



# Department of Neighborhood & Community Services Coordinated Services Planning

# CSP Trends

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FY 2019

UPDATED: 7/2019

# Coordinated Services Planning (CSP)

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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.

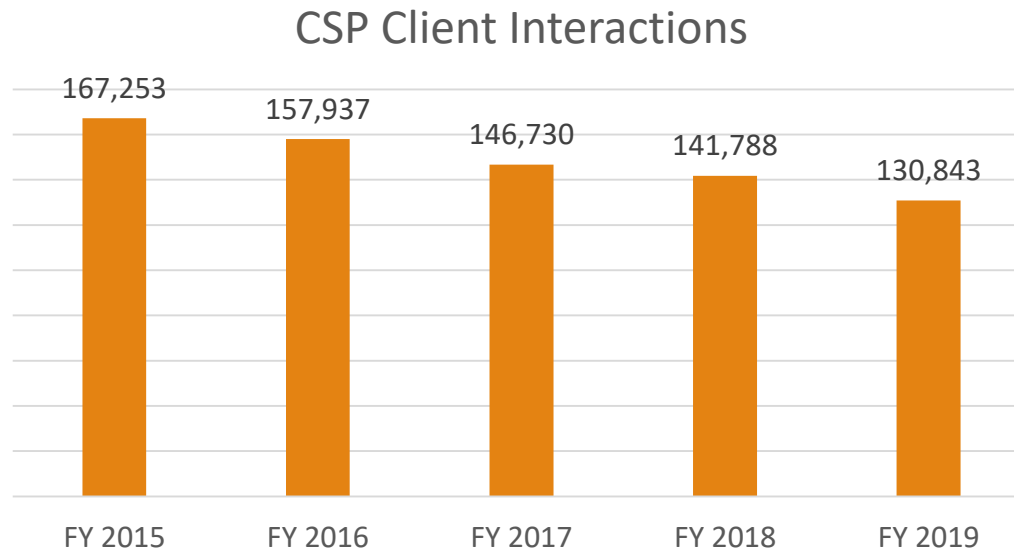
# CSP Data

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- 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**

# Client Service Interactions

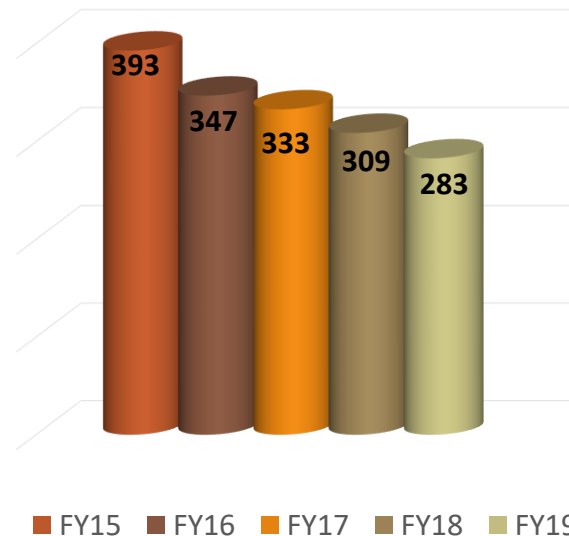
Client service interactions represent incoming calls to the CSP line as well as outbound calls made by workers to coordinate with clients, community-based organizations, landlords, utility companies, etc.



