CSP Trends

FY 2017

UPDATED: 7/2017
Coordinated Services Planning (CSP)

Our mission is to provide callers direct access to a specialist who will listen to the expressed need, assess the situation, explore possible short and long term solutions, and coordinate resources within the community.

What is the philosophy behind CSP’s unique work?
We connect Fairfax County residents to organizations and resources that promote self-sufficiency and enhance wellbeing. We build upon client’s strengths to develop creative solutions that address immediate and long term needs.
CSP Data

• As a “front door” to Fairfax County’s human services system, CSP is well positioned to capture trend information about needs of vulnerable households and the system’s overall capacity to meet those needs.

• **Examples of data collected:**
  - Client Service Interactions Data
  - Call Volume Data
  - Contact and Case Data
  - Outcome Data
Technology advancements in FY 2011 have allowed CSP to more accurately collect information to reflect case coordination activities. Client service interactions represent incoming calls to the CSP line as well as outbound calls made by workers to coordinate with clients, community-based organizations, landlords, utility companies, etc.

CSP Client Interactions

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls</th>
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<tbody>
<tr>
<td>FY 2013</td>
<td>161,476</td>
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<tr>
<td>FY 2014</td>
<td>182,383</td>
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<tr>
<td>FY 2015</td>
<td>167,253</td>
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<tr>
<td>FY 2016</td>
<td>157,937</td>
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<tr>
<td>FY 2017</td>
<td>146,730</td>
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CSP Call Volume Data

Calls to CSP increased dramatically over the course of the economic downturn. Calls to CSP have leveled out over recent years as the economy has improved. The average in FY 2017 was 333 average calls per day.
Why do people call for assistance?

Top 10 reasons why people call for assistance (7/1/16 - 6/30/17)

- Fixed Income/Low Income
- Loss of Employment/Wages
- Health - Physical
- Expenses Exceed Income
- Other Unexpected Expense
- Unemployed
- Reduced Work Hours
- Loss of Other Income
- Unavoidable Move/Lease Termination
- DFS Benefits Change/Delay
Contact Data

- CSP workers record the topics of each call, whether the caller receives information only or more intensive services.

- Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.

- Requests to CSP have remained steady over the past 5 years. Requests for housing payment assistance range between 5,389 (FY13) and 5,084 (FY17).

- Requests for emergency food assistance increased dramatically in recent years. Typically CSP received the highest number of food requests between October and December months of the year. In FY 2017, CSP received 5,479 requests for emergency food.
Emergency Food, Rent & Utility Contacts
CY 2012 – CY 2016
Case Data

CSP creates an electronic case file for callers who request assistance with basic needs through community or public resources.

Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community’s capacity to meet its residents’ needs.

CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referral for Food Stamps, we do not collect data on who enrolls.
Average Number of New Cases

A “new” case in CSP represents first time entry of a household to our system. The average number of new cases opened by CSP decreased from 385 per month in FY 2013 to 301 per month in FY 2017 after a period of variability. The number of new cases opened by CSP may be linked to current economic conditions.
Are Clients Better Off? (FY 17).

Percentage of clients who did not call again to seek assistance with a similar basic need from CSP within six months of their previously met request.

% of Basic Needs Met Where the Client Did Not Again Seek Similar Assistance from CSP Within Six Months (1/1/16 - 12/31/16)
Case objectives for basic needs can be met with Community Based Organization (CBO) assistance, through creative use of the caller’s personal resources, public resources, or by some combination of resources.

- Of all objectives met, almost 85% are met with a combination of client and community resources.
- On average it takes at least 2 sources to complete a package.
Case objectives may go unmet if a client does not comply with his or her service plan, if CBO resources are exhausted, or if the client is not eligible for services (e.g., for housing assistance, if a household’s ongoing expenses exceed their income or if they do not meet the CBO eligibility requirement).

- Housing and utility payment needs account for 83% of unmet objectives.

Why are needs unmet?

- Non-Compliance: 4%
- Not Eligible: 48%
- Exhausted Resources: 48%
Housing and Utility Payment Requests (FY17)
Unmet Housing & Utility Needs \( (\text{FY17}) \)  
by Human Services Region

The number of requests for housing/utility payment assistance and the community’s capacity to respond to those requests vary across the diverse regions of the county. The chart below shows regional differences in housing payment and utility assistance requests that went unmet, either because community-based funding was temporarily depleted or, more often, because households were not eligible for assistance.
Impact of the Economy:
Income Disparity in Fairfax County

Income disparity has grown markedly in the past decade. In 1999, the mean income for the highest earning 20% of households was 8.8 times the mean of the lowest earning 20%. By 2015, the mean income of the highest 20% had increased to 11.2 times that of the lowest.

<table>
<thead>
<tr>
<th>20% Intervals</th>
<th>1999</th>
<th>2015</th>
<th>% change</th>
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<tbody>
<tr>
<td>Lowest Quintile</td>
<td>$36,398</td>
<td>$29,966</td>
<td>-17.7%</td>
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<tr>
<td>Second Quintile</td>
<td>$77,924</td>
<td>$73,949</td>
<td>-5.1%</td>
</tr>
<tr>
<td>Third Quintile</td>
<td>$115,154</td>
<td>$113,580</td>
<td>-1.4%</td>
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<tr>
<td>Fourth Quintile</td>
<td>$164,691</td>
<td>$165,705</td>
<td>0.6%</td>
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<tr>
<td>Highest Quintile</td>
<td>$320,322</td>
<td>$334,512</td>
<td>4.4%</td>
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Final Note

More than 10 years of historical data on demand for CSP services help illustrate how community needs fluctuate along with changes to the larger economy.

As economic conditions change and resource availability varies, these trend data will continue to be important as indicators of where and why there are still unmet needs.