



# Fairfax County Health and Human Services

## COVID-19 Response Updates

December 2022

### General Updates

- 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](#) includes cumulative and seven-day averages for disease, the Community Level (currently at "Low" for Fairfax County, and COVID-19 testing by week.

**Media Resources:** New communication materials are posted to the Health Department [website](#) and on social media sites.

**Quarantine and Isolation:** The Virginia Department of Health (VDH) has an [online tool](#) to help calculate isolation and quarantine purposes 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 encourages 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.-5 p.m. at 703-267-3511.

**Testing:** Due to low turnout, Fairfax County's COVID-19 testing partner, Curative, announced they will cease operations throughout the county after December 15. Home testing kits and opportunities are now widely available in stores, medical offices, and other locations throughout the community. If anyone is unable to access a test, they are encouraged to contact the Fairfax County Call Center at 703-324-7404 to discuss options that may be available. VDH has provided a limited supply of home test kits, which the Health Department is distributing to its community-based organization partners.

**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 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.-5 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:** After December 17, Fairfax County COVID-19 clinics at the Government Center and Hyland South County Center will no longer be operational. Vaccines are widely available throughout our community and residents can seek COVID-19 vaccinations and boosters at pharmacies, providers offices, groceries, urgent care centers, or other sites throughout the community.

Residents who are unable to access a booster vaccination may call the Fairfax County Call Center at 703-324-7404 to make an appointment at one of the Health Department's district office clinics.

Given the current early seasonal surge of flu, RSV, and other respiratory illnesses in circulation, getting boosted against COVID-19 now is an important step to staying healthy this holiday season. Take advantage of this time window to stop by the Fairfax County Government Center or Hyland South County Center before December 17. Clinic [dates/times](#) are posted on the health department's website.

**Vaccines for Children:** Parents wishing to schedule a primary vaccine appointment or booster for their child should search for appointments on [Vaccines.gov](#). A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment. A [toolkit of resources](#) to support vaccination is available to include additional resources for ages 6 months-5 years, the booster vaccine for ages 5-11, and content on the [video playlist](#) from pediatricians encouraging parents and caregivers to seek vaccination for children ages six months and older.

**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.

**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 nonprofits 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. Due to exhaustion of grant funds, the vaccine navigation team will demobilize in January. To date navigators have had conversations with more than 66,431 residents at 1,896 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's [Community Stories](#) page on the 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, 431 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.

## 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 2,697 calls per week in November. CSP leadership continues to monitor call volume and balance staffs' proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

**Basic Needs Support Funding:** Basic needs expenditures (ERAI, ERAII, and the ERA Bridge Program) for November totaled **\$656,170.49**. The Emergency Rental Assistance I (ERAI) program served 3,491 households for housing assistance and 341 households for utility assistance, totaling **\$32,862,004.87** of ERAI funding disbursed since June 2021. The ERAII program has served 3,451 households for housing assistance and 276 households for utility assistance, totaling **\$32,612,266** since February 2022.

In recognition of the pandemic-related economic hardships that still exist, the County established the new **Emergency Rental Assistance (ERA) Bridge Program** and started accepting applications/requests on July 1. The spending pace for all rental assistance is lower moving than previously due to the funding available through the ERA Bridge Program per eligible resident is significantly lower. As noted previously, the goal of the **ERA Bridge Program** is to provide resources in the community while beginning to transition back to pre-COVID-19 basic needs assistance operations and funding levels. Funding for this program is through a combination of sources, including the reallocation by the U.S. Department of Treasury's unutilized ERAI funds of which the County received two tranches - \$723,234 and \$129,695 the County's American Rescue Plan Act (ARPA) funding, [Consolidated Community Funding Pool](#) (CCFP) funds, and leveraging of community-based organizations (CBO) funding through the [Coordinated Services Planning/CBO](#) partnership model that existed pre-COVID-19.

Some administrative and contractual requirements are still being finalized for some of those funding sources; however, there has been no disruption in processing applications with the most urgent, often court involved, cases being prioritized. The program has been able to leverage funding through the newly available [United Way Emergency Food and Shelter Program EFSP Phase 39 and American Rescue Plan Act ARPA-R](#) allocations for the most urgent cases.

