



Community Based Organization Coordination Updates

December 30, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
12/20/2020	2,199	+ 93%	- 42%

WEEKLY AVERAGE SPEED OF ANSWER

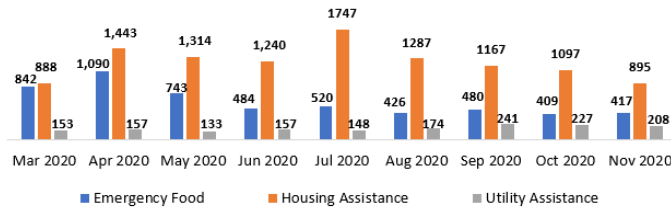
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
11/15/2020	43:14	56:25
11/22/2020*	43:18	56:09
11/29/20	55:38	58:16
12/6/2020	59:25	38:26
12/13/2020	48:44	33:25
12/20/2020*	38:34	23:43

* Short work week due to county holidays.

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. December's information will be available in map format in the January 6th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

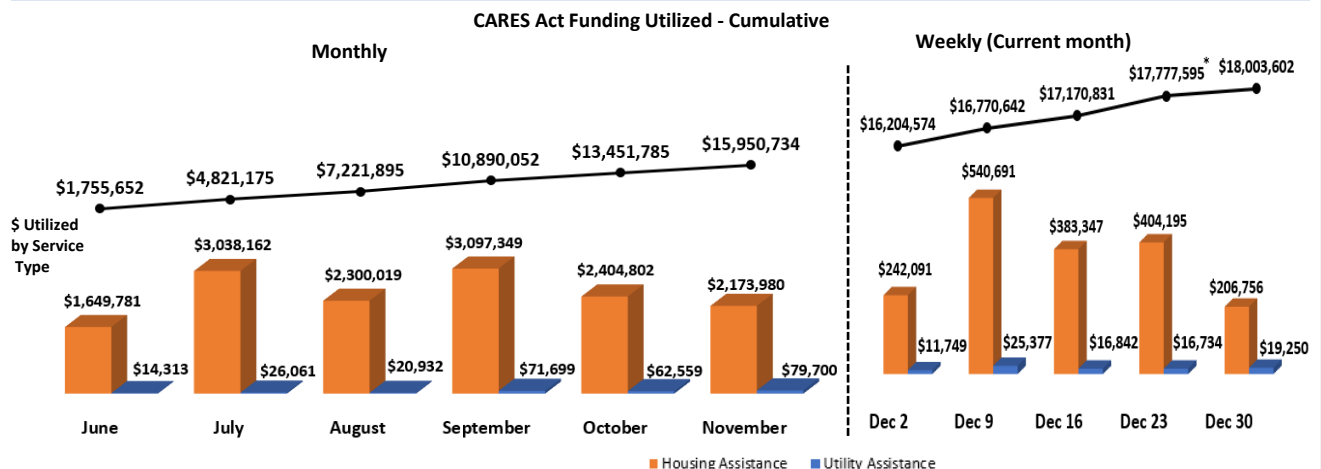
Month	# of New Cases of 1 st callers	% Change from FY 2019
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
November 2020	427	+ 75%
TOTAL	2,490	

CARES ACT FUNDING UTILIZED

As of December 29, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 18,003,602*

Number of Households Served (Cumulative): Housing (4,473), Utility (837), Emergency Food: (3,490 referrals)

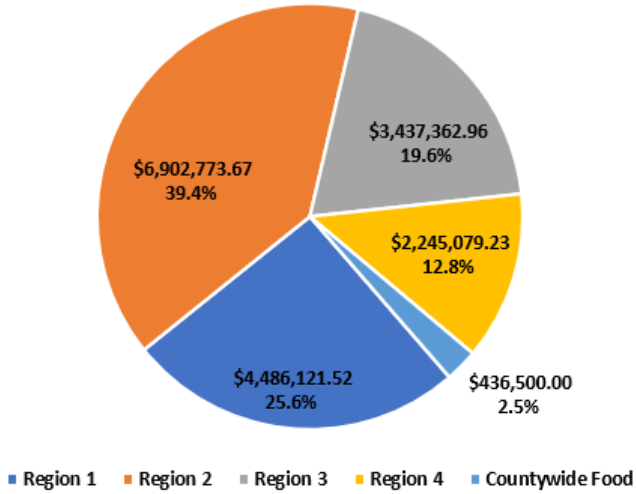


*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

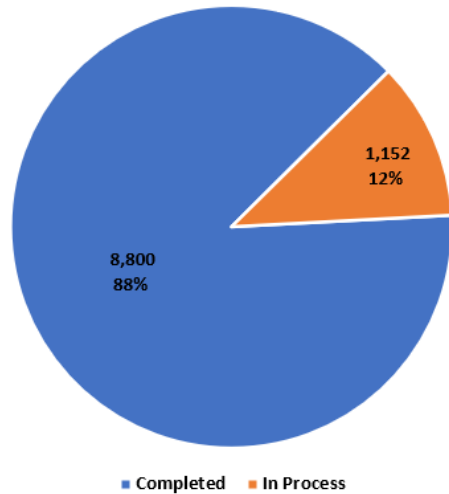
\$17,530,215.01 as of December 29, 2020
(This total does not include CBO Administrative Costs)



Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

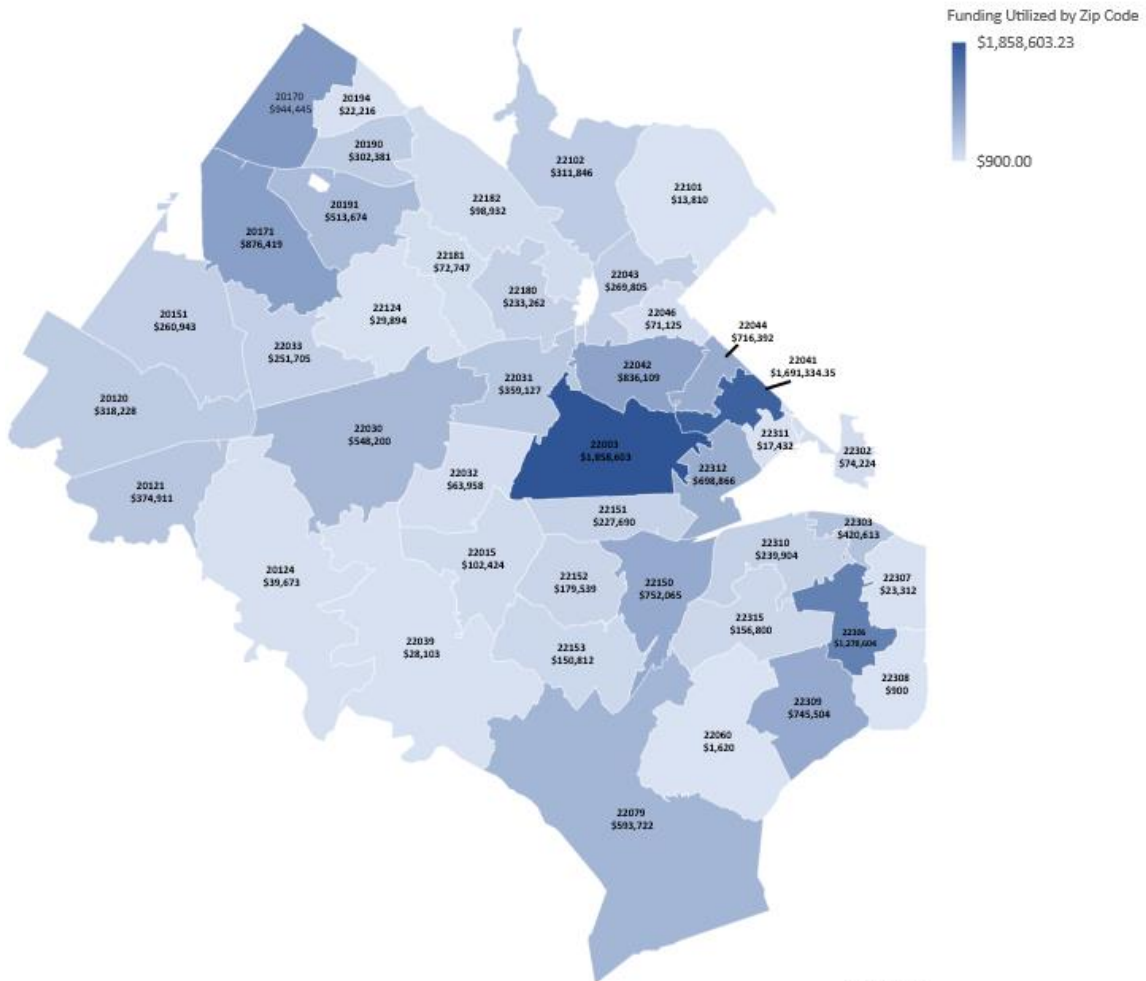
CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

9,952 cases as of December 29, 2020



CARES FUNDING UTILIZED BY ZIP CODE

As of December 29, 2020



Future Dashboard Data Points:

- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to fluctuate. The recruitment process for the 11 new FTE positions as well as the recent staff vacancies is ongoing. Eight staff have been hired, including five Social Services Specialists who started on November 23. The new staff are increasing their capacity to take calls independently on a daily basis. Interviews have been scheduled for the remaining three new positions and there is an active recruitment posted to fill additional vacancies.

This week's call volume averaged 640 calls per day. Although the call volume decreased by 42% from the previous week, this call volume was managed over 3.5 working days (versus a typical five-day workweek) with significantly less staff working due to preapproved leave. The average wait time for the English and Spanish lines has decreased as well. CARES Act basic needs funding spending was impacted this month due to anticipation that the funding would expire on December 30 and that assistance could not extend past that date. See below for additional information on CARES Act basic needs funding.

As previously mentioned, NCS is working with DIT on the final stages of implementing technology enhancements which will provide for wait-time announcements and a call back feature. The call back feature is being tested this week and the CSP call center will be participating in training and implementation in early January.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

- CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding- CARES Act

Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$18,003,601.51 to date has been utilized. Cumulatively, CARES Act funding has provided support to 4,473 housing assistance cases (\$16,441,173.24), 837 utility assistance cases (\$365,216.52), and 3,425 emergency food referrals and funding for the procurement of food (\$723,825.25) by CBOs. The CBO administrative costs (\$473,386.50), in addition to the direct assistance expenditures, were included in the November 25th totals. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

Congress passed COVID-19 relief legislation that provides \$900 billion to address the economic and health impact of the pandemic. The funding will provide assistance with unemployment, rent and utilities, child care, food, mental health, and substance use. The bill was signed by the president on December 27, 2020. This legislation has extended the authorization of the CARES Act funding until December 31, 2021. Community providers who have funding remaining from the initial allocation will exhaust that funding first. Concurrently, planning efforts continue with county leadership to support residents' basic needs and additional allocations to community providers will be made through another allocation of the CARES Act funding proportionate to community needs and agency capacity. Programmatic and funding details will be provided in subsequent updates.

Child Care Services

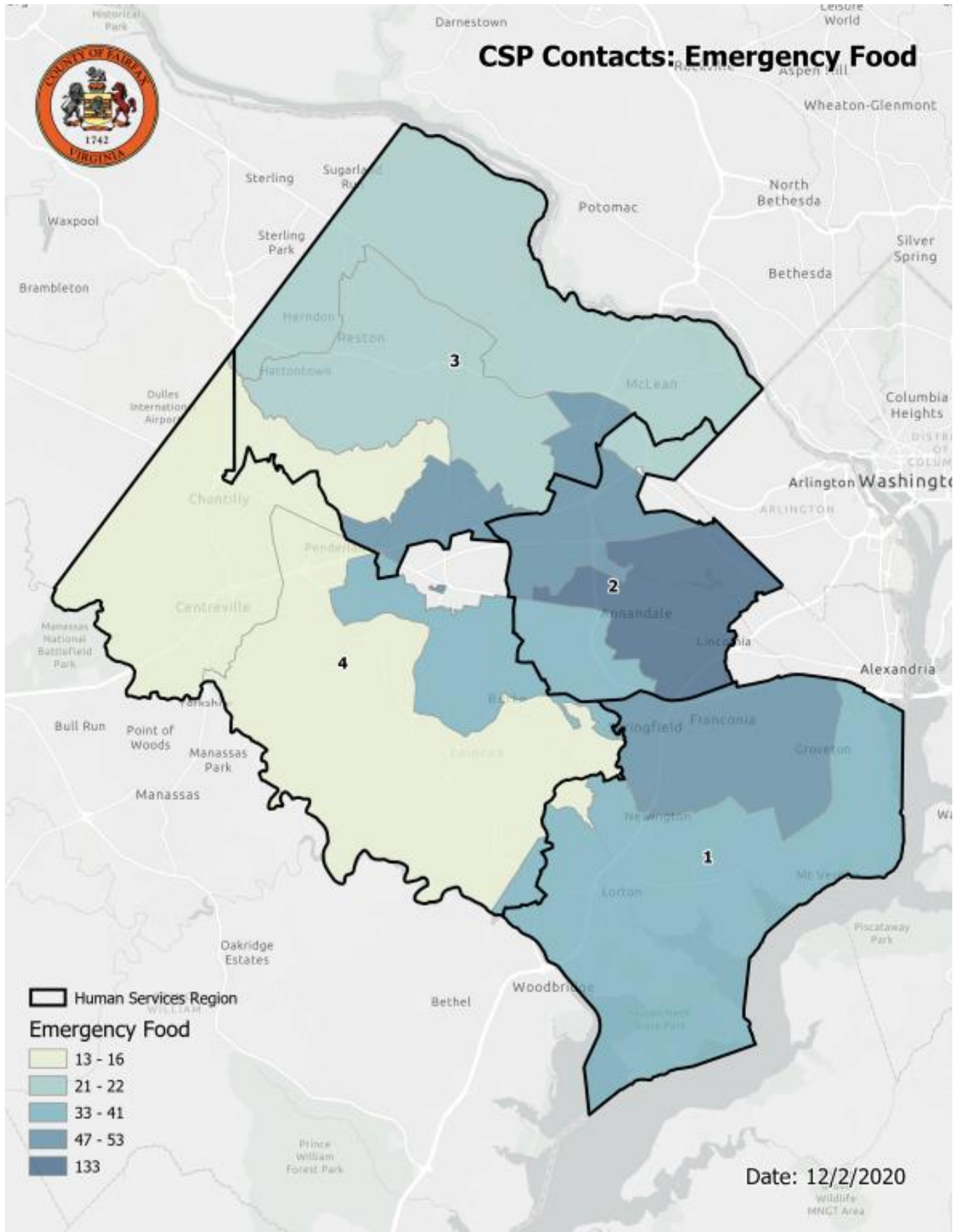
As Fairfax County Public Schools continues to plan and prepare for children to return to in-person instruction, the availability of space at the 37 Supporting Return to School (SRS) program locations will change. The Office for 3

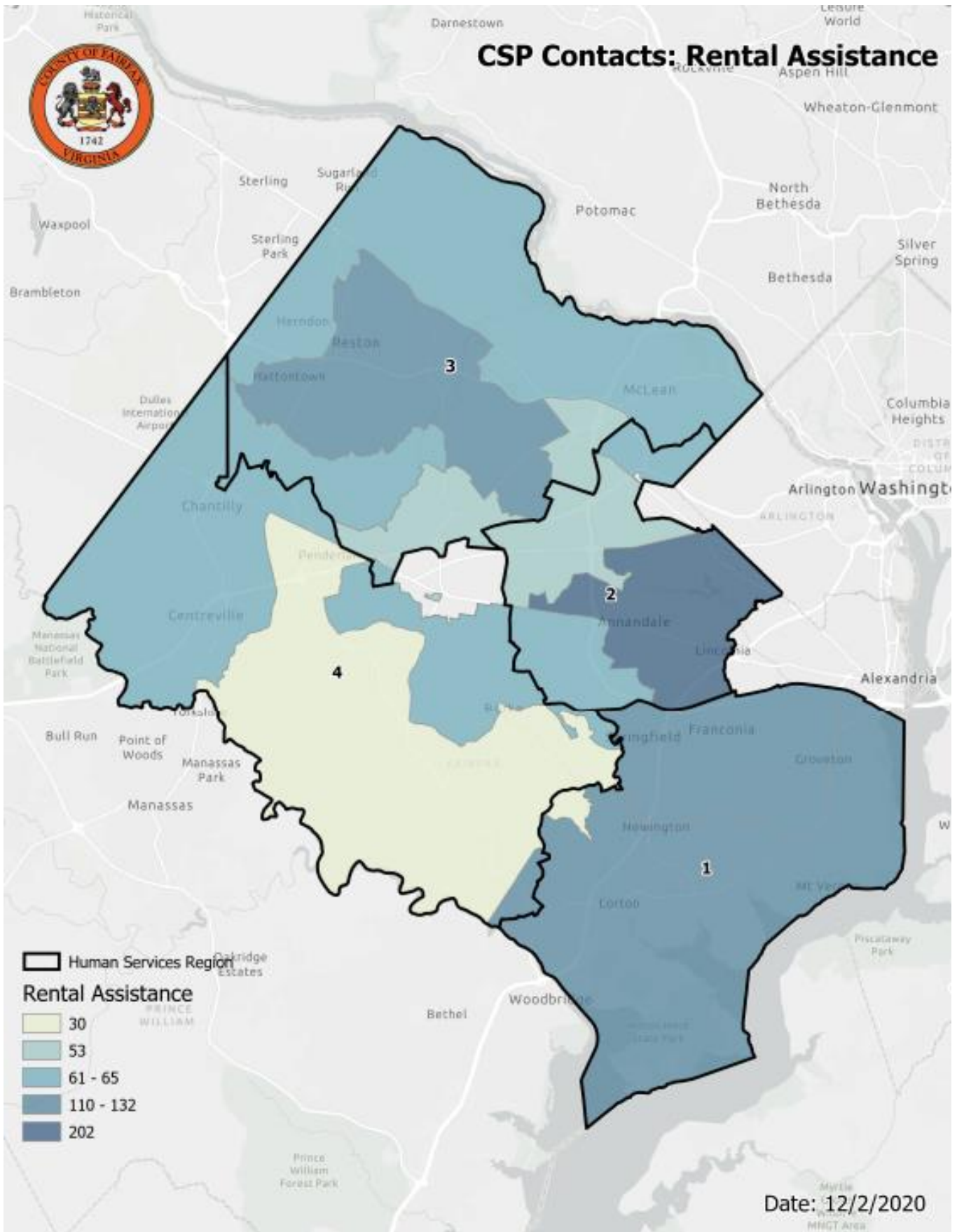
Children has worked with FCPS to review space requirements and develop a plan moving forward in this next phase of return to school. SRS is adjusting space as needed in current locations and moving to 10 additional schools. This will ensure that the program has sufficient classroom space to continue serving the current enrollment, as well as serve additional children and families.

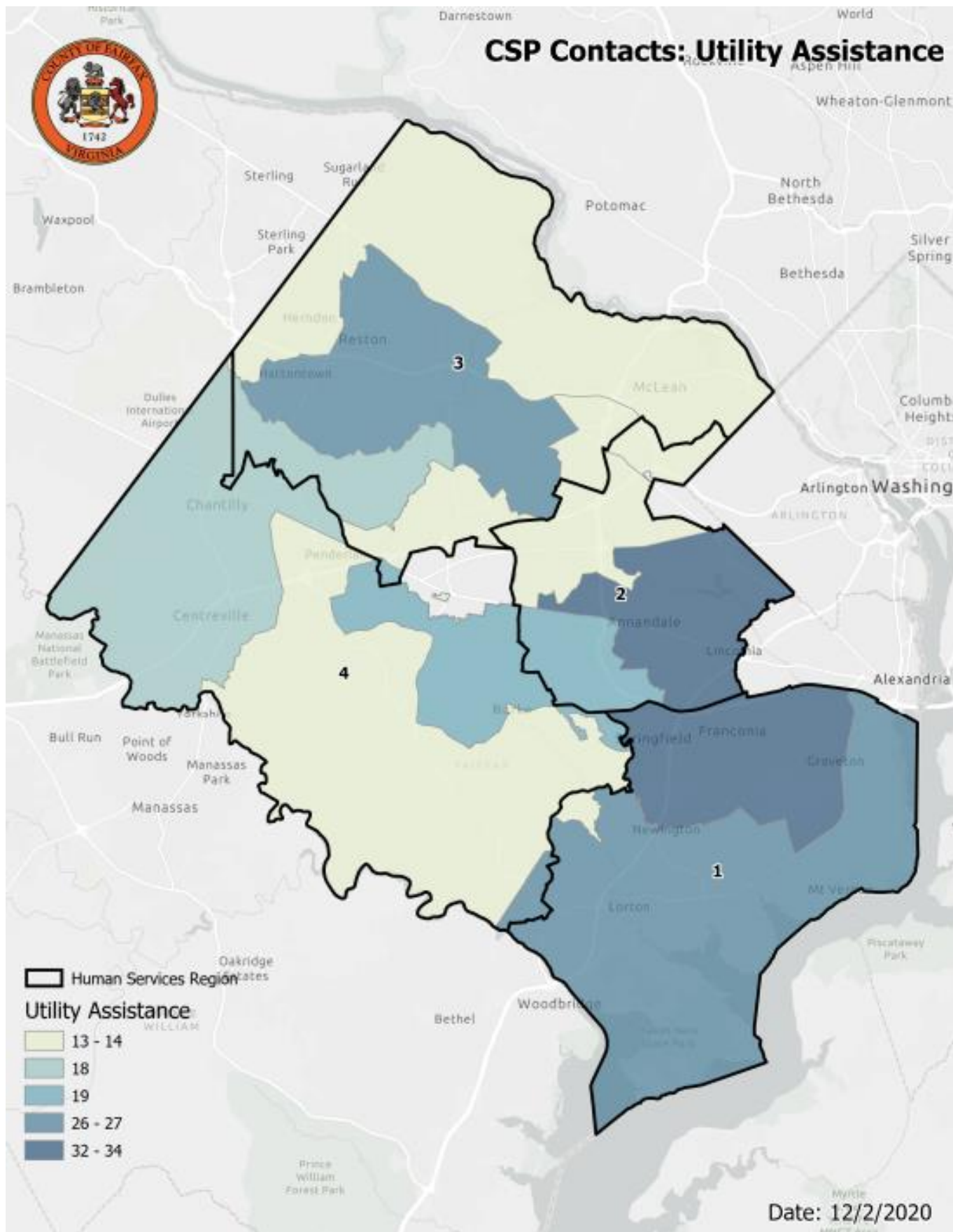
On January 4, 2021, the SRS program will begin serving children at the following additional 10 sites:

Annandale Terrace	Beech Tree	Braddock	Columbia	Fairhill
Glen Forest	Mt. Vernon Woods	Oakton	Rose Hill	Westlawn

Child care lead – [Anne-Marie Twohie, OFC Director \(703-501-3487\)](#)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
22012	0	1	0	1
22015	4	9	5	18
22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

December 23, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
12/13/2020	3,744	+ 190%	- 12%

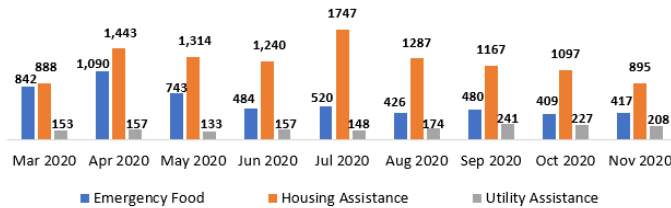
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
11/8/2020	27:02	45:57
11/15/2020	43:14	56:25
11/22/2020	43:18	56:09
11/29/20	55:38	58:16
12/6/2020	59:25	38:26
12/13/2020	48:44	33:25

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. December's information will be available in map format in the January 6th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

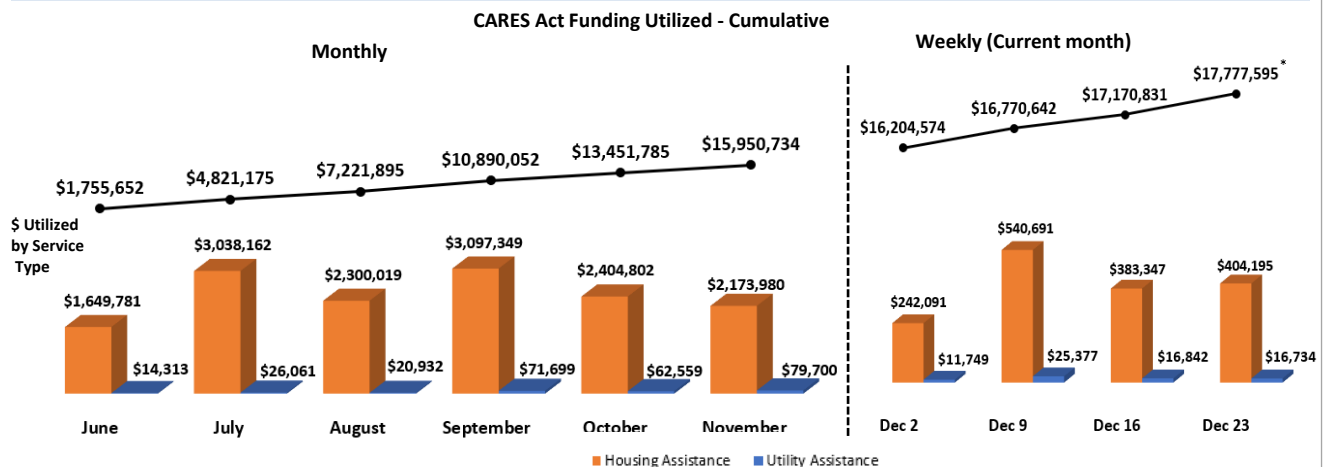
Month	# of New Cases of 1 st callers	% Change from FY 2019
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
November 2020	427	+ 75%
TOTAL	2,490	

CARES ACT FUNDING UTILIZED

As of December 22, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 17,777,595*

Number of Households Served (Cumulative): Housing (4,398), Utility (794), Emergency Food: (3,425 referrals)

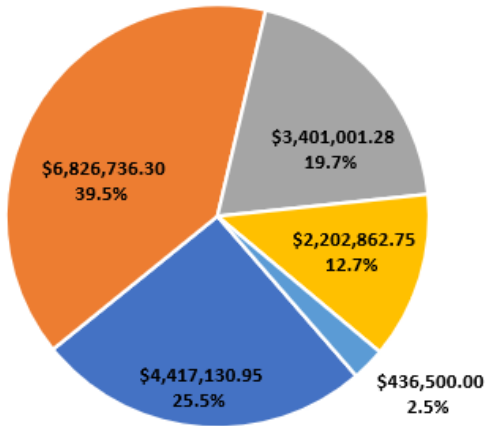


*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 3. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

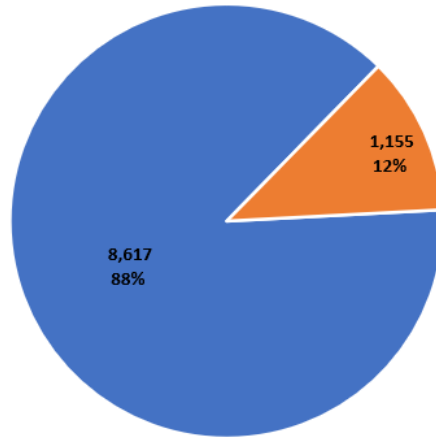
\$17,304,208.91 as of December 22, 2020
(This total does not include CBO Administrative Costs)



■ Region 1 ■ Region 2 ■ Region 3 ■ Region 4 ■ Countywide Food
Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

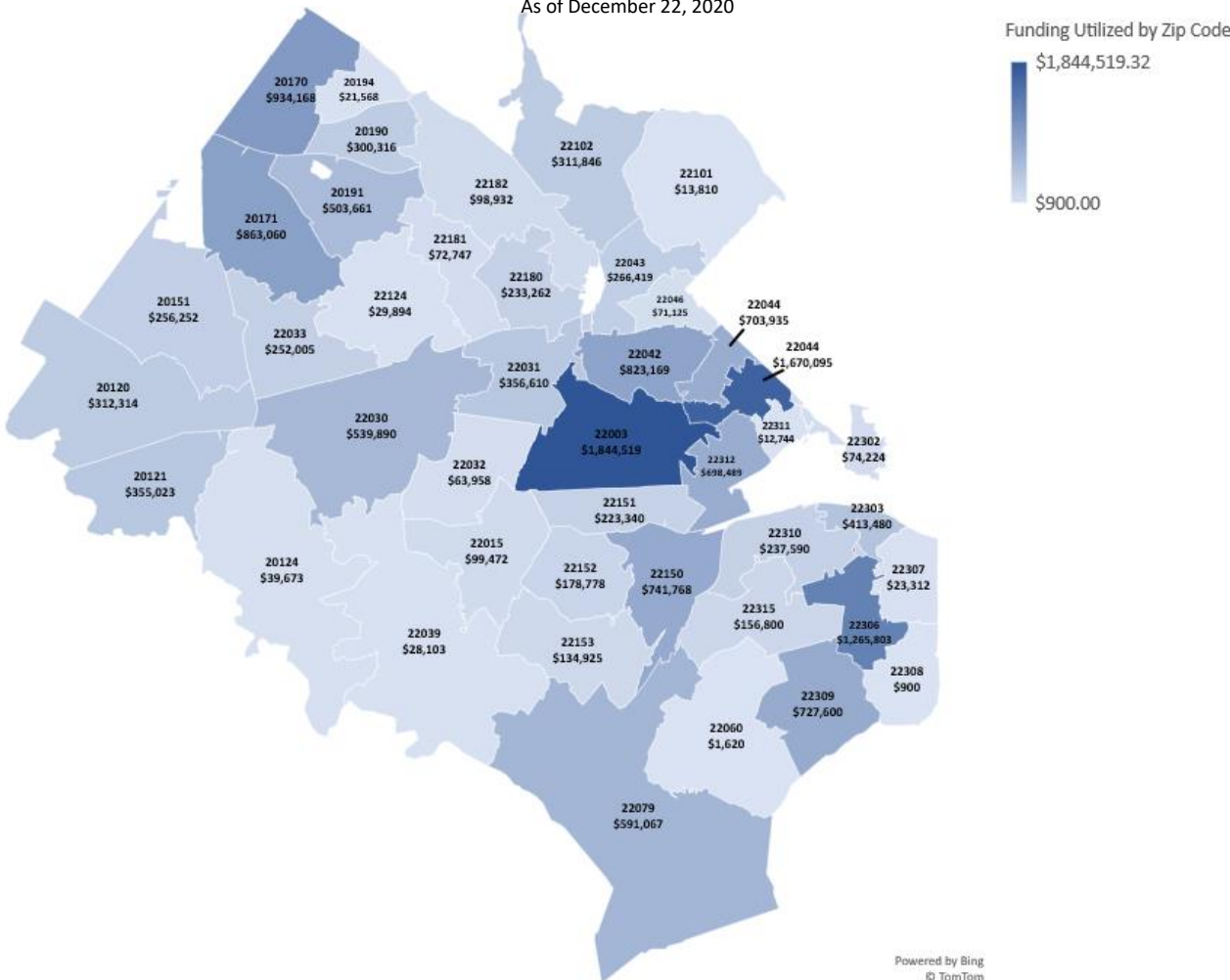
9,772 cases as of December 22, 2020



■ Completed ■ In Process

CARES FUNDING UTILIZED BY ZIP CODE

As of December 22, 2020



Future Dashboard Data Points:

- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to fluctuate. The recruitment process for the 11 new FTE positions, as well as the recent staff vacancies is ongoing. Eight staff have been hired, including five Social Services Specialists who started on November 23. The new staff are increasing their capacity to take calls independently on a daily basis. Interviews for the remaining three new positions, as well as the additional vacancies will take place during the first week of January.

This week's call volume averaged 740 calls per day, which is a 12% decrease from last week's call volume. Additionally, the average wait time for the English and Spanish lines has decreased. NCS is currently working with DIT on the final stages of implementing technology enhancements which will provide for wait-time announcements and a call back feature. The call back feature will be available to CSP call centers by the end of the year with training and implementation onto the CSP call line in early January.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

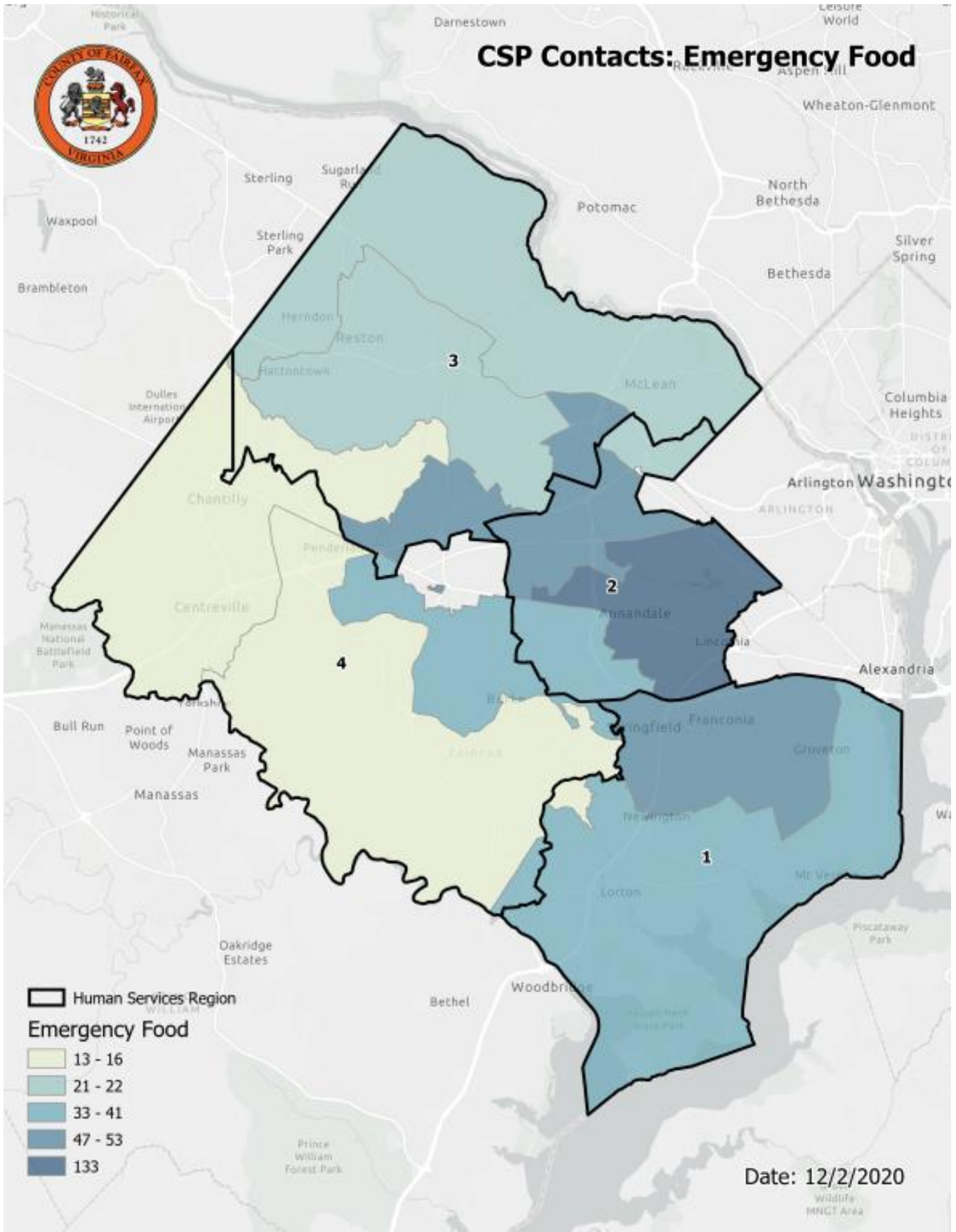
Community Provider Funding CARES Act

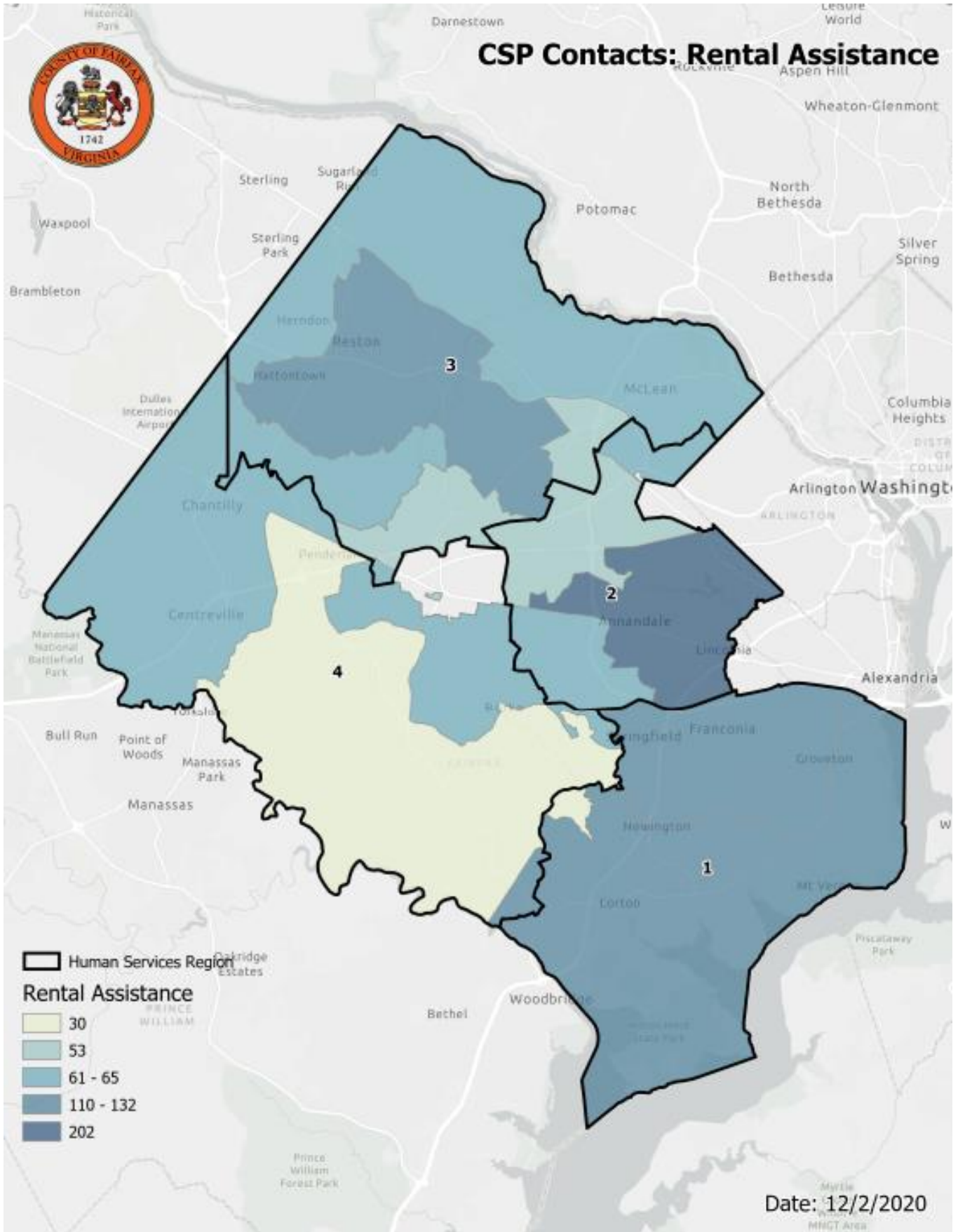
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$17,777,595.41 to date has been utilized. Cumulatively, CARES Act funding has provided support to 4,398 housing assistance cases (\$16,234,417.09), 794 utility assistance cases (\$345,966.57), and 3,425 emergency food referrals and funding for the procurement of food (\$723,825.25) by CBOs. The CBO administrative costs (\$473,386.50), in addition to the direct assistance expenditures, were included in this week's totals. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts continue with county leadership to support resident's basic needs after the expiration of the CARES Act funding. Programmatic and funding details will be provided in subsequent updates.

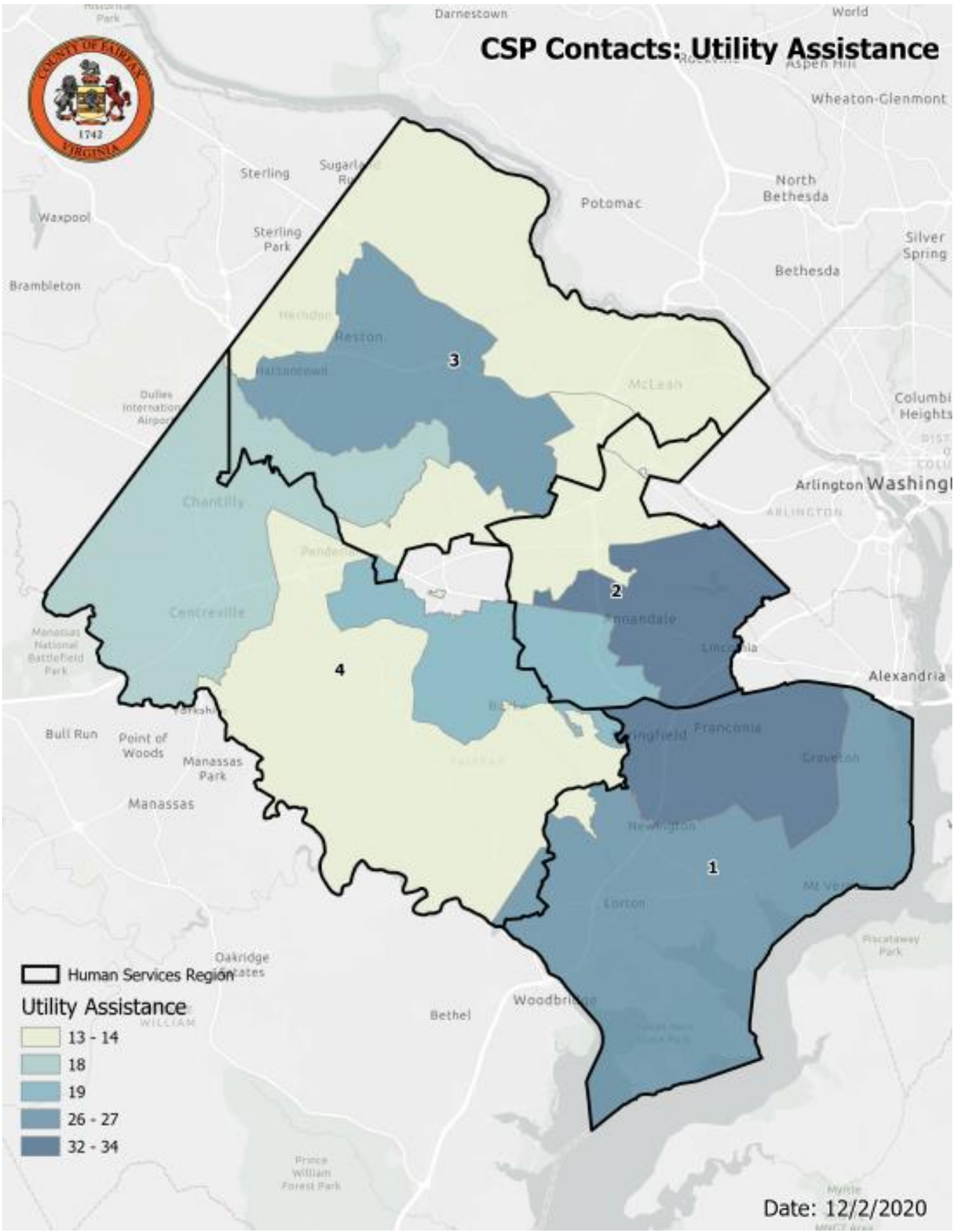
Child Care Services

The latest information about Child Care Services can be found in the [December 16, 2020 update](#).

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
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22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
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22202	0	1	0	1
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23607	0	1	0	1
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12/6/2020	4,311	+ 173%	- 16%

WEEKLY AVERAGE SPEED OF ANSWER

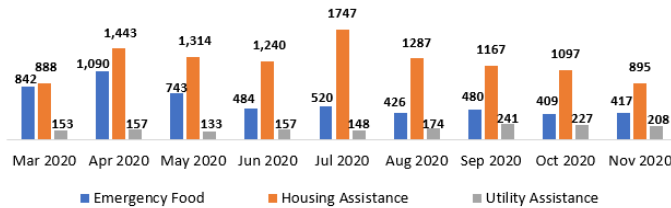
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11/29/20	55:38	58:16
12/6/2020	59:25	38:26

* shortened work week

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



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NUMBER OF FIRST-TIME CALLERS TO CSP

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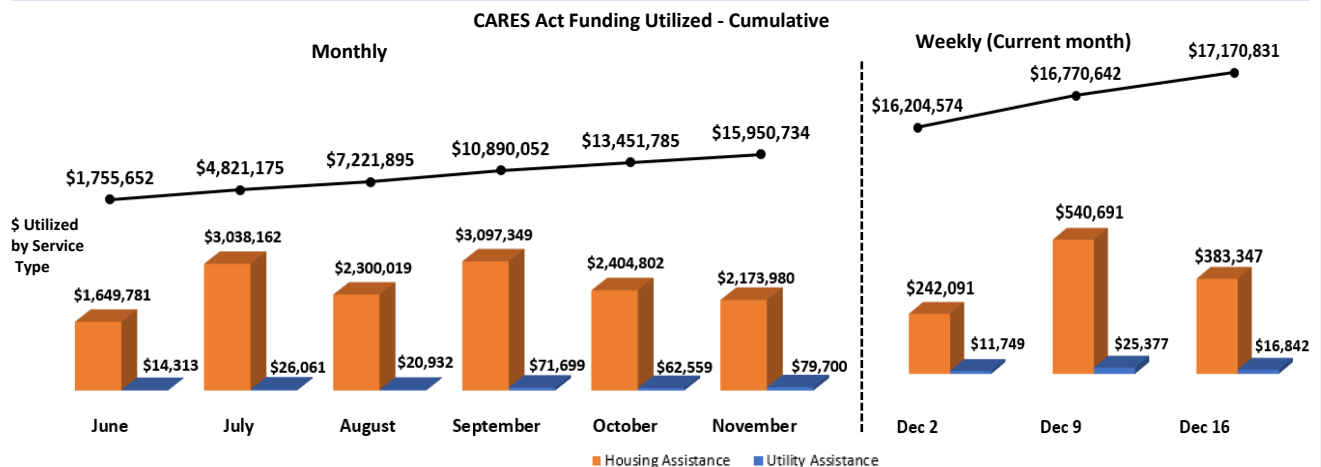
Month	# of New Cases of 1 st callers	% Change from FY 2019
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
November 2020	427	+ 75%
TOTAL	2,490	

CARES ACT FUNDING UTILIZED

As of December 15, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 17,170,831*

Number of Households Served (Cumulative): Housing (4,254), Utility (743), Emergency Food: (3,289 referrals)

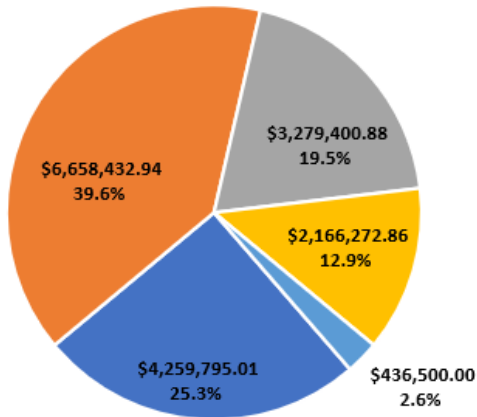


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CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

\$16,820,379.32 as of December 15, 2020
(This total does not include CBO Administrative Costs)

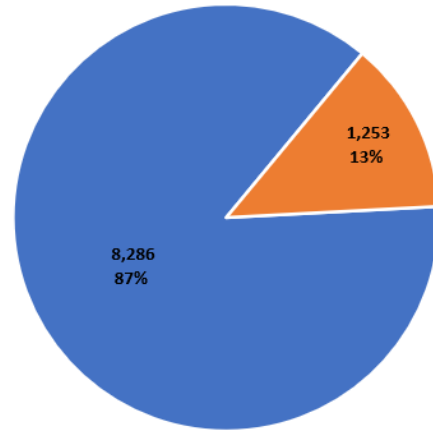


■ Region 1 ■ Region 2 ■ Region 3 ■ Region 4 ■ Countywide Food

Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

9,539 cases as of December 15, 2020

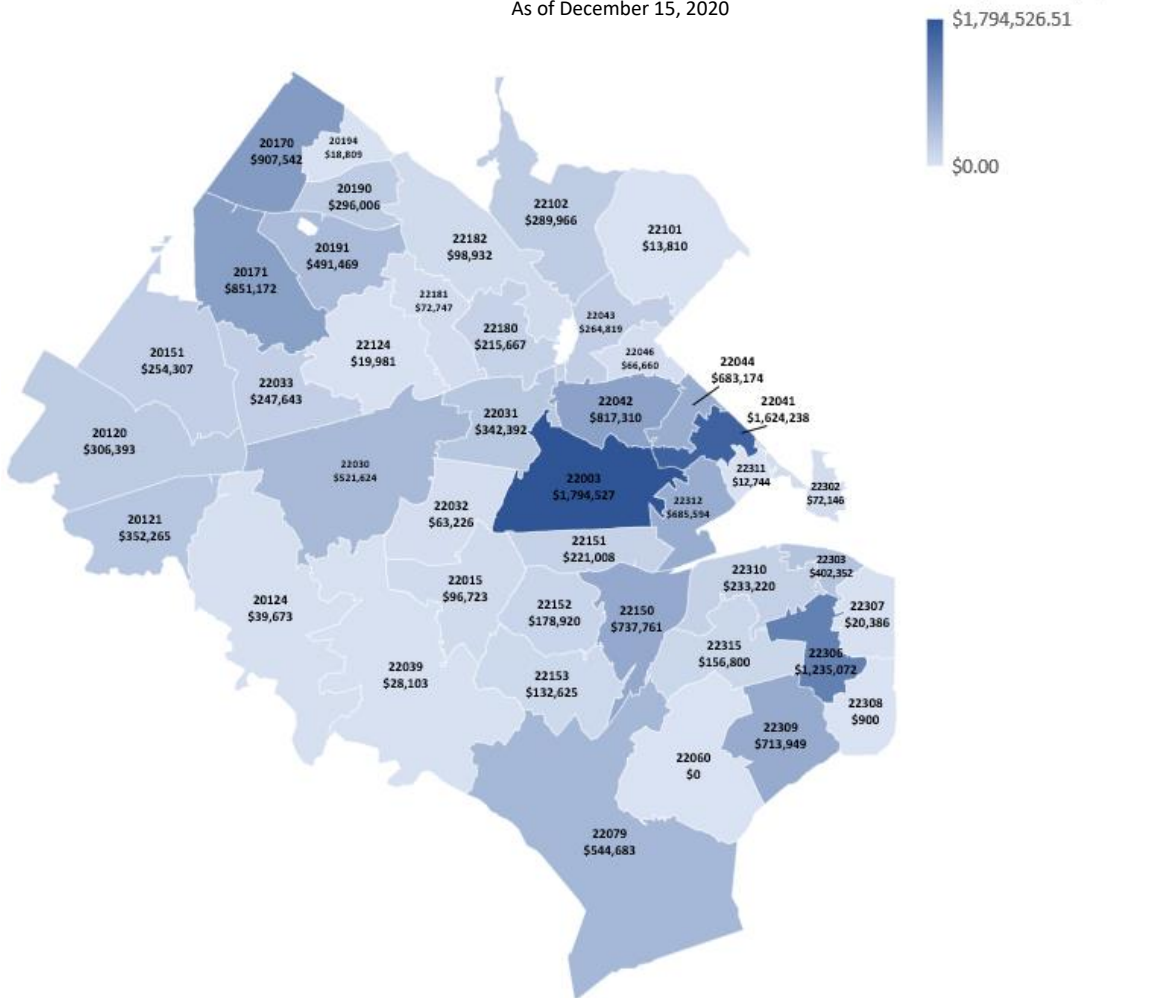


■ Completed ■ In Process

CARES FUNDING UTILIZED BY ZIP CODE

As of December 15, 2020

Funding Utilized by Zip Code



Future Dashboard Data Points:

- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to fluctuate. The recruitment process for the 11 new FTE positions as well as the recent staff vacancies is ongoing. Eight staff have been hired, including five Social Services Specialists who started on November 23. The new staff are increasing their capacity to take calls independently on a daily basis. A new recruitment process for the remaining three new positions, as well as additional vacancies is underway and will be completed as soon as possible.

This week's call volume averaged 860 calls per day, which is a slight decrease from last week. However, it is significantly higher than CSP's call volume this fall, which averaged 700 calls per day. The average speed of answer for the English line has decreased significantly and the Spanish has increased slightly. As mentioned previously, the increased call volume is attributed to targeted social media outreach that is being conducted by community organizations and advocates to support residents with their basic needs, as well as concerns around the numerous federal COVID-19 relief programs that are set to expire at the end of December. Additionally, the Virginia Rent and Mortgage Relief Program has transitioned to a new model and the Fairfax County provider is no longer taking new referrals as of November 30.

NCS is currently working with DIT on the final stages of implementing technology enhancements which will provide for wait-time announcements and a call back feature; we expect movement on this before the end of the year.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

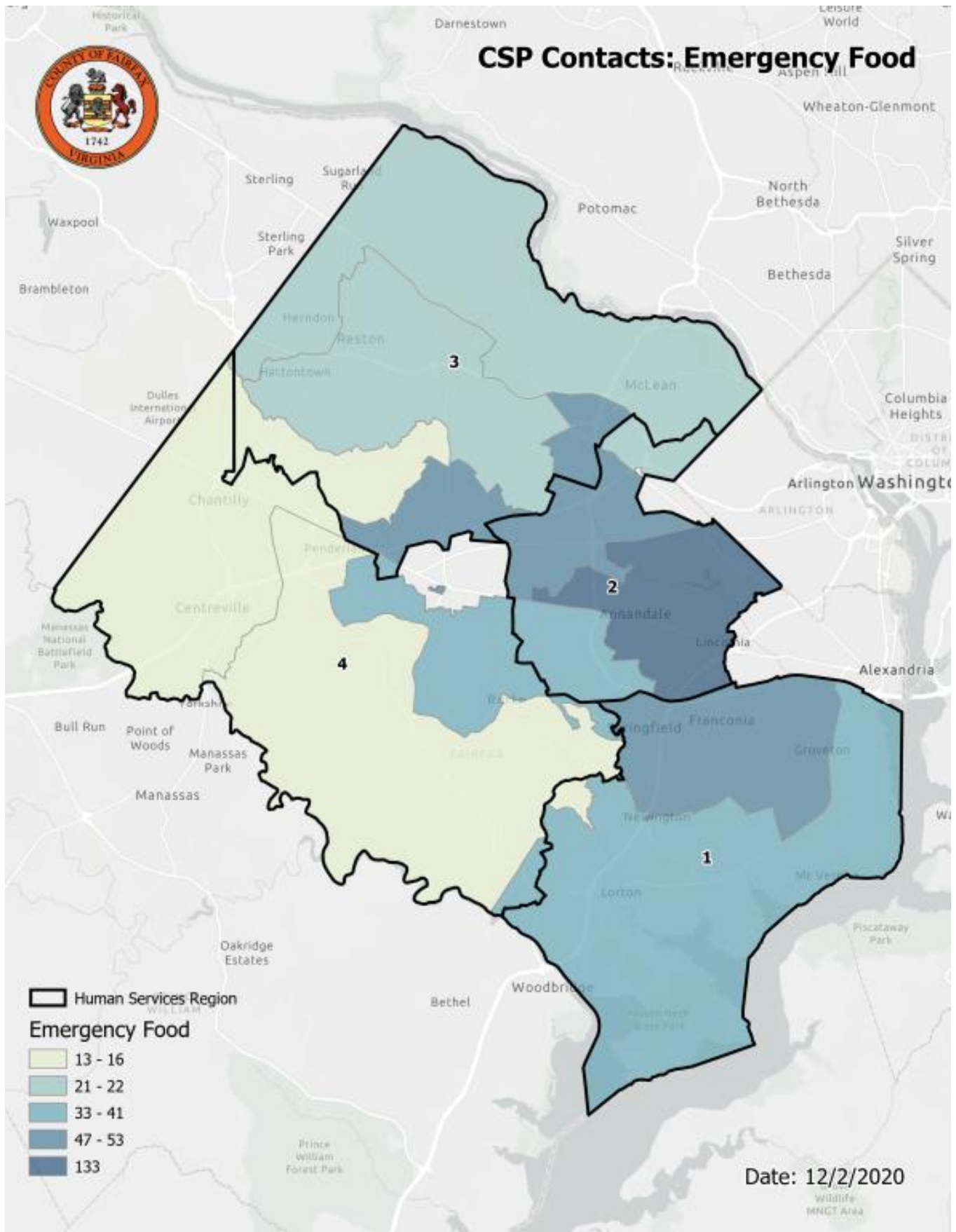
Community Provider Funding CARES Act

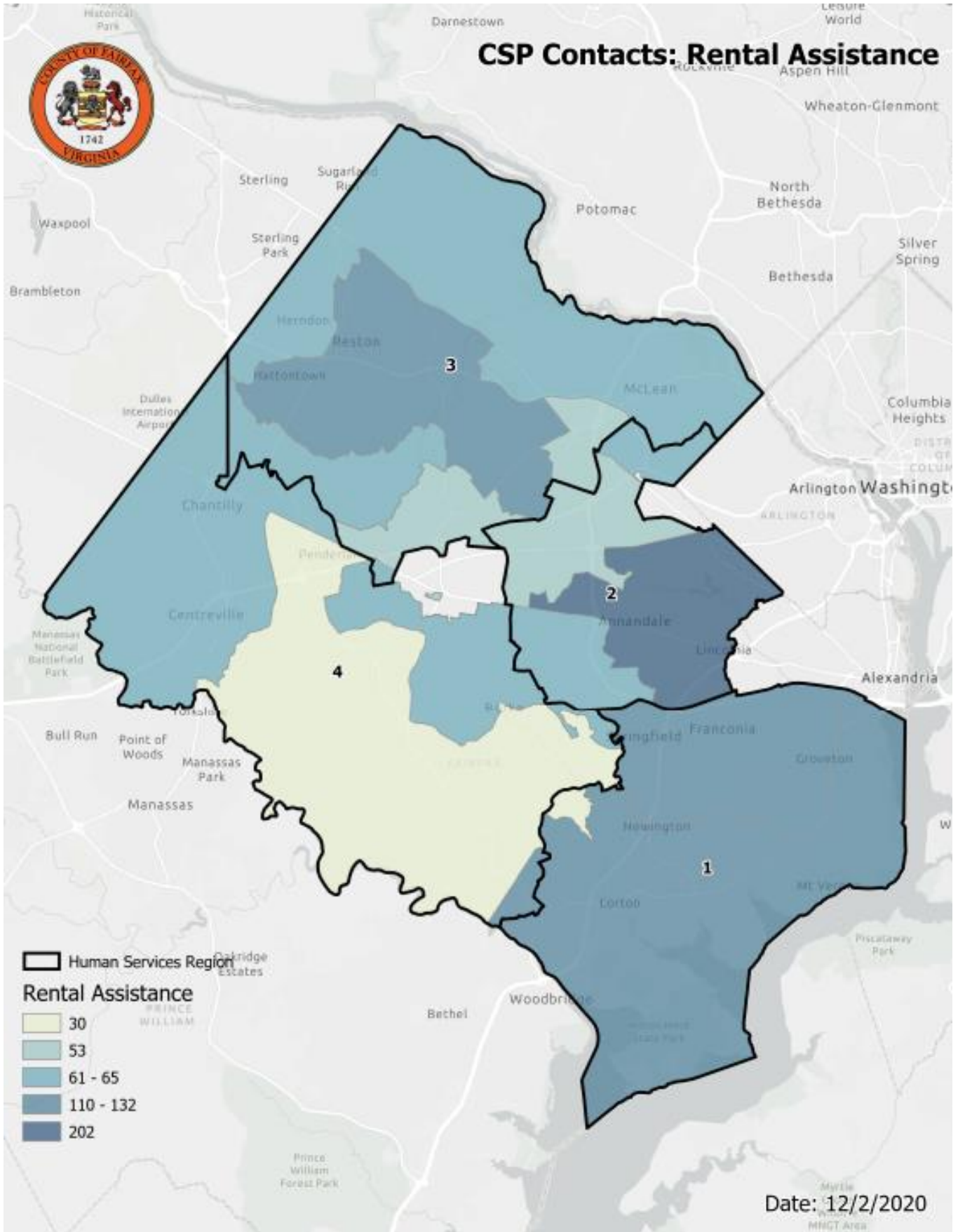
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$17,170,830.66 to date has been utilized. Cumulatively, CARES Act funding has provided support to 4,254 housing assistance cases (\$15,830,221.98), 743 utility assistance cases (\$329,232.17), and 3,289 emergency food referrals and funding for the procurement of food (\$660,925.17) by CBOs. The CBO administrative costs (\$350,451.34), in addition to the direct assistance expenditures, were included in the November 25th totals and are reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts continue with county leadership to develop additional funding requests after December 30, 2020, when the CARES Act funding is expected to expire. An overview of the 2021 Basic Needs Program (first quarter), including the funding breakdown by Health and Human Services Region and community provider will be part of next week's update.

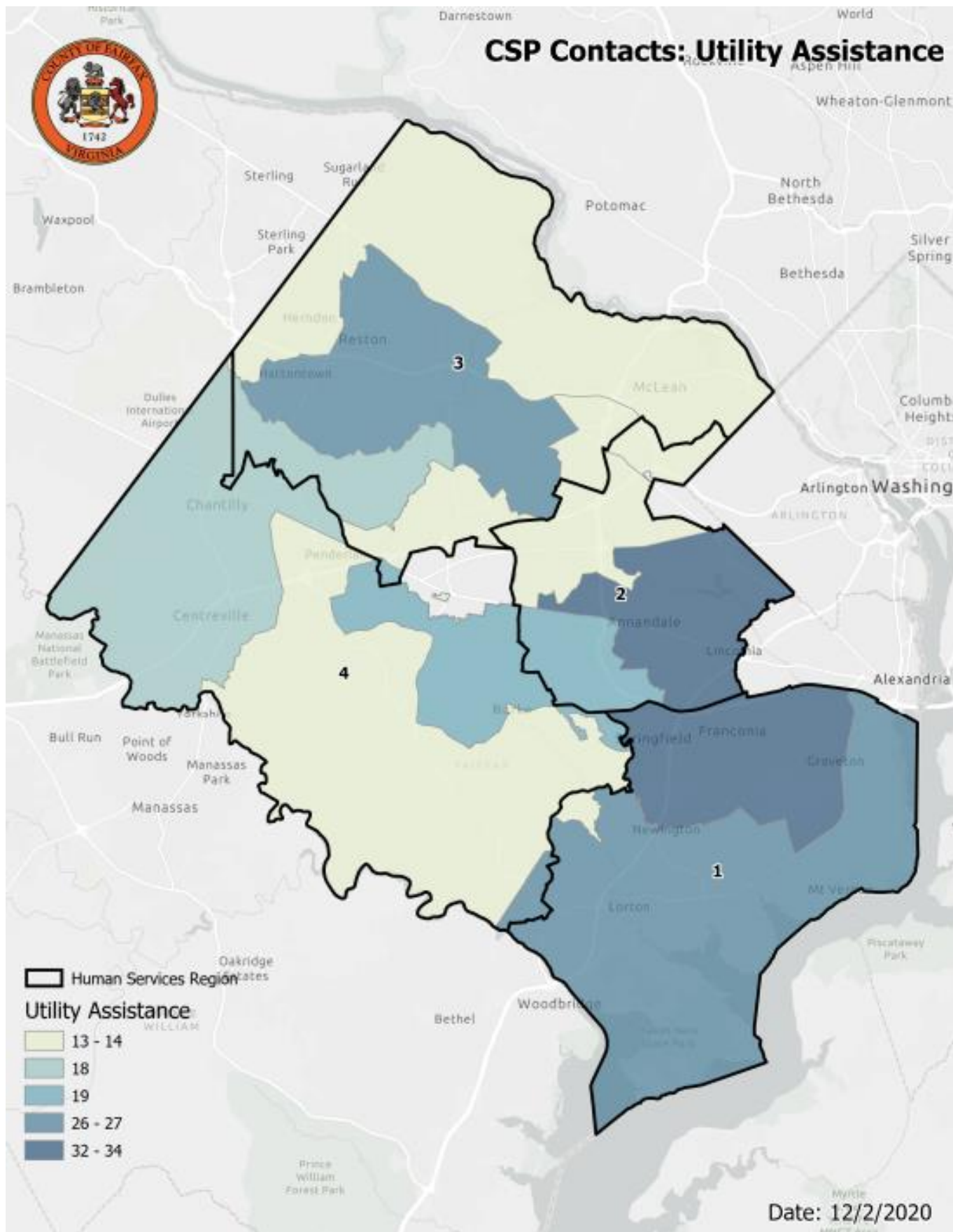
Child Care Services

On December 10th, the Fairfax County Health Department conducted a Zoom meeting with child care centers in the County to review the most recent COVID-19 Early Childhood Program guidance, discuss the Health Department's role in case, contact and outbreak investigations, and review lessons learned so far. The presentation was recorded and is available [here](#). To ensure that all child care centers have this important information, the presentation and resources that were discussed at this meeting were emailed to all child care programs this week. In addition, Office for Children is also working with the Health Department to provide a similar presentation for family child care providers in the coming weeks.

