

The logo for 'Skip the Trip' features the word 'Skip' in a large, blue, sans-serif font. A blue arrow points from the end of 'Skip' towards the word 'Trip', which is also in a large, blue, sans-serif font. The word 'THE' is written in a smaller, blue, sans-serif font between 'Skip' and 'Trip'.

Skip **THE** Trip

CONTINUE TO RECEIVE  
**ASSISTANCE FROM A DISTANCE**  
ONLINE OR BY PHONE

## FAIRFAX COUNTY COVID-19 Response Update

# OVERVIEW

- Mission & Equity Impact Statement
- Introduction
- Family Services Programs
- Department of Emergency Management and Security
- Neighborhood and Community Services
- Fairfax-Falls Church Community Services Board
- Health Department
- Common Questions about Covid-19
- Questions

# MISSION

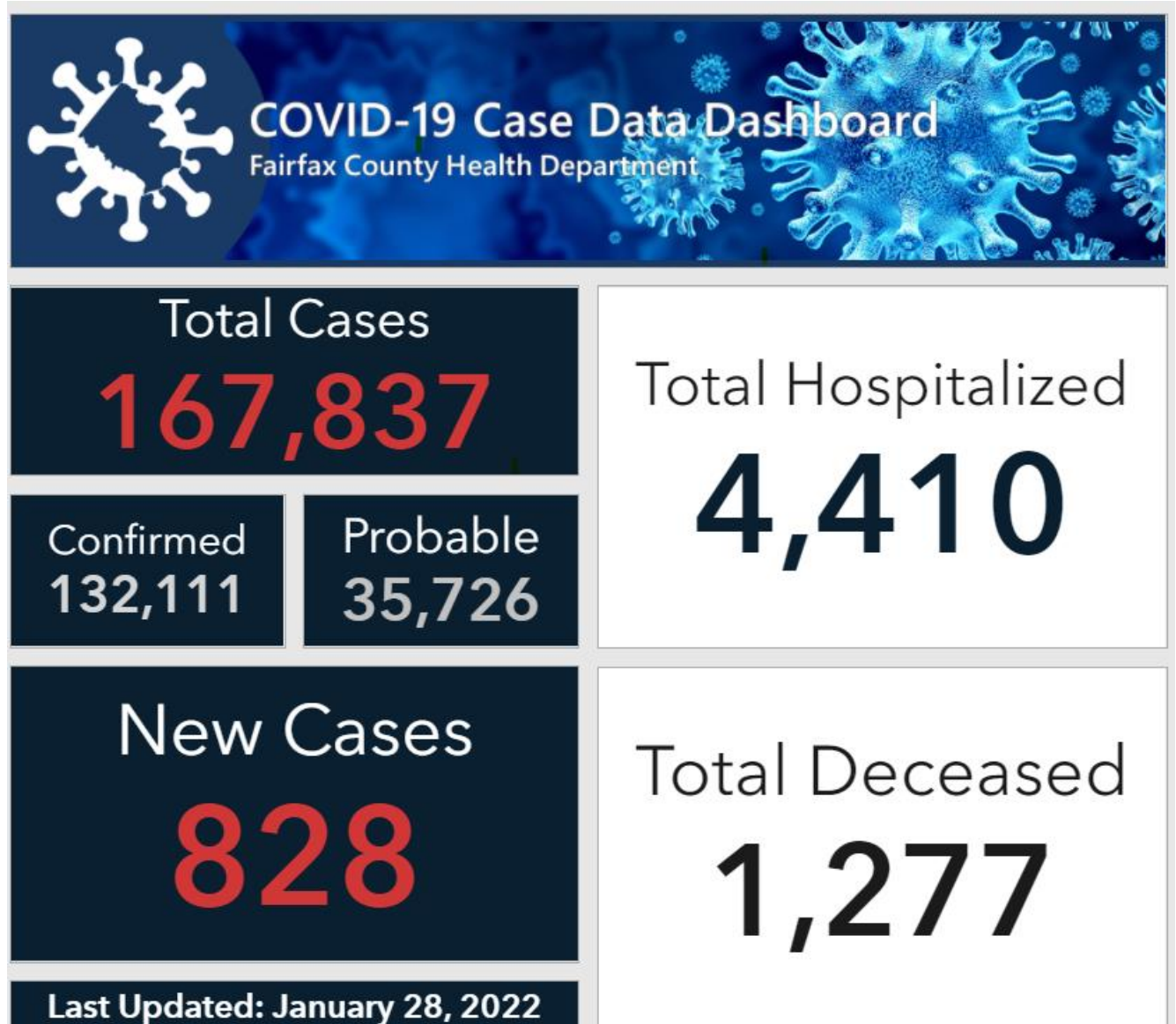
The Department of Family Services promotes the well-being of the County's diverse community by protecting and improving the lives of children, adults, and families through supportive services, education and advocacy.