# CSP Call Volume Data

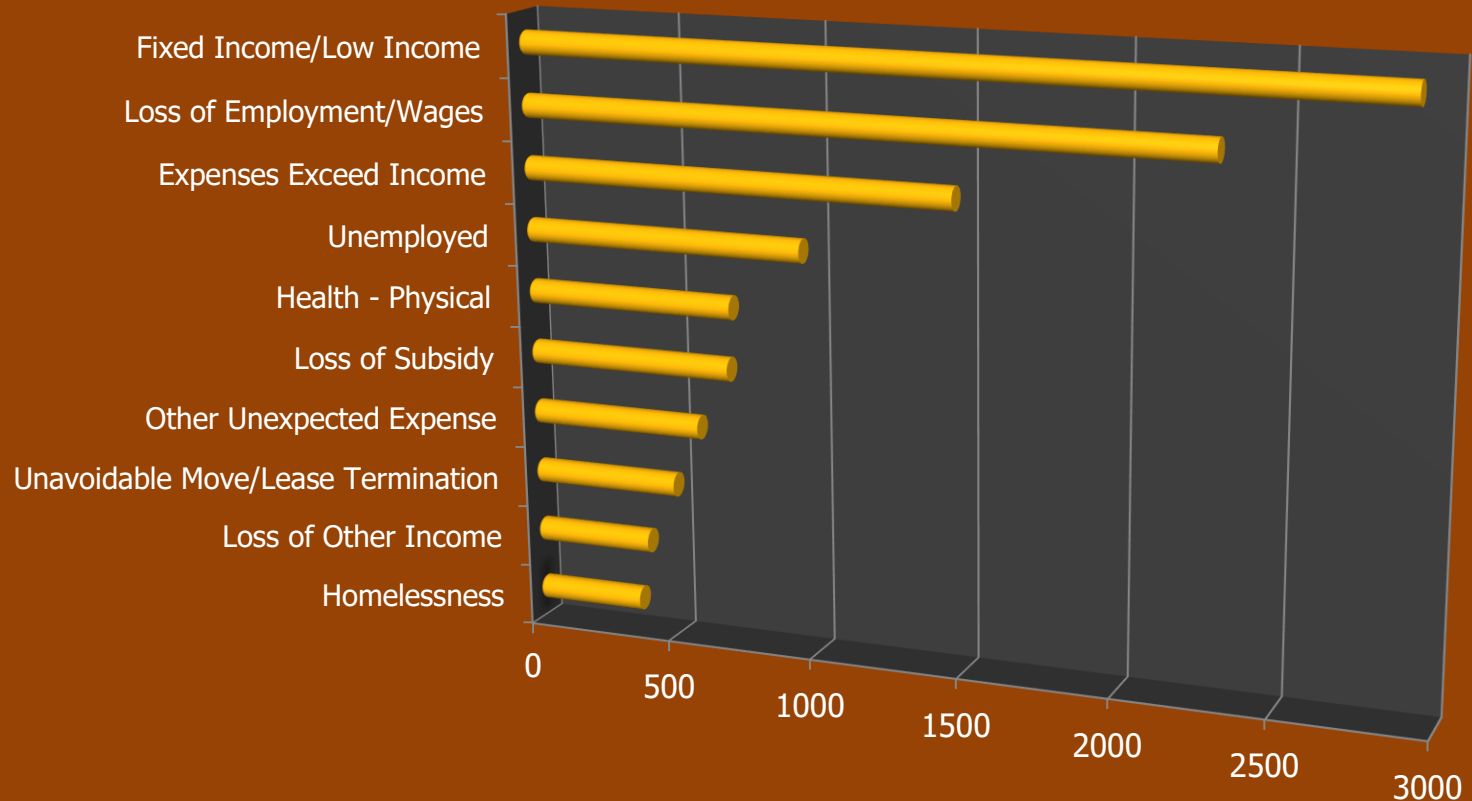
Calls to CSP increased dramatically over the course of the economic downturn. Calls to CSP have leveled out over recent years as the economy has improved. The average in FY 2019 was 283 average calls per day.

