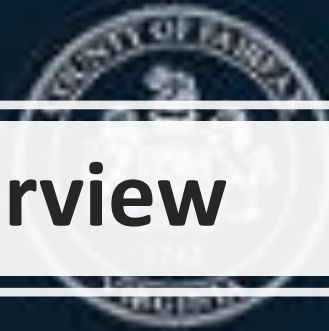


FAIRFAX COUNTY  
— VIRGINIA —

# ASSISTANCE FROM A DISTANCE



## COVID-19 Resource Overview





FAIRFAX COUNTY DEPARTMENT OF  
**FAMILY SERVICES**



# ASSISTANCE FROM A DISTANCE

How to Access DFS Services Remotely During the COVID-19 Pandemic



## Children, Youth and Families



**CHILD PROTECTIVE  
SERVICE HOTLINE:  
703-324-7400**

We all need help taking care of our children. If you're concerned about a child's well-being—or want to report or discuss a possible abuse or neglect situation—or want advice, counseling, resources or help, please call.



**PARENTING TIPS,  
VIDEOS AND  
PODCASTS**

While schools are closed and the kids are at home learn tips from our parenting experts:

[www.fairfaxcounty.gov/familyservices/children-youth/parenting-education-programs](http://www.fairfaxcounty.gov/familyservices/children-youth/parenting-education-programs)



## People with Disabilities



**SERVICES AND  
RESOURCES FOR PEOPLE  
WITH DISABILITIES:  
703-324-5421**

Find information on services, legal rights, assisted technology, transportation and more at [www.fairfaxcounty.gov/familyservices/disabilities](http://www.fairfaxcounty.gov/familyservices/disabilities) or call and talk to a disability specialist.



## Domestic and Sexual Violence Services



**DOMESTIC AND SEXUAL  
VIOLENCE SERVICES  
HOTLINE: 703-360-7273**

Domestic violence feeds off silence and fear. If you or someone you know is experiencing abuse, please call our hotline for resources and information about domestic or sexual violence. Our Hotline Advocates are able to help. Through our language line services, we can access over 140 languages.



## Self-Sufficiency

MEDICAL AND FINANCIAL BENEFITS (SNAP, MEDICAID AND MORE):  
[www.fairfaxcounty.gov/familyservices/financial-and-medical/apply](http://www.fairfaxcounty.gov/familyservices/financial-and-medical/apply)

### WAYS TO TURN IN YOUR DOCUMENTS:

by Email: [DFSMycase@FairfaxCounty.gov](mailto:DFSMycase@FairfaxCounty.gov)

by Fax: 703-653-6679

by Mail: 12011 Government Center Parkway, Suite 232  
Fairfax, VA 22035

### OTHER WAYS TO RECEIVE HELP

Email [DFSMycase@FairfaxCounty.gov](mailto:DFSMycase@FairfaxCounty.gov)

To get an EBT replacement card, call: 866-281-2448

Call: 703-324-7500

### CAREER/EMPLOYMENT SERVICES:

Alexandria: 703-704-6286, [DFSVCWAlexandria@fairfaxcounty.gov](mailto:DFSVCWAlexandria@fairfaxcounty.gov)

Annandale: 703-533-5400, [DFSVCWAnnandale@fairfaxcounty.gov](mailto:DFSVCWAnnandale@fairfaxcounty.gov)

Reston: 703-787-4974, [DFSVCWReston@fairfaxcounty.gov](mailto:DFSVCWReston@fairfaxcounty.gov)

Fairfax: 703-324-7280, [DFSVJC@fairfaxcounty.gov](mailto:DFSVJC@fairfaxcounty.gov)

All Virginia Career Works-Fairfax Centers and the VIEW Job Centers are closed until further notice. Services will continue to be offered through web-based and telephonic options, to include the following:

- Tools, resources, and assistance for job search, interview preparation, and career advancement
- Access to a bank of online employment resources and education and training options
- Workforce information and local labor market information
- Career Coaching
- Live job seeker webinar



## Older Adults



### ADULT PROTECTIVE SERVICES HOTLINE:

**703-324-7450**

To report Abuse, Exploitation, or Neglect of an adult who is 60 years or older or is 18 years and older and incapacitated. Reports can be filed for people who live alone or with relatives or who are residents in nursing homes, assisted living facilities, hospitals, or group homes.



### AGING, DISABILITY AND CAREGIVER RESOURCES LINE:

**703-324-7948**

Find county services, wellness programs, community engagement opportunities and volunteer opportunities at

[www.fairfaxcounty.gov/OlderAdults](http://www.fairfaxcounty.gov/OlderAdults)

or call and talk to a social services specialist, Monday through Friday, 8 a.m. to 4:30 p.m.



### MEALS ON WHEELS: **703-222-0880**

Fairfax County's MOW program is now operating on a once-a-week basis and is delivering flash frozen meals to clients.