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
22012	0	1	0	1
22015	4	9	5	18
22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

December 9, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
11/29/20	5,140	+ 299%	+ 101%

WEEKLY AVERAGE SPEED OF ANSWER

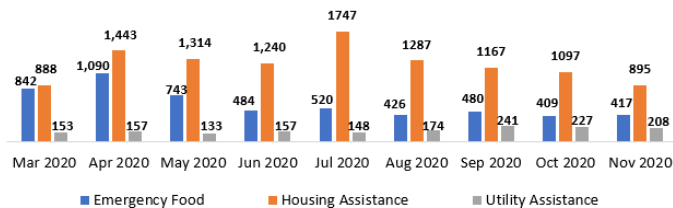
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
10/25/2020	25:42	32:46
11/1/2020*	32:35	36:38
11/8/2020*	27:02	45:57
11/15/2020	43:14	56:25
11/22/2020*	43:18	56:09
11/29/20	55:38	58:16

* reduced work week

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. December's information will be available in map format in the January 6th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

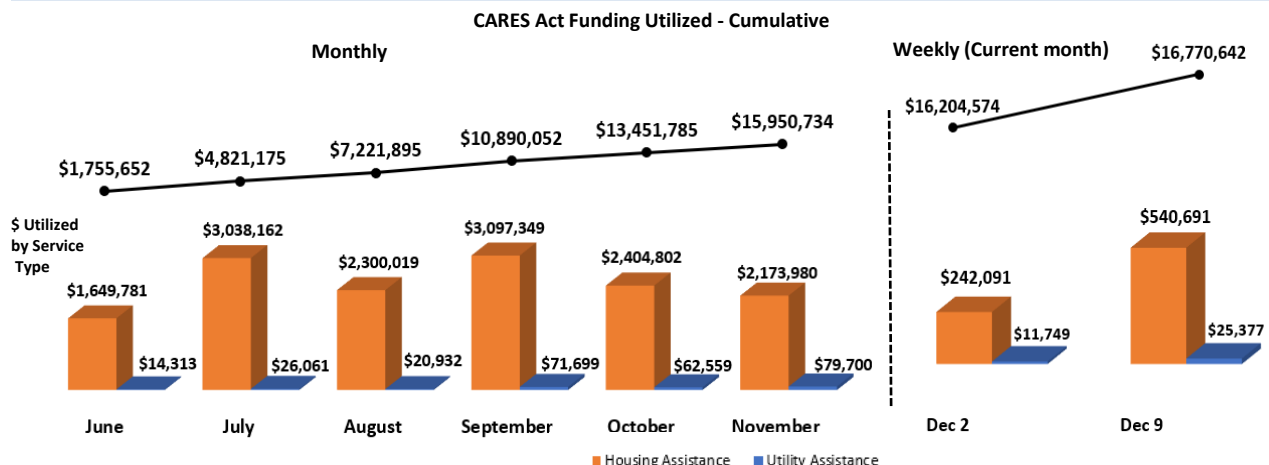
Month	# of New Cases of 1 st callers	% Change from FY 2019
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
November 2020	427	+ 75%
TOTAL	2,490	

CARES ACT FUNDING UTILIZED

As of December 8, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 16,770,642*

Number of Households Served (Cumulative): Housing (4,108), Utility (689), Emergency Food: (3,189 referrals)

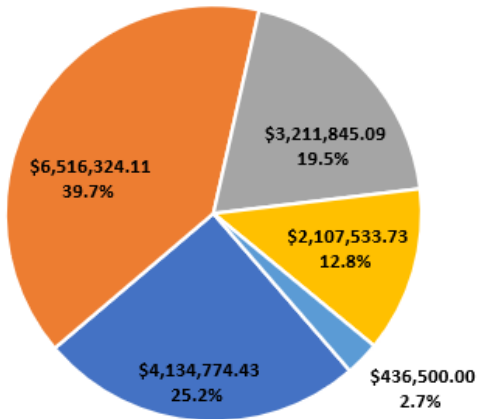


*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 3. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

\$16,420,190.99 as of December 8, 2020
(This total does not include CBO Administrative Costs)

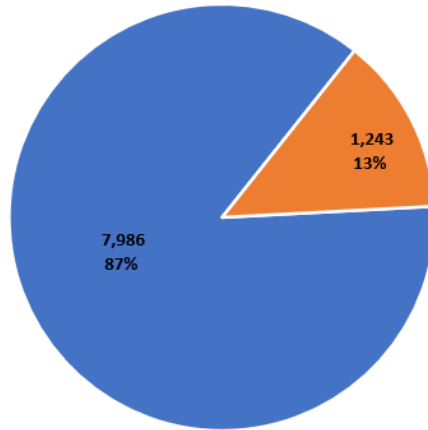


■ Region 1 ■ Region 2 ■ Region 3 ■ Region 4 ■ Countywide Food

Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

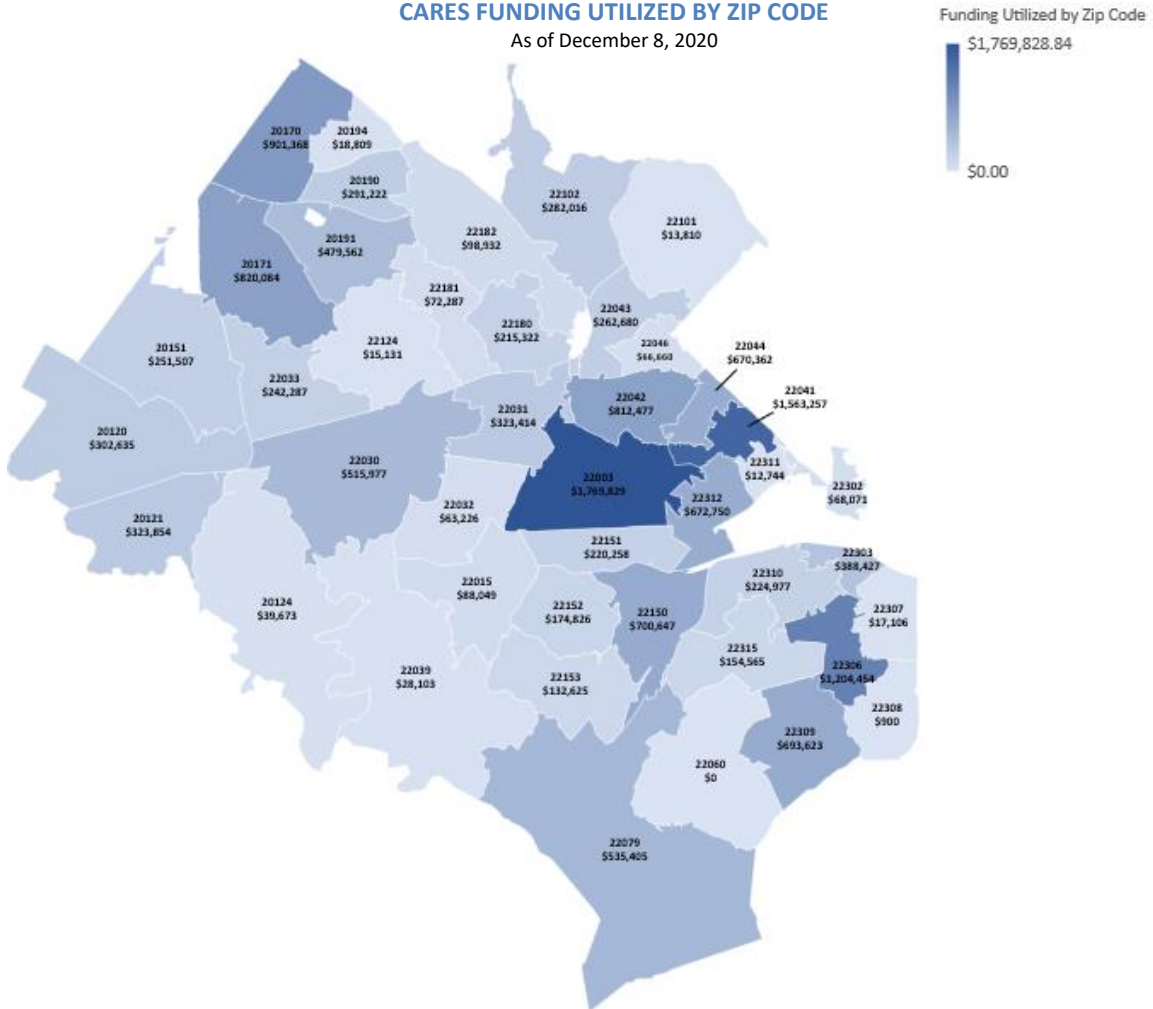
9,229 cases as of December 8, 2020



■ Completed ■ In Process

CARES FUNDING UTILIZED BY ZIP CODE

As of December 8, 2020



Future Dashboard Data Points:

- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to fluctuate due to recent changes due to promotions and a few resignations. The recruitment process for the 11 new FTE positions as well as the recent staff vacancies is ongoing- eight staff have been hired including five Social Services Specialists who started on November 23 and through a modified training process, have been placed on the phones this week with a limited capacity. A new recruitment process for the remaining three new positions, as well as additional vacancies is underway and will be completed as soon as possible.

This week's call volume has increased significantly, with over 5,000 calls. This level of call volume has not occurred since the call volume surges in the summer of 2020. With this call volume, the average speed of answer has increased on the Spanish line but has remained basically the same on the English line for the past three weeks. Staff is studying what may be unique about the increased demand. Over the last two months, daily call volume averaged approximately 700 calls and now is over 1,000 calls. The increased call volume is attributed to targeted social media outreach that is being conducted by community organizations and advocates to support residents with their basic needs, as well as concerns around the numerous federal COVID-19 relief programs that are set to expire at the end of December. Additionally, the VA and Rent Mortgage Relief Program has transitioned to a new model and the Fairfax County provider is no longer taking new referrals as of November 30.

NCS is currently working with DIT on the final stages of implementing technology enhancements which will provide for wait-time announcements and a call back feature; we expect movement on this next week.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

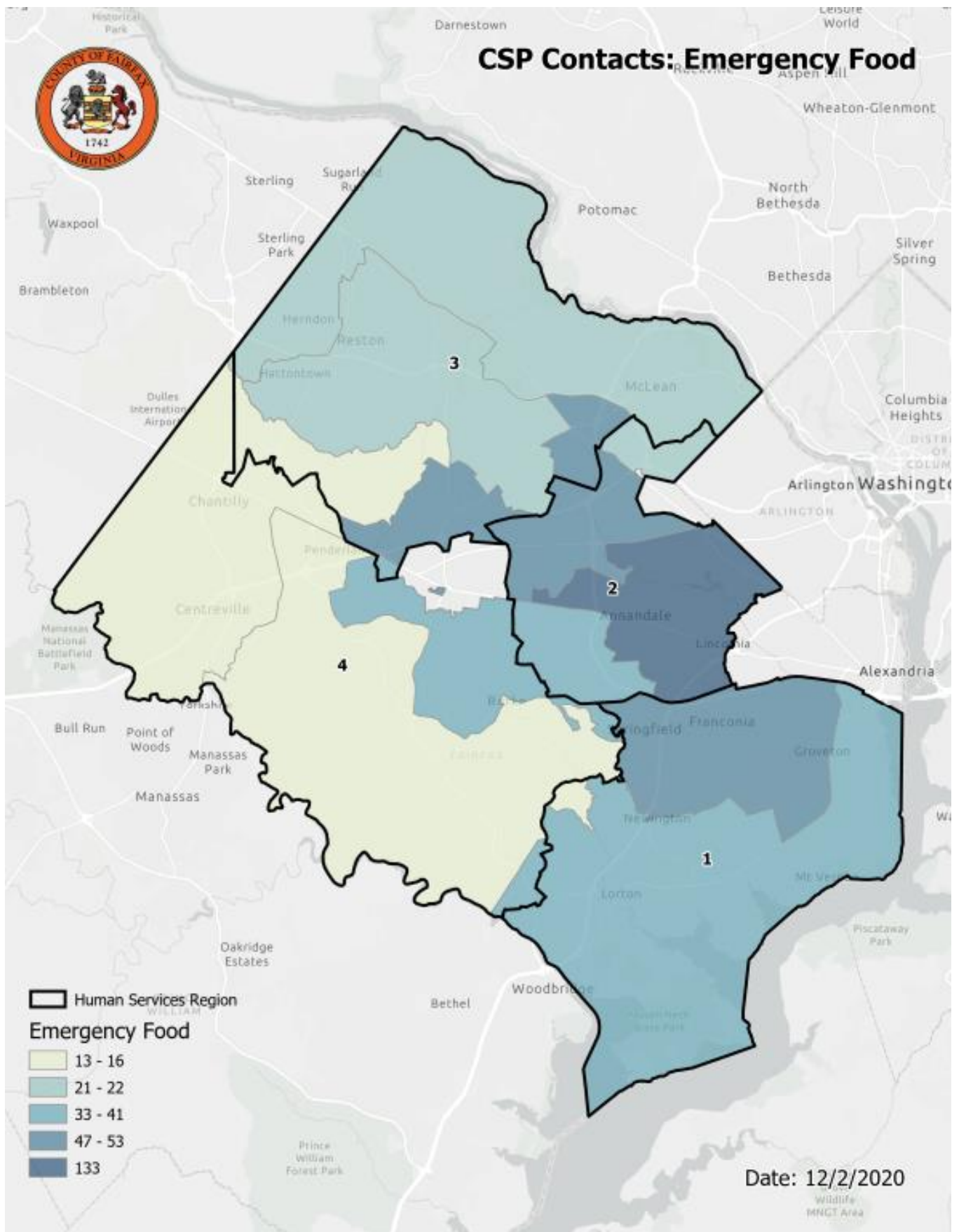
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$16,770,642 to date has been utilized. Cumulatively, CARES Act funding has provided support to 4,108 housing assistance cases (\$15,446,875), 689 utility assistance cases (\$312,390), and 3,189 emergency food referrals and funding for the procurement of food (\$660,925) by CBOs. The CBO administrative costs (\$350,451.34), in addition to the direct assistance expenditures, were included in the November 25th totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts continue with county leadership to develop additional funding requests after December 30, 2020, when the CARES Act funding expires.

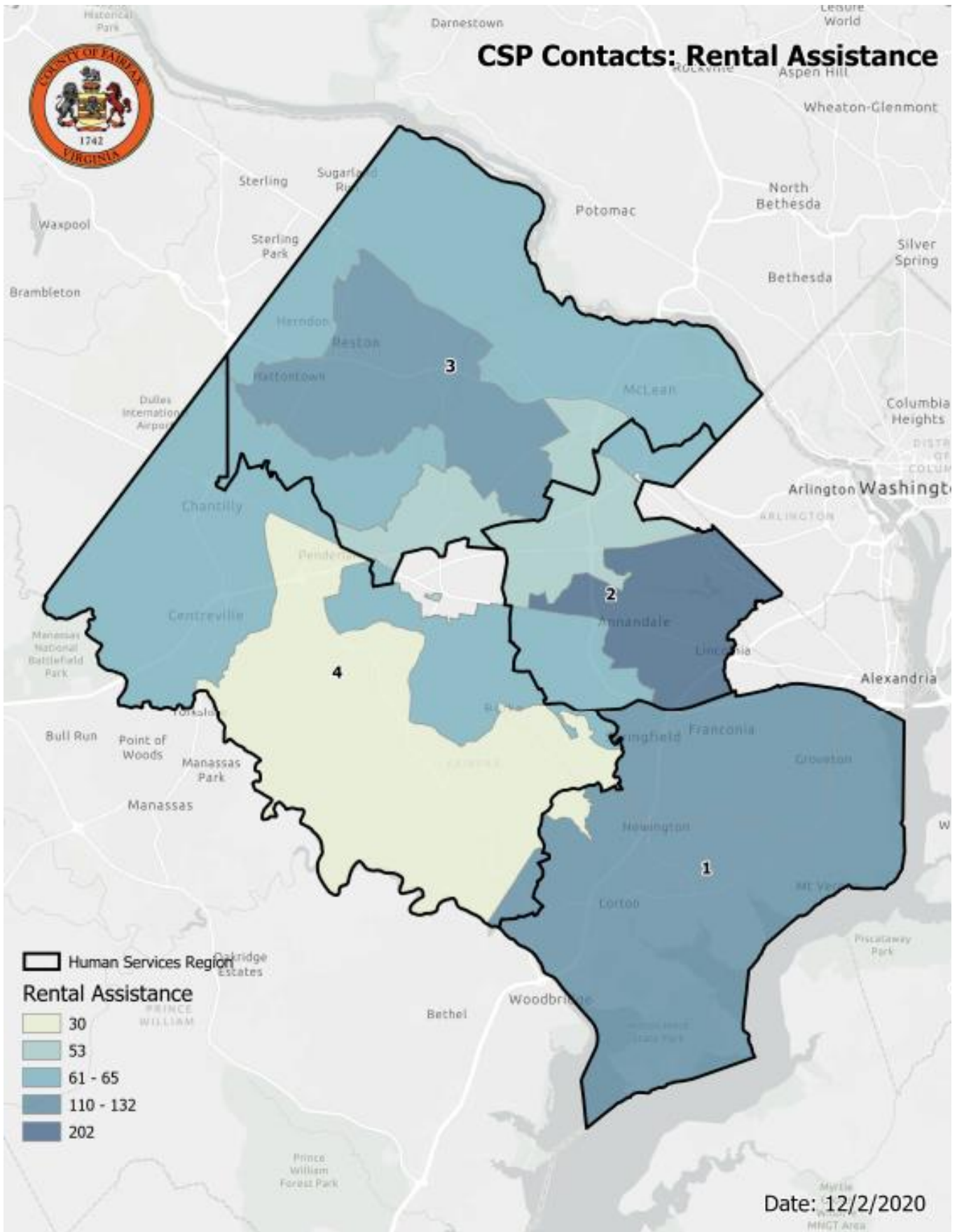
Child Care Services

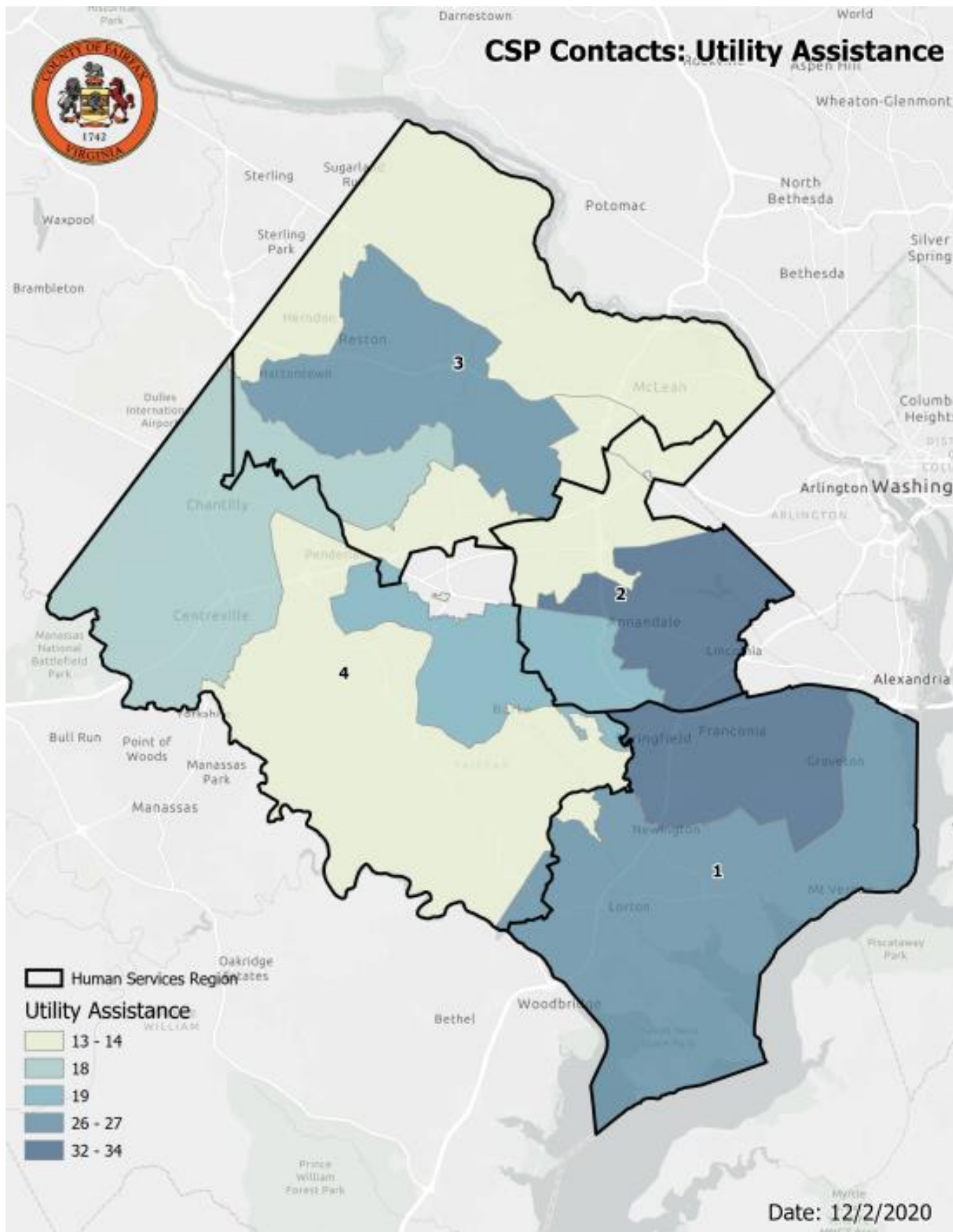
On December 8, the Virginia Department of Social Services sent an announcement to child care programs informing them that the Governor's administration has provided funding for Personal Protective Equipment (PPE) push packs. Push packs will include adult and child cloth masks, adult surgical masks, non-contact/infrared digital thermometers, nitrile gloves, vinyl exam gloves, bleach, and sanitizer. All licensed Adult Day Care Centers, Child Day Centers, Short-Term Child Day Centers, Voluntarily Registered Family Day Homes, Family Day Homes, Family Day Systems,

Religiously Exempt Child Day Centers, as well as Unlicensed Child Day Programs receiving Child Care Subsidy Assistance, which includes County permitted family child care homes are eligible to receive the push packs. More information can be found [here](#).

Child care lead –[Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
22012	0	1	0	1
22015	4	9	5	18
22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

November 25, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
11/15/20	4,175	+ 168%	+ 12%

WEEKLY AVERAGE SPEED OF ANSWER

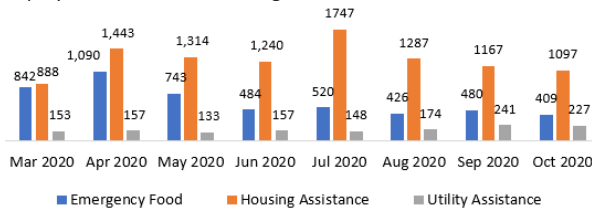
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
10/11/2020	22:22	28:24
10/18/2020	13:48	22:53
10/25/2020	25:42	32:46
11/1/2020*	32:35	36:38
11/8/2020*	27:02	45:57
11/15/2020	43:14	56:25

* 4-day work week

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. November's information will be available in map format in the December 9th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
TOTAL	3,016	

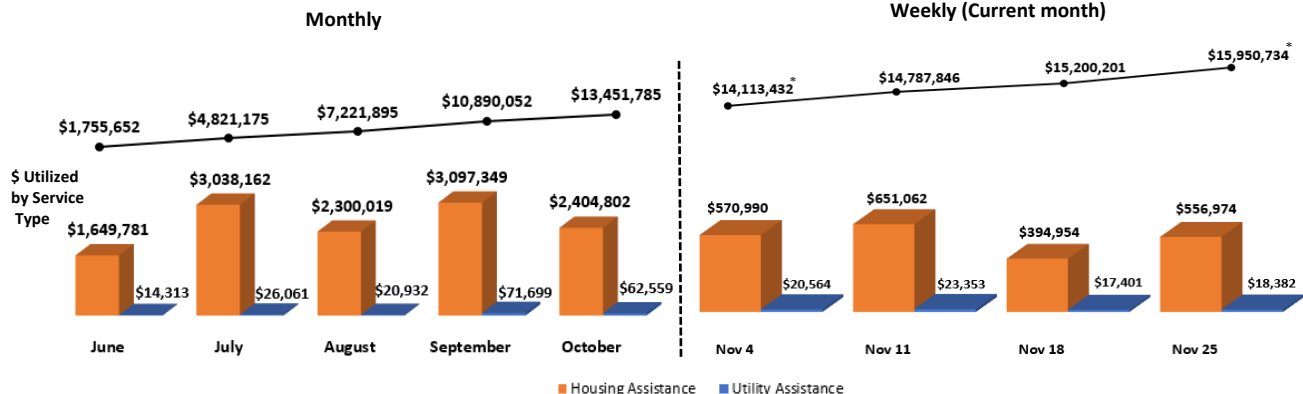
CARES ACT FUNDING UTILIZED

As of November 24, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 15,950,734*

Number of Households Served (Cumulative): Housing (3,818), Utility (604), Emergency Food: (3,010 referrals)

CARES Act Funding Utilized - Cumulative



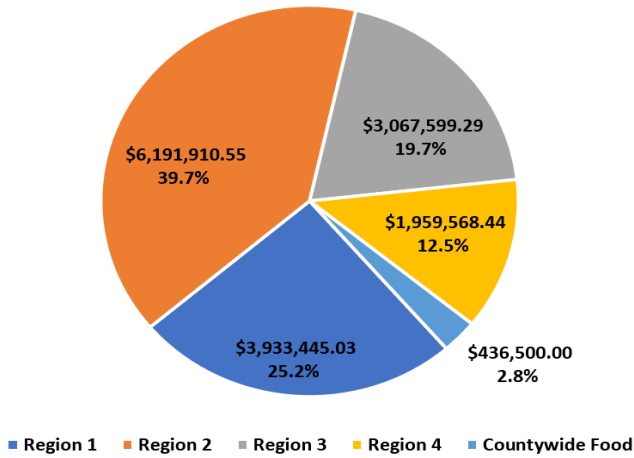
*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

+ Based on a 4-day work week.

CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

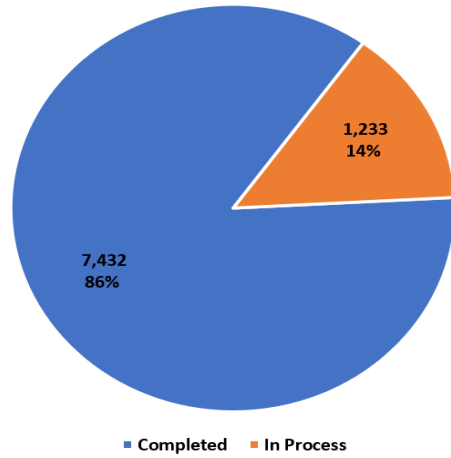
\$15,598,982.94 as of November 24, 2020
(This total does not include CBO Administrative Costs)



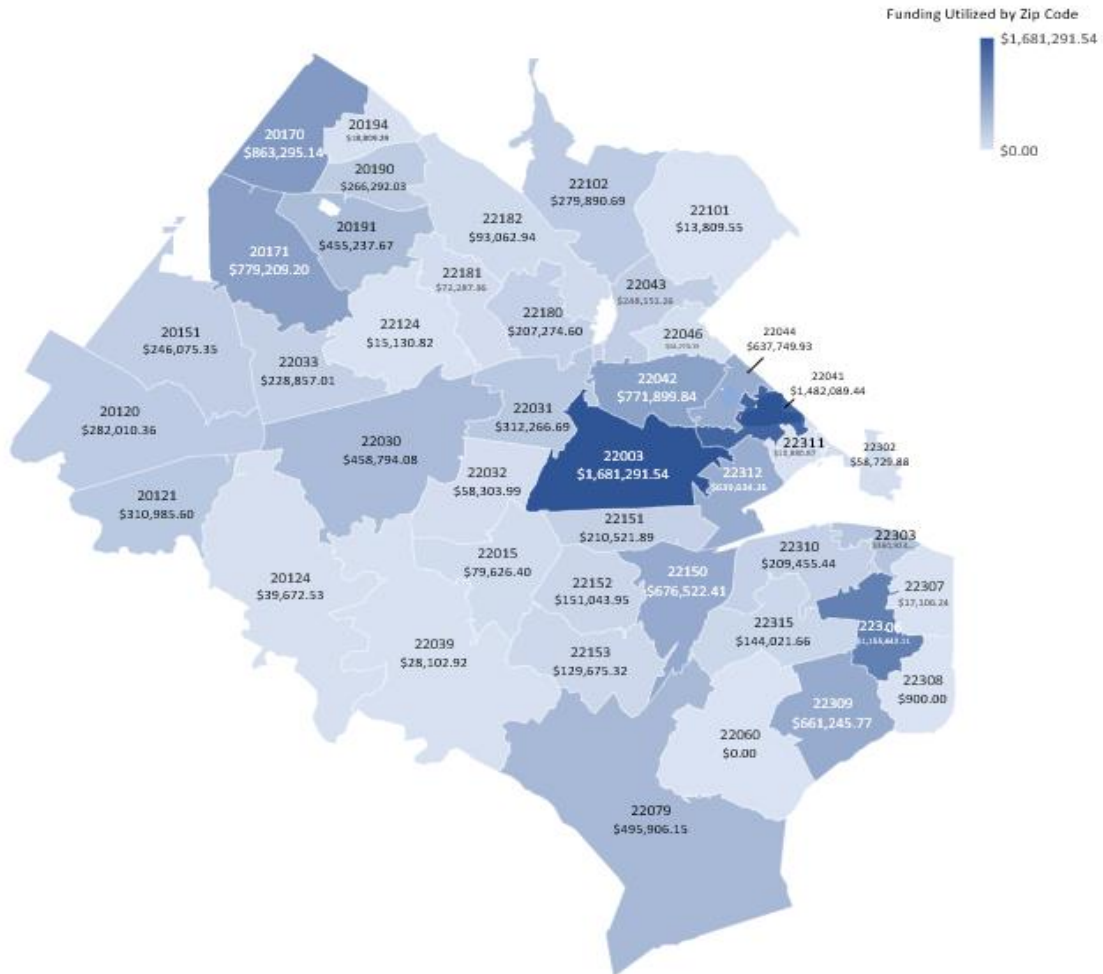
Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

8,665 cases as of November 24, 2020



CARES FUNDING UTILIZED BY ZIP CODE



Future Dashboard Data Points:

- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to fluctuate due to recent changes due to promotions and a few resignations. The recruitment process for the 11 new FTE positions as well as the recent staff vacancies is ongoing. Most new positions have been filled and many of the Social Services Specialists started on November 23. An expedited training plan has been implemented and these staff will begin working with residents as soon as possible.

This week's call volume went up by 12% over last week's, which has led to the average speed of answer time on the English and Spanish line increasing significantly. Other factors impacting the speed of answer time are staff being on leave due to the holiday and an increase in residents calling for holiday assistance.

NCS is currently working with DIT on the final stages of implementing technology enhancements, which will provide for wait-time announcements and a call back feature.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding- CARES Act

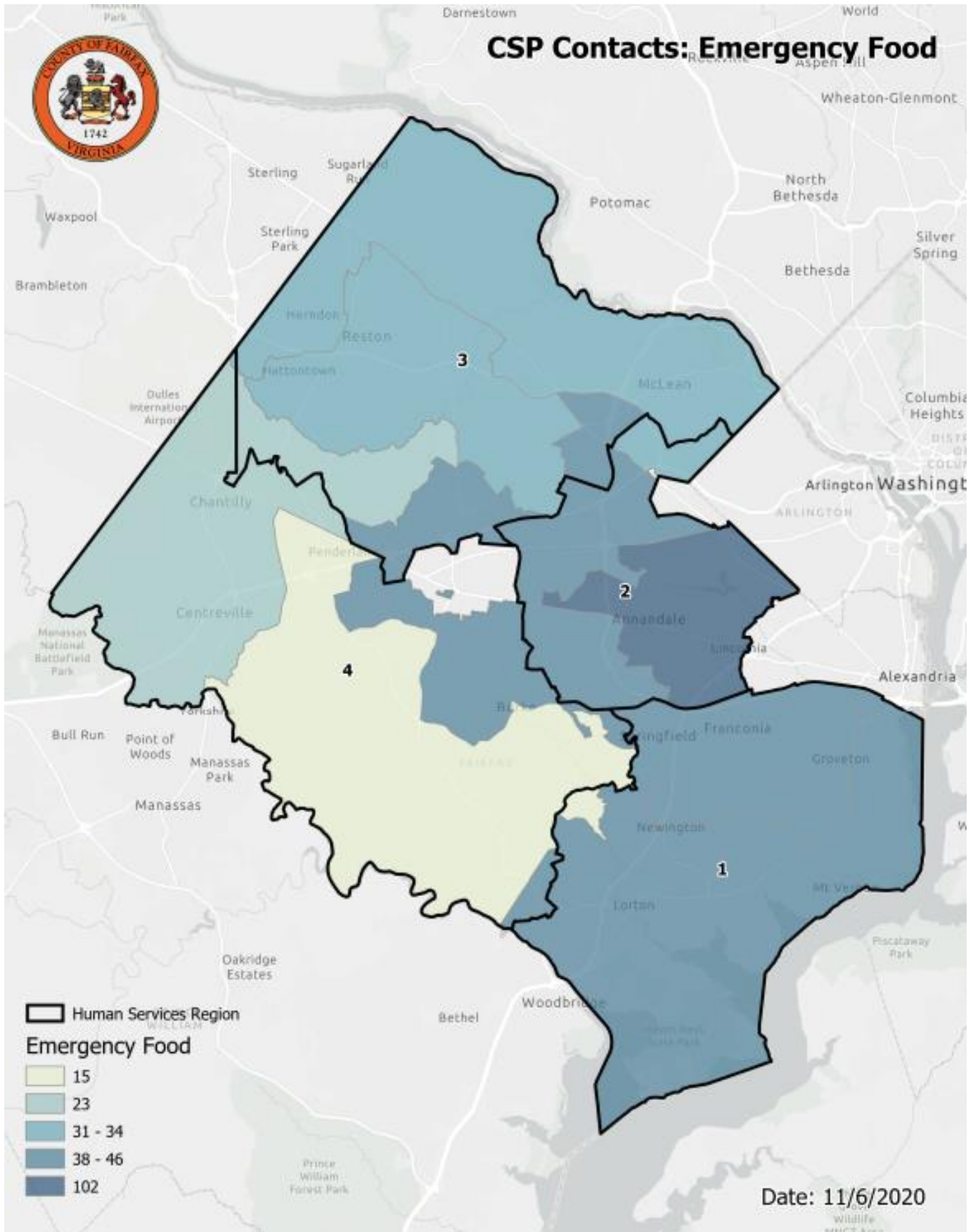
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$15,950,734.28 to date has been utilized. Cumulatively, CARES Act funding has provided support to 3,818 housing assistance cases (\$14,664,093.17), 604 utility assistance cases (\$275,264.60), and 3,010 emergency food referrals and funding for the procurement of food (\$660,925.17) by CBOs. The CBO administrative costs (\$350,451.34), in addition to the direct assistance expenditures, are included in the November 25th totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts continue with county leadership to develop additional funding requests after December 30, 2020, when the CARES Act funding expires.

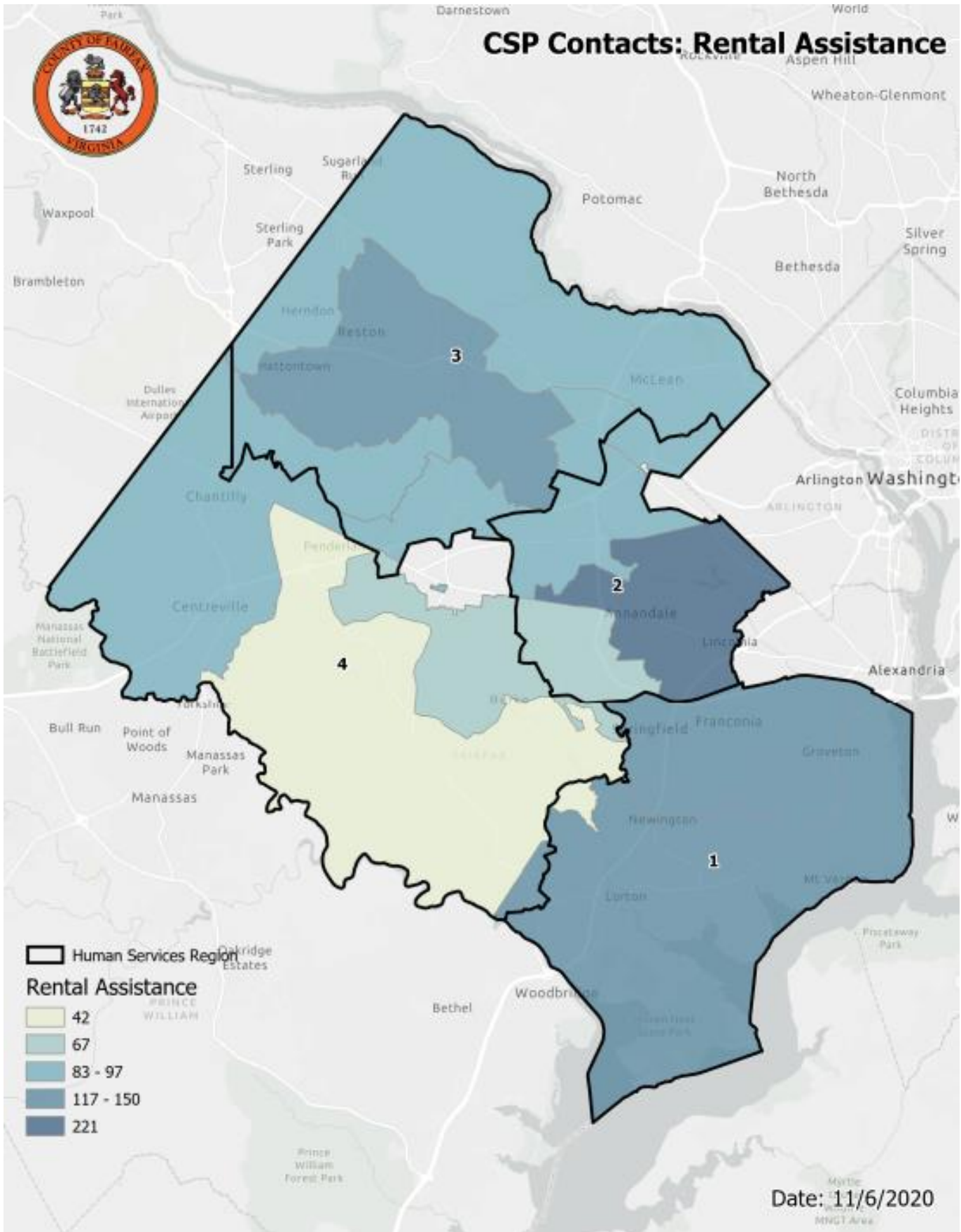
Child Care Services

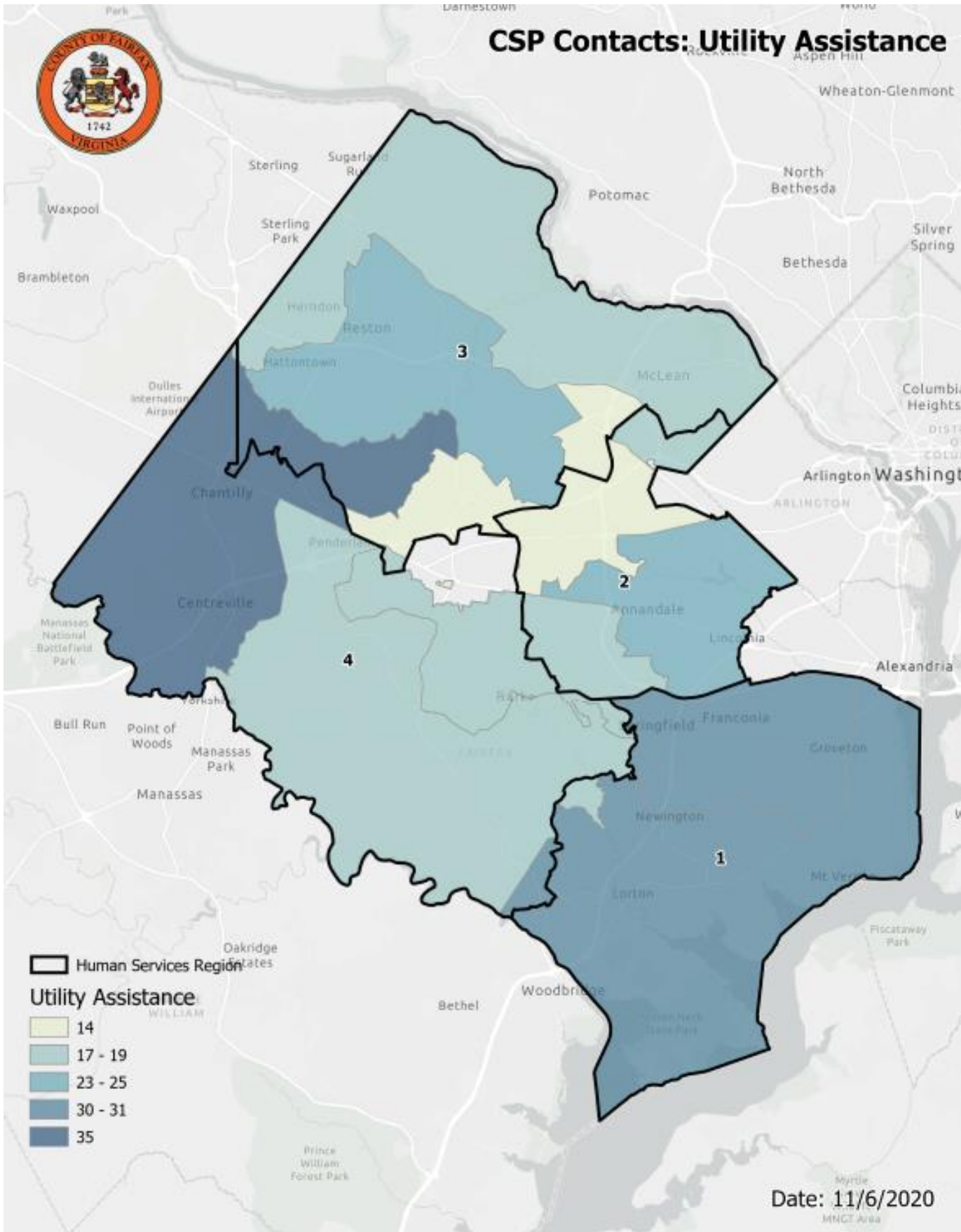
On November 23, the Virginia Department of Social Services announced the third round of child care provider incentive grants, which are funded through CARES Act money. These funds will help child care providers remain open during the COVID-19 pandemic. CARES III grants will automatically be awarded to all open and eligible providers who received a CARES I or CARES II grant. Applications for providers who have not received a CARES I or II grant will be accepted in January 2021 and will be prioritized to fund programs in underserved communities. More information can be found [here](#).

Phase III Child Care Guidance information has been updated based on Governor Northam's amended Executive Order 63. The face covering requirement for children age 5 and older while indoors is included in the [Guidelines for Child Care in Phase III, as well as an updated Child Care FAQ](#).

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
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22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

November 18, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
11/8/20	3,723	+ 139%	- 4%

WEEKLY AVERAGE SPEED OF ANSWER

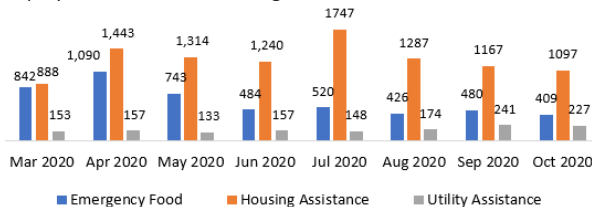
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
10/4/2020	20:05	33:37
10/11/2020	22:22	28:24
10/18/2020	13:48	22:53
10/25/2020	25:42	32:46
11/1/2020	32:35	36:38
11/8/2020*	27:02	45:57

* 4-day work week

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. November's information will be available in map format in the December 9th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
TOTAL	3,016	

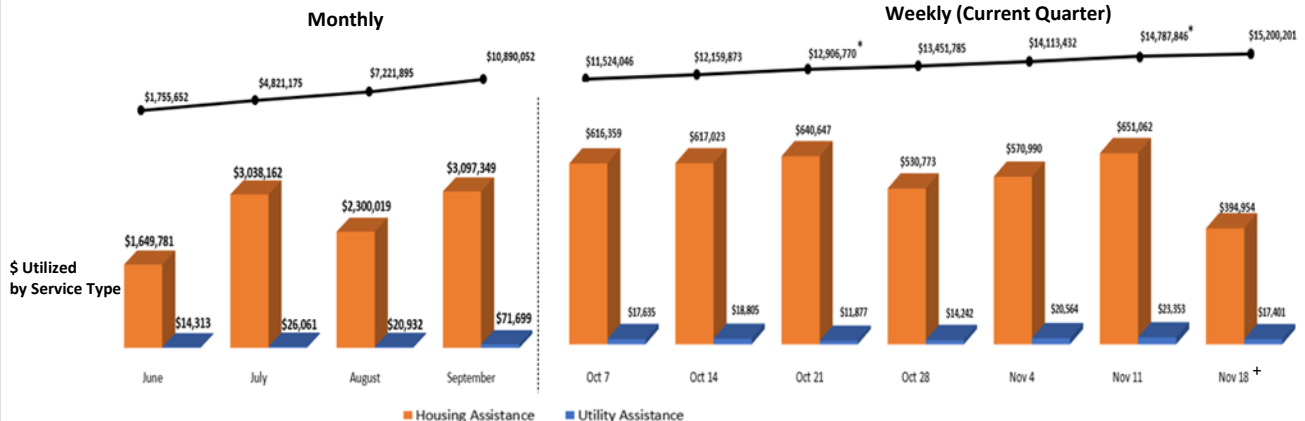
CARES ACT FUNDING UTILIZED

As of November 17, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 15,200,201*

Number of Households Served (Cumulative): Housing (3,639), Utility (560), Emergency Food: (2,811 referrals)

CARES Act Funding Utilized - Cumulative



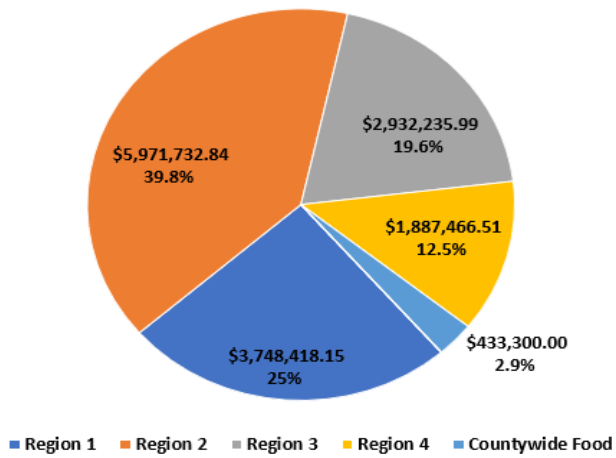
* Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

+ Based on a 4-day work week.

CSP DATA DASHBOARD (continued)

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)

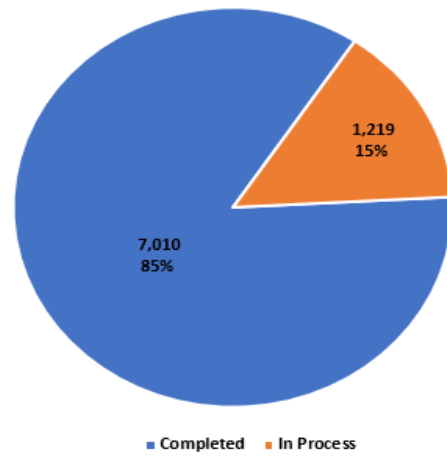
\$14,976,967.75 as of November 17, 2020



Note: This chart equates to 99.9% due to 0.1% being allocated to relocation costs.

CASE ASSISTANCE STATUS (HOUSING, UTILITY AND FOOD)

8,229 cases as of November 17, 2020



Future Dashboard Data Points:

- Funding Utilized by Zip Code
- Funding Utilized by Race/Ethnicity
- Funding Source Information

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to evolve due to recent staffing changes to maximize service delivery. The recruitment process for the 11 new FTE positions has been ongoing. Most positions have been filled and many of the Social Services Specialists will start on November 23. An expedited training plan has been developed and these staff will begin working with residents as soon as possible.

This week's average speed of answer and call volume are both impacted by the four-day work week due to the Veterans Day holiday. The average speed of answer increased for the English line and decreased on the Spanish line. Although the overall call volume decreased by 4% from the previous week, the total calls received were over the course of a shorter four-day workweek. Additionally, this increase in call volume can be attributed to outreach efforts by community partners and publicity by Telemundo and Univision.

NCS is currently working with DIT on the final stages of implementing technology enhancements which will provide for wait-time announcements and a call back feature.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

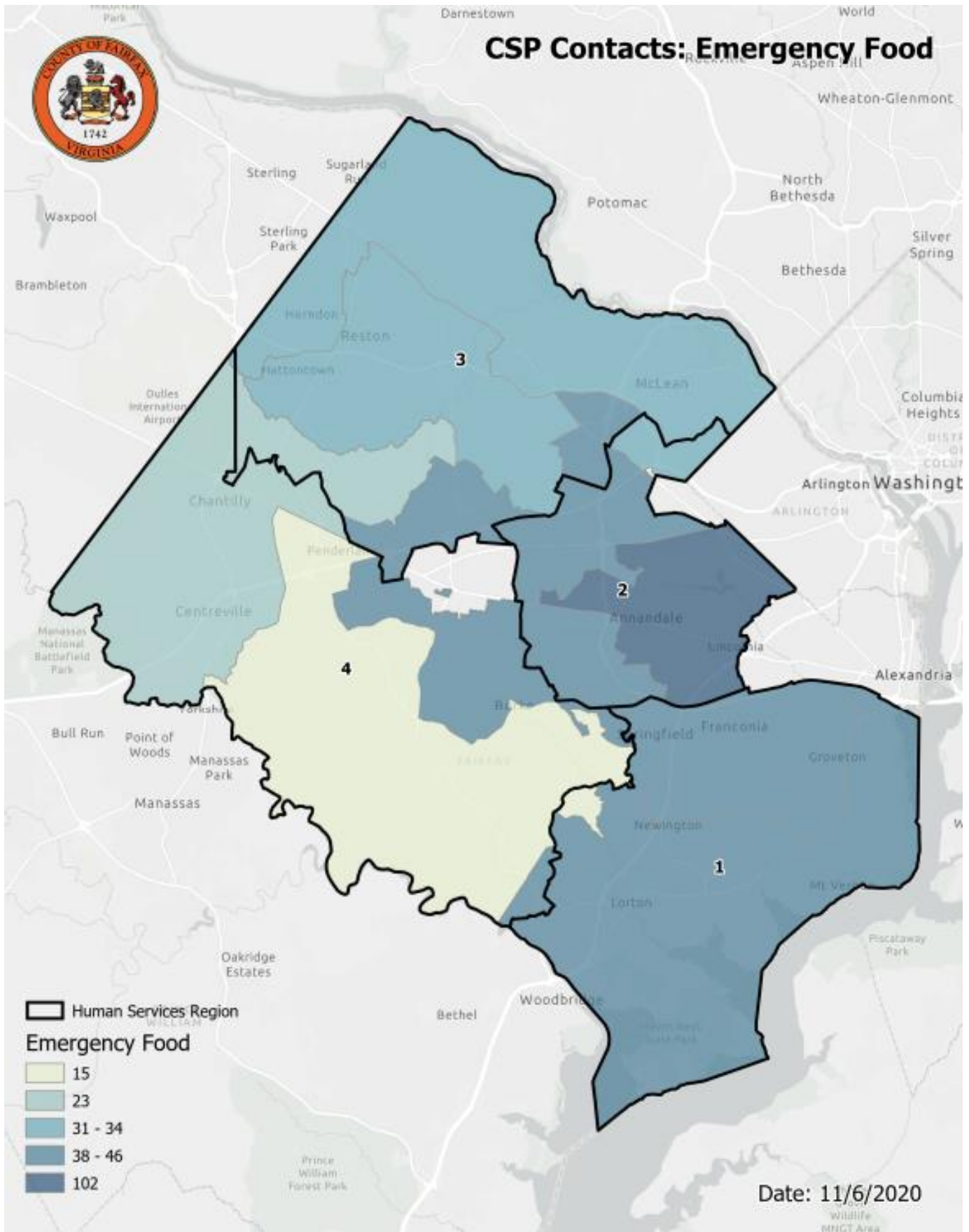
Community Provider Funding CARES Act

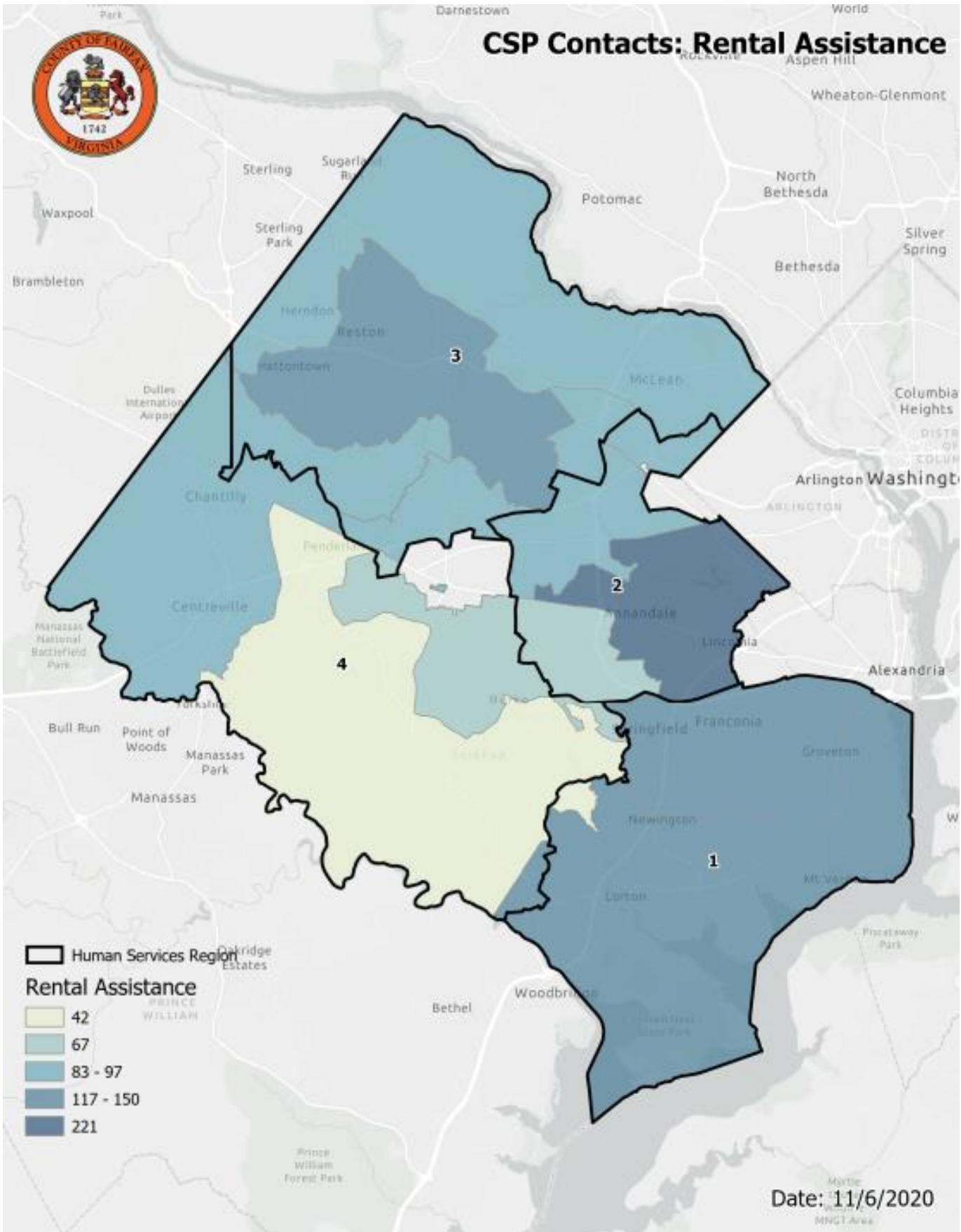
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$14,787,846 to date has been utilized. Cumulatively, CARES Act funding has provided support to 3,525 housing assistance cases, 521 utility assistance cases, and 2,687 emergency food referrals and funding for the procurement of food by CBOs. The CBO administrative costs (\$223,233.56), in addition to the direct assistance expenditures, were included in the November 4th totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts continue with county leadership to develop additional funding requests after December 30, 2020, when the CARES Act funding expires.

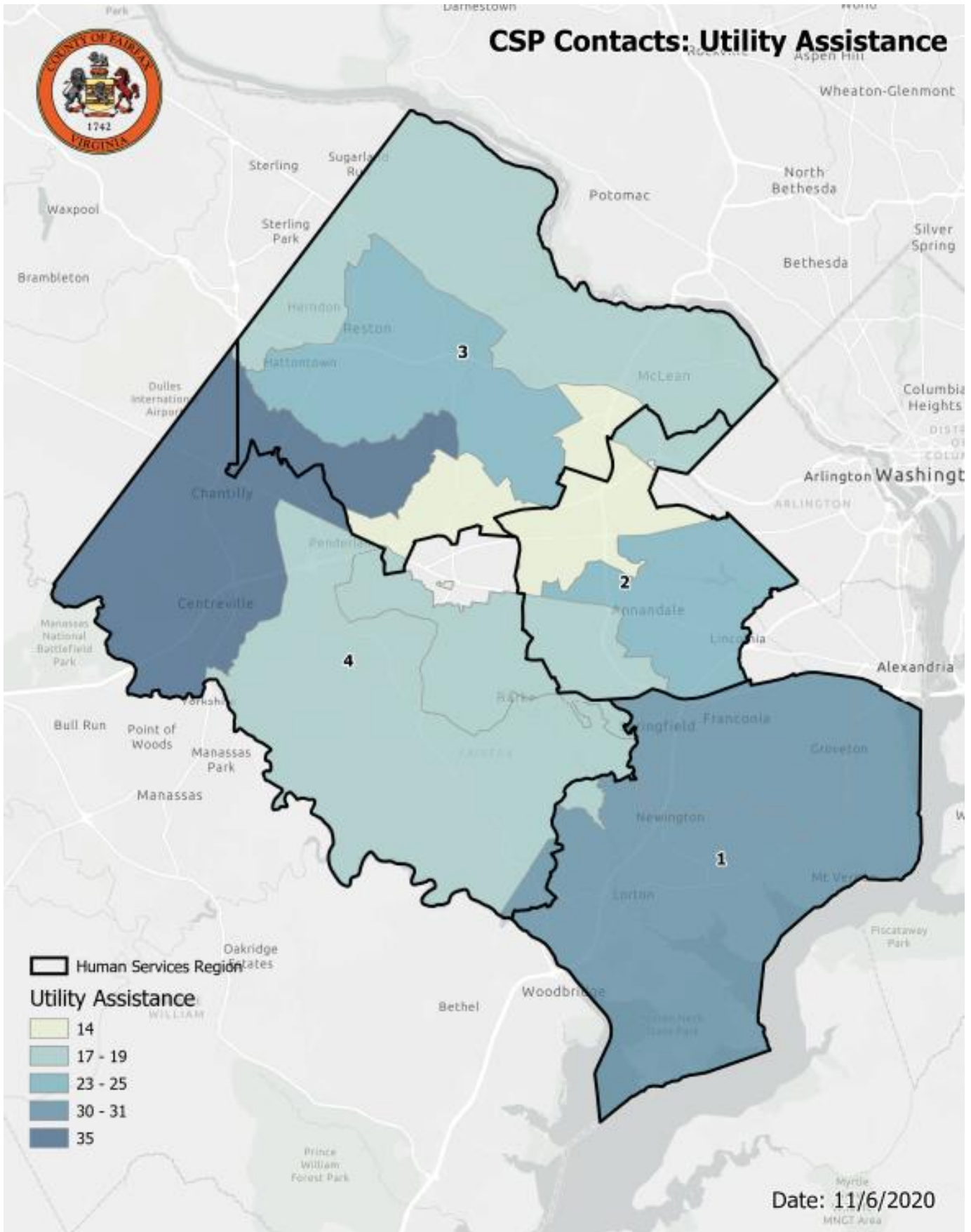
Child Care Services

Community Education and Provider Services will begin monthly virtual informational meetings for interested residents who wish to open a family child care program in the county. Working in partnership with the Fairfax County Fire Marshal's office, information about the county family child care permit requirements and process will be shared in a live meeting format. Each meeting will consist of two concurrent sessions with one presentation in English and another in Spanish. The first meeting will be held on November 19, 2020. Please call 703-324-8100 for more information and to register for the meeting.

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
22012	0	1	0	1
22015	4	9	5	18
22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

November 12, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
11/1/20	3,864	+ 156%	+ 4%

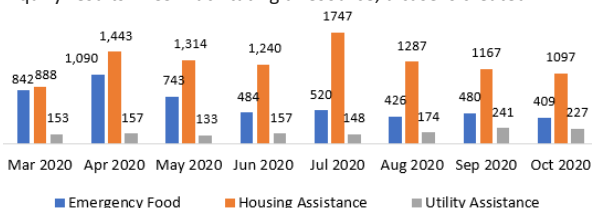
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
9/27/2020	26:08	23:23
10/4/2020	20:05	33:37
10/11/2020	22:22	28:24
10/18/2020	13:48	22:53
10/25/2020	25:42	32:46
11/1/2020	32:35	36:38

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. November's information will be available in map format in the December 9th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
TOTAL	3,016	

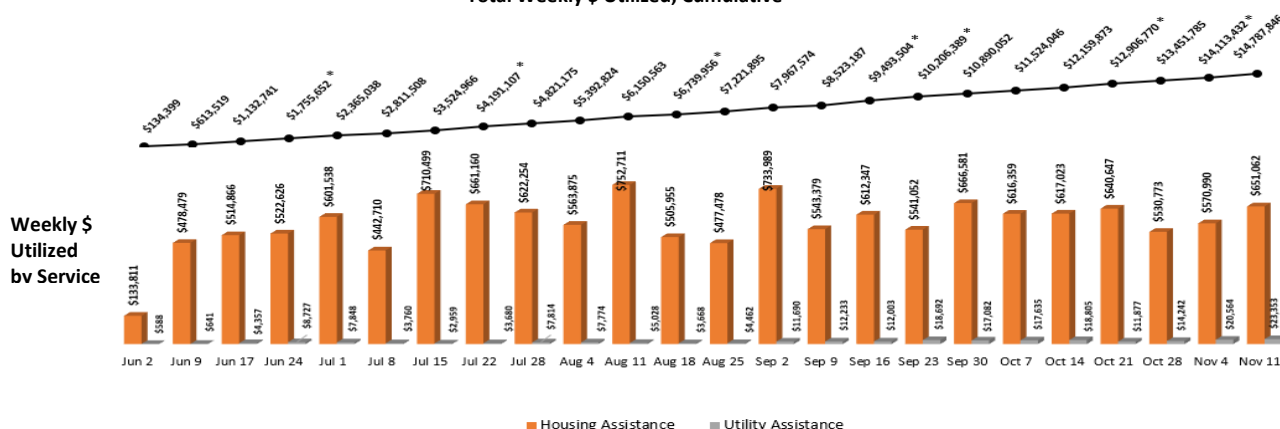
CARES ACT FUNDING UTILIZED

As of November 10, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 14,787,846*

Number of Households Served (Cumulative): Housing (3,525), Utility (521), Emergency Food: (2,687 referrals)

Total Weekly \$ Utilized, Cumulative



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to evolve due to recent staffing changes to maximize service delivery. The recruitment process for the 11 new FTE positions has been ongoing. Most positions have been filled and many of the Social Services Specialists will start on November 23. An expedited training plan has been developed and these staff will begin working with residents as soon as possible.

The weekly call volume has increased by 4% for the week of November 1st with an average of over 770 calls per day. The average speed of answer has also increased on both the English and Spanish lines this week. There have been some additional targeted community outreach efforts by community partners which may have impacted the increase in call volume and average speed of answer. It is important to note that the increase in call volume reinforces that there continues to be significant needs in the community due to the economic impact of the pandemic. NCS will continue to analyze the utilization data on call volume and characteristics of callers, including the average amount of financial assistance requested, return callers since the beginning of the pandemic, and other relevant data points. The results will be provided in future CSP updates.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

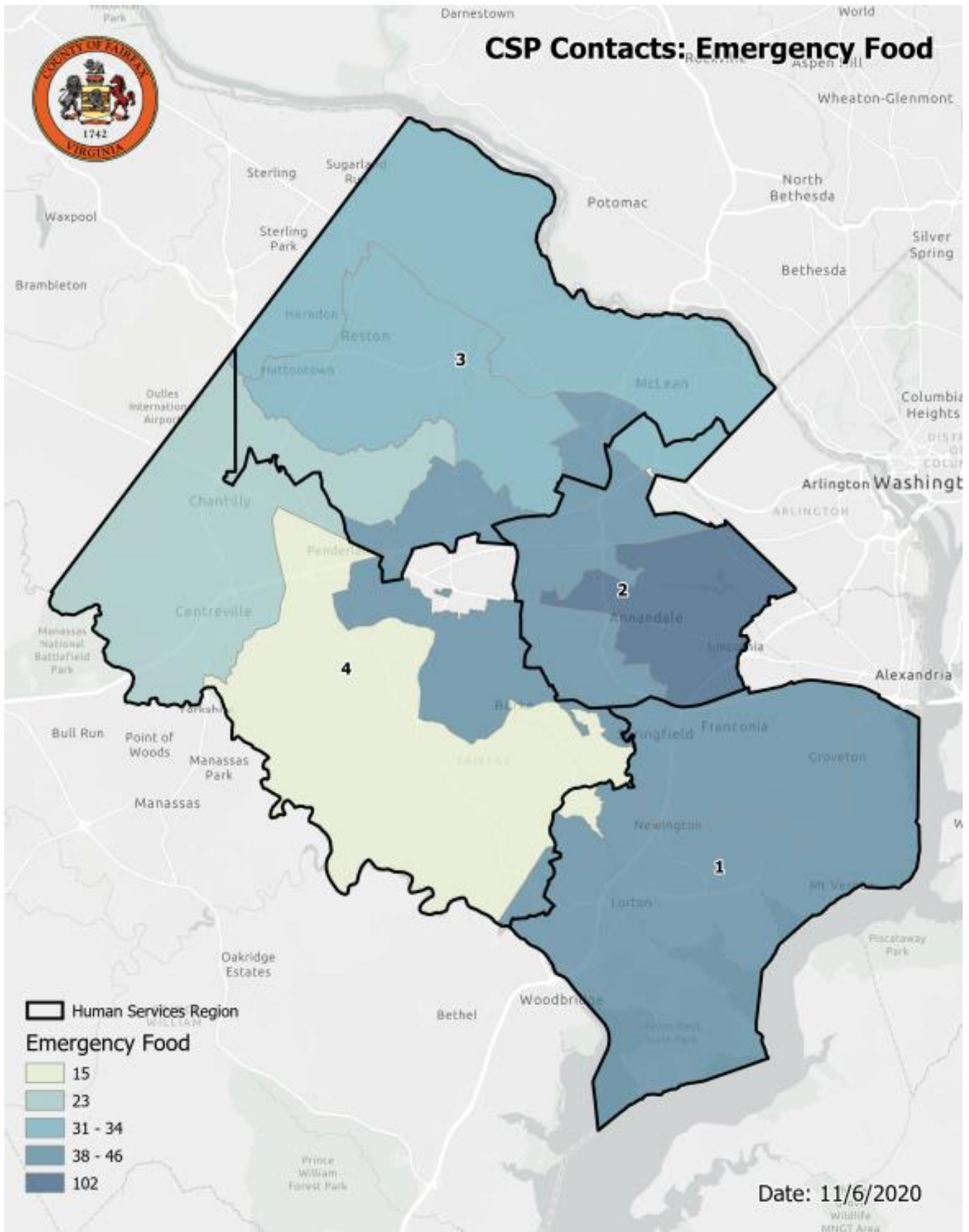
Community Provider Funding CARES Act

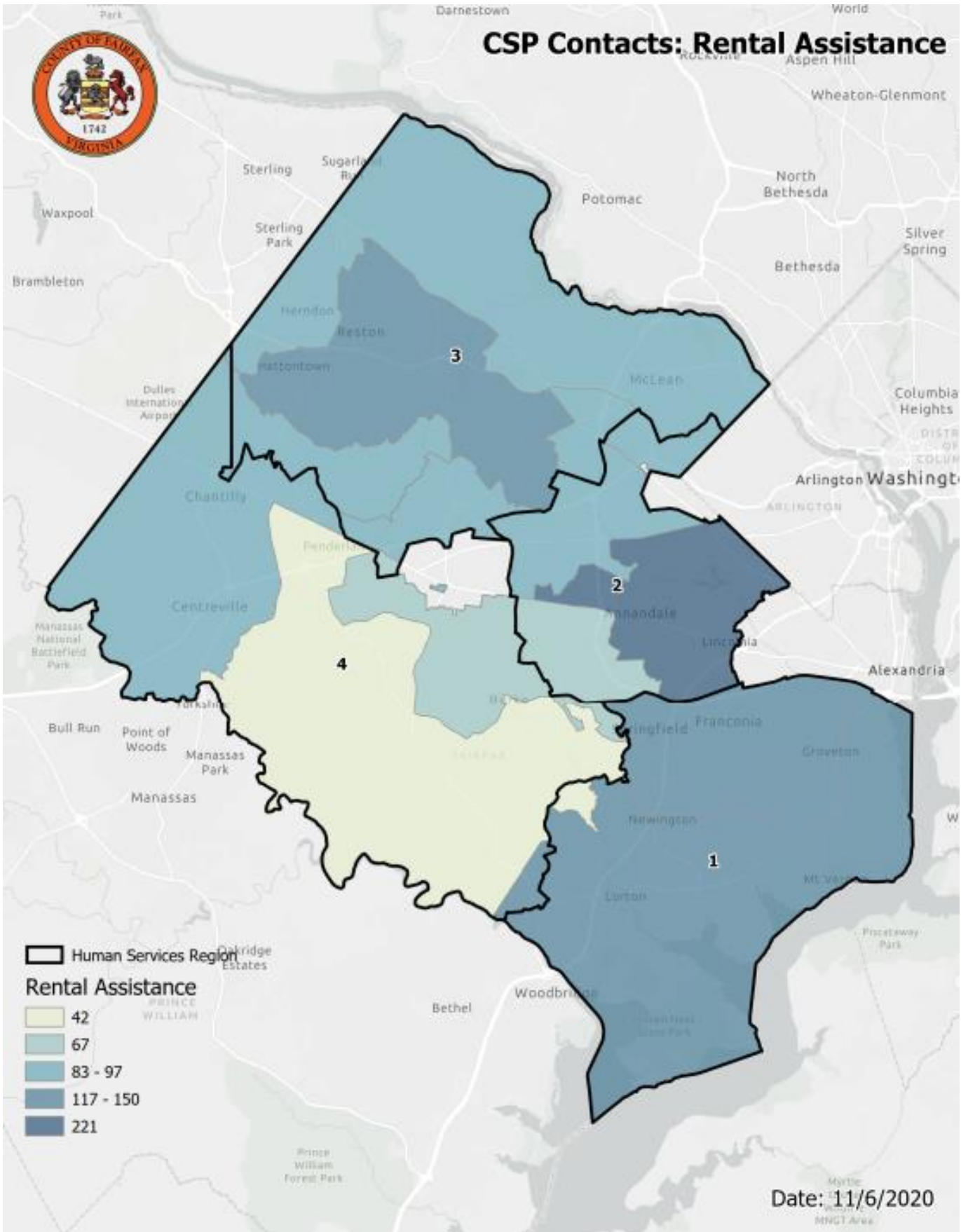
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and \$14,787,846 to date has been utilized. Cumulatively, CARES Act funding has provided support to 3,525 housing assistance cases, 521 utility assistance cases, and 2,687 emergency food referrals and funding for the procurement of food by CBOs. The CBO administrative costs (\$223,233.56), in addition to the direct assistance expenditures, were included in November 4th totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts. Planning efforts are underway for additional funding requests after December 30, 2020 when the CARES Act funding expires.