Average Number of Calls Received per Day



# Why do people call for assistance?

## Top 10 reasons why people need assistance (7/1/18 - 6/30/19)



# Contacts

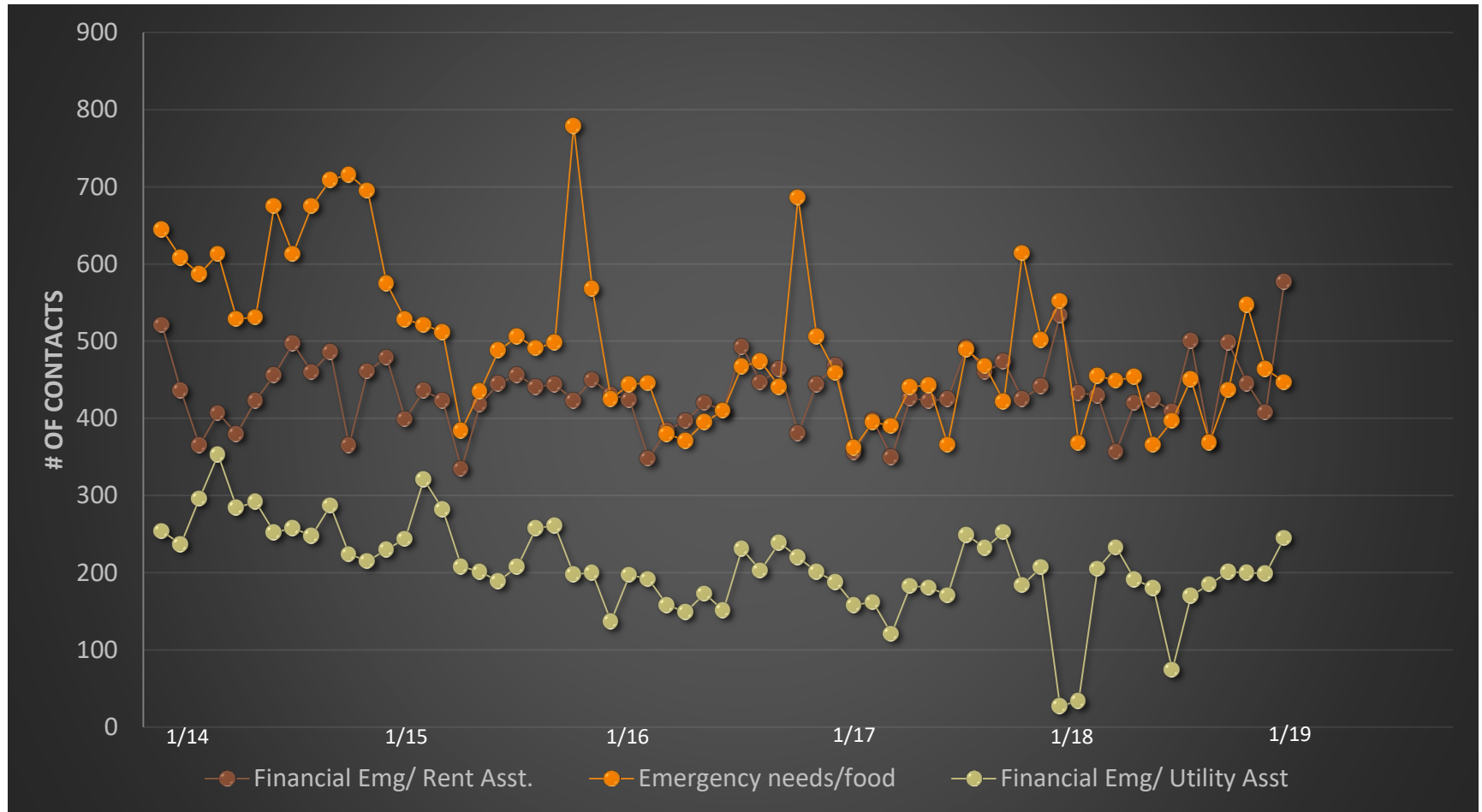
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## Contact Data

- ❖ 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 5,215 (FY15) and 5,207 (FY19)
- ❖ 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 2019, CSP received 5,043 requests for emergency food.

