old Firehouse Center, and the McLean Project for the Arts are closed through Sunday, April 12. All classes, activities, and performances are cancelled, as are all scheduled facility rentals, community organization uses, and the MCC Governing Board meeting and public hearing, which was scheduled for Wednesday, March 25.

### **Community-Based Organization Coordination**

HHHS agencies have been working with FCPS staff and community-based organizations (CBOs) who provide safety-net services to meet residents' basic needs. Planning and coordination is underway to ensure real-time and accurate information on available services, documenting service utilization as well as the initial stages of identifying service delivery gaps. A conference call with key basic need providers will take place on March 19 to discuss these efforts.

### **Donation Inquiries and Support**

As a reminder, residents, businesses and organizations who want to help fill community needs can make donations to local community-based organizations. An updated list of community-based resources for food assistance and donations is available at <https://www.fcps.edu/news/coronavirus-update-support>. Residents who want to contribute are also encouraged to consider making monetary contributions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the Human Services Resource Guide at <https://www.fairfaxcounty.gov/hsrc/>, an online, searchable guide to available human services resources in Fairfax County.





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March 17, 2020

### Health Department

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### Coordinated Services Planning (Basic Needs Support)

Coordinated Services Planning (CSP) has received **64** inquiries related to COVID-19. CSP expects that number to grow as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages.

### Community Food Distribution

Fairfax County Public Schools (FCPS) continues to provide grab and go meals at no cost for students at **29** locations throughout Fairfax County. Breakfast is served from 8 to 10:30 a.m.; lunch, from 10:30 a.m. to 2 p.m. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated with FCPS families. All students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals at a cost of \$2.00. An updated list of locations is available at <https://www.fcps.edu/news/coronavirus-update-food-resources>. Additionally, the Department of Neighborhood and Community Services (NCS) has partnered with FCPS to expand the availability of grab and go supplemental meals in targeted community locations. These locations will be announced soon.

County and FCPS are continuing to develop a searchable map that includes all food distribution sites, including FCPS, community meal distribution sites, food pantries, and other related services.

The county continues to provide meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Additional meals will be packaged in sets of five meals for five days so residents will receive one delivery per week with five meals.

Older adult county housing facilities are also receiving meals through this coordinated effort. Additionally, FASTRAN is supporting the Department of Family Services' Meals on Wheels routes when volunteers are unavailable. This effort started last week and will continue through program closure.

## **Child Care Services**

The Office for Children has put together guidance and resources for early childhood professionals and families, which can be found at <https://fairfaxcountyemergency.wpcostaging.com/2020/03/17/covid-19-and-child-care-programs-what-you-need-to-know/>. As previously mentioned, it is at the discretion of private child care programs to remain open.

## **Department of Housing and Community Development**

The Department of Housing and Community Development (HCD) has implemented measures at HCD Senior housing properties:

- Any area in the co-located senior centers and common areas at senior properties is closed with a sign on the door.
- Coordinated with NCS to ensure senior residents that normally receive meals at the senior centers receive their meal delivered at home and have access to transportation for medical appointments and pharmacy trips, and grocery shopping.
- Coordinated with DFS to ensure seniors will still have access to bathing, laundry, and turn down services, in addition to other social services
- Convened a conference call for HCD, DFS, NCS and third-party property management staff to discuss service coordination. This meeting included the private owners and operators of The Fallstead, which has a co-located senior center.
- Compiled all of the above and sent a letter to residents that was hand-delivered and emailed to all residents at senior properties.

Other HCD efforts include the following:

- Effective March 18, HCD will only be inspecting residential units that are vacant (to facilitate new moves into units) and for reports of emergency situations. All other inspections will be deferred to a future date.
- Effective March 18, HCD will only be repairing our units when there is an emergency, the unit is vacant, or the work is on the exterior of the building.
- HCD is offering (number yet to be determined) the maintenance and inspections staff to other departments that need help delivering meals, etc.
- HCD offered one of their properties in the Hybla Valley, the Atrium, as a food distribution site for FCPS.

