Fairfax County Health and Human Services
COVID-19 Response Updates

General Updates
• As of January 2022, this report is produced monthly.
• Most government buildings can be accessed for in-person services. The community is still encouraged to take advantage of our assistance from a distance offered online or by phone. In situations where in-person interactions are necessary, appointments are encouraged.
• Updates for most county agencies can be found on our operating status webpage, which is updated regularly.
• The county has developed numerous COVID-19 geospatial resources, including interactive maps for food resources, healthcare, health safety net, lodging, stores offering special senior shopping hours, and organizations accepting donations.

Health Department

COVID-19 Data Dashboards: The Fairfax County Health Department’s COVID-19 Case Data Dashboard has been updated consistent with changes made to the Virginia Department of Health (VDH) dashboard. Additional information now is included to show the Community Level (currently at “Low” for Fairfax County) and to share the number of outbreaks occurring in our district. Some information also has been taken down including the distribution of disease by ZIP code and the racial and ethnic distribution of cases. Explanations for these changes appear on the Fairfax County website at https://fairfaxcountyemergency.wpcomstaging.com/2022/03/30/health-department-updates-covid-19-data-dashboard/.

Media Resources: The Emergency Blog features regular updates about pandemic response activities, including vaccination messages. Residents can access these blog posts by texting FFXCOVID (English) or FFXCOVIDESP (Spanish) to 888777. April blog posts included:

• Uptick in COVID-19 Cases Prompts Fairfax Health District to Urge Continued Vigilance (April 26)
• COVID-19 Vaccinations and Tests Remain Free for All Residents of Fairfax Health District (April 4)

A toolkit of resources to support vaccination has been updated to include additional resources for age 5-11 vaccine and new content on the video playlist for encouraging young adults to get vaccinated.

Quarantine and Isolation: VDH launched a new online tool to help calculate isolation and quarantine period and it is shared on the Fairfax County Health Department’s website. The tool outlines tailored isolation guidance for people who have tested positive, as well as quarantine guidelines for those who have been exposed.

Contact Tracing: In accordance with VDH guidance, the Health Department has transitioned to a more strategic approach, conducting outbreak investigations and targeted case investigations in high-risk settings serving vulnerable populations. The Health Department will prioritize their response efforts to COVID-19 clusters and outbreaks in long-term care facilities and other congregate settings, healthcare, and other high-risk settings.

The Health Department continues to encourage all residents to take personal responsibility for protecting themselves and others by staying away from others when sick, getting tested, taking action to isolate safely, if the test is positive, and notifying close contacts so they can monitor themselves for symptoms and follow established quarantine guidelines, based on their vaccination status. The Health Department will continue its community engagement efforts to increase public awareness and understanding about COVID-19 disease and use of mitigation strategies. Resources providing
guidance to residents if they should become infected with, or exposed to, the COVID-19 virus are available on the Health Department website or by calling the call center, Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511

Testing: There are multiple options for residents to test for COVID-19 infection, including pharmacies, urgent cares, and physician offices. Residents should call ahead or check online for appointments. A comprehensive list of testing options is available on the Health Department’s COVID-19 Testing page.

Federal funding covering COVID-19 testing for individuals who are uninsured ended in March and funding for vaccination of individuals who are uninsured ended in early April. Congress is considering a funding extension but has not yet acted. Testing and vaccination for individuals who are uninsured remains available at Health Department sites.

Free at-home COVID-19 tests are also available by ordering them online through a federal government website. In addition, individuals who purchase tests commercially (at a store or online) may also submit receipts for reimbursement through their private insurance plans.

Public Health Laboratory Testing: Residents who exhibit COVID-19-like symptoms and do not have access to testing options in the community may schedule an appointment for testing at a Fairfax County Health Department clinic location by calling the Health Department’s call center at 703-324-7404. Testing at the Health Department is reserved for people who are experiencing COVID-19 symptoms; those who do not have access to testing options available in the community; those identified as close contacts; and for those returning from international travel. Residents can contact the call center for guidance Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511. Health Department Nurse Practitioners are coordinating surveillance testing and regular symptomatic case testing in homeless shelters to support case isolation and contact tracing in those facilities.

Vaccine: Fairfax County residents ages five and older are eligible to receive the COVID-19 vaccine and there is enough vaccine for everyone who wants to be vaccinated. Residents can find more information and schedule an appointment at Vaccines.gov - Find COVID-19 vaccine locations near you and on the Fairfax County Health Department website. The COVID-19 vaccine continues to be available at locations throughout the Fairfax Health District, including private healthcare providers, pharmacies, grocery stores, and urgent cares. For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404.

Health Department Vaccine Centers: Walk-in service is available at the Fairfax County Government Center and the Hyland South County Government Center (Mt. Vernon District Office) vaccine clinics. Appointments are encouraged but walk-ins are also welcome. Hours are:

- Monday, Thursday: noon – 5:30 p.m.
- Tuesday, Wednesday, Friday: 9:30 a.m. – 3:30 p.m.
- Saturday: 9:30 a.m. – 3:30 p.m. (Government Center only)

Please note: A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment. Additional pop-up clinic locations in community centers, ethnic grocery stores, and house of worship can be found on the Health Department’s Vaccine website.

Vaccination for Children Ages 5-11: The Pfizer COVID-19 vaccine is approved for children ages 5–11 years old. Parents wishing to schedule a vaccine appointment for their child should search for “Pfizer pediatric vaccine” appointments on Vaccines.gov. For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404. Sites delivering the vaccine include pediatrics and family medicine practices, pharmacies, the Fairfax County Government Center, and the clinic at the Hyland South County Government Center (Mt. Vernon District Office).

In addition, the Health Department has been collaborating with schools and community partners to provide targeted
vaccine equity pop-up clinics. In February and March, Fairfax County Public Schools (FCPS) implemented school-located clinics during school hours with parents providing permission for children to be vaccinated “in loco parentis.” Forty clinics were held at 20 schools that had lower vaccination rates in their catchment population. Several additional school-based clinics currently are being planned with vaccinations provided by the Health Department’s Field Vaccination Team.

**Vaccine Boosters:** Individuals ages 12 and older are eligible and encouraged to receive a booster dose. The Health Department website contains details about booster recommendations.

In March, CDC updated its recommendations for COVID-19 boosters to recommend a second booster dose of an mRNA vaccine for specific populations at least 4 months after receipt of the initial booster dose. Populations eligible for the second booster include:

- Persons 50 years old and older
- Persons 18-49 years old who were vaccinated with the Johnson & Johnson vaccine
- Persons 12 years old and older who are moderately or severely immunocompromised

Full recommendations are available at [https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html](https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html). Health Department clinics at the Fairfax County Government Center, and the clinic at the Hyland South County Government Center (Mt. Vernon District Office) both are providing first and second booster doses.

**Vaccination of Residents Experiencing Homelessness:** The Homeless program Nurse Practitioners (NPs) continue to provide vaccines in each region at the drop-in centers and shelters. In April, the NPs provided 13 vaccines to individuals experiencing homelessness. The NPs will continue to outreach to the family shelters about the COVID-19 vaccine for those ages 12 and older and will serve as a resource for those between the ages of 5-11 by providing information on school vaccine clinics, Health Department clinics, and pharmacy clinics.

**Vaccine Education and Events:** Businesses and community event organizers can request to host a vaccination team to provide COVID-19 vaccines or education/outreach services so that people can learn more about the vaccines. Requests will be reviewed and matched with an outreach or nursing team from the Fairfax County Health Department. Every attempt will be made to support events with the best resources for an audience on the date and time of submitted requests. However, because many events take place around the health district every day, submitting a form is not a guarantee that a team is available for an event. The Health Department will fulfill as many requests as possible and will prioritize events with an equity lens.

**Food Establishment Vaccine Outreach Team:** This team of Community Health Workers contacts food establishments to facilitate and motivate individuals to receive COVID-19 vaccines. Workers visit food establishments to speak with employees about vaccine decision making, register employees for nearby vaccine appointments, and set up on-site vaccine clinics. This outreach team also has begun similar work with child care providers around the county.

**Navigation:** The Health Department’s High Risk Communities Task Force continues its efforts to enhance vaccine navigation in communities with lower vaccination rates, in coordination with routine community-based organization outreach services. The navigation program has MOUs to partner with 7 non-profits including Medical Care for Children’s Partnership, Second Story, Edu Futuro, Western Fairfax Christian Ministries, Cornerstones, United Community, and Lorton Community Action Center to support on-site vaccine navigation and outreach during client service hours. Navigators also are in the community and reaching out to residents at existing events and working collaboratively with the Health Department’s outreach team and partners within the Department of Neighborhood and Community Services at food distribution events, Vaccine Equity Clinics, FCPs elementary school pediatric vaccine clinics, and health fairs. The team uses motivational interviewing to provide unbiased information in a non-judgmental conversation to help residents resolve any ambivalent feelings about the COVID-19 vaccine. Navigators also promote other types of immunization, as appropriate. Navigators are also prepared to help connect residents to testing information. To date, navigators have had conversations with more than 37,904 county residents and over half of those who were not already vaccinated were scheduled for an appointment or directed to a clinic for immediate vaccination.
**Vaccine Equity Clinics:** The Health Department’s High Risk Communities Task Force continues to implement vaccination clinics in collaboration with the Health Department’s Field Vaccination Team with a focus during April on school communities that have lower vaccination rates and where a combination of outreach and locating a vaccination clinic at a site more convenient to the community can increase vaccinations. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, and other locations with outreach being conducted by the Health Department, NCS, and other trusted community partners. For additional details, pop-up vaccine clinics can be viewed on the Vaccine website. Comprehensive monthly vaccine equity reports are available on the One Fairfax website.