# Emergency Food, Rent & Utility Contacts

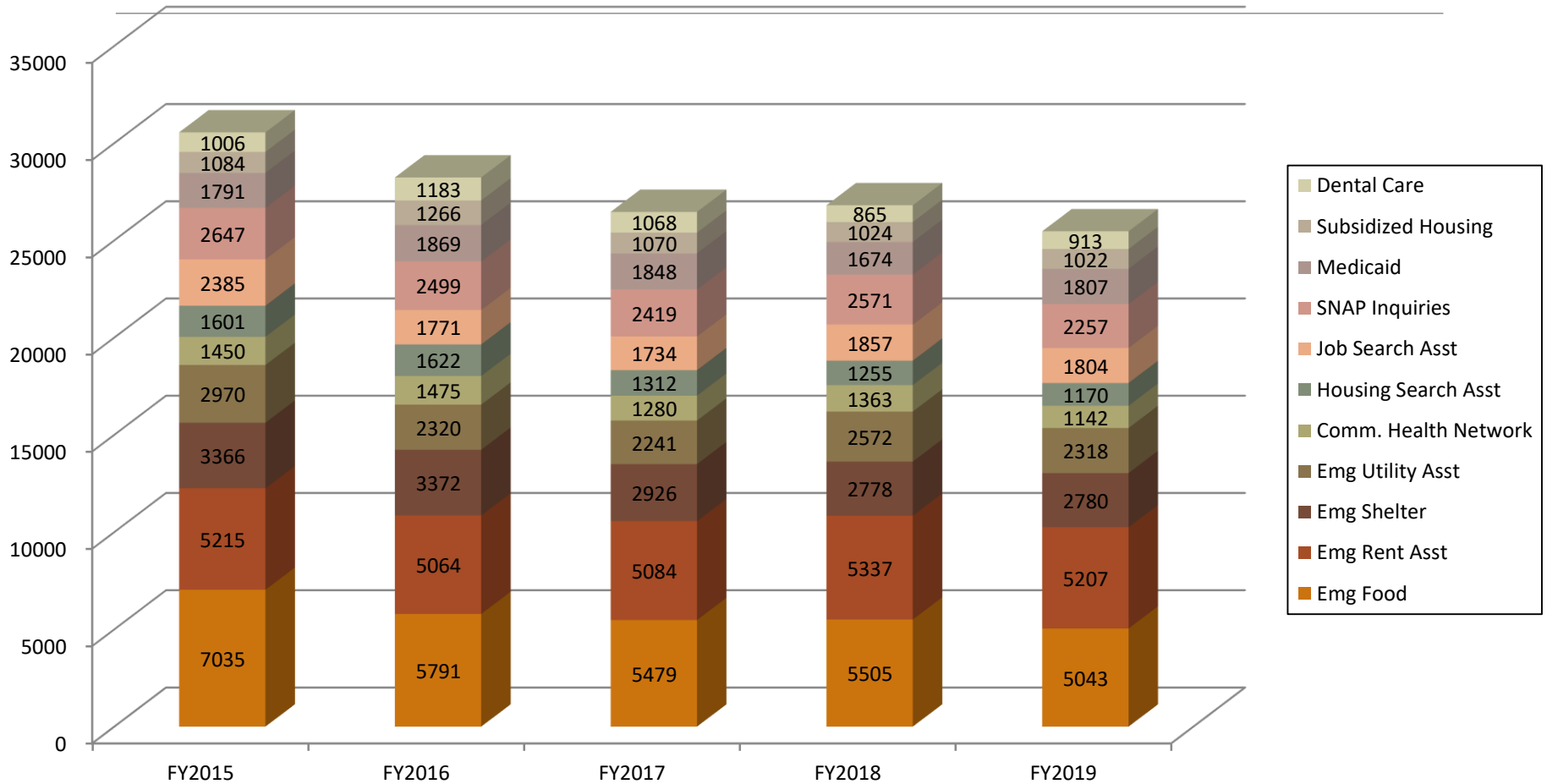
CY 2014 – CY 2018





# Top Contact Topics

FY 2015 – FY 2019