## **Department of Family Services**

### **Adult and Aging Services**

The Virginia Department of Aging and Rehabilitative Services has provided recommendations to modify the following services:

- Long-Term Services and Support (LTSS) screenings and Assisted Living Facility (ALF) assessments and reassessments are to be completed via phone/Skype or FaceTime or other videoconferencing.
- APS workers are entering facilities to conduct Nursing Home, Assisted Living and Group Home investigations and following all facility guidance and protocols for safe entry. When possible, alternative means of communicating with the client and facility may be explored if the client or facility is quarantined.
- Occupational Therapy services, provided through a vendor, will be provided to clients who have the highest need.
- Adult Services and APS Staff are conducting weekly (up from monthly) telephone checking to monitor the status of clients, paying special attention to those who are not receiving in-home based care services either because they elected not to receive visits/services, or someone in the home is actively experiencing respiratory or flu-like/symptoms illness.
- Caregiver support meetings will be moved to a virtual platform. Residents can find the online support meetings at <https://www.fairfaxcounty.gov/familyservices/older-adults/family-caregiver-support-programs>.

### **Children, Youth, and Families**

- Changes to the court's availability through May 10, 2020 will impact the ability of the Department of Family Services to move children in foster care to permanency until the court reopens its calendar. There are no changes that impact DFS's ability to work with the court to address child protective services related matters.
- Child protective services and foster care are still provided in conformity with applicable law and policy as articulated by Virginia Department of Social Services. Nonmandated services and programming are being pared down or cancelled due to recommendations for social distancing. Virtual options to continue elements of non-mandated, prevention-oriented services are being explored.

### **Domestic and Sexual Violence Services**

- Advocacy services, including safety planning, assistance applying for a protective order, and referrals with victims of domestic violence or families affected by domestic violence is occurring by telephone.
- Due to limits on visitors to hospitals, victims of domestic violence can have a person support them at the hospital via telephone.
- Batterers intervention services (Adapt Program) have moved from group meetings to individual contacts with participants.

### **Self Sufficiency**

- The Virginia Career Works Centers are closed effective March 16, 2020 until further notice.
- Virginia Department Medical Assistance Services has authorized keeping Medicaid cases open that would have closed automatically to ensure that people have access to healthcare during this emergency. Effective immediately, local agencies are instructed not to close individuals for failing to return renewal forms and/or failure to return pending verifications

during this health emergency. These temporary changes will be in place only for the duration of this health emergency.

- Residents can continue to apply online anytime for SNAP, TANF, and Medicaid without a coming into an office at <https://commonhelp.virginia.gov/>.
- If an applicant or current recipient would like to provide documents to support their application or renewal, they can email this information to [dfsmycase@fairfaxcounty.gov](mailto:dfsmycase@fairfaxcounty.gov)
- Governor Northam has directed the Virginia Employment Commission to suspend the one-week waiting period and weekly job search requirement to receive unemployment insurance benefits for claims effective March 15, 2020.

### **Office to Prevent and End Homelessness**

The new directive issued by Governor Northam today limiting public gathering places to 10 people will impact county residents experiencing homelessness who will have nowhere to go during the daytime. OPEH continues to closely work with its community partners and is encouraging them to take the following actions: screening individuals for symptoms, identifying high-risk populations, changing their schedules to increase meal times to help with social distancing, and allowing clients to spread out more in the shelter instead of congregating only in the multipurpose room. OPEH and its partners are also continuing to monitor for symptoms and working closely with the Health Department. OPEH is actively seeking an alternative location for sheltering people who may be ill, and looking to add daytime capacity that meets the Governor's criteria.

### **Juvenile and Domestic Relations District Court**

The latest information on the Juvenile and Domestic Relations District Court's efforts can be found in the [March 16, 2020](#) update.

### **Community Services Board**

The latest information on the Community Services Board's efforts can be found in the [March 16, 2020](#) update.

### **Reston Community Center**

Reston Community Center (RCC) facilities are closed to the public. Essential staff are reporting to work during limited daily hours at each building Monday through Friday. Staff are processing the hundreds of refunds required from cancelation of nearly 330 program activities, 40-some rental events and as many as 10 CenterStage performances through the mid-May timeframe. Patrons will receive full refunds for canceled programming, and rental clients will receive full refunds for rentals that have yet to take place or that had to be canceled. RCC cancellations were made based on the CDC advice regarding gathering sizes of more than 50 people for the coming 8 weeks, and the Federal Government guidance regarding limiting groups to 10 or fewer people for the near term. Most RCC program offerings would fit within those parameters.

### **Community-Based Organization Coordination**

Coordination continues with Community Based Organizations to address critical basic needs.

More information will be provided in future HHHS COVID-19 updates.

### **Donation Inquiries and Support**

As a reminder, residents, businesses and organizations who want to help fill community needs can make donations to local community-based organizations. An updated list of community-based resources for food assistance and donations is available at <https://www.fcps.edu/news/coronavirus-update-food-resources>. Residents who want to contribute are also encouraged to consider making monetary contributions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the Human Services Resource Guide at <https://www.fairfaxcounty.gov/hsrc/>, an online, searchable guide to available human services resources in Fairfax County.