**Transportation:** Multiple HHS agencies created the Vaccine Transportation Program. Residents may call the Vaccine Call Center at 703-324-7404 and once eligibility is confirmed, they will contact Human Services Transportation for transportation. The county is providing free taxi rides to anyone with a vaccine appointment who does not have access to transportation. To date, 420 rides have been provided, and the majority are for people ages 65+. Residents are accessing other transportation services such as NV Rides and multiple Shepherd Centers. Other county agencies working with residents who need transportation to their vaccine appointment have been provided with taxi resources. As a reminder, there are many community partners who provide transportation assistance to older adults; information and program details can be found here.

**Health Safety Net Providers**

COVID-19 testing, and comprehensive health care services are available at the Federally Qualified Health Centers (Neighborhood Health and HealthWorks) and other community clinics. The Directory of Health Safety Net Providers lists all the community health safety net providers, along with their current operating status and hours. This site is updated regularly to reflect changes.

**Community Food Distribution**

**School Meals:** All FCPS students are eligible for free meals at school this year. Meals kits are distributed to students attending virtually and community members at various locations every Wednesday from 8:30 - 10 a.m.

**Community Food Distribution:** The community food distribution map is available here. A Spanish version of the community food distribution map is also available here. New food resources are added frequently.

**Department of Neighborhood and Community Services**

**Coordinated Services Planning (CSP):** CSP continues to address community basic needs through the coordination of different services and funding resources. Call volume averaged 2,774 calls per week in April and average speed on answer remained under 10 minutes on both the English and Spanish lines. CSP leadership continues to monitor call volume and balance staff’s proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

NCS, HCD and community providers are partnering, and in some cases contracting, to ensure that application completion rates for tenants and landlords improve. Additionally, continued outreach is occurring at the Vaccine Equity Clinics, Health Fairs, and other community events so that participants are informed of the basic needs assistance available.

*The CSP Data Dashboard is on pages 5-6.*

**Basic Needs Support Funding:** Basic needs expenditures for April totaled $6,092,616. The Emergency Rental Assistance I (ERAI) served 3,402 households for housing assistance and 308 households for utility assistance, totaling $32,884,546 of ERAI funding disbursed since June 2021. The ERAII program has served 1,820 households for housing assistance and 117 households for utility assistance, totaling $17,154,463 since February 2022.
**CSP DATA DASHBOARD**

**WEEKLY CALL VOLUME**
The call volume and the percent change from the previous week and previous year.

<table>
<thead>
<tr>
<th>Week starting:</th>
<th>FY 2022 Weekly Call Volume</th>
<th>% Change from Previous Year</th>
<th>% Change from Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/3/22</td>
<td>3,010</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>4/10/22</td>
<td>2,607</td>
<td>17%</td>
<td>-13%</td>
</tr>
<tr>
<td>4/17/22</td>
<td>2,696</td>
<td>21%</td>
<td>3%</td>
</tr>
<tr>
<td>4/24/22</td>
<td>2,782</td>
<td>24%</td>
<td>3%</td>
</tr>
</tbody>
</table>

**WEEKLY AVERAGE SPEED OF ANSWER**
The weekly average speed of answer for the Spanish and English lines.

<table>
<thead>
<tr>
<th>Average Speed of Answer (Minutes: Seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week starting:</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>4/3/22</td>
</tr>
<tr>
<td>4/10/22</td>
</tr>
<tr>
<td>4/17/22</td>
</tr>
<tr>
<td>4/24/22</td>
</tr>
</tbody>
</table>

**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.

**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.

<table>
<thead>
<tr>
<th>Month</th>
<th># of New Cases of 1st callers</th>
<th>% Change from FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2021</td>
<td>744</td>
<td>+205%</td>
</tr>
<tr>
<td>November 2021</td>
<td>421</td>
<td>+73%</td>
</tr>
<tr>
<td>December 2021</td>
<td>507</td>
<td>+108%</td>
</tr>
<tr>
<td>January 2022</td>
<td>452</td>
<td>+85%</td>
</tr>
<tr>
<td>February 2022</td>
<td>489</td>
<td>+100%</td>
</tr>
<tr>
<td>March 2022</td>
<td>486</td>
<td>+99%</td>
</tr>
<tr>
<td>April 2022</td>
<td>445</td>
<td>+82%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3,544</td>
<td></td>
</tr>
</tbody>
</table>

**BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING**
Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): $6,092,616.21

- ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,402), Utility (308) Total Disbursed ($32,884,546.68)
- ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (1,820), Utility (117) Total Disbursed ($17,154,463.19)

$1,579,321

Funding Source
- Amount Utilized
- Amount Utilized This Reporting Period
- Remaining Allocation

<table>
<thead>
<tr>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARES • Supplemental Basic Needs</td>
</tr>
<tr>
<td>CARES 2.0 Gap Funds</td>
</tr>
<tr>
<td>CDBG-CV</td>
</tr>
<tr>
<td>Emergency Rental Assistance I (ERA I)</td>
</tr>
<tr>
<td>Emergency Rental Assistance II (ERA II)</td>
</tr>
<tr>
<td>Other County / CBO Funds (2022)</td>
</tr>
</tbody>
</table>

$922,064

$17,946,504

$4,992,938

$12,161,525

$177,613

$949,797.67

$1,579,321
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) were reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

**An additional $300,000 has been added to total CARES to ensure support as program nears conclusion.**
General Updates

- As of January 2022, this report is produced monthly.
- Most government buildings can be accessed for in-person services. The community is still encouraged to take advantage of our assistance from a distance offered online or by phone. In situations where in-person interactions are necessary, appointments are encouraged.
- Updates for most county agencies can be found on our operating status webpage, which is updated regularly.
- The county has developed numerous COVID-19 geospatial resources, including interactive maps for food resources, healthcare, health safety net, lodging, stores offering special senior shopping hours, and organizations accepting donations.

Health Department

COVID-19 Data Dashboards: The Fairfax County Health Department’s COVID-19 Case Data Dashboard has been updated consistent with changes made to the Virginia Department of Health (VDH) dashboard. Additional information now is included to show the Community Level (currently at “Low” for Fairfax County) and to share the number of outbreaks occurring in our district. Some information also has been taken down including the distribution of disease by ZIP code and the racial and ethnic distribution of cases. Explanations for these changes appear on the Fairfax County website at https://fairfaxcountyemergency.wpcomstaging.com/2022/03/30/health-department-updates-covid-19-data-dashboard/.

On February 25, the CDC released updated guidance defining COVID-19 Community Levels based on three metrics:

- New COVID-19 cases in past 7-days per 100,000 population,
- New COVID-19 hospital admissions per 100,000 population (7-day total), and
- Percent of staffed inpatient beds occupied by COVID-19 patients (7-day average).

This replaces the prior Community Transmission Levels, which had been based on case rate and percent PCR test positivity. Based on these new metrics, the level of COVID-19 in Northern Virginia is “low.” For jurisdictions at a low community level, the CDC does not recommend universal masking or distancing requirements other than in higher risk settings, such as in health care or congregate living facilities. However, regardless of COVID-19 Community Level, people may choose to utilize masking and distancing for personal risk mitigation. The CDC does recommend that individuals at high risk of complications from COVID-19 consider taking additional precautions and that communities continue to facilitate access to vaccination and testing.

Media Resources: The Emergency Blog features regular updates about pandemic response activities, including vaccination messages. Residents can access these blog posts by texting FFXCOVID (English) or FFXCOVIDESP (Spanish) to 888777. A toolkit of resources to support vaccination has been updated to include additional resources for age 5-11 vaccine and new content on the video playlist for encouraging young adults to get vaccinated.

The age 5-11 Vaccine and Teen Booster Toolkit page – includes videos and downloadable materials curated for sharing with parents. It includes six new pediatrician testimonials, one in Spanish. These resources can be shared in WhatsApp and other social media groups. The toolkit also includes vaccine stories pertinent to teens and parents. A video playlist encourages young adults to get vaccinated.

Quarantine and Isolation: VDH launched a new online tool to help calculate isolation and quarantine period and it is
shared on the Fairfax County Health Department’s website. The tool outlines tailored isolation guidance for people who have tested positive, as well as quarantine guidelines for those who have been exposed.

On April 1, the Health Department hosted a virtual meeting for childcare directors/administrators to discuss the recent changes to the guidance on case and contact investigations as well as isolation and quarantine in child care settings. Included was guidance on using the test to stay approach where unvaccinated exposed individuals who can consistently wear a mask could be tested daily during a five-day period following exposure and, if negative and asymptomatic, could remain in care rather than needing to quarantine.