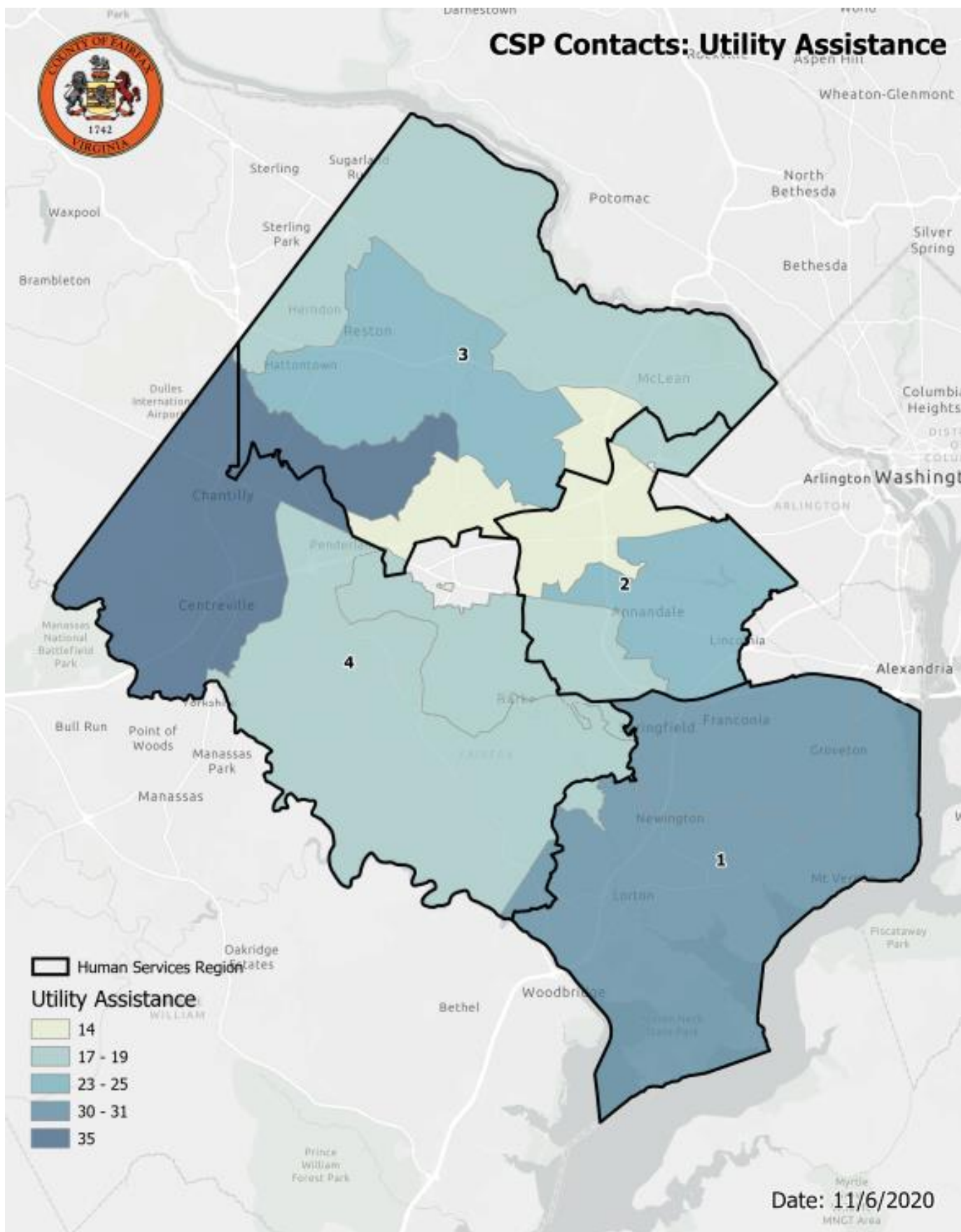
Child Care Services

The latest information about child care services can be found in the [November 4, 2020 update](#).

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 10/1/2020 To: 10/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	22	3	31
20012	0	1	0	1
20111	0	1	0	1
20120	6	16	12	34
20121	7	23	10	40
20124	0	1	1	2
20142	0	1	0	1
20147	0	1	0	1
20151	6	21	7	34
20164	1	2	0	3
20166	0	1	0	1
20170	25	76	12	113
20171	12	66	17	95
20176	0	1	0	1
20180	0	1	0	1
20181	0	1	0	1
20190	4	24	3	31
20191	13	43	9	65
20192	1	0	0	1
20194	2	0	1	3
22003	45	67	15	127
22012	0	1	0	1
22015	4	9	5	18
22021	0	1	0	1
22030	24	39	5	68
22031	20	30	8	58
22032	5	3	3	11
22033	4	14	6	24
22035	5	6	0	11
22039	0	1	0	1
22041	37	101	6	144
22042	22	41	3	66
22043	10	15	3	28
22044	22	39	4	65
22046	4	3	1	8
22060	0	1	0	1
22071	0	0	1	1
22079	10	32	5	47
22101	2	1	1	4
22102	3	12	1	16
22124	0	3	0	3
22150	10	39	9	58
22151	4	11	4	19
22152	4	14	8	26
22153	6	18	7	31

22180	3	11	0	14
22181	1	1	0	2
22182	3	5	1	9
22191	0	3	1	4
22193	0	2	1	3
22201	0	1	1	2
22202	0	1	0	1
22204	1	1	0	2
22205	0	1	0	1
22302	2	4	0	6
22303	2	21	3	26
22304	0	1	0	1
22305	2	2	0	4
22306	33	98	13	144
22307	2	2	2	6
22308	0	0	1	1
22309	13	57	17	87
22310	5	19	4	28
22311	1	8	2	11
22312	16	43	7	66
22315	1	8	3	12
22544	0	0	1	1
22554	0	1	0	1
23456	0	1	0	1
23607	0	1	0	1
32030	0	1	0	1
89156	0	1	0	1
Grand Total	409	1,097	227	1,733



Community Based Organization Coordination Updates

November 4, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/25/20	3,725	+ 175%	+ 23%

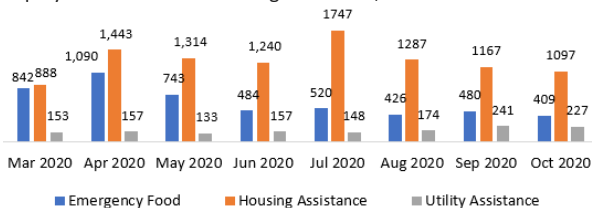
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
9/20/2020	23:18	21:31
9/27/2020	26:08	23:23
10/4/2020	20:05	33:37
10/11/2020	22:22	28:24
10/18/2020	13:48	22:53
10/25/2020	25:42	32:46

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. October's information will be available in map format in the November 11th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
October 2020	629	+ 158%
TOTAL	3,016	

CARES ACT FUNDING UTILIZED

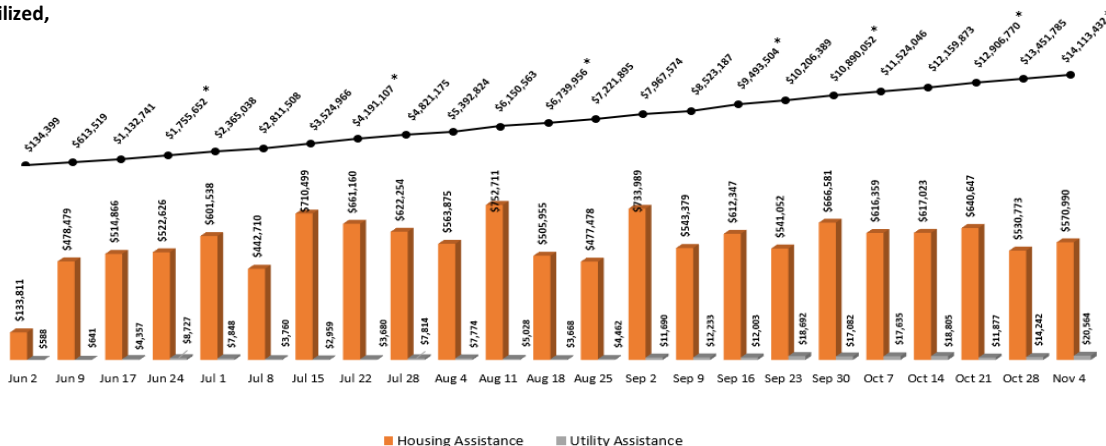
As of November 3, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 14,113,432*

Number of Households Served (Cumulative): Housing (3,341), Utility (476), Emergency Food: (2,572 referrals)

Total Weekly \$ Utilized, Cumulative

Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. CSP staffing levels continue to evolve due to recent staffing changes to maximize service delivery. The recruitment process for the added positions and training efforts continue. Additional mitigation efforts are underway, including reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements. Periodic updates will continue to be provided on the progress made on completing the mitigation efforts.

There was a downward trend in call volume for two weeks, but during the week of October 25, CSP call volume increased by 23% over the previous week. As a result, the average speed of answer has increased on both the English and Spanish lines. It is important to note that the increase in call volume reinforces that there continues to be significant needs in the community due to the economic impact of the pandemic. To evaluate this trend and other characteristics, NCS will conduct an analysis of the trends in call volume and characteristics of callers, including the average amount of financial assistance requested, return callers since the beginning of the pandemic, and other relevant data points. The results will be provided in future CSP updates.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date \$14,113,432 has been utilized. Cumulatively, CARES Act funding has provided support to 3,341 housing assistance cases, 476 utility assistance cases, and 2,572 emergency food referrals and funding for the procurement of food by CBOs (\$612,966.46). The CBO administrative costs (\$223,233.56), in addition to the direct assistance expenditures, were included in Nov. 4th totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

Child Care Services

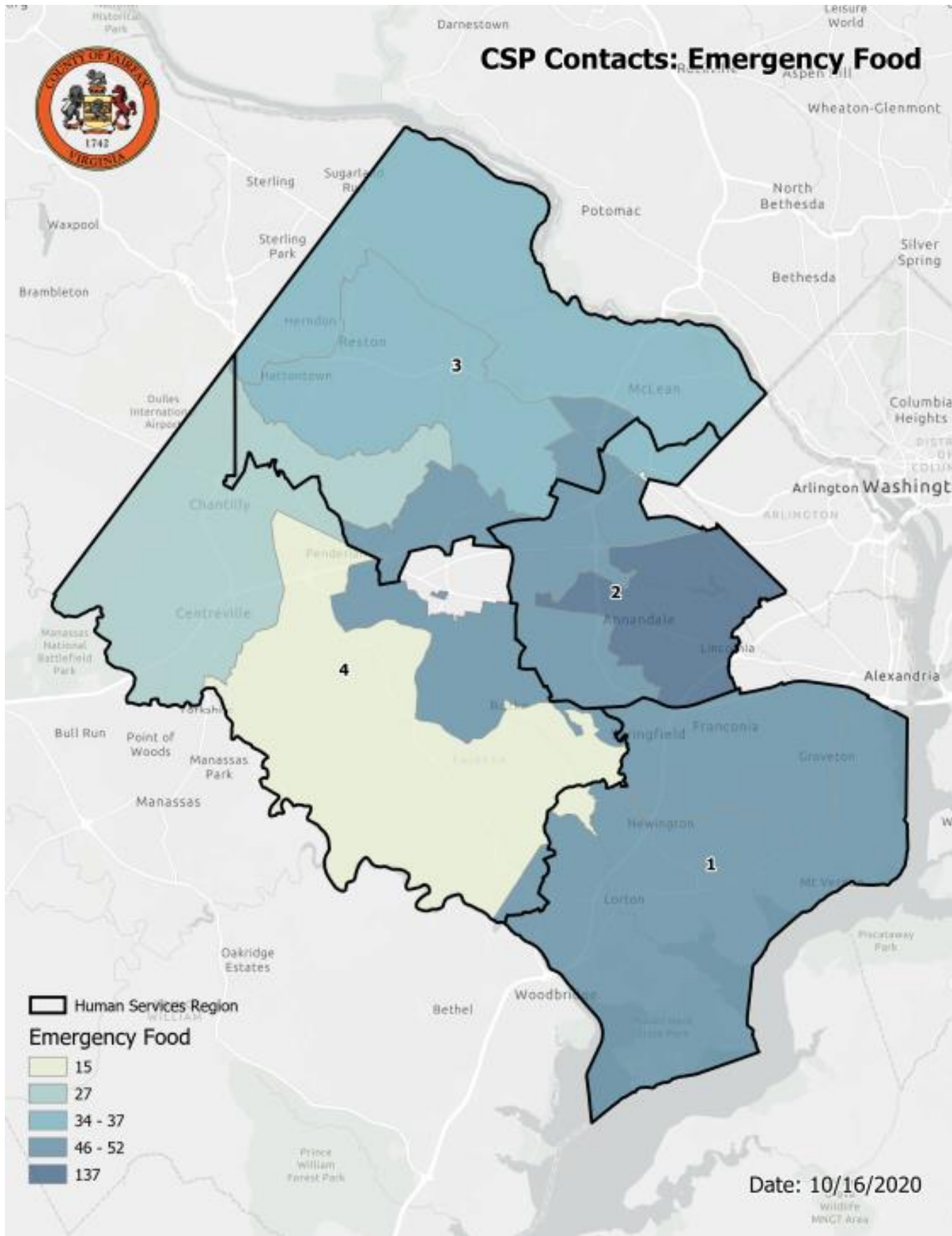
Governor Ralph Northam announced on October 28, 2020 the expansion of the [Rebuild VA grant program](#), which launched in August to help small businesses and nonprofit organizations affected by the COVID-19 pandemic. An additional \$30 million has been added to support the expansion of the program. The program will expand eligibility criteria and increase the amount of grant money that businesses can receive to a maximum \$100,000. Child care programs may apply.

Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)

Attachment A

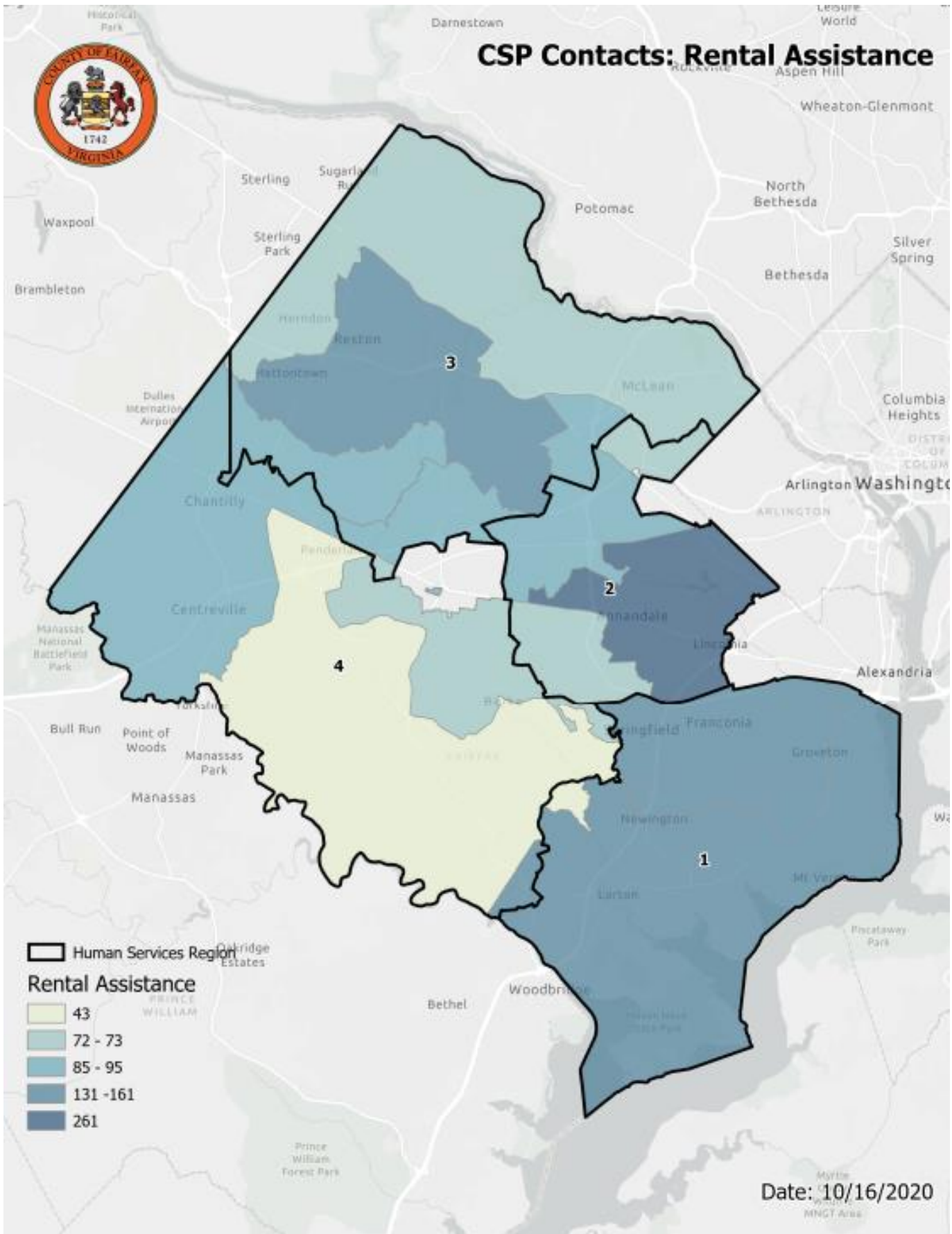


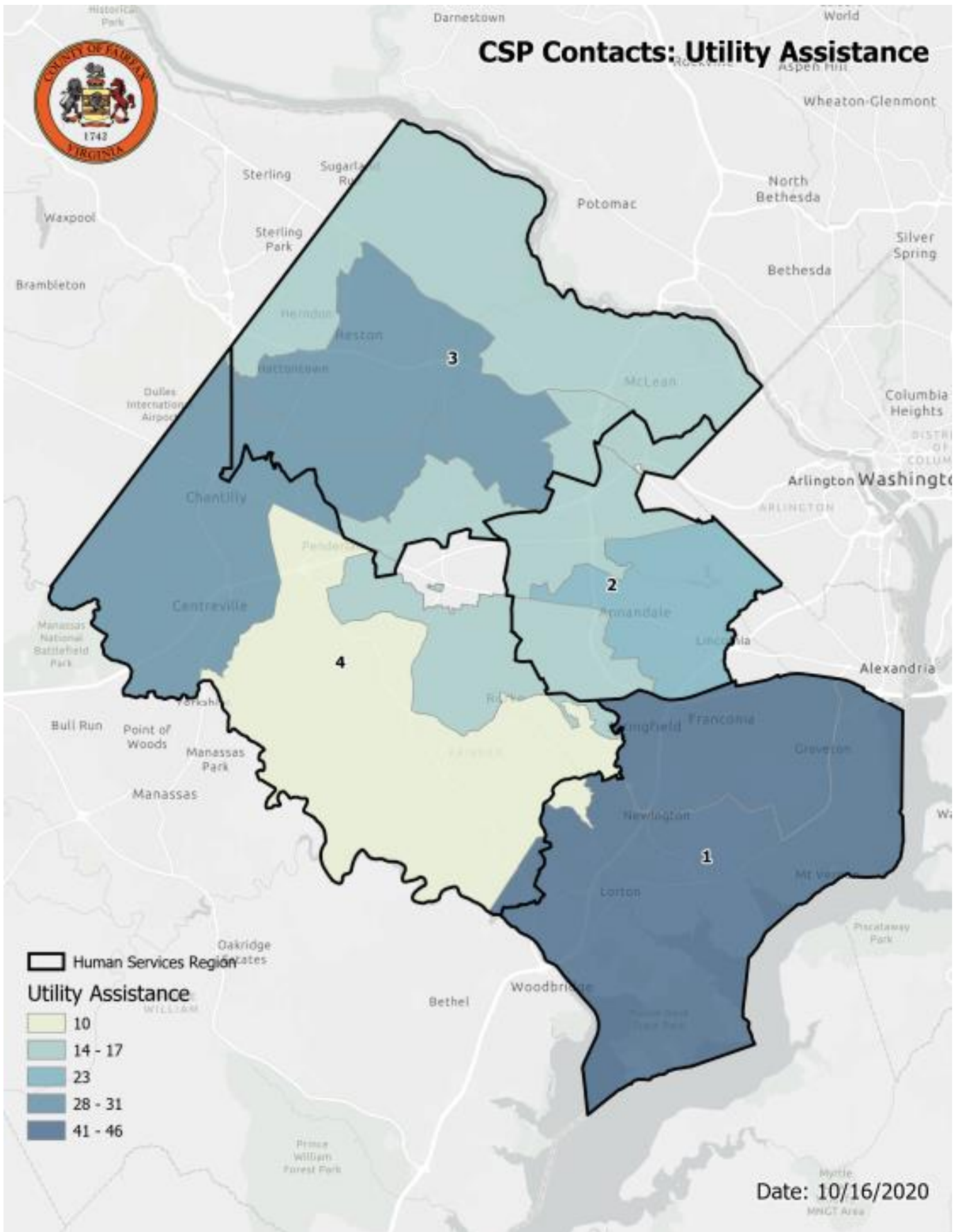
CSP Contacts: Emergency Food



Date: 10/16/2020

Wildlife
MNGT Area





CSP Contact Topics by Zip Code				
Date Range: 9/1/2020 To: 9/30/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	2	24	4	30
20101	0	1	0	1
20109	0	1	0	1
20120	4	21	8	33
20121	7	24	10	41
20124	0	1	0	1
20147	0	1	0	1
20148	0	1	0	1
20151	9	16	7	32
20164	1	0	0	1
20170	25	51	11	87
20171	18	58	16	92
20176	0	1	0	1
20190	8	31	6	45
20191	16	48	9	73
20194	0	1	1	2
20747	0	1	0	1
20877	0	1	0	1
22003	55	93	10	158
22015	7	8	5	20
22030	16	24	9	49
22031	13	27	4	44
22032	4	5	0	9
22033	9	27	3	39
22035	4	4	0	8
22039	0	1	2	3
22041	56	125	9	190
22042	41	46	5	92
22043	11	13	4	28
22044	23	38	3	64
22046	3	4	1	8
22060	1	0	0	1
22079	16	51	15	82
22102	3	18	5	26
22124	1	3	2	6
22150	15	50	8	73
22151	8	13	4	25
22152	2	14	1	17
22153	3	11	4	18
22170	0	1	0	1
22180	0	13	2	15
22181	2	7	2	11

22182	2	9	1	12
22191	0	2	0	2
22192	0	1	0	1
22193	0	1	1	2
22201	0	1	0	1
22203	0	1	0	1
22205	0	1	0	1
22209	0	1	0	1
22301	1	0	0	1
22302	4	2	0	6
22303	10	29	8	47
22304	0	8	0	8
22305	1	2	0	3
22306	28	86	23	137
22307	1	5	0	6
22309	21	68	22	111
22310	6	9	5	20
22311	0	4	0	4
22312	18	43	5	66
22314	1	0	0	1
22315	3	7	4	14
22401	0	1	0	1
22407	0	1	0	1
22712	1	1	0	2
Grand Total	480	1,161	239	1,880



Community Based Organization Coordination Updates

October 28, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/18/20	3,025	+ 133%	- 12%

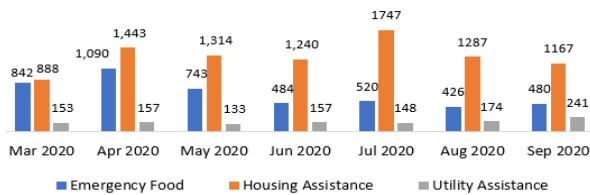
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
9/13/2020	23:49	28:30
9/20/2020	23:18	21:31
9/27/2020	26:08	23:23
10/4/2020	20:05	33:37
10/11/2020	22:22	28:24
10/18/2020	13:48	22:53

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. October's information will be available in map format in the November 4th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
TOTAL	3,365	

CARES ACT FUNDING UTILIZED

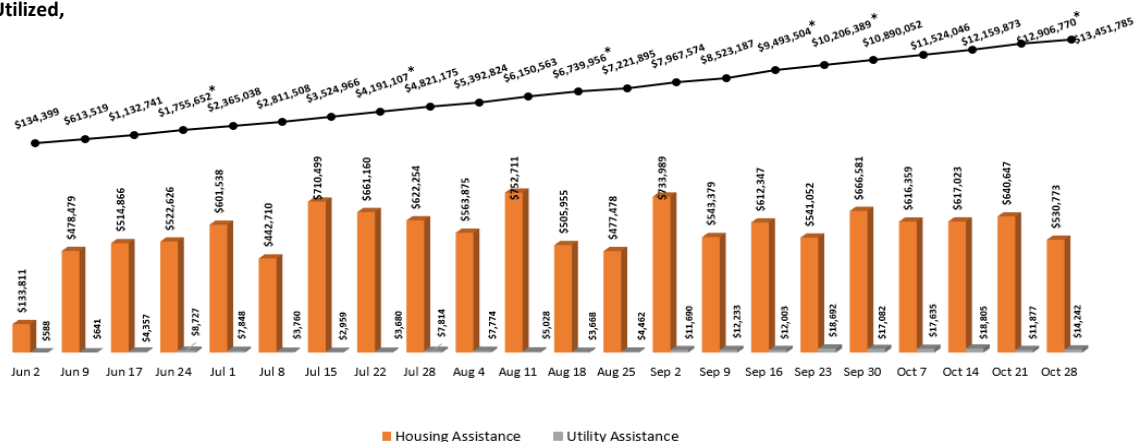
As of October 27, 2020

Total CARES Act Supplemental Basic Needs funding utilized: **\$ 13,451,785***

Number of Households Served (Cumulative): Housing (3,177), Utility (429), Emergency Food: (2,498 referrals)

Total Weekly \$ Utilized, Cumulative

Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and two full-time staff. The recruitment process for the additional positions continues. Additional mitigation efforts are underway, including reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements. Periodic updates will continue to be provided on the progress made on completing the mitigation efforts.

CSP call volume has decreased by 12% during the week of October 18th from the previous week. The average speed of answer has decreased significantly for both English and Spanish lines. It is important to note that although call volume has decreased over the past two weeks, there continues to be significant needs in the community due to the economic impact of the pandemic. To evaluate this trend and other characteristics, NCS will conduct an analysis of the trends in call volume and characteristics of callers, including the average amount of financial assistance requested, return callers since the beginning of the pandemic, and other relevant data points. The results will be provided in future CSP updates.

Community Provider Strategy Team (CPST)

The latest information about the Community Provider Strategy Team can be found in the [October 21, 2020 update](#).

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

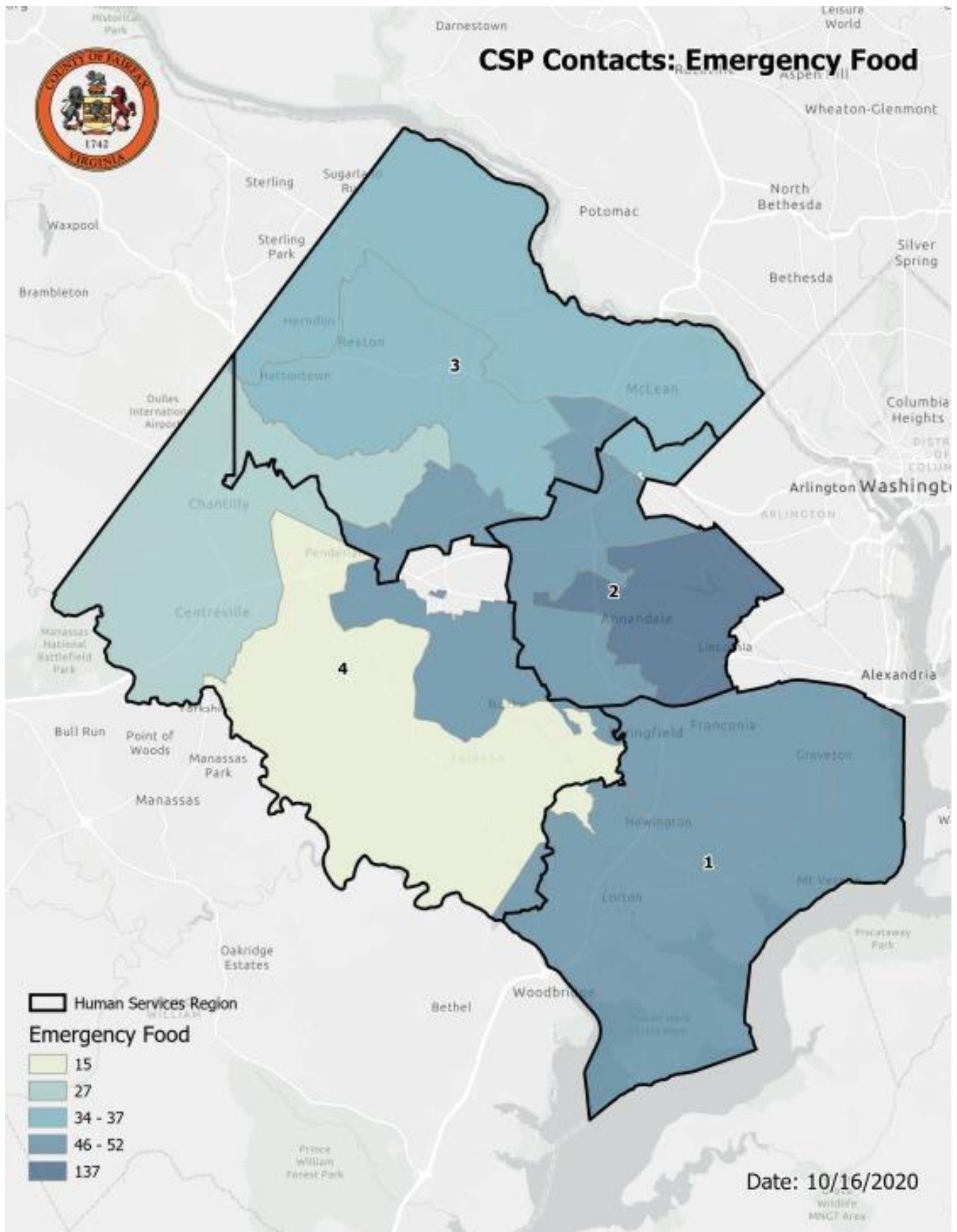
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$13,451,785** has been utilized. Cumulatively, CARES Act funding has provided support to 3,177 housing assistance cases (\$12,490,113.17), 429 utility assistance cases (\$195,564.40), and 2,498 emergency food referrals and funding for the procurement of food by CBOs (\$612,966.46). The CBO administrative costs (\$153,140.94), in addition to the direct assistance expenditures, were included in Sept. 23 totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

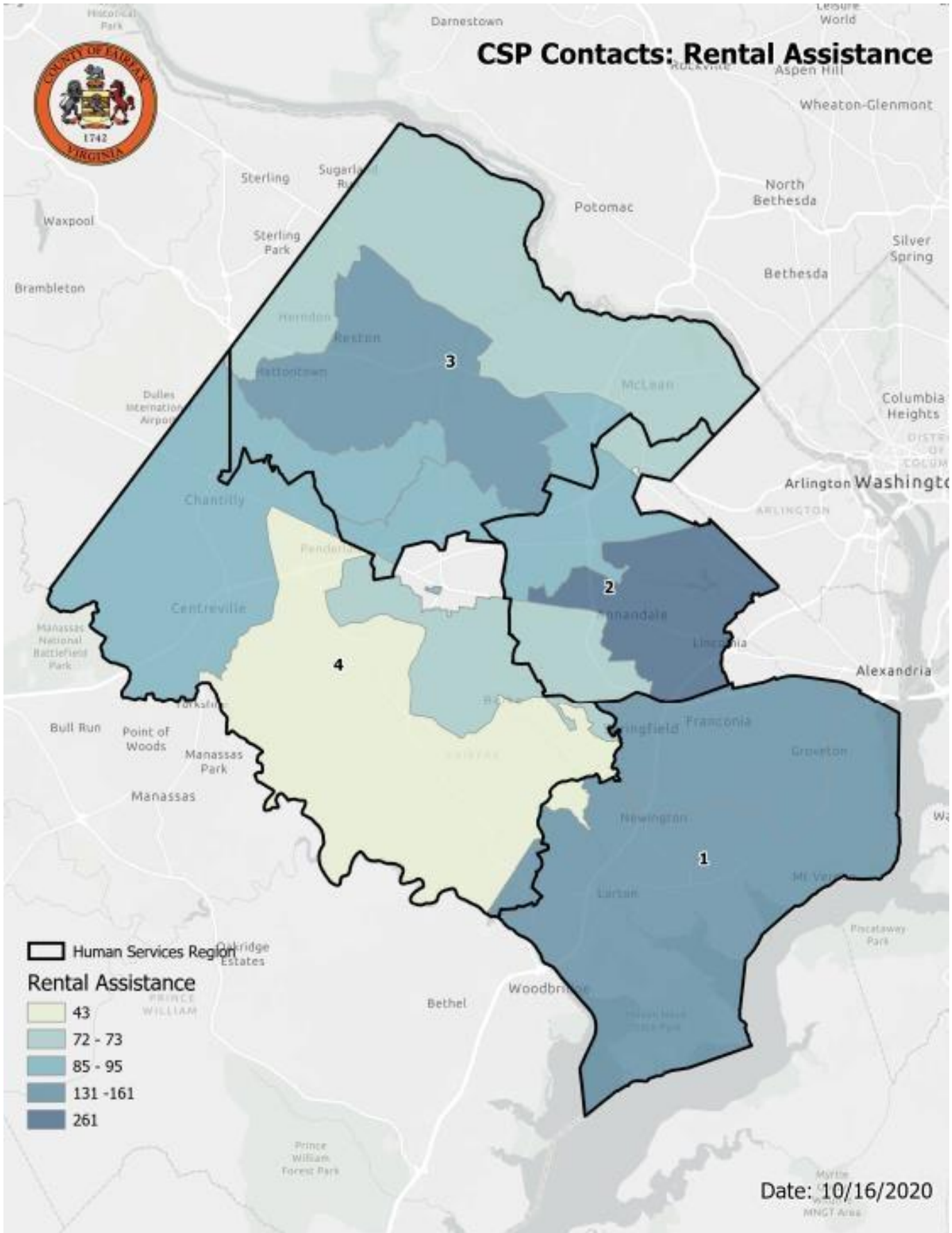
Child Care Services

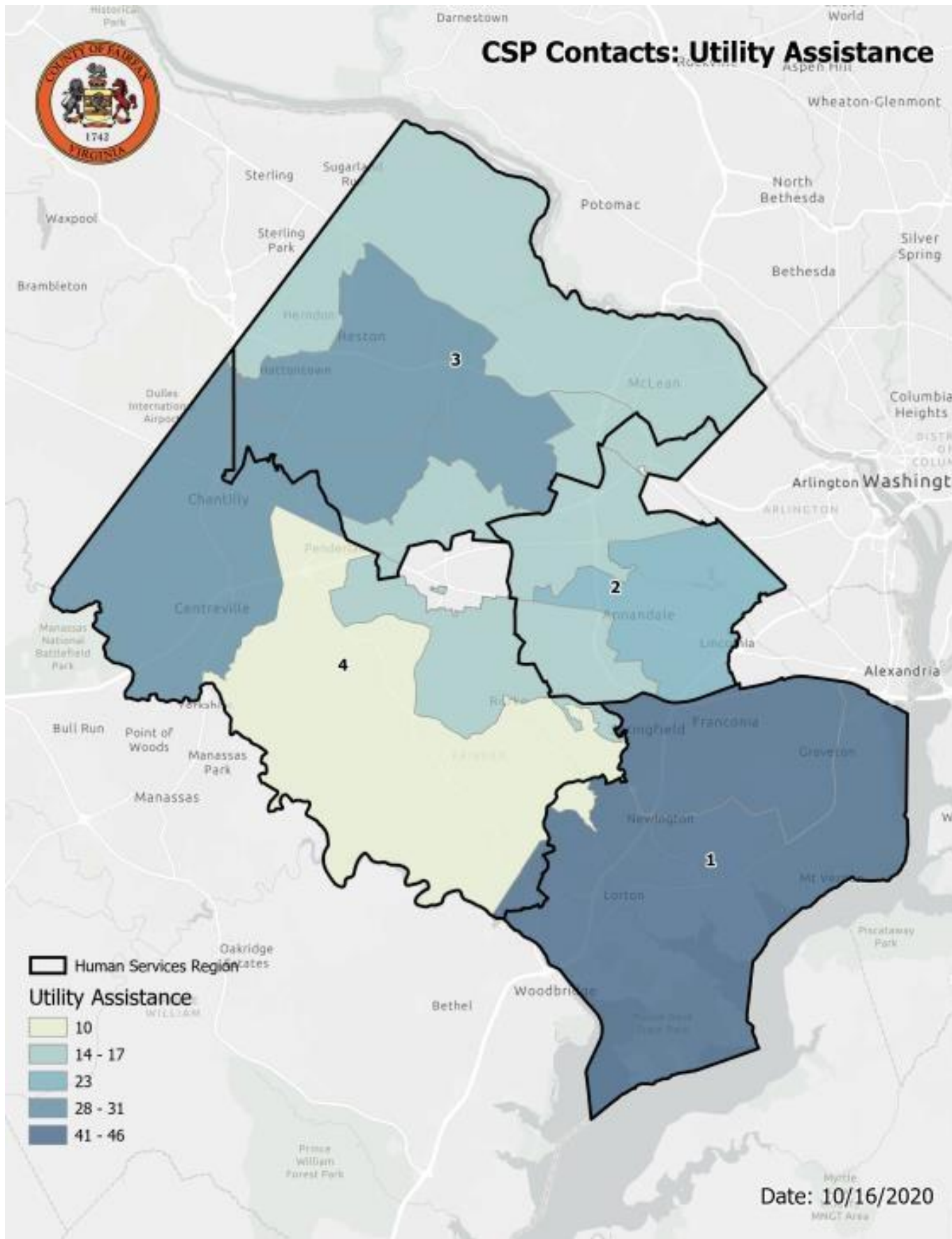
Supporting School Age Children with Online Learning - Webinar for community early childhood programs

FCPS in collaboration with the Office for Children provided a fourth webinar in the “Supporting School Age Children with Online Learning” webinar series. This series, provided in English and Spanish, is designed to support community early childhood programs caring for school age children during the virtual return to school. In this webinar, community early childhood programs explored the *Clever* Digital Learning Platform to learn how to support the children who will be using this single sign-on platform to complete their virtual classroom lessons and assigned tasks. The link to this webinar along with all the recorded webinars in this series can be found on the [OFC website](#).

Child care lead – [Anne-Marie Twohie, OFC Director](#)(703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 9/1/2020 To: 9/30/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	2	24	4	30
20101	0	1	0	1
20109	0	1	0	1
20120	4	21	8	33
20121	7	24	10	41
20124	0	1	0	1
20147	0	1	0	1
20148	0	1	0	1
20151	9	16	7	32
20164	1	0	0	1
20170	25	51	11	87
20171	18	58	16	92
20176	0	1	0	1
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20747	0	1	0	1
20877	0	1	0	1
22003	55	93	10	158
22015	7	8	5	20
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22031	13	27	4	44
22032	4	5	0	9
22033	9	27	3	39
22035	4	4	0	8
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22041	56	125	9	190
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22044	23	38	3	64
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22060	1	0	0	1
22079	16	51	15	82
22102	3	18	5	26
22124	1	3	2	6
22150	15	50	8	73
22151	8	13	4	25
22152	2	14	1	17
22153	3	11	4	18
22170	0	1	0	1
22180	0	13	2	15
22181	2	7	2	11

22182	2	9	1	12
22191	0	2	0	2
22192	0	1	0	1
22193	0	1	1	2
22201	0	1	0	1
22203	0	1	0	1
22205	0	1	0	1
22209	0	1	0	1
22301	1	0	0	1
22302	4	2	0	6
22303	10	29	8	47
22304	0	8	0	8
22305	1	2	0	3
22306	28	86	23	137
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22309	21	68	22	111
22310	6	9	5	20
22311	0	4	0	4
22312	18	43	5	66
22314	1	0	0	1
22315	3	7	4	14
22401	0	1	0	1
22407	0	1	0	1
22712	1	1	0	2
Grand Total	480	1,161	239	1,880



Community Based Organization Coordination Updates

October 21, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/11/20	3,436	+ 136%	- 18%

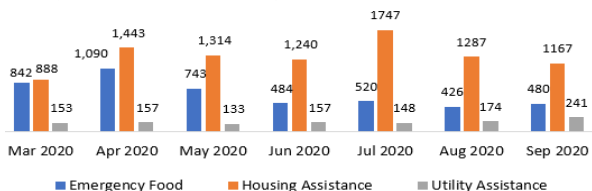
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
9/6/2020	30:39	19:20
9/13/2020	23:49	28:30
9/20/2020	23:18	21:31
9/27/2020	26:08	23:23
10/4/2020	20:05	33:37
10/11/2020	22:22	28:24

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. October's information will be available in map format in the November 4th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
TOTAL	3,365	

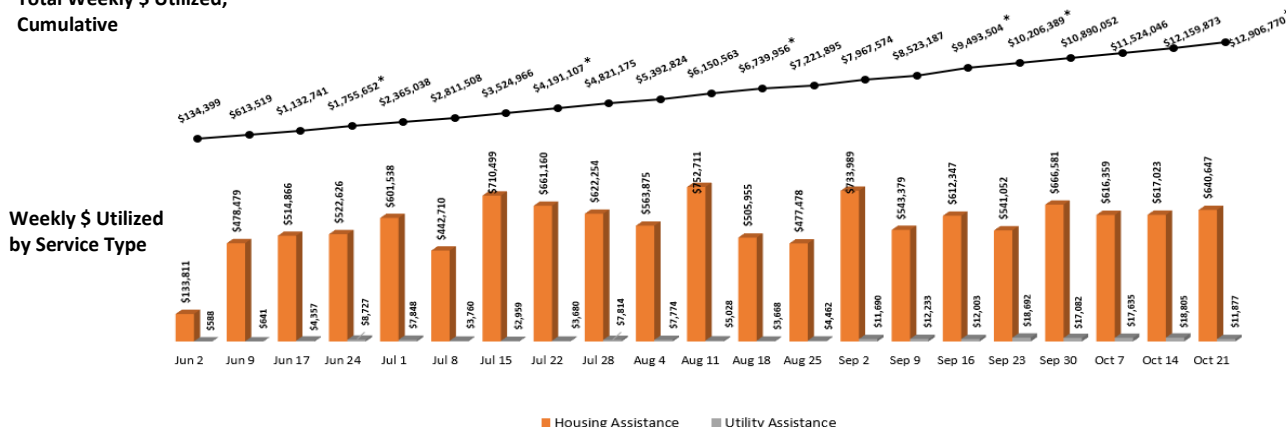
CARES ACT FUNDING UTILIZED

As of October 20, 2020

Total CARES Act Supplemental Basic Needs funding utilized: **\$ 12,906,770***

Number of Households Served (Cumulative): Housing (3,039), Utility (396), Emergency Food: (2,405 referrals)

Total Weekly \$ Utilized, Cumulative



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning (CSP)

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and two full-time staff persons. The recruitment process for the additional positions continues. Additional mitigation efforts are underway, including reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements.

CSP call volume has decreased by 18% during the week of October 11th from the previous week. The average speed of answer has decreased slightly for the English line and increased slightly for the Spanish line. Although call volume has decreased, there continues to be significant needs in the community due to the economic impact of the pandemic.

The exact impact of hiring additional staff, as well as the other mitigation efforts, is challenging to determine due to numerous variables, including case complexity, language interpretation, rate of skill development of new staff, and surge(s) in call volume due to marketing campaigns. It is anticipated that as the call volume levels out, and all the newly hired staff are on board; the average speed of answer will be positively impacted, and customer service satisfaction will increase. Periodic updates will be provided on the progress made on completing the mitigation efforts.

Community Provider Strategy Team (CPST)

Shortly after COVID-19 reached Fairfax County, we recognized the need to coordinate our health and human services system's response to this pandemic. As a result, the Community Provider Coordination Team (CPCT) was established for health and human services agencies, community-based organizations, the faith community, and other stakeholders to assess the status and ongoing needs of community providers.

As we move from the response through recovery phase into the resilience phase of COVID-19, the CPCT's structure and purpose is evolving. Building upon the CPCT's successful foundation, a new Community Provider Strategy Team (CPST) is being established. The CPST will look at health and human services needs and the basic needs community providers' efforts through multiple lenses; become more data-focused with intentionality toward shared outcomes; operationalize One Fairfax, with a focus on underserved populations and equitable distribution of resources; develop annual priorities – COVID response being the first; address cross-cutting issues that are county-wide; and provide a forum for existing teams, collaboratives, and efforts to access a cross-discipline, wide variety of community providers to support and collectively solve health and human services issues.

The CPST will recognize and ensure integration with regional provider collaboratives and change teams, topic-focused collaborations, countywide coordination efforts, and place-based initiatives including Opportunity Neighborhoods and Communities of Opportunity. The CPST will continue to host information sessions which provide community providers information on various topics that support their work in the community. The first information session was held on Thursday, October 15 with 43 in attendance and covered information and tools on accessing basic needs for hard-to-reach community members. Work is currently underway to assemble the CPST core team and further define the organizational structure for this work.

CPST lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date \$12,906,770 has been utilized. Cumulatively, CARES Act funding has provided support to 3,039 housing assistance cases (\$11,959,340.18), 396 utility assistance cases (\$181,322.39), and 2,405 emergency food referrals and funding for the procurement of food by CBOs (\$612,966.46). The CBO administrative costs (\$153,140.94) have been included in this week's totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

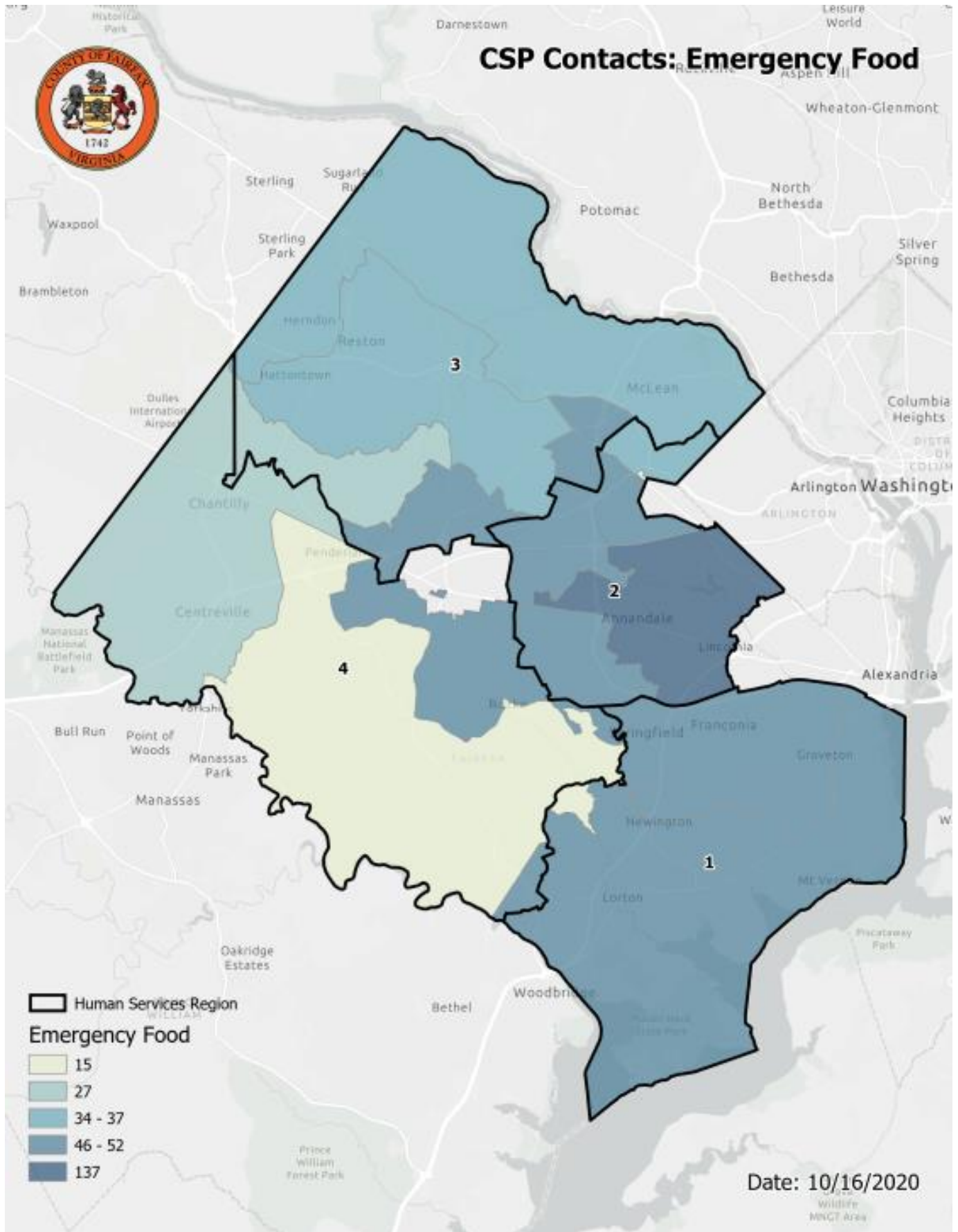
Child Care Services

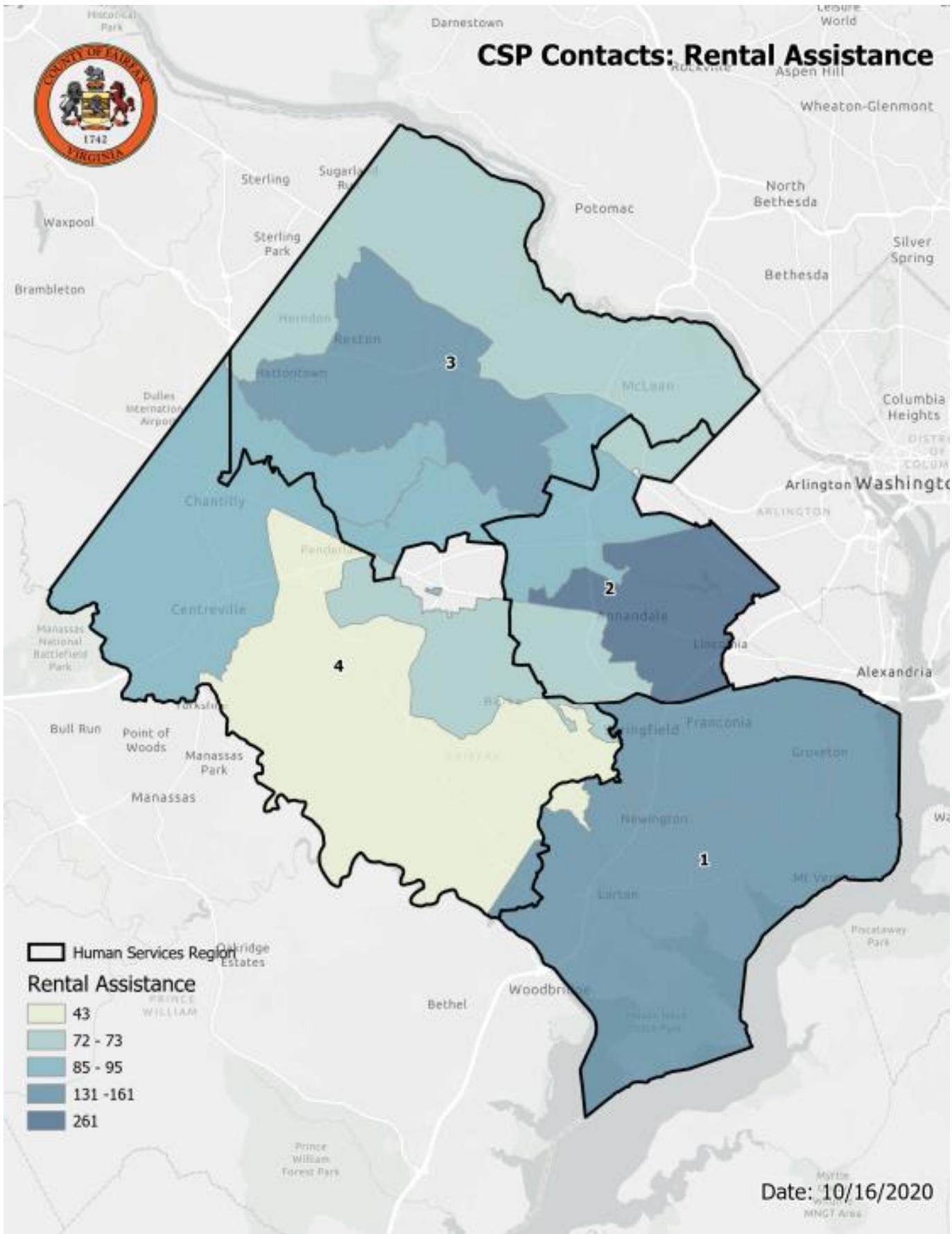
Governor Ralph Northam and First Lady Pamela Northam today (10/21/20) announced \$65.8 million in new funding to increase access to child care and support child care providers amid the ongoing COVID-19 pandemic. This new investment is supported by \$58.3 million in Coronavirus Relief Fund dollars as well as a reallocation of \$7.5 million in Child Care and Development Block Grant (CCDBG) funding through the federal Coronavirus Aid, Recovery, and Economic Security (CARES) Act.

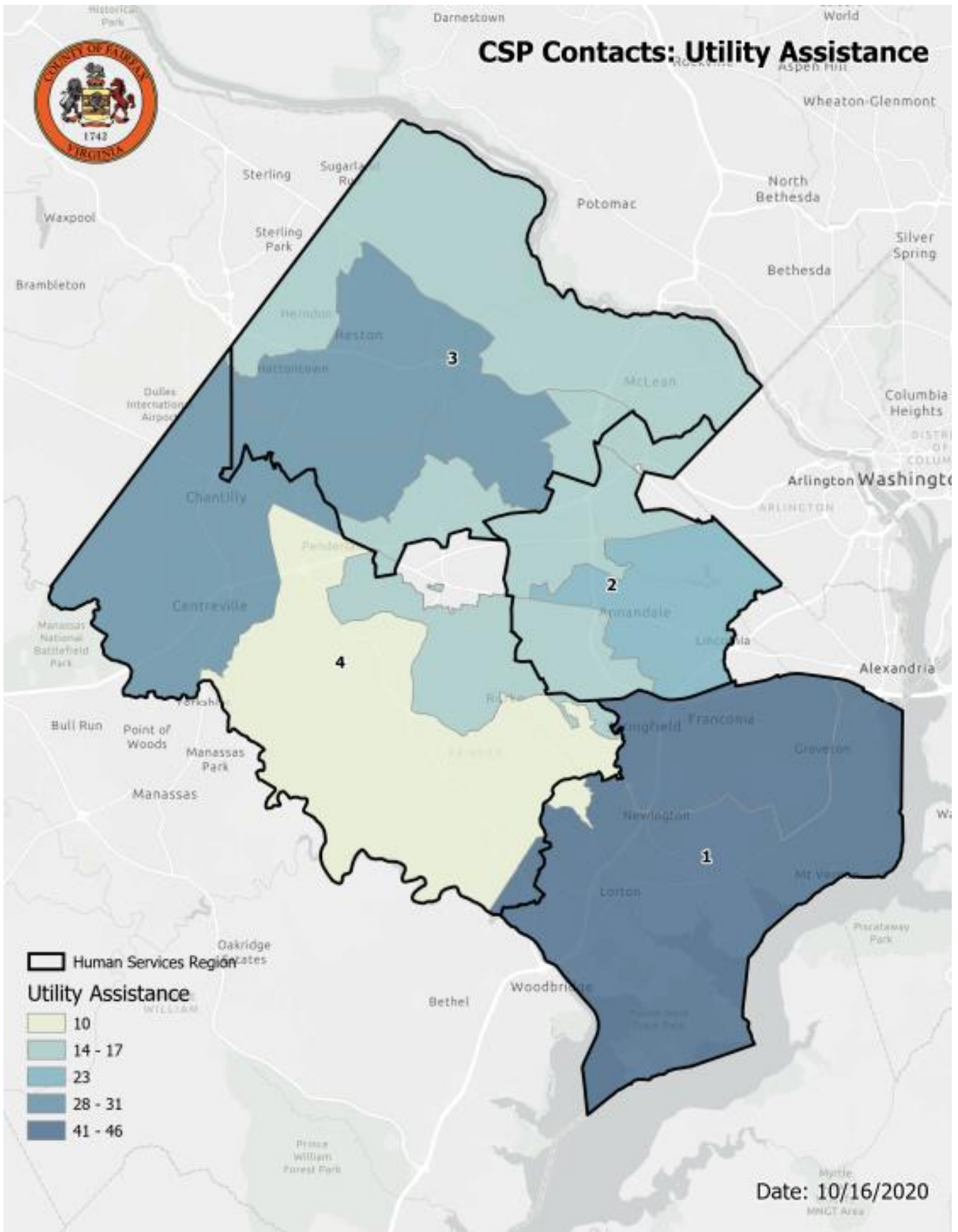
This funding will continue the incentive grant program for child care providers announced in April through the end of 2020. This program provides flexible cash assistance to child care providers to help offset operating costs and expenses associated with meeting health and safety guidelines. The Virginia Department of Social Services, in partnership with the Virginia Department of Education, has distributed more than \$46 million in direct assistance to child care programs to date. Distribution of these funds will be announced by the Virginia Department of Social Services in the coming weeks.

Fairfax County Office for Children staff will work to ensure that County child care programs are aware of this grant opportunity when it becomes available and will provide support to programs applying for grants.

[Child care lead –Anne-Marie Twohie, OFC Director\(703-501-3487\)](#)







CSP Contact Topics by Zip Code				
Date Range: 9/1/2020 To: 9/30/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	2	24	4	30
20101	0	1	0	1
20109	0	1	0	1
20120	4	21	8	33
20121	7	24	10	41
20124	0	1	0	1
20147	0	1	0	1
20148	0	1	0	1
20151	9	16	7	32
20164	1	0	0	1
20170	25	51	11	87
20171	18	58	16	92
20176	0	1	0	1
20190	8	31	6	45
20191	16	48	9	73
20194	0	1	1	2
20747	0	1	0	1
20877	0	1	0	1
22003	55	93	10	158
22015	7	8	5	20
22030	16	24	9	49
22031	13	27	4	44
22032	4	5	0	9
22033	9	27	3	39
22035	4	4	0	8
22039	0	1	2	3
22041	56	125	9	190
22042	41	46	5	92
22043	11	13	4	28
22044	23	38	3	64
22046	3	4	1	8
22060	1	0	0	1
22079	16	51	15	82
22102	3	18	5	26
22124	1	3	2	6
22150	15	50	8	73
22151	8	13	4	25
22152	2	14	1	17
22153	3	11	4	18
22170	0	1	0	1
22180	0	13	2	15
22181	2	7	2	11

22182	2	9	1	12
22191	0	2	0	2
22192	0	1	0	1
22193	0	1	1	2
22201	0	1	0	1
22203	0	1	0	1
22205	0	1	0	1
22209	0	1	0	1
22301	1	0	0	1
22302	4	2	0	6
22303	10	29	8	47
22304	0	8	0	8
22305	1	2	0	3
22306	28	86	23	137
22307	1	5	0	6
22309	21	68	22	111
22310	6	9	5	20
22311	0	4	0	4
22312	18	43	5	66
22314	1	0	0	1
22315	3	7	4	14
22401	0	1	0	1
22407	0	1	0	1
22712	1	1	0	2
Grand Total	480	1,161	239	1,880



Community Based Organization Coordination Updates

October 14, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/4/20	4,182	+ 181%	+ 3%

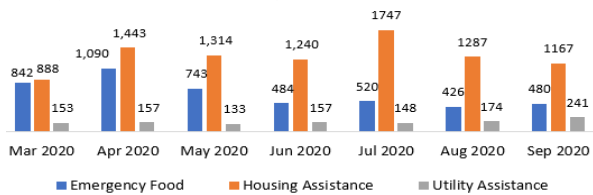
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
8/30/2020	38:28	22:41
9/6/2020	30:39	19:20
9/13/2020	23:49	28:30
9/20/2020	23:18	21:31
9/27/2020	26:08	23:23
10/4/2020	20:05	33:37

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. September's information will be available in map format in the October 21st Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
September 2020	640	+ 162%
TOTAL	3,365	

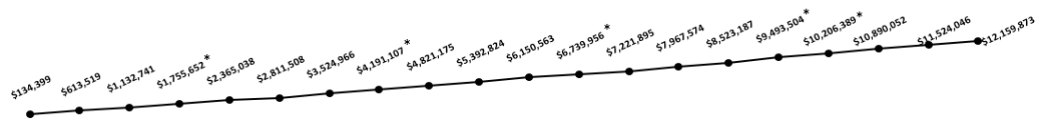
CARES ACT FUNDING UTILIZED

As of October 6, 2020

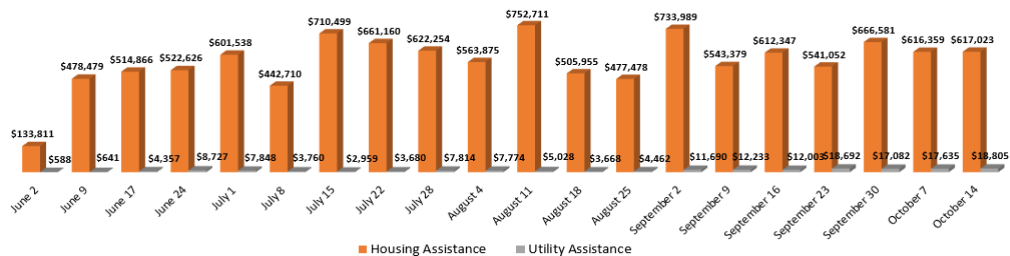
Total CARES Act Supplemental Basic Needs funding utilized: \$ 12,159,873*

Number of Households Served (Cumulative): Housing (2,882), Utility (367), Emergency Food: (2,326 referrals)

Total Weekly \$ Utilized, Cumulative



Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are allotted 5% CARES Act funds for administrative costs. The funds utilized to-date (May - August 2020) are reported on September 23 and will be subsequently reported on a monthly basis in addition to food assistance funds.

*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and two full-time staff persons. The recruitment process for the additional positions continues. Additional mitigation efforts are underway, including reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements.

CSP call volume increased by 3% during the week of October 4 from the previous week, which resulted in a decrease to the average speed of answer for the Spanish line and an increase for the English line. Call volume indicates that there are still significant needs in the community due to the economic impact of the pandemic.

Resource information, including flyers and videos, with information about the CSP process was launched on October 8, 2020 with community-based organizations, houses of worship, and trusted community leaders to ensure that callers are aware and prepared for their CSP call. These efforts are intended to remove barriers to calling CSP and to improve the processing time for basic needs assistance.

The exact impact of hiring additional staff, as well as the other mitigation efforts, is challenging to determine due to numerous variables, including case complexity, language interpretation, rate of skill development of new staff, and surge(s) in call volume due to marketing campaigns. It is anticipated that as the call volume levels out and all of the newly hired staff are on board, the average speed of answer will be positively impacted, and customer service satisfaction will increase. Periodic updates will be provided on the progress made on completing the mitigation efforts.

Community Provider Coordination Team (CPCT)

Shortly after COVID-19 reached Fairfax County, we recognized the need to coordinate our health and human services system's response to this pandemic. As a result, the Community Provider Coordination Team (CPCT) was established for health and human services agencies, community-based organizations, the faith community, and other stakeholders to assess the status and ongoing needs of community providers.

As we move from the response through recovery phase into the resilience phase of COVID-19, the CPCT's structure and purpose is evolving. Building upon the CPCT's successful foundation, a new Community Provider Strategy Team (CPST) is being established. The CPST will look at health and human services needs and the community providers' efforts through multiple lenses; become more data-focused with intentionality toward shared outcomes; operationalize One Fairfax, with a focus on underserved populations and equitable distribution of resources; develop annual priorities – COVID response being the first; address cross-cutting issues that are county-wide; and provide a forum for existing teams, collaboratives, and efforts to access a cross-discipline, wide variety of community providers to support and collectively solve health and human services issues.

The CPST will recognize and ensure integration with regional provider collaboratives and change teams, topic-focused collaborations, countywide coordination efforts, and place-based initiatives including Opportunity Neighborhoods and Communities of Opportunity. The CPST will continue to host information sessions which provide community providers information on various topics that support their work in the community. The first information session will be held on Thursday, October 15 and will cover information and tools on accessing basic needs for hard-to-reach community members. Work is currently underway to assemble the CPST core team and further define the organizational structure for this work.