# Case Data

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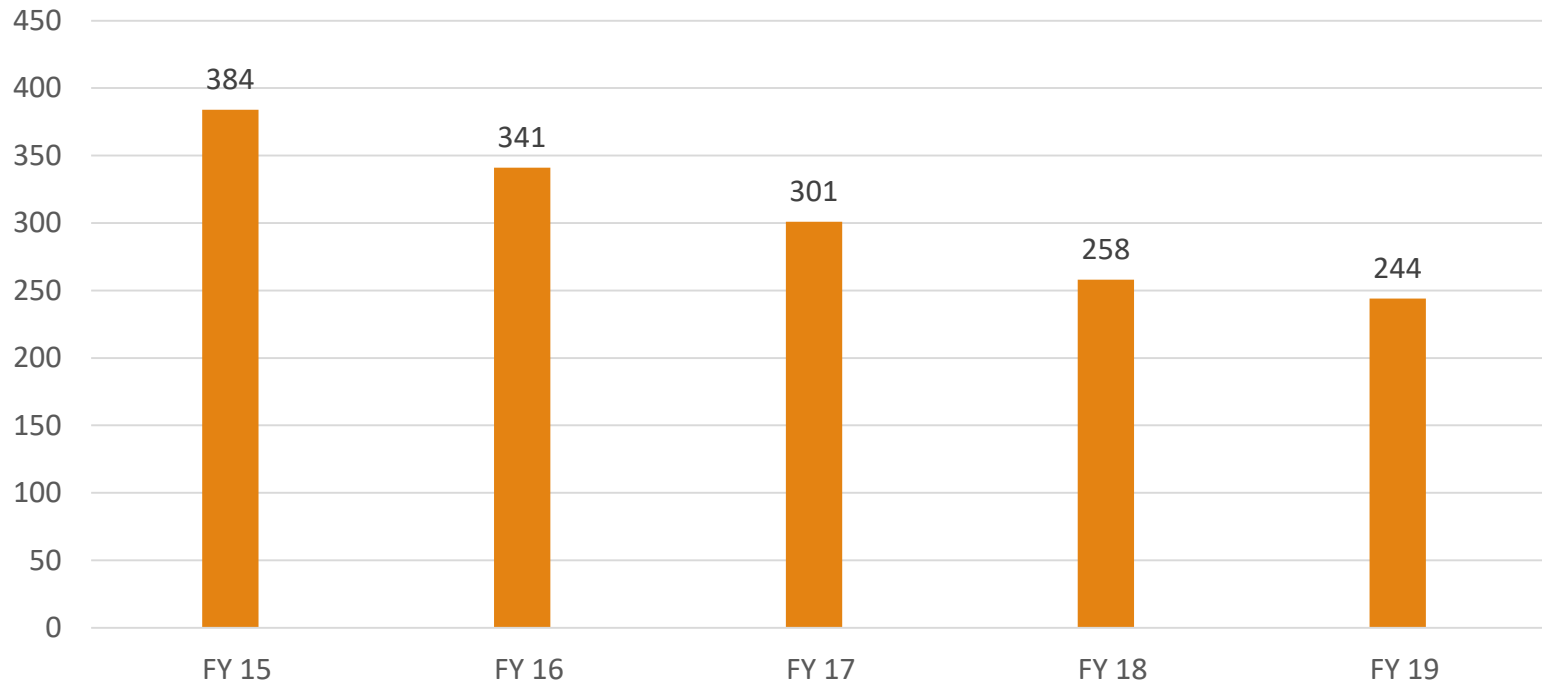
## Case Data