**Contact Tracing:** In accordance with VDH guidance, the Health Department has transitioned to a more strategic approach, conducting outbreak investigations and targeted case investigations in high-risk settings serving vulnerable populations. The Health Department will prioritize their response efforts to COVID-19 clusters and outbreaks in long-term care facilities and other congregate settings, healthcare, and other high-risk settings.

The Health Department continues to encourage all residents to take personal responsibility for protecting themselves and others by staying away from others when sick, getting tested, taking action to isolate safely, if the test is positive, and notifying close contacts so they can monitor themselves for symptoms and follow established quarantine guidelines, based on their vaccination status. The Health Department will continue its community engagement efforts to increase public awareness and understanding about COVID-19 disease and use of mitigation strategies. Resources providing guidance to residents if they should become infected with, or exposed to, the COVID-19 virus are available on the Health Department website or by calling the call center, Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511

**Testing:** There are multiple options for residents to test for COVID-19 infection, including pharmacies, urgent cares, and physician offices. Residents should call ahead or check online for appointments. A comprehensive list of testing options is available on the Health Department’s [COVID-19 Testing](https://www.fairfaxhealth.gov/Resources/) page.

Federal funding covering COVID-19 testing for individuals who are uninsured ended in March and funding for vaccination of individuals who are uninsured ended in early April. Congress is considering a funding extension but has not yet acted. Testing and vaccination for individuals who are uninsured remains available at Health Department sites.

Free at-home COVID-19 tests are also available by ordering them online through a [federal government website](https://www.federal.gov). The federal government announced that starting the week of March 7, every home in the U.S. will be able to order an additional set of four tests. In addition, individuals who purchase tests commercially (at a store or online) may also submit receipts for reimbursement through their private insurance plans.

**Public Health Laboratory Testing:** Residents who exhibit COVID-19-like symptoms and do not have access to testing in the community may schedule an appointment for testing at a Fairfax County Health Department clinic location by calling the Health Department’s call center at 703-324-7404. Testing at the Health Department is reserved for people who are experiencing COVID-19 symptoms; those who do not have access to testing options available in the community; those identified as close contacts; and for those returning from international travel. Residents can contact the call center for guidance Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511. Health Department Nurse Practitioners are coordinating surveillance testing and regular symptomatic case testing in homeless shelters to support case isolation and contact tracing in those facilities.

**Vaccine:** Fairfax County residents ages five and older are eligible to receive the COVID-19 vaccine and there is enough vaccine for everyone who wants to be vaccinated. Residents can find more information and schedule an appointment at [Vaccines.gov - Find COVID-19 vaccine locations near you](https://www.vaccines.gov) and on the [Fairfax County Health Department website](https://www.fairfaxhealth.gov). The COVID-19 vaccine continues to be available at locations throughout the Fairfax Health District, including private healthcare providers, pharmacies, grocery stores, and urgent cares. For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404.
**Health Department Vaccine Centers:** Walk-in service is available at the Fairfax County Government Center and the Hyland South County Government Center (Mt. Vernon District Office) vaccine clinics. Appointments are encouraged but walk-ins are also welcome. Hours are:

- Monday, Thursday: noon – 5:30 p.m.
- Tuesday, Wednesday, Friday: 9:30 a.m. – 3:30 p.m.
- Saturday: 9:30 a.m. – 3:30 p.m. (Government Center only)

Please note: A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment.

Additional pop-up clinic locations in community centers, ethnic grocery stores, and house of worship can be found on the Health Department’s [Vaccine website](#). The FCPS and community-based vaccine equity clinics offer walk-in vaccine appointments.

**Vaccination for Children Ages 5-11:** The Pfizer COVID-19 vaccine is approved for children ages 5–11 years old. Parents wishing to schedule a vaccine appointment for their child should search for “Pfizer pediatric vaccine” appointments on [Vaccines.gov](#). For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404. Sites delivering the vaccine include pediatrics and family medicine practices, pharmacies, the Fairfax County Government Center, and the clinic at the Hyland South County Government Center (Mt. Vernon District Office).

In addition, the Health Department has been collaborating with schools and community partners to provide targeted vaccine equity pop-up clinics. In February and March, Fairfax County Public Schools (FCPS) implemented school-located clinics during school hours with parents providing permission for children to be vaccinated “in loco parentis.” Forty clinics were held at 20 schools that had lower vaccination rates in their catchment population. Several additional school-based clinics currently are being planned with vaccinations provided by the Health Department’s Field Vaccination Team.

**Vaccine Boosters:** Individuals ages 12 and older are eligible and encouraged to receive a booster dose. The Health Department website contains [details about booster recommendations](#).

In March, CDC updated its recommendations for COVID-19 boosters to recommend a second booster dose of an mRNA vaccine for specific populations at least 4 months after receipt of the initial booster dose. Populations eligible for the second booster include:

- Persons 50 years old and older
- Persons 18-49 years old who were vaccinated with the Johnson & Johnson vaccine
- Persons 12 years old and older who are moderately or severely immunocompromised

Full recommendations are available at [https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html](https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html). Health Department clinics at the Fairfax County Government Center, and the clinic at the Hyland South County Government Center (Mt. Vernon District Office) both are providing first and second booster doses.

**Vaccination of Residents Experiencing Homelessness:** The Homeless program Nurse Practitioners (NPs) continue to provide vaccines in each region at the drop-in centers and shelters. The NPs will continue to outreach to the family shelters about the COVID-19 vaccine for those ages 12 and older and will serve as a resource for those between the ages of 5-11 by providing information on school vaccine clinics, Health Department clinics, and pharmacy clinics.

**Vaccine Education and Events:** Businesses and community event organizers can [request](#) to host a vaccination team to provide COVID-19 vaccines or education/outreach services so that people can learn more about the vaccines. Requests will be reviewed and matched with an outreach or nursing team from the Fairfax County Health Department. Every attempt will be made to support events with the best resources for an audience on the date and time of submitted requests. However, because many events take place around the health district...
every day, submitting a form is not a guarantee that a team is available for an event. The Health Department will fulfill as many requests as possible and will prioritize events with an equity lens.

**Food Establishment Vaccine Outreach Team:** This team of Community Health Workers contacts food establishments to facilitate and motivate individuals to receive COVID-19 vaccines. Workers visit food establishments to speak with employees about vaccine decision making, register employees for nearby vaccine appointments, and set up on-site vaccine clinics. This outreach team also has begun similar work with child care providers around the county.

**Navigation:** The Health Department’s High Risk Communities Task Force continues its efforts to enhance vaccine navigation in communities with lower vaccination rates, in coordination with routine community-based organization outreach services. The navigation program has MOUs to partner with 7 non-profits including Medical Care for Children’s Partnership, Second Story, Edu Futuro, Western Fairfax Christian Ministries, Cornerstones, United Community, and Lorton Community Action Center to support on-site vaccine navigation and outreach during client service hours. Navigators also are in the community and reaching out to residents at existing events and working collaboratively with the Health Department’s outreach team and partners within the Department of Neighborhood and Community Services at food distribution events, Vaccine Equity Clinics, FCPS elementary school pediatric vaccine clinics, and health fairs. The team uses motivational interviewing to provide unbiased information in a non-judgmental conversation to help residents resolve any ambivalent feelings about the COVID-19 vaccine. Navigators also promote other types of immunization, as appropriate. Navigators are also prepared to help connect residents to testing information. To date, navigators have had conversations with more than 30,811 county residents and over half of those who were not already vaccinated were scheduled for an appointment or directed to a clinic for immediate vaccination.

**Vaccine Equity Clinics:** The Health Department’s High Risk Communities Task Force continues to implement vaccination clinics in collaboration with Health Department and other vaccination providers to reach communities that have lower vaccination rates and where a combination of outreach and locating a vaccination clinic at a site more convenient to the community can increase vaccinations. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, and other locations with outreach being conducted by the Health Department, NCS, and other trusted community partners. For additional details, pop-up vaccine clinics can be viewed on the Vaccine website. Comprehensive monthly vaccine equity reports are available on the One Fairfax website.

**Transportation:** Multiple HHS agencies created the Vaccine Transportation Program. Residents may call the Vaccine Call Center at 703-324-7404 and once eligibility is confirmed, they will contact Human Services Transportation for transportation. The county is providing free taxi rides to anyone with a vaccine appointment who does not have access to transportation. To date, 420 rides have been provided, and the majority are for people ages 65+. Residents are accessing other transportation services such as NV Rides and multiple Shepherd Centers. Other county agencies working with residents who need transportation to their vaccine appointment have been provided with taxi resources. As a reminder, there are many community partners who provide transportation assistance to older adults; information and program details can be found here.

**Health Safety Net Providers**

COVID-19 testing, and comprehensive health care services are available at the Federally Qualified Health Centers (Neighborhood Health and HealthWorks) and other community clinics. The Directory of Health Safety Net Providers lists all the community health safety net providers, along with their current operating status and hours. This site is updated regularly to reflect changes.