CPCT lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

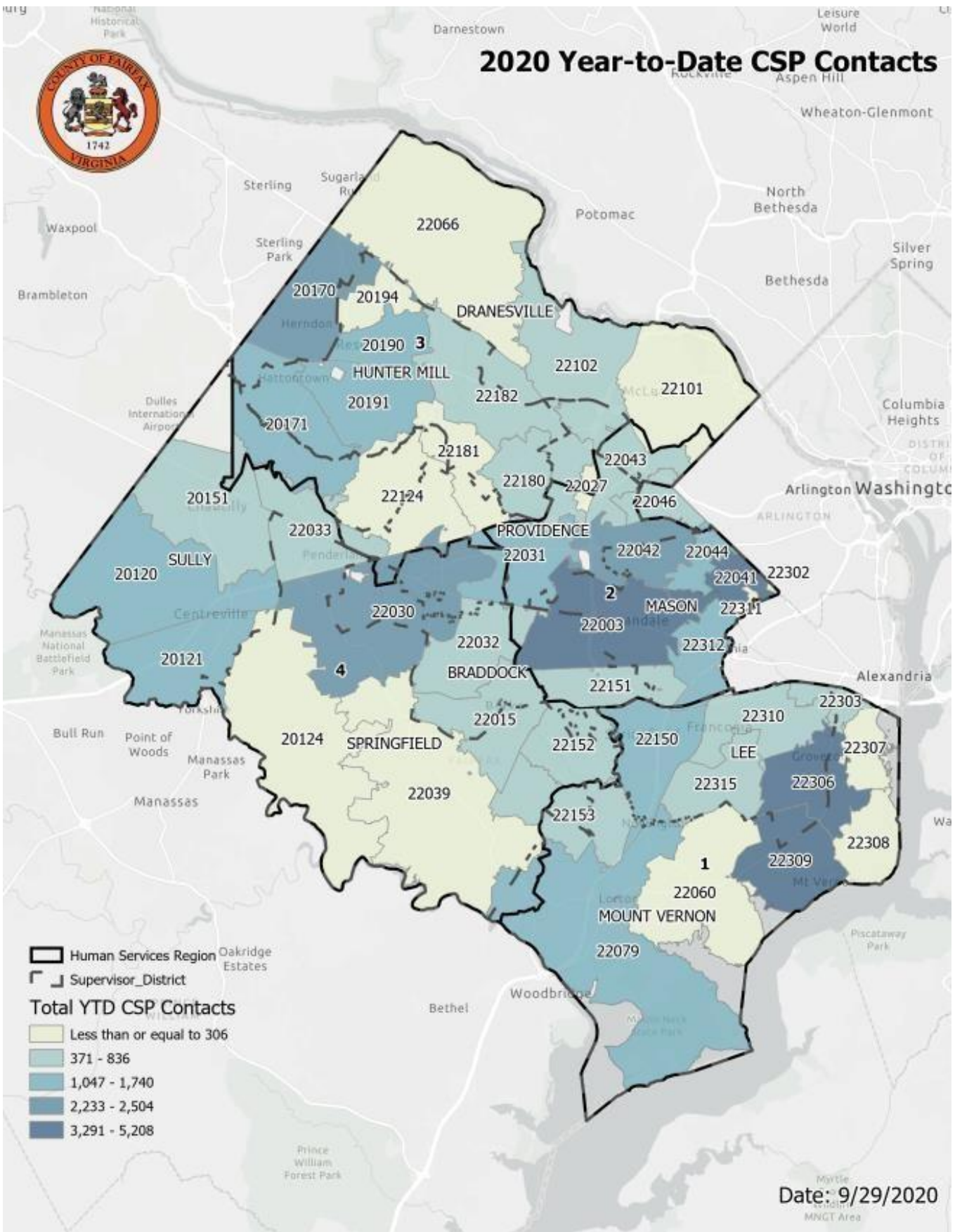
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$12,159,873** has

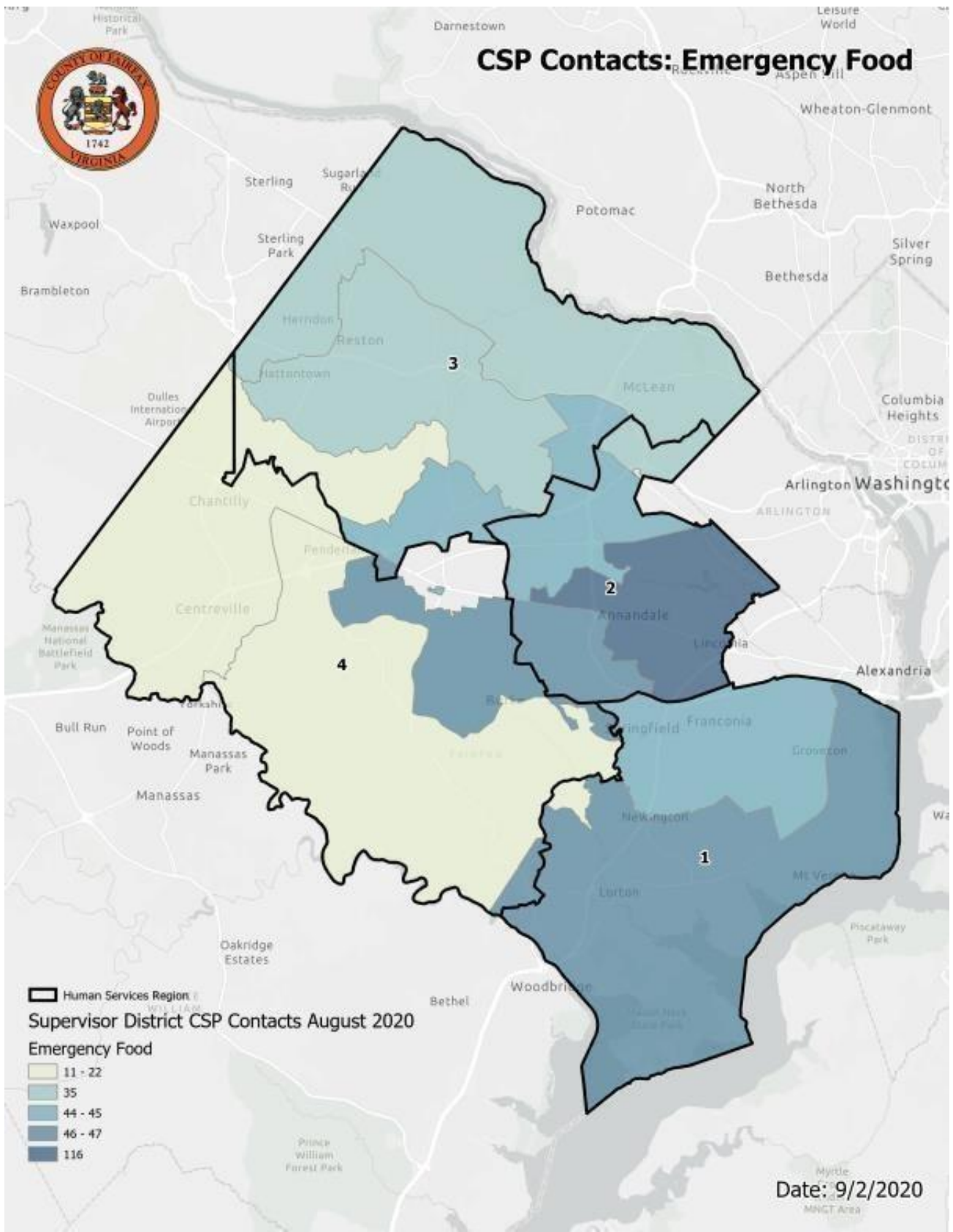
been utilized. Cumulatively, CARES Act funding has provided support to 2,882 housing assistance cases, 367 utility assistance cases, and 2,326 emergency food referrals and funding for the procurement of food by CBOs (\$518,594.81). The CBO administrative costs (\$153,983.95), in addition to the direct assistance expenditures, which are now reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

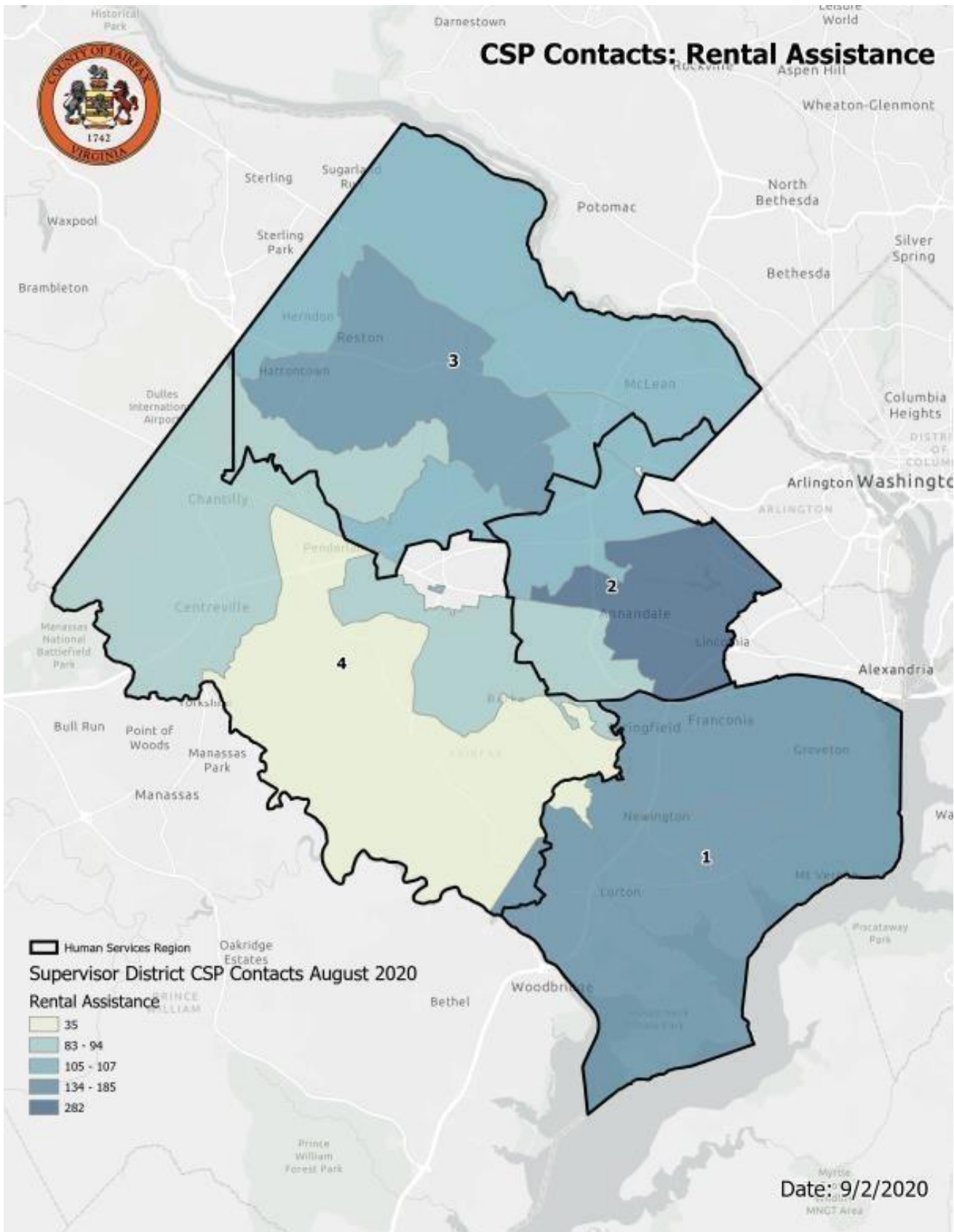
Child Care Services

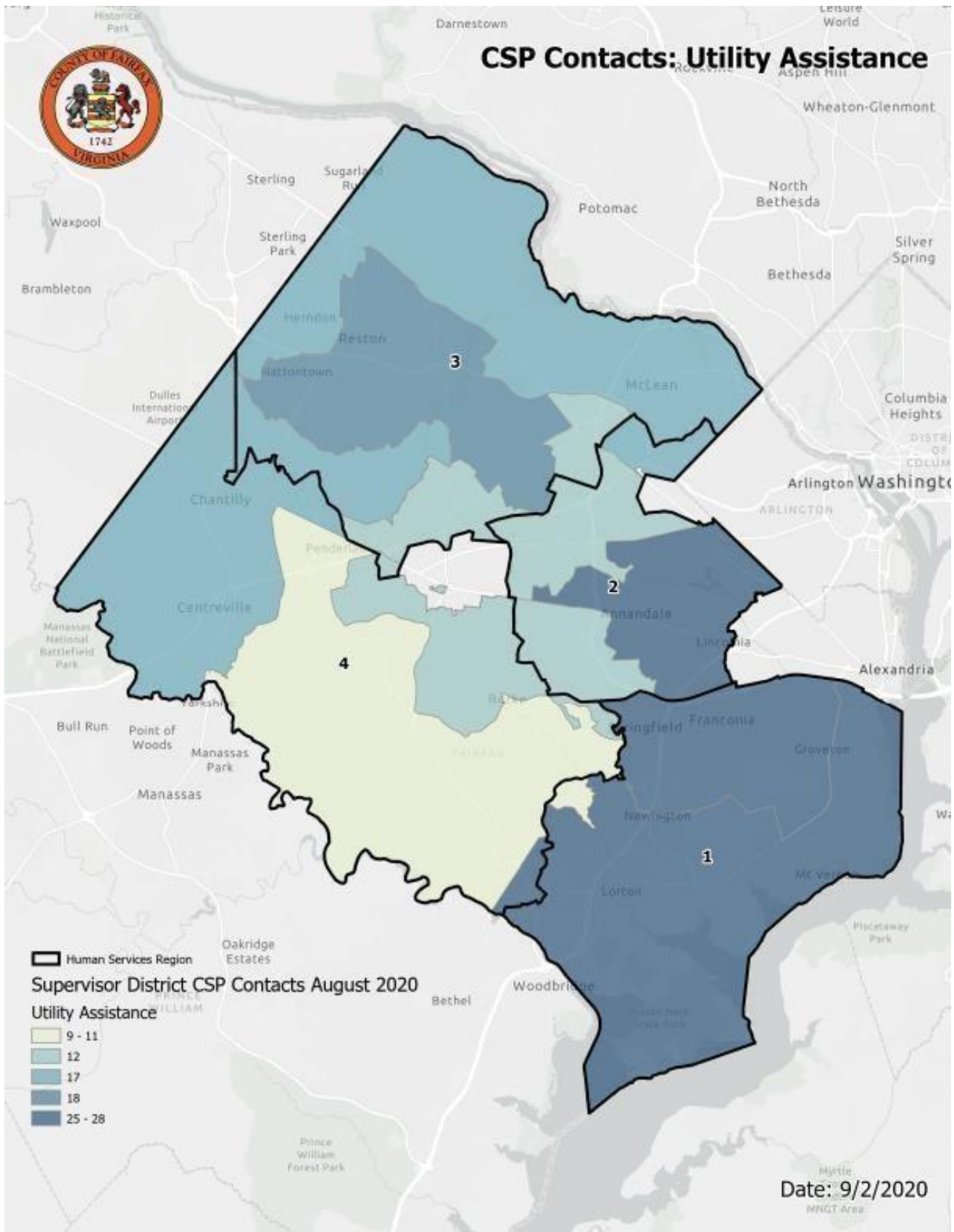
The Department of Neighborhood and Community Services, in partnership with Fairfax County Community Emergency Response Team volunteers, is distributing supplies to over 300 child care programs this week at the Lincolnia Senior Center to assist with COVID-19 related needs. The necessary supplies include toilet paper, tissues, paper towels and disinfectant spray. A contactless drive-through pick up system was established to maintain the health and safety of all involved.

Child care lead –[Anne-Marie Twohie, OFC Director\(703-501-3487\)](#)









CSP Contact Topics by Zip Code				
Date Range: 8/1/2020 To: 8/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	1	31	5	37
20011	0	1	0	1
20101	0	1	0	1
20112	0	1	0	1
20120	8	28	7	43
20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
20166	0	1	0	1
20170	28	79	16	123
20171	10	53	7	70
20176	0	2	0	2
20190	9	37	3	49
20191	12	37	8	57
20194	2	6	0	8
20708	0	1	0	1
21136	0	1	0	1
22003	57	110	9	176
22015	6	11	3	20
22021	1	1	1	3
22030	14	42	2	58
22031	14	24	7	45
22032	6	4	2	12
22033	3	18	5	26
22035	3	4	0	7
22041	45	123	10	178
22042	26	52	1	79
22043	6	19	0	25
22044	18	30	4	52
22046	2	11	1	14
22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22191	0	8	0	8
22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
22301	1	2	0	3
22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
22307	1	2	1	4
22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
22311	3	3	1	7
22312	17	69	8	94
22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

October 7, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
9/27/20	4,056	+ 209%	+ 7%

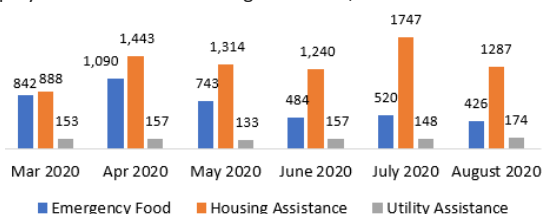
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
8/23/2020	27:50	27:44
8/30/2020	38:28	22:41
9/6/2020	30:39	19:20
9/13/2020	23:49	28:30
9/20/2020	23:18	21:31
9/27/2020	26:08	23:23

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. September's information will be available in map format in the October 21st Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
TOTAL	3,365	

CARES ACT FUNDING UTILIZED

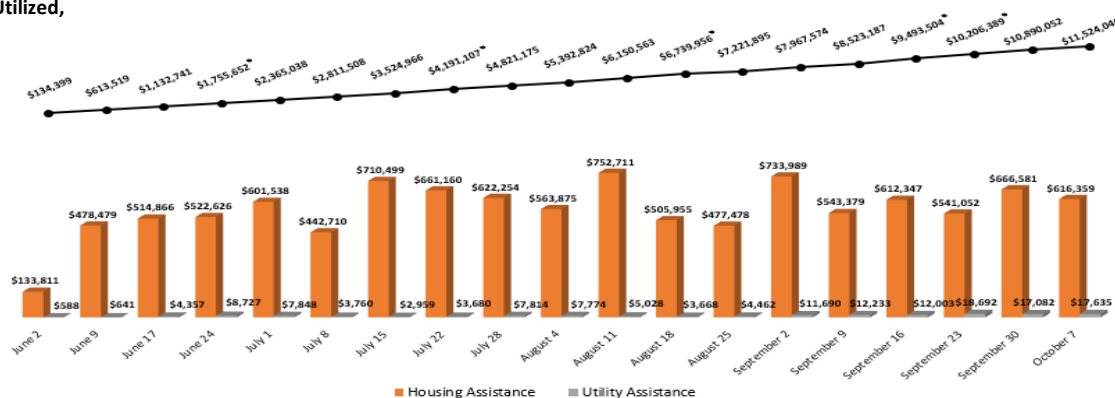
As of October 6, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 11,524,046*

Number of Households Served (Cumulative): Housing (2,728), Utility (322), Emergency Food: (2,266 referrals)

Total Weekly \$ Utilized, Cumulative

Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

CBOs are allotted 5% CARES Act funds for administrative costs. The funds utilized to-date (May - August 2020) are reported on September 23 and will be subsequently reported on a monthly basis in addition to food assistance funds.

*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. As a reminder, to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and two full-time staff persons. CSP has completed training of the newly hired staff and six new hires have begun taking calls independently. The recruitment process for the additional positions continues.

CSP call volume increased by 7% during the week of September 27 from the previous week, which resulted in slight increases to the average speed of answer for both the English and Spanish lines. Call volume indicates that there are still significant needs in the community due to the economic impact of the pandemic.

Additional mitigation efforts underway include reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements. Resource information, including flyers and videos, with information about the CSP process is being launched on October 8, 2020 with community-based organizations, houses of worship, and trusted community leaders to ensure that callers are aware and prepared for their CSP call. These efforts are intended to remove barriers to calling CSP and to improve the processing time for basic needs assistance.

The exact impact of hiring additional staff, as well as the other mitigation efforts, is challenging to predict due to a number of variables, including case complexity, language interpretation, rate of skill development of new staff, and surge(s) in call volume due to marketing campaigns. It is anticipated that as the call volume levels out and all of the newly hired staff are on board, the average speed of answer will be positively impacted, and customer service satisfaction will increase. Periodic updates will be provided on the progress made on completing the mitigation efforts.

An additional map illustrating the density of CSP contacts is included as Attachment A. This map also includes zip codes, magisterial districts, and human service regions.

Community Provider Coordination Team (CPCT)

The latest information about the Community Provider Coordination Team's efforts are in the [September 30, 2020 report](#).

CPCT lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

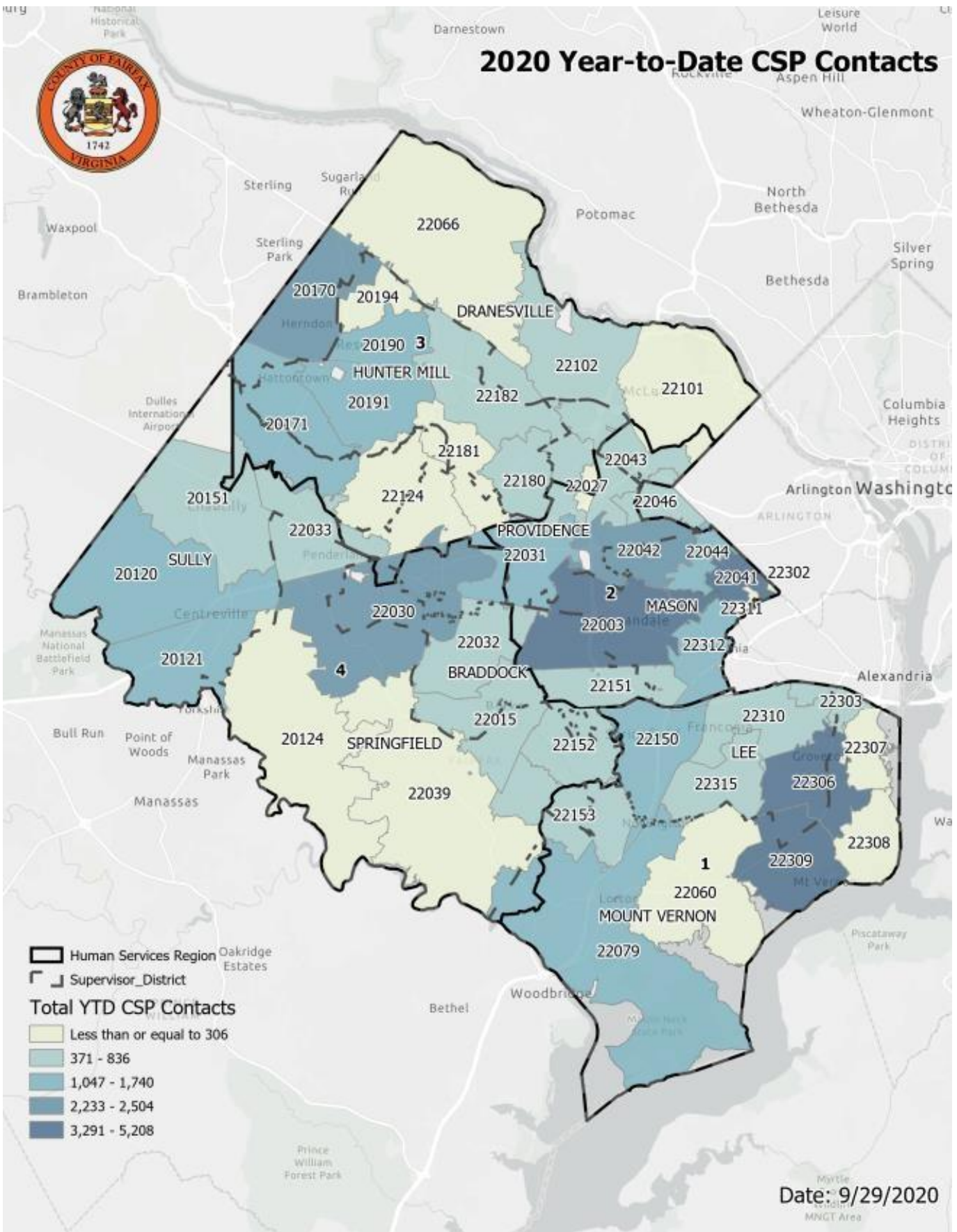
Community Provider Funding CARES Act

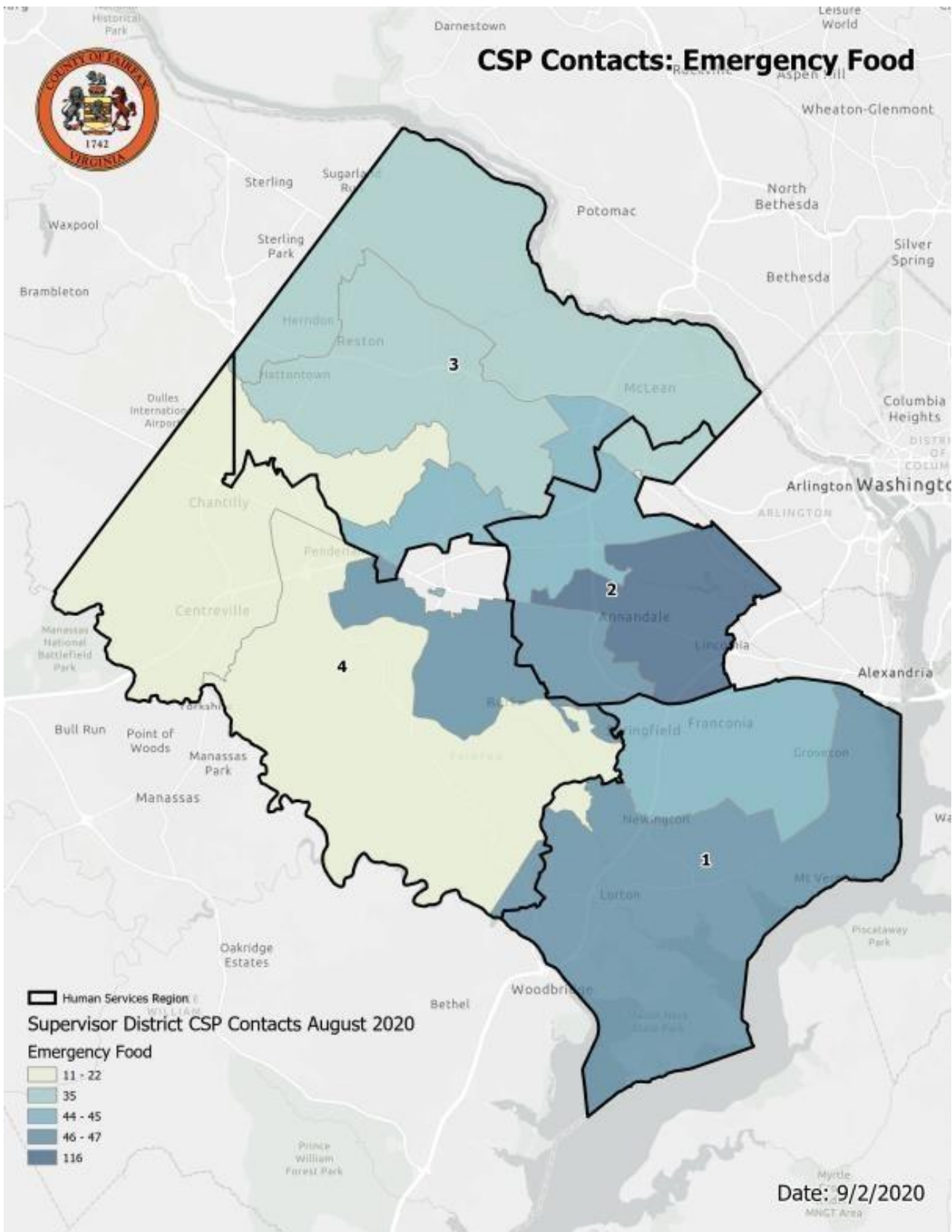
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$11,524,046** has been utilized. Cumulatively, CARES Act funding has provided support to 2,728 housing assistance cases (\$10,701,669.82), 322 utility assistance cases (\$150,640.52), and 2,266 emergency food referrals and funding for the procurement of food by CBOs (\$518,594.81). The CBO administrative costs (\$153,983.95), in addition to the direct assistance expenditures, which are now reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

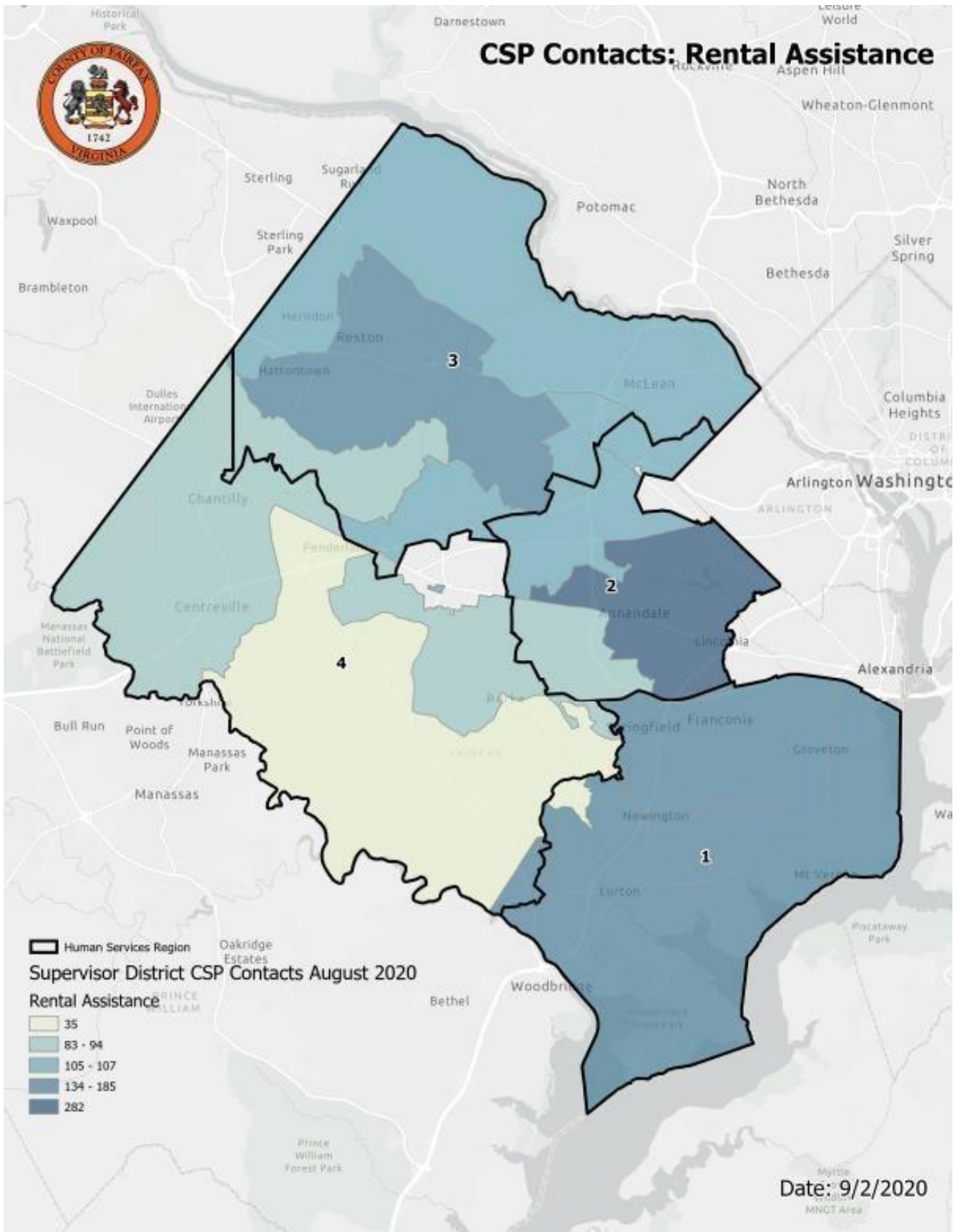
Child Care Services

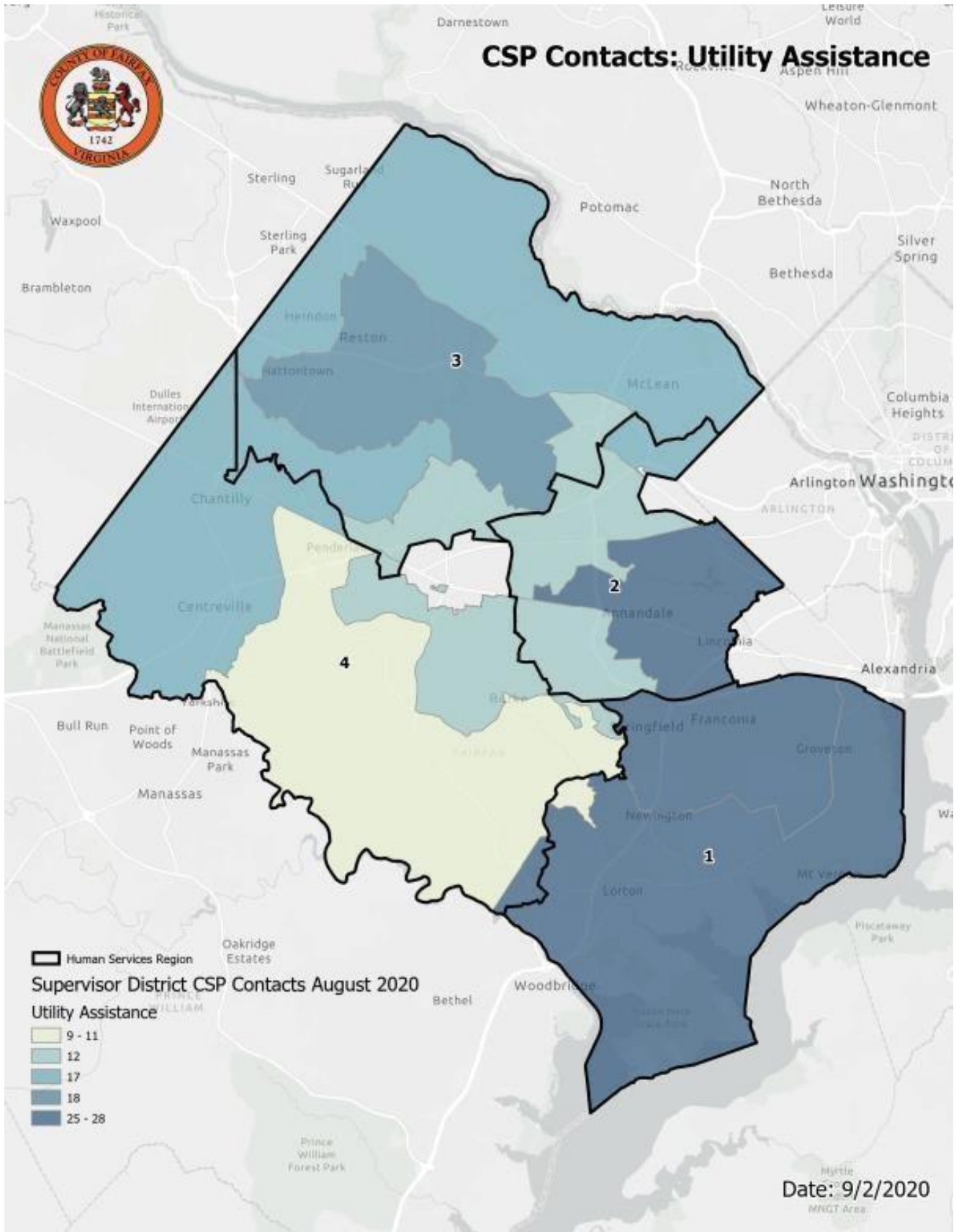
The latest information about the Office for Children's efforts are in the [September 23, 2020 report](#).

Child care lead –[Anne-Marie Twohie, OFC Director](#)(703-501-3487)









CSP Contact Topics by Zip Code				
Date Range: 8/1/2020 To: 8/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	1	31	5	37
20011	0	1	0	1
20101	0	1	0	1
20112	0	1	0	1
20120	8	28	7	43
20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
20166	0	1	0	1
20170	28	79	16	123
20171	10	53	7	70
20176	0	2	0	2
20190	9	37	3	49
20191	12	37	8	57
20194	2	6	0	8
20708	0	1	0	1
21136	0	1	0	1
22003	57	110	9	176
22015	6	11	3	20
22021	1	1	1	3
22030	14	42	2	58
22031	14	24	7	45
22032	6	4	2	12
22033	3	18	5	26
22035	3	4	0	7
22041	45	123	10	178
22042	26	52	1	79
22043	6	19	0	25
22044	18	30	4	52
22046	2	11	1	14
22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22191	0	8	0	8
22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
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22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
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22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
22311	3	3	1	7
22312	17	69	8	94
22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

September 30, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
9/20/20	3,780	+ 156%	- 4%

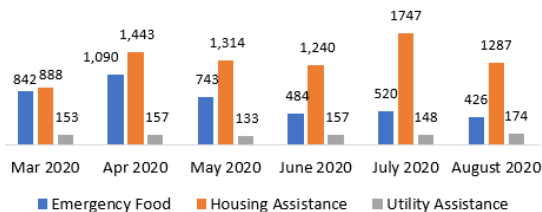
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
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8/23/2020	27:50	27:44
8/30/2020	38:28	22:41
9/6/2020	30:39	19:20
9/13/2020	23:49	28:30
9/20/2020	23:18	21:31

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts and zip code are included in Attachment A, B, C, D & E. September's information will be available in map format in the October 21st Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
TOTAL	3,365	

CARES ACT FUNDING UTILIZED

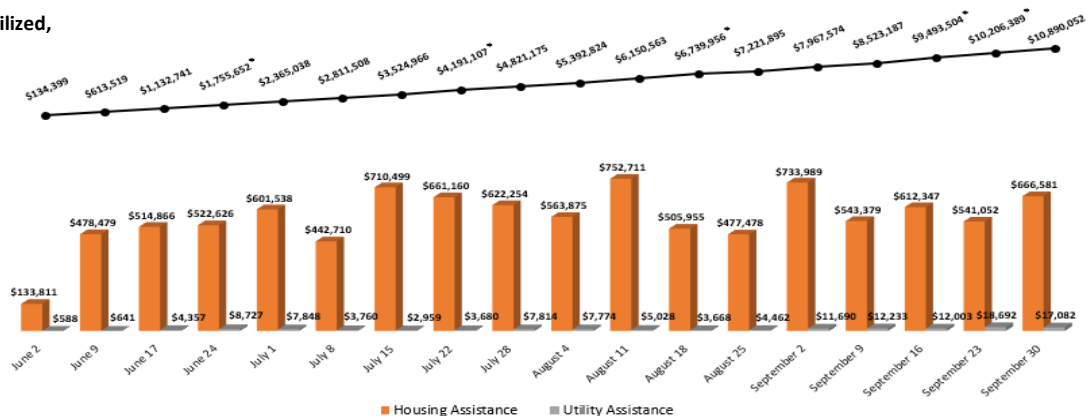
As of September 29, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 10,890,052*

Number of Households Served (Cumulative): Housing (2,568), Utility (286), Emergency Food: (2,179 referrals)

Total Weekly \$ Utilized, Cumulative

Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are allotted 5% CARES Act funds for administrative costs. The funds utilized to-date (May - August 2020) are reported on September 23 and will be subsequently reported on a monthly basis in addition to food assistance funds.

*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) are reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. To address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and two full-time staff persons. CSP has completed training of the newly hired staff and six of the new hires are beginning to take calls independently. The recruitment process for the additional positions continues.

Additional mitigation efforts underway include reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements. Resource information, including flyers and videos, with information about the CSP process are being disseminated to the community to ensure that callers are aware and prepared for their CSP call; these efforts are intended to improve the processing time for basic needs assistance.

The exact impact of hiring additional staff, as well as the other mitigation efforts, is challenging to predict due to a number of variables, including case complexity, language interpretation, rate of skill development of new staff, and surge(s) in call volume due to marketing campaigns. It is anticipated that as the call volume levels out and all of the newly hired staff are on board, the average speed of answer will be positively impacted, and customer service satisfaction will increase. Periodic updates will be provided on the progress made on completing the mitigation efforts.

An additional map illustrating the density of CSP contacts is included as Attachment A. This map also includes zip codes, magisterial districts, and human service regions.

Community Provider Coordination Team (CPCT)

Stuff the Bus Celebrates Two Successful Food Drives in September

This September, Stuff the Bus held food drives on two Saturdays (September 12 and 26) at 21 locations throughout the county. During the two drives, the Fairfax County community generously donated 27.6 tons of food to area nonprofits. In addition to donating food, the Fairfax community also showed their support by volunteering at Stuff the Bus donation sites. Members of student government, Boy Scout troops, and community volunteers masked up to help carry, stack, and organize donations. If you missed donating to Stuff the Bus, you can still donate virtually to area nonprofits by visiting Volunteer Fairfax's [Stuff the Bus Donation Page](#).

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

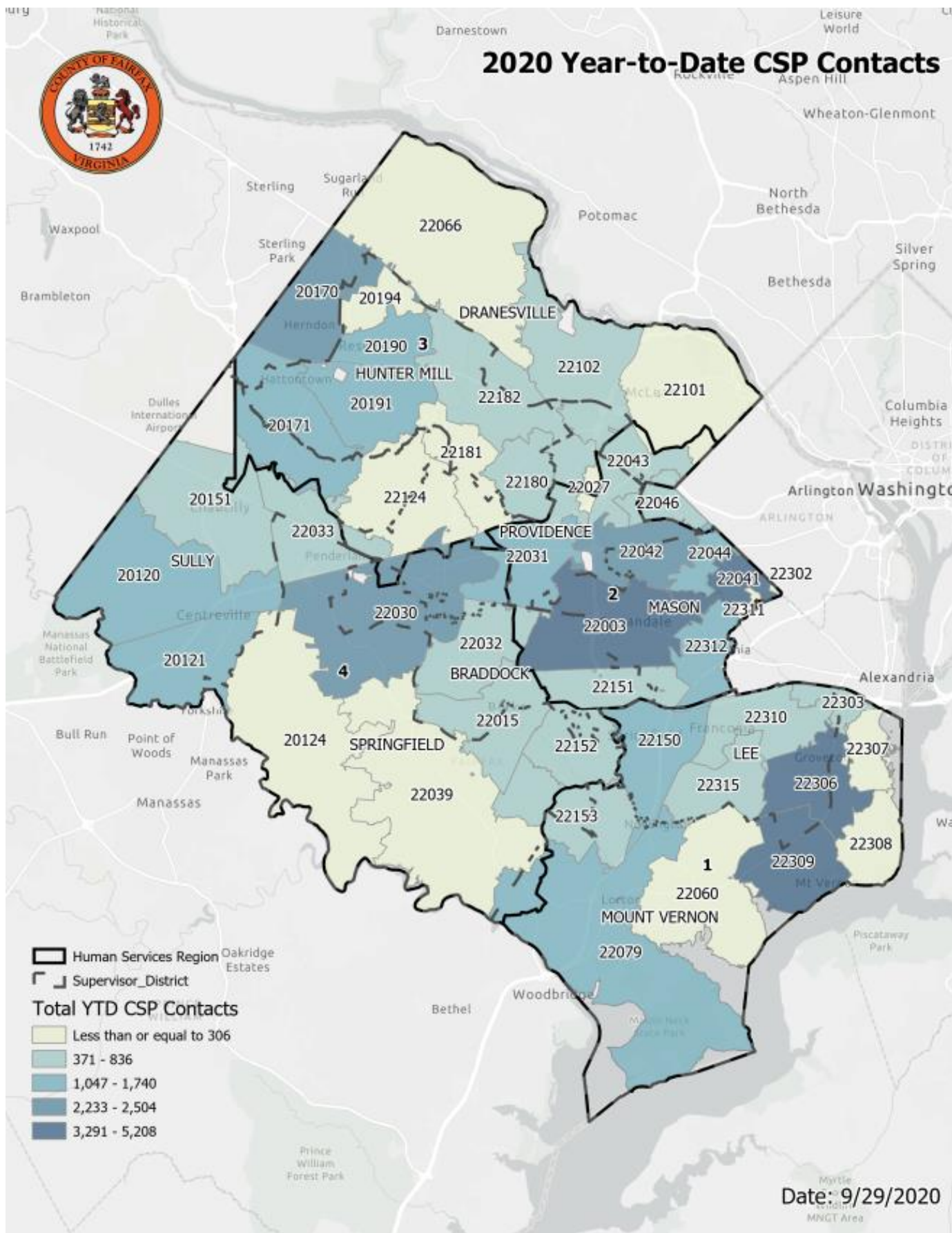
Community Provider Funding CARES Act

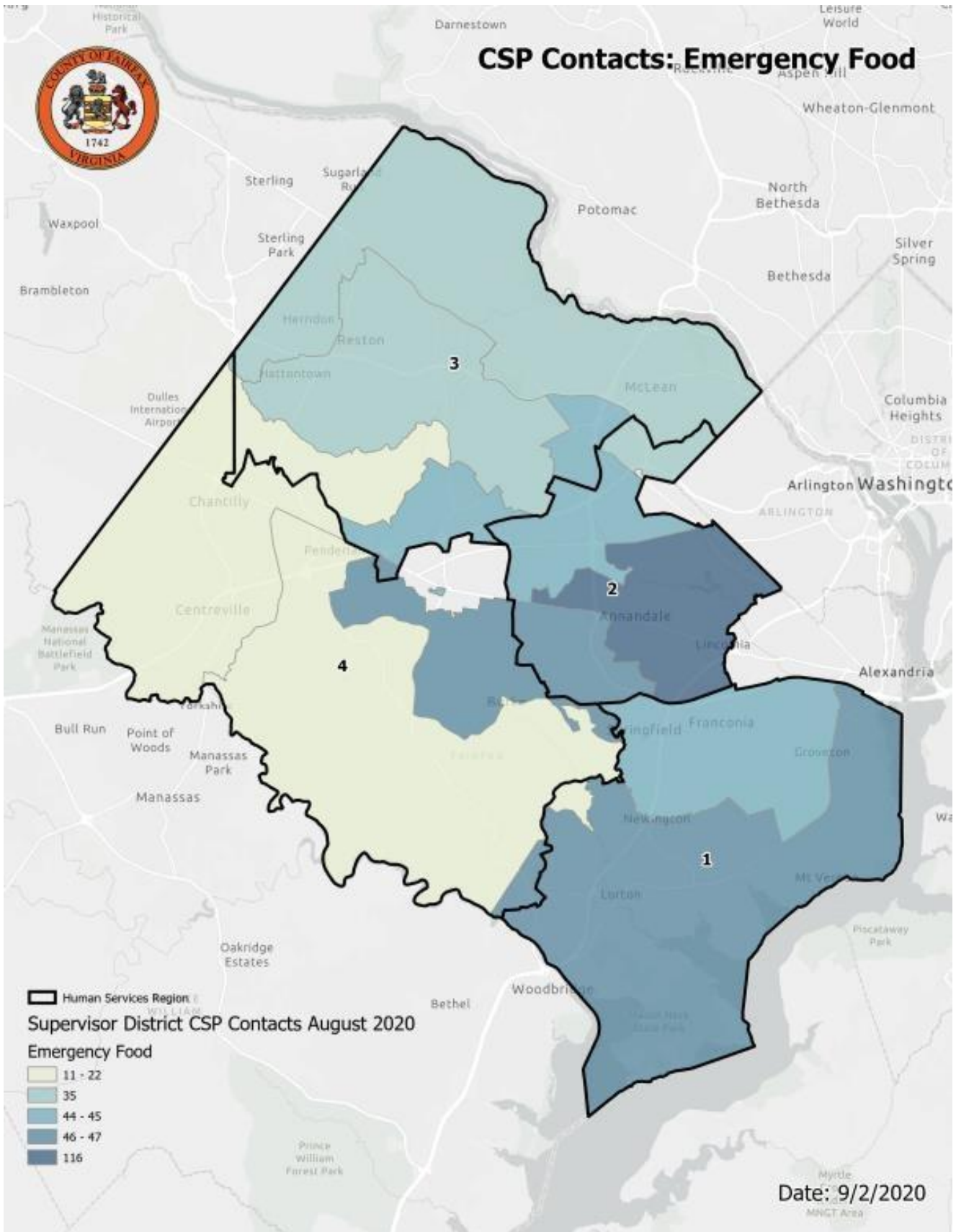
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$10,890,052** has been utilized. Cumulatively, CARES Act funding has provided support to 2,568 housing assistance cases (\$10,085,311.29), 286 utility assistance cases (\$133,005.27), and 2,179 emergency food referrals and funding for the procurement of food by CBOs (\$518,594.81). The CBO administrative costs (\$153,983.95), in addition to the direct assistance expenditures, which are now reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

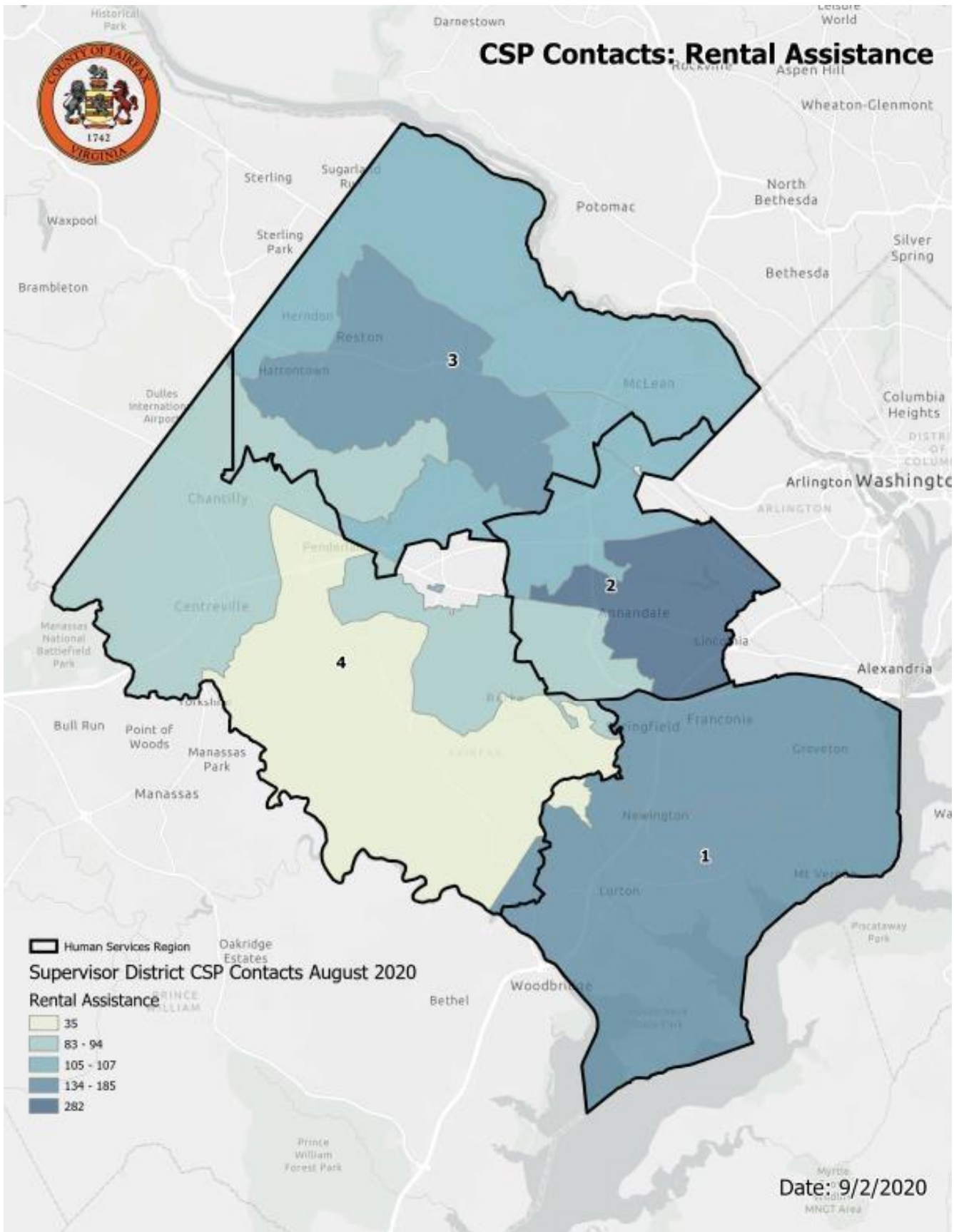
Child Care Services

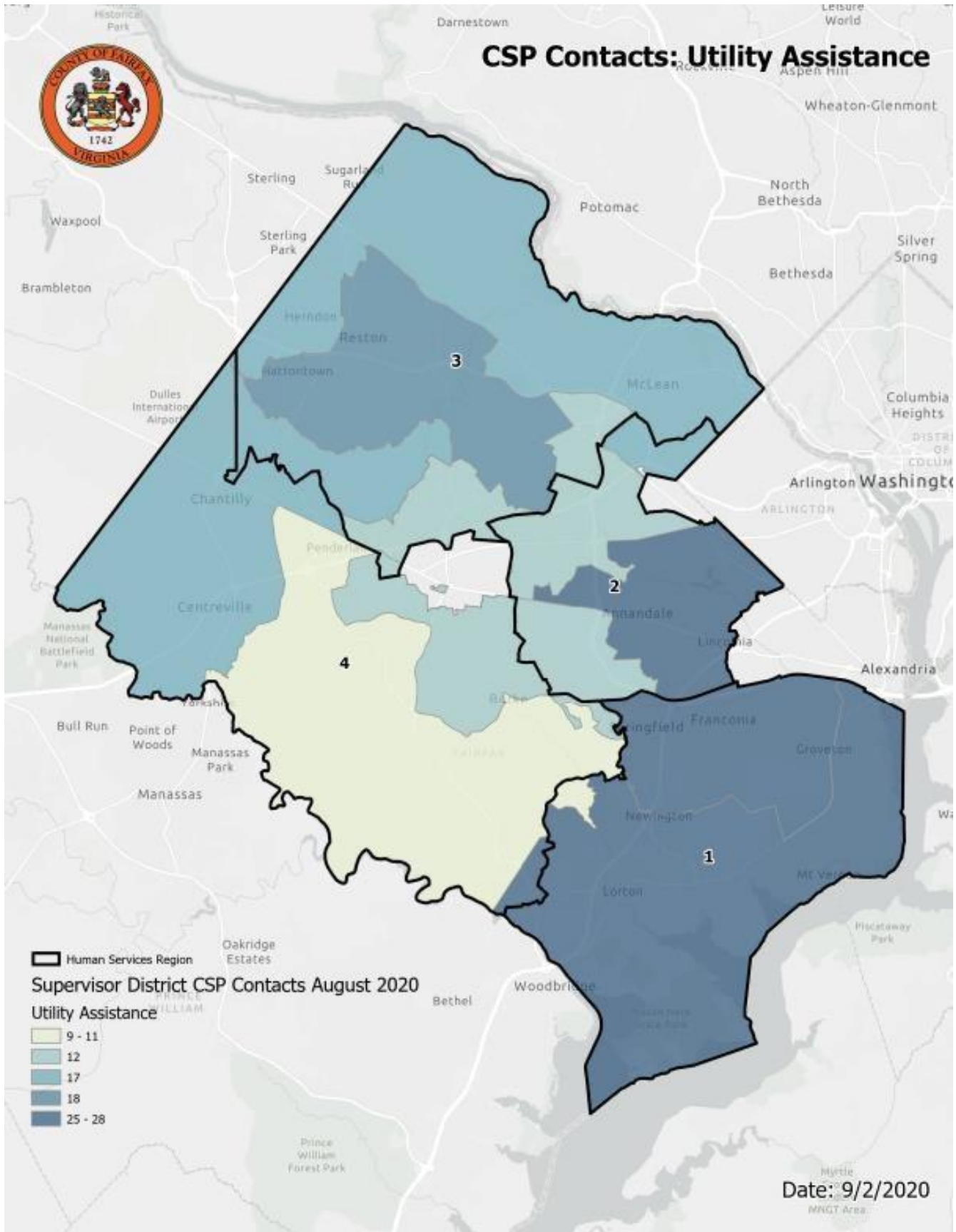
The latest information about the Office for Children's efforts are in the [September 23, 2020 report](#).

Child care lead –Anne-Marie Twohie, OFC Director(703-501-3487)









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20101	0	1	0	1
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20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
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22030	14	42	2	58
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22032	6	4	2	12
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22035	3	4	0	7
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22043	6	19	0	25
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22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
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22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
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22181	4	9	2	15
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Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
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22301	1	2	0	3
22302	1	3	0	4
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22305	0	1	0	1
22306	23	97	13	133
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22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

September 23, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

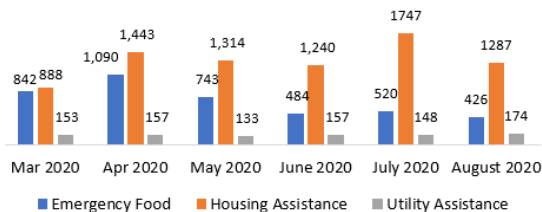
WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
9/13/20	3,937	+ 169%	+ 15%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. September's information will be available in map format in the October 21st Dashboard.

WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
8/9/2020	22:49	24:34
8/16/2020	20:39	31:09
8/23/2020	27:50	27:44
8/30/2020	38:28	22:41
9/6/2020	30:39	19:20
9/13/2020	23:49	28:30

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
TOTAL	3,365	

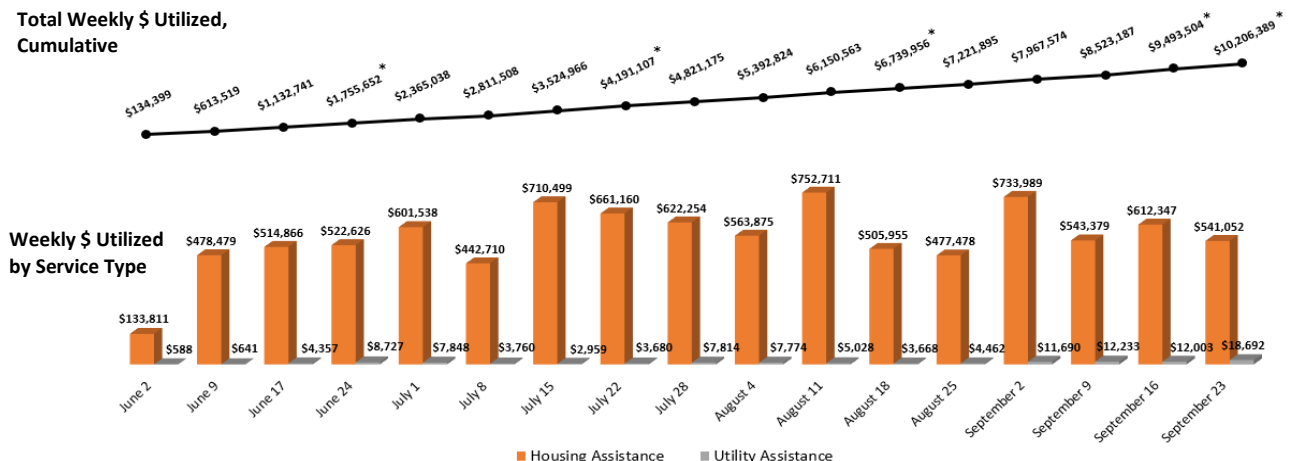
CARES ACT FUNDING UTILIZED

As of September 15, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$10,206,389*

Number of Households Served (Cumulative): Housing (2,408), Utility (253), Emergency Food: (2,061 referrals)

Total Weekly \$ Utilized, Cumulative



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of their total budget of CARES Act funds for administrative costs. Funds utilized to date (May-August 2020-) have been included in the September 23 report. Moving forward, funds utilized for administrative funds will be reported monthly.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has decreased for the CSP Spanish line and increased for the English line with an 15% increase in call volume this week.

In order to address the concerns of the extended wait times and case processing timelines, several mitigation strategies have been employed. To date, CSP has hired nine part-time staff and one full-time staff person. Two staff are fully trained and actively available to assist those calling for assistance. The remaining staff are finishing up an accelerated and intensive training to be available to receive calls and cases within the next two weeks. The recruitment process is underway for the additional 11 positions approved by the BOS to address the above mentioned concerns.

Additional mitigation efforts underway include reducing steps in the assessment process, deploying staffing support to aid case processing, and developing information campaigns to educate callers on eligibility and verification requirements.

The exact impact of hiring additional staff, as well as the other mitigation efforts, is challenging to assess due to a number of variables, including case complexity, language interpretation, skill development of new staff, and a surge in call volume due to marketing campaigns. It is anticipated that as the call volume levels out and all of the newly hired staff are on board, the average speed of answer will be positively impacted, and customer service satisfaction will increase.

Periodic updates will be provided on the progress made on completing the mitigation efforts.

Community Provider Coordination Team (CPCT)

The CPCT subcommittees continue to work on their identified goals. This week, the Health Access subcommittee is sharing information to help community providers obtain and enhance their resources.

- Registration is open for an online disparity conference being hosted by iTHRIV, Inova, and AHEC on Tuesday, September 29. Click here to register: [A Symposium for Healthcare Professionals to Address The Role Sociocultural Barriers Play When Caring for Diverse Patients](#).
- Kaiser Permanente is offering Community Health sponsorships to 501(c)3 organizations whose missions and work aim to improve the health of individuals or communities. Specifically, Community Health sponsorships must align with one or more of Kaiser Permanente's common areas of focus, which involve creating healthier school environments, affordable housing, food security, access to non-medical supportive services, economic opportunity, poverty alleviation, and related issues for each. See the online sponsorship application at <https://sponsorships-mas.kaiserpermanente.org/>. From there, select "Community Health Sponsorships." COVID-19 related requests are being considered for sponsorship funding.

As mentioned during the September 22nd Board of Supervisors Health and Human Services Committee meeting, the Food Access subcommittee is currently finalizing a **Food Access Strategic Plan**, which will include the development of the mission, vision and value statements, relevant indicators, and objectives and goals. In the coming weeks, the plan will be shared with additional stakeholders and has an estimated launch date of October 15th. More information will be provided in future updates.

On September 26th, the second **Stuff the Bus** event will take place to support community providers. Fastran

buses will be located throughout the community accepting shelf stable items to stock the shelves at 10 nonprofits. Fastran buses will be at 21 locations throughout the county. Information on final donation counts will be available after the upcoming food drive on September 26.

[Additional information on the upcoming September 26 Stuff the Bus food drive](#)

[Information on how to donate through the virtual food drive](#)

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$10,206,389** has been utilized. Cumulatively, CARES Act funding has provided support to 2,408 housing assistance cases (\$9,418,730.12), 253 utility assistance cases (\$115,923.62), and 2,061 emergency food referrals and funding for the procurement of food by CBOs (\$518,594.81). The CBO administrative costs (\$153,983.95), in addition to the direct assistance expenditures, have been included in this week's totals. Moving forward, the administrative costs will be reported monthly. As a reminder, this program allows a maximum of five percent per grant for allowable expenses including staff support needed to carry out the fund distribution efforts.

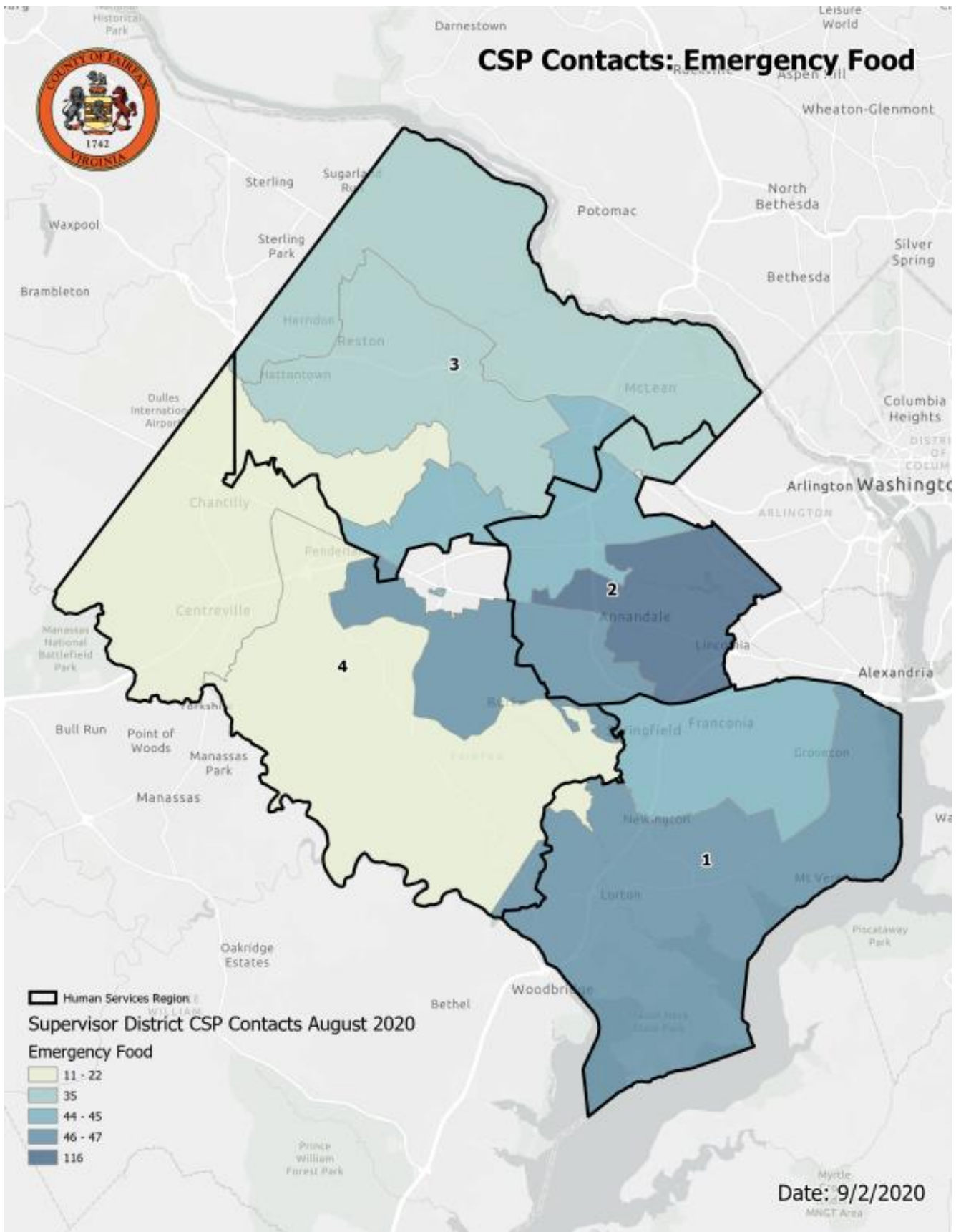
Child Care Services

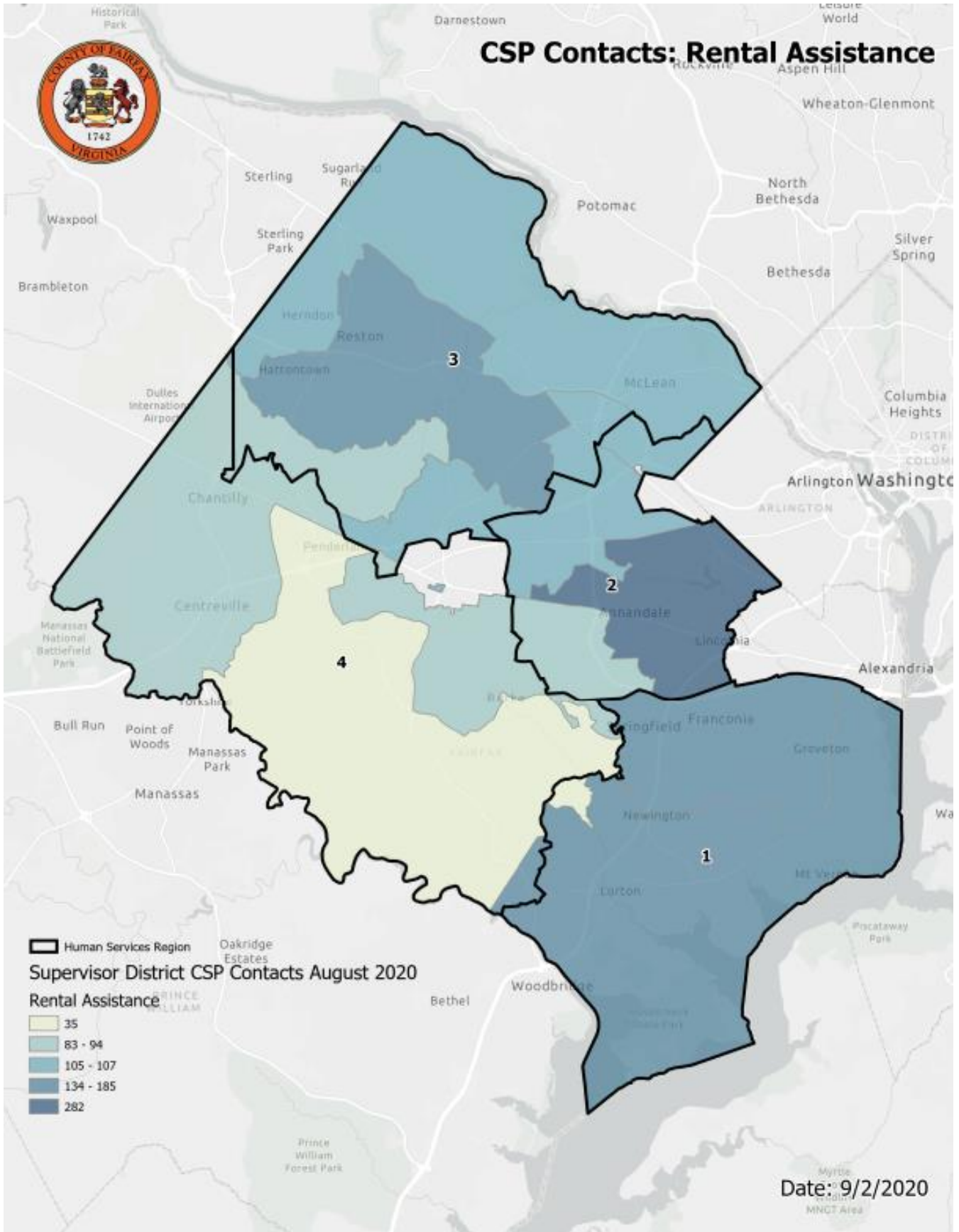
In partnership with the Fairfax County Office of Emergency Management, Community Education and Provider Services presented a webinar – Recovering from Disasters including COVID-19. Presented in English on September 9 and in Spanish on August 20, family child care providers learned how to enhance their emergency response plan by learning strategies for communication, evacuation, and essential supplies needed to withstand any disaster. The presentation also provided an overview of the effects and impacts of COVID-19 on child care providers. Both webinars were presented by Grellia Steele, the Community Outreach Manager at the Office of Emergency Management. The recorded webinar is available on the [OFC COVID-19 Updates website under general resources](#).

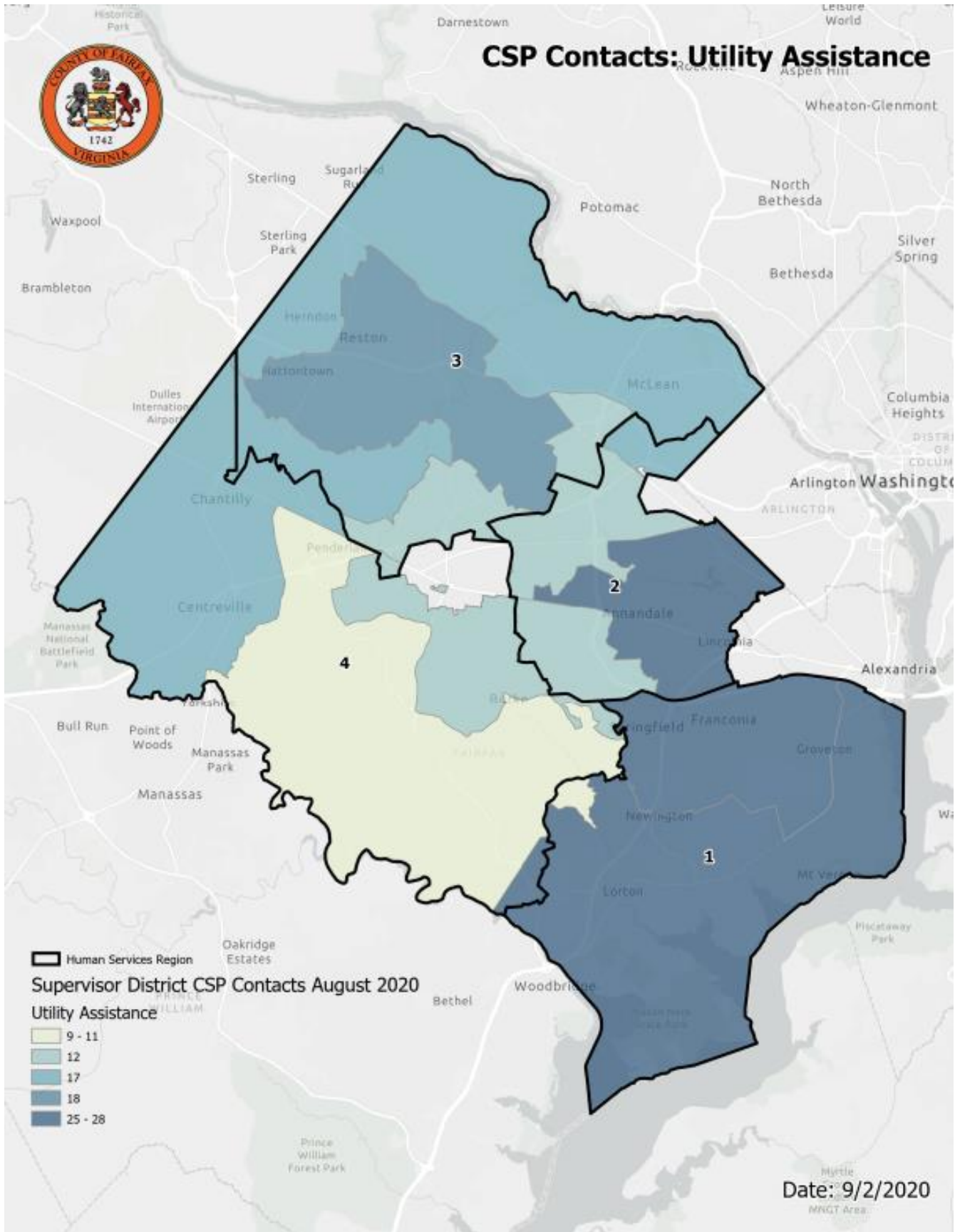
First Lady Pamela Northam visited Fairfax County child care programs during her annual Back to School Tour to highlight the important work of early childhood educators. Programs visited included OFC Early Head Start provider Leticia Flores-Ortiz in Herndon, Hopkins House McNeil Preschool Academy in Alexandria, as well as a visit to the Hutchinson Elementary SRS program where a virtual tour outside the program was provided. Special guests at the various visits included Supervisor John Foust, Representative Jennifer Wexton, State Delegate Ibraheem Samirah, State Delegate Paul Krizek, and State Senator Janet Howell's legislative staff.