Coordinated Services Planning has provided outreach and education efforts to residents, landlords, and key stakeholders, as well as an information session for stakeholders to introduce this new resource. The [Eviction Prevention website](#) as well as on CSP Call Center recording and messaging on the Landlord Portal has been updated.

The CSP Data Dashboard is on pages 5-6 The CARES funding utilization map has been replaced by a new map illustrating ERAI and ERAII funding utilization by zip code on page 6.

**2022 Nonprofit Sustainability Grant (NSG) Program:** The NSG program received over 200 applications from community nonprofits. Applications were reviewed for eligibility and 192 have been approved for funding. Disbursements are expected to begin in late December/early January.

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2023 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/30/22	2,534	-37%	-1%
11/6/22	2,211	-40%	-13%
11/13/22	2,808	-24%	27%
11/20/22	1,436	-35%	-49%
11/27/22	2,989	-41%	108%

### WEEKLY AVERAGE SPEED OF ANSWER

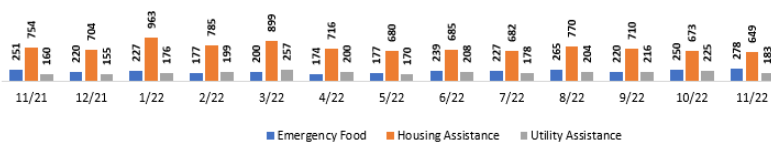
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
10/30/22	11:54	14:13
11/6/22	10:49	11:07
11/13/22	14:02	20:41
11/20/22	5:44	9:23
11/27/22	17:57	29:23

### MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

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

Contacts can include inquiries and topics discussed with callers; if that inquiry results in CSP facilitating a resource, a case is created.



### NUMBER OF FIRST-TIME CALLERS TO CSP

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

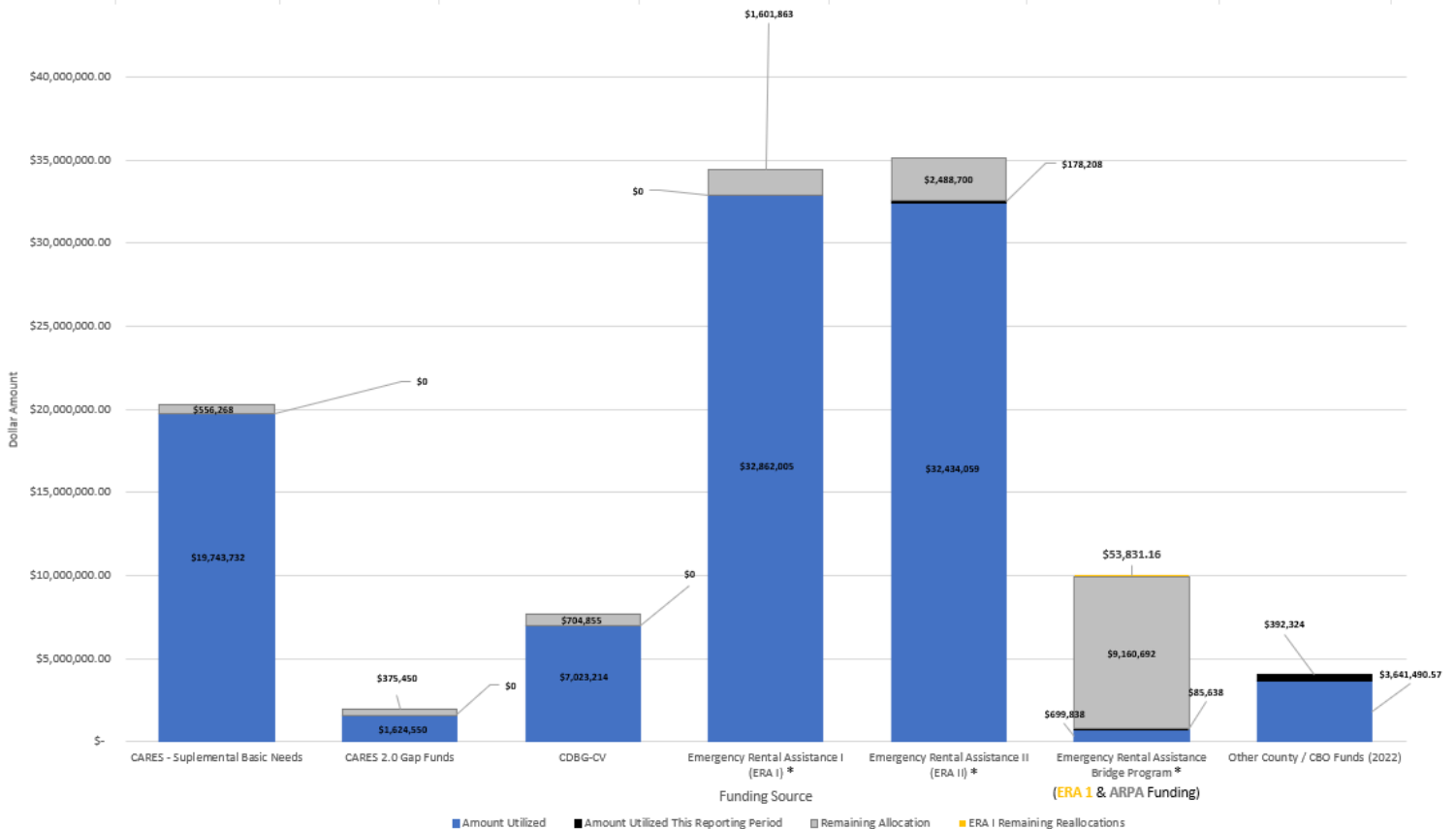
Month	# Of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
April 2022	445	+ 82%
May 2022	443	+ 82%
June 2022	370	+ 52%
July 2022	361	+ 48%
August 2022	417	+ 71%
September 2022	350	+ 43%
October 2022	350	+ 43%
November 2022	329	+ 35%
<b>TOTAL</b>	<b>3,065</b>	

### BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): \$656,170.49

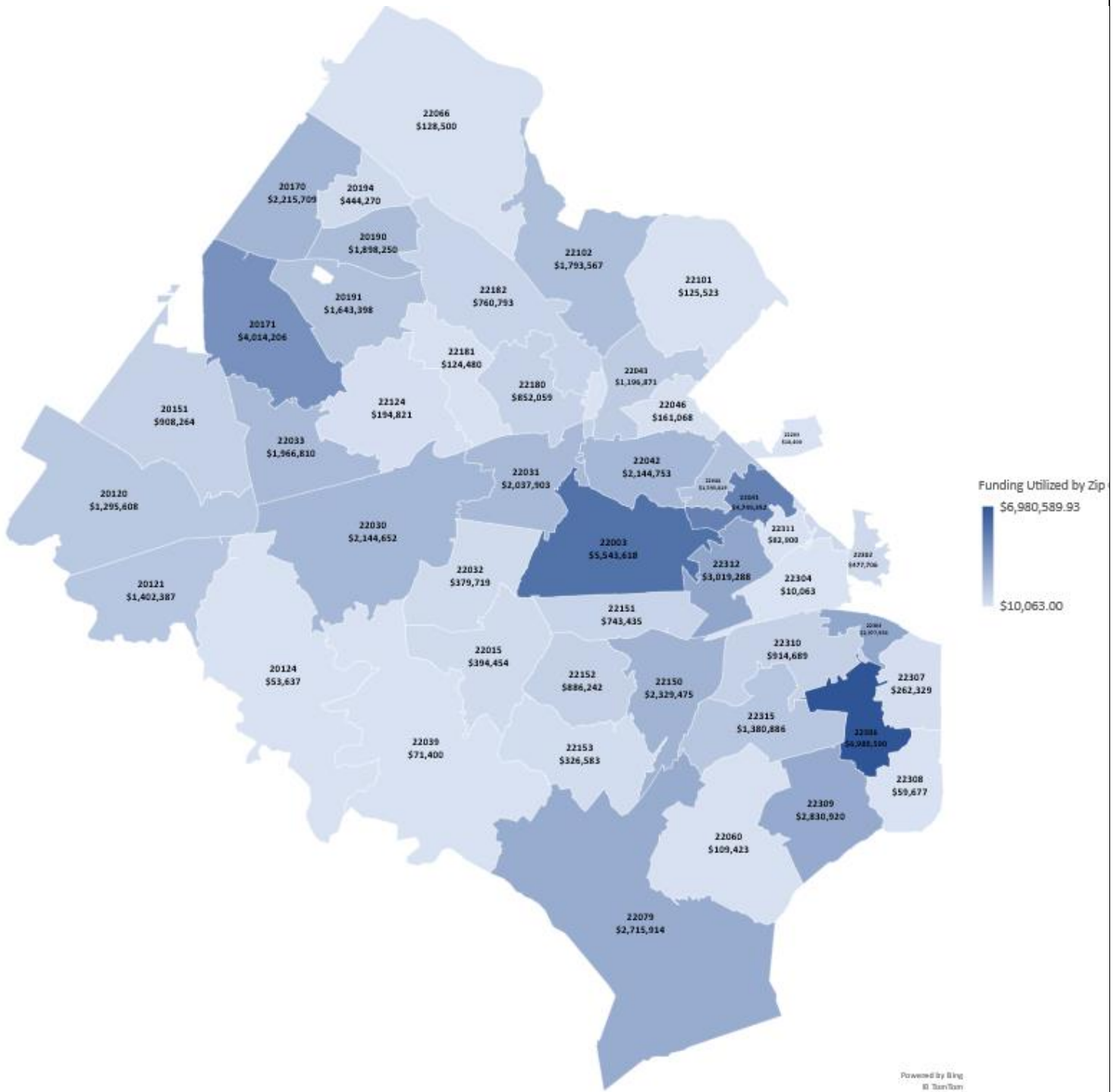
ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,491), Utility (341) Total Disbursed (\$32,862,004.87)

ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,451), Utility (276) Total Disbursed (\$32,612,266.91)



## **CSP DATA DASHBOARD (continued)**

ERA (I AND II) FUNDING UTILIZED BY ZIP CODE As of December 7, 2022





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- 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](#) includes cumulative and seven-day averages for disease, the Community Level (currently at "Low" for Fairfax County, and COVID-19 testing by week.

**Media Resources:** New communication materials continue to be posted to the Health Department [website](#). 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. The October blog posts were:

- [Fairfax County Updates COVID-19 Vaccination Center Schedules](#) (October 26)
- [Novavax COVID-19 Vaccine Now Available as Booster Option](#) (October 24)
- [Pediatric COVID-19 Bivalent Vaccine Booster: Authorized and Coming Soon](#) (October 14)

**Quarantine and Isolation:** The Virginia Department of Health (VDH) has an [online tool to help calculate isolation and quarantine periods](#) 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 encourages 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.-5 p.m. at 703-267-3511.

**Isolation/Quarantine Support:** A small team of Community Health Workers continues to support residents needing assistance during isolation and quarantine. This team is also supporting residents who may need support during isolation for Monkeypox infection.



**Testing:** The Health Department has contracted with a mobile testing partner, Curative, to offer free PCR tests at fixed sites throughout the community. Rapid tests are available but require insurance or private fee payment. There are currently six sites, and their operating schedules are [posted online](#). Sites were selected based on UVA Mobility data and proximity of alternate testing resources throughout the community.

In addition, 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.

Through partnership with VDH, Vaccine Navigators are distributing free at-home test kits to vulnerable populations during assignments at community-based organizations. In addition, individuals who purchase tests commercially (at a store or online) are still able to 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 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.-5 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 six months and older are eligible to receive the COVID-19 vaccine. Health Department messaging of “stay up to date on vaccines” is a current focus for vaccine communications. The Health Department has [a tool embedded on its website to help residents determine if they are up to date on vaccines](#).

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.-5 p.m. at 703-324-7404.

**Vaccination for Children Ages Six Months-Four Years:** The Health Department is providing vaccine for children ages six months to four at the Government Center and the South County Hyland Center clinics. Both Moderna and Pfizer vaccine brands are available. Pre-registration appointments and walk-in vaccination is available during clinics hours. Currently, the rate of uptake for this age group in Fairfax is 19.5%.