**Community Food Distribution**

**School Meals:** All FCPS students are eligible for free meals at school this year. Meals kits are distributed to students attending virtually and community members at various locations every Wednesday from 8:30 -10 a.m.

**Community Food Distribution:** The community food distribution map is available here. A Spanish version of the community food distribution map is also available here. New food resources are added frequently.
Department of Housing and Community Development

Office to Prevent and End Homelessness: Fairfax County and its partners have ended the large-scale use of hotels for COVID isolation and quarantine, protection for high-risk individuals, and decompression of congregate shelters. After two years of operation, the program provided safe refuge from the COVID-19 virus for over 2,000 people experiencing homelessness and people who could not safely isolate at home. Fairfax County is tremendously grateful to its partner nonprofits and businesses for the services provided during one of the most challenging efforts ever undertaken by local homeless services. A limited number of hotel rooms will remain available for COVID isolation purposes, as needed.

Hypothermia Prevention Program: As of April 1, 2022, the Hypothermia Prevention Program has ended. All of Fairfax County main emergency shelters remain open, however, and the partnership is actively working with individuals who are experiencing homelessness, both sheltered and unsheltered. A list of shelters and how to connect with services is available on the Fairfax County website at [http://www.fairfaxcounty.gov/homeless/emergency-shelters](http://www.fairfaxcounty.gov/homeless/emergency-shelters). At these locations, individuals may obtain food, showers, laundry, counseling, and other assistance to help them meet their basic needs. Homeless assistance providers are also working with everyone at these locations to create housing plans based on their individual preferences and needs. Fairfax County is also profoundly grateful for the partnership of many nonprofit organizations, faith communities, and other civic and volunteer organizations for their unwavering support in serving individuals experiencing homelessness and keeping them safe from the cold.

Department of Neighborhood and Community Services

Community Based Organization (CBO) Survey: CBOs have been integral partners to HHS service delivery during these unprecedented times. To better understand the current challenges faced by our community-based nonprofit organizations so that we can support them with future sustainability funding opportunities, a survey was conducted in March, which received over 120 responses. Notable findings included the following:

- Many organizations had to reduce their programmatic or service offerings and still have not restored them to pre-pandemic levels.
- Concerns about hiring and retaining staff are the biggest issues organizations currently face.
- Organizations tend to expect fundraising to improve modestly over the next three years.

Coordinated Services Planning (CSP): CSP continues to address community basic needs through the coordination of different services and funding resources. Call volume averaged 3,015 calls per week in March. CSP leadership continues to monitor call volume and balance staff’s proportion of time processing pending Emergency Rental Assistance cases with additional phone support. Recent call center process improvements have provided callers with additional options to more quickly connect to the services they are requesting, including to other county agencies and programs.

NCS, Health Department, HCD, and community providers are partnering, and in some cases contracting, to ensure that application completion rates for tenants and landlords improve. Additionally, continued outreach is occurring at the Vaccine Equity Clinics, Health Fairs, and other community events so that participants are informed of the basic needs assistance available.

The CSP Data Dashboard is on pages 6-7.

Basic Needs Support Funding: Basic needs expenditures for March totaled $11,368,492. The Emergency Rental Assistance I (ERAI) served 3,339 households for housing assistance and 301 households for utility assistance, totaling $31,962,482 of ERAI funding disbursed since June 2021. The ERAII program, has served 1,307 households for housing assistance and 60 households for utility assistance, totaling $12,161,524 since February.
CSP DATA DASHBOARD

WEEKLY CALL VOLUME
The call volume and the percent change from the previous week and previous year.

<table>
<thead>
<tr>
<th>Week starting:</th>
<th>FY 2022 Weekly Call Volume</th>
<th>% Change from Previous Year</th>
<th>% Change from Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/27/22</td>
<td>3,322</td>
<td>-34%</td>
<td>17%</td>
</tr>
<tr>
<td>3/6/22</td>
<td>3,077</td>
<td>-17%</td>
<td>-7%</td>
</tr>
<tr>
<td>3/13/22</td>
<td>2,876</td>
<td>-11%</td>
<td>-7%</td>
</tr>
<tr>
<td>3/20/22</td>
<td>2,800</td>
<td>-19%</td>
<td>-3%</td>
</tr>
<tr>
<td>3/27/22</td>
<td>3,001</td>
<td>-3%</td>
<td>7%</td>
</tr>
</tbody>
</table>

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.

WEEKLY AVERAGE SPEED OF ANSWER
The weekly average speed of answer for the Spanish and English lines.

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.

BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING
Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): $11,368,492.71
ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,339), Utility (301) Total Disbursed ($31,962,482.39)
ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (1,307), Utility (60) Total Disbursed ($12,161,524.73)
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) were reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

**An additional $300,000 has been added to total CARES to ensure support as program nears conclusion.

CARES FUNDING UTILIZED BY ZIP CODE

As of February 2, 2022
Total CARES Act Supplemental Basic Needs funding utilized: $19,743,732*
Number of Households Served (Cumulative): Housing (4,956), Utility (970), Emergency Food: (5,000 referrals)

Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

CARES FUNDING ASSISTANCE BY REGION (HOUSING, UTILITY AND FOOD)
$19,141,029.56 as of February 2, 2022
(This total does not include CBO Administrative Costs)

CARES FUNDING UTILIZED BY ZIP CODE

As of June 21
A Funding Utilization Map for the ERA funding is currently under development

CSP DATA DASHBOARD (continued)
Fairfax County Health and Human Services
COVID-19 Response Updates
March 2022

General Updates

- As of January 2022, this report is produced monthly.
- Most government buildings can be accessed for in-person services. The community is still encouraged to take advantage of our assistance from a distance offered online or by phone. In situations where in-person interactions are necessary, appointments are encouraged.
- Updates for most county agencies can be found on our operating status webpage, which is updated regularly.
- The county has developed numerous COVID-19 geospatial resources, including interactive maps for food resources, healthcare, health safety net, lodging, stores offering special senior shopping hours, and organizations accepting donations.

Health Department

COVID-19 Data Dashboards: The Fairfax County Health Department’s COVID-19 Case Data Dashboard contains information on cases, hospitalizations, and fatalities; rates by age, racial and ethnic groups; epidemic curve; and trajectory of cases; probable cases, deceased cases by age group, and COVID-19 testing by week. In early March, the Virginia Department of Health will be updating its COVID-19 dashboards, which will lead to modifications of Fairfax County dashboards.

On February 25, the Centers for Disease Control and Prevention released updated guidance defining COVID-19 Community Levels based on three metrics:
- New COVID-19 cases in past 7-days per 100,000 population,
- New COVID-19 hospital admissions per 100,000 population (7-day total), and
- Percent of staffed inpatient beds occupied by COVID-19 patients (7-day average).

This replaces the prior Community Transmission Levels, which had been based on case rate and percent PCR test positivity. Based on these new metrics, the level of COVID-19 in Northern Virginia is “low”. For jurisdictions at a low community level, the CDC does not recommend universal masking or distancing requirements other than in higher risk settings, such as in health care or congregate living facilities. However, regardless of COVID-19 Community Level, people may choose to utilize masking and distancing for personal risk mitigation. The CDC does recommend that individuals at high risk of complications from COVID-19 consider taking additional precautions and that communities continue to facilitate access to vaccination and testing.

The Virginia Department of Health is working to update its webpage to align with the new CDC guidance.

Media Resources: Northern Virginia’s health districts wrapped a media campaign to encourage everyone in the region to get vaccinated. Key metrics on campaign success will be shared in the next report. Learn more at StayWellNova.com or MantenteSanoVA.com.

The Emergency Blog features regular updates about pandemic response activities, including vaccination messages. Residents can access these blog posts by texting FFXCOVID (English) or FFXCOVIDESP (Spanish) to 888777. A toolkit of resources to support vaccination has been updated to include additional resources for age 5-11 vaccine and new content on the video playlist for encouraging young adults to get vaccinated.
The age 5-11 Vaccine and Teen Booster Toolkit page – includes videos and downloadable materials curated for sharing with parents. It includes six new pediatrician testimonials, one in Spanish. These resources can be shared in WhatsApp and other social media groups. The toolkit also includes vaccine stories pertinent to teens and parents. A video playlist encourages young adults to get vaccinated.

Quarantine and Isolation: The Virginia Department of Health launched a new online tool to help calculate isolation and quarantine periods. The tool outlines tailored isolation guidance for people who have tested positive, as well as quarantine guidelines for those who have been exposed.

The Health Department hosted a meeting for child care directors/administrators to discuss the recent changes to the guidance on case and contact investigations as well as isolation and quarantine in child care settings. The meeting was held February 3 and offered in English and Spanish.

Contact Tracing: In accordance with Virginia Department of Health guidance, the Health Department is transitioning towards a more strategic approach to conduct outbreak investigations and targeted case investigations in high-risk settings serving vulnerable populations. The Health Department will prioritize their response efforts to COVID-19 clusters and outbreaks in long-term care facilities and other congregate settings; healthcare settings, and other high-risk settings.