# EQUITY IMPACT STATEMENT

The Department of Family Services is committed to addressing institutional racism in its core responsibility to support the safety, health and wellness of county residents. DFS recognizes systemic oppression and institutional racism have contributed to disparities in opportunities for county residents to succeed. DFS will support equitable outcomes by examining its policies, practices, and procedures to eliminate disparities in service delivery and outcomes for county residents.

# INTRODUCTION

---



# Family Services Programs

The Department of Family Services continues to offer **services online and by phone.**

## ➤ Children, Youth and Families

- Child Protective Services (CPS)
- Parent Support Line, Kinship Navigation Line
- Parenting Tips, Videos and Podcasts
- Virtual Classes and Support

## ➤ Older Adults

- Adult Protective Services (APS)
- Aging, Disability and Caregiver Resources
- Meals on Wheels

## ➤ People with Disabilities

- Services and Resources for People with Disabilities

## ➤ Domestic and Sexual Violence Services

- Domestic and Sexual Violence 24-Hour Hotline
- Advocacy Services
- Hospital Accompaniment
- Teletherapy

## ➤ Public Assistance and Employment Services (PAES) - Medical and Financial Benefits; Career/Employment and Training Services

- SNAP, Medicaid, TANF, Energy Assistance, and More
- Career/Employment Services



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 is Now

# PUBLIC ASSISTANCE AND EMPLOYMENT SERVICES (PAES)

New Name. Same Services. Improved Access!

The DFS Self-Sufficiency Division has a new name! We still offer the same important services with improved and more convenient access:



No need to come into an office.



Virtual webinars and information sessions on-demand



24-hour applications through CommonHelp.



24-hour document drop-off.



And more!

# FOOD, FINANCIAL & MEDICAL ASSISTANCE



Visit [CommonHelp.Virginia.gov/access](https://CommonHelp.Virginia.gov/access)

or call **1-833-5-CALL-VA (1-833-522-5582)** to apply.

Medicaid	Food Assistance (SNAP)
TANF (Temporary Financial Assistance for Families)	Energy Assistance (Fuel, Crisis, or Cooling)

AND MORE!

**mccp**  
FOUNDATION

Start Healthy. Stay Healthy.

For children who do not qualify for **Medicaid, the Medical Care for Children Partnership (MCCP)** offers families with low income a reduced-cost healthcare program for children under age 18.

Call **703-324-7315** for more information about MCCP.

## NEED HELP?

Monday–Friday, 8 a.m.–4:30 p.m.

# 703-324-7500

*(You can also call this number if you would like an application mailed to you)*

**Contact us if you have questions or need assistance with:**

- ▶ Filing an application
- ▶ Filing a renewal
- ▶ Completing your Interim Report
- ▶ Reporting a change
- ▶ Accessing your EBT card
- ▶ Other questions about these programs

EMAIL:

[DFSmycase@fairfaxcounty.gov](mailto:DFSmycase@fairfaxcounty.gov)

WEBSITE:

[fairfaxcounty.gov/familyservices/  
financial-and-medical](https://fairfaxcounty.gov/familyservices/financial-and-medical)

## HOW TO SUBMIT DOCUMENTS

### EMAIL

✉ [DFSMyCase@FairfaxCounty.gov](mailto:DFSMyCase@FairfaxCounty.gov)

### FAX

✉ 703-653-6679

### MAIL

12011 Government Center Parkway

📍 Suite 232  
Fairfax, VA 22035

### DROP BOX

- ▶ Drop boxes are located outside our human service buildings.
- ▶ Documents deposited in these boxes before 4:30 p.m. will be date stamped with the current day.
- ▶ Documents received after 4:30 p.m. will be date stamped for the next business day.



