CSP Trends

FY 20

UPDATED: 7/2020
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 well-being. 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
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 had leveled out over recent years as the economy has improved. In FY20 calls to CSP increased due to the COVID-19 pandemic and the average was 380 calls per day.

Average Number of Calls Received per Day

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
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<tbody>
<tr>
<td></td>
<td>393</td>
<td>347</td>
<td>333</td>
<td>309</td>
<td>283</td>
<td>380</td>
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Why do people call for assistance?

Top 10 reasons why people need assistance (7/1/19 - 6/30/20)

- Loss of Employment/Wages
- Fixed Income/Low Income
- Expenses Exceed Income
- Unemployed
- Health - Physical
- Reduced Work Hours
- Other Unexpected Expense
- Housing Instability
- Loss of Other Income
- Unavoidable Move/Lease Termination

0 1000 2000 3000 4000 5000 6000 7000
Contacts

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 had remained steady over the past 5 years but increased 65% in FY20. Requests for housing payment assistance ranged between 5,215 and 5,207 (FY15-19) but were over 8,600 in FY20. The COVID-19 pandemic may be the contributing factor for the increase.

- 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 2020, CSP received 6,359 requests for emergency food.
Emergency Food, Rent & Utility Contacts
FY 2016 – FY 2020
Top Contact Topics
FY 2016 – FY 2020

FY2016  FY2017  FY2018  FY2019  FY2020
1183 1068 865  913  796
1266 1070 1024 1022  768
1869 1848 1674 1807 1594
2499 2419 2571 2257 2536
1771 1734 1857 1804 1626
1622 1312 1255 1170 1040
1475 1280 1363 1142 1092
2320 2241 2572 2318 2167
3372 2926 2778 2780 2488
5064 5084 5337 5207 8626
1372 5791 5505 5043 6359

Dental Care
- Subsidized Housing
- Medicaid
- SNAP Inquiries
- Job Search Asst
- Housing Search Asst
- Comm. Health Network
- Emg Utility Asst
- Emg Shelter
- Emg Rent Asst
- Emg Food
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 Supplemental Nutrition Assistance Program (SNAP), 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 had decreased from 341 per month in FY 2016 to 244 per month in FY 2019 but has dramatically increased in FY 20. This may be linked to current pandemic conditions.
Are Clients Better Off? (FY 20)

% of Basic Needs Met Where the Client Did Not Again Seek Similar Assistance from CSP Within Six Months
(1/1/19 - 12/31/19)
Case Objective Outcomes – Met Needs (FY20)

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 housing and utility assistance objectives met, 92% are met with a combination of client and community resources.
- On average it takes at least 2 sources to complete a package.

![Pie chart showing funding sources: CBO/Community Partner 67%, Client 25%, County Funds 8%]
Case Objectives Outcomes – Unmet Needs (FY20)

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 84% of unmet objectives.

Why are needs unmet?

- Non-Compliance: 4%
- Not Eligible: 38%
- Exhausted Resources: 58%
Housing and Utility Payment Requests to Community Partners (FY20)

Average Financial Assistance from Community Partners

- **<$300**
  - Housing Payment Requests: 35%
  - Utility Payment Requests: 12%
- **$300-$600**
  - Housing Payment Requests: 23%
  - Utility Payment Requests: 6%
- **>$600**
  - Housing Payment Requests: 23%
  - Utility Payment Requests: 1%
Unmet Housing & Utility Needs (FY20)
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 2018, the mean income of the highest 20% had increased to 12.3 times that of the lowest.

<table>
<thead>
<tr>
<th>20% Intervals</th>
<th>1999</th>
<th>2018</th>
<th>% change</th>
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<tbody>
<tr>
<td>Lowest Quintile</td>
<td>38,597</td>
<td>30,148</td>
<td>-21.9%</td>
</tr>
<tr>
<td>Second Quintile</td>
<td>82,632</td>
<td>77,619</td>
<td>-6.1%</td>
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<tr>
<td>Third Quintile</td>
<td>122,111</td>
<td>122,734</td>
<td>0.5%</td>
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<tr>
<td>Fourth Quintile</td>
<td>174,641</td>
<td>182,314</td>
<td>4.4%</td>
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<tr>
<td>Highest Quintile</td>
<td>339,674</td>
<td>369,344</td>
<td>8.7%</td>
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Final Note

More than 20 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.