The Health Department continues to encourage all residents to take personal responsibility for protecting themselves and others by staying away from others when sick, getting tested, taking action to isolate safely, if the test is positive, and notifying close contacts so they can monitor themselves for symptoms and follow established quarantine guidelines, based on their vaccination status. The Health Department will continue its community engagement efforts to increase public awareness and understanding about COVID-19 disease and use of mitigation strategies. Resources providing guidance to residents if they should become infected with, or exposed to, the COVID-19 virus are available on the Health Department website or by calling the call center, Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511

Testing: There are multiple options for residents to test for COVID-19 infection, including:

- Pharmacies, urgent cares, and physician offices.
- Health Department Mobile Testing sites: The Health Department’s mobile lab is operating at several community locations offering walk-up testing on Tuesdays, Wednesdays, and Thursdays. Testing site resources and the community testing schedule are found on the Health Department’s testing webpage.
- Home Test Kits: Free at-home COVID-19 tests are now available by ordering them online through a federal government website. The federal government announced that starting the week of March 7, every home in the U.S. will be able to order an additional set of four tests. In addition, individuals who purchase tests commercially (at a store or online) may also submit receipts for reimbursement through their private insurance plans.
- VDH CTC+ Clinics: The VDH Community Testing Center (CTC) located at the Government Center has closed. VDH has transitioned testing resources to a CTC+ mobile operation serving all Northern Virginia jurisdictions. Those seeking a PCR test from a CTC+ mobile van may check for an appointment or walk-up. The CTC+ mobile testing team supports Fairfax County every Thursday. Additional CTC+ mobile testing resource requests can be submitted for week-to-week VDH resource consideration by calling the Health Department’s call center at 703-324-7404. Local CTC+ locations and hours are published on the Fairfax County Health Department website.

Public Health Laboratory Testing: Residents who exhibit COVID-19-like symptoms and do not have access to testing options in the community may schedule an appointment for testing at a Fairfax County Health Department clinic location by calling the Health Department’s call center at 703-324-7404. Testing at the Health Department is reserved for people who are experiencing COVID-19 symptoms; those who do not have access to testing options available in the community; those identified as close contacts; and for those returning from international travel. Residents can contact the call center for guidance Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511. The Health Department’s mobile laboratory has resumed operations and the schedule is posted online. Health Department Nurse Practitioners are coordinating surveillance testing and regular symptomatic case testing in homeless shelters.
and hypothermia sites to support case isolation and contact tracing in homeless shelters and hypothermia sites.

**Community Providers:** Pharmacies, urgent cares, and physician offices offer COVID-19 testing. Residents should call ahead or check online for appointments. A comprehensive list of testing options is available on the Health Department’s [COVID-19 Testing](#) page.

**Vaccine:** Fairfax County residents ages five and older are eligible to receive the COVID-19 vaccine and there is enough vaccine for everyone who wants to be vaccinated. Residents can find more information and schedule an appointment at [Vaccines.gov - Find COVID-19 vaccine locations near you](#) and on the [Fairfax County Health Department website](#). The COVID-19 vaccine continues to be available at locations throughout the Fairfax Health District, including private healthcare providers, pharmacies, grocery stores, and urgent cares. For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404.

**Tyson’s Community Vaccination Center:** Beginning March 1, the Tyson’s Community Vaccination Center will be open five days per week: Tuesday – Sunday, 8 a.m. – 4 p.m.

**Health Department Vaccine Centers:** Walk-in service is available at the Fairfax County Government Center and the Hyland South County Government Center (Mt. Vernon District Office) vaccine clinics. Appointments are always welcome. Hours are:

- Monday, Thursday: noon – 5:30 p.m.
- Tuesday, Wednesday, Friday: 9:30 a.m. – 3:30 p.m.
- Saturday: 9:30 a.m. – 3:30 p.m. (Government Center only)

Please note: A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment.

**Vaccination for Children Ages 5-11:** The Pfizer COVID-19 vaccine is approved for children ages 5–11 years old. Parents wishing to schedule a vaccine appointment for their child should search for “Pfizer pediatric vaccine” appointments on [Vaccines.gov](#). For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404. Sites delivering the vaccine include pediatrics and family medicine practices, pharmacies, the Community Vaccination Center in Tysons, the Fairfax County Government Center, and Health Department clinics.

In addition, the Health Department is collaborating with schools and community partners to provide targeted vaccine equity pop-up clinics. Fairfax County Public Schools (FCPS) is offering school-located clinics. These clinics offer vaccine to students during school hours to those families who wish to participate. School-located clinics are another way logistical barriers to access vaccine are being removed.

Additional pop-up clinic locations in community centers, ethnic grocery stores, and house of worship can be found on the Health Department’s [Vaccine website](#). The FCPS and community-based vaccine equity clinics offer walk-in vaccine appointments.

**Vaccine Boosters:** Individuals ages twelve and older are eligible and encouraged to receive a booster dose. The Health Department website contains [details about booster recommendations](#).

The CDC updated its [recommendations for people who are immunocompromised to receive additional vaccine doses](#). While available evidence shows that a third dose improves the immune response to mRNA vaccination, some people who are immunocompromised might still not have a strong level of protection against COVID-19, even after receiving a third dose of vaccine. Therefore, people who are moderately or severely immunocompromised now are recommended for a mRNA booster (fourth) dose to be administered three or more months after receipt of the third dose. Additional COVID-19 precautions remain important and include wearing a well-fitting mask, maintaining physical distance from
others outside of the home, and avoiding crowds and poorly ventilated indoor spaces. People should talk to their healthcare provider about their medical condition, and whether getting an additional primary shot is appropriate for them.

The Virginia Department of Health is sending text messages and phone calls to remind residents to get their COVID-19 boosters.

**Vaccination of Residents Experiencing Homelessness:** The Homeless program Nurse Practitioners (NPs) continue to provide vaccines in each region at the drop-in centers, shelters, QPID sites, hypothermia shelters, and street outreach. The NPs will continue to outreac to the family shelters about the COVID-19 vaccine for those ages twelve and older and will serve as a resource for those between the ages of 5-11 by providing information on school vaccine clinics, Health Department clinics, and pharmacy clinics.

**Vaccine Education and Events:** Businesses and community event organizers can request to host a vaccination team to provide COVID-19 vaccines or education/outreach services so that people can learn more about the vaccines. Requests will be reviewed and matched with an outreach or nursing team from the Fairfax County Health Department. Every attempt will be made to support events with the best resources for an audience on the date and time of submitted requests. However, because many events take place around the health district every day, submitting a form is not a guarantee that a team is available for an event. The Health Department will fulfill as many requests as possible and will prioritize events with an equity lens.

**Food Establishment Vaccine Outreach Team:** This team of Community Health Workers contacts food establishments to facilitate and motivate individuals to receive COVID-19 vaccines. Workers visit food establishments to speak with employees about vaccine decision making, register employees for nearby vaccine appointments, and set up on-site vaccine clinics.

**Navigation:** The Health Department’s High Risk Communities Task Force continues its efforts to enhance vaccine navigation in communities with lower vaccination rates, in coordination with routine community-based organization outreach services. The navigation program has MOUs to partner with seven non-profits including Medical Care for Children’s Partnership, Second Story, Edu Futuro, Western Fairfax Christian Ministries, Cornerstones, United Community, and Lorton Community Action Center to support on-site vaccine navigation and outreach during client service hours. Navigators also are in the community and reaching out to residents at existing events and working collaboratively with the Health Department’s outreach team and partners within the Department of Neighborhood and Community Services at food distribution events, Vaccine Equity Clinics, FCPS elementary school pediatric vaccine clinics, and health fairs. The team uses motivational interviewing to provide unbiased information in a non-judgmental conversation to help residents resolve any ambivalent feelings about the COVID-19 vaccine. Navigators also promote other types of immunization, as appropriate. Navigators are also prepared to help connect residents to testing information. To date, navigators have had conversations with more than 30,811 county residents and over half of those who were not already vaccinated were scheduled for an appointment or directed to a clinic for immediate vaccination.

**Vaccine Equity Clinics:** The Health Department’s High Risk Communities Task Force continues to implement vaccination clinics in collaboration with Health Department and other vaccination providers to reach communities that have lower vaccination rates and where a combination of outreach and locating a vaccination clinic at a site more convenient to the community can increase vaccinations. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, and other locations with outreach being conducted by the Health Department, NCS, and other trusted community partners. For additional details, pop-up vaccine clinics can be viewed on the Vaccine website. Comprehensive monthly vaccine equity reports are available on the One Fairfax website.

**Transportation:** Multiple HHHS agencies created the Vaccine Transportation Program. Residents may call the Vaccine Call Center at 703-324-7404 and once eligibility is confirmed, they will contact Human Services Transportation for
transportation. The county is providing free taxi rides to anyone with a vaccine appointment who does not have access to transportation. To date, 420 rides have been provided, and the majority are for people ages 65+. Residents are accessing other transportation services such as NV Rides and multiple Shepherd Centers. Other county agencies working with residents who need transportation to their vaccine appointment have been provided with taxi resources. As a reminder, there are many community partners who provide transportation assistance to older adults; information and program details can be found here.

