

Fairfax County
COVID-19
Resource Update

Skip THE **Trip**

CONTINUE TO RECEIVE
ASSISTANCE FROM A DISTANCE
ONLINE OR BY PHONE

DFS' Assistance from a Distance

DFS cares about the safety and well-being of individuals and families and **we are still here for you**. Although most of our services are not being provided in-person at this time, we continue to offer **services online and by phone**.

Skip the trip! Learn more about DFS' [Assistance from a Distance](#) – a variety of services available to you without having to leave the safety of your home.

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

Self-Sufficiency - Medical and Financial Benefits; Career/Employment and Training Services

- Apply Online for SNAP, Medicaid and more!
- Ways to Turn in Your Documents
- Other Ways to Receive Help
- Career/Employment Services

Stay connected with DFS:

- Follow** our **Facebook page** [@FairfaxCountyFamilyServices](#).
- Subscribe** to [Community Corner](#) for our weekly posts.

Office of Emergency Management (OEM)

COVID-19 Weekly Messages

- OEM's Access and Functional Needs Integration Liaison has sent weekly messages beginning March 6, 2020. All messages were created in partnership with the Office of Public Affairs and the Joint Information Center.

COVID-19 Functional Needs Registry Calls

- From May to June 2020, OEM managed five (5) employees through the county's job match program who worked for 515 hours contacting the individuals on the FNR to ensure they received the messages related to COVID-19.
- Residents that expressed needs related to emergency food, shelter, and other essential needs were referred to Coordinated Services Planning (CSP) or the COVID-19 Call Center. Approximately 100 referrals were made to CSP and the COVID-19 Call Center.

Functional Needs Registry Statistics

- 1,238 in registry as of 12/17/2020
- +254 registrations for 2020

Deaf and Hard of Hearing Resources for Fairfax County

- Fairfax County procured over 60,000 clear front masks to support residents who are deaf and hard of hearing.
- Masks have been made available at front desk and other customer service desks.
- Masks were also used to support accommodations during the 2020 Presidential Election.



NCS Human Services Transportation (HST)

Fastran Updates

Since March, NCS – HST has partnered with several departments and organizations in providing transportation assistance with deliveries to those with transportation barriers, which includes older adults and those with disabilities.

- Successfully leveraged our Fastran vehicles to provide transportation support to County programs such as the Meals on Wheels program
- Fastran supported community-based organizations, such as Cornerstones, Koinonia, Echo and NV Rides to provide transportation assistance and deliver food to their vulnerable populations who may not have access to transportation.
- Fastran also supported many food distribution sites which have taken place in the South County region, Falls Church, and in Chantilly by providing delivery assistance to those who may be home-bound or do not have access to transportation.

Taxi Voucher Program Updates

The taxi voucher programs which includes Dial a Ride, Seniors on the Go, and TaxiAccess is currently transitioning to a new program called TOPS (Transportation Options, Programs, and Services

- All three programs will be combined into one, and taxi voucher coupons will no longer be used
- TOPS will be a credit card based program and expand transportation options to participants
- TOPS will continue to include the county's taxis, and add Uber, Lyft, Capital Bikeshare, and the ability to load money onto a SmarTrip card, giving access to public transportation.
- Expanding the eligibility criteria to now include those that are age 50+ and on limited incomes, and for those that receive SSDI through the Social Security Administration. MetroAccess riders/users will continue to be eligible.
- Slated to begin by late January 2021 and all county taxi vouchers are set to expire by March.

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.
- MOW clients received a five-day supply of emergency shelf-stable meals during the month of November.

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.



Health Department – Long Term Care



- Focus is on contact tracking, testing and now vaccine dissemination as its top priority work.
- Within the Health Department's Long Term Care Community Development unit, several programs were developed to support older adults and adults with disabilities during the pandemic:
 - 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.
 - Several regular customers self-identified as adults with disabilities, so LTC knew that they had reached this community as well as older adults.
 - Fairfax County Fire & Rescue supplied volunteers and DFS ADCR shared their phone line and provided supports for shopping customers who needed other services too.
 - Many community non-profits have developed similar free programs so this program is being transitioned to community providers effective January 1, 2021.
 - 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.
 - LTC's Village Coordinator position has provided guidance to those interested in exploring or pursuing this and this work continues.
 - 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.

Long-Term Care Coordination Council

- Established a COVID-19 Impact & Response Committee and its work continues.
- 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
 - Developing partnerships between LTCCC organizations for greater impact
 - Assisting the Health Department with vaccination communication strategies and messaging especially for those who do not communicate or receive information electronically
 - Enacting strategies that the LTCCC organizations can do to help reduce social isolation among older adults and adults with disabilities.
- This committee actively meets every other week and has developed a ‘near term’ action plan and is working on a longer-term action plan.

NCS - Therapeutic Recreation

TR Success Story

- Offered FREE winter fun camp in a bags for youth and preschool. Each bag had 20 activities for the children to last them through winter break including manipulatives, arts and crafts, social activities, and more.
- Youth had other 60 participants register and Preschool had over 75 participants register! TR had only planned for 30 preschool bags and had to double our supply order to meet the community demand.
- It was incredibly successful, and they still have parents asking for more bags. TR received dozens and dozens of email from parents thanking them for these activity bags to help engage their kids with activities (many parents are running at of ideas!).

New Year, New Programs!

Preschool Learn and Play - an 8-session virtual fall preschool program, 25 minute interactive sessions designed for children ages 2-5 with (or without) delays/disabilities, with a parent/caregiver available to co-lead.

TR Youth Social - 8 week youth program (for participants with a variety of disabilities; to include intellectual, developmental, and physical disabilities) full of fun and friends! Saturday and Monday sessions, Come see some familiar faces!
Ages 6-22

Tone It Up Tuesdays - Join TRS on Tuesday's for Tone It Up an 8-week virtual fitness program (for participants with a variety of disabilities; to include intellectual, developmental, and physical disabilities). Engage in a wide array of fitness and movement activities. For Ages 22+



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



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 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

WAYS TO TURN IN YOUR DOCUMENTS:

by Email: 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

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

Call: 703-324-7500

CAREER/EMPLOYMENT SERVICES:

Alexandria: 703-704-6286, DFSVCWAlexandria@fairfaxcounty.gov

Annandale: 703-533-5400, DFSVCWAnnandale@fairfaxcounty.gov

Reston: 703-787-4974, DFSVCWReston@fairfaxcounty.gov

Fairfax: 703-324-7280, 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

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.