- Meals on Wheels is accepting new clients who are aged 60 and over. Call the county's Coordinated Services Program at 703-222-0880 for more eligibility information and to apply to the program.

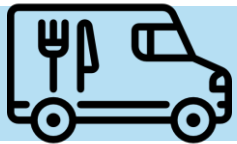
# Nutrition Programs

## Meals on Wheels

- Clients are receiving a week's worth of meals delivered directly on a weekly basis either by the meal's vendor or the County's Fastran drivers. (Prior to COVID, volunteers delivered 3 days a week)
- Fairfax County continues to see an increased demand for MOW services, new clients are being placed on a weekly flash frozen delivery route.
- As we enter hurricane season, MOW clients will receive an additional five-day supply of emergency shelf-stable meals this month to be prepared for any unforeseen disruption in service due to natural disasters or in case of emergencies.

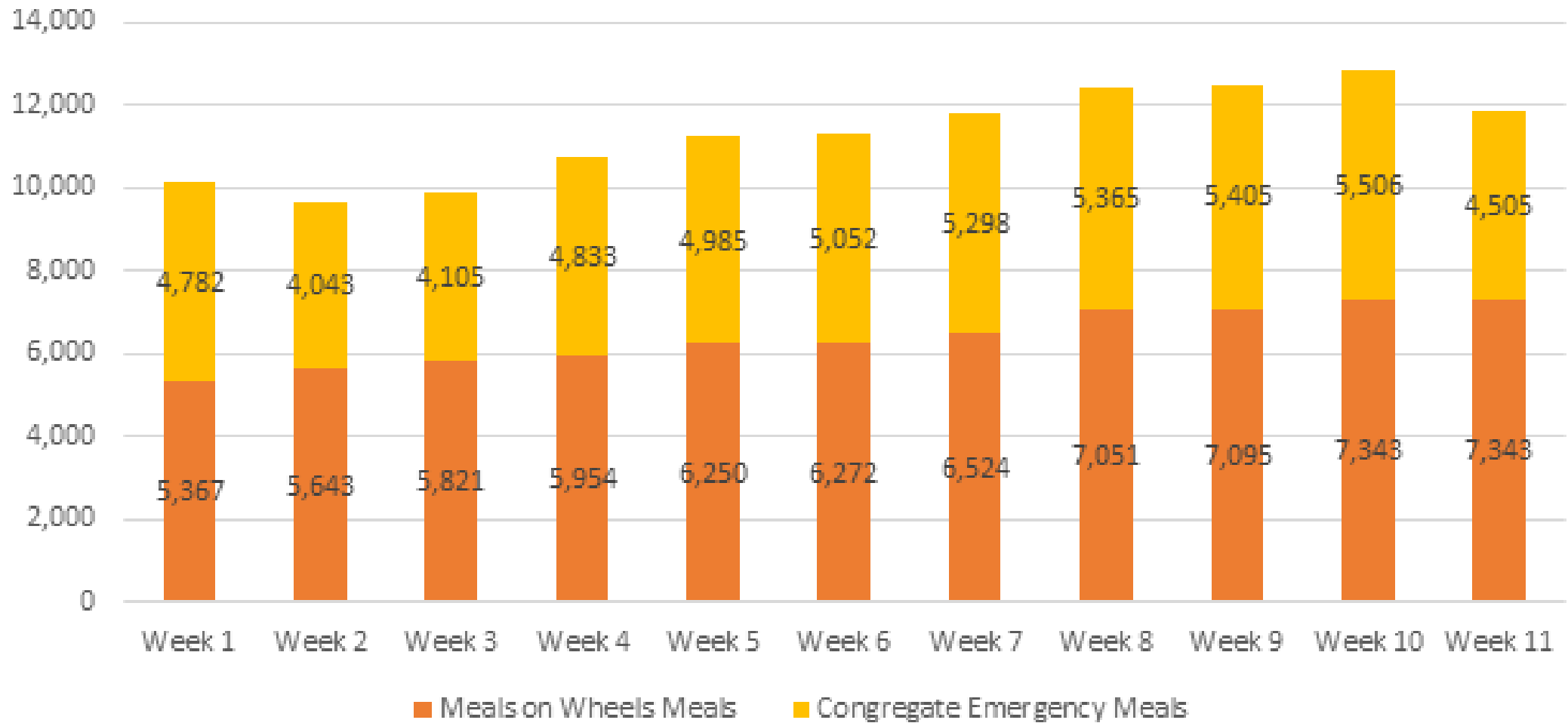
## Congregate Nutrition Program

- During COVID19, CNP has offered program participants at senior centers and adult day health centers frozen Emergency meals.
- CNP is providing contactless delivery, once a week, to participant's homes by Human Services Transportation drivers with senior center staff serving as runners.
- Meals can last up to 6 months in the freezer or up to 4 days in the refrigerator.
- CMP is also continuing meal services at our two housing meal sites: Braddock Glen and Lincolnia. Meals are prepared on-site at each assisted living center and delivered to the resident's rooms/apartments.