Health Safety Net Providers

COVID-19 testing, and comprehensive health care services are available at the Federally Qualified Health Centers (Neighborhood Health and HealthWorks) and other community clinics. The Directory of Health Safety Net Providers lists all the community health safety net providers, along with their current operating status and hours. This site is updated regularly to reflect changes.

Community Food Distribution

School Meals: All FCPS students are eligible for free meals at school this year. Meals kits are distributed to students attending virtually and community members at various locations every Wednesday from 8:30 -10 a.m.

In preparation of spring break when schools are closed, the following plan is in place:

- March 30, 2022: Additional meals (4 days of breakfast and lunch, along with 14 days of afternoon snack and supper meals) will be served in one meal kit.
- April 6, 2022: Meal Kit distribution is canceled.
- April 13, 2022: Regular Meal Kit distribution resumes.

Community Food Distribution: The community food distribution map is available here. A Spanish version of the community food distribution map is also available here. New food resources are added frequently.

Department of Housing and Community Development

Office to Prevent and End Homelessness: The demobilization of the COVID hotels is scheduled to be completed in March as nonprofit shelter operators return to the typical, pre-pandemic shelter facilities. County staff and service providers are developing plans to provide limited isolation and quarantine capacity, while continuing to increase vaccinations among the population experiencing homelessness and implementing virus mitigation protocol in shelters.

Since the hotels opened in April 2020, 745 people who were experiencing homelessness at admission moved to permanent housing. In February, 71 people entered the hotels while 116 people left for a net decrease of forty-five people. The individuals that left the hotel program had been there for an average of 91 days.

<table>
<thead>
<tr>
<th>QPID Emergency Housing Information</th>
<th>Total QPID Rooms</th>
<th>QPID Rooms Occupied</th>
<th>QPID Program Guests: TOTAL</th>
<th>QPID Program Guests: Homeless</th>
<th>Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>381</td>
<td>269</td>
<td>370</td>
<td>370</td>
<td>71%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Referral Sources (Percentage of Guests)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federally Qualified Health Clinics</td>
<td>0.3%</td>
</tr>
<tr>
<td>Government</td>
<td>2.7%</td>
</tr>
<tr>
<td>Homeless Services</td>
<td>95.7%</td>
</tr>
<tr>
<td>Hospitals</td>
<td>1.3%</td>
</tr>
<tr>
<td>Race &amp; Ethnicity (Percentage of Guests)</td>
<td>Hispanic/Latin(a)(o)(x)</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>American Indian, Alaska Native, or Indigenous</td>
<td>0.3%</td>
</tr>
<tr>
<td>Asian or Asian American</td>
<td>0%</td>
</tr>
<tr>
<td>Black, African American, or African</td>
<td>0.8%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1.1%</td>
</tr>
<tr>
<td>White</td>
<td>14.7%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>16.8%</td>
</tr>
</tbody>
</table>

**Juvenile and Domestic Relations District Court**

**Court Operations:** Court hearings are being held in person, except for the following: arraignments; bond motions; hearings where a detained adult/juvenile is on quarantine status, including detention hearings; Calendar Control hearings; and hearings that a judge has expressly ordered will be held virtually. As of February 7, 2022, the court is no longer accepting electronic filings. All filings must be delivered to the Clerk’s Office in hardcopy, in accordance with Virginia law.

**Residential Visitations:** In-person visitations continue at Shelter Care, Stepping Stones, and Foundations. The Juvenile Detention Center currently only allows in-person professional visitations. Virtual and phone contacts continue for youth and their families.

**Probation/Intake Services:** In-person visits continue in the office and community.

**Department of Neighborhood and Community Services**

**Coordinated Services Planning (CSP):** CSP continues to address community basic needs through the coordination of different services and funding resources. After a 13% spike in call volume during the week of January 30th, call volume declined in subsequent weeks, averaging 2,999 calls per week. CSP leadership continues to monitor call volume and balance staff’s proportion of time processing pending Emergency Rental Assistance cases with additional phone support. Recent call center process improvements have provided callers with additional options to more quickly connect to the services they are requesting, including to other county agencies and programs.

*The CSP Data Dashboard is on pages 7-8.*

**Basic Needs Support Funding:** As mentioned in previous reports, Basic Needs expenditures have been lower than CSP’s typical monthly disbursements of approximately $4 million. This slower spending pace was due to the transition to prepare for the new Emergency Rental Assistance II (ERAI) funding. In order to implement and access ERAII funding, significant administrative, policy/procedures, contractual, and financial reconciliation processes are needed. These processes have been finalized and ERAII spending began in mid-February. Despite the lower monthly spending, no application was denied due to this transition and rental assistance requests have continued to be processed and supported through ERAI and ERA II funding and other sources.

Specifically, Basic Needs expenditures for February totaled **$2,575,228**. The Emergency Rental Assistance (ERAI) served 3,322 households for housing assistance and 300 households for utility assistance, totaling **$31,948,597** of ERAI funding disbursed since June 2021. The ERAII program served 104 households for housing assistance and six households for utility assistance, totaling **$1,090,870** in February.
CSP DATA DASHBOARD

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

<table>
<thead>
<tr>
<th>Week starting:</th>
<th>FY 2022 Weekly Call Volume</th>
<th>% Change from Previous Year</th>
<th>% Change from Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/30/22</td>
<td>3,950</td>
<td>-10%</td>
<td>13%</td>
</tr>
<tr>
<td>2/6/22</td>
<td>3,213</td>
<td>-12%</td>
<td>-19%</td>
</tr>
<tr>
<td>2/13/22</td>
<td>2,945</td>
<td>-16%</td>
<td>-8%</td>
</tr>
<tr>
<td>2/20/22*</td>
<td>2,838</td>
<td>-32%</td>
<td>-4%</td>
</tr>
</tbody>
</table>

*Holiday 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.

WEEKLY AVERAGE SPEED OF ANSWER
The weekly average speed of answer for the Spanish and English lines.

<table>
<thead>
<tr>
<th>Week starting:</th>
<th>Average Speed of Answer (Minutes: Seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/30/22</td>
<td>Spanish Line 30:57  English Line 28:37</td>
</tr>
<tr>
<td>2/6/22</td>
<td>12:22  14:07</td>
</tr>
<tr>
<td>2/13/22</td>
<td>10:19  5:48</td>
</tr>
<tr>
<td>2/20/22*</td>
<td>13:51  5:53</td>
</tr>
</tbody>
</table>

*Holiday week

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.

<table>
<thead>
<tr>
<th>Month</th>
<th># of New Cases of 1st callers</th>
<th>% Change from FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2021</td>
<td>540</td>
<td>+ 121%</td>
</tr>
<tr>
<td>September 2021</td>
<td>505</td>
<td>+ 107%</td>
</tr>
<tr>
<td>October 2021</td>
<td>744</td>
<td>+ 205%</td>
</tr>
<tr>
<td>November 2021</td>
<td>421</td>
<td>+ 73%</td>
</tr>
<tr>
<td>December 2021</td>
<td>507</td>
<td>+ 108%</td>
</tr>
<tr>
<td>January 2022</td>
<td>452</td>
<td>+ 85%</td>
</tr>
<tr>
<td>February 2022</td>
<td>489</td>
<td>+ 100%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3,658</td>
<td></td>
</tr>
</tbody>
</table>

BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP
FUNDING SOURCES AND SPENDING
Monthly Total for all Funding Sources (CARES, CDBG and ERA): $2,575,228.70
ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,322), Utility (300) Total Disbursed ($31,948,597.68)
ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (104), Utility (6) Total Disbursed ($1,090,870.68)
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) were reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

**An additional $300,000 has been added to total CARES to ensure support as program nears conclusion.**

**Note:** This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

---

CARES ACT FUNDING UTILIZED

**As of February 2, 2022**

| Total CARES Act Supplemental Basic Needs funding utilized: $ 19,743,732* |
| Number of Households Served (Cumulative): Housing (4,956), Utility (970), Emergency Food: (5,000 referrals) |

### $ Utilized by Service Type

- Housing: $19,085,732
- Utility: $1,647,300
- Emergency Food: $1,777,999

### June 20 to June 21

- June 20: $1,647,300
- July 20: $1,693,311
- Aug 20: $2,086,490
- Sep 20: $2,047,228
- Oct 20: $2,501,212
- Nov 20: $2,617,163
- Dec 20: $2,133,999
- Jan 21: $1,777,999
- Feb 21: $1,647,300
- Mar 21: $1,294,392
- Apr 21: $200,000
- May 21: $200,000
- June 21: $0

**Note:** This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

CARES FUNDING UTILIZED BY ZIP CODE

**As of March 2, 2022**

A Funding Utilization Map for the ERA funding is currently under development.
Fairfax County Health and Human Services
COVID-19 Response Updates

February 2022

General Updates

• As of January 2022, this report is produced on a monthly basis.
• Most government buildings can be accessed for in-person services. The community is still encouraged to take advantage of our assistance from a distance offered online or by phone. In situations where in-person interactions are necessary, appointments are encouraged.
• Updates for most county agencies can be found on our operating status webpage, which is updated regularly.
• The county has developed numerous COVID-19 geospatial resources, including interactive maps for food resources, healthcare, health safety net, lodging, stores offering special senior shopping hours, and organizations accepting donations.