[Fairfaxcounty.gov](https://Fairfaxcounty.gov),  
SEARCH: **outdoor drop box**





# Family Services Programs

## Nutrition Programs

### Meals on Wheels

- Clients receive a weekly delivery of eleven meals delivered directly to their homes by the meal's vendor.
- MOW clients received a five-day supply of emergency shelf-stable meals during the month of September 2021.

### Congregate Nutrition Program

- Senior centers and adult day health centers reopened on September 7, 2021, for in-person meals and activities with county mask and social distancing requirements.
- The list of senior centers is available here: [Senior Centers | Neighborhood and Community Services \(fairfaxcounty.gov\)](https://www.fairfaxcounty.gov/neighborhood-and-community-services/senior-centers)
- The list of adult day health centers is available here: [Adult Day Health Care | Health \(fairfaxcounty.gov\)](https://www.fairfaxcounty.gov/health/adult-day-health-care)



# Department of Emergency Management and Security (DEMS)

## DEMS Preparedness Newsletter COVID Corner

- DEMS sends out monthly newsletters that include a COVID Corner to highlight any COVID-19 specific updates.

## DEMS Community Engagement

- DEMS continues to provide presentations virtually with community organizations.

## Functional Needs Registry Audit

- DEMS will be conducting an audit of the Functional Needs Registry in February 2022.

## Functional Needs Registry Statistics

- 1,569 in registry as of 12/30/2021
- +262 registrations for 2021

## Staffing

- DEMS Access and Functional Needs Integration Liaison position is vacant.



# Neighborhood and Community Services (NCS)

## Human Services Transportation (HST)

### **Critical Medical Care Program**

Transportation for Fairfax County residents who must receive life sustaining treatments.

### **TOPS (Transportation Options, Programs & Services)**

TOPS provides subsidized transportation funds on an easy-to-use debit card for eligible older adults, persons with disabilities, and those with limited income who are residents of Fairfax County, the City of Fairfax, or the City of Falls Church.

TOPS connects riders with a variety of transportation modes and options, enabling them to travel affordably, safely, and independently.

### **Taxi Vaccine Access Resource**

NCS has partnered with the Health Department and Department of Family Services to provide a courtesy taxi ride to vulnerable community members who have no transportation access to receive their COVID-19 vaccination/booster

# NCS Therapeutic Recreation Services

NCS helps county residents with physical, developmental, emotional, and/or intellectual disabilities engage in ways that enhance their health, functional abilities, independence, and quality of life. NCS Therapeutic Recreation Services hosts a variety of programs via Zoom. These include

- **Preschool Learn & Play**, 25-minute interactive sessions designed for children ages 2-5 with or without delays/disabilities (with a parent/caregiver available to co-lead). Register: <https://bit.ly/PSLearnPlay>.
- **Youth Social**, a program for school-age participants with disabilities (ages 6-21) full of fun and friends. Register: <https://bit.ly/NCSYouthSocial>.
- **Tone It Up Tuesday**, a virtual fitness program that gives adults with disabilities the chance to engage in a wide array of fitness and movement activities. Register: <https://bit.ly/NCSTIUT>.
- **Adult Social Clubs**, a virtual version of our traditional social clubs where adults with disabilities can socialize, have fun, and expand their leisure horizons. To register, contact [NCS-TRACERS@fairfaxcounty.gov](mailto:NCS-TRACERS@fairfaxcounty.gov).

# Fairfax-Falls Church Community Services Board (CSB)

## Assistance from a Distance



### Applying for Services



**CSB Entry & Referral, 703-383-8500, Monday-Friday, 9 a.m. to 5 p.m.**  
**Developmental Disability Intake and Referral, 703-324-4400**

During this time, CSB has transitioned mainly to telehealth services via Zoom for Healthcare, by phone or video.