**Vaccination for Children Ages 5-11:** Both the Moderna and Pfizer COVID-19 vaccines are approved for children ages 5–11 years old. Approximately 63.7% of youth ages 5-11 have received a COVID-19 vaccine in the Fairfax Health District.

Parents wishing to schedule a primary vaccine appointment or booster for their child should search for appointments on [Vaccines.gov](#). The Health Department is awaiting guidance for implementation of pediatric bivalent boosters. A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment. A [toolkit of resources](#) to support vaccination is available to include additional resources for ages six months-5 years, the booster vaccine for ages 5-11, and content on the [video playlist](#) from pediatricians encouraging parents and caregivers to seek vaccination for children ages six months and older.

**Vaccine Boosters:** Appointments to receive the bivalent COVID-19 booster vaccines at Fairfax County sites are available. Those interested in receiving the bivalent doses are encouraged to make an appointment in [VAMS](#). (Walk-ins are available as well).

Both mRNA monovalent vaccines remain authorized for primary series use, and the monovalent Pfizer-BioNTech COVID-19 vaccine may be used as a single booster dose in individuals ages 5 through 11 so vaccinators continue to administer them to people who are eligible for those reasons.

The Novavax COVID-19 Vaccine, Adjuvanted is now available as a first booster dose for some people. To receive a Novavax COVID-19 vaccine booster dose, individuals must meet the following criteria:

- 18 years old or older
- Completed primary series of an FDA authorized or approved COVID-19 vaccine at least 6 months ago (e.g., Pfizer, Moderna and Novavax COVID-19 vaccines)
- Have not received a booster dose of any vaccine
- You are unable or choose not to receive an [mRNA vaccine](#)

The Food and Drug Administration has recently [authorized](#) the updated booster from Pfizer-BioNTech for children aged 5-11 years and Moderna for children aged 6-17 years. Both can be given at least two months after completing primary or booster vaccination. The updated boosters target Omicron's recent subvariants (BA.4 and BA.5) as well as the original virus that causes COVID-19. These boosters help restore protection that has waned over time and provide protection from the omicron variants that are more transmissible and are currently causing most cases of COVID-19.

**Health Department Vaccine Centers:** With COVID-19 vaccines now widely available at pharmacies, urgent care centers, and medical providers throughout the community, clinics located at the Government Center and Hyland South County Center are scheduled to scale back their hours of operation. Starting the week of Nov. 7, both vaccination sites will be open for three days each week. Specific times/days of operation will be:

#### **Hyland South County Center**

- Mondays (noon – 5:45 p.m. walk in hours, appointments can be made 11:30 a.m. – 6:15 p.m.).
  - Tuesdays and Wednesdays (9:30 a.m. – 3:30 p.m. walk in hours, appointments can be made 9 a.m. – 3:45 p.m.).
- \*Site will now be closed on Thursdays and Fridays

#### **Fairfax County Government Center**

- Thursdays (noon – 5:45 p.m. walk in hours, appointments can be made 11:30 a.m. – 6:15 p.m.).
  - Fridays and Saturdays (9:30 a.m. – 3:30 p.m. walk in hours, appointments can be made 9 a.m. – 3:45 p.m.).
- \*Site will now be closed Sundays, Mondays, Tuesdays, and Wednesdays.

Additional schedule changes due to upcoming holidays will be:

- Election Day Holiday (Nov. 8): Hyland South County Center clinic will be closed.
- Veterans Day Holiday (Nov. 11): Government Center clinic will be closed.
- Thanksgiving Holidays (Nov. 24-26): Government Center clinic will be closed (only Hyland South County Center Clinic will be open that week on Monday/Tuesday/Wednesday)

It is also important to note that both the Hyland South County and Government Center Clinics are scheduled to permanently close in December 2022. The final day for Hyland South County Center will be Wednesday, Dec. 14. The final day for Fairfax County Government Center will be Saturday, Dec. 17. The Health Department will continue to provide guidance to the community regarding vaccination.