Health Department

COVID-19 Data Dashboards: The Fairfax County Health Department’s COVID-19 Case Data Dashboard contains information on cases, hospitalizations, and fatalities; rates by age, racial and ethnic groups; epidemic curve; and trajectory of cases; probable cases, deceased cases by age group, and COVID-19 testing by week. The current level of community transmission across the Northern Virginia region is high, the Health Department continues to see record numbers of cases and test positivity since the start of the pandemic with a peak recorded on January 12.

The Health Department has updated its COVID-19 vaccination dashboard. Vaccination by Age Group appears on tab 2 of the dashboard where vaccination rates for age 5-11 have been added. In addition, booster dose vaccination rates are now available on tab 3 of the dashboard. Data on race and ethnicity of people who have been vaccinated appears on tab 4 of the dashboard. Also included on the dashboard are:

- Total doses of COVID-19 vaccine administered among Fairfax Health District residents;
- Aggregate number of doses administered by date of vaccination;
- Number and proportion of residents who have received at least one dose;
- Number and proportion of residents who are fully vaccinated; and
- Proportion vaccinated by age group, including among adolescents (tab 2).

Media Resources: Northern Virginia’s health districts continues a media campaign to encourage everyone in the region to get vaccinated. The campaign encourages broad vaccination across the region while also focusing on various audiences who remain vaccine hesitant. Learn more at StayWellNova.com or MantenteSanoVA.com.

The Emergency Blog features regular updates about pandemic response activities, including vaccination messages. Residents can access these blog posts by texting FFXCOVID (English) or FFXCOVIDESP (Spanish) to 888777. A toolkit of resources to support vaccination has been updated to include additional resources for age 5-11 vaccine and new content on the video playlist for encouraging young adults to get vaccinated.

The age 5-11 Vaccine and Teen Booster Toolkit page – includes videos and downloadable materials curated for sharing with parents. It includes six new pediatrician testimonials, one in Spanish. These resources can be shared in WhatsApp and other social media groups. The toolkit also includes vaccine stories pertinent to teens and parents. A video playlist encourages young adults to get vaccinated.

Quarantine and Isolation: Following a review of scientific data on COVID-19 transmission and the impact of vaccination, CDC announced updated quarantine and isolation recommendations. In alignment with the CDC, the Fairfax County
Health Department has updated its recommendations.

Contact Tracing: In accordance with Virginia Department of Health guidance, the Health Department is transitioning towards a more strategic approach to conduct outbreak investigations and targeted case investigations in high-risk settings serving vulnerable populations. The Health Department will prioritize their response efforts to COVID-19 clusters and outbreaks in long-term care facilities and other congregate settings; healthcare settings, and other high-risk settings; and will focus follow-up with individuals most at risk for negative health effects from COVID-19.

The Health Department continues to encourage all residents to take personal responsibility for protecting themselves and others when sick, by getting tested and taking action to isolate safely, if positive, and notifying close contacts so they can monitor themselves for symptoms and follow established quarantine guidelines, based on their vaccination status. The Health Department will continue its community engagement efforts to increase public awareness and understanding about COVID-19 disease and use of mitigation strategies. Resources providing guidance to residents if they should become infected with, or exposed to, the COVID-19 virus are available on the Health Department website or by calling the call center, Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511.

Testing: There are multiple options for residents to test for COVID-19 infection, however the current increase in cases has resulted in limited testing options throughout the community.

Community Testing: On January 15, a Community Testing Center (CTC) opened in parking lot B of the Fairfax County Government Center. Those seeking a PCR test may check for an appointment, often available on the same day. The CTC operates Saturdays through Wednesdays from 9 a.m.-5:30 p.m. As of January 31, walk-in appointments are now being accepted.

Home Test Kits: Free at-home COVID-19 tests are now available by ordering them online through a federal government website. In addition, individuals who purchase tests commercially (at a store or online) may also submit receipts for reimbursement through their private insurance plans as of January 15. Private health insurers are now required to cover up to eight at-home tests per month. Contact your insurance company to learn more.

The Virginia Department of Health's Supporting Testing Access through Community Collaboration (STACC) program, which provided COVID-19 rapid tests for distribution through local libraries, is on hold due to supply chain issues. FCPL has been informed the program will restart when supply issues have been resolved.

Public Health Laboratory Testing: Residents who exhibit COVID-19-like symptoms and do not have access to testing options in the community may schedule an appointment for testing at a Fairfax County Health Department clinic location by calling the Health Department’s call center at 703-324-7404. Testing at the Health Department is reserved for people who are experiencing COVID-19 symptoms; those who do not have access to testing options available in the community; those identified as close contacts; and for those returning from international travel. Residents can contact the call center for guidance Monday through Friday, 9 a.m.-7 p.m. at 703-267-3511. The Health Department’s mobile laboratory has resumed operations and the schedule is posted online. Homeless Nurse Practitioners are coordinating surveillance testing and regular symptomatic case testing to support case isolation and contact tracing in homeless shelters and hypothermia sites.

Community Providers: Pharmacies, urgent cares, and physician offices offer COVID-19 testing. Residents should call ahead or check online for appointments. A comprehensive list of testing options is available on the Health Department’s COVID-19 Testing page.

Vaccine: Fairfax County residents ages five and older are eligible to receive the COVID-19 vaccine and there is enough vaccine for everyone who wants to be vaccinated. Residents can find more information and schedule an appointment at Vaccines.gov - Find COVID-19 vaccine locations near you and on the Fairfax County Health Department website. The COVID-19 vaccine continues to be available at locations throughout the Fairfax Health District, including private healthcare providers, pharmacies, grocery stores, and urgent cares. For vaccine questions
and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404.

As of January 12, walk-in service is available at the Fairfax County Government Center and the Hyland South County Government Center (Mt. Vernon District Office) vaccine clinics:

- Monday, Thursday: noon – 5:30 p.m.
- Tuesday, Wednesday, Friday: 9:30a.m. – 3:30 p.m.
- Saturday: 9:30a.m. – 3:30 p.m. (Government Center only)

**Vaccination for Children Ages 5-11:** The Pfizer COVID-19 vaccine is approved for children ages 5–11 years old. Parents wishing to schedule a vaccine appointment for their child should search for “Pfizer pediatric vaccine” appointments on Vaccines.gov. For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-7 p.m. at 703-324-7404. Sites delivering the vaccine include pediatrics and family medicine practices, pharmacies, the Community Vaccination Center in Tysons, the Fairfax County Government Center, and Health Department clinics.

In addition, the Health Department is collaborating with schools and community partners to provide targeted vaccine equity pop-up clinics. Fairfax County Public Schools (FCPS) is offering the Pfizer-BioNTech COVID-19 vaccine for children ages 5 to 11 at clinics located in elementary schools across Fairfax County. Additional pop-up clinic locations in community centers, ethnic grocery stores, and house of worship can be found on the Health Department’s Vaccine website. The FCPS and community-based vaccine equity clinics offer walk-in vaccine appointments.

**Vaccine Booster:** Individuals ages 12–17 are eligible to receive a Pfizer-BioNTech COVID-19 Vaccine booster dose five months after finishing their two-dose primary series. Vaccine recipients ages 5–11 who are moderately or severely immunocompromised are eligible to receive a third dose of the Pfizer-BioNTech vaccine 28 days after the second dose.

All adults 18 years old and older are eligible for a booster dose of both the Moderna and Pfizer-BioNTech COVID-19 vaccines who received a second dose of the Pfizer-BioNTech or the Moderna COVID-19 vaccine at least five months earlier. All persons who received the Johnson & Johnson single dose COVID-19 vaccine are already eligible for a booster dose at least two months after the initial dose. Adults are encouraged to find a nearby location offering COVID-19 vaccines by visiting www.vaccines.gov. For the Tysons Community Vaccination Center, walk-ins are now being accepted, but appointments are strongly encouraged, which can be scheduled by visiting vaccinate.virginia.gov or calling 877-VAX-IN-VA (877-829-4682, TTY 711). Assistance is available in English, Spanish, and over 100 other languages.

**Vaccination of Residents Experiencing Homelessness:** The Homeless Nurse Practitioners (NPs) continue to provide vaccines in each region at the drop-in centers, shelters, QPID sites, hypothermia shelters, and street outreach. The NPs will continue to outreach to the family shelters about the COVID-19 vaccine for those ages 12 and older and will serve as a resource for those between the ages of 5-11 by providing information on school vaccine clinics, Health Department clinics, and pharmacy clinics.

**Vaccine Education and Events:** Businesses and community event organizers can request to host a vaccination team to provide COVID-19 vaccines or education/outreach services so that people can learn more about the vaccines. Requests will be reviewed and matched with an outreach or nursing team from the Fairfax County Health Department. Every attempt will be made to support events with the best resources for an audience on the date and time of submitted requests. However, because many events take place around the health district every day, submitting a form is not a guarantee that a team is available for an event. The Health Department will fulfill as many requests as possible and will prioritize events with an equity lens.