# Fairfax County Health and Human Services **Updates**

**March 16, 2020 (Revised)**

## **Coordinated Services Planning/Basic Needs Support**

Coordinated Services Planning (CSP) has received **42** inquiries related to COVID-19. CSP fully expects that number to grow as businesses close or slow down. Residents facing difficulties – including those related to food, shelter, employment, financial assistance, healthcare and other needs should call 703-222-0880, between 8 a.m. and 4:30 p.m., Monday through Friday, for assistance accessing government and community-based resources. Assistance is available in multiple languages.

## **Community Food Distribution**

Fairfax County Public Schools (FCPS) is providing grab and go meals at no cost for students at locations throughout Fairfax County. Breakfast is served from 8 to 10:30 a.m.; lunch, from 10:30 a.m. to 2 p.m. They are coordinating with community partners to ensure the locations and timing of food centers and pantries are being communicated with FCPS families. All students enrolled in FCPS schools and other County children receive one meal at no-cost; and, may have additional meals at no-cost upon request. Adults may purchase breakfast and lunch meals at a cost of \$2.00. An updated list of locations is available at <https://www.fcps.edu/news/coronavirus-update-food-resources>.

Neighborhood and Community Services (NCS) is working to increase the availability of meals within the community through providing supplemental meals (Grab and Go) at various sites in the community. The County is currently developing an online map-based resource that will include all food distribution sites, including FCPS, community sites, food pantries, and other related services.

The County is providing meals to current Senior Center and Adult Day Health Care participants. Meals are being delivered to each participant that indicates a need. Older adult county housing facilities are also receiving meals through this coordinated effort. Additionally, FASTRAN is supporting the Department of Family Services Meals on Wheels routes when volunteers are unavailable. This coordinated effort started last week and will continue through program closure.

## **Child Care Services**

The Office for Children is working in collaboration with the Fairfax County Health Department and other Health and Human Services agencies to ensure accurate and helpful information about the Coronavirus (COVID-19) is provided to both child care programs and families. It is currently at the discretion of private child care programs to remain open. OFC

Staff are providing information and resources that may be helpful to child care programs and families in their decision-making.

Updates will be provided in subsequent HHHS updates on child care services. A letter to child care programs was sent March 5th providing information about the Coronavirus and additional information and resources for community child care programs and families will be included in an upcoming County blog, sent directly to community child care programs. The Office for Children is contacting child care centers and family child care homes to assess operating status and identify additional information requests. OFC is also working to identify community child care programs that may be able to serve essential personnel in the coming weeks; and is also working with the state to determine if additional county child care sites can be licensed in an expedited process.

### **Housing and Community Development**

The FCRHA and HCD are taking the following steps to help mitigate the impacts of the COVID- 19 situation:

Evictions/program terminations/rent payments:

- Evictions suspended: All eviction actions at FCRHA properties will be suspended until May, unless the evictions involve an urgent public safety issue. This will be revisited next month, relative to the status of the COVID-19 outbreak.
- Housing Choice Voucher program terminations: Similar to evictions, we will suspend terminations in the HCV program under terms similar to our eviction policy. Note that we do not control the evection determinations of private landlords participating in the HCV program.
- Restrictions on rent decreases suspended: Currently, program participants are permitted one rent decrease per calendar year, in the event of income loss. Subject to the resident demonstrating a job loss, the restriction to one rent reduction will be lifted until the COVID-19 situation stabilizes.
- More flexible with late rent payments: Our property management team will be more flexible with late rent payments through April. This will be revisited next month, relative to the status of the COVID-19 outbreak.

Home Repair for the Elderly Program (HREP)

- Exterior repairs only: Effective immediately, all HREP activities will be restricted to exterior repairs only until further notice.

Senior Properties

- Common area closings: As with the senior and adult day health care centers, the common areas such as computer labs, meeting rooms, fitness centers, etc. at all FCRHA owned and operated senior living communities are now closed.
- Signage: Signage and additional details were provided to all senior living property management staff (including third party managers) to assist with informing residents of these changes.