FCPS is providing transportation to over 100 children at 23 SRS locations. Office for Children staff provided training to approximately 100 FCPS bus drivers and transportation supervisors on SRS health and safety check-in protocols for children and staff.

Child care lead –Anne-Marie Twohie, OFC Director(703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 8/1/2020 To: 8/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	1	31	5	37
20011	0	1	0	1
20101	0	1	0	1
20112	0	1	0	1
20120	8	28	7	43
20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
20166	0	1	0	1
20170	28	79	16	123
20171	10	53	7	70
20176	0	2	0	2
20190	9	37	3	49
20191	12	37	8	57
20194	2	6	0	8
20708	0	1	0	1
21136	0	1	0	1
22003	57	110	9	176
22015	6	11	3	20
22021	1	1	1	3
22030	14	42	2	58
22031	14	24	7	45
22032	6	4	2	12
22033	3	18	5	26
22035	3	4	0	7
22041	45	123	10	178
22042	26	52	1	79
22043	6	19	0	25
22044	18	30	4	52
22046	2	11	1	14
22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22191	0	8	0	8
22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
22301	1	2	0	3
22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
22307	1	2	1	4
22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
22311	3	3	1	7
22312	17	69	8	94
22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

September 16, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

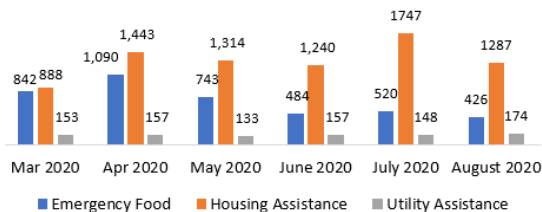
WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
9/6/20	3,422	+ 173%	- 23%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. September's information will be available in map format in the October 21st Dashboard.

WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
8/2/2020	35:31	22:19
8/9/2020	22:49	24:34
8/16/2020	20:39	31:09
8/23/2020	27:50	27:44
8/30/2020	38:28	22:41
9/6/2020	30:39	19:20

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
TOTAL	3,365	

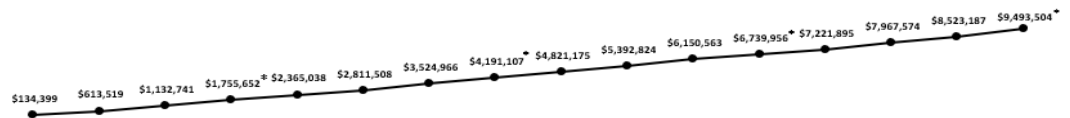
CARES ACT FUNDING UTILIZED

As of September 15, 2020

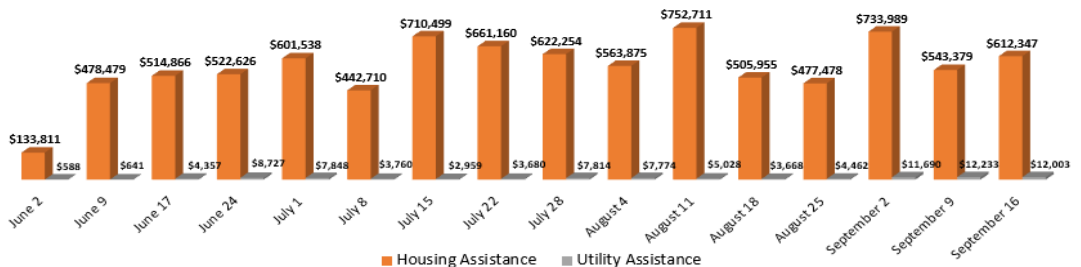
Total CARES Act Supplemental Basic Needs funding utilized: \$ 9,493,504*

Number of Households Served (Cumulative): Housing (2,255), Utility (216), Emergency Food: (1,944 referrals)

Total Weekly \$ Utilized, Cumulative



Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has decreased for both the CSP Spanish line and the English line. CSP has hired 11 part-time temporary staff: two are previous CSP employees and an additional nine staff started on August 31. Additionally, CSP is in the process of hiring full-time merit staff and will bring them onboard as soon as possible. Another mitigation strategy is the development of technology enhancements, including setting up an online feature to request basic needs, participating in the county's Chatbot feature on the county website, and developing a call back feature through the AVAYA phone system to the CSP Call Center. Periodic updates will be provided on the progress made on completing the mitigation efforts.

Community Provider Coordination Team (CPCT)

The CPCT's Food Access subcommittee is currently finalizing a draft strategic plan, including mission, vision and value statements, relevant indicators, and objectives and goals. In the coming week, the plan will be shared with additional stakeholders.

On September 12, the subcommittee hosted the first of two **Stuff the Bus** events, with the community donating shelf stable items to stock the shelves at 10 nonprofits. Fastran buses were parked at 21 locations throughout the county. Information on final donation counts will be available after the upcoming food drive on September 26.

[Additional information on the upcoming September 26 Stuff the Bus food drive](#)

[Information on how to donate through the virtual food drive](#)

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

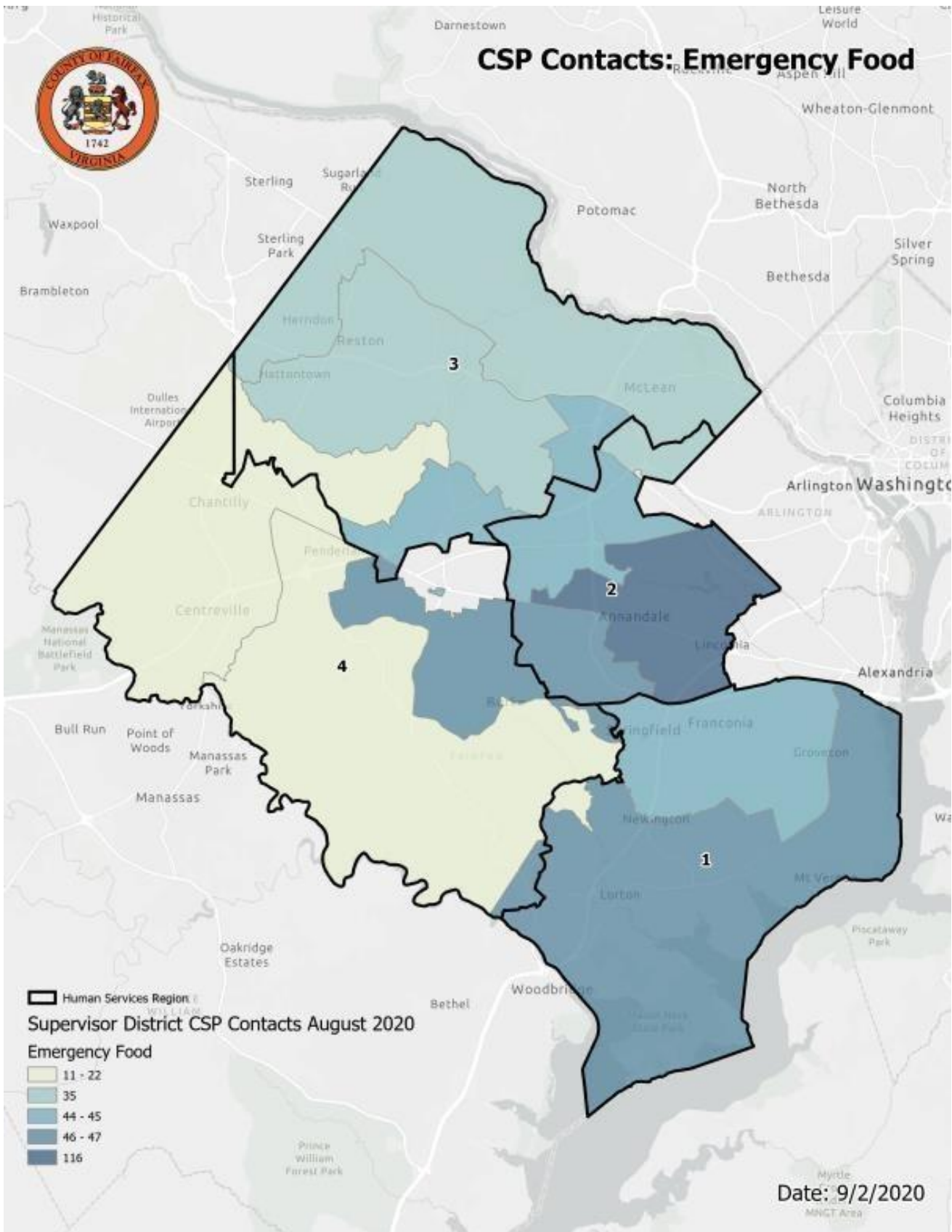
Community Provider Funding CARES Act

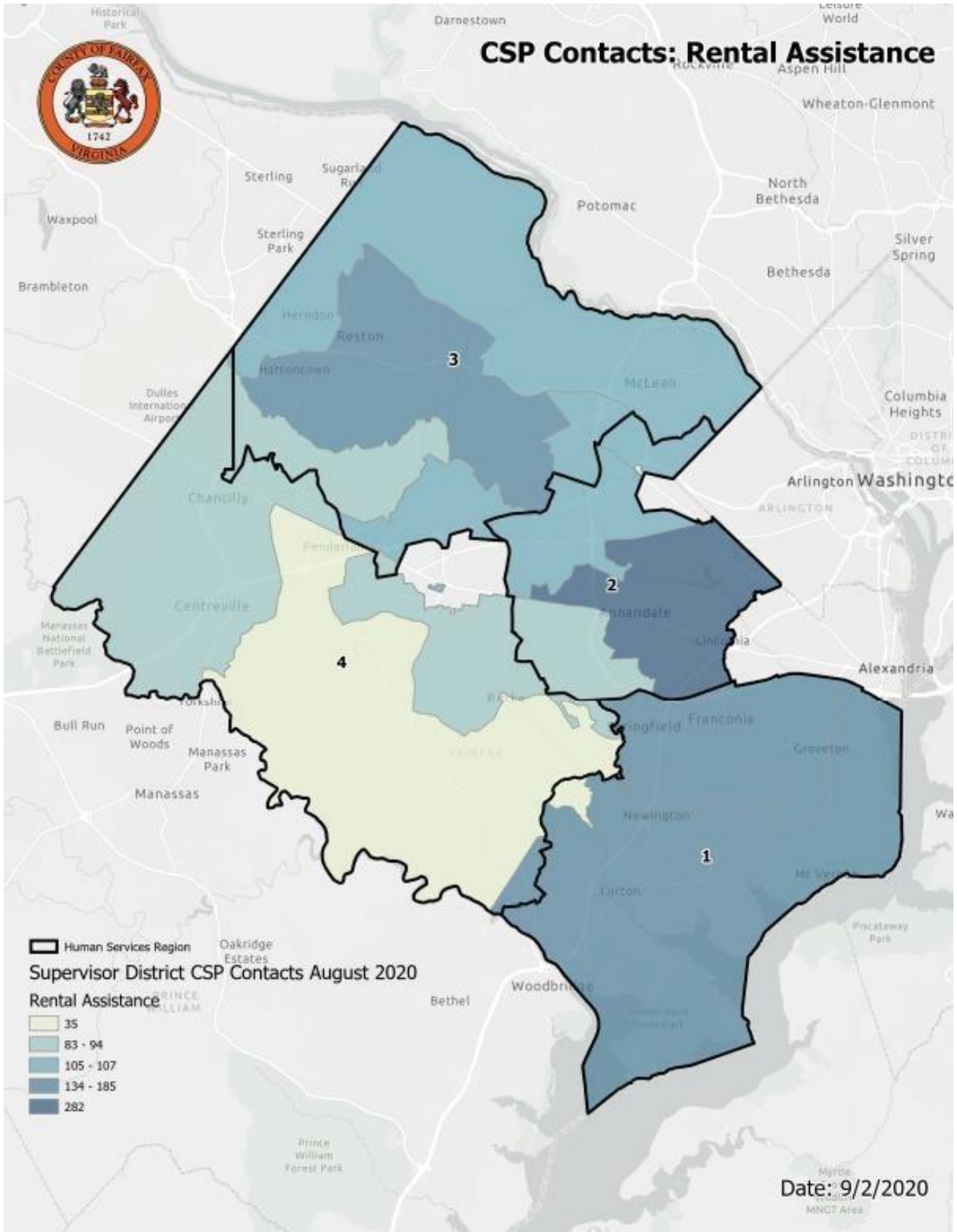
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$9,493,504** has been utilized. Cumulatively, CARES Act funding has provided support to 2,255 housing assistance cases (\$8,877,677.66), 216 utility assistance cases (\$97,231.42), and 1,944 emergency food referrals and funding for the procurement of food by CBOs (\$518,594.81).

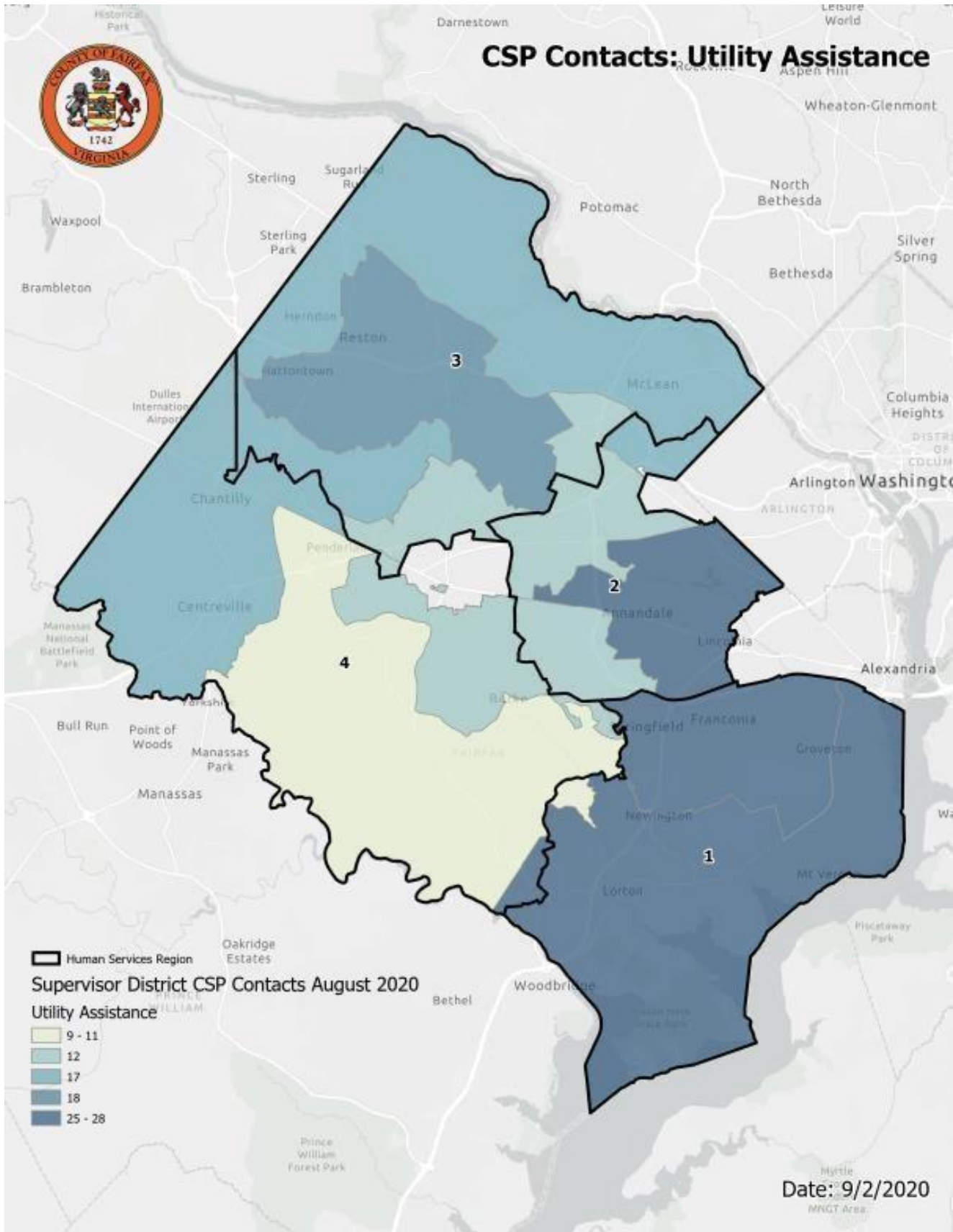
Child Care Services

The latest information on the Office for Children's efforts can be found in the [September 9, 2020 update](#).

Child care lead –Anne-Marie Twohie, OFC Director(703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 8/1/2020 To: 8/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	1	31	5	37
20011	0	1	0	1
20101	0	1	0	1
20112	0	1	0	1
20120	8	28	7	43
20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
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20171	10	53	7	70
20176	0	2	0	2
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20191	12	37	8	57
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21136	0	1	0	1
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22033	3	18	5	26
22035	3	4	0	7
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22043	6	19	0	25
22044	18	30	4	52
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22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14
22191	0	8	0	8

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
22301	1	2	0	3
22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
22307	1	2	1	4
22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
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Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

September 9, 2020

Coordinated Services Planning: 703-222-0880

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CSP DATA DASHBOARD

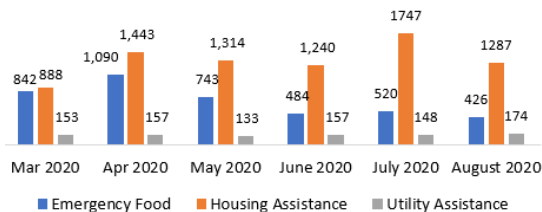
WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
8/30/20	4,442	+ 215%	+ 15%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. September's information will be available in map format in the October 21st Dashboard.

WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
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8/9/2020	22:49	24:34
8/16/2020	20:39	31:09
8/23/2020	27:50	27:44
8/30/2020	38:28	22:41

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May 2020	897	+ 268%
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July 2020	953	+ 291%
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TOTAL	3,365	

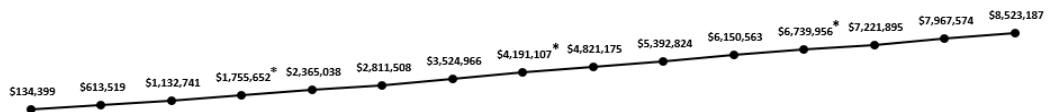
CARES ACT FUNDING UTILIZED

As of September 8, 2020

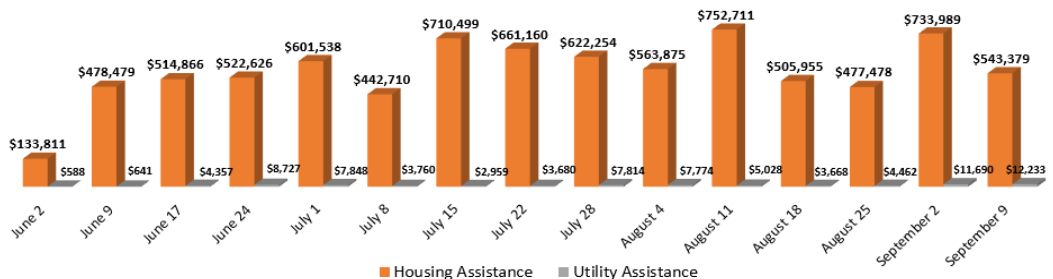
Total CARES Act Supplemental Basic Needs funding utilized: \$ 8,523,187*

Number of Households Served (Cumulative): Housing (2,097), Utility (187), Emergency Food: (1,814 referrals)

Total Weekly \$ Utilized, Cumulative



Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has increased for the CSP Spanish line but has decreased on the English line. CSP has hired 11 part-time temporary staff: two staff have started and are previous employees of CSP and an additional nine staff started on August 31. Additionally, CSP is in the process of hiring full-time merit staff and will bring them onboard as soon as possible. Other mitigation strategies include CSP developing technology enhancements including setting up an online feature to request basic needs, participating in the county's Chatbot feature on the county website and development of a call back feature through the AVAYA phone system to the CSP Call Center. Periodic updates will be provided on the progress made on completing the mitigation efforts.

Community Provider Coordination Team (CPCT)

The latest information on the Community Provider Coordination Team's efforts can be found in the [September 2, 2020 update](#).

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

Community Provider Funding CARES Act

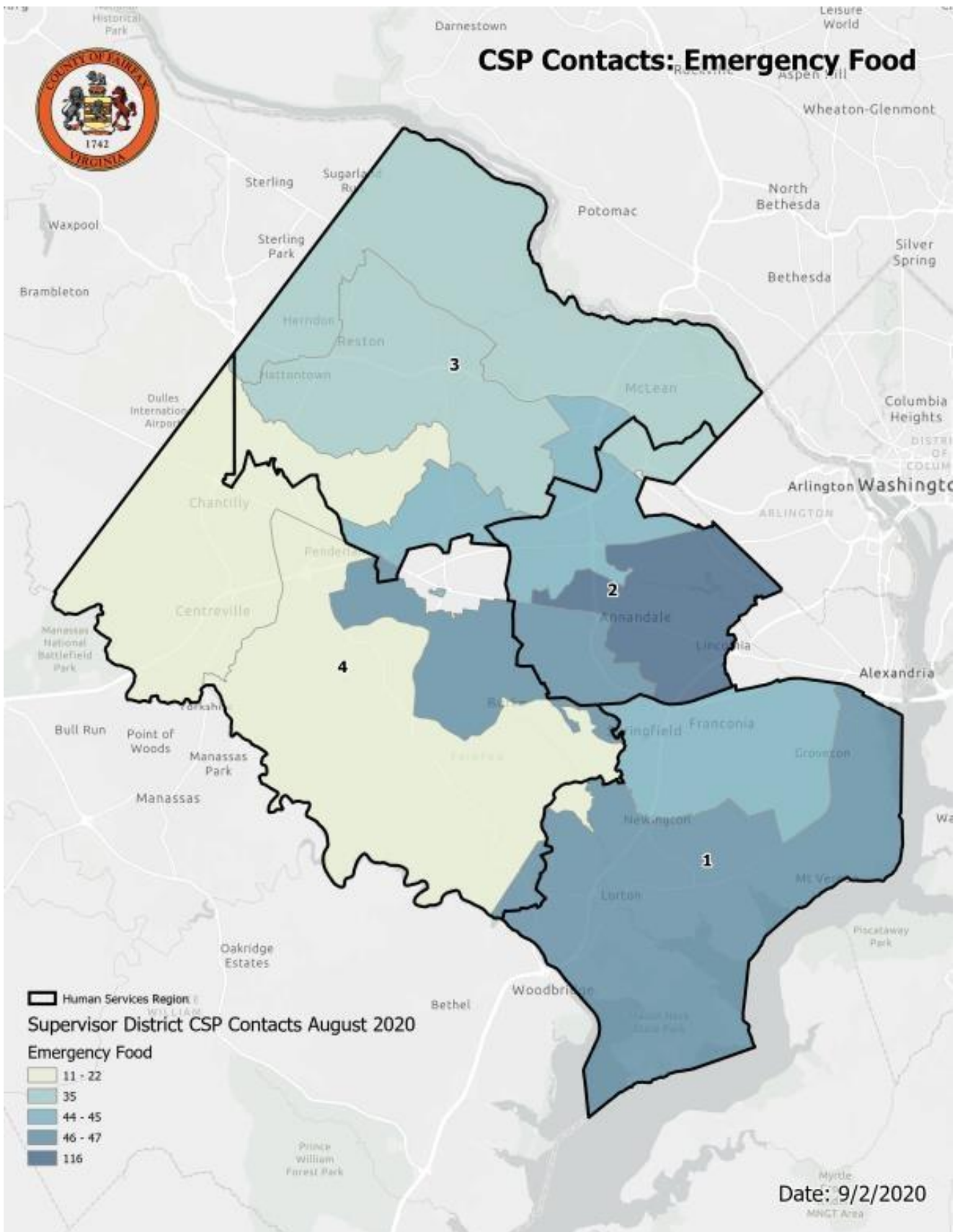
Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$8,523,1877** has been utilized. Cumulatively, CARES Act funding has provided support to 2,097 housing assistance cases, 187 utility assistance cases, and 1,814 emergency food referrals.

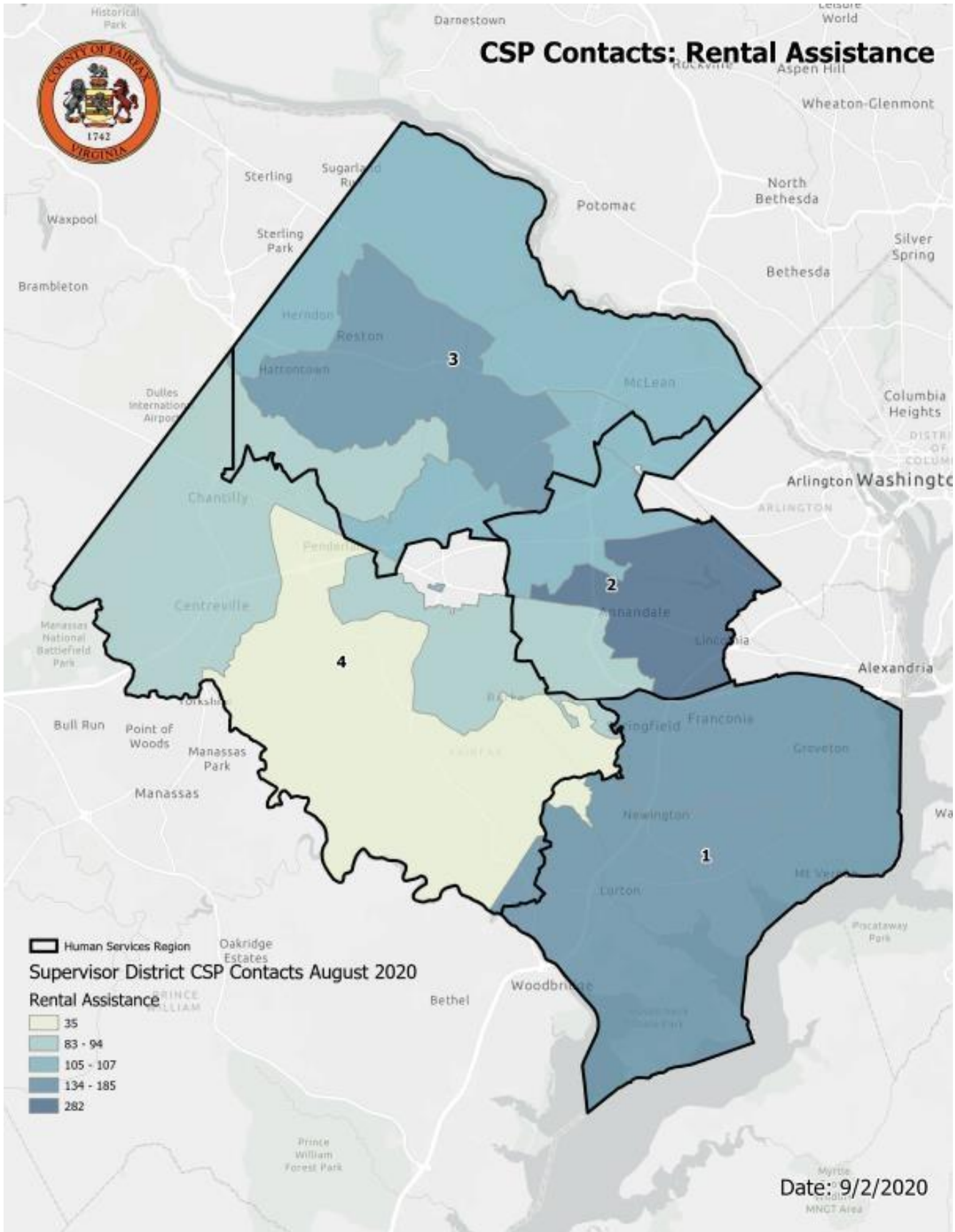
Child Care Services

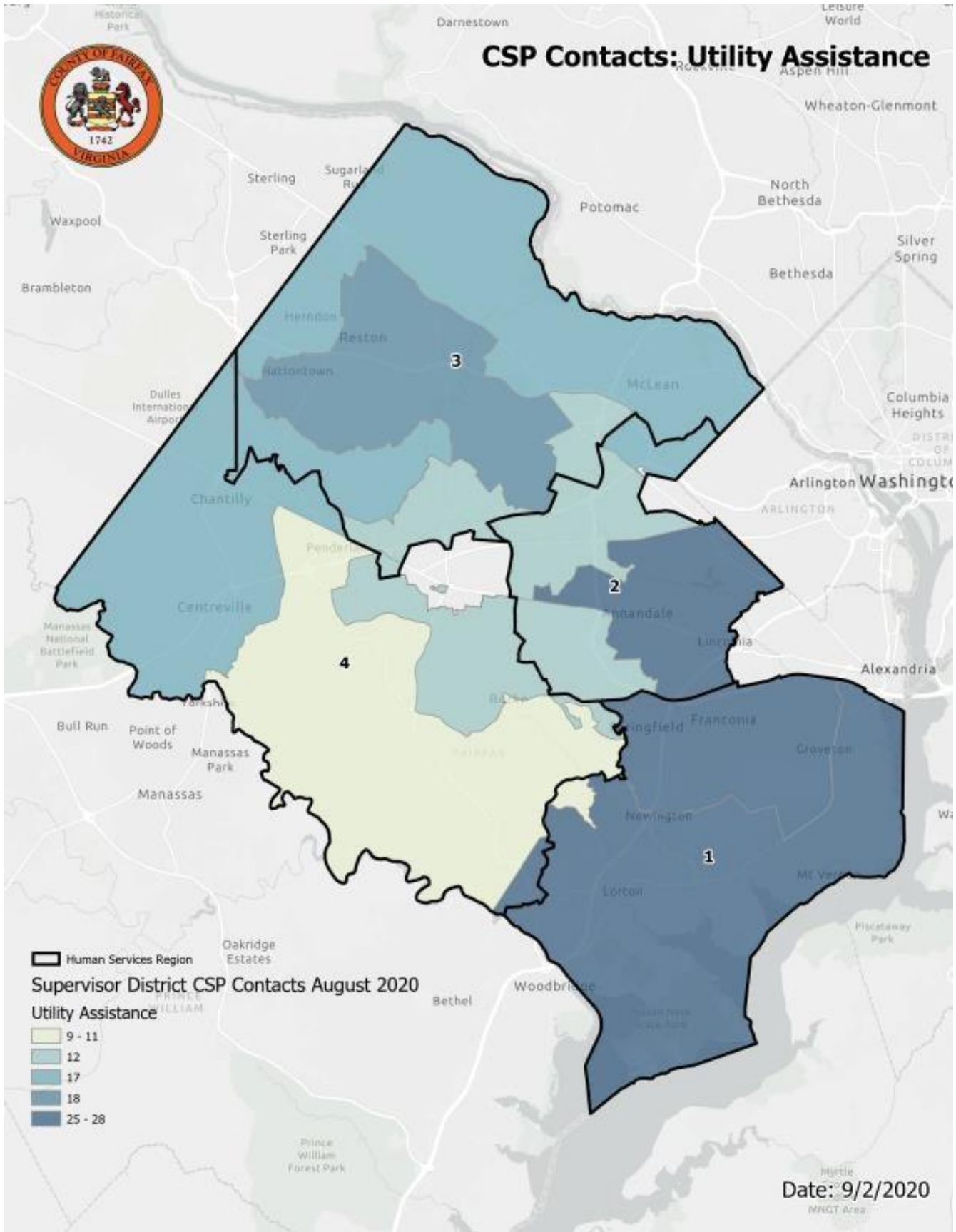
Communication was distributed to all county child care programs regarding the following updates:

- A new section on the OFC website featuring [Resources for Supporting School Age Online Learning](#) was developed.
- A [recorded three-part webinar series](#) with information on how to support FCPS school age children in early childhood programs with their online learning was published on the OFC website for those programs unable to attend the live webinars.
- [The Supporting Return to School \(SRS\) program](#) welcomed nearly 1,500 school age children on Tuesday, September 8th to 37 FCPS sites across the County. SRS staff support children's successful engagement in their online learning and provide high quality before and after school services. A steadfast focus on health and safety is supported by adherence to required health protocols and procedures and guidance from the Fairfax County Health Department. The program includes a successful partnership with FCPS in the provision of transportation and food services for children.

Child care lead –Anne-Marie Twohie, OFC Director(703-501-3487)







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Date Range: 8/1/2020 To: 8/31/2020				
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22046	2	11	1	14
22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14
22191	0	8	0	8

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
22301	1	2	0	3
22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
22307	1	2	1	4
22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
22311	3	3	1	7
22312	17	69	8	94
22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

September 2, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
8/23/20	3,878	+ 216%	+ 9%

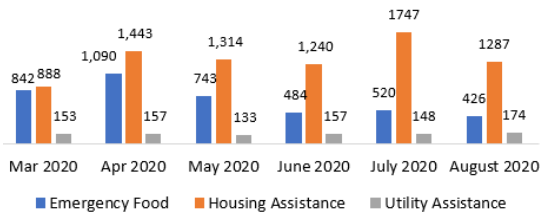
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
7/19/2020	21:43	15:13
7/26/2020	41:13	26:04
8/2/2020	35:31	22:19
8/9/2020	22:49	24:34
8/16/2020	20:39	31:09
8/23/2020	27:50	27:44

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 st callers	% Change from FY 2019
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
August 2020	794	+ 225%
TOTAL	3,365	

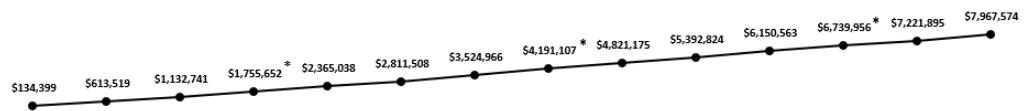
CARES ACT FUNDING UTILIZED

As of September 1, 2020

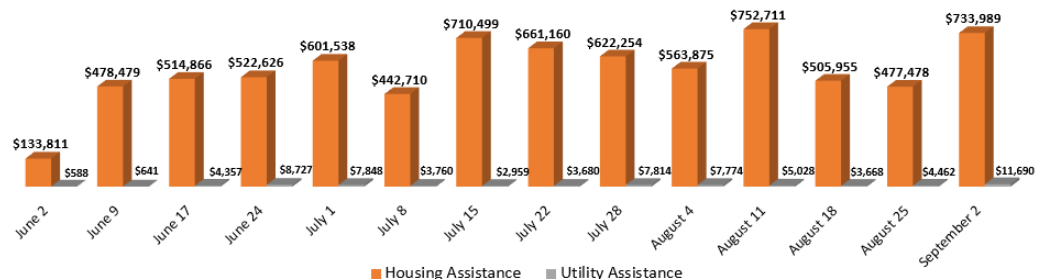
Total CARES Act Supplemental Basic Needs funding utilized: \$ 7,967,574*

Number of Households Served (Cumulative): Housing (1,956), Utility (160), Emergency Food: (1,701 referrals)

Total Weekly \$ Utilized, Cumulative



Weekly \$ Utilized by Service Type



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has increased for the CSP Spanish line but has decreased slightly on the English line. CSP has hired 10 part-time temporary staff: two staff have started and are previous employees of CSP and an additional 8 staff started on August 31. Additionally, CSP is in the process of hiring full-time merit staff and will bring them onboard as soon as possible.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county agencies, CBOs, and houses of worship to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. Two additional workgroups, Re-Opening Best Practices and Communication and Outreach, have also been formed. The CPCT is continuing to focus on the future structure and purpose. Team members are reviewing the recent CPCT survey data in helping to frame thinking around the work that is recommended to continue. As a reminder, the CPCT was formed with five key goals as a result of the pandemic: obtain current and accurate information on available services; document trends in service utilization and requests as a result of COVID-19; identify gaps in need and service availability; identify new and emerging resources available for community providers/partners; and link available resources to identified service gaps. Various CPCT subcommittees and workgroups have been convening since the CPCT was formed in March 2020. Each week, a different subcommittee will be highlighted; this week's focus is on the **Health Access Subcommittee**.

The Health Access Subcommittee continues to meet to share resources, challenges, and successes in ensuring health care access for low-income uninsured and underinsured people in Fairfax County.

Health safety net providers continue to partner with County departments and nonprofits to refer and provide medical care to persons who require isolation or quarantine in the COVID-19 temporary shelters. Additionally, they provide health care and support to families who isolate at home. Health providers may arrange for delivery of food and medical supplies (such as pulse oximeters), provide telehealth visits, connect patients to rent assistance, and provide COVID-19 information. Examples of success stories from the Community Health Centers can be found here: <https://fairfaxcountyemergency.wpcomstaging.com/2020/08/26/community-health-centers-provide-essential-care-to-thousands-of-residents/>

COVID-19 testing continues at health safety net clinics and community partner sites. There was a period of time that health providers experienced long delays in obtaining test results from commercial laboratories, but that has stabilized, and turnaround time is 2-3 days for the Community Health Centers providing testing.

Neighborhood Health, HealthWorks and Northern Virginia Family Services are reopening provision of routine dental care services since remaining closed to only emergency dental services during the peak of COVID-19 pandemic. The Northern Virginia Dental Clinic resumed some routine services in July.

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program: Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$7,967,574** has been utilized. Cumulatively, CARES Act funding has provided support to 1,956 housing assistance cases, 160 utility assistance cases, and 1,701 emergency food referrals.

Child Care Services

The Office for Children has a new web page with resources to support school age online learning for child care programs that are providing care for school-aged children. In addition, the web page offers information for families of school-aged children, including assistance in searching for community-based child care, as well as assistance for eligible families in paying for care. The webpage can be found here: <https://www.fairfaxcounty.gov/office-for-children/resources-supporting-school-age-online-learning>

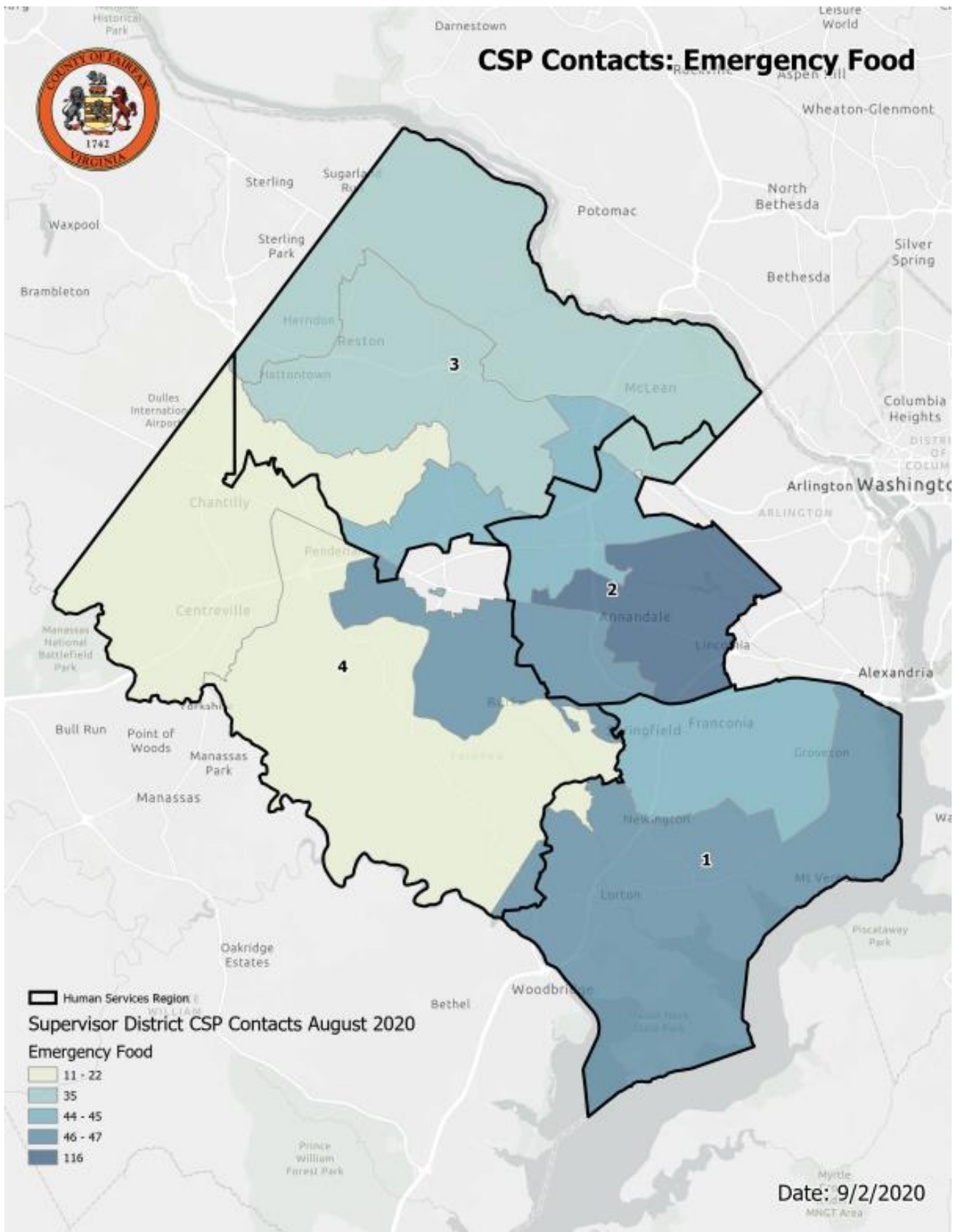
Supporting Return to School (SRS): As reported in last week's update, the SRS program is getting ready to launch on Tuesday, September 8. SRS is a new program developed in response to the COVID-19 pandemic and this year's virtual return to school. The program will provide full-day onsite programming for children in Kindergarten through sixth grade, Monday through Friday, 7:30 a.m. – 6 p.m. at 37 locations.

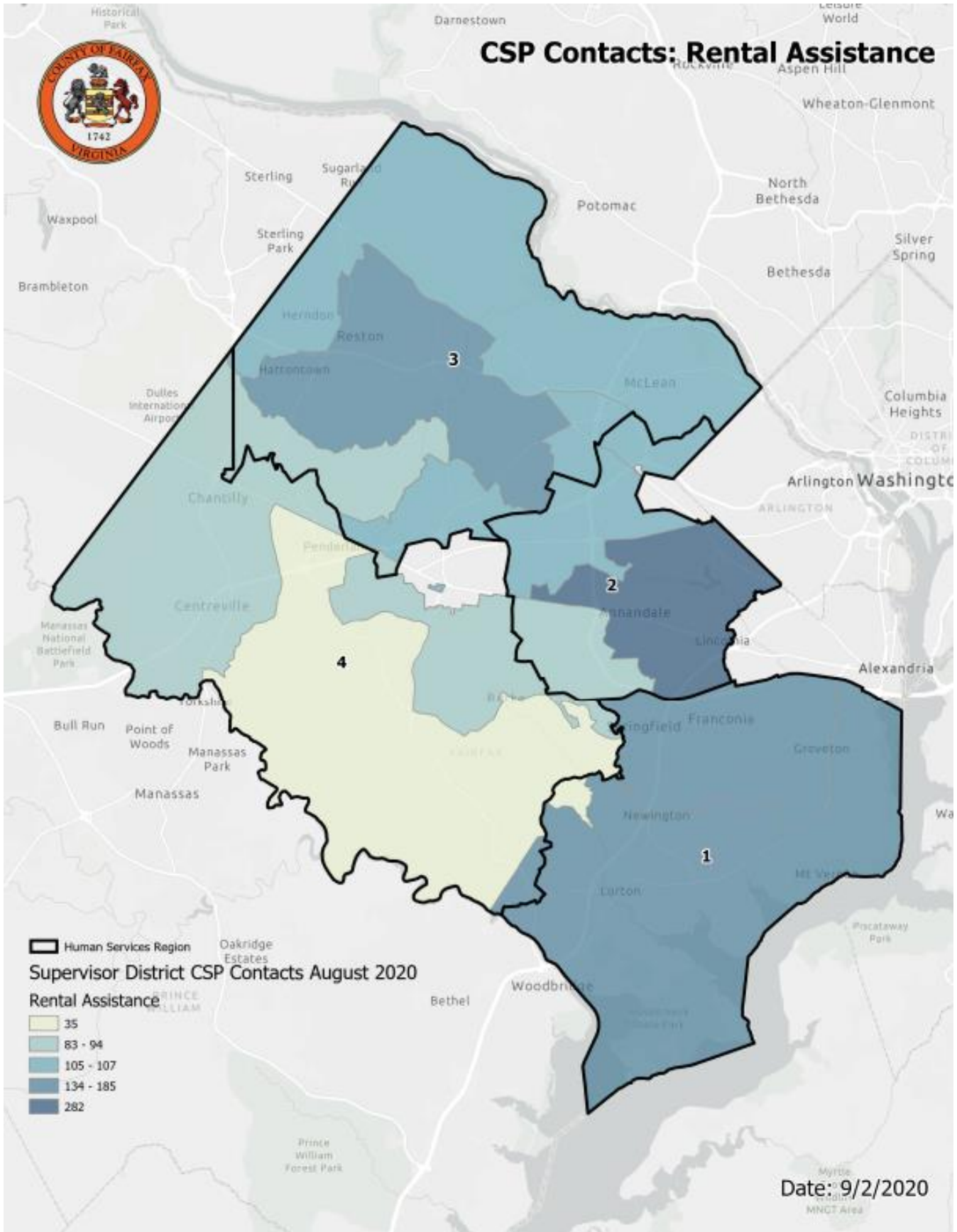
A targeted enrollment initiative was implemented to engage and enroll families who may be most in need of services. County, school, and community-based partners have been engaged in outreach efforts aimed at ensuring families are aware of this opportunity. Program eligibility criteria, fee structure, and intensive outreach have worked to remove barriers to participation.

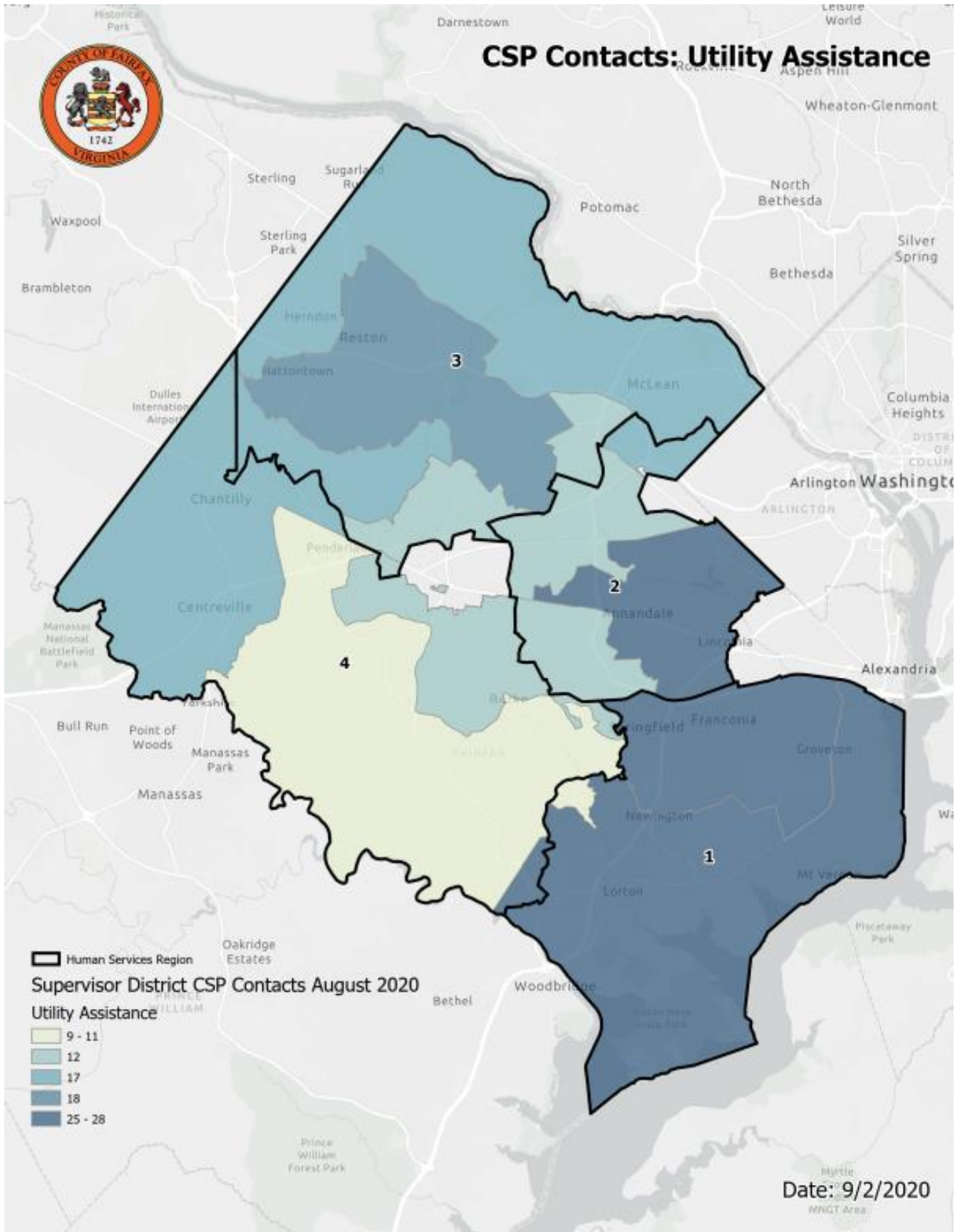
Additional information can be found here: [Download the flyer for more information.](#) and here [Descargar el folleto en Español para obtener más información](#)

Moving forward, regular updates will be provided on the SRS program.

Child care lead –Anne-Marie Twohie, OFC Director(703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 8/1/2020 To: 8/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	1	31	5	37
20011	0	1	0	1
20101	0	1	0	1
20112	0	1	0	1
20120	8	28	7	43
20121	6	26	6	38
20124	0	1	0	1
20148	1	2	0	3
20151	4	20	1	25
20166	0	1	0	1
20170	28	79	16	123
20171	10	53	7	70
20176	0	2	0	2
20190	9	37	3	49
20191	12	37	8	57
20194	2	6	0	8
20708	0	1	0	1
21136	0	1	0	1
22003	57	110	9	176
22015	6	11	3	20
22021	1	1	1	3
22030	14	42	2	58
22031	14	24	7	45
22032	6	4	2	12
22033	3	18	5	26
22035	3	4	0	7
22041	45	123	10	178
22042	26	52	1	79
22043	6	19	0	25
22044	18	30	4	52
22046	2	11	1	14
22051	0	1	0	1
22066	1	1	0	2
22072	0	2	0	2
22079	12	32	10	54
22101	1	4	0	5
22102	3	20	2	25
22124	2	2	1	5
22150	17	56	6	79
22151	9	10	2	21
22152	2	10	3	15
22153	4	4	5	13
22164	0	1	0	1
22180	3	18	0	21
22181	4	9	2	15
22182	3	9	2	14
22191	0	8	0	8

22202	0	1	0	1
22206	0	1	0	1
22207	0	1	0	1
22301	1	2	0	3
22302	1	3	0	4
22303	9	16	2	27
22304	0	5	0	5
22305	0	1	0	1
22306	23	97	13	133
22307	1	2	1	4
22308	0	1	0	1
22309	24	76	12	112
22310	2	25	2	29
22311	3	3	1	7
22312	17	69	8	94
22314	0	3	0	3
22315	2	15	4	21
22378	0	1	0	1
22406	0	1	0	1
Grand Total	426	1,287	174	1,887



Community Based Organization Coordination Updates

August 19, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
8/9/20	3,905	+ 175%	- 4%

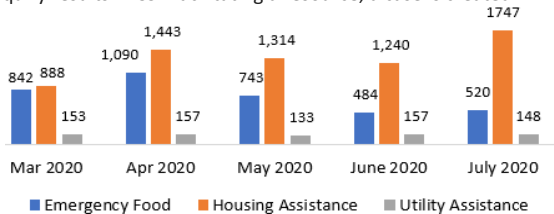
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
7/5/2020	69:00	50:58
7/12/2020	36:13	27:43
7/19/2020	21:43	15:13
7/26/2020	41:13	26:04
8/2/2020	35:31	22:19
8/9/2020	22:49	24:34

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. August's information will be available in map format in the September 16th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

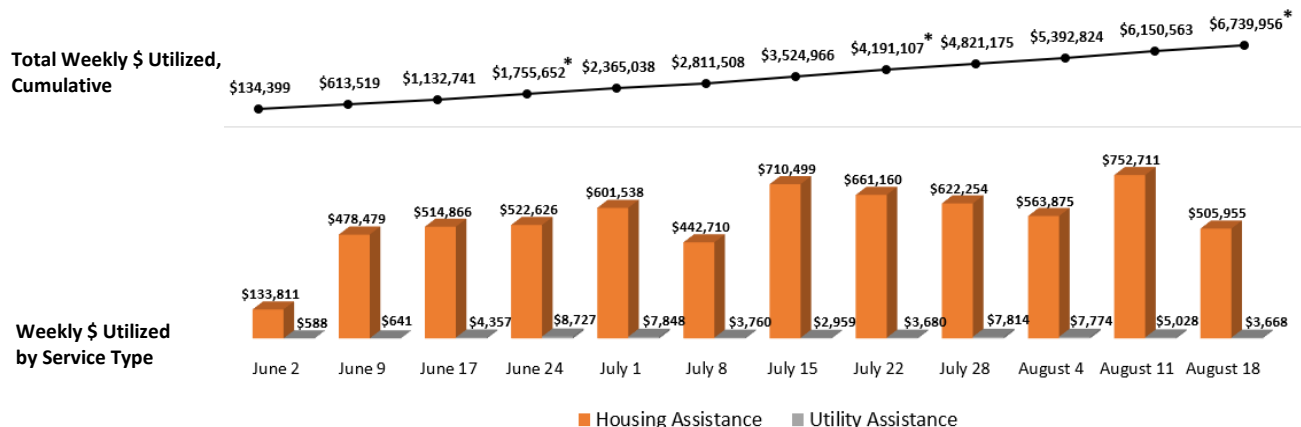
Month	# of New Cases of 1st Callers	% Change from FY 2019
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
TOTAL	4,069	

CARES ACT FUNDING UTILIZED

As of August 18, 2020

Total CARES Act Supplemental Basic Needs funding utilized: \$ 6,739,956*

Number of Households Served (Cumulative): Housing (1,674), Utility (119), Emergency Food: (1,445 referrals)



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has decreased for the second week for the CSP Spanish line but has increased slightly on the English line. CSP has hired 10 part-time temporary staff: two staff have started and are previous employees of CSP and the remaining eight staff will start on August 31st. Additionally, CSP is in the process of hiring full-time merit staff and will bring them onboard as soon as possible.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county agencies, CBOs, and houses of worship to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. The CPCT is now focusing on the future structure and purpose. As a reminder, the CPCT was formed with five key goals as a result of the pandemic: Obtain current and accurate information on available services; document trends in service utilization and requests as a result of COVID-19; identify gaps in need and service availability; identify new and emerging resources available for community providers/partners; and link available resources to identified service gaps. Various CPCT subcommittees and workgroups have been convening since the CPCT was formed in March 2020.

The CPCT is made up of 118 different community providers and county agencies. A recent survey of CPCT membership was conducted to assess their experience; the operational status of community providers and the ongoing impacts of the COVID-19 pandemic; and key aspects of collaborative work that will inform the CPCT plans for a transition from emergency response to a recovery phase. The survey was completed by 89 organizations; 69 of which were community providers.

Many of the CPCT providers reported reduced earned revenue, limited staffing to support service demands, and a significant increase in clients served. Providers also reported that their program participants across Fairfax County are experiencing financial instability, housing insecurity, and assistance for other basic needs. The CPCT will continue to work together to impact and create solutions to these community and organizational challenges. Although the CPCT has moved from a response to a recovery phase with regard to COVID-19, there are elements of the CPCT that have been identified by our partners that should be sustained to best serve the organization and community's needs. The survey identified significant interest in sustaining a central community provider forum, which would include providing a central opportunity for information sharing and ensuring connection of community providers with county agencies, programs, and other resources to best serve Fairfax County residents.

The CPCT Leadership Team is convening discussions within the CPCT to determine how we successfully transition the team's work in a meaningful way to support the needs of our providers. These conversations are being informed by the survey data, as well as through critical analysis of the many challenges and opportunities that lie ahead as we adapt to the lingering impact of COVID-19 on the Fairfax County community. An interim report inclusive of survey findings will be shared with the Board of Supervisors in the near future.

CPCT lead – Sarah Allen, NCS Deputy Director (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$6,739,956** has been utilized. Cumulatively, CARES Act funding has provided support to 1,674 housing assistance cases, 119 utility assistance cases, and 1,445 emergency food referrals.

Child Care Services

With the Fairfax County Public Schools starting the upcoming school year with 100% virtual instruction, the Office for Children will be offering a three-part webinar series for child care programs that will be serving school age children. This webinar series will provide information on how to support FCPS students in their program with online learning. Topics include setting up a virtual learning environment, appropriate grade-level support and how to support the technology students will use. More information, including registration and topics for each session, will be available soon; dates for the webinar series include:

- August 29, August 31, September 2 (English Sessions)
- August 29, September 1, September 3 (Spanish Sessions)

The Infant and Toddler Connection of Fairfax-Falls Church hosted a successful Pathways program the week of August 3rd to 71 families, in conjunction with the Early Childhood and Identification Services program at Fairfax County Public Schools. Each summer, the two programs offer this as an introduction for families to the services they will be receiving when the children transition from ITC to FCPS. This year the program was provided virtually with four Zoom classrooms. In addition to their daily classroom time, the families participated in virtual workshops provided by FCPS staff discussing plans for distance learning, transportation, information about the Parent Resource Center, and related services. The classes and workshops were provided in English with live translation available in Spanish, Korean, French, and American Sign Language.

Supporting Return to School: A new Fairfax County program for school age care in response to this year's virtual return to school, [Supporting Return to School \(SRS\)](#).

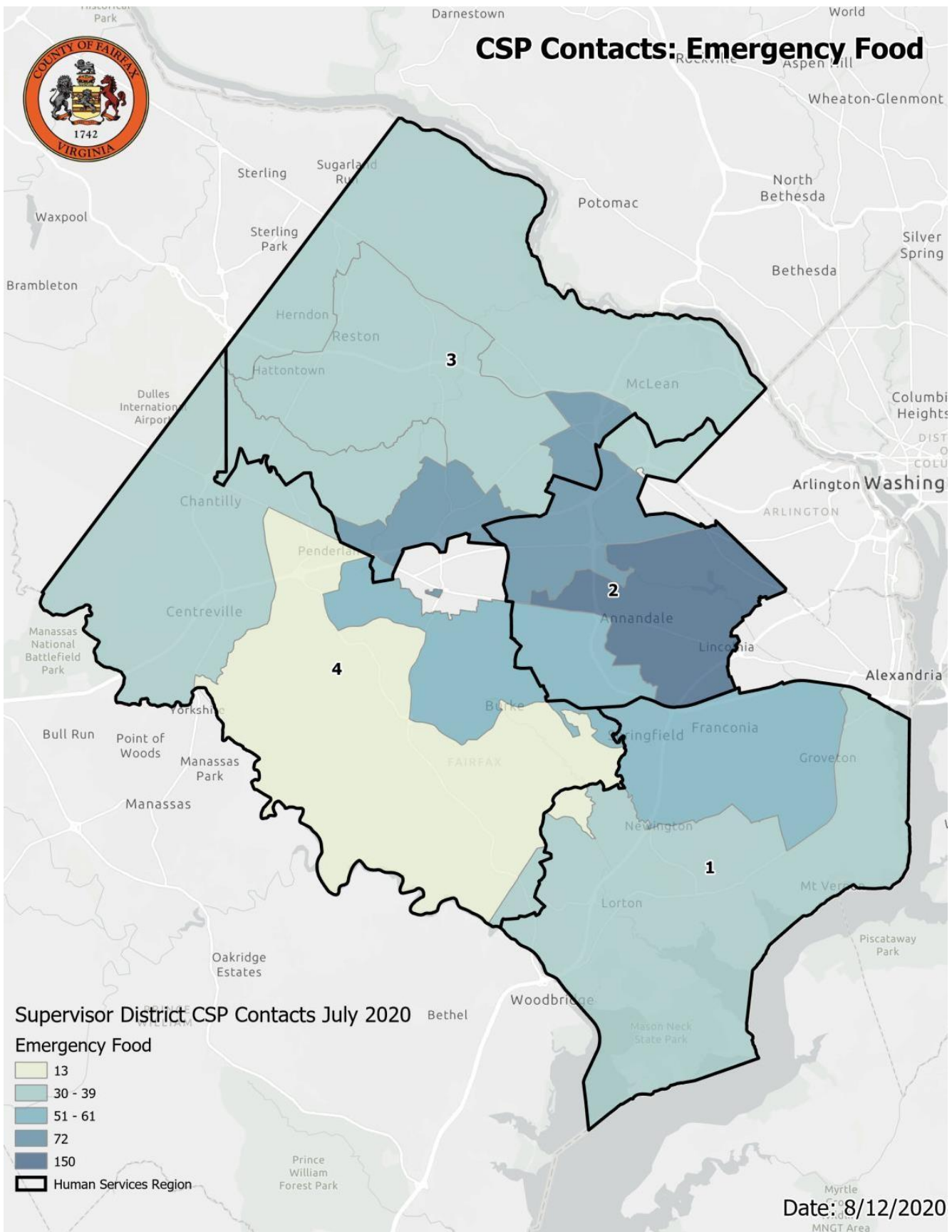
The SRS program reflects Fairfax County's and Fairfax County Public School's joint commitment to One Fairfax, and to ensuring that all families have equitable access to the services they need to support children's virtual learning. The SRS program will provide full-day on-site programming for children in Kindergarten through sixth grade residing in Fairfax County and City of Fairfax, Monday through Friday, 7:30 a.m. – 6:00 p.m. starting September 8, 2020.

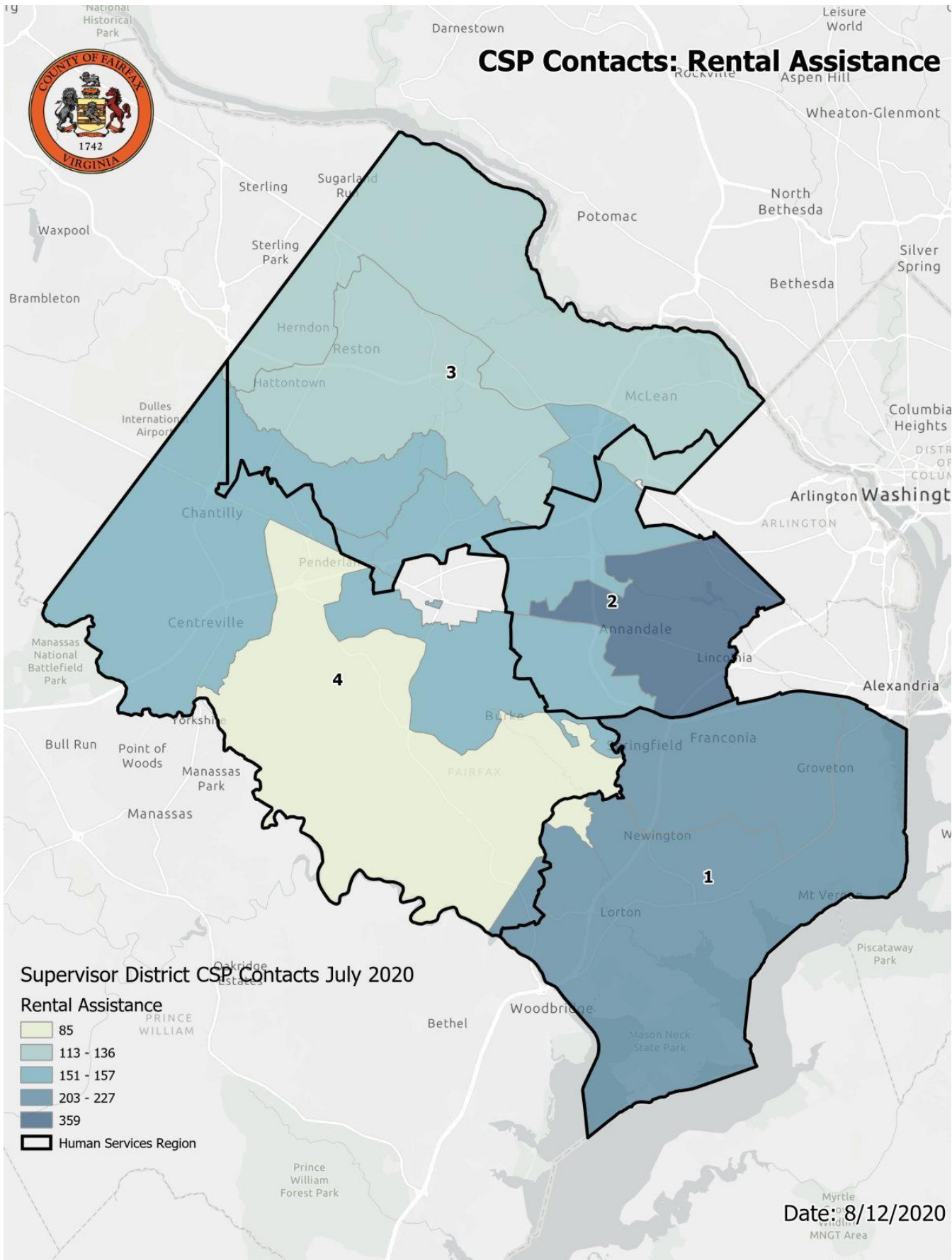
Full day programming will provide:

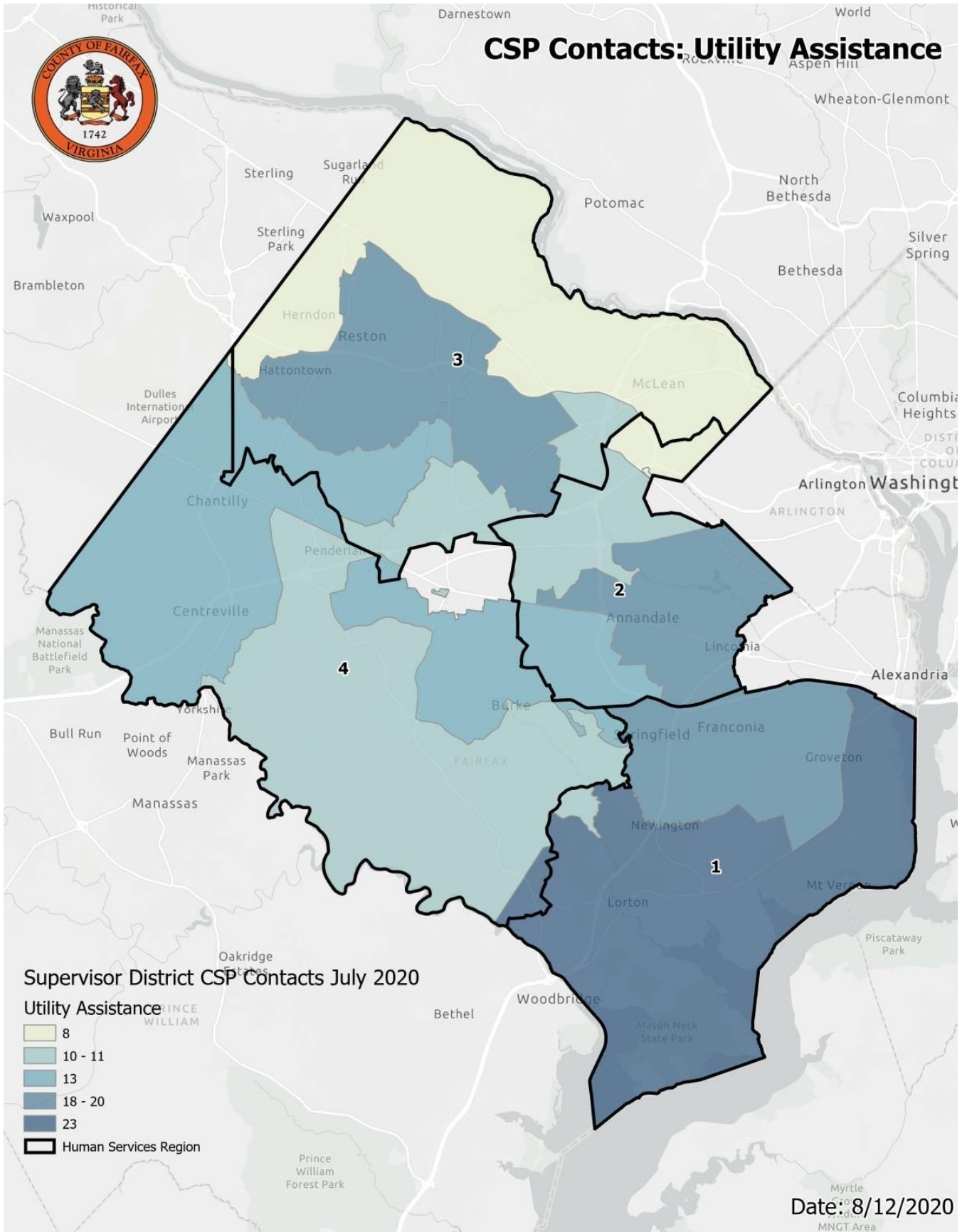
- Support for children's active and engaged learning during the FCPS virtual academic day.
- A supportive setting to promote children's academic, social, emotional, and physical development.
- Opportunities for children to explore, engage, relax, and enjoy activities based on the program curriculum – The Great Outdoors: Road Trips Through the Americas.