**Since the start of the pandemic, the Congregate Nutrition Program has served 53,879 meals to over 540 county residents!**

## Meals Provided During COVID19



# ASSISTANCE FROM A DISTANCE

Help for Mental Health, Substance Abuse, and/or Developmental Disabilities  
During the COVID-19 Pandemic

<https://www.fairfaxcounty.gov/community-services-board/news/2020/assistance-from-a-distance>

## **Developmental Disability Services:**

- Prior to the restriction of visitation, provided opportunities to family/guardian to have their individual temporarily reside with them. Two families took advantage.
- Continue to provide 24/7 residential services and support to 40 individuals in 7 group homes and 3 apartments.
- Provided technical support to the group homes for access to the Virtual Center for Active Adults Website.
- Currently supported by supplemental staffing from Neighborhood & Community Services.

## **Behavioral Health Support for Adults and Youth:**

- Ongoing medication management and providing 600 injections for individuals per month.
- Telehealth to support our Seriously Mentally Ill, Seriously Emotionally Disabled, Developmentally Disabled and Substance Dependent individuals for case management, therapy, and adult partial hospitalization and intensive outpatient group work.
- Telehealth support to our partners in Assisted Living Community.
- Face to Face Emergency Services and Detox continue to serve individuals in the community 24/7.
- Residential Services continue for our Crisis Care and Vulnerable SMI/DD populations.
- Intensive Community Treatment and Support to homeless and individuals with decreased mobility.
- Drop-In Services and Food distribution.
- Adult Detention Center support and jail diversion support.

# Community Services Board (CSB)

## External Communications

- Promoting ongoing programs and services via social media, website, e-newsletters and interagency communications.
- Creating and sharing a video, titled We Are CSB, that highlights CSB staff on all external comms channels.
- Collaborating with and sharing content from other FFX County agencies.
- Responding to media queries and reaching out to media to highlight CSB employees and activities.
- <https://www.fairfaxcounty.gov/community-services-board/sites/community-services-board/files/assets/documents/pdf/covid-19-mental-health-infographic.pdf>

## Internal Communications

- Informing and educating our staff on important issues and communications via an almost daily COVID-19 email, posting content on the Intranet, and responding to staff questions via the special COVID email box.
- Creating and sharing a video from CSB's executive director on the state of CSB during COVID-19.





# Office of Emergency Management (OEM)

- Sent 13 Messages to Functional Need Registry (12 weekly messages and 1 for deaf and hard of hearing community)
- [Provided Informational Blog Posts](#)
  - Caregiver Resources
  - Fairfax Alerts/Functional Needs Registry
  - Arc of Northern Virginia resources
- Regularly provide social media and newsletter content to Community Engagement.
- Outreach presentations previously scheduled have been done via video conference
  - MVLE (3 presentations)
  - Brain Injury Services (2 presentations in June)
- Calls to Functional Needs Registry
  - OEM has 5 employees that are detailed to OEM to support COVID-19 through County's job match program
  - Employees are calling individuals enrolled in Fairfax County's emergency alerting system, Fairfax Alerts. The individuals on the list are subscribed to the FNR.
  - During calls, staff validate accounts, update as needed, discuss enrollment, and make sure the user has received all the updates OEM has sent. In addition, if any hardships related to the COVID-19 outbreak are identified, referrals to Coordinated Services Planning (CSP), or the COVID-19 Health Department call center will be made.
    - 1,344 Total calls made (out of 1,427 registered)
    - 751 individuals have been spoken to and 593 registrants did not answer





# Health Department - Health Services



- Adult Day Health Care is providing virtual information, hosted a drive by Mother's Day Parade, and is distributing activity packets
- Providing virtual screenings for Long Term Care Medicaid clients
- All essential clinic services at one site, soon to expand to 4 sites one day a week
- Maternal Child Health and Tuberculosis case management programs are providing virtual visits
- Family Assistance Workers are conducting eligibility assessments for the Health Department and other Health and Human Services
- Providing emergency dental services for income eligible clients
- Providing Community Immunization Clinics
- Facilitating Comprehensive COVID-19 response - public education and outreach to high risk populations (LTC facilities, shelters, ADC.....) , testing and contact tracing, data collection and analysis.
- More information and updates: <https://www.fairfaxcounty.gov/covid19/>

# Shopping and Pharmacy Pick-up for Older Adults

**Fairfax County Health Department Neighbor to Neighbor Program  
has launched a grocery shopping and pharmacy pick-up service for county  
residents age 60+ who need this service.**

To Request Shopping and Pharmacy Pick-Up Contact  
Fairfax County Aging, Disability & Caregiver Resource Line  
703-324-7948

- Service is provided free by vetted and background checked volunteers and will be provided to private residences.
- Financial assistance is available to those who are eligible.
- The service will not be provided to long term care retirement communities, assisted living, nursing homes, group homes or other facilities.
- In addition to older adults, the program will serve adults with disabilities who cannot go to the store or have no-one to shop for them during COVID-19. The service provides money exchanges (cash and personal checks, no credit cards.)