**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.

**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 nonprofits 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 central student registration, and health fairs. Additional vaccine navigation locations have expanded to farmer's markets, Fairfax County Government Center, and libraries. 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 61,183 residents at 1,685 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's [Community Stories page](#) on the website.

**Vaccine Equity Clinics:** The Health Department's High Risk Communities Task Force continues to implement limited vaccination clinics in collaboration with the Health Department's Field Vaccination Team. The Field Vaccination team will be demobilized on November 4 so future clinics will be supported by HealthWorks of Northern Virginia, Neighborhood Health, and Giant pharmacy providers. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, businesses, 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 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, 431 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

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**Basic Needs Support Funding:** Basic needs expenditures (ERAI, ERAII, and the ERA Bridge Program) for October totaled \$1,240,732. The Emergency Rental Assistance I (ERAI) program served 3,491 households for housing assistance and 341

households for utility assistance, totaling **\$33,551,843** of ERAI funding disbursed since June 2021. The ERAII program has served 3,429 households for housing assistance and 275 households for utility assistance, totaling **\$32,434,059** since February 2022. Applications/requests for rental assistance through ERA II funding ceased on June 30, 2022 and based on the number of applications currently in process, the remaining funding for the Emergency Rental Assistance Program (funded by ERAI and ERAII) is anticipated to be exhausted this fall.

In recognition of the pandemic-related economic hardships that still exist, the County established the new **Emergency Rental Assistance (ERA) Bridge Program** and started accepting applications/requests on July 1. The spending pace for all rental assistance is anticipated to be lower moving forward because funding available through the ERA Bridge Program per eligible resident is significantly lower. As noted previously, the goal of the **ERA Bridge Program** is to provide resources in the community while beginning to transition back to pre-COVID-19 basic needs assistance operations and funding levels. Funding for this program is through a combination of sources, including the reallocation by the U.S. Department of Treasury's unutilized ERA I funds of which the County received \$723,234, the County's American Rescue Plan Act (ARPA) funding, [Consolidated Community Funding Pool \(CCFP\)](#) funds, and leveraging of community-based organizations (CBO) funding through the [Coordinated Services Planning/CBO](#) partnership model that existed pre-COVID-19. Some administrative and contractual requirements are still being finalized for some of those funding sources; however, there has been no disruption in processing applications with the most urgent, often court involved, cases being prioritized. The program has been able to leverage funding through the newly available [United Way Emergency Food and Shelter Program EFSP Phase 39 and American Rescue Plan Act ARPA-R](#) allocations for the most urgent cases. Disbursement of the County's ERA 1 and ARPA funding will begin soon.

Coordinated Services Planning has provided outreach and education efforts to residents, landlords, and key stakeholders, as well as an information session for stakeholders to introduce this new resource. The [Eviction Prevention website](#) as well as on CSP Call Center recording and messaging on the Landlord Portal has been updated.

The CSP Data Dashboard is on pages 6-7. The CARES funding utilization map has been replaced by a new map illustrating ERAI and ERAII funding utilization by zip code on page 7.

**2022 Nonprofit Sustainability Grant (NSG) Program:** The NSG program received over 200 applications from community nonprofits. Applications were reviewed for eligibility and 192 have been approved for funding. Disbursements are expected to begin in December.

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2023 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
10/2/22	2,900	-22%	-6%
10/9/22	2,429	-29%	-16%
10/16/22	2,509	-30%	3%
10/23/22	2,562	-29%	2%

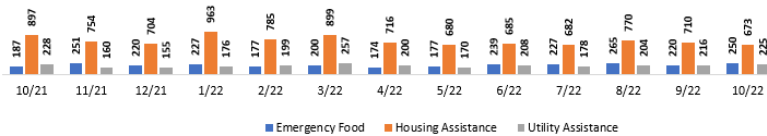
### WEEKLY AVERAGE SPEED OF ANSWER

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

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
10/2/22	18:41	17:00
10/9/22	11:29	5:16
10/16/22	14:31	10:24
10/23/22	14:34	9:12