SRS is committed to providing high quality programming, supporting children's successful engagement in learning and a steadfast focus on protecting the health and safety of all children, families and staff. SRS is a direct response to serious concerns that the learning gap is likely to widen this fall and reflects the County's commitment to "One Fairfax". A targeted enrollment initiative is being implemented this week to engage and enroll families who may be most in need of services. In partnership, we are working to stand up a robust system inclusive of county, school, and community-based partners that have been engaged in outreach efforts aimed at ensuring families are aware of this opportunity. Staff are working to remove barriers to participation, and an adjusted sliding fee scale is being provided. Open enrollment for all families will begin [next Monday, August 24](#). NCS is also standing up center and community-based supports during out of school time to help with social-emotional learning, human services referrals, and digital access for parents and students who need help with the FCPS virtual learning program this fall.

- [Download the flyer for more information.](#)
- [Descargar el folleto en Español para obtener más información](#)







CSP Contact Topics by Zip Code Date Range: 7/1/2020 To: 7/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	40	5	51
20108	0	1	0	1
20110	0	2	0	2
20120	6	42	6	54
20121	6	52	3	61
20124	1	9	1	11
20151	13	38	2	53
20152	0	0	1	1
20164	0	3	0	3
20170	21	74	6	101
20171	13	54	3	70
20175	0	1	0	1
20190	3	28	8	39
20191	10	50	7	67
20194	2	3	0	5
20774	0	1	0	1
20903	0	1	0	1
22003	69	151	9	229
22015	1	22	1	24
22026	0	1	0	1
22030	24	81	2	107
22031	24	33	3	60
22032	6	14	4	24
22033	5	34	3	42
22035	1	7	1	9
22039	0	3	0	3
22041	54	133	2	189
22042	47	84	6	137
22043	13	32	3	48
22044	26	61	6	93
22046	2	10	0	12
22048	0	1	1	2
22062	0	1	0	1
22066	0	1	0	1
22070	1	0	0	1
22071	1	0	0	1
22079	6	70	10	86
22101	2	6	0	8
22102	4	26	0	30
22124	1	3	1	5
22150	25	81	4	110
22151	10	38	2	50
22152	1	16	6	23
22153	6	31	6	43
22170	0	1	0	1
22180	8	20	1	29
22181	3	6	1	10
22182	4	11	0	15
22191	1	3	0	4

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22192	0	2	0	2
22201	0	1	0	1
22204	0	2	0	2
22209	0	1	0	1
22302	4	12	0	16
22303	7	24	3	34
22304	1	5	0	6
22305	0	1	0	1
22306	28	116	11	155
22307	1	4	0	5
22308	0	1	0	1
22309	20	76	6	102
22310	8	30	1	39
22311	0	4	1	5
22312	21	68	5	94
22314	0	2	0	2
22315	3	14	6	23
22394	0	1	0	1
22554	1	2	0	3
23379	0	0	1	1
30032	0	1	0	1
Grand Total	520	1,747	148	2,415



Community Based Organization Coordination Updates

August 12, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
8/2/20	4,066	+ 186%	+ 7%

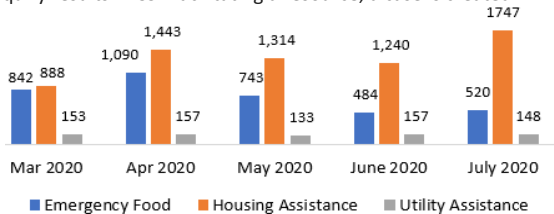
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
6/28/2020	61:42	36:37
7/5/2020	69:00	50:58
7/12/2020	36:13	27:43
7/19/2020	21:43	15:13
7/26/2020	41:13	26:04
8/2/2020	35:31	22:19

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

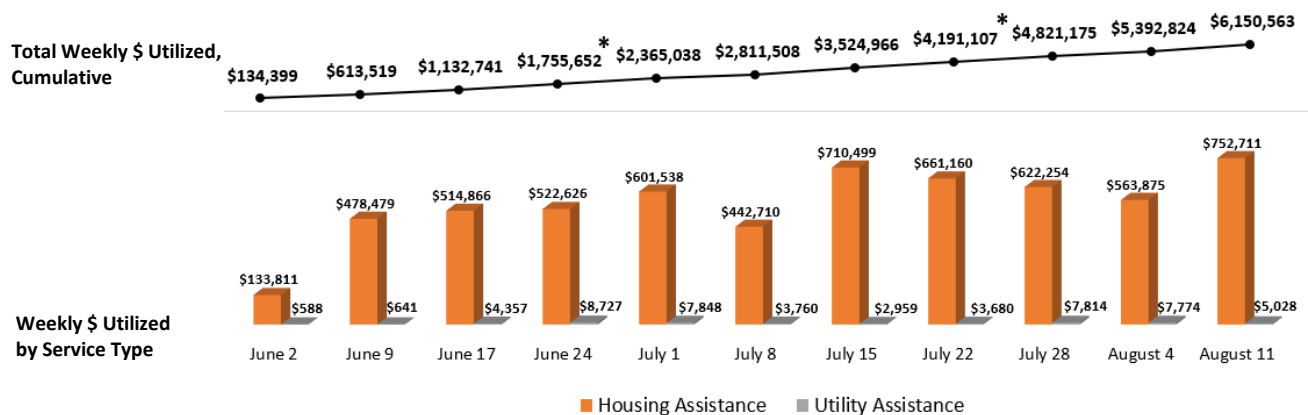
Month	# of New Cases of 1 st Callers	% Change from FY 2019
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
TOTAL	4,069	

CARES ACT FUNDING UTILIZED

As of August 11, 2020

Total CARES Act Supplemental Basic Needs funding utilized: **\$ 6,150,563***

Number of Households Served (Cumulative): Housing (1,549), Utility (111), Emergency Food: (1,298 referrals)



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. The average speed of answer has decreased this week on both the Spanish and English line. CSP has hired 10 part-time temporary staff; 2 staff have started and are previous employees of CSP and the remaining 8 staff will start on August 31st. Additionally, CSP is in the process of hiring full-time merit staff and will bring them onboard as soon as possible.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county agencies, CBOs, and houses of worship to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. Each week a different CPCT subcommittee(s) will be highlighted.

CPCT Transportation Subcommittee: The subcommittee is made up of over 40 representatives from several county agencies and community and faith-based organizations. Through the subcommittee, NCS - Human Services Transportation has partnered with several organizations in providing transportation assistance with food deliveries to those with transportation barriers. The subcommittee has also been working closely with community provider volunteer transportation organizations such as NV Rides and the Shepherd's Center of Fairfax-Burke and South County. Initially, several of these organizations were impacted by the pandemic and forced to temporarily suspend their services. The subcommittee worked together to identify alternative transportation options and resources as a safety net to our vulnerable residents who needed transportation. For example, if a volunteer was unable to provide a ride for an essential medical appointment, a courtesy taxi voucher was provided to connect residents with the proper medical care.

The subcommittee has found that the network of volunteer transportation providers has pivoted during the pandemic and when possible, are now prioritizing their programming to support access to food and medical resources. The subcommittee created an effective information-sharing platform to bring partners and efforts together and to provide updates. Currently, most of the volunteer transportation providers are fully operational, but the subcommittee continues to meet to identify gaps and barriers and address them with available resources.

CPCT lead – [Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$6,150,563** has been utilized. Cumulatively, CARES Act funding has provided support to 1,549 housing assistance cases, 111 utility assistance cases, and 1,298 emergency food referrals. A weekly update on CARES Act Basic Needs Supplemental Funding utilization is provided in the CSP Dashboard.

Child Care Services

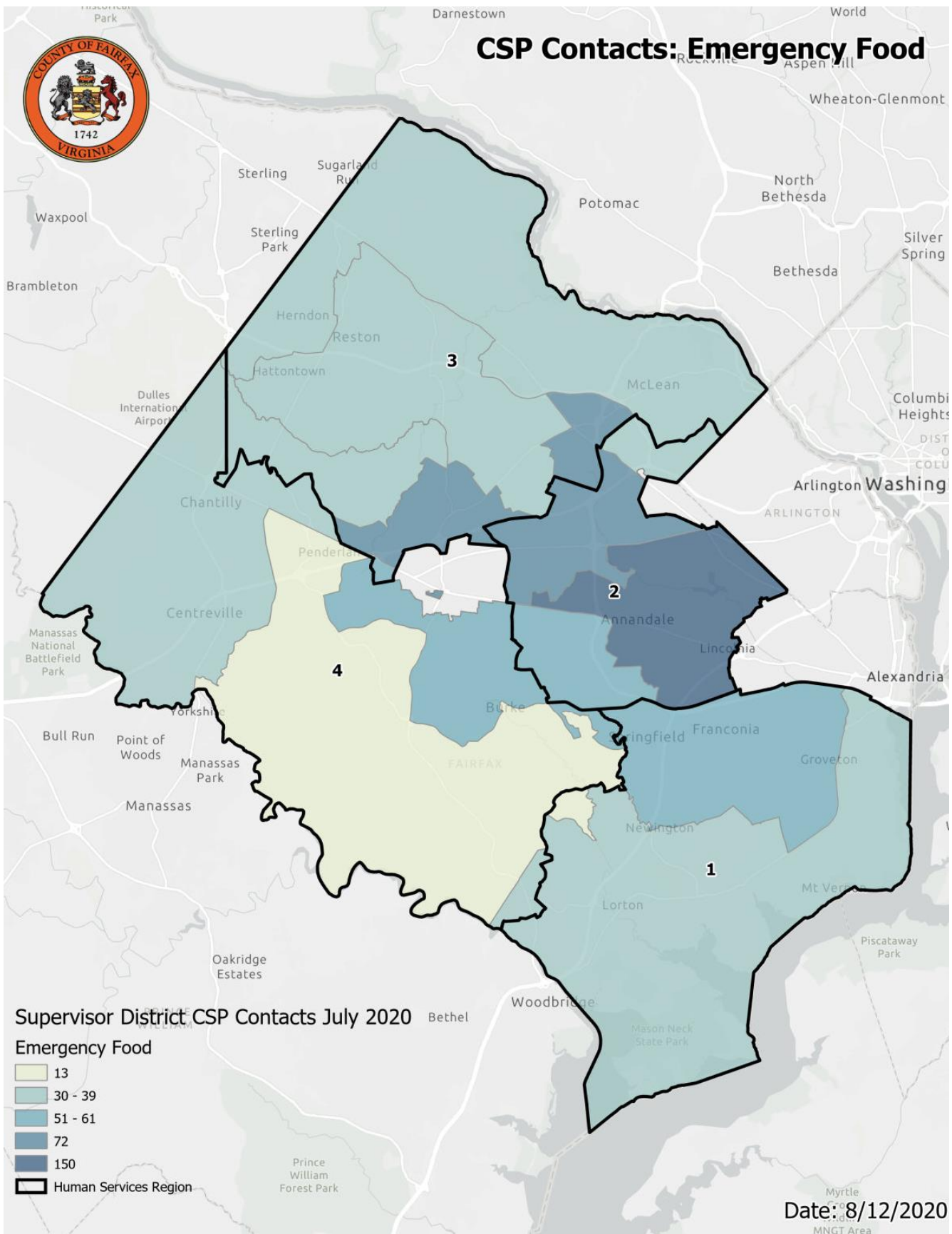
Supporting Return to School (SRS) is a new program developed in response to the COVID-19 pandemic and this year's FCPS virtual return to school. The program will provide full-day on-site programming for children in Kindergarten through sixth grade, Monday through Friday, 7:30 a.m. – 6:00 p.m. The SRS program reflects the county's and FCPS's joint commitment to ensuring that all families have equitable access to the services they need to support children's virtual learning.

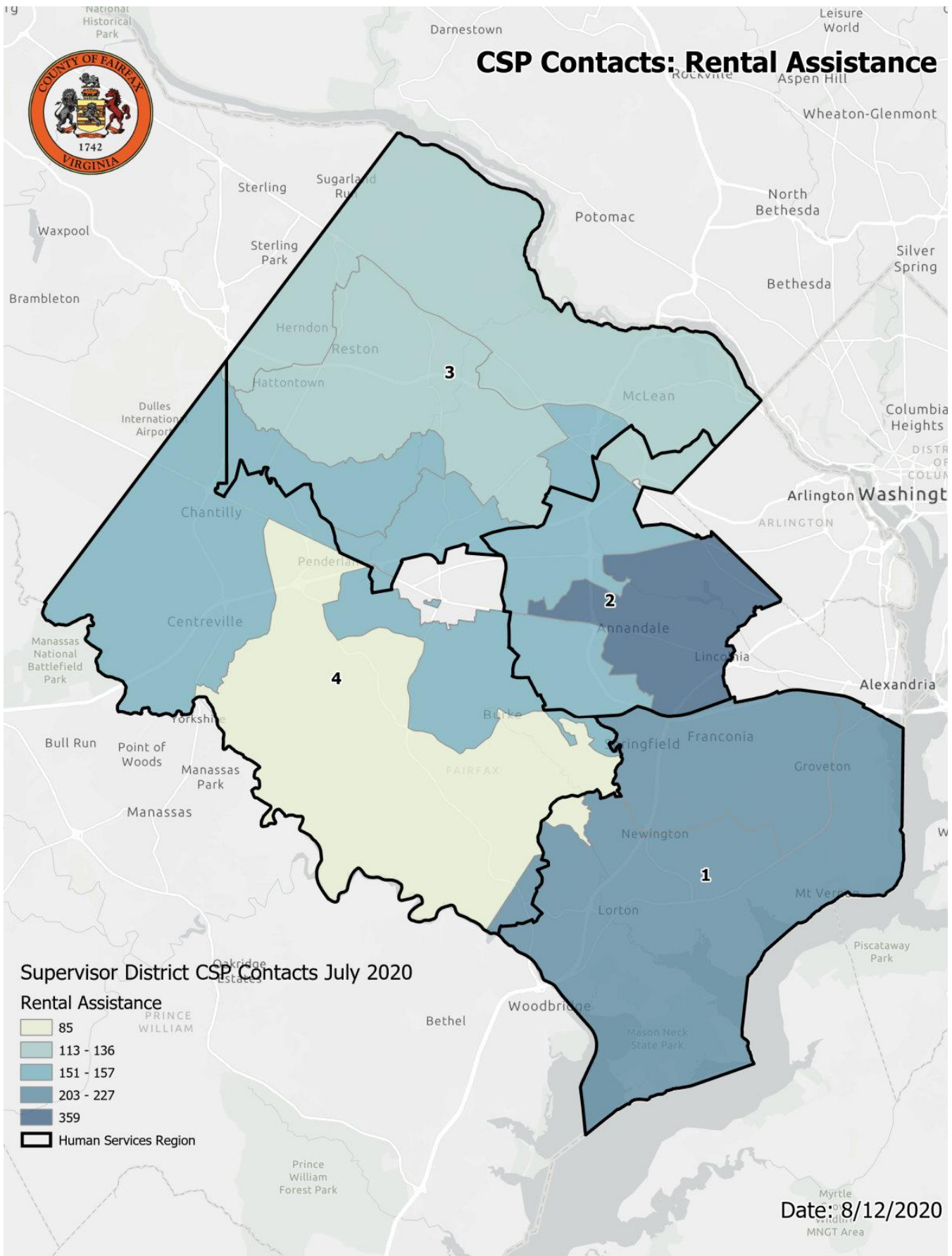
The program will be offered at the following **37 FCPS schools**:

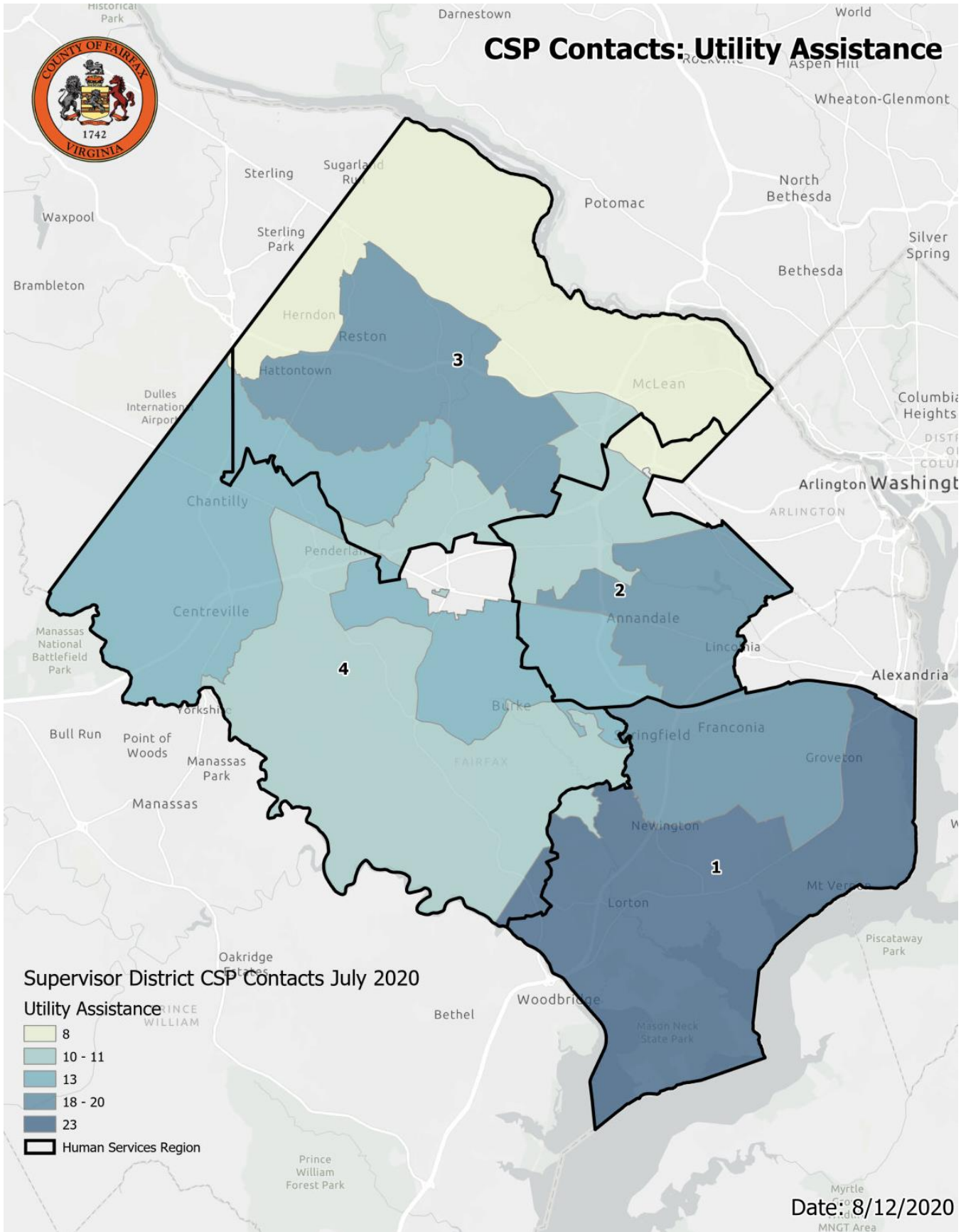
Bailey's	Kilmer Center
Bren Mar Park	London Towne
Brookfield	Lorton Station
Bucknell	Mason Crest
Camelot	Mosby Woods
Cameron	North Springfield
Centre Ridge	Oak View
Coates	Parklawn
Crestwood	Pine Springs
Cunningham Park	Providence
Dogwood	Riverside
Forestdale	Saratoga
Forest Edge	Sleepy Hollow
Groveton	Timberlane
Herndon	Westgate
Hollin Meadows	Weyanoke
Hutchison	White Oaks
Keene Mill	Woodlawn
Key Center	

Targeted outreach will be implemented to prioritize engagement and enrollment of families who may be most in need of services. Targeted outreach and enrollment will begin this week and open enrollment begins the week of August 24. Online or in person, the first day of school is something we hope all children will look forward to with happy anticipation!

[Child care lead –Anne-Marie Twohie, OFC Director \(703-501-3487\)](#)







CSP Contact Topics by Zip Code Date Range: 7/1/2020 To: 7/31/2020				
Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
00000	6	40	5	51
20108	0	1	0	1
20110	0	2	0	2
20120	6	42	6	54
20121	6	52	3	61
20124	1	9	1	11
20151	13	38	2	53
20152	0	0	1	1
20164	0	3	0	3
20170	21	74	6	101
20171	13	54	3	70
20175	0	1	0	1
20190	3	28	8	39
20191	10	50	7	67
20194	2	3	0	5
20774	0	1	0	1
20903	0	1	0	1
22003	69	151	9	229
22015	1	22	1	24
22026	0	1	0	1
22030	24	81	2	107
22031	24	33	3	60
22032	6	14	4	24
22033	5	34	3	42
22035	1	7	1	9
22039	0	3	0	3
22041	54	133	2	189
22042	47	84	6	137
22043	13	32	3	48
22044	26	61	6	93
22046	2	10	0	12
22048	0	1	1	2
22062	0	1	0	1
22066	0	1	0	1
22070	1	0	0	1
22071	1	0	0	1
22079	6	70	10	86
22101	2	6	0	8
22102	4	26	0	30
22124	1	3	1	5
22150	25	81	4	110
22151	10	38	2	50
22152	1	16	6	23
22153	6	31	6	43
22170	0	1	0	1
22180	8	20	1	29
22181	3	6	1	10
22182	4	11	0	15
22191	1	3	0	4

Zip Code	Emergency Food	Housing Assistance	Utility Assistance	Total
22192	0	2	0	2
22201	0	1	0	1
22204	0	2	0	2
22209	0	1	0	1
22302	4	12	0	16
22303	7	24	3	34
22304	1	5	0	6
22305	0	1	0	1
22306	28	116	11	155
22307	1	4	0	5
22308	0	1	0	1
22309	20	76	6	102
22310	8	30	1	39
22311	0	4	1	5
22312	21	68	5	94
22314	0	2	0	2
22315	3	14	6	23
22394	0	1	0	1
22554	1	2	0	3
23379	0	0	1	1
30032	0	1	0	1
Grand Total	520	1,747	148	2,415



Community Based Organization Coordination Updates

August 5, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and health care. Assistance in multiple languages is available to access government and community-based resources. Below is the CSP Data Dashboard, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
7/26/20	3,796	+ 173%	+ 5%

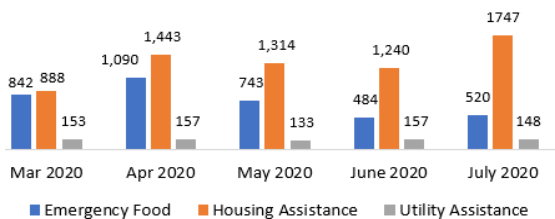
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
6/21/2020	24:53	16:45
6/28/2020	61:42	36:37
7/5/2020	69:00	50:58
7/12/2020	36:13	27:43
7/19/2020	21:43	15:13
7/26/2020	41:13	26:04

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C, & D. July's information will be available in map format in the August 12th Dashboard.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. FY 2019 averaged 244 monthly.

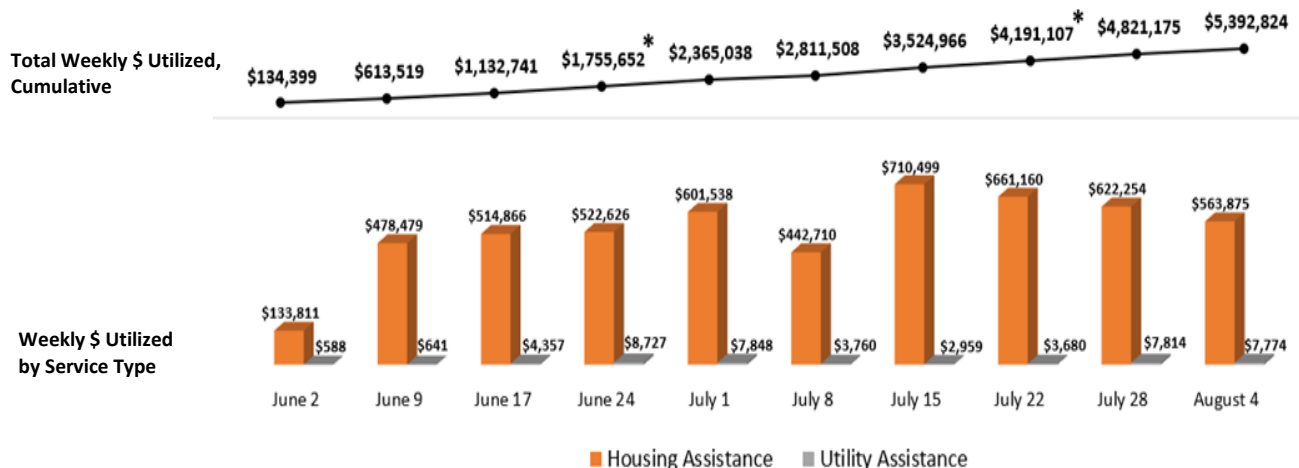
Month	# of New Cases	% Change from FY 2019
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
July 2020	953	+ 291%
TOTAL	4,069	

CARES ACT FUNDING UTILIZED

As of August 4, 2020

Total CARES Act Supplemental Basic Needs funding utilized: **\$5,392,824***

Number of Households Served (Cumulative): Housing (1,362), Utility (96), Emergency Food: (1,161 referrals)



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020. CSP is actively hiring additional staff and pursuing technology enhancements to improve the CSP caller's experience. CSP will continue to implement all mitigation efforts as quickly as possible.

The average speed of answer on the CSP line increased from last week (21mins Spanish, 15mins English) to this week (41mins Spanish, 26mins English). This increase in call volume and subsequent wait times are attributed to two successful Spanish-speaking media events as well as a potential correlation to the change (reduction) in the federal government's Unemployment Benefits.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county, CBOs, and houses of worship in an effort to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. Each week a different CPCT subcommittee(s) will be highlighted.

CPCT Youth Programming Subcommittee: Now that FCPS has announced virtual learning will be the mode of education for the first quarter this fall, the subcommittee, which is comprised of CBOs, county staff, and FCPS staff, is working on a plan for supporting ongoing learning. The subcommittee is considering ways to support social-emotional learning, tutoring, and digital access.

CPCT Health Access Subcommittee: The committee is working with county and community partners to address barriers for people to obtain testing and follow isolation and quarantine guidance, such as the long waits for commercial lab results and financial barriers for many people who are working in essential positions without paid leave. Additionally, the Health Access Subcommittee is partnering with the Northern Virginia Health Services Coalition to review the regional assets and supports and develop strategies to increase health access.

CPCT lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$5,392,824** has been utilized. Cumulatively, CARES Act funding has provided support to 1,362 housing assistance cases, 96 utility assistance cases, and 1,161 emergency food referrals. A weekly update on CARES Act Basic Needs Supplemental Funding utilization is provided in the CSP Dashboard.

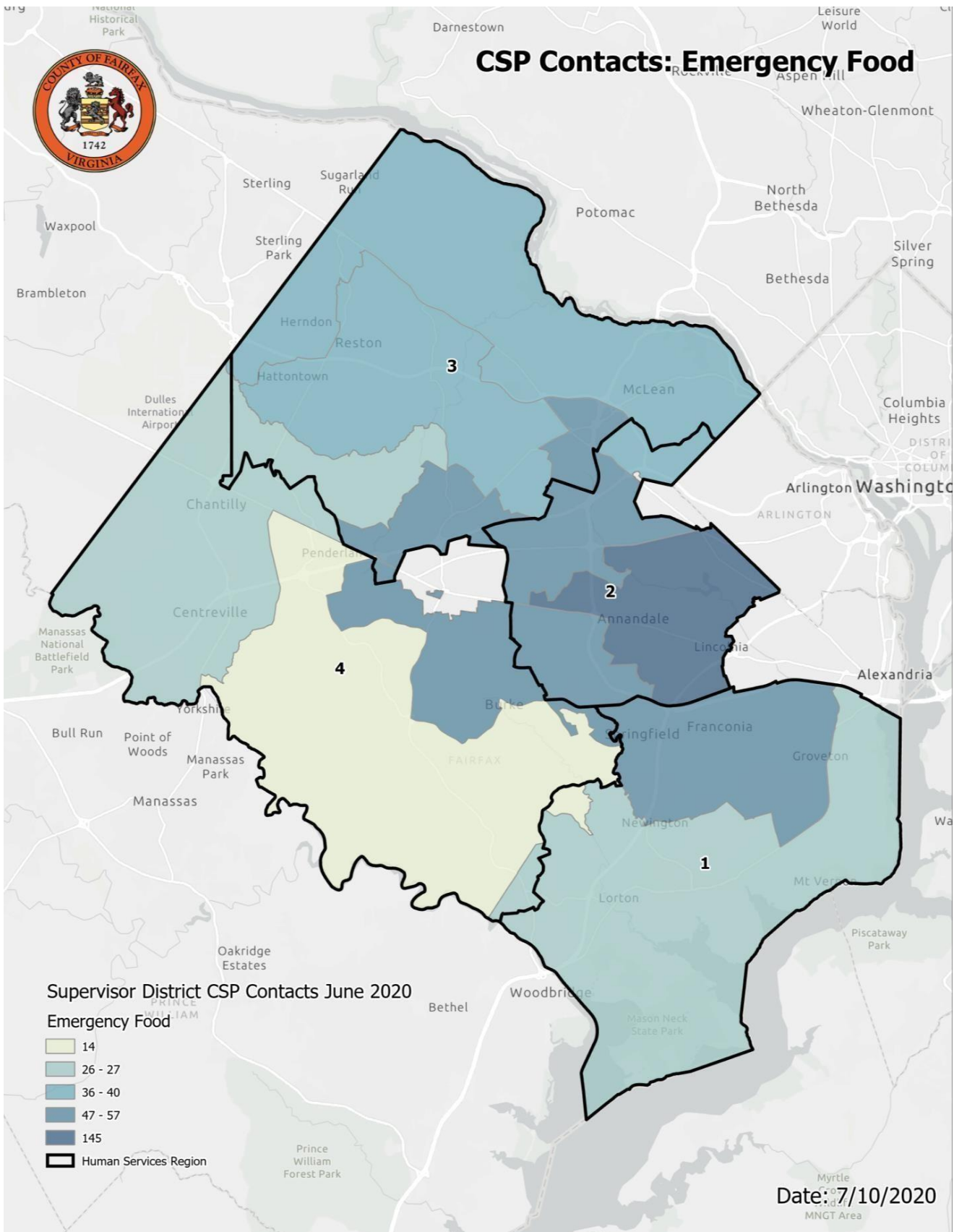
Child Care Services

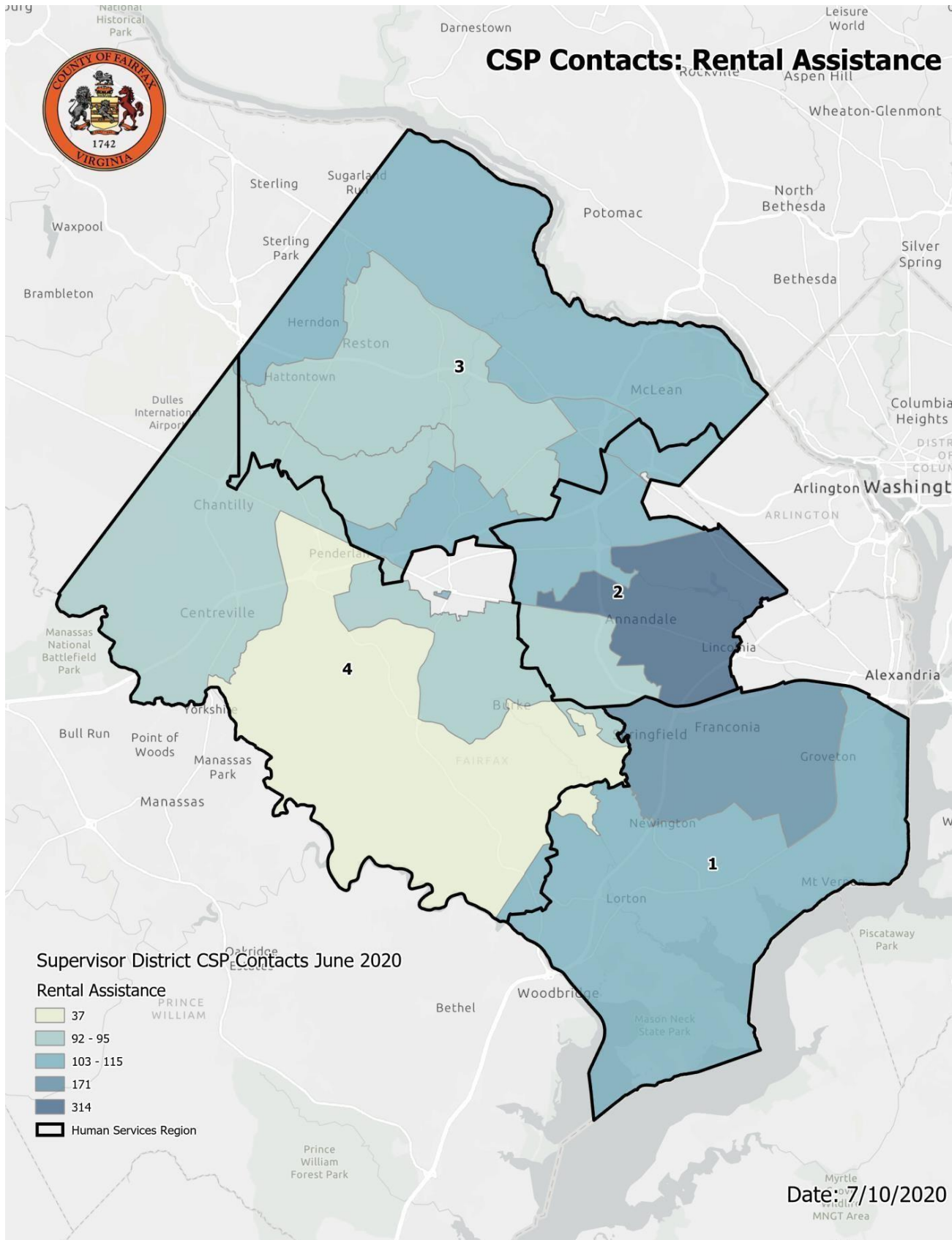
Camp Fairfax has been extended one additional week and will now be open through Friday, August 14, 2020. Openings are still available for this full-day program for rising first through sixth grade children of working families. Camp Fairfax is located at 18 locations across the county including seven NCS Community Centers and 11 Fairfax County Public Schools. Current CDC health and safety guidelines are being implemented. For fees, questions, and to register, call 703-449-8989.

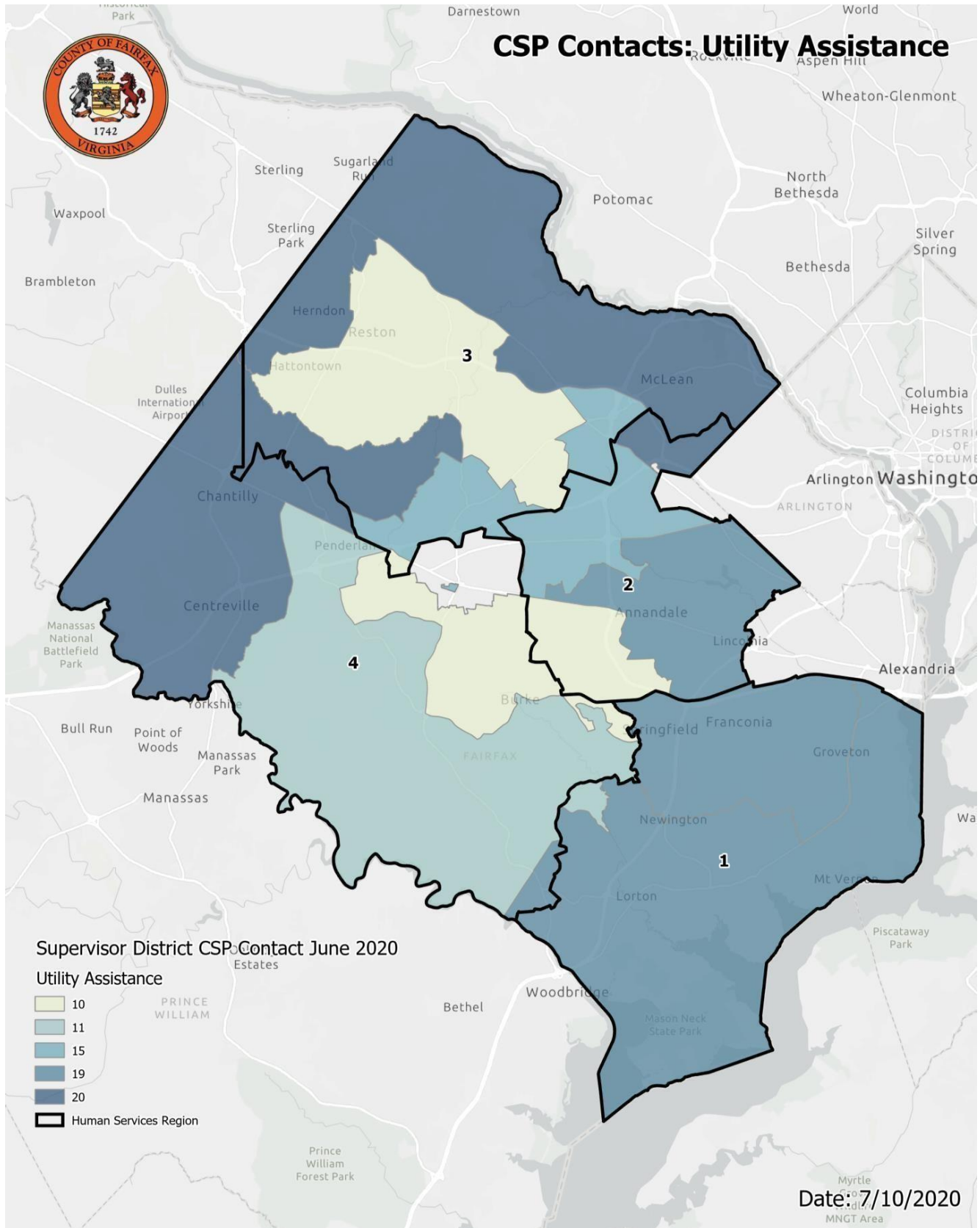
The Office for Children is currently offering a three-part webinar series to share information and resources for early childhood educators serving children and families during COVID-19. The sessions include *Connecting and Sharing in New Ways*, a facilitated, four-person panel discussion about reconnecting and sharing new ways to create engaging learning environments, maintaining social distancing, and continuing positive interactions; *Preparing for a Healthy Return*, a facilitated, three-person panel discussion with information on safety guidance for the prevention of the spread of COVID-19 from the Fairfax County Health Department, and the CDC; the impact of COVID-19 on child

development and behaviors, and the mental and emotional impact of quarantine; and *Promoting the Best for Infants and Toddlers: Supporting Social Distancing While Maintaining Positive Relationships*, which will provide strategies on creating engaging learning environments and joyful play with infants and toddlers. The presenters are infant and toddler specialists. The first two webinars have been presented, with over 300 participants each. The third in the series will be presented August 6, 2020 from 7-8:30 p.m. [Register here](#)

Child care lead –Anne-Marie Twohie, OFC Director (703-501-3487)







CSP Contact Topics by Zip Code				
Date Range: 6/1/2020 To: 6/30/2020				
Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
00000	10	30	12	52
17830	0	1	0	1
20003	0	1	0	1
20037	0	1	1	2
20109	0	2	0	2
20111	0	2	0	2
20120	7	27	12	46
20121	5	35	2	42
20124	1	1	0	2
20136	0	1	0	1
20151	7	16	2	25
20152	0	1	0	1
20163	0	1	0	1
20164	1	3	0	4
20170	31	80	17	128
20171	17	39	7	63
20175	0	1	0	1
20190	6	14	2	22
20191	8	29	0	37
20194	0	1	0	1
20201	0	1	0	1
20640	0	1	0	1
20737	0	1	0	1
22003	64	124	7	195
22009	0	1	0	1
22014	1	0	0	1
22015	3	8	4	15
22030	24	43	5	72
22031	14	25	6	45
22032	3	3	0	6
22033	4	16	7	27
22035	2	3	0	5
22039	0	1	0	1
22041	52	128	5	185
22042	41	71	7	119
22043	8	23	3	34
22044	23	44	2	69
22046	6	6	1	13
22060	1	2	0	3
22066	1	0	0	1
22079	5	27	7	39
22091	0	1	0	1
22101	1	1	0	2
22102	3	16	1	20
22124	2	0	0	2
22150	19	74	4	97

Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
22151	8	22	2	32
22152	3	13	4	20
22153	5	6	2	13
22180	14	19	3	36
22181	2	16	1	19
22182	1	6	2	9
22191	0	1	0	1
22192	0	1	0	1
22204	0	3	0	3
22205	1	0	0	1
22302	4	8	0	12
22303	3	17	1	21
22304	2	3	0	5
22305	0	4	0	4
22306	27	93	12	132
22307	1	0	0	1
22309	9	45	10	64
22310	7	8	2	17
22311	2	8	0	10
22312	24	58	6	88
22314	1	0	0	1
22315	3	9	1	13
22902	0	1	0	1
23221	0	1	0	1
33919	0	1	0	1
Grand Total	487	1,249	160	1,896



Community Based Organization Coordination Updates

July 29, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and health care. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
7/19/20	3,602	+ 198%	- 9%

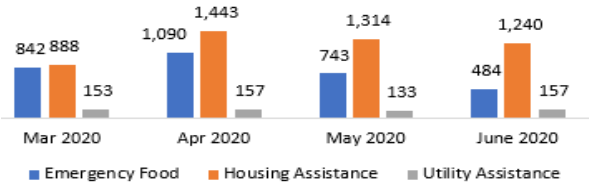
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
6/14/2020	6:33	4:38
6/21/2020	24:53	16:45
6/28/2020	61:42	36:37
7/5/2020	69:00	50:58
7/12/2020	36:13	27:43
7/19/2020	21:43	15:13

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A, B, C and D.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. FY 2019 averaged 244 monthly.

Month	# of New Cases	% Change from FY 2019
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
TOTAL	3,116	

CARES ACT FUNDING UTILIZED

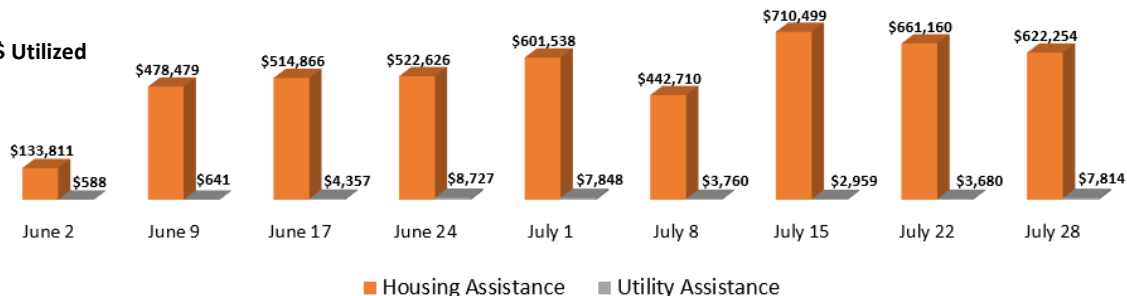
Total CARES Act Supplemental Basic Needs funding utilized as of July 22, 2020: \$ 4,821,175

Number of Households Served (Cumulative): Housing (1,221); Utility (83); Emergency Food (1,042 referrals)

Total \$ Utilized (Cumulative)



Weekly \$ Utilized



*Expenditures of CARES Act funds for food assistance are only reported on a monthly basis and are included on specific days, as illustrated in the line graph for cumulative \$ utilized.

Coordinated Services Planning

A detailed report outlining mitigation strategies aimed at decreasing the average speed of answer for the CSP call center was submitted to the Board on July 24, 2020.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county, CBOs, and houses of worship in an effort to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. Each week a different CPCT subcommittee will be highlighted.

Highlights from the *food access subcommittee* include their continued coordination and planning efforts with county food providers like the Capital Area Food Bank (CAFB). The CAFB is creating and recruiting for a new Leadership Council and have produced the [Hunger Report 2020](#). This reports shows that a 40-60% increase in food insecurity is projected for our area over the next year; Fairfax has the highest increase in the greater Washington area, twice what it was last year; and a 108% increase from last year is projected, with 122,000 food insecure individuals. Planning and a coordinated response is underway to address these community food insecurity challenges and the impact of FCPS' virtual learning plan.

This subcommittee will be assessing and identifying gaps in meeting the needs of food insecure FCPS students. The strategic planning group within the subcommittee has created a survey to assess the nonprofit and faith communities pre-pandemic support and the type of support they hope to provide once the school year resumes.

- › CPCT lead –[Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

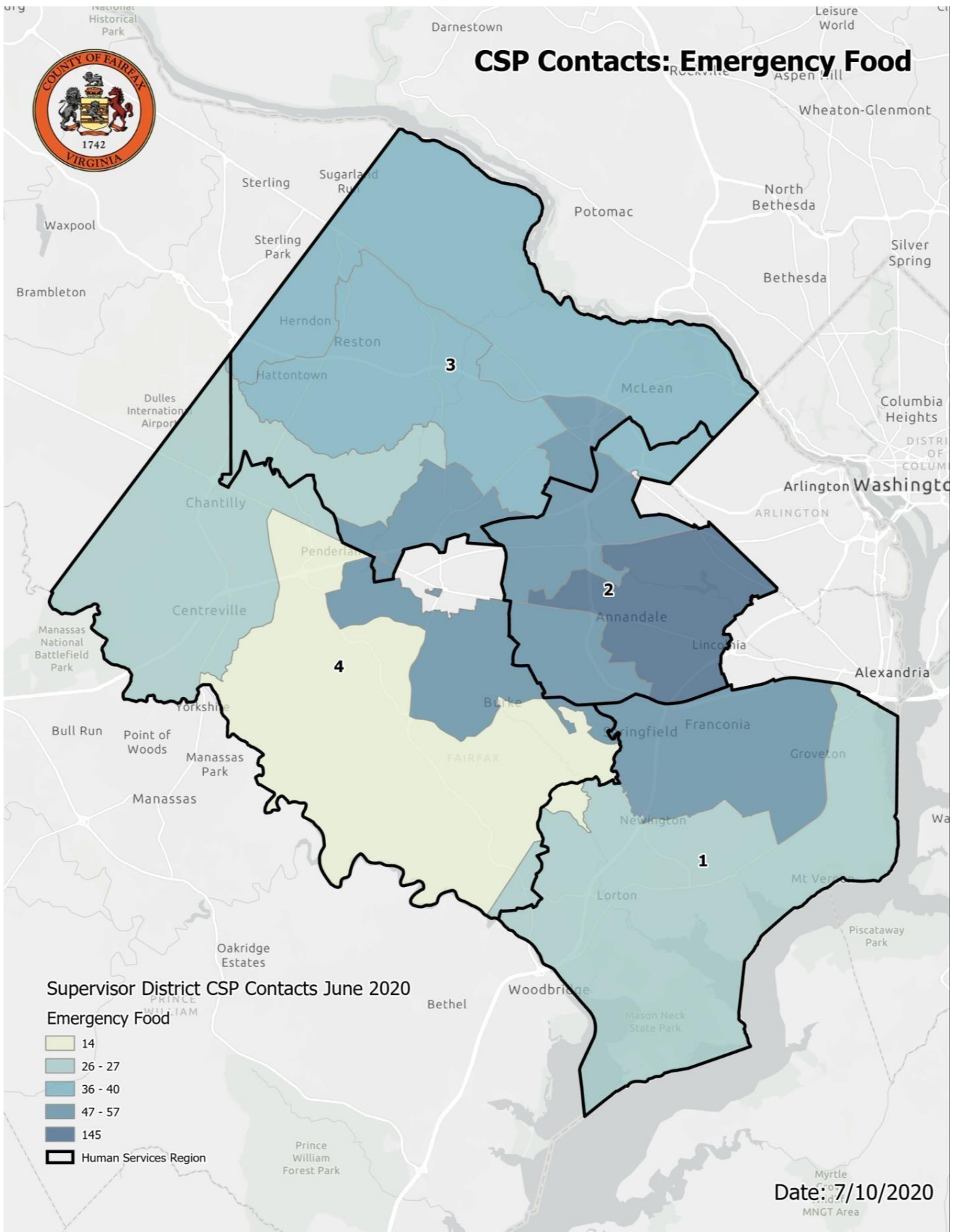
Basic Needs Supplemental Funding Program

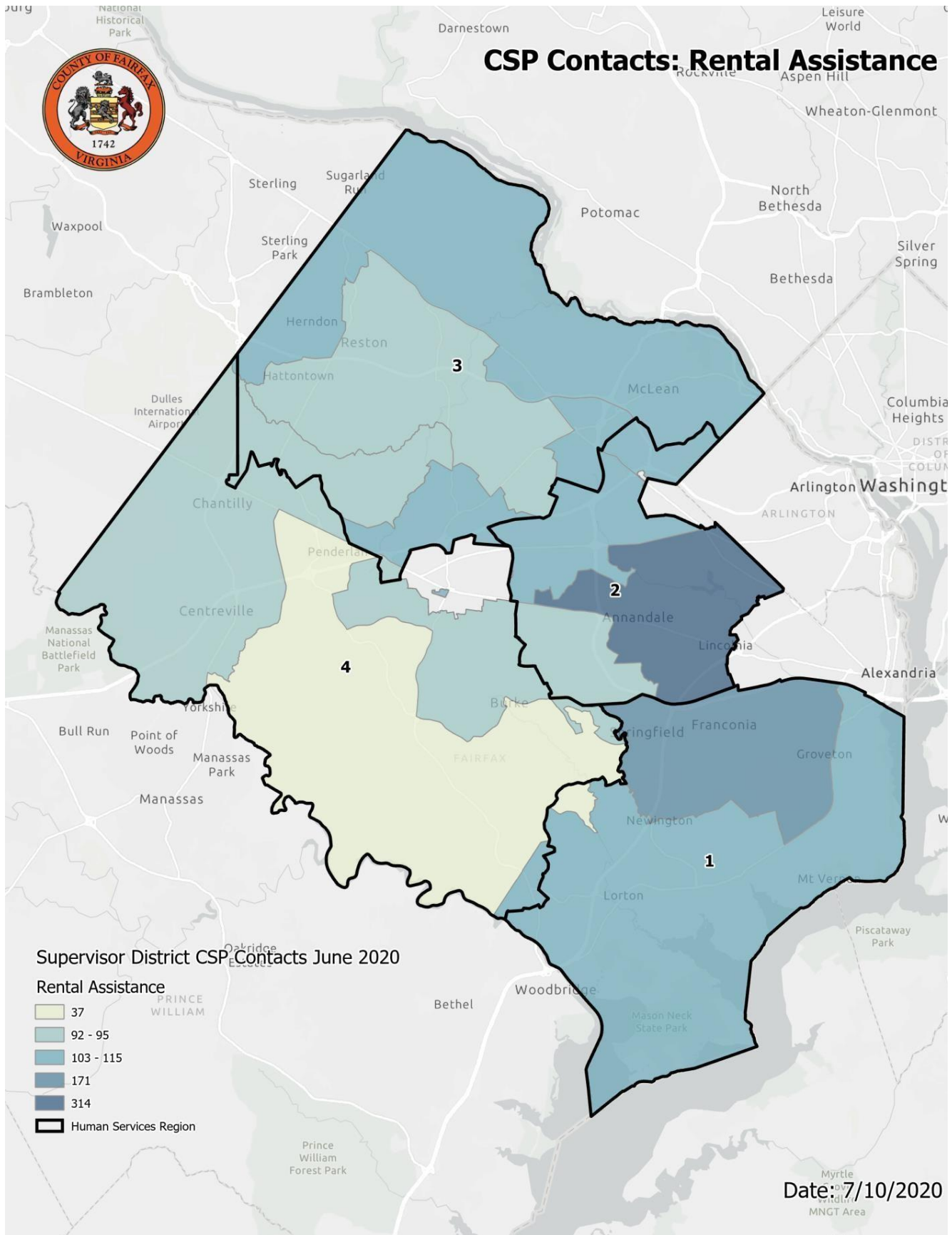
Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$ 4,821,175** has been utilized. Cumulatively, CARES Act funding has provided support to 1,221 housing assistance cases, 83 utility assistance cases, and 1,042 emergency food referrals. A weekly update on CARES Act Basic Needs Supplemental Funding utilization is provided in the CSP Dashboard.

Child Care Services

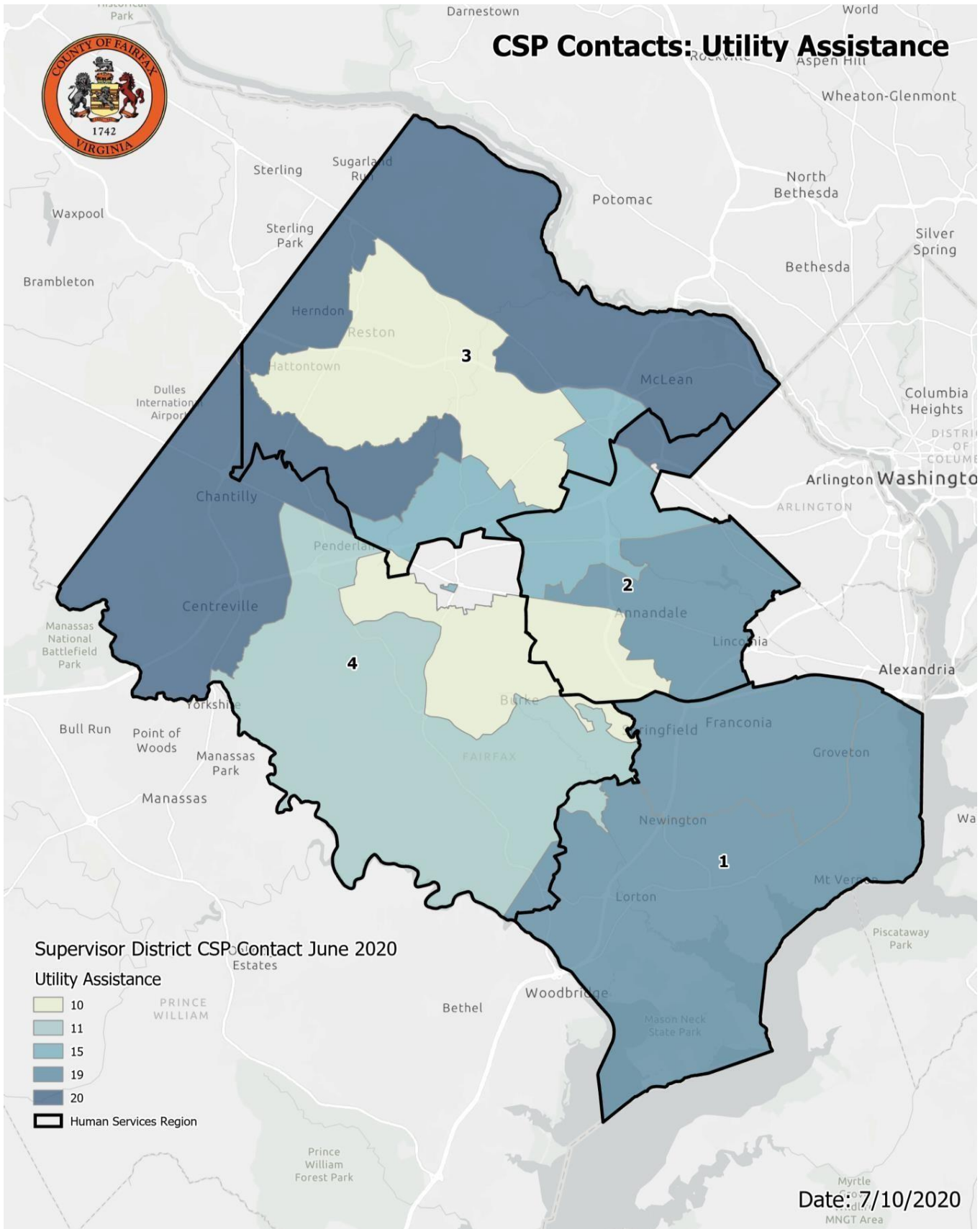
With the recent decision of the Fairfax County School Board to begin the 2020-2021 school year virtually, the demand for full-time child care for school age children will likely increase. In response, county and Fairfax County Public Schools (FCPS) staff are in discussions regarding providing some in-school childcare and distance learning assistance to support families. Staff anticipate that, in response to the pandemic, a modified School Age Child Care program could serve approximately 2,000 children in 30-35 FCPS schools throughout the county. It is anticipated that the County Executive will provide a comprehensive recommendation for this by August 7, 2020.

- › Child care lead –[Anne-Marie Twohie, OFC Director](#) (703-501-3487)





CSP Contacts: Utility Assistance



CSP Contact Topics by Zip Code Date Range: 6/1/2020 To: 6/30/2020				
Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
00000	10	30	12	52
17830	0	1	0	1
20003	0	1	0	1
20037	0	1	1	2
20109	0	2	0	2
20111	0	2	0	2
20120	7	27	12	46
20121	5	35	2	42
20124	1	1	0	2
20136	0	1	0	1
20151	7	16	2	25
20152	0	1	0	1
20163	0	1	0	1
20164	1	3	0	4
20170	31	80	17	128
20171	17	39	7	63
20175	0	1	0	1
20190	6	14	2	22
20191	8	29	0	37
20194	0	1	0	1
20201	0	1	0	1
20640	0	1	0	1
20737	0	1	0	1
22003	64	124	7	195
22009	0	1	0	1
22014	1	0	0	1
22015	3	8	4	15
22030	24	43	5	72
22031	14	25	6	45
22032	3	3	0	6
22033	4	16	7	27
22035	2	3	0	5
22039	0	1	0	1
22041	52	128	5	185
22042	41	71	7	119
22043	8	23	3	34
22044	23	44	2	69
22046	6	6	1	13
22060	1	2	0	3
22066	1	0	0	1
22079	5	27	7	39
22091	0	1	0	1
22101	1	1	0	2
22102	3	16	1	20
22124	2	0	0	2
22150	19	74	4	97

Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
22151	8	22	2	32
22152	3	13	4	20
22153	5	6	2	13
22180	14	19	3	36
22181	2	16	1	19
22182	1	6	2	9
22191	0	1	0	1
22192	0	1	0	1
22204	0	3	0	3
22205	1	0	0	1
22302	4	8	0	12
22303	3	17	1	21
22304	2	3	0	5
22305	0	4	0	4
22306	27	93	12	132
22307	1	0	0	1
22309	9	45	10	64
22310	7	8	2	17
22311	2	8	0	10
22312	24	58	6	88
22314	1	0	0	1
22315	3	9	1	13
22902	0	1	0	1
23221	0	1	0	1
33919	0	1	0	1
Grand Total	487	1,249	160	1,896



Community Based Organization Coordination Updates

July 22, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2021 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
7/12/20	3,979	+ 149%	- 30%

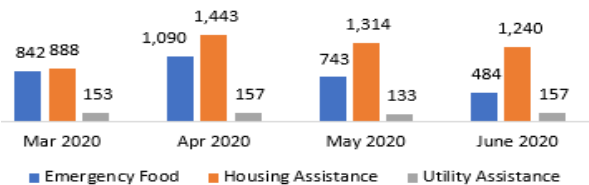
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
6/7/2020	12:01	7:24
6/14/2020	6:33	4:38
6/21/2020	24:53	16:45
6/28/2020	61:42	36:37
7/5/2020	69:00	50:58
7/12/2020	36:13	27:43

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts are included in Attachment A.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. FY 2019 averaged 244 monthly.

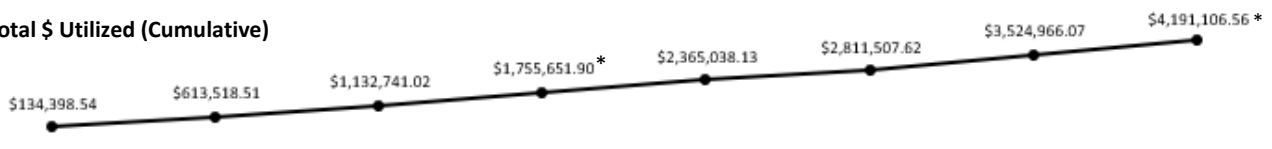
Month	# of New Cases	% Change from FY 2019
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
TOTAL	3,116	

CARES ACT FUNDING UTILIZED

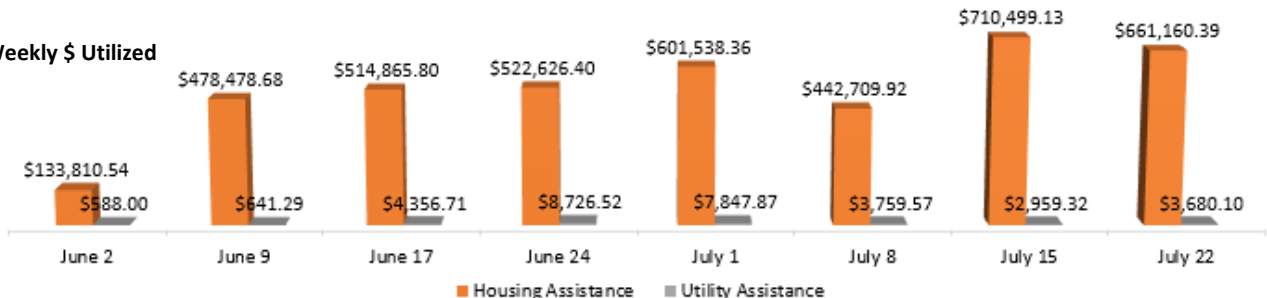
Total CARES Act Supplemental Basic Needs funding utilized as of July 22, 2020: **\$ 4,191,107***

Number of Households Served (Cumulative): Housing (1,071); Utility (69); Emergency Food: (864 referrals)

Total \$ Utilized (Cumulative)



Weekly \$ Utilized



*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. June food assistance expenditures totaled \$ 91,557.96.

Coordinated Services Planning

As reported to the Board on June 30, Coordinated Services Planning (CSP) has seen an additional surge in call volume to the CSP Call Center. This increase has resulted in longer-than-expected wait times, particularly on the Spanish line. This increase can be directly linked to the information put out by the Governor on June 29 about the state's [Rent and Mortgage Relief Program to Assist Virginians Facing Eviction or Foreclosure](#). Since the Governor's announcement (which included the CSP phone number), the CSP Call Center has experienced a 30% decrease in call volume from the prior week. CSP has received the related July 14 Board Matter with direction to provide a detailed plan to increase the speed of answer dramatically and rapidly. A detailed plan will be provided to the Board before the next meeting.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team continues to convene county, CBO, and houses of worship in an effort to support vulnerable residents in the areas of food access, health access, financial support, transportation, and youth programming. Highlights from the youth programming subcommittee include continuing to coordinate with FCPS on supporting the most vulnerable students during virtual learning this fall to mitigate potential increases to the achievement gap. Community-based partners are utilizing the FCPS summer learning packets as online tools to enhance student learning. In one instance, there is nonprofit partnership with GrandInvolve to utilize a multi-generational approach to this online learning experience.

CPCT Survey: In June 2020, the CPCT conducted a survey of its membership to assess the operational status of community providers; the ongoing impacts of the COVID-19 pandemic; their experience participating in the CPCT; and key aspects of the collaborative work that should be sustained in the future. Eighty-nine responses were included in the survey analysis, including responses from community providers; Fairfax County Government agencies; Fairfax County Public Schools agencies; and a City of Fairfax representative.

Survey findings show consistent themes across all service providers—there is a critically high demand for basic needs services, while nonprofits continue to operate with extremely limited resources to support these demands. Providers reported on various changes in their operations and services. They reported a need for monetary donations, followed by personal protective equipment, food, volunteer services, gift cards, and personal hygiene products, in that order. Providers also shared areas of need relative to administrative, service delivery, and resource acquisition support.

CPCT members will continue to work together to plan and take action to meet the needs of vulnerable residents in the areas of food access, financial assistance, transportation, health access, and youth programming. CPCT partners also shared about the significant positive impact their participation in the CPCT has had on their organizations and their capacity to deliver services. Moving forward, partners indicated the need to sustain specific core functions of the CPCT, including the centralization of information-sharing and connecting community providers to county agencies, programs, or other resources.

- [CPCT lead – Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

Basic Needs Supplemental Funding Program

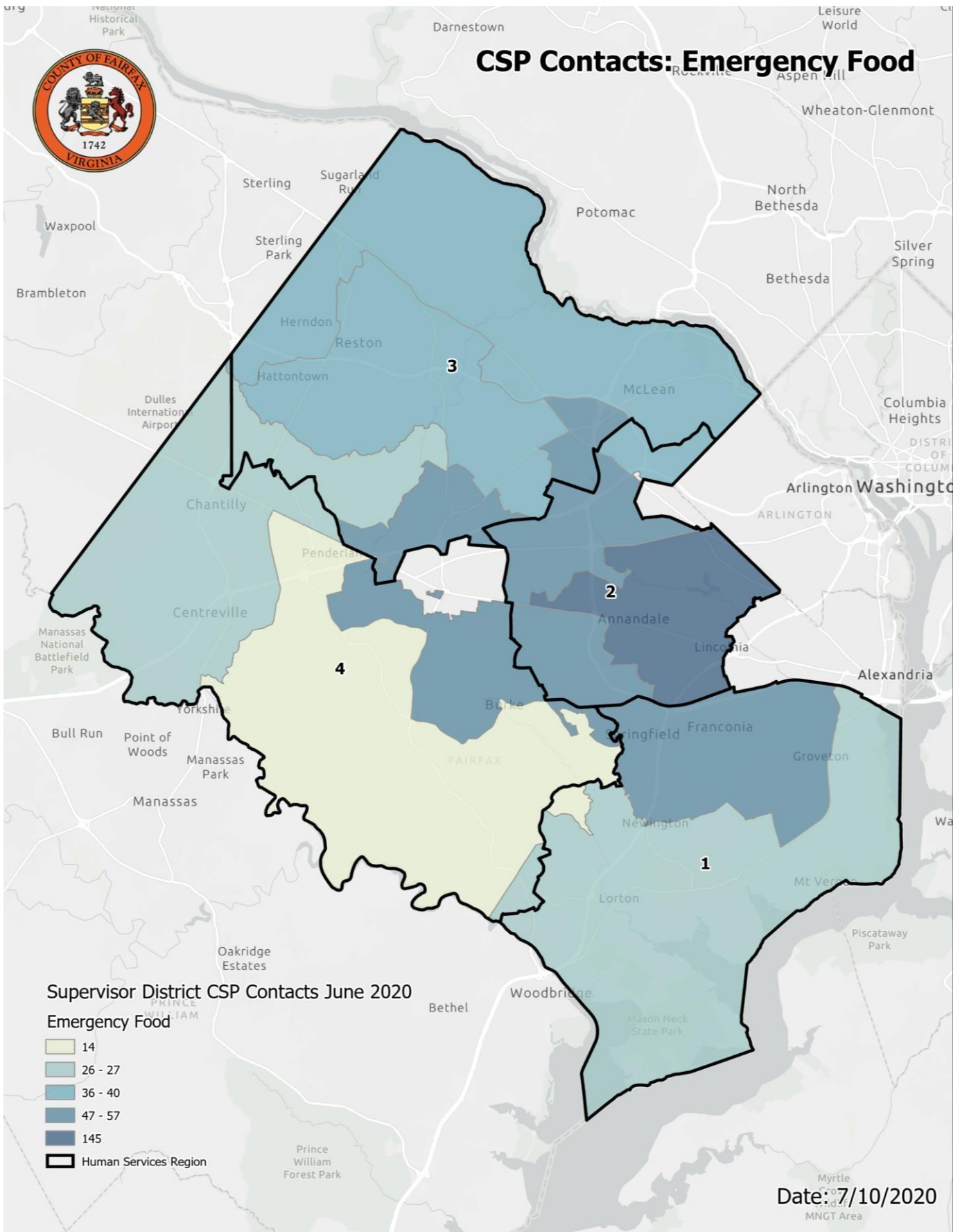
Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$ 4,191,106.56** has been utilized. Cumulatively, CARES Act funding has provided 1,071 housing assistance cases, 69 utility assistance cases, and 864 emergency food referrals. A weekly update on CARES Act Basic Needs Supplemental Funding utilization is provided in the CSP Dashboard.

