

# FUNCTIONAL NEEDS REGISTRY

## JULY 2020 REPORT

Fairfax County Office of Emergency  
Management



Functional Need	Number Registered
Care provider	360
Dialysis	134
Hearing impairment	339
Homecare assistance	285
Language interpreter needed	166
Life sustaining equipment required	207
Mental/cognitive condition	294
Mobility impairment	507
Refrigerated medication	357
Service animal	173
Speech impairment	201
Supplemental oxygen required	175
Vision impairment	225
<b>TOTAL REGISTERED</b>	1,178
	*47 registered for all categories

# FUNCTIONAL NEEDS REGISTRY SUBSCRIPTIONS

# COVID-19 RESPONSE

- COVID-19 Weekly Messages via Fairfax Alerts
  - ▶ 19 messages sent out
  - ▶ +194 subscriptions



# COVID-19 RESPONSE

- COVID-19 Functional Needs Registry Calls
  - ▶ 5 employees (county job match) worked 440 hours making calls to
  - ▶ Call Goals
    - ▶ Goal 1: Ensure Functional Needs Registry (FNR) are receiving the COVID-19 Information
    - ▶ Goal 2: Clean up the Functional Needs Registry list



# Goal 1: Ensure Functional Needs Registry (FNR) are receiving the COVID-19 Information

- 1,276+ phone calls
  - ▶ Talked to 997
  - ▶ Provided Coordinated Services Planning (CSP) and COVID-19 Hotline number approximately 80 times
- Feedback: residents appreciated the phone calls
- Most asked questions: when are things re-opening and wanting to know what the schools are going to do



# GOAL 2: CLEAN UP THE FNR REGISTRY

- 224+ people removed from the list (sign up mistake or duplicate)
- 452 signed up for ALL functional needs
  - ▶ Now: 47 want to stay signed up (spoken to)
  - ▶ 72+ removed for invalid contact information (phone/email)
- 279 contacts unreachable
  - ▶ 3 calls
  - ▶ 3 texts
  - ▶ One more attempt currently going on before they are removed from the registry