- ❖ 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

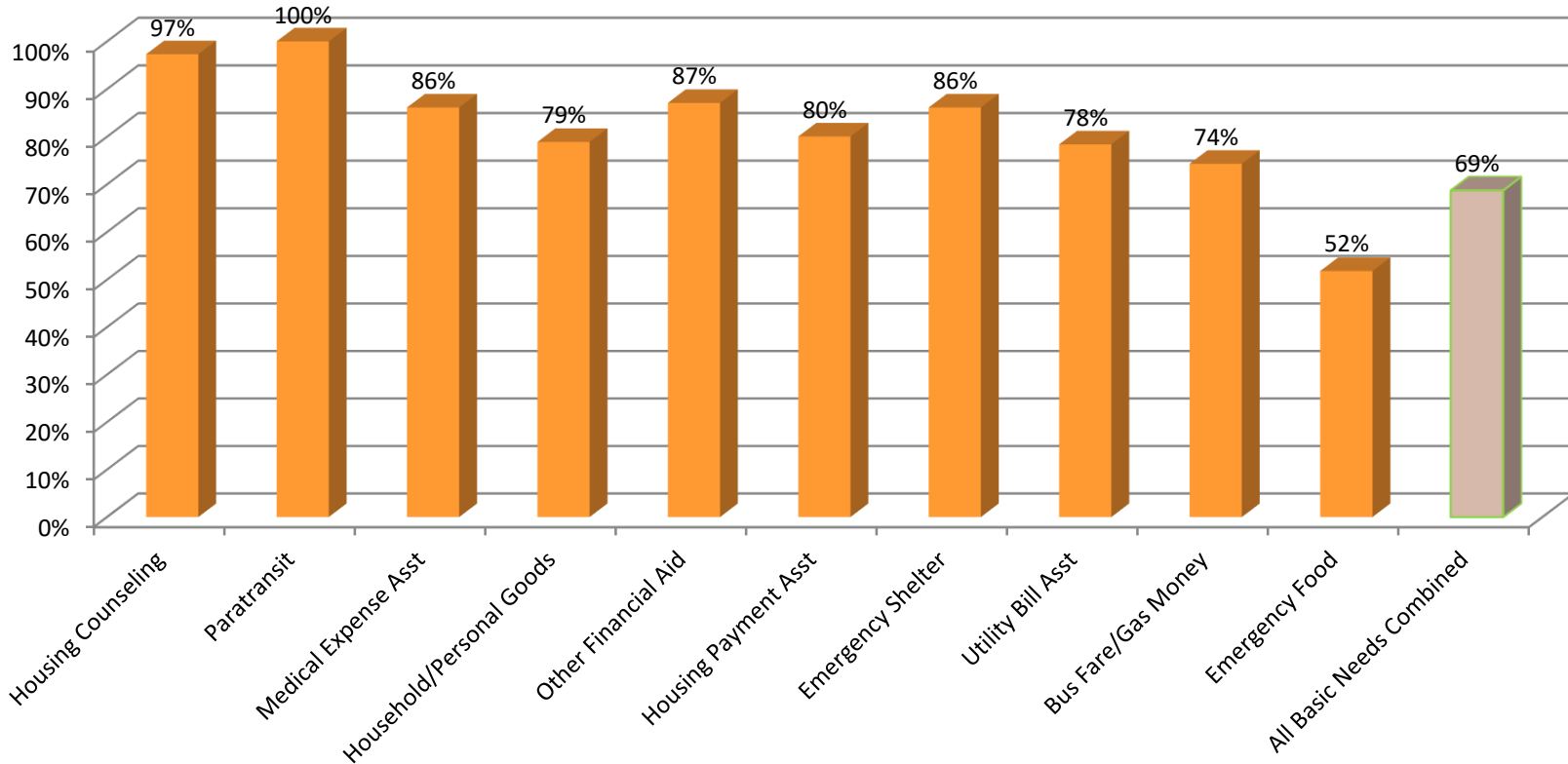
A “new” case in CSP represents first time entry of a household to our system. The average number of new cases opened by CSP decreased from 384 per month in FY 2015 to 244 per month in FY 2019 after a period of variability. The number of new cases opened by CSP may be linked to current economic conditions.

Average number of new cases opened  
FY 15 – FY 19



# Are Clients Better Off? (FY 19).

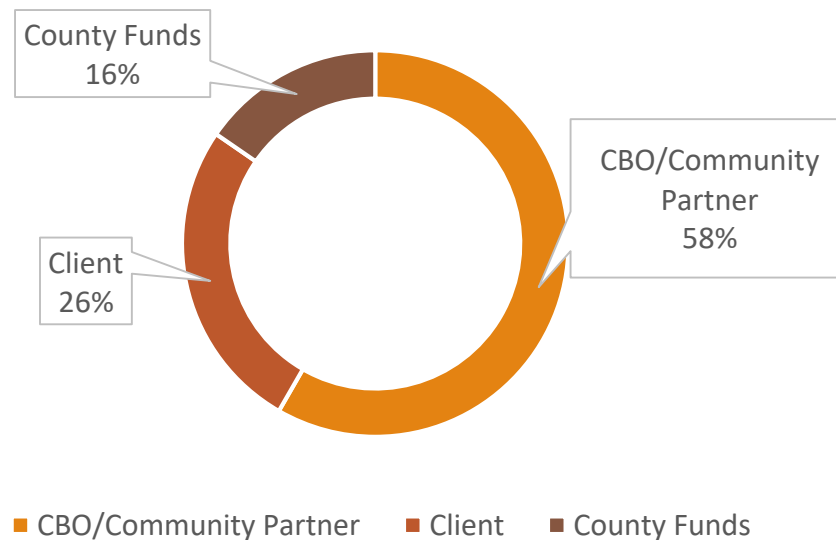
**% of Basic Needs Met Where the Client Did Not Again Seek Similar Assistance from CSP Within Six Months (1/1/18 - 12/31/18)**



# Case Objective Outcomes – Met Needs (FY19)

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.