# Fairfax County Public Libraries

## Digital Programs & Online Activities Available During Closure


While COVID-19 has physical locations closed, library staff is busy creating and providing many programs, events and services you can participate in from the comfort of your own home.

- [View the calendar of upcoming Digital Programs and Events](#)
- [Read about Library Services Available During Closure](#)
- [Top 10 Ways to FCPL at Home](#)
- [“Concierge” Book Recommendations—My Perfect Read](#)
- [Early Literacy Daily Activities](#)
- [Online Storytimes](#)
- [Just for Kids Video Streaming Service](#)
- [Digital Events for Adults During Closure](#)
- [All Access Book Club](#)



Fairfax County Public Library

## CURBSIDE PICK UP



- 1 PLACE HOLD  
online or by phone
- 2 PARK & CALL  
wait in vehicle
- 3 COLLECT ITEMS  
keep 6' distance

**MON - FRI, 10 A.M. - 4 P.M.**

# Neighborhood and Community Services




**Your virtual resource for youth, teens, parents and guardians!**

Social distancing and self-isolation can be difficult for anyone, but for children, it may be especially challenging. The good news is that you can keep the learning going from home – and have fun, too! Participate in weekly activities from NCS Community and Teen Centers, or browse our **Exploration Station** for on-demand resources and previous activities for students in grades 1-12 and their parents.

<https://www.fairfaxcounty.gov/neighborhood-community-services/ncs-connects>

# Park Authority

- [Operating Status Guide](#) posted on website
- Summer camps and programs cancelled through August
- Anyone who visits a Park Authority golf course clubhouse, or other indoor space falls Executive Order 63 and must wear a face covering.
- Golf Courses are open
- Campgrounds at Lake Fairfax Park in Reston as well as Burke Lake Park in Fairfax Station open
- Batting cages at Braddock Park in Clifton also open.
- Permitted use of picnic shelters with limited group size for activities.
- Opened athletic fields for non-permitted use



The banner features the Fairfax County Park Authority logo on the left, followed by the text "VIRTUAL EXPLORATION CENTER" in white on a blue background. To the right are four colored squares with white icons: a red square with a person running, a yellow square with a hand holding a lightbulb, a green square with a leaf, and a purple square with a laptop.

Experiment with a new paper craft, challenge yourself with a picture and word game, or give your core a workout with a visit to the [Park Authority's Virtual Exploration Center](#). Everyone's looking for something new to do these days, and the Park Authority has you covered.



# Housing – NED Vouchers Update

<p><b>REFERRAL ELIGIBILITY - A</b> household is eligible for the program if at least one member of the household is:</p>	<ol style="list-style-type: none"> <li>1) At least 18 years old and not yet 62 years old (at the effective date of the initial Housing Assistance Payment Contract), AND</li> <li>2) Has a documented disability:             <ol style="list-style-type: none"> <li>(i) Has a disability, as defined in 42 U.S.C. 423;</li> <li>(ii) Is determined, pursuant to HUD regulations, to have a physical, mental, or emotional impairment that:                 <ol style="list-style-type: none"> <li>(A) Is expected to be of long-continued and indefinite duration;</li> <li>(B) Substantially impedes his or her ability to live independently, and</li> <li>(C) Is of such a nature that the ability to live independently could be improved by more suitable housing conditions; or</li> </ol> </li> <li>(iii) Has a developmental disability as defined in 42 U.S.C. 6001. Person with disabilities (for purposes of civil rights): see 24 CFR § 8.3; 24 CFR § 100.201; 28 CFR §§ 35.104, 108).</li> </ol> </li> </ol>
<p><b>PRIORITIZATION - to</b> help localities fulfill the goals of the federal policy, the following prioritization criteria has been adopted for the referral process in following order:</p>	<p>Non-elderly person with disabilities who are:</p> <ol style="list-style-type: none"> <li>1) <i>transitioning out of institutional and other segregated settings, OR</i></li> <li>2) <i>at serious risk of institutionalization, OR</i></li> <li>3) <b><i>previously experienced homelessness and currently a client in a permanent supportive housing or rapid rehousing project, OR (for FY19 vouchers only)*</i></b></li> <li>4) <i>currently experiencing homelessness, OR</i></li> <li>5) <i>at risk of experiencing homelessness</i></li> </ol>