## **Department of Family Services - Child Protective Services**

The Department of Family Services is continuing to carry out their mandates for Child Protective Services and Foster Care. In accordance with state law and policy, DFS staff are continuing to conduct home visits and ensure children are safe and families are supported. In concert with information provided by the Health Department, the DFS management team is providing guidance to staff in areas related to preventative measures such as social distancing during visits, asking pre-screening questions prior to visiting a home to determine if there is anyone in the home who may be sick, and alternatives to visiting families in person when someone has an illness. As indicated, all child abuse investigations and high-risk child welfare cases will be responded to as normal. DFS staff have reached out to the Virginia Department of Social Services, the State of Washington, and other Virginia local departments of social services to ensure that child welfare services can be informed by the latest developments, and is committed to their mission of ensuring children's safety.

### **Office to Prevent and End Homelessness**

OPEH is working closely with its nonprofit providers and are sharing best practices (CDC, Health Department, etc.) and checking to make sure that the practices are implemented.

The County is currently in the process of identifying a dedicated shelter for COVID-diagnosed homeless people. More information will be provided in subsequent updates.

### **JDRDC**

The county's courts, including the Juvenile and Domestic Relations District Court (JDRDC), have taken actions to reduce exposure for staff and clients.

These include:

- Eliminating or significantly reducing face-to-face contact with clients and families.
- Suspending all family and professional visits at JDC, Shelter Care, Foundations and Stepping Stones.
- Limiting juvenile intake services to emergencies only, youth in custody or intake involving violent felonies as described in the Code of Virginia.
- Limiting DR civil intakes and discontinuing ex-parte hearing for preliminary protective orders.
- Suspending all supervised visitation appointments with the possibility of continuing with exchanges only.
- Suspend all group training events, group treatment sessions or multi-person group meetings until further notice.
- Conduct all detention hearings, preliminary hearings, detention reviews and Beta reviews using video conferencing from ADC, JDC or Shelter Care.
- Suspending the service of all volunteers.
- Enhancing the usage of teleworking for job functions that allow for teleworking. Currently waiting for a revised policy from the County Executive on the usage of teleworking while working to identify needed technology to support teleworking.



The Virginia Supreme Court has declared a judicial emergency as a result of COVID-19, more information can be found at:

[http://www.courts.state.va.us/2020\\_0316\\_scv\\_order\\_declaration\\_of\\_judicial\\_emergency.pdf](http://www.courts.state.va.us/2020_0316_scv_order_declaration_of_judicial_emergency.pdf)

Additionally, the Fairfax Circuit Court has updated and amended their COVID-19 Contingency/Action Plan.

## **CSB**

- All CSB locations continue to be open for business and providing services.
- The CSB implemented COVID-19 screenings for individuals entering its main sites today. The screenings are being done in collaboration with Inova and Neighborhood Health at the Merrifield Center.
- CSB 24 hour residential sites are limiting visitors to essential personnel. This was done out of abundance of caution due to the population's increased health risks.
- All State Psychiatric facilities have implemented visitation restrictions to essential personnel.
- The CSB is implementing significant telework to all non-essential staff and staff that can perform work at locations in the community.
- The CSB is in the process of expanding its existing tele-video capacity to a much larger group of clinical staff.
- The CSB has reached out to its contract partners in the community and offered technical assistance and support. Many of the CSB's contract partners have closed programs that don't operate 24 hours a day.
- There has been a slight increase in the number of youth coming in for emergency services.
- The CSB is doing a dialing phone tree check at 10:00 am to monitor staff attendance and make appropriate adjustments. They are also doing a daily 5:00 check to review daily operations and make appropriate business changes.
- The CSB Board decided to cancel all of its meetings for the month of March.

## **Community-Based Organization Coordination**

To ensure continued capacity of our community-based organizations (CBOs) to meet residents' basic needs, HHHS agencies will be working together with CBOs who provide safety-net services. Planning and coordination has begun to accomplish the following:

- Obtain current and accurate information on available services;
- Document trends in service utilization and requests as a result of COVID-19;
- Identify gaps in need and service availability;
- Identify new and emerging resources available for CBOs; and
- Link available resources to identified service gaps.

Because multiple County agencies and FCPS (including multiple business units within FCPS) work with CBOs, and because they all serve as points of contact for residents, staff are ensuring regular meetings to keep each other informed of efforts and resources.

## **Donation Inquires and Support**

Residents, businesses and organizations who want to help fill community needs can make donations to local community-based organizations. An updated list of community-based resources for food assistance and donations can again be found at:

<https://www.fcps.edu/news/coronavirus-update-food-resources>. Residents who want to contribute are also encouraged to consider making monetary contributions and grocery gift cards donations to our community-based organizations partners. Residents can also visit the Human Services Resource Guide at <https://www.fairfaxcounty.gov/hsrc/>, an online, searchable guide to available human services resources in Fairfax County.