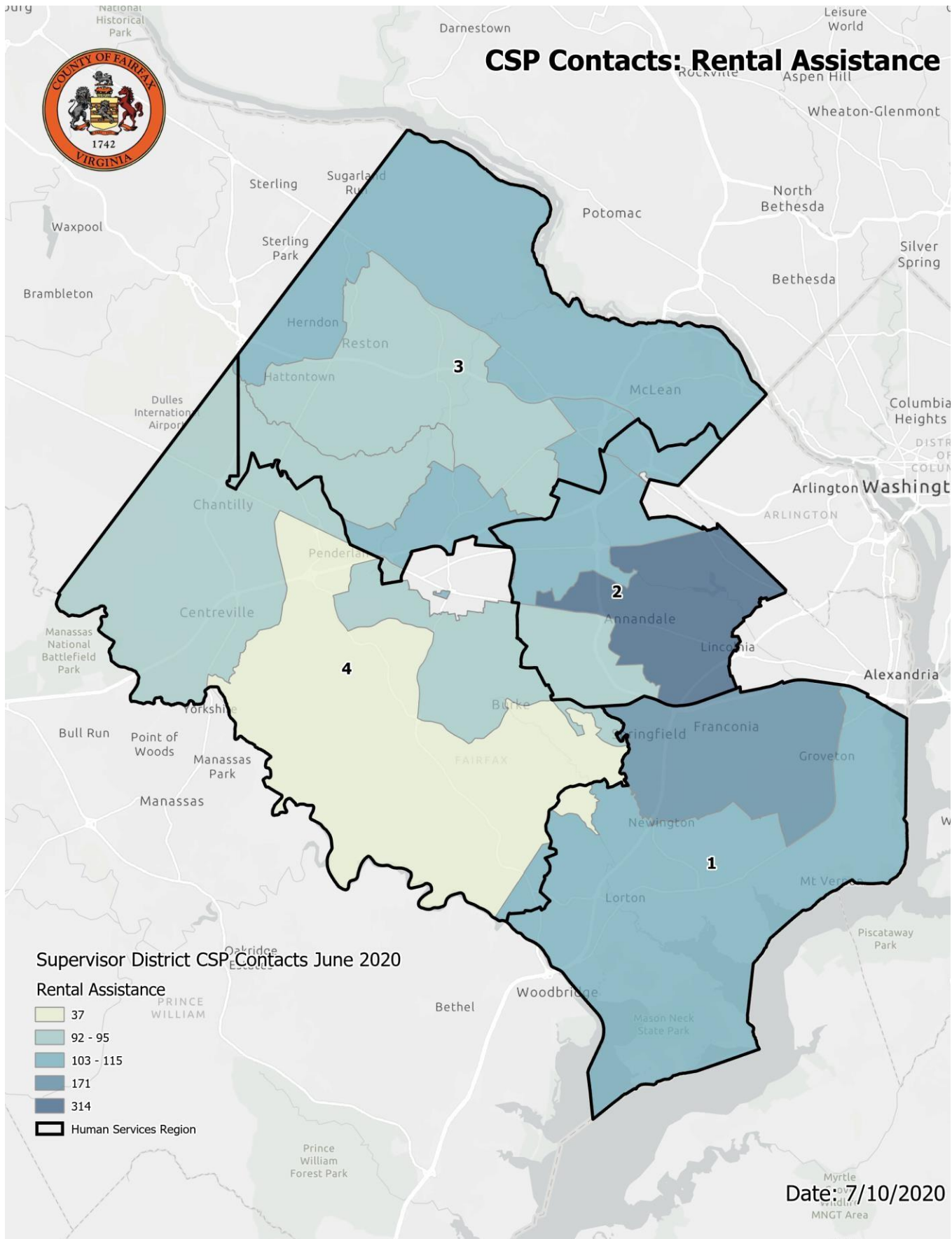
Child Care Services

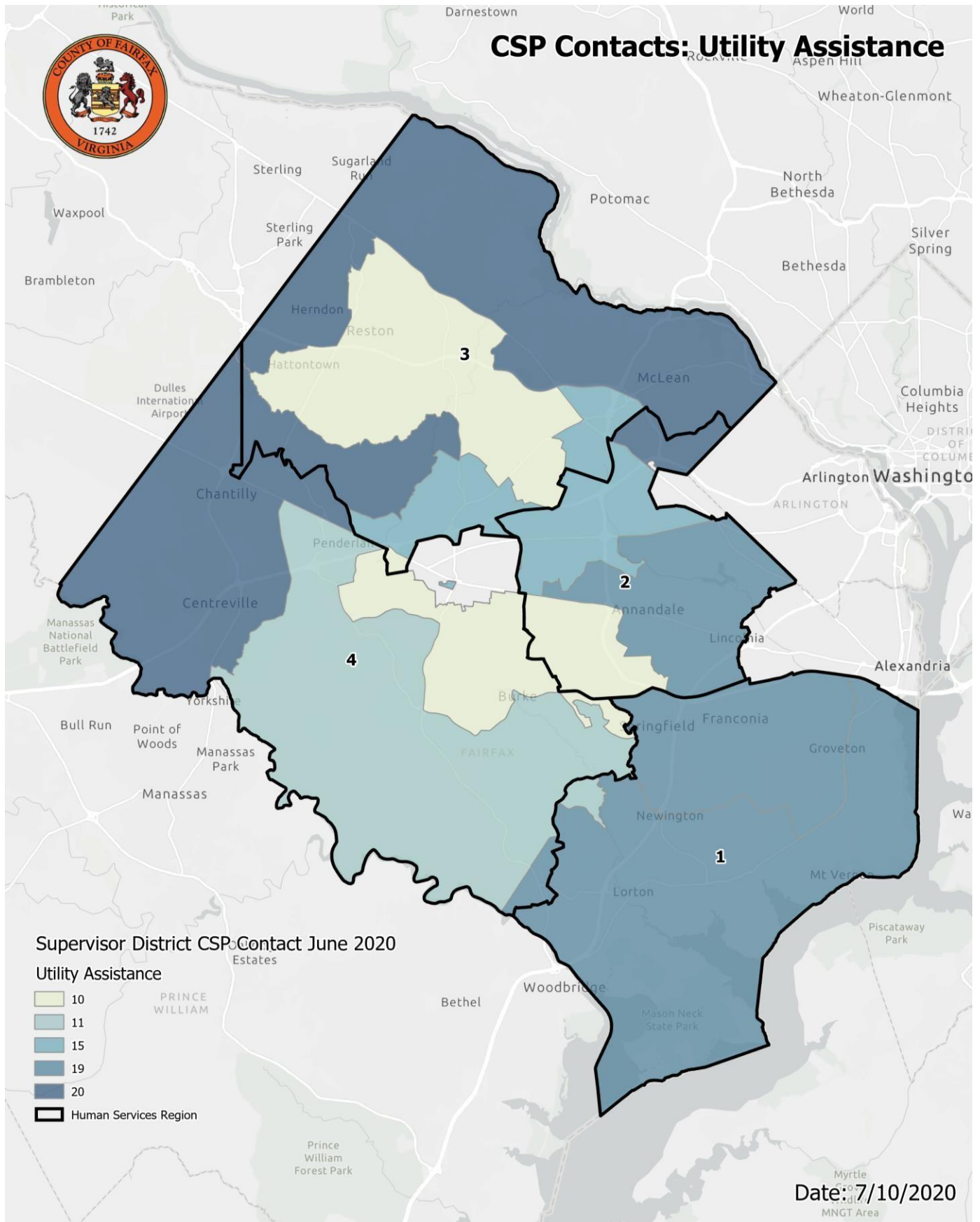
This week, Office for Children (OFC) sent all community child care programs information regarding the state [CARES II Grant](#). The Virginia Department of Social Services announced that Virginia has received federal funding for a second round of incentive grants to help child care providers remain open to provide care for children during the state of emergency declared by Governor Northam in response to the COVID-19 pandemic. The CARES II grants will be provided using a similar process as the first round of CARES grants and be awarded to programs open during the months of July, August, and September. The [application](#) deadline is August 19, 2020 at 5 p.m. Given the late unexpected decision last night by Superintendent Brabrand to start the FCPS school year 100% virtual, OFC and its county partners and leaders are discussing innovative ways to help support children, their families, and teachers during this extraordinary time.

Questions about this grant opportunity may contact ask4care@dss.virginia.gov.

- › [Child care lead –Anne-Marie Twohie, OFC Director \(703-501-3487\)](#)







CSP Contact Topics by Zip Code Date Range: 6/1/2020 To: 6/30/2020				
Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
00000	10	30	12	52
17830	0	1	0	1
20003	0	1	0	1
20037	0	1	1	2
20109	0	2	0	2
20111	0	2	0	2
20120	7	27	12	46
20121	5	35	2	42
20124	1	1	0	2
20136	0	1	0	1
20151	7	16	2	25
20152	0	1	0	1
20163	0	1	0	1
20164	1	3	0	4
20170	31	80	17	128
20171	17	39	7	63
20175	0	1	0	1
20190	6	14	2	22
20191	8	29	0	37
20194	0	1	0	1
20201	0	1	0	1
20640	0	1	0	1
20737	0	1	0	1
22003	64	124	7	195
22009	0	1	0	1
22014	1	0	0	1
22015	3	8	4	15
22030	24	43	5	72
22031	14	25	6	45
22032	3	3	0	6
22033	4	16	7	27
22035	2	3	0	5
22039	0	1	0	1
22041	52	128	5	185
22042	41	71	7	119
22043	8	23	3	34
22044	23	44	2	69
22046	6	6	1	13
22060	1	2	0	3
22066	1	0	0	1
22079	5	27	7	39
22091	0	1	0	1
22101	1	1	0	2
22102	3	16	1	20
22124	2	0	0	2
22150	19	74	4	97

Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
22151	8	22	2	32
22152	3	13	4	20
22153	5	6	2	13
22180	14	19	3	36
22181	2	16	1	19
22182	1	6	2	9
22191	0	1	0	1
22192	0	1	0	1
22204	0	3	0	3
22205	1	0	0	1
22302	4	8	0	12
22303	3	17	1	21
22304	2	3	0	5
22305	0	4	0	4
22306	27	93	12	132
22307	1	0	0	1
22309	9	45	10	64
22310	7	8	2	17
22311	2	8	0	10
22312	24	58	6	88
22314	1	0	0	1
22315	3	9	1	13
22902	0	1	0	1
23221	0	1	0	1
33919	0	1	0	1
Grand Total	487	1,249	160	1,896

COVID-19



Community Based Organization Coordination Updates

July 15, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data elements. Additional CSP basic needs data by Supervisor District and zip code is included in Attachments A, B, and C, and D.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
7/5/20	5,654	+ 601%	+ 8%

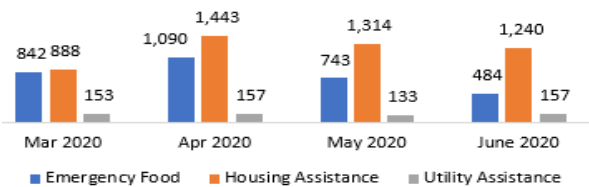
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
5/31/2020	33:51	7:23
6/7/2020	12:01	7:24
6/14/2020	6:33	4:38
6/21/2020	24:53	16:45
6/28/2020	61:42	36:37
7/5/2020	69:00	50:58

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



Contacts for each type of basic needs service by Supervisor Districts and zip code can be found in Attachments A, B, C, D.

NUMBER OF FIRST-TIME CALLERS TO CSP

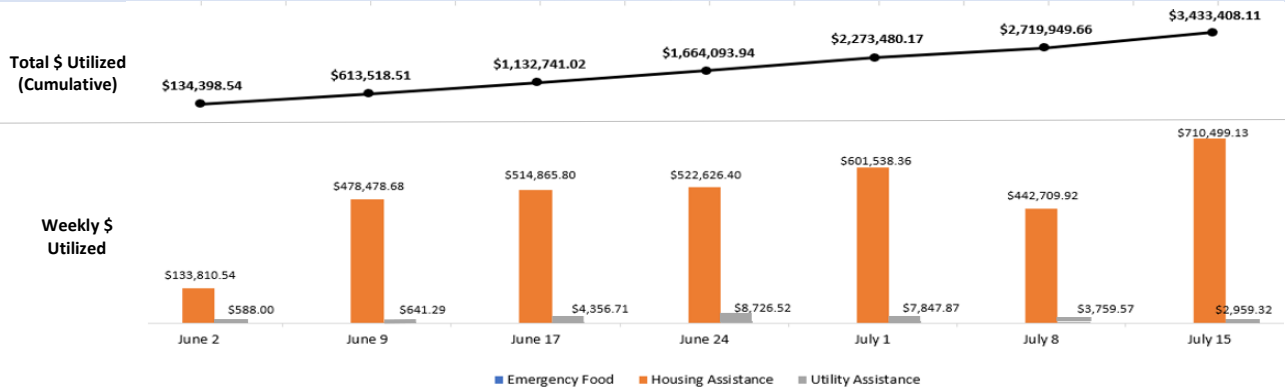
The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. FY 2019 averaged 244 monthly.

Month	# of New Cases	% Change from FY 2019
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
TOTAL	3,116	

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of July 15, 2020: **\$ 3,433,408.11**

Number of Households Served (Cumulative): Housing (918); Utility (62); Emergency Food: (731 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 22, 2020.

Coordinated Services Planning

As reported to the Board on June 30, Coordinated Services Planning (CSP) has seen an additional surge in call volume to the CSP Call Center. This increase has resulted in longer-than-expected wait times, particularly on the Spanish line. This increase can be directly linked to the information put out by the Governor on June 29 about the state's [Rent and Mortgage Relief Program to Assist Virginians Facing Eviction or Foreclosure](#). Since the Governor's announcement (which included the CSP phone number), the CSP Call Center has experienced an additional 8% increase in call volume from the prior week. CSP has received the related July 14 Board Matter with direction to provide a detailed plan to increase the speed of answer dramatically and rapidly. A detailed plan will be provided to the Board prior to the next meeting.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team (CPCT) is in the process of launching two new workgroups, established based on feedback received from CPCT members: *Re-opening Best Practices* and *Communication, Outreach and Engagement for Vulnerable Populations*. The Re-opening Best Practices workgroup will explore protocols being employed as county government and community-based organizations advance through Phase III. The workgroup will explore best practices for re-opening during a pandemic; practices that are being put into place to ensure a safe environment for employees and clients; and other issues of relevance to CPCT membership. The Communication, Outreach and Engagement workgroup will explore strategies, practices, and tools that can be employed to best support vulnerable community members during this time, with a focus on diverse communities that face significant barriers to accessing services. These workgroups have begun, and information will be provided in future updates.

The **CPCT survey** has closed and we are currently analyzing the results. With duplicates removed, there were 89 responses to the survey. Some preliminary observations include: much of our work is in support of Spanish-speaking communities; there is tremendous need for food access and financial assistance; and community-based organizations indicate a need for monetary, PPE, and food donations, as well as volunteers. Members have also reported the significant impact the CPCT has had on service delivery. A full report of survey results is forthcoming.

- › CPCT lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)

Community Provider Funding CARES Act

Nonprofit Sustainability Grants

Nonprofit Sustainability Grants (NSG) have been awarded to 154 organizations that support the county's social safety net. Awardees have been notified and will begin receiving their funding, totaling \$5,150,000, shortly. The NSG program is designed to keep nonprofits sustainable, not to support direct service delivery. Grants will be most used to retain staff, pay rent, and upgrade technology.

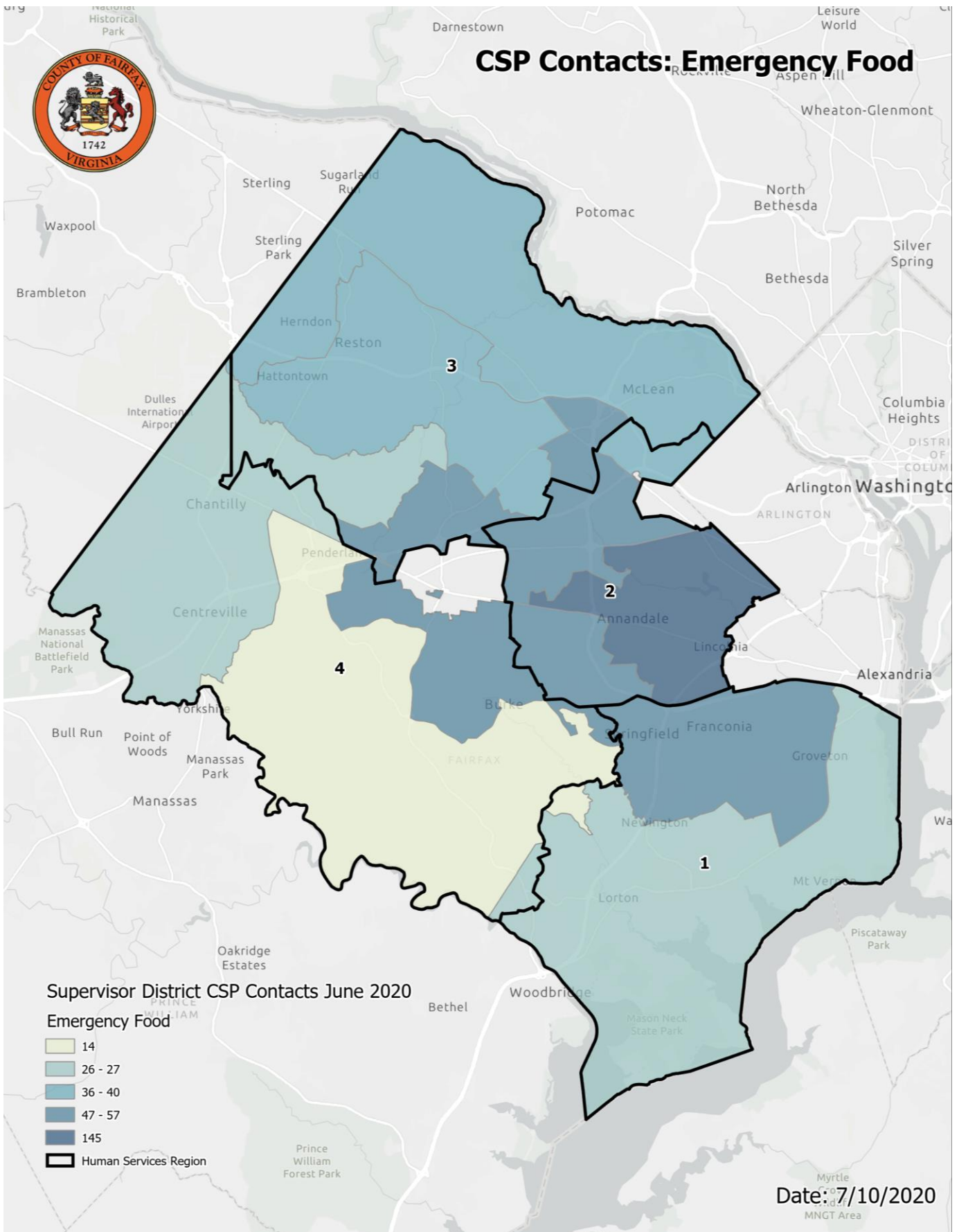
Basic Needs Supplemental Funding Program

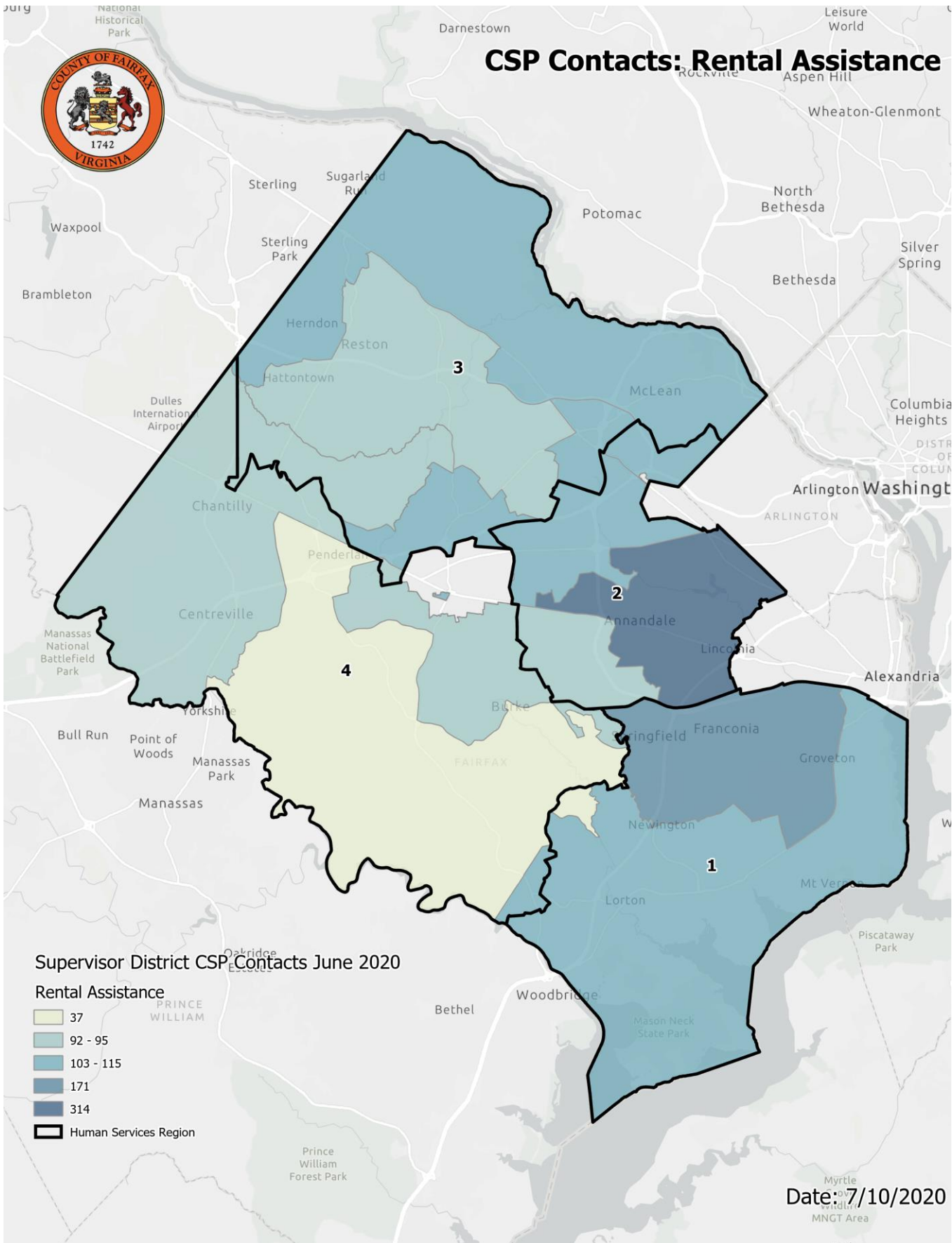
Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing, utility assistance, and emergency food support began on May 26 and to date **\$3,433,408.11** has been utilized. Cumulatively, CARES Act funding has provided 918 housing assistance cases, 62 utility assistance cases, and 731 emergency food referrals. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

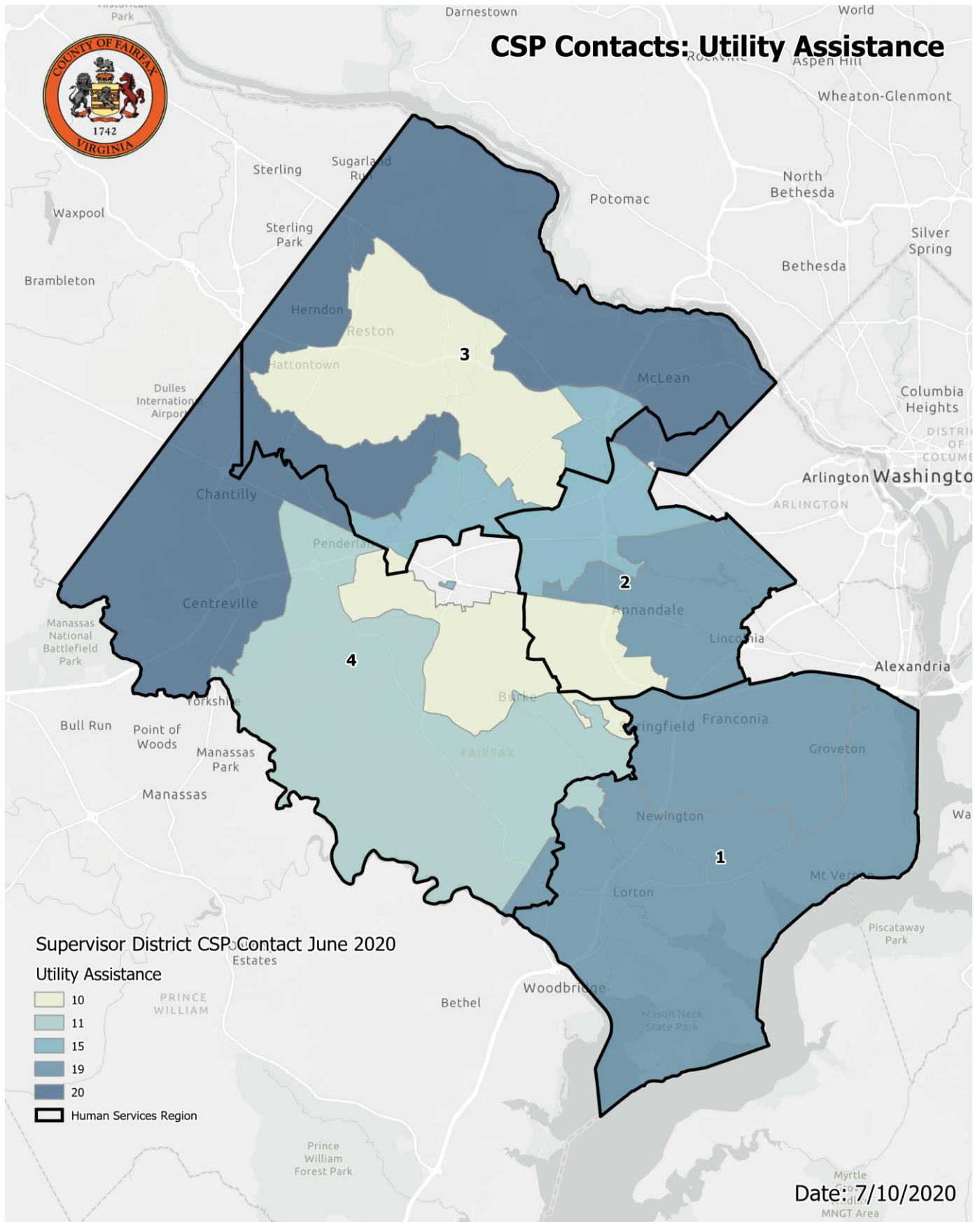
Child Care Services

The county's Greater Mount Vernon Head Start and Early Head Start programs will be opening to serve children from birth to age five for a four-week summer program beginning on Monday, July 20, 2020. The programs will be open from 8 a.m. to 3:30 p.m., serving children two days per week and following CDC guidelines for social distancing and health and safety requirements. The programs will serve approximately 95 children in Head Start/Early Head Start through Friday, August 14, 2020. For more information about the Head Start and Early Head Start programs, please call 703-324-8290 or visit <https://www.fairfaxcounty.gov/office-for-children/head-start>.

- › Child care lead –[Anne-Marie Twohie, OFC Director](#)(703-501-3487)







CSP Contact Topics by Zip Code Date Range: 6/1/2020 To: 6/30/2020				
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17830	0	1	0	1
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20121	5	35	2	42
20124	1	1	0	2
20136	0	1	0	1
20151	7	16	2	25
20152	0	1	0	1
20163	0	1	0	1
20164	1	3	0	4
20170	31	80	17	128
20171	17	39	7	63
20175	0	1	0	1
20190	6	14	2	22
20191	8	29	0	37
20194	0	1	0	1
20201	0	1	0	1
20640	0	1	0	1
20737	0	1	0	1
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22091	0	1	0	1
22101	1	1	0	2
22102	3	16	1	20
22124	2	0	0	2
22150	19	74	4	97

Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
22151	8	22	2	32
22152	3	13	4	20
22153	5	6	2	13
22180	14	19	3	36
22181	2	16	1	19
22182	1	6	2	9
22191	0	1	0	1
22192	0	1	0	1
22204	0	3	0	3
22205	1	0	0	1
22302	4	8	0	12
22303	3	17	1	21
22304	2	3	0	5
22305	0	4	0	4
22306	27	93	12	132
22307	1	0	0	1
22309	9	45	10	64
22310	7	8	2	17
22311	2	8	0	10
22312	24	58	6	88
22314	1	0	0	1
22315	3	9	1	13
22902	0	1	0	1
23221	0	1	0	1
33919	0	1	0	1
Grand Total	487	1,249	160	1,896

COVID-19



Community Based Organization Coordination Updates

July 8, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
6/28/20	5,226	+ 322%	+ 33%

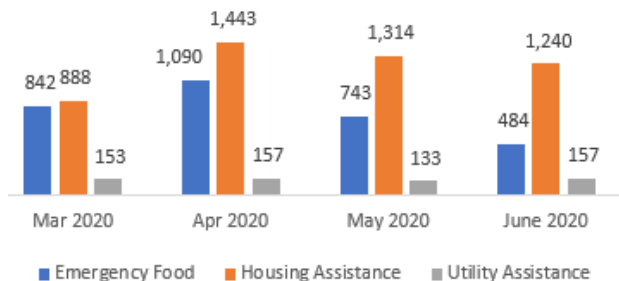
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
5/17/2020	13:53	3:51
5/24/2020	38:39	8:25
5/31/2020	33:51	7:23
6/7/2020	12:01	7:24
6/14/2020	6:33	4:38
6/21/2020	24:53	16:45
6/28/2020	61:42	36:37

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance. Contacts include inquiries and topics discussed with callers; if that inquiry relates to basic needs assistance, a case is created.



*Maps for contacts by Supervisor Districts will be reported July 15.

NUMBER OF FIRST-TIME CALLERS TO CSP

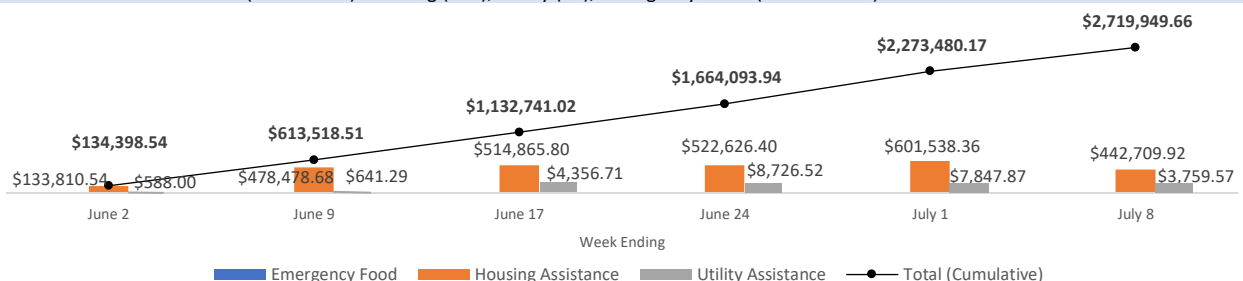
The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. FY 2019 averaged 244 monthly.

Month	Number of New Cases	% Change from FY 2019
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
June 2020	721	+ 195%
TOTAL	3,116	

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of July 8, 2020: **\$ 2,719,949.66**

Number of Households Served (Cumulative): Housing (747); Utility (53); Emergency Food: (638 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 15, 2020.

Coordinated Services Planning

As reported to the Board on June 30th, Coordinated Services Planning has seen an additional surge in call volume to the CSP Call Center. This increase has resulted in longer-than-expected wait times, particularly on the Spanish line. This increase can be directly linked to the information put out by the Governor on June 29th about the state's [Rent and Mortgage Relief Program to Assist Virginians Facing Eviction or Foreclosure](#).

Since the Governor's announcement (which included our CSP phone number), the CSP Call Center has received **7,839** calls as of close of business on July 7th. CSP has implemented several mitigation strategies; however, these strategies have not been able to keep up with the extraordinary demand. Therefore, we are now implementing additional strategies that will address the call volume and improve the caller's experience. For example, we have enhanced our technology options to inform callers of their estimated wait times and shortened our assessment process. We have continued hiring new staff and deploying staff from other areas of the agency/county to support the Call Center. Focus continues to be on hiring and deploying bilingual and experienced staff to meet the needs of our callers. CSP continues to adjust to meet the needs of the community during these unprecedented times. We have developed a specialized team of staff to support COVID positive community members who may need basic needs assistance to successfully isolate and quarantine. Also, CSP is in the process of creating a streamlined approach to helping those in the eviction process to access available resources to prevent housing loss.

Community Provider Coordination Team (CPCT)

The Community Provider Coordination Team (CPCT) is in the process of launching **two new workgroups**, established based on feedback received from CPCT members: ***Re-opening Best Practices and Communication*** and ***Outreach and Engagement for Vulnerable Populations***. The Re-opening Best Practices workgroup will explore protocols being employed as county government and community-based organizations advance through Phase 3. The workgroup will explore best practices for re-opening during a pandemic; practices that are being put into place to ensure a safe environment for employees and clients; and other issues of relevance to CPCT membership. The Communication, Outreach and Engagement workgroup will explore strategies, practices, and tools that can be employed to best support vulnerable community members during this time, with a focus on diverse communities that face significant barriers to accessing services. These workgroups will begin meeting over the next week.

The **CPCT survey** has closed and we are currently analyzing the results. With duplicates removed, there were 89 responses to the survey. Some preliminary observations include: much of our work is in support of Spanish-speaking communities; there is tremendous need for food access and financial assistance; and community-based organizations indicate a need for monetary, PPE, and food donations, as well as volunteers. Members have also reported the significant impact the CPCT has had on service delivery. A full report of survey results is forthcoming.

- CPCT lead – [Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

Nonprofit Sustainability Grants

Nonprofit Sustainability Grants (NSG) have been awarded to 154 organizations that support the county's social safety net. Awardees have been notified and will begin receiving their funding, totaling \$5,150,000, shortly. The NSG program is designed to keep non-profits sustainable, not to support direct service delivery. Grants will be most used to retain staff, pay rent, and upgrade technology.

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing and utility assistance and emergency food support began on May 26 and to date, **\$2,719,949.66** has been utilized. There have been 747 households served with housing assistance, 53 for utility assistance, and 638 referrals for emergency food. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

Child Care Services

Fairfax County is offering an abbreviated, four-week summer program for school age children of working families, from Monday, July 13 through Friday, August 7. [Camp Fairfax](#) will serve rising first through sixth grade children at 18 locations across the county including seven NCS Community Centers and 11 Fairfax County Public Schools. This full-day program will run from 7:30 a.m. to 5:30 p.m. each day. A sliding fee scale will be offered. The camp will feature exciting opportunities in outdoor adventures, performing arts, sports & recreation, visual arts, science exploration and creative writing. Current CDC health and safety guidelines will be implemented. Registration is open; space is limited. For more information, [click here](#).

- **Child care lead –[Anne-Marie Twohie, OFC Director](#)(703-501-3487)**



Community Based Organization Coordination Updates

July 1, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

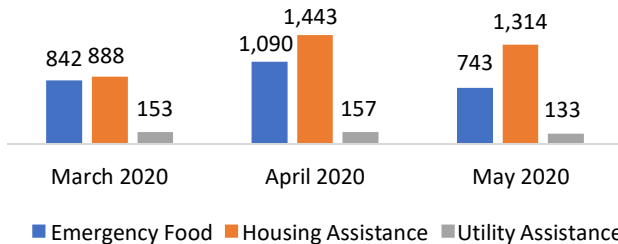
AVERAGE WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
6/21/20	3,927	+ 206%	+ 30%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance.



Contact for each type of basic needs service by Supervisor Districts are shown separately. Maps for March, April and May 2020 are included in Attachments A, B, and C.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes the number of county residents who have never called or had a case open with CSP. As reference, the average number of new cases per month in FY 2019 was 244.

Month	Number of New Cases (First Time Callers)	% Change from FY 2019 Monthly Average
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
TOTAL	2,395	

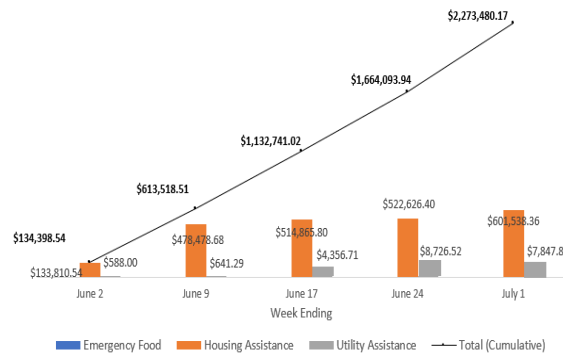
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Week starting:	Average Speed of Answer (Minutes: Seconds)	
	Spanish Line	English Line
4/5/2020	19:04	5:20
4/12/2020	14:56	5:06
4/19/2020	14:10	2:55
4/26/2020	15:15	6:02
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
5/17/2020	13:53	3:51
5/24/2020	38:39	8:25
5/31/2020	33:51	7:23
6/7/2020	12:01	7:24
6/14/2020	6:33	4:38
6/21/2020	24:53	16:45

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of July 1, 2020: **\$ 2,273,480.17**
 Number of Households Served:
 Housing (628); Utility (45);
 Emergency Food: (556 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 22, 2020.

Coordinated Services Planning

On June 30, the CSP call center experienced a significant surge in call volume, particularly on the Spanish line, which resulted in long wait times. The spike in call volume can be attributed to Governor Northam's announcement and publicity about the **Virginia Rent and Mortgage Relief Program** for which the CSP phone number was listed as the initial point of contact. At the height of this increased call volume, the CSP call center experienced technical problems whereby some calls were dropped after callers had been waiting for significant amounts of time. CSP is working with Department of Information Technology to resolve the technical problems that caused dropped calls while exploring technical resources to manage the call volume and enhance caller experience. CSP has been consistently developing mitigation efforts to manage the unprecedented volume while delivering services to meet the needs of the community. *Streamlined referral and assessment processes and increased staffing*, via redeployment from other program areas continue while also adding to staff and language capacity. CSP is actively recruiting full-time and part-time CSP Social Services Specialists, through open hire efforts as well as targeted outreach to former CSP Social Services Specialist.

Community Provider Coordination Team (CPCT)

A CPCT survey was recently launched to obtain information on the experiences of all participating in the CPCT. The survey requested information on the operational status of community providers and ongoing organizational impacts of the COVID-19 pandemic, as well as feedback on key aspects of our collaborative work that should inform the CPCT plans for the future. Over 130 survey responses were received, and work has begun to review and analyze the survey responses. A full report will be provided in future updates.

Two new CPCT work groups are being formed to address ***Re-opening Planning*** and ***Communicating with Vulnerable and Hard to Reach Populations***. The Re-opening Planning work group will provide CPCT members the opportunity to learn from each other and share information so that appropriate reopening strategies and practices can take place. Protocols for re-opening, logistical supports needed to support in-person service delivery, and other aspects involved in a move to Phase 3 will be explored. The Communicating with Vulnerable Populations work group will include dialogue and planning focused on ensuring that we are being intentional in our response to, and support of, our most vulnerable community members. This work would help to support the work occurring at a broader county level through the Chief Equity Officer, and would involve, as an example, outreach strategies to support our vulnerable, non-English speaking community members in accessing services.

- CPCT lead – [Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

Nonprofit Sustainability Grants

Nonprofit Sustainability Grants (NSG) have been awarded to 154 organizations that support the county's social safety net. Awardees have been notified and will begin receiving their funding, totaling \$5,150,000, shortly. The NSG program is designed to keep non-profits sustainable, not to support direct service delivery. Grants will be most commonly used to retain staff, pay rent, and upgrade technology.

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing and utility assistance and emergency food support began on May 26 and to date, **\$2,273,480.17** has been utilized. There have been 628 household served with housing assistance, 45 for utility assistance and 556 referrals for emergency food. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

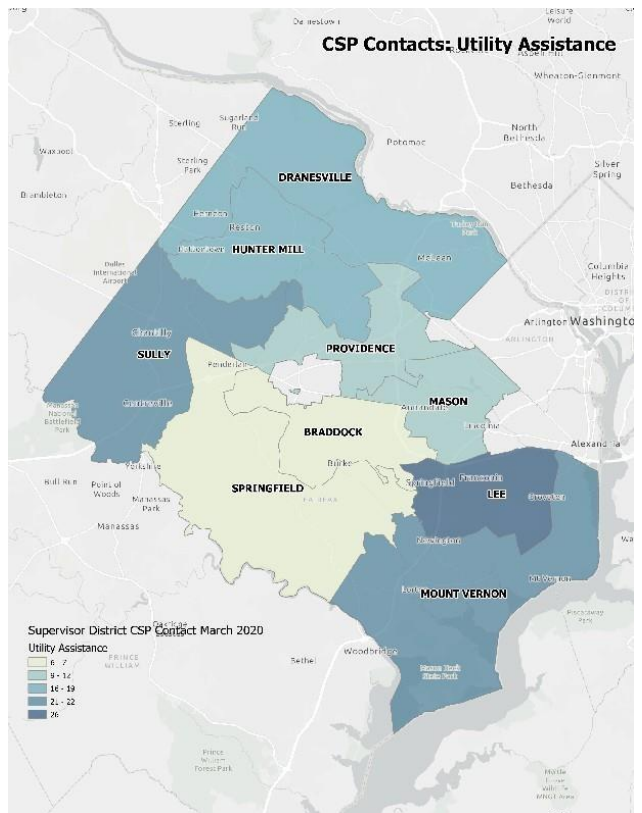
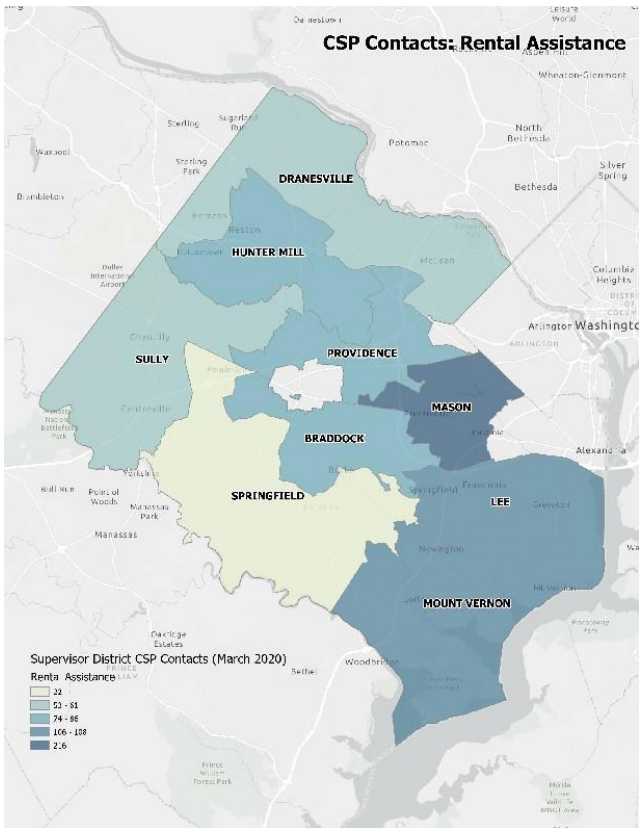
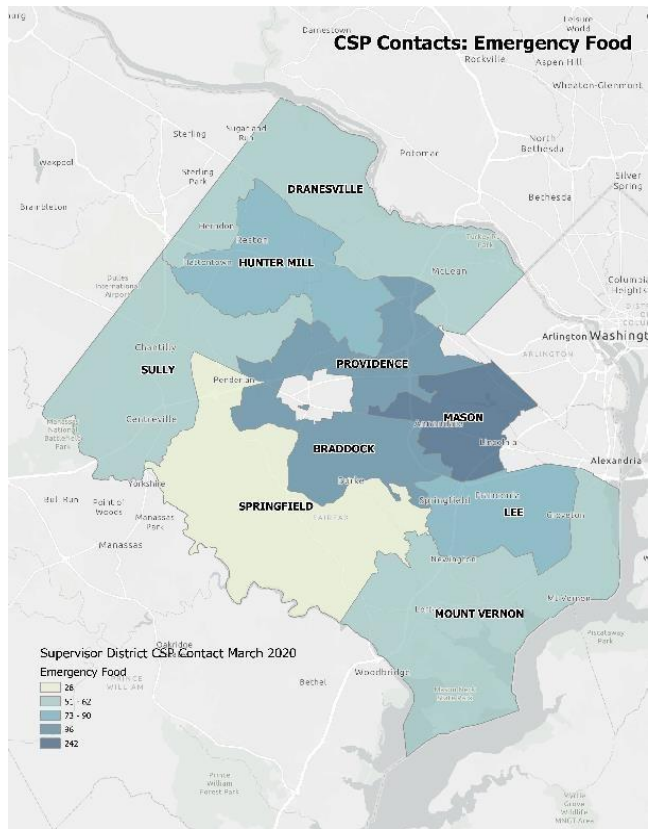
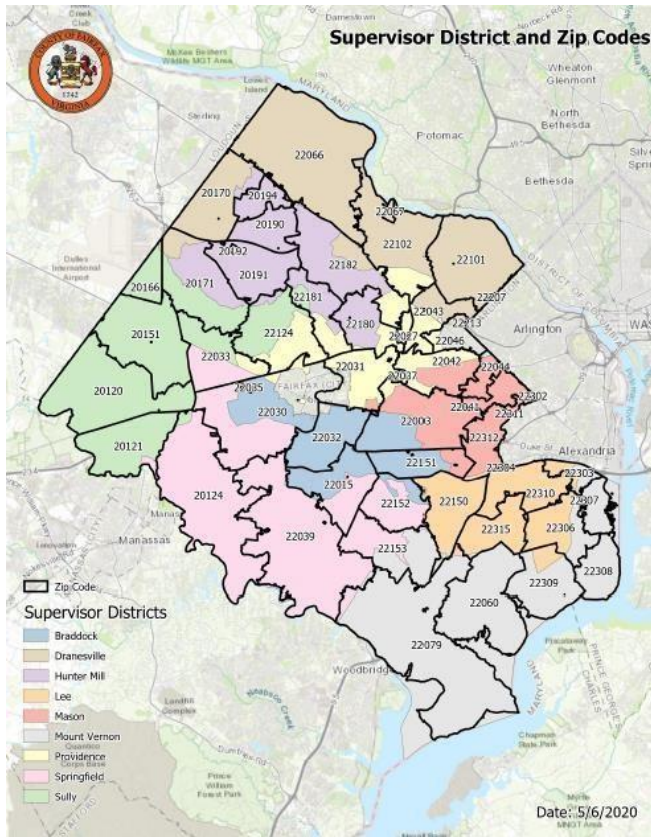
Virginia Rent and Mortgage Relief Program

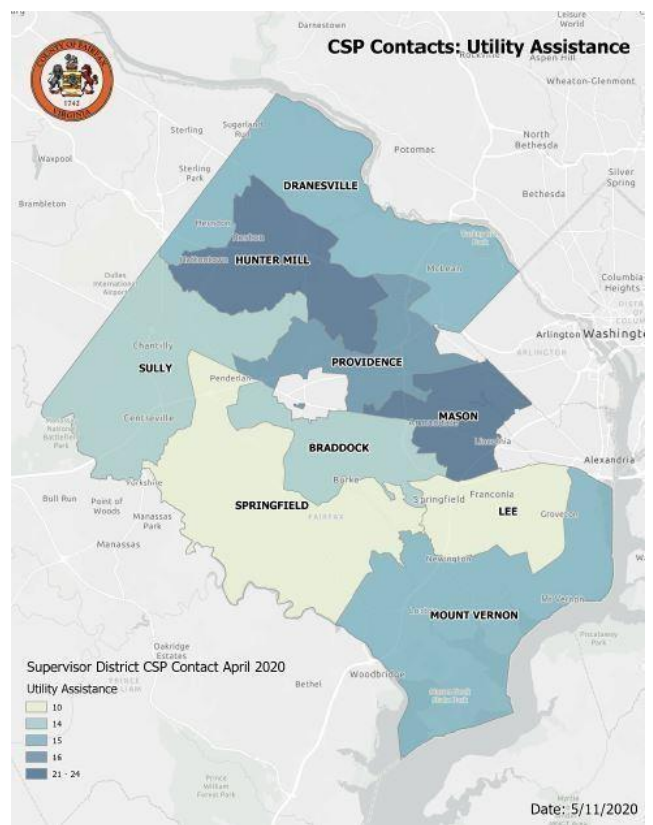
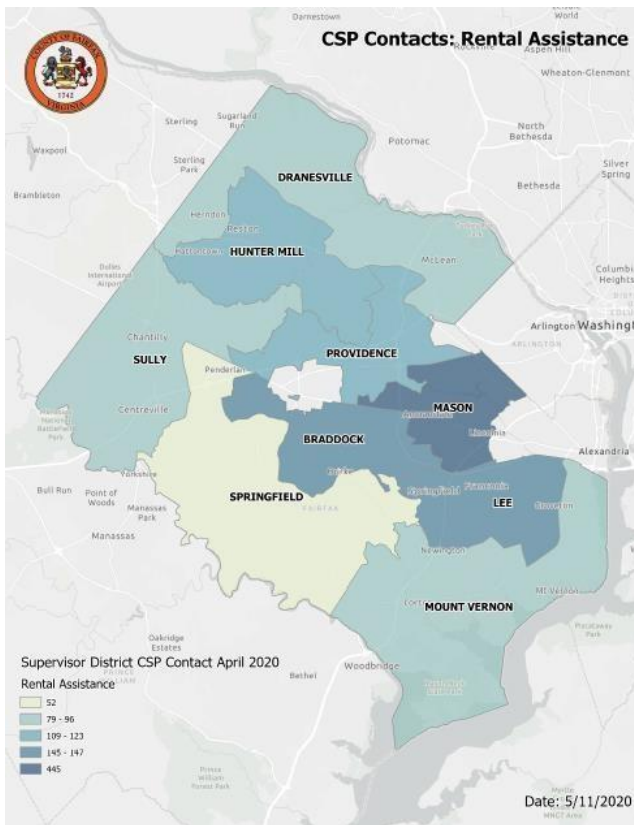
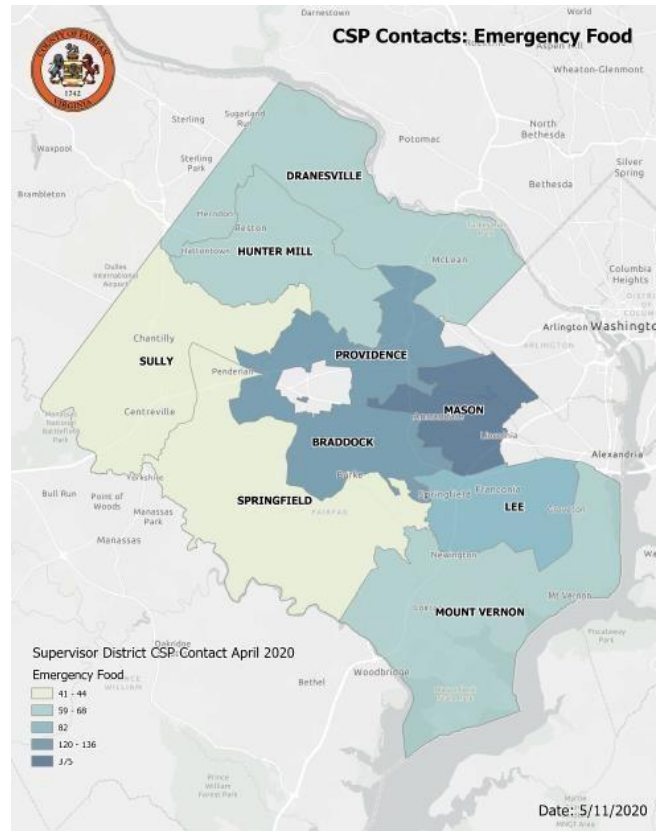
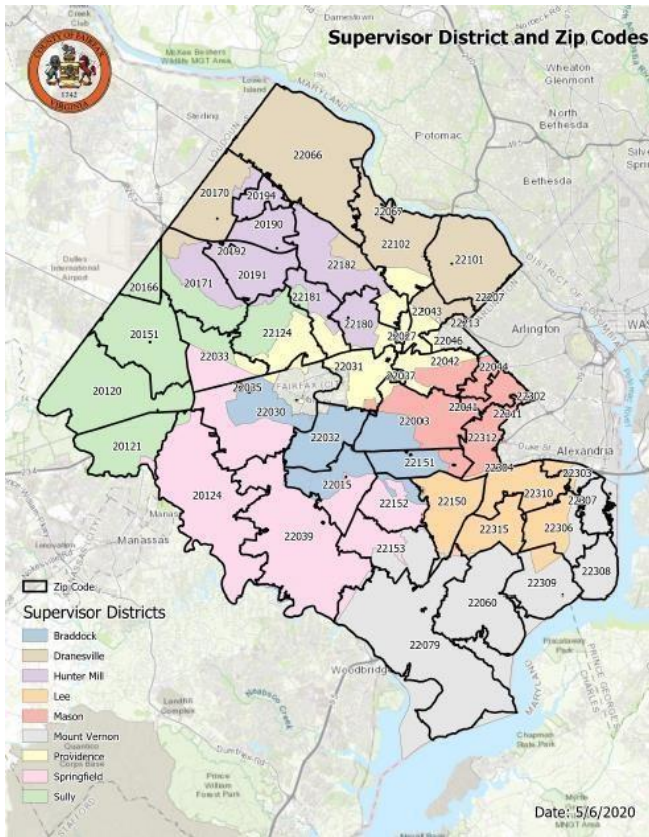
On June 29, Governor Northam launched the Virginia Rent and Mortgage Relief Program, which will provide \$50 million in CARES Act funding for residents facing eviction or foreclosure. The program will offer short-term financial assistance in the form of rent or mortgage payments. Eligible households must demonstrate an inability to make rent or mortgage payments due to the COVID-19 pandemic. Monthly rent or mortgage must be at or below 150 percent Fair Market Rent, and eligible households must have a gross household income at or below 80% of area median income. [Northern Virginia Family Service](#) is the recipient of the funds in Fairfax County, and Coordinated Services Planning will be the initial point of contact for screening residents.

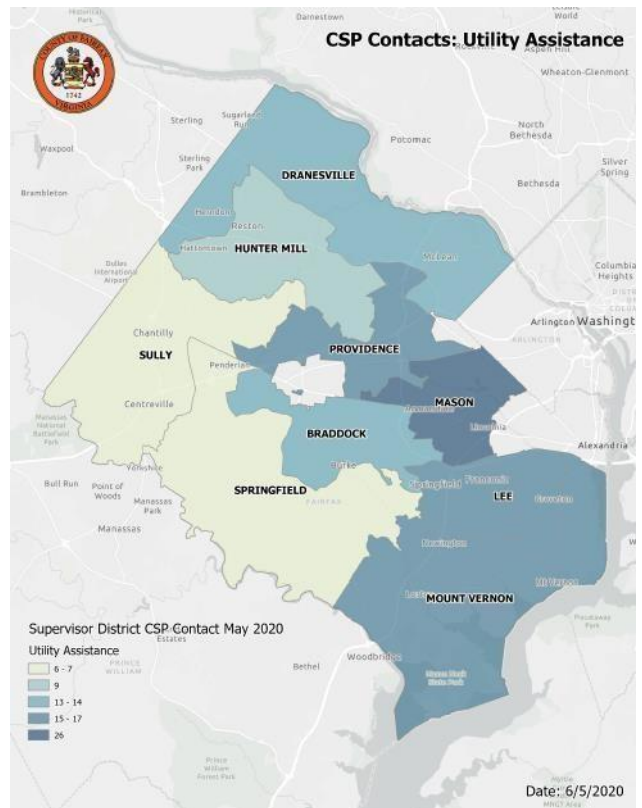
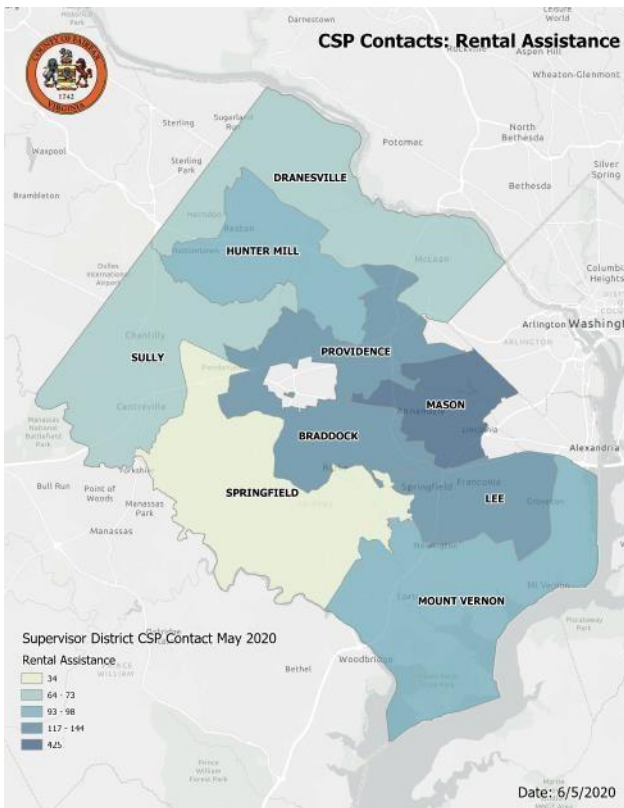
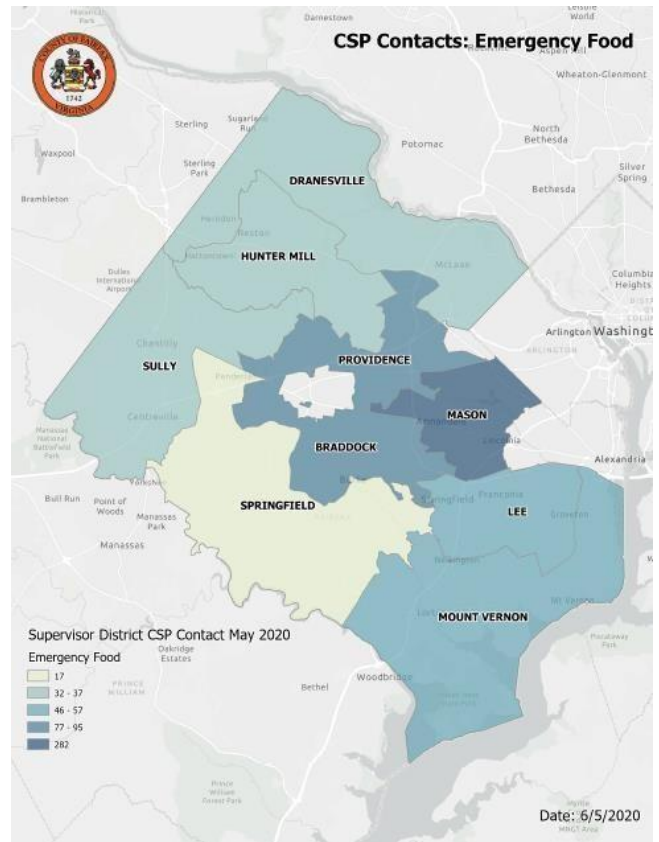
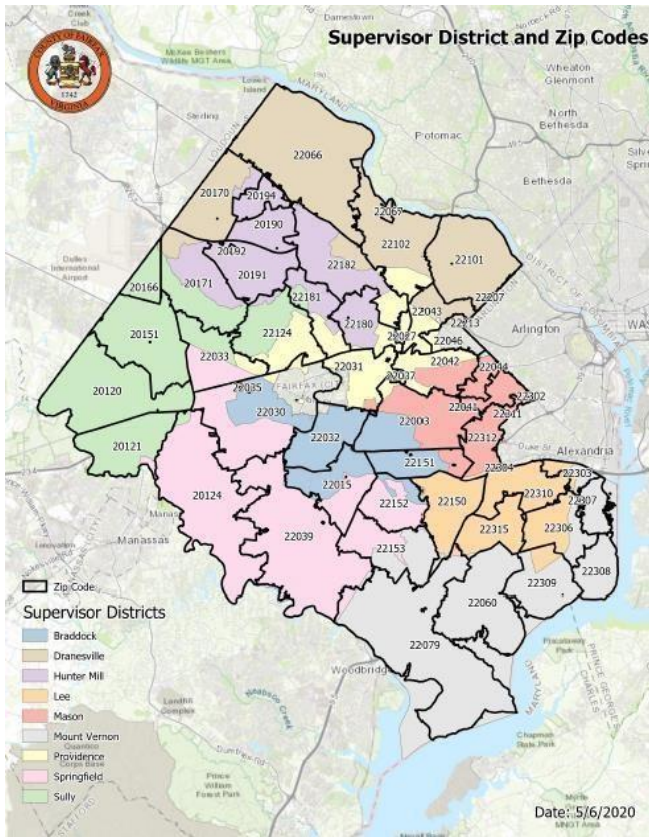
Child Care Services

Fairfax County will be offering an abbreviated, four-week summer program for school age children of working families, from Monday, July 13 through Friday, August 7. [Camp Fairfax](#) will serve rising first through sixth grade children at 18 locations across the county including seven NCS Community Centers and 11 Fairfax County Public Schools. This full-day program will run from 7:30 a.m. to 5:30 p.m. each day. A sliding fee scale will be offered. The camp will feature exciting opportunities in outdoor adventures, performing arts, sports & recreation, visual arts, science exploration and creative writing. Current CDC health and safety guidelines will be implemented. Registration begins Monday, July 6; space is limited. For more information [click here](#).

- **Child care lead –[Anne-Marie Twohie, OFC Director](#)(703-501-3487)**







COVID-19



Community Based Organization Coordination Updates

June 24, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. The CSP Data Dashboard below includes updated data elements. Additional CSP basic needs data by Supervisor District for March, April, and May is included in Attachments A, B, and C.

CSP DATA DASHBOARD

AVERAGE WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
6/14/20	3,010	+ 179%	-25%

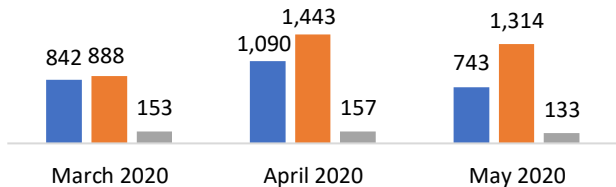
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
4/5/2020	19:04	5:20
4/12/2020	14:56	5:06
4/19/2020	14:10	2:55
4/26/2020	15:15	6:02
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
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5/24/2020	38:39	8:25
5/31/2020	33:51	7:23
6/7/2020	12:01	7:24
6/14/2020	6:33	4:38

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance.

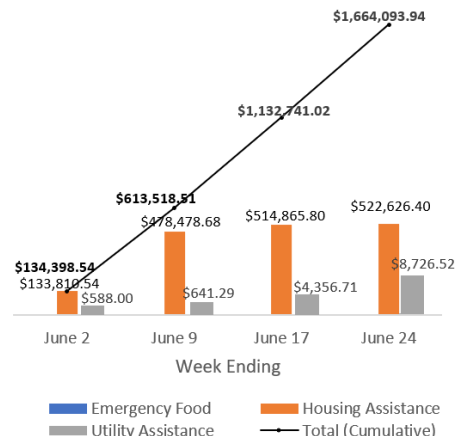


■ Emergency Food ■ Housing Assistance ■ Utility Assistance

Contacts for each type of basic needs service by Supervisor Districts are shown separately. Maps for March, April and May 2020 are included in Attachments B, C and D.

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of June 23, 2020: **\$ 1,664,093.94**
 Number of Households Served:
 Housing (463); Utility (32).
 Emergency Food* (463 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 1, 2020.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes the number of county residents who have never called or had a case open with CSP. As reference, the average number of new cases per month in FY 2019 was 244.

Month	Number of New Cases (First Time Callers)	% Change from FY 2019 Monthly Average
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
TOTAL	2,395	

Community Provider Coordination Team (CPCT)

A CPCT survey was recently launched to obtain information on the experiences of all participating in the CPCT. The survey requested information on the operational status of community providers and ongoing organizational impacts of the COVID-19 pandemic, as well as feedback on key aspects of our collaborative work that should inform the CPCT plans for the future. Over 130 survey responses were received, and work has begun to review and analyze the survey responses. A full report will be provided in future updates.

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- CPCT lead – [Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

Nonprofit Sustainability Grants

Nonprofit Sustainability Grants (NSG) have been awarded to 154 organizations that support the county's social safety net. Awardees have been notified and will begin receiving their funding, totaling \$5,150,000, shortly. The NSG program is designed to keep non-profits sustainable, not to support direct service delivery. Grants will be most commonly used to retain staff, pay rent, and upgrade technology.