**Food Establishment Vaccine Outreach Team:** This team of community health workers contacts food establishments to facilitate and motivate individuals to receive COVID-19 vaccines. Workers visit food establishments to speak with employees about vaccine decision making, register employees for nearby vaccine
appointments, and set up on-site vaccine clinics.

Navigation: The Health Department’s High Risk Communities Task Force has expanded its efforts to enhance vaccine navigation for communities of lower vaccination rates, in coordination with routine community-based organization outreach services. The navigation program has MOUs to partner with 7 non-profits including Medical Care for Children’s Partnership, Second Story, Edu Futuro, Western Fairfax Christian Ministries, Cornerstones, United Community, and Lorton Community Action Center to support on-site vaccine navigation and outreach during client service hours. Navigators also are in the community and reaching out to residents at existing events and working collaboratively with the Health Department’s outreach team and partners within the Department of Neighborhood and Community Services at food distribution events, Vaccine Equity Clinics, FCPS elementary school pediatric vaccine clinics, and health fairs.

The team uses motivational interviewing to provide unbiased information in a non-judgmental conversation to help residents resolve any ambivalent feelings about the COVID-19 vaccine. Navigators also promote other types of immunization, as appropriate. Navigators are also prepared to help connect residents to testing information. To date, navigators have had conversations with more than 26,400 county residents and over half of those who were not already vaccinated were scheduled for an appointment or directed to a clinic for immediate vaccination.

Vaccine Equity Clinics: The Health Department’s High Risk Communities Task Force continues to implement vaccination clinics in collaboration with Health Department and other vaccination partners to reach communities that have lower vaccination rates and where a combination of outreach and locating a vaccination clinic at a site more convenient to the community can increase vaccinations. The current priority focus is to support FCPS elementary school-based clinics. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, and other locations with outreach being conducted by the Health Department, NCS, and other trusted community partners. Vaccine Equity Clinics are often held separately for adults (ages 12+) and pediatric (ages 5-11) residents. For additional details, pop-up vaccine clinics can be viewed on the Vaccine website. Comprehensive monthly vaccine equity reports are available on the One Fairfax website.

Transportation: Multiple HHHS agencies created the Vaccine Transportation Program. Residents may call the Vaccine Call Center at 703-324-7404 and once eligibility is confirmed, they will contact Human Services Transportation for transportation. The county is providing free taxi rides to anyone with a vaccine appointment who does not have access to transportation. To date, 419 rides have been provided, and the majority are for people ages 65+. Residents are accessing other transportation services such as NV Rides and multiple Shepherd Centers. Other county agencies working with residents who need transportation to their vaccine appointment have been provided with taxi resources. As a reminder, there are many community partners who provide transportation assistance to older adults; information and program details can be found here.

Health Safety Net Providers

COVID-19 testing, and comprehensive health care services are available at the Federally Qualified Health Centers (Neighborhood Health and HealthWorks) and other community clinics. The Directory of Health Safety Net Providers lists all the community health safety net providers, along with their current operating status and hours. This site is updated regularly to reflect changes.

Community Food Distribution

School Meals: All FCPS students are eligible for free meals at school this year. Meals kits are distributed to students attending virtually and community members at various locations every Wednesday from 8:30 -10 a.m.

Community Food Distribution: The community food distribution map is available here. A Spanish version of the community food distribution map is also available here. New food resources are added frequently.
Department of Housing and Community Development

Office to Prevent and End Homelessness: Non-congregate shelter space remains open in hotels during a period of substantial community spread of the COVID-19 virus to provide isolation, quarantine, and protection for families and individuals, as well as reduce crowding in congregate shelters like Hypothermia Prevention Program sites. Since the hotels opened, 715 people who were experiencing homelessness at admission moved to permanent housing. During January, 181 people entered the hotels while 214 people left for a net decrease of 33 people. The individuals that left the hotel program had been there for an average of 47 days.

Hotel operations are scheduled to close at the end of March as nonprofit shelter operators return to the typical, pre-pandemic shelter facilities. County staff and service providers are working together to develop plans to provide isolation and quarantine capacity moving forward. Vaccination efforts among the population experiencing homelessness continue, as does virus mitigation protocol in shelters.

QPID Emergency Housing Information

<table>
<thead>
<tr>
<th>Total QPID Rooms</th>
<th>QPID Rooms Occupied</th>
<th>QPID Program Guests: TOTAL</th>
<th>QPID Program Guests: Homeless</th>
<th>QPID Program Guests: Non-Homeless</th>
<th>Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>443</td>
<td>306</td>
<td>416</td>
<td>415</td>
<td>1</td>
<td>69%</td>
</tr>
</tbody>
</table>

Referral Sources (Percentage of Guests)

<table>
<thead>
<tr>
<th></th>
<th>Homeless</th>
<th>Non-Homeless</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federally Qualified Health Clinics</td>
<td>0.2%</td>
<td>0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Government</td>
<td>3.1%</td>
<td>0.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Homeless Services</td>
<td>93.3%</td>
<td>0%</td>
<td>93.3%</td>
</tr>
<tr>
<td>Hospitals</td>
<td>3.1%</td>
<td>0%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>99.8%</td>
<td>0.2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Race & Ethnicity (Percentage of Guests)

<table>
<thead>
<tr>
<th></th>
<th>Hispanic/Latin(a)(o)(x)</th>
<th>Non-Hispanic/Non-Latin(a)(o)(x)</th>
<th>Unknown</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian, Alaska Native, or Indigenous</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Asian or Asian American</td>
<td>0%</td>
<td>4.6%</td>
<td>0%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Black, African American, or African</td>
<td>0.5%</td>
<td>54.7%</td>
<td>0.5%</td>
<td>55.6%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1.2%</td>
<td>0.7%</td>
<td>0%</td>
<td>1.9%</td>
</tr>
<tr>
<td>White</td>
<td>13.9%</td>
<td>23%</td>
<td>0%</td>
<td>36.9%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>15.6%</td>
<td>83.9%</td>
<td>0.5%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Department of Neighborhood and Community Services

Coordinated Services Planning (CSP): CSP continues to address community basic needs through the coordination of different services and funding resources. The CSP call volume averaged 778 daily calls in January. CSP leadership continues to monitor call volume and balance staff’s proportion of time processing pending Emergency Rental Assistance cases with additional phone support. Recent call center process improvements have provided callers with additional options to more quickly connect to the services they are requesting, including to other county agencies and programs.

NCS, Health Department, HCD, and community providers are partnering, and in some cases contracting, to ensure that application completion rates for tenants and landlords improve. Additionally, continued outreach is occurring at the Vaccine Equity Clinics, Health Fairs, and other community events so that participants are informed of the basic needs assistance available.
Basic Needs Support Funding: Basic Needs expenditures for January (1/6/22-2/2/22) totaled $2,325,846. The Emergency Rental Assistance (ERAI) has served 3,242 households for housing assistance and 293 households for utility assistance, totaling $30,825,841 of ERAI funding disbursed since June 2021. Expenditures in January were lower than CSP’s typical monthly disbursements of approximately $4 million. This slower spending pace was due to the transition to prepare for the new Emergency Rental Assistance II (ERAII) funding. In order to implement and access ERAII funding, significant administrative, policy/procedures, contractual, and financial reconciliation processes are needed. These processes are being finalized and spending will begin shortly.

Despite the lower monthly spending, no application was denied due to this transition and rental assistance requests have continued to be processed and supported through ERAI funding and other sources. The funding of pending applications with ERAII resources is imminent. The previous spending pace is anticipated to resume or increase with the implementation of ERA II. ERAII builds upon existing ERAI eligibility criteria, but there are some key differences that may allow more residents to be eligible for rental assistance. A comprehensive update will be provided in subsequent reports.
CSP DATA DASHBOARD

CARES Act Funding Utilized - Cumulative

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.

WEEKLY CONTACTS FOR BASIC NEEDS SERVICES
The monthly number of contacts for emergency food, utility, and rental assistance.

WEEKLY AVERAGE SPEED OF ANSWER
The weekly average speed of answer for the Spanish and English lines.

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.

BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP
FUNDING SOURCES AND SPENDING
Monthly Total for all Funding Sources (CARES, CDBG and ERA): $2,325,846.52
ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,242), Utility (293) Total Disbursed ($30,825,841.22) (ERA II funding will be added to this chart once spending has begun)
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) were reported on September 23. Moving forward, funds utilized for administrative funds will be reported monthly along with food assistance.

An additional $300,000 has been added to total CARES to ensure support as program nears conclusion.

CARES ACT FUNDING UTILIZED

As of February 2, 2022

Total CARES Act Supplemental Basic Needs funding utilized: $19,743,732*
Number of Households Served (Cumulative): Housing (4,956), Utility (970), Emergency Food: (5,000 referrals)

CARES FUNDING UTILIZED BY ZIP CODE

As of February 2, 2022
A Funding Utilization Map for the ERA funding is currently under development.