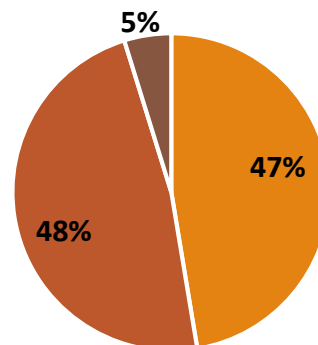


# Case Objective Outcomes – Unmet Needs (FY19)

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).

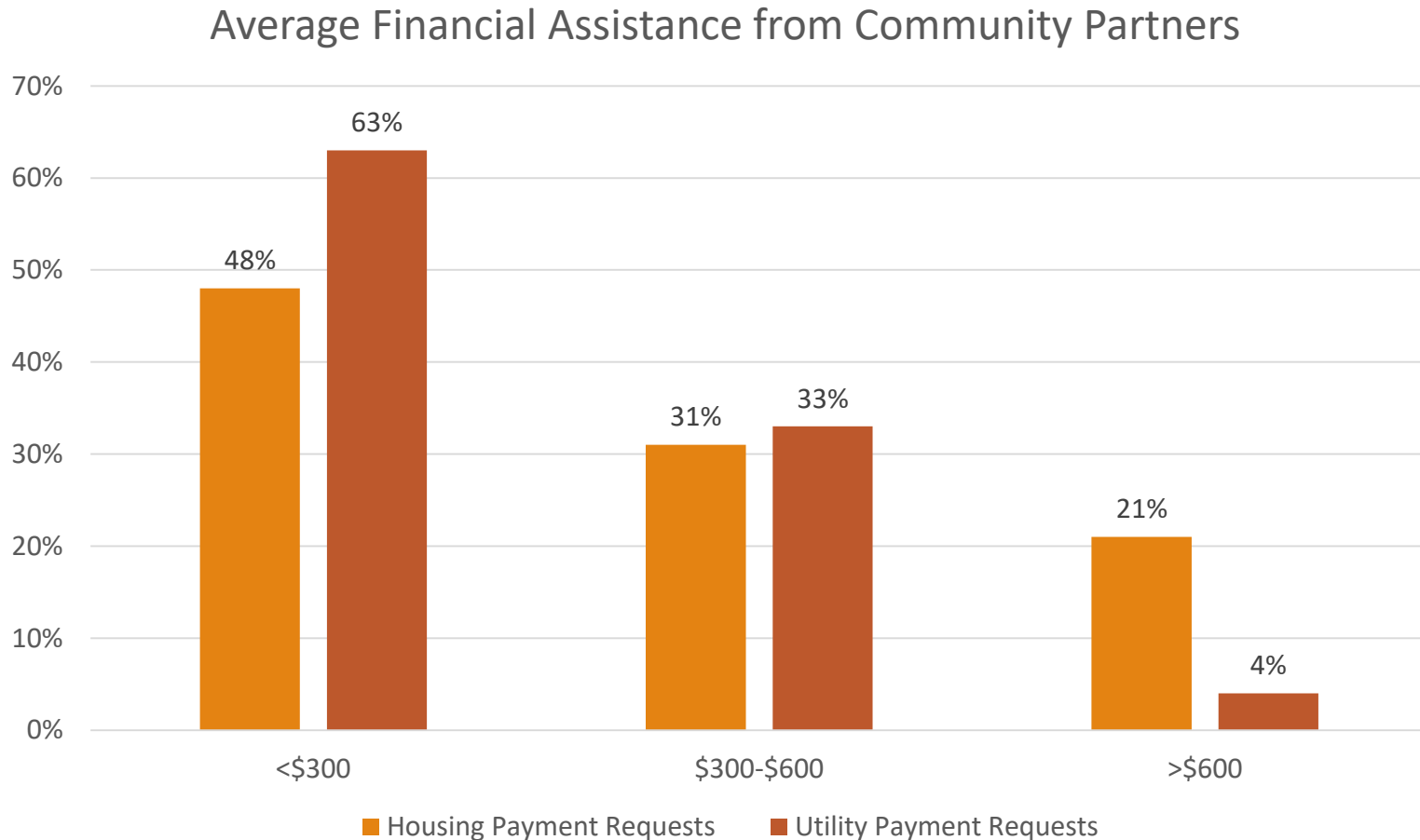
- Housing and utility payment needs account for 80% of unmet objectives.