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing and utility assistance and emergency food support began on May 26 and to date, **\$ 1,664,093.94** has been utilized. There have been 318 household served with housing assistance, 16 for utility assistance and 393 referrals for emergency food. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

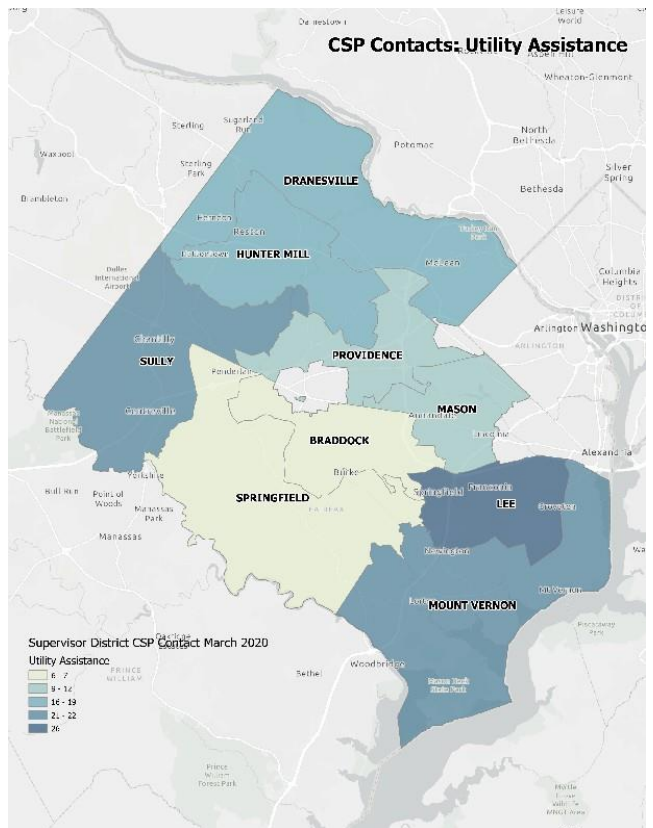
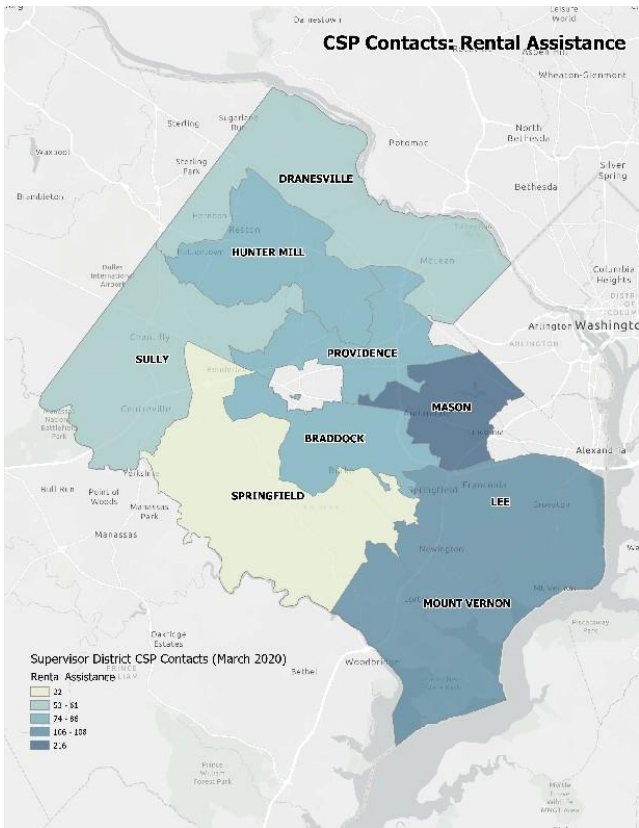
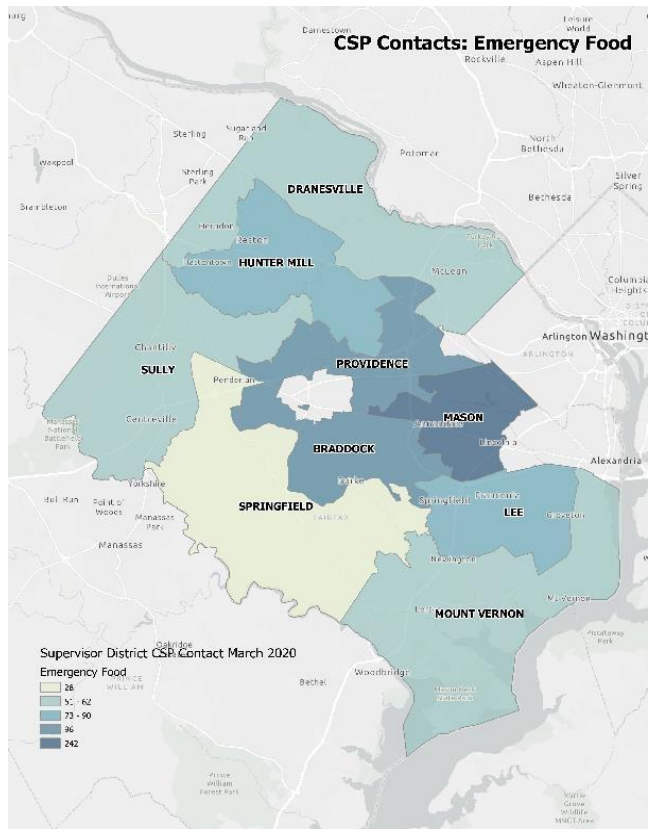
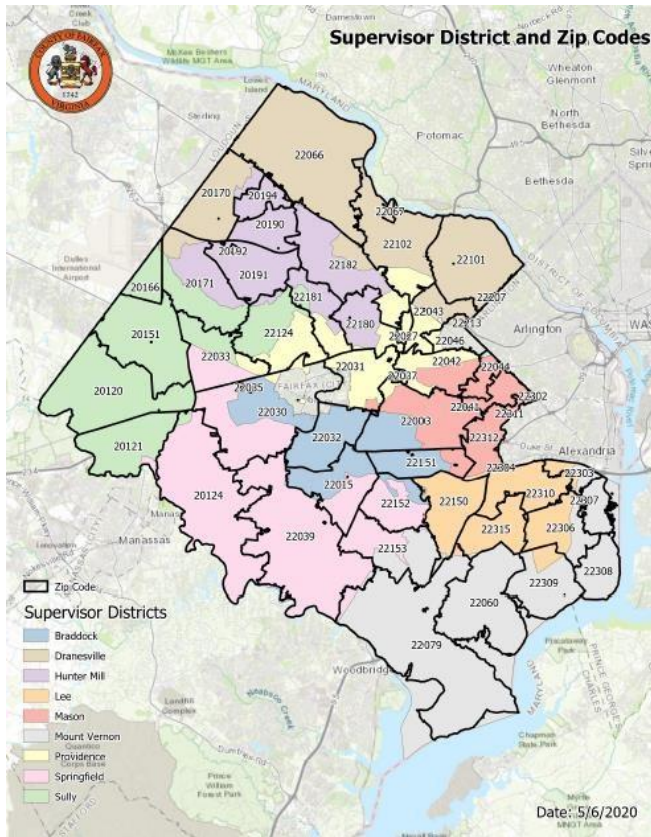
Child Care Services

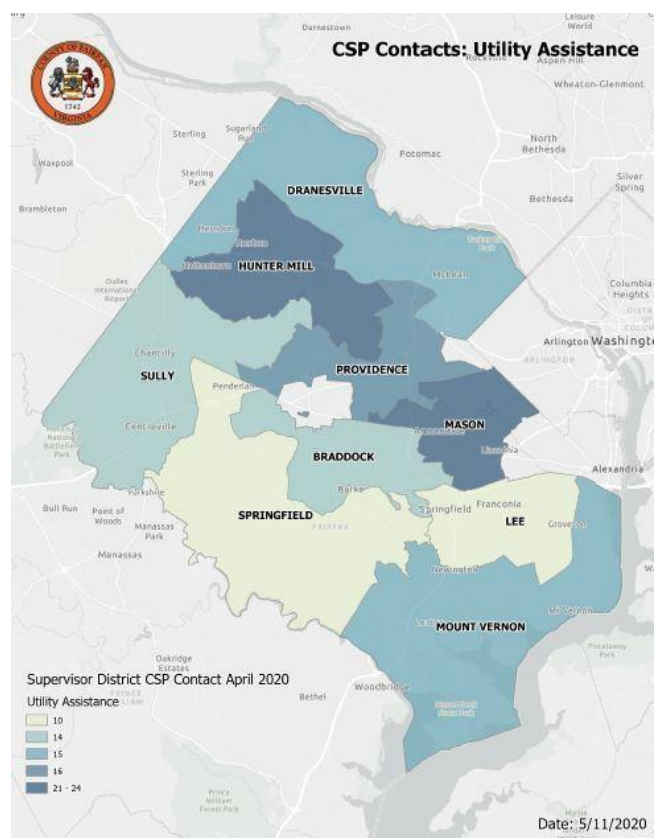
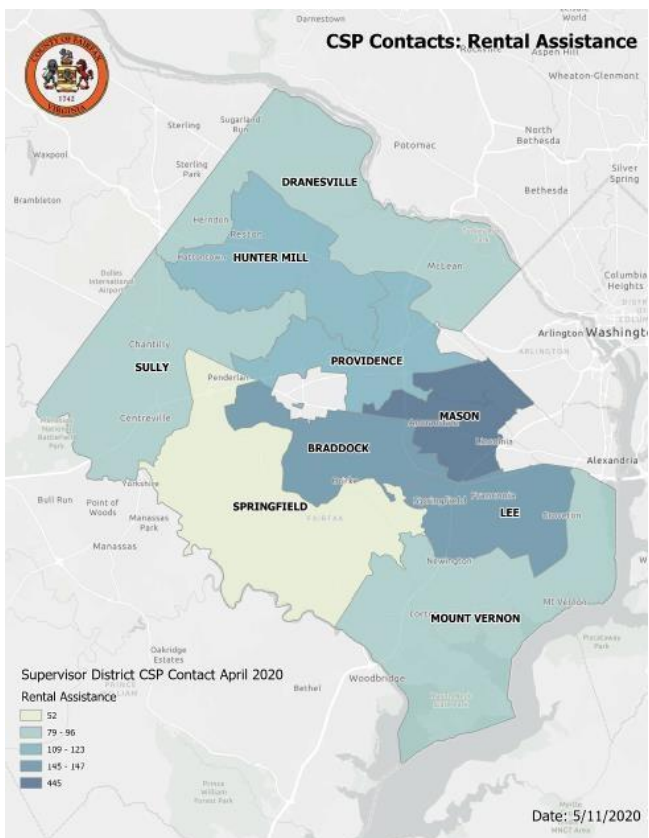
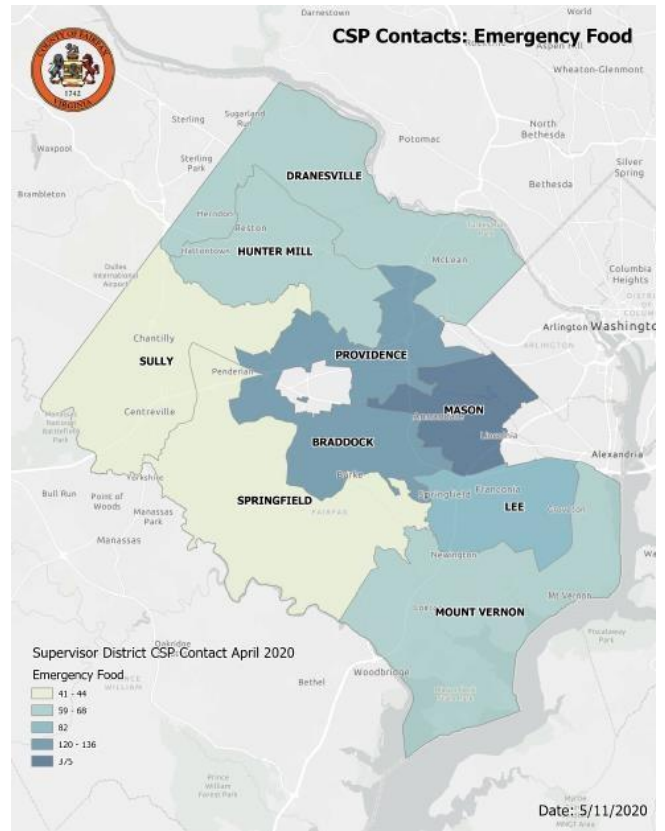
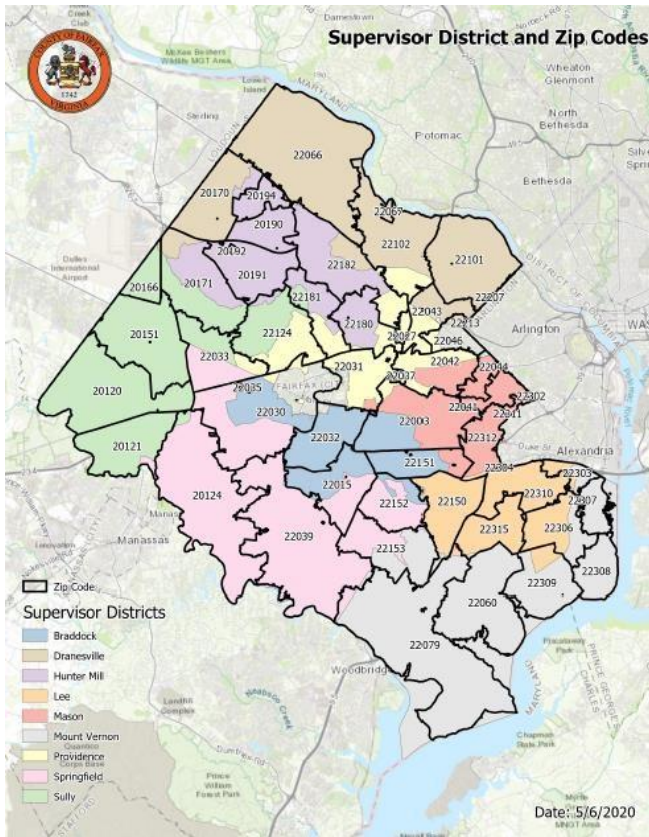
The Office for Children is actively working with child care programs by sharing information about FCPS draft scenarios for reopening schools in Fall 2020. The communication emphasized the increased need for school age child care for the community as some of the scenarios include reduced in-school time. Programs were encouraged to serve school age children to meet this need and technical assistance is being provided to programs that are interested.

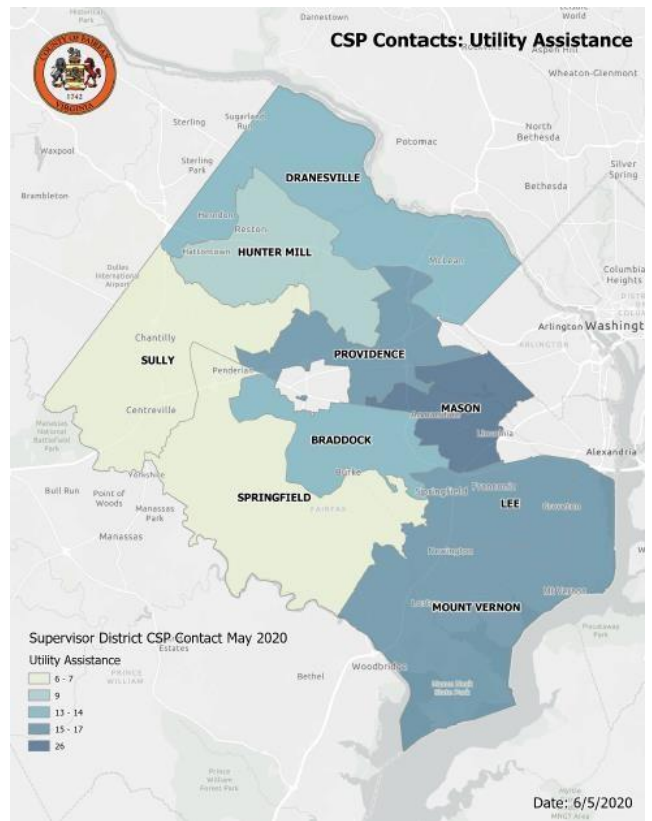
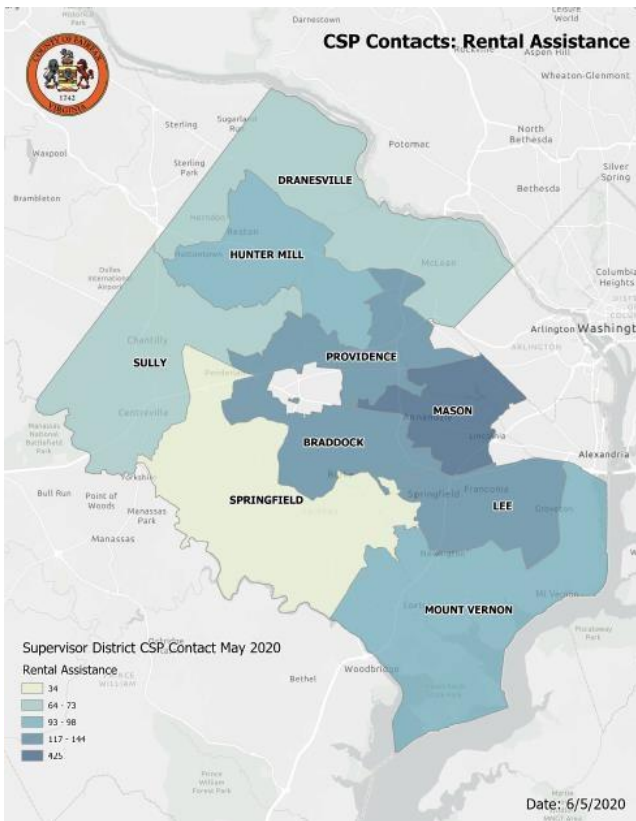
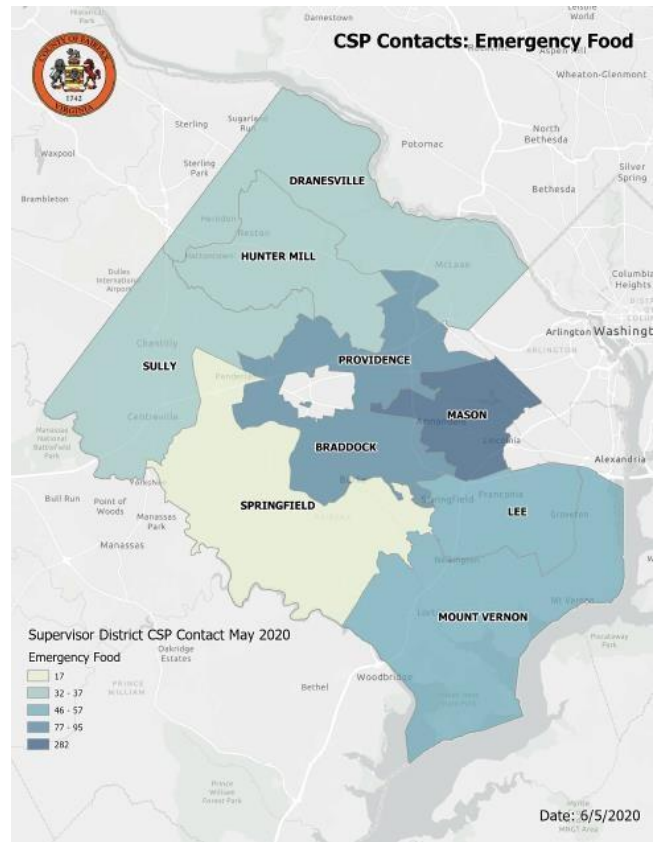
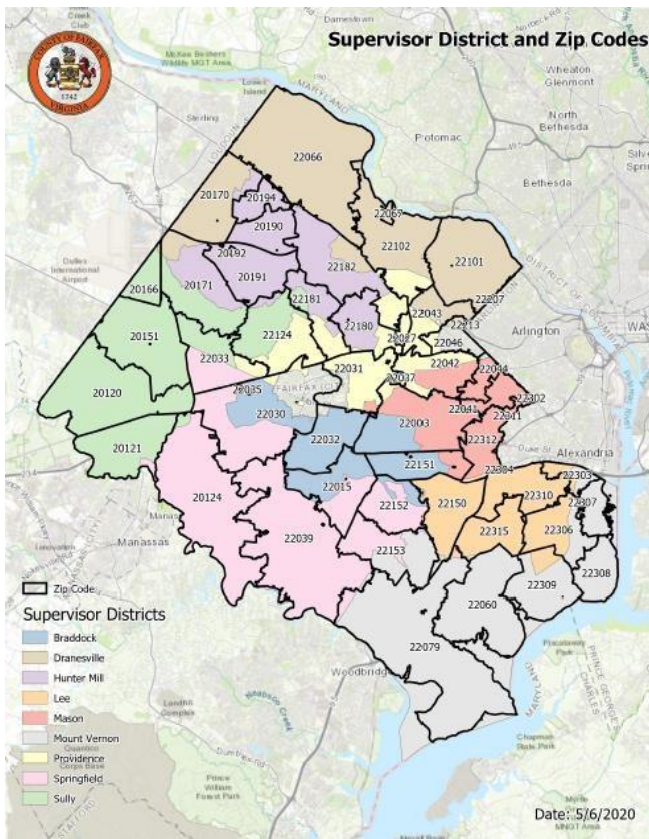
Additionally, Office for Children has partnered with Volunteer Fairfax to collect donated supplies through July 31, 2020 for child care programs countywide in providing essential services to children and families. Donated supplies will support healthy hygiene practices and help child care programs maintain a clean and healthy environment.

[Complete a form to donate.](#)

- Child care lead – [Anne-Marie Twohie, OFC Director \(703-501-3487\)](#)









Community Based Organization Coordination Updates

June 17, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to call this number, most especially residents facing emergency needs for food, shelter, financial assistance, and health care. Assistance in multiple languages is available to access government and community-based resources. The CSP Data Dashboard below includes updated data elements. Additional CSP basic needs data by Supervisor District for March, April, and May is included in Attachments A, B, and C.

CSP DATA DASHBOARD

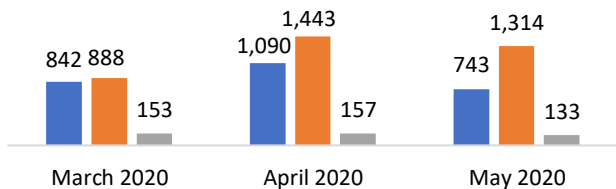
AVERAGE WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
6/7/20	4,019	+ 196%	-25%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance.



■ Emergency Food ■ Housing Assistance ■ Utility Assistance

Contacts for each type of basic needs service by Supervisor Districts are shown separately. Maps for March, April and May 2020 are included in Attachments A, B, and C.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes the number of county residents who have never called or had a case open with CSP. As reference, the average number of new cases per month in FY 2019 was 244.

Month	Number of New Cases (First Time Callers)	% Change from FY 2019 Monthly Average
March 2020	484	+ 98%
April 2020	1,014	+ 316%
May 2020	897	+ 268%
TOTAL	2,395	

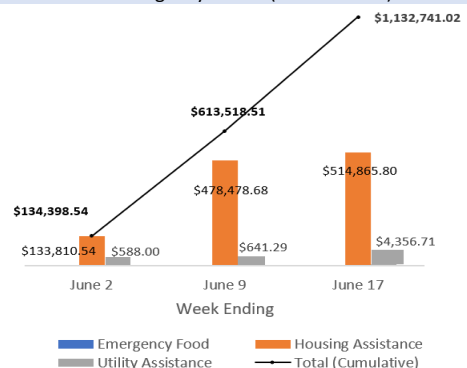
WEEKLY AVERAGE SPEED OF ANSWER

The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
4/5/2020	19:04	5:20
4/12/2020	14:56	5:06
4/19/2020	14:10	2:55
4/26/2020	15:15	6:02
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
5/17/2020	13:53	3:51
5/24/2020	38:39	8:25
5/31/2020	33:51	7:23
6/7/2020	12:01	7:24

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of June 16, 2020: **\$ 1,132,741.02**
 Number of Households Served:
 Housing (318); Utility (16).
 Emergency Food* (393 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 1, 2020.

Community Provider Coordination Team (CPCT)

The CPCT is a county/community provider team created to help coordinate the vast network of community providers around operational awareness, with the primary goal of identifying and solving service delivery gaps. Five subcommittees have been created: food access, health access, financial assistance, transportation, and out of school time/youth programming. The CPCT is now focusing its efforts from recovery to response and will be starting planning on longer-term program and service adaptations due to COVID-19. This team will start to scale down its efforts and work to ensure the collaborations/successes because of this team are incorporated into existing community collaboratives where possible.

- **CPCT lead – [Sarah Allen, NCS Deputy Director](#) (571-595-5440)**

Community Provider Funding CARES Act

Nonprofit Sustainability Grants

Nonprofit Sustainability Grants (NSG) totaling \$5,150,000 were awarded to 154 organizations that support the county's social safety net. Awardees have been notified and will begin receiving their funding as soon as next week. The NSG program is designed to keep nonprofits sustainable, not to support direct service delivery. Grants will be most commonly used to retain staff, pay rent, and upgrade technology.

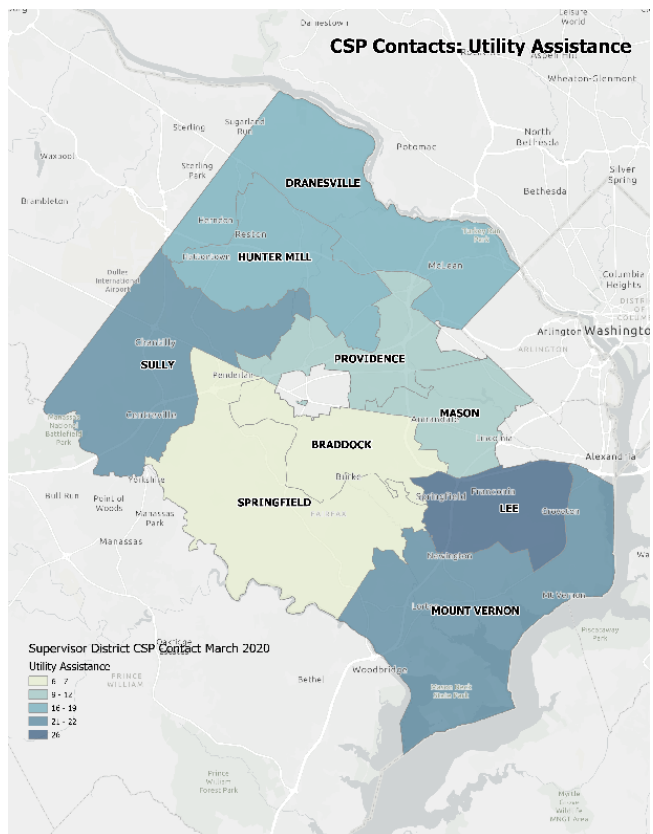
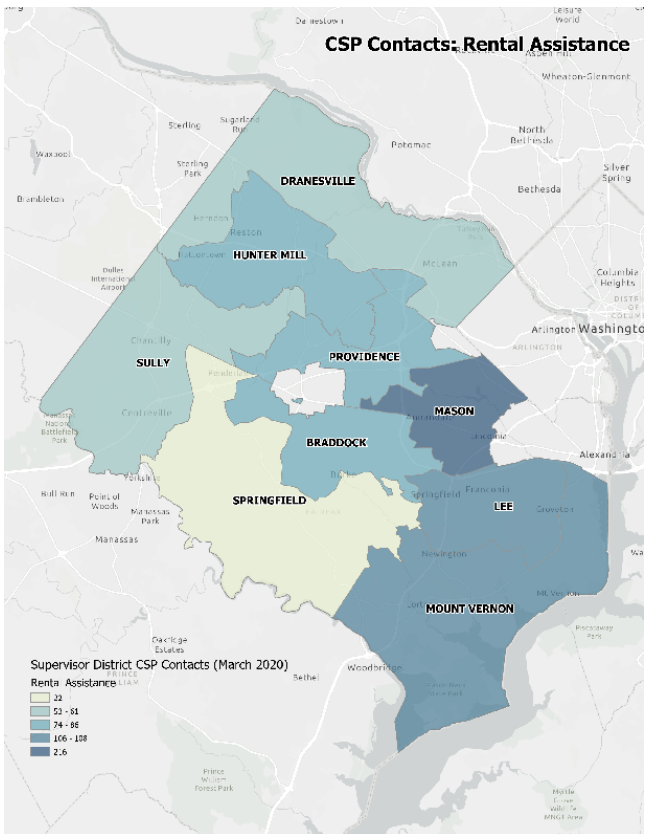
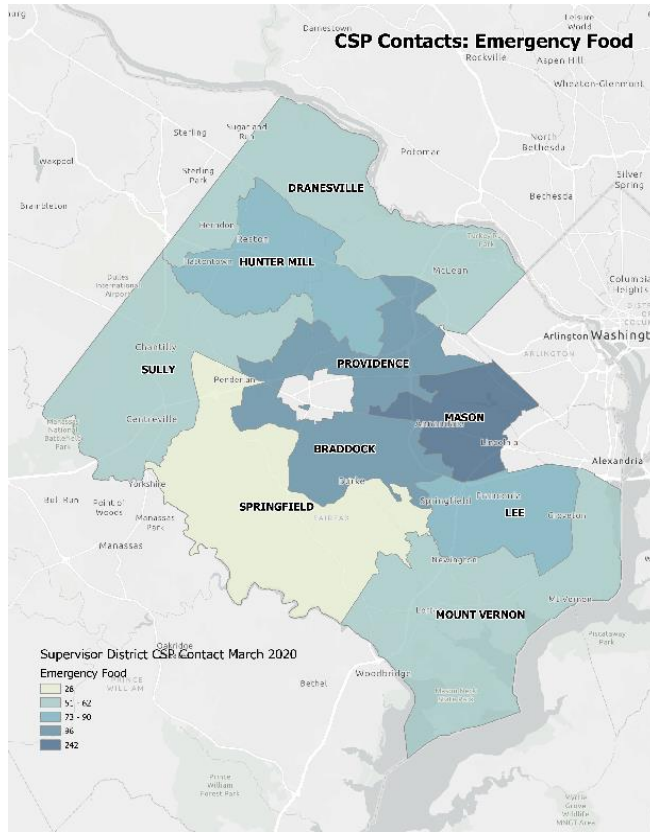
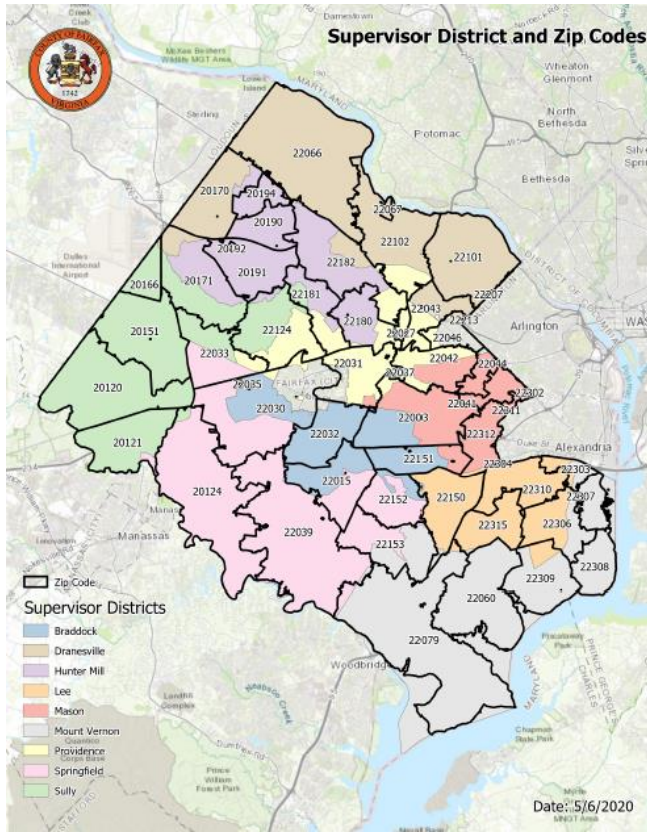
Basic Needs Supplemental Funding Program

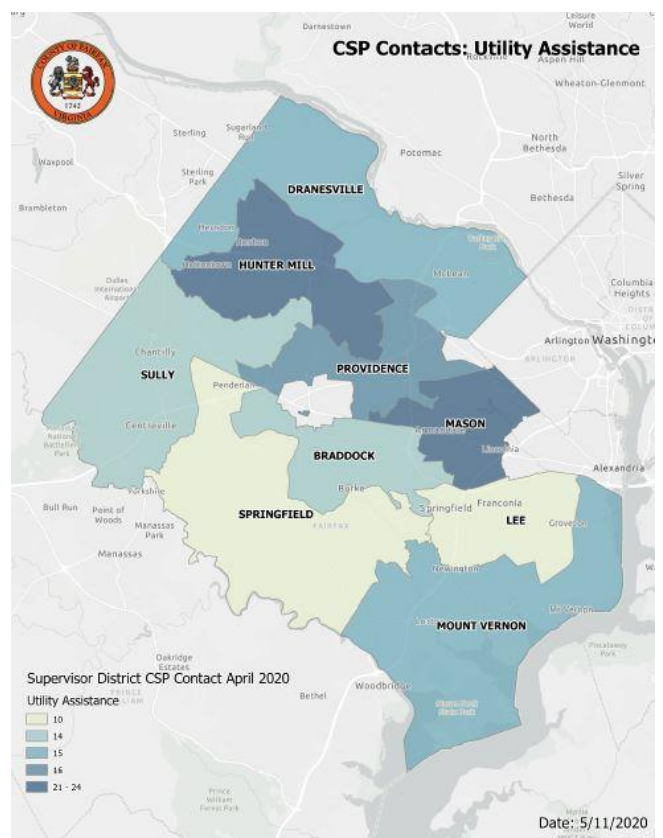
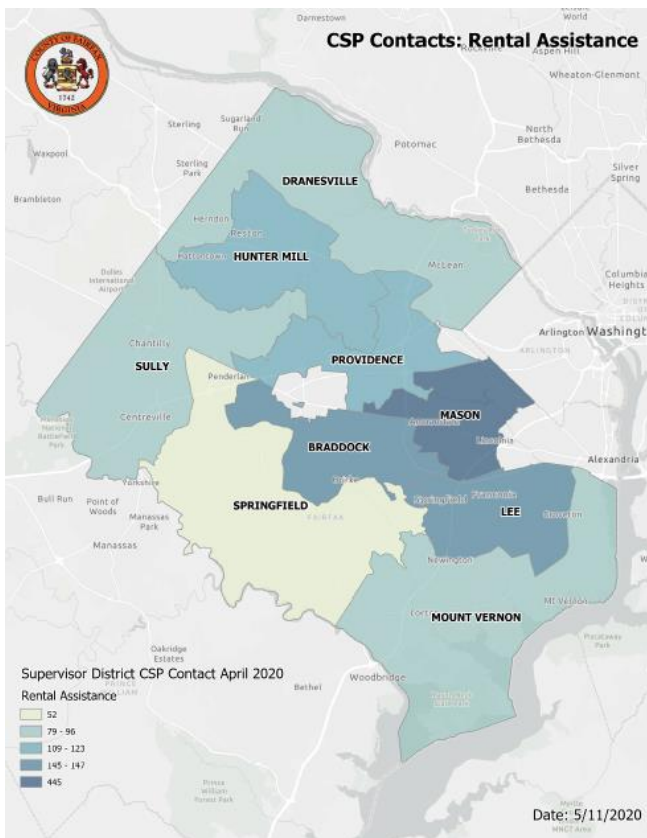
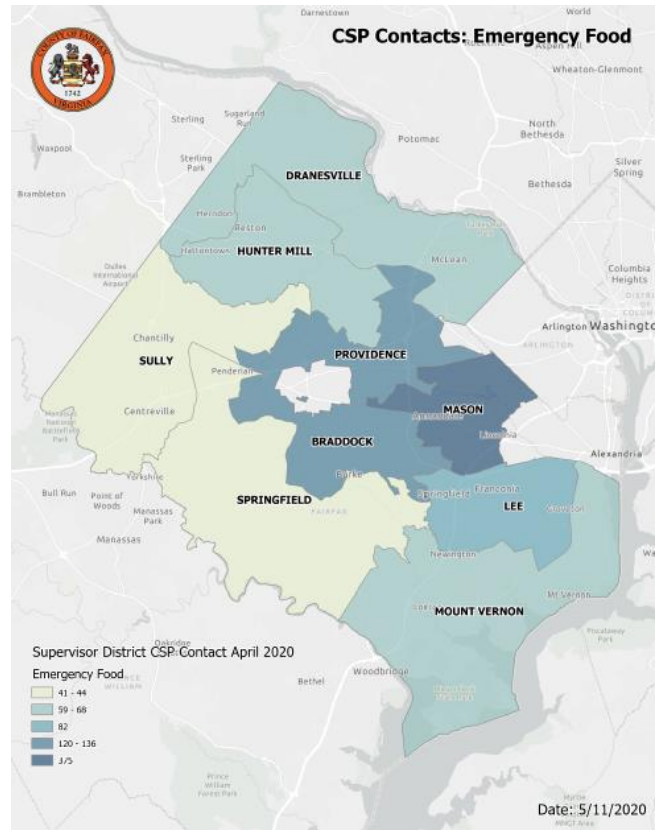
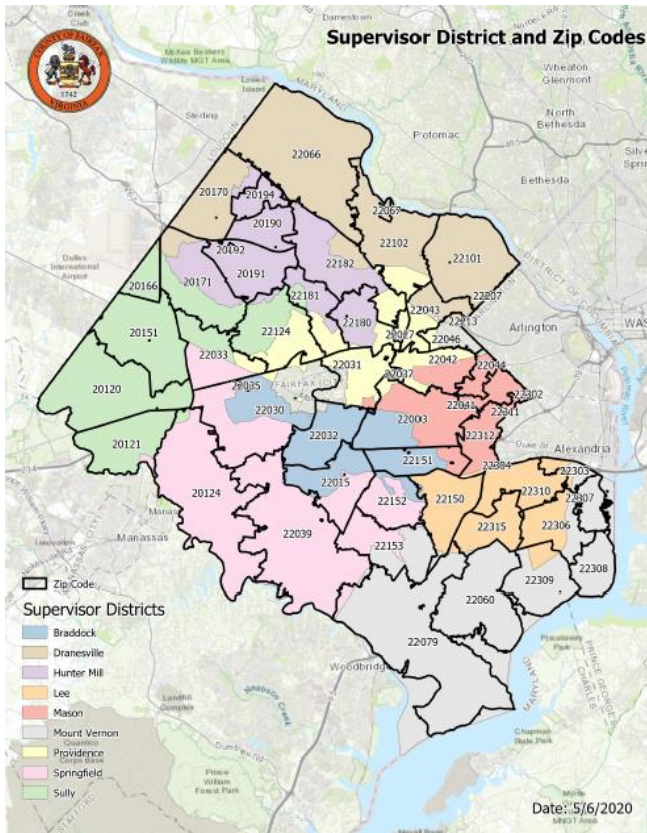
Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing and utility assistance and emergency food support began on May 26 and to date, **\$1,132,741.02** has been utilized. There have been 318 household served with housing assistance, 16 for utility assistance and 393 referrals for emergency food. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

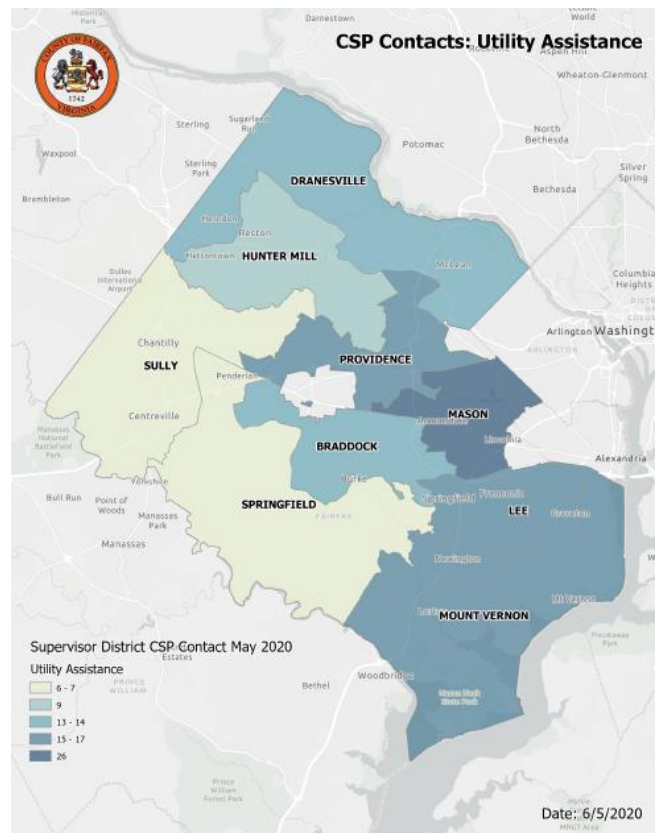
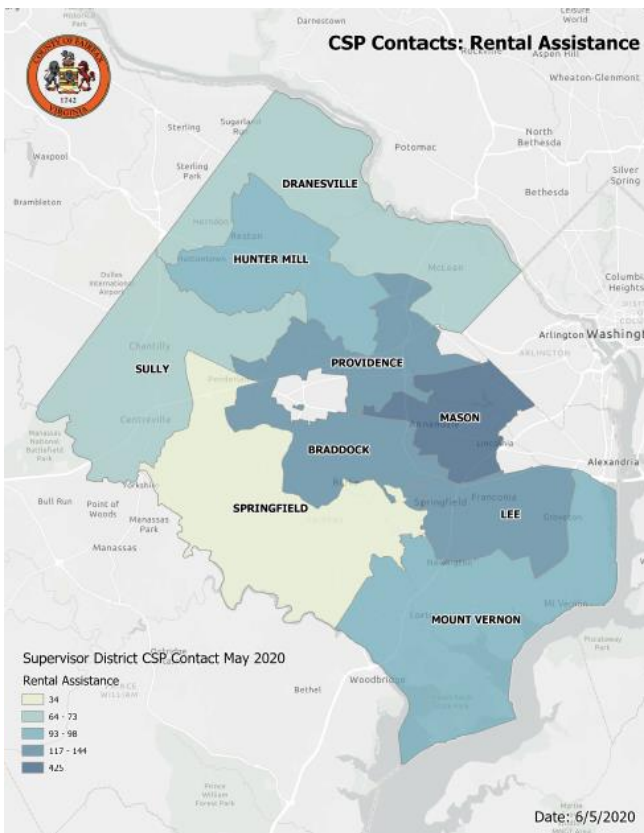
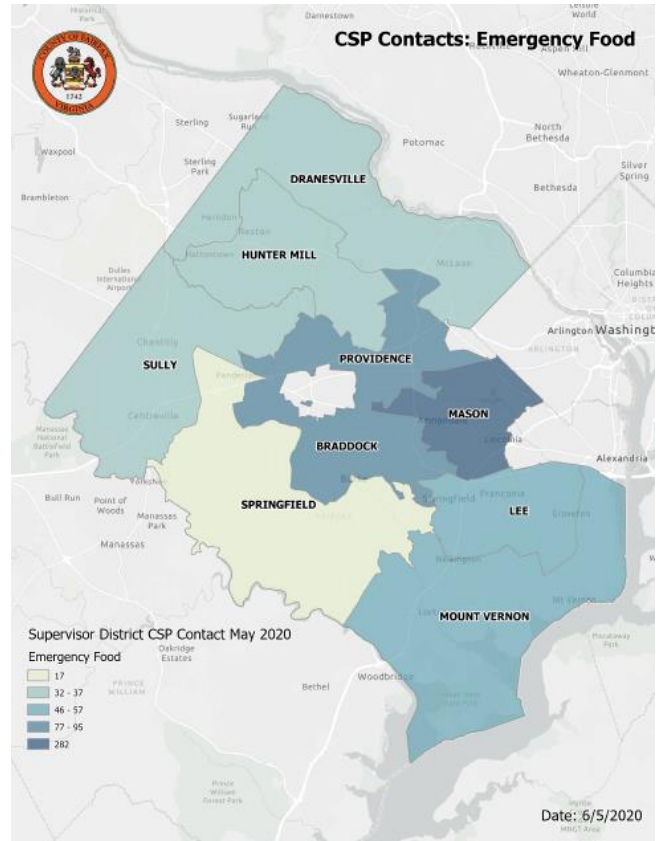
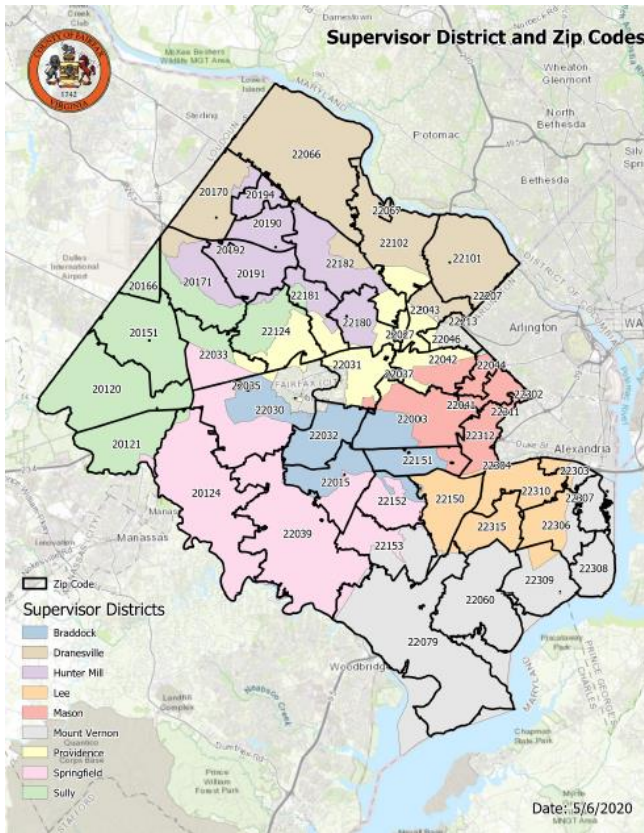
Child Care Services

The latest information on the Office for Children's efforts can be found in the [June 10, 2020 update](#).

- **Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)**









Community Based Organization Coordination Updates

June 10, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data elements. May 2020 information illustrating CSP call data, by zip code and magisterial district, can be found in the attachments below.

CSP DATA DASHBOARD

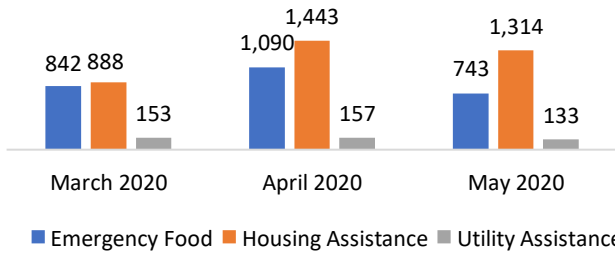
AVERAGE WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
6/1/20	5,379	+ 294%	+ 41%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and housing assistance.



Contacts for each type of basic needs service by Supervisor Districts are shown separately. Maps for March, April and May 2020 are included in Attachments B, C and D.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes the number of county residents who have never called or had a case open with CSP. As reference, the average number of new cases per month in FY 2019 was 244.

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April 2020	1,014	+ 316%
May 2020	897	+ 268%
TOTAL	2,395	

WEEKLY AVERAGE SPEED OF ANSWER

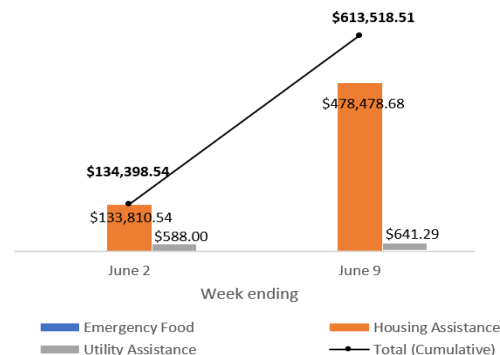
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Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
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4/26/2020	15:15	6:02
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
5/17/2020	13:53	3:51
5/24/2020	38:39	8:25
5/31/2020	33:51	7:23

CARES ACT FUNDING UTILIZED

Total CARES Act Supplemental Basic Needs funding utilized as of June 9, 2020: **\$ 613,518.51**

Number of Households Served as of June 9, 2020:
Housing (178); Utility (5).
Emergency Food* (273 referrals)



*CARES Act funds utilized for emergency food assistance will be reported starting July 1, 2020.

Community Provider Coordination Team (CPCT)

The CPCT is a county/community provider team created to help coordinate the vast network of community providers around operational awareness, with the primary goal of identifying and solving service delivery gaps. Five subcommittees have been created: food access, health access, financial assistance, transportation, and out of school time/youth programming. The CPCT is now focusing its efforts from recovery to response and will be starting planning on longer-term program and service adaptations due to COVID-19. This team will start to scale down its efforts and work to ensure the collaborations/successes because of this team are incorporated into existing community collaboratives where possible.

- CPCT lead – [Sarah Allen, NCS Deputy Director \(571-595-5440\)](#)

Community Provider Funding CARES Act

CBO Sustainability Funding Program

The County received 213 applications for the **Social Safety Net Nonprofit Sustainability Grant (NSG)**. The 132 applicants who are being awarded grants were notified on Wednesday, June 10, and staff will immediately begin working with them to ensure funds are transferred as quickly as possible. The status of another 22 applicants is pending; staff have begun to reach out to these applicants for additional information to make a final determination. The 59 applicants deemed not eligible for the grant – most commonly because they did not meet the definition of a social safety net provider – were notified on Tuesday, June 9, and have been encouraged to apply for the Fairfax RISE grant if eligible. The NSG program is designed to keep non-profits sustainable, not to support direct service delivery. Grants will be mostly used to retain staff, pay rent, and upgrade technology. Further detail, including the total dollar amount awarded and the size of the grants, will be included in next week's update.

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for housing and utility assistance and emergency food support began on May 26 and to date, **\$ 613,518.51**, has been utilized. A weekly update on CARES Act Basic Needs Supplemental Funding utilization will be provided within the new CSP Dashboard.

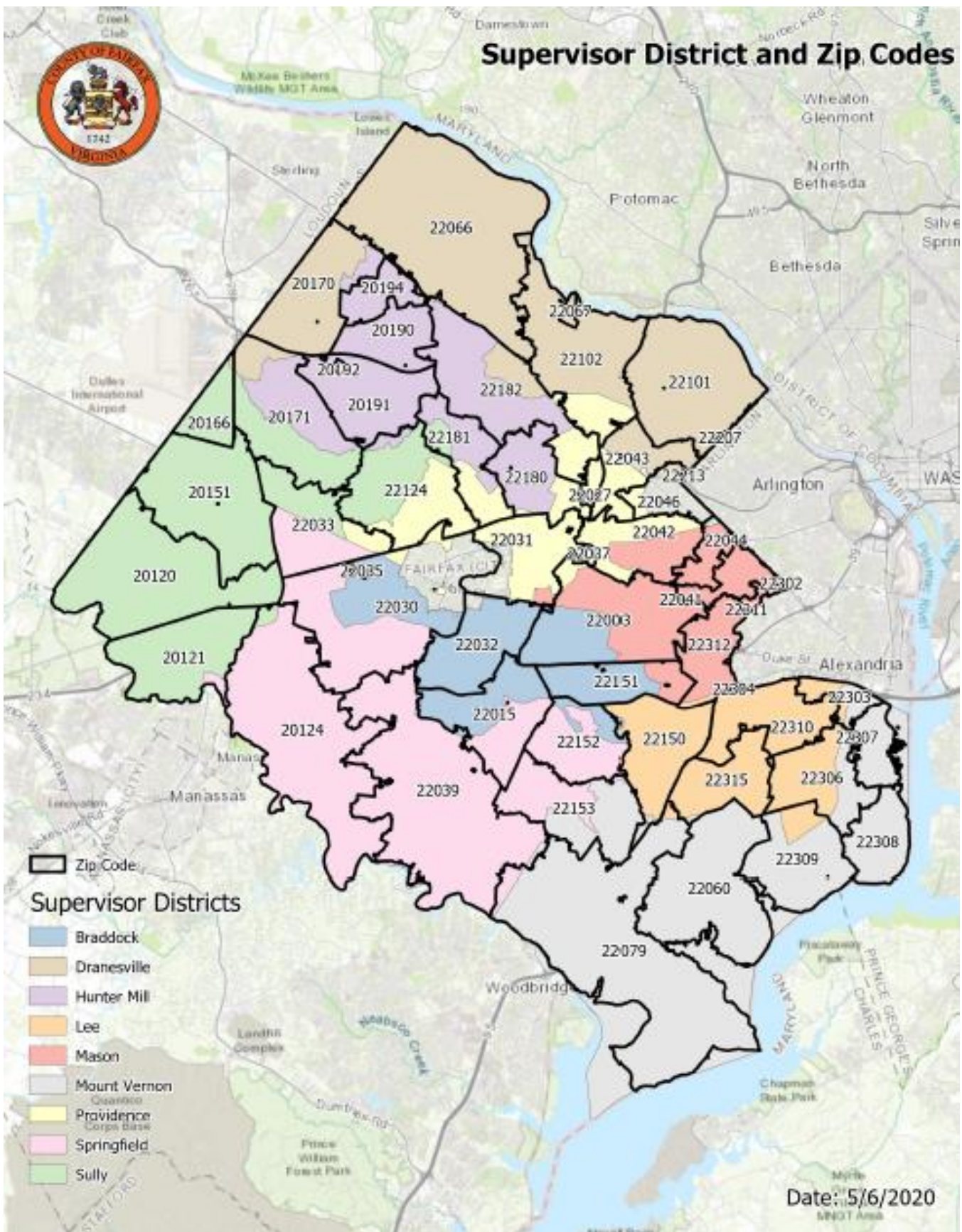
Child Care Services

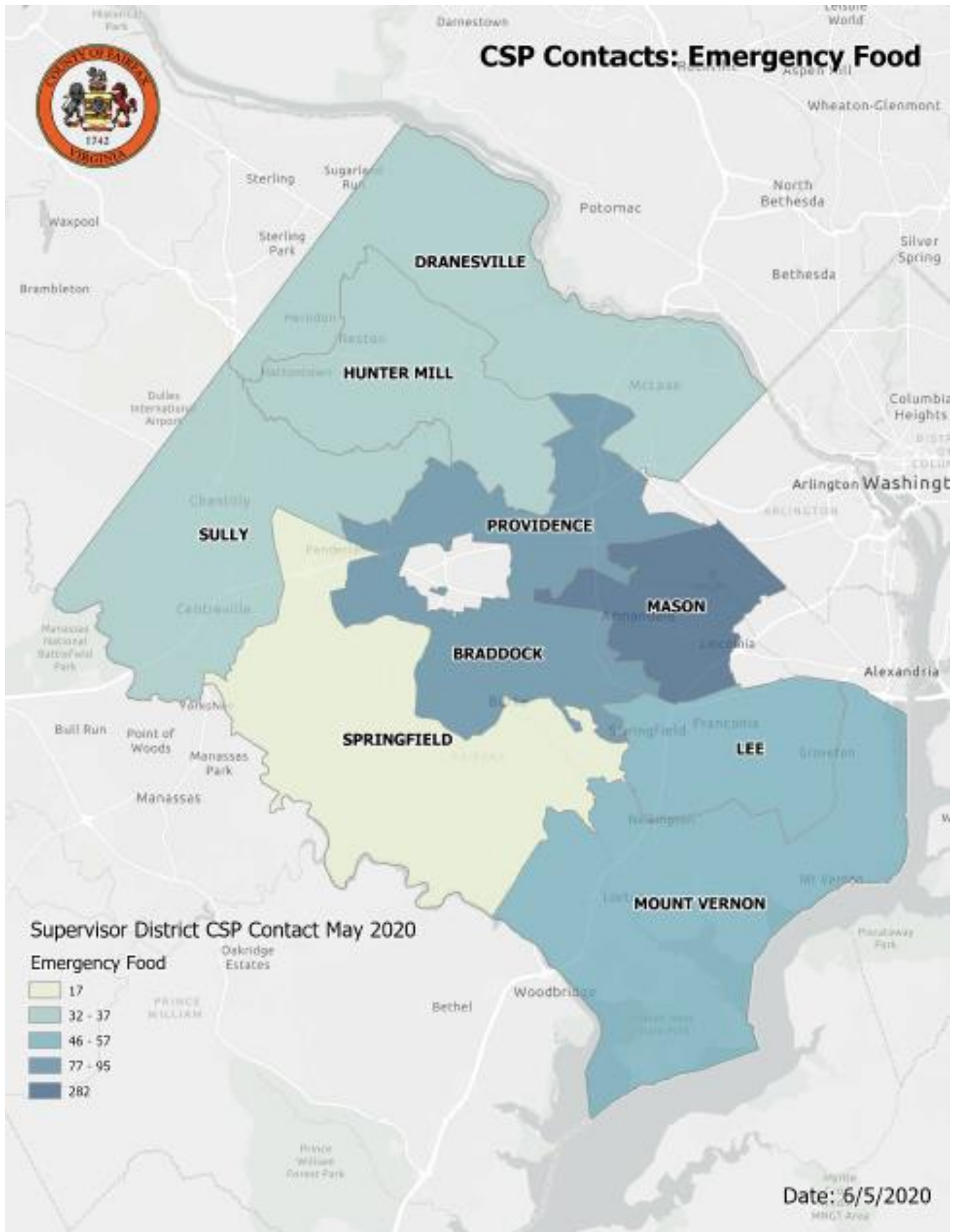
Communication was distributed to all child care programs in the county regarding the following updates:

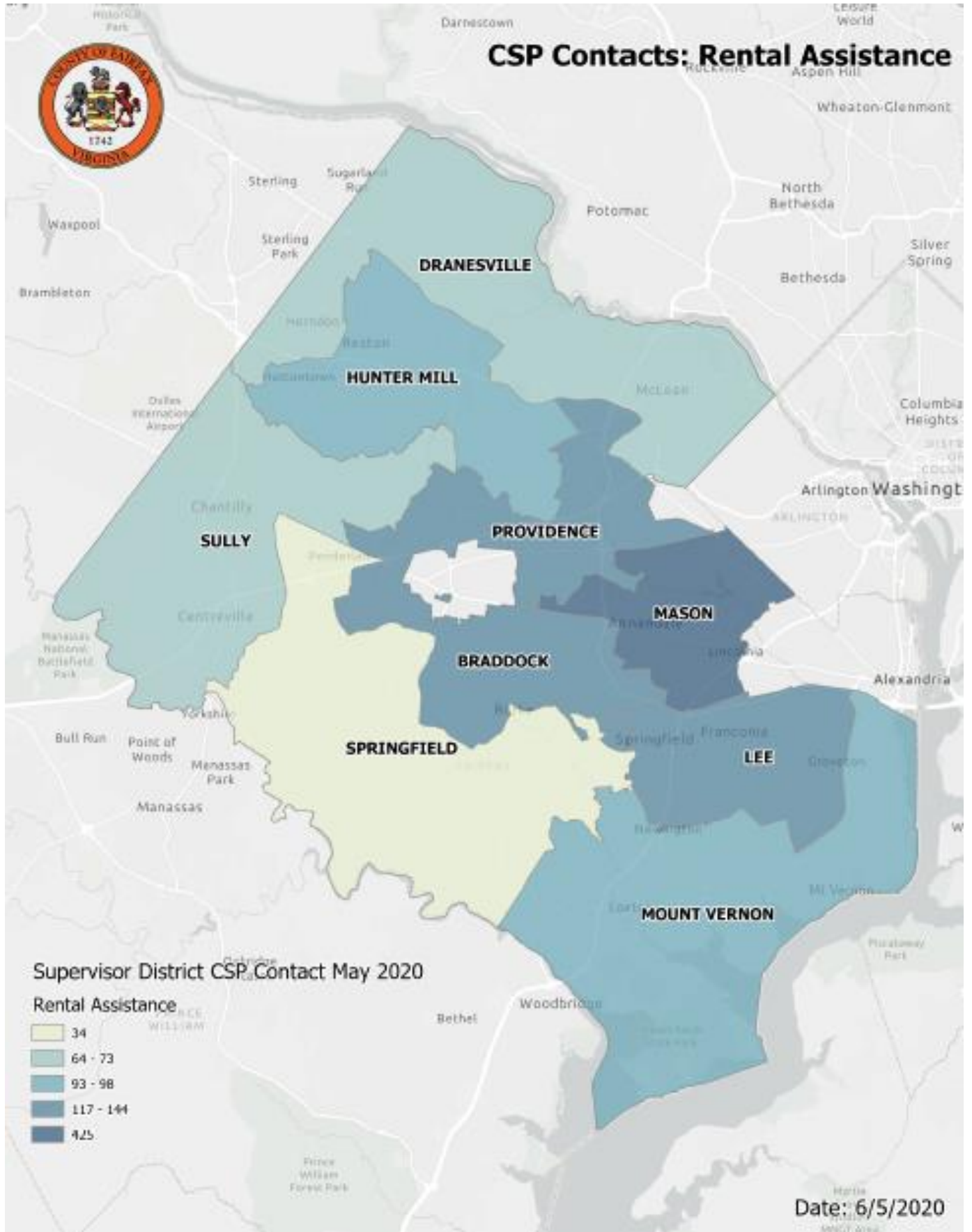
- Encouraging child care programs to complete the Office for Children survey to identify operating status of child care programs and supplies needed.
- Reminding child care programs about the [RISE grant](#), which is available for eligible centers and family child care providers. If family child care providers need assistance with the application, they may contact the Women's Business Center at info@cbponline.org.
- Noting changes to the [Paycheck Protection Program](#) that includes extending the amount of time borrowers have to use the loan and deadline to rehire laid off or furloughed workers.
- Highlighting a new section on the [OFC website](#) with resources for re-opening child care programs during the COVID-19 pandemic.

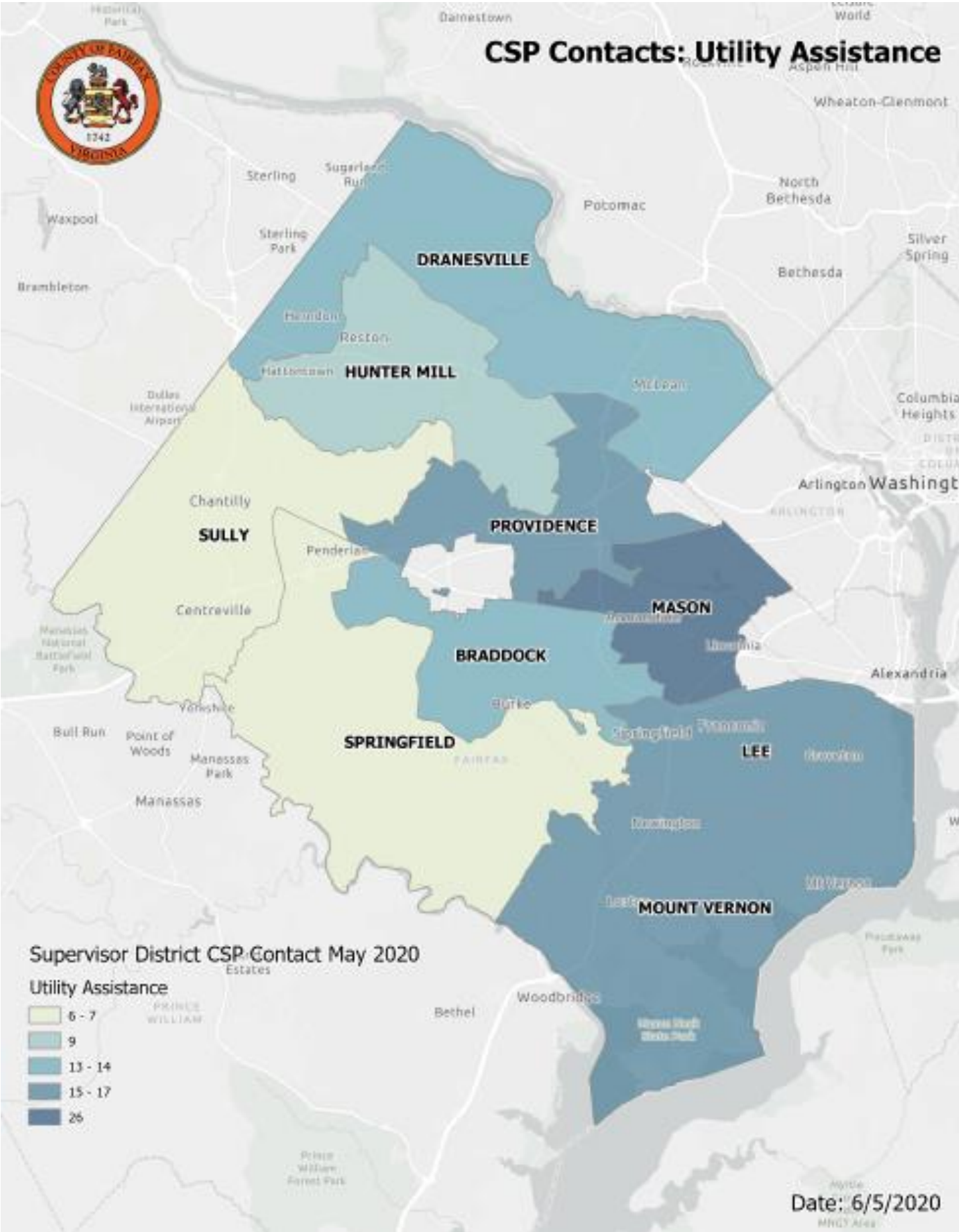
Additionally, Office for Children continues to provide individualized technical assistance to child care programs about re-opening child care program requirements.

- **Child care lead – [Anne-Marie Twohie, OFC Director](#) (703-501-3487)**









CSP Contact Topics by Zip Code				
Date Range: 5/1/2020 To: 5/31/2020				
Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
00000	7	24	2	33
20001	0	1	0	1
20003	0	1	0	1
20102	0	1	0	1
20120	7	15	2	24
20121	9	16	4	29
20151	10	18	0	28
20152	1	0	0	1
20164	1	2	0	3
20165	1	1	0	2
20170	18	49	10	77
20171	15	31	3	49
20172	0	1	0	1
20175	0	1	0	1
20177	0	1	0	1
20190	8	28	3	39
20191	9	24	0	33
20194	0	2	1	3
20737	0	1	0	1
20744	0	1	0	1
20906	1	1	0	2
20912	0	1	0	1
22003	119	187	7	313
22014	0	1	0	1
22015	6	9	5	20
22030	20	32	4	56
22031	26	26	6	58
22032	6	8	1	15
22033	3	13	1	17
22035	3	4	1	8
22039	1	1	0	2
22041	122	186	10	318
22042	68	82	9	159
22043	20	25	0	45
22044	42	59	5	106
22046	10	9	0	19
22051	1	0	0	1
22066	1	0	0	1
22072	1	0	0	1
22079	13	23	6	42
22102	8	17	7	32
22124	1	4	0	5
22150	23	59	6	88
22151	13	17	5	35
22152	7	14	1	22
22153	5	8	4	17
22180	12	22	4	38
22181	2	5	0	7
22182	4	5	1	10

CSP Contact Topics by Zip Code
Date Range: 5/1/2020 To: 5/31/2020

Zip Code	Emergency Food	Rental Assistance	Utility Assistance	Total
22191	3	6	0	9
22192	1	0	0	1
22193	0	2	0	2
22201	0	1	0	1
22202	1	0	0	1
22204	1	7	2	10
22206	1	1	0	2
22207	0	1	0	1
22302	2	7	0	9
22303	6	11	1	18
22304	3	8	2	13
22305	5	10	0	15
22306	25	76	7	108
22307	4	3	0	7
22308	1	0	0	1
22309	21	54	8	83
22310	4	6	0	10
22311	2	17	0	19
22312	34	58	4	96
22315	4	7	1	12
22402	1	0	0	1
22406	0	1	0	1
24333	0	1	0	1
93505	0	1	0	1
Grand Total	743	1,314	133	2,190



Community Based Organization Coordination Updates

June 3, 2020

Coordinated Services Planning: 703-222-0880

The public can continue to be directed to this number, most especially residents facing emergency needs for food, shelter, financial assistance, and healthcare. Assistance in multiple languages is available to access government and community-based resources. Below is the **CSP Data Dashboard**, which includes previously reported data as well as new CSP data elements.

CSP DATA DASHBOARD

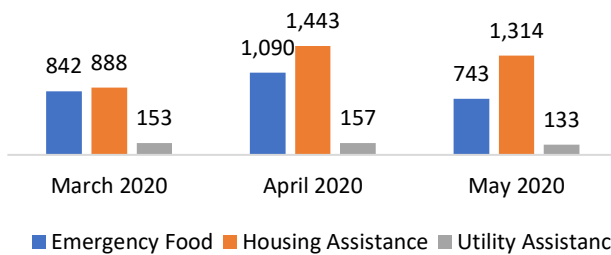
AVERAGE WEEKLY CALL VOLUME

The call volume and the percent change (increase/ decrease) from the previous week and previous year.

Week starting:	FY 2020 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
5/25/2020	3,826	+ 177%	+ 23%

MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

The monthly number of contacts for emergency food, utility, and rental assistance.



Contacts for each type of basic needs service by Supervisor Districts are shown separately. Maps for March and April 2020 are included in Attachments A and B. The map for May 2020 will be available June 10, 2020.

NUMBER OF FIRST-TIME CALLERS TO CSP

The number of first-time callers to CSP includes the number of county residents who have never called or had a case open with CSP.

Month	Number of New Cases (Number of First Time Callers)
March 2020	484
April 2020	1,014
May 2020	897
TOTAL	2,395

WEEKLY AVERAGE SPEED OF ANSWER

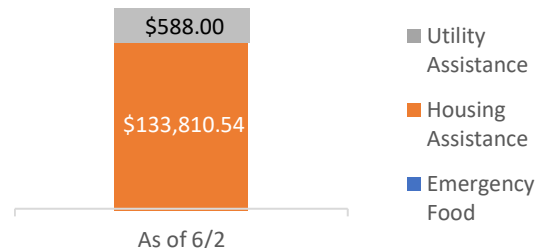
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
4/5/2020	19:04	5:20
4/12/2020	14:56	5:06
4/19/2020	14:10	2:55
4/26/2020	15:15	6:02
5/3/2020	13:23	5:10
5/10/2020	7:54	2:54
5/17/2020	13:53	3:51
5/24/2020	38:39	8:25

CARES ACT DOLLARS ALLOCATED FUNDING UTILIZED (TO-DATE)

Total CARES Act Supplemental Basic Needs funding as of **June 2, 2020**.

Total CARES Act funding allocated:
\$ 134,398.54
Households Served: Housing (42); Utilities (2);
Food Assistance*: 137 referrals



*Emergency food referrals will be reported on weekly. CARES Act funding for food assistance, dollars spent, will be reported out monthly. First report will be on July 1, 2020.

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- **CPCT lead – [Sarah Allen, NCS Deputy Director](#) 571-595-5440**

Community Provider Funding CARES Act

CBO Sustainability Funding Program

The CBO Sustainability Funding Program closed on May 22, 2020. Staff are reviewing the applications and awards will be made by next week. A full update will be provided next week.

Basic Needs Supplemental Funding Program

Nineteen CBOs have been awarded funds made available by the CARES Act funding. Referrals for rental and utility assistance and emergency food support began Tuesday, May 26 and \$134,398.54 has been utilized serving 42 households with housing assistance, 2 with utility assistance and 137 referrals for emergency food assistance. A weekly update on CARES Act Basic Need Supplemental Funding utilization will be provided every week within the new CSP Dashboard.

Child Care Services

The Office for Children continues to provide support to families and community child care programs.

On June 2, the Virginia Department of Social Services sent a letter to licensed child care programs regarding key changes to child care guidelines for Phase II, including changes to group size, which enable providers to serve more children responsibly, address the developmental needs of children, and protect children, families and staff.

- **Child care lead – [Anne-Marie Twohie, OFC Director](#) 703-501-3487**

CSP CONTACTS FOR BASICS NEEDS SERVICES - MARCH 2020

Attachment A