- Support during these trying times
- Information on community resources
- Screening and assessment for CSB services



### Services Offered

- Individual Therapy
- Case Management/  
Support Coordination
- Group Therapy (via telehealth)
- Psychiatric Services
- Nursing Services
- Developmental Disability Services
- Pharmacy Services
- Emergency Services
- Detoxification Services
- Homeless Drop-In
- Residential Treatment
- Crisis Stabilization
- Medication Assisted Treatment  
for Opioid Addiction (Suboxone)

# Health Department – Long Term Care



Focus is on contact tracking, testing and now vaccine dissemination as its top priority work.

- Launched and operated a countywide free grocery shopping and prescription pick-up program for older adults and adults with disabilities, over 200 shops were completed between April and December. For information about these programs, call 703-324-7948 TTY 711
- LTC encouraged neighbors supporting neighbors to reduce social isolation and safely assist older adults with non-personal care tasks by developing and promoting a tool kit to help people quickly start COVID-19 aging-in-place villages and neighbors-helping-neighbors' programs within their neighborhoods.
- Created a robust community outreach program focused on communities of color and long-term care facilities because these groups have been most adversely affected by the pandemic.
- Currently serve as Subject Matter Experts with the Health Department Vaccination Planning Team to represent the needs of older adults and adults with disabilities for vaccine dissemination processes and for Communication Planning.

# Health Department

## Long-Term Care Coordinating Council (LTCCC)

- Established a LTCCC COVID-19 Impact & Response Committee that met for a year and a half
- Focused on learning from LTCCC member organizations what changes they have had to make and will need to make in the future to continue to serve adults with disabilities and older adults
  - Encouraged partnerships between LTCCC organizations for greater impact
  - Assisted the Health Department with vaccination communication strategies and messaging especially for those who do not communicate or receive information electronically
  - Enacted strategies that the LTCCC organizations can do to help reduce social isolation among older adults and adults with disabilities.
  - Committee was acknowledged at a Board of Supervisor Meeting for winning the 50+ Think Tank for their FriendMobile project to reduce social isolation, for which funding is currently being sought to roll out.
  - Convened partners and collaboratively hosted a virtual Job Fair to fill critical staff shortages within LTCCC and other organizations serving older adults and adults with disabilities.

# Common Questions About Covid-19

1. How can people with disabilities obtain tests? (Libraries may be difficult to get to)

There are multiple ways to obtain tests in the Fairfax Health district, and a full list of resources can be found on the Health Department website:

<https://www.fairfaxcounty.gov/health/novel-coronavirus/coronavirus-covid-19-testing>

2. Are Kn5 masks available through the county (they are expensive and scarce)

Fairfax County government is not distributing face masks. The White House announced in January its plans to distribute millions of N95 masks via federal community health centers, pharmacies and locations where people receive vaccinations. However, no details as to when masks will be available and specific locations for pickup are currently available.



# Common Questions About Covid-19

3. Some places, like West Virginia, are offering 4th doses to vulnerable populations. When will Fairfax?

Fairfax County will continue to follow Centers for Disease Control and Prevention and Virginia Department of Health guidelines for offering additional vaccine doses. Please see this web page for details: <https://www.vdh.virginia.gov/covid-19-vaccine/>

4. What emergency human services county supports for Covid are still in place?

Community Health Workers continue to work with individuals who need assistance for successful quarantine or isolation periods. Transportation assistance for vaccine appointments remains in place. QPID hotels that enable safe isolation for individuals remain in place. The Coordinated Services Planning Team continues its work to connect people with basic needs assistance. There are other supports as well, but these are some highlights.

# Common Questions About Covid-19

5. Mental health needs are increasing, especially in kids. Can the county meet the need for people with disabilities?

For kids with disabilities, Developmental Disability (DD) Support Coordination has continued to provide targeted case management to kids who have a DD Waiver and Monitoring support to kids who are currently on the DD Waiver Waitlist. This means that we continued to refer kids to community providers to obtain needed services (in-home supports, Personal Assistance Supports, Nursing supports), medical supports, psychiatric and behavioral supports. We continued to conduct assessments, intakes into DD Support Coordination, meetings with providers of needed supports, and face to face visits on either a 30-day or 90-day schedule for those who receive DD Waiver Supports. During the pandemic we have provided many of the listed supports virtually but have also provide in-person supports when necessary.

# Questions?