Why are needs unmet?



■ Non-Compliance   ■ Not Eligible   ■ Exhausted Resources

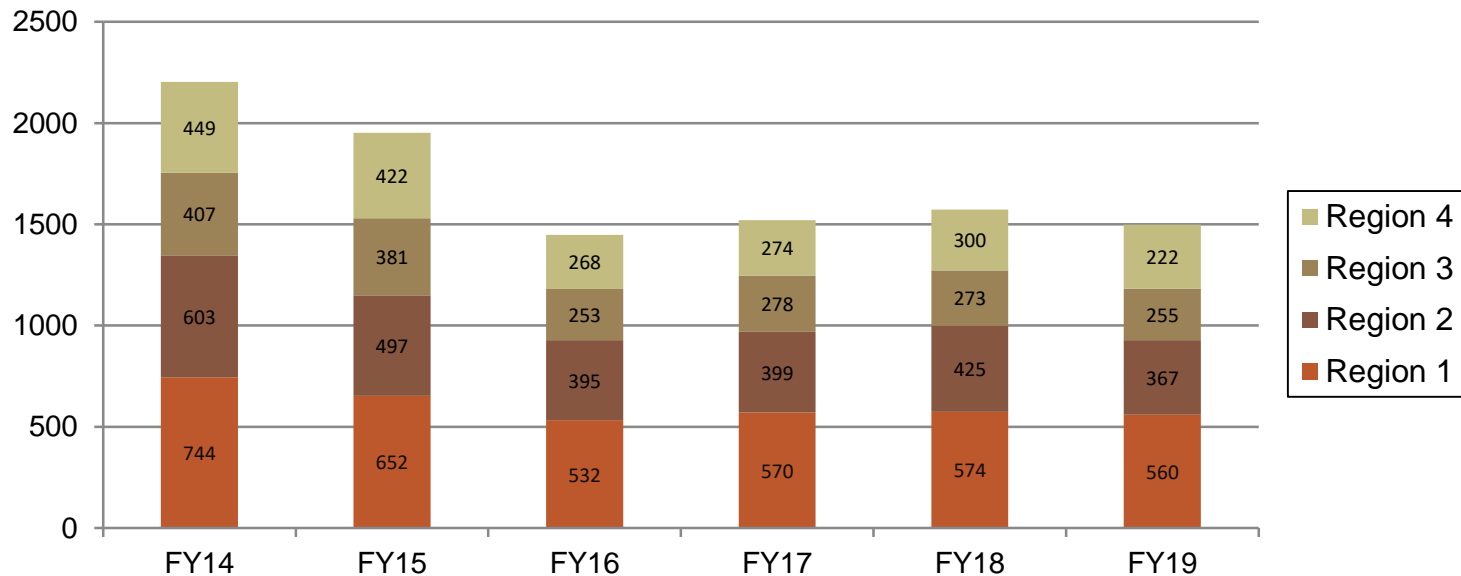
# Housing and Utility Payment Requests to Community Partners (FY19)



# Unmet Housing & Utility Needs (FY19)

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 2016, the mean income of the highest 20% had increased to 11.9 times that of the lowest.

<b>20% Intervals</b>	<b>1999</b>	<b>2016</b>	<b>% change</b>
Lowest Quintile	\$ 36,891	28,893	-21.7%
Second Quintile	\$ 78,981	75,327	-4.6%
Third Quintile	\$ 116,716	116,698	0.0%
Fourth Quintile	\$ 166,926	171,530	2.8%
Highest Quintile	\$ 324,667	344,226	6.0%

Sources: U.S. Bureau of the Census, 2000 Decennial Census and 2016 American Community Survey; and U.S. Bureau of Labor Statistics, CPI Inflation Calculator.

# Final Note

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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.