### 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.

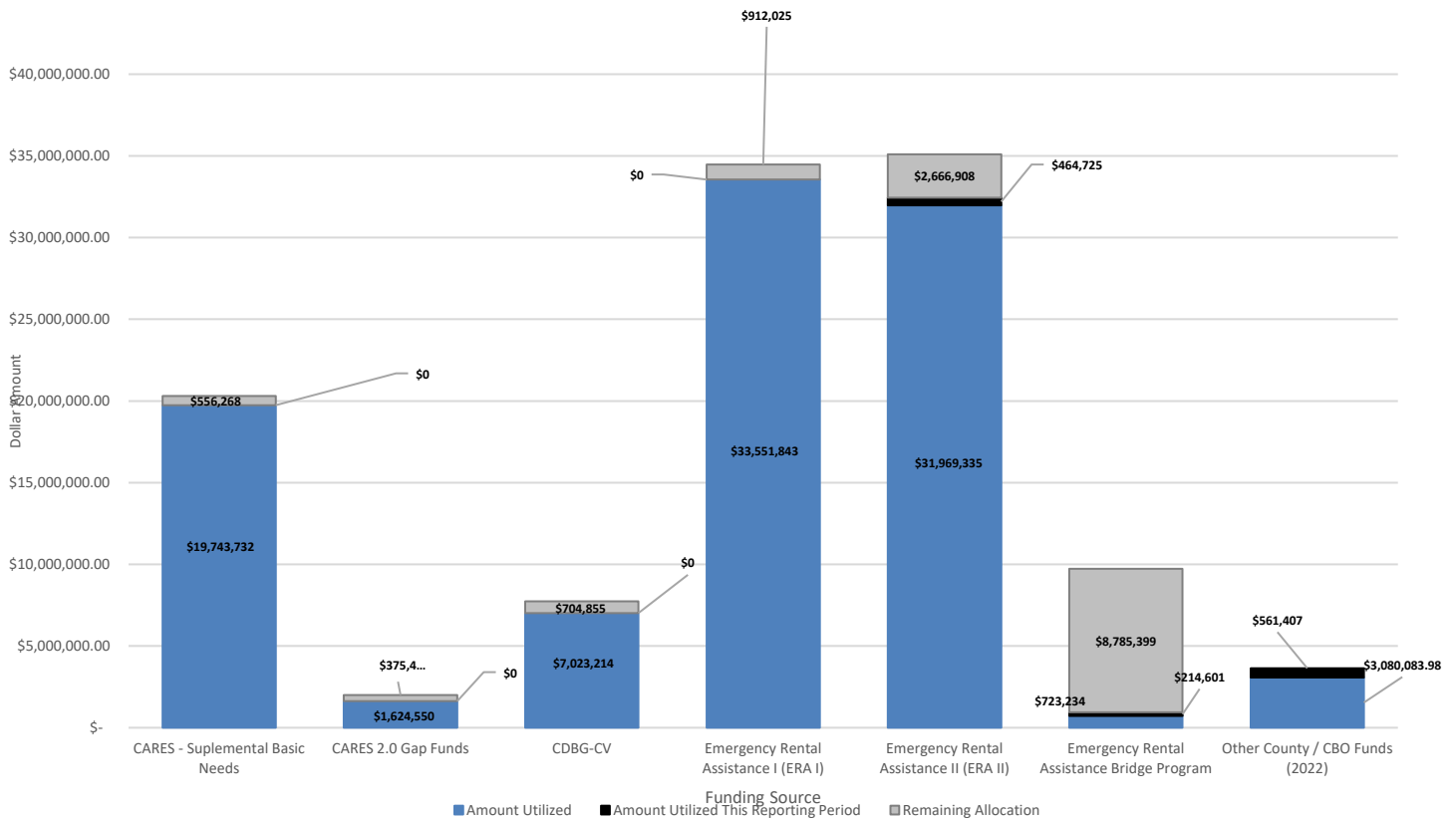
Month	# Of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
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April 2022	445	+ 82%
May 2022	443	+ 82%
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July 2022	361	+ 48%
August 2022	417	+ 71%
September 2022	350	+ 43%
October 2022	350	+ 43%
<b>TOTAL</b>	<b>3,222</b>	

## BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

**Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): \$1,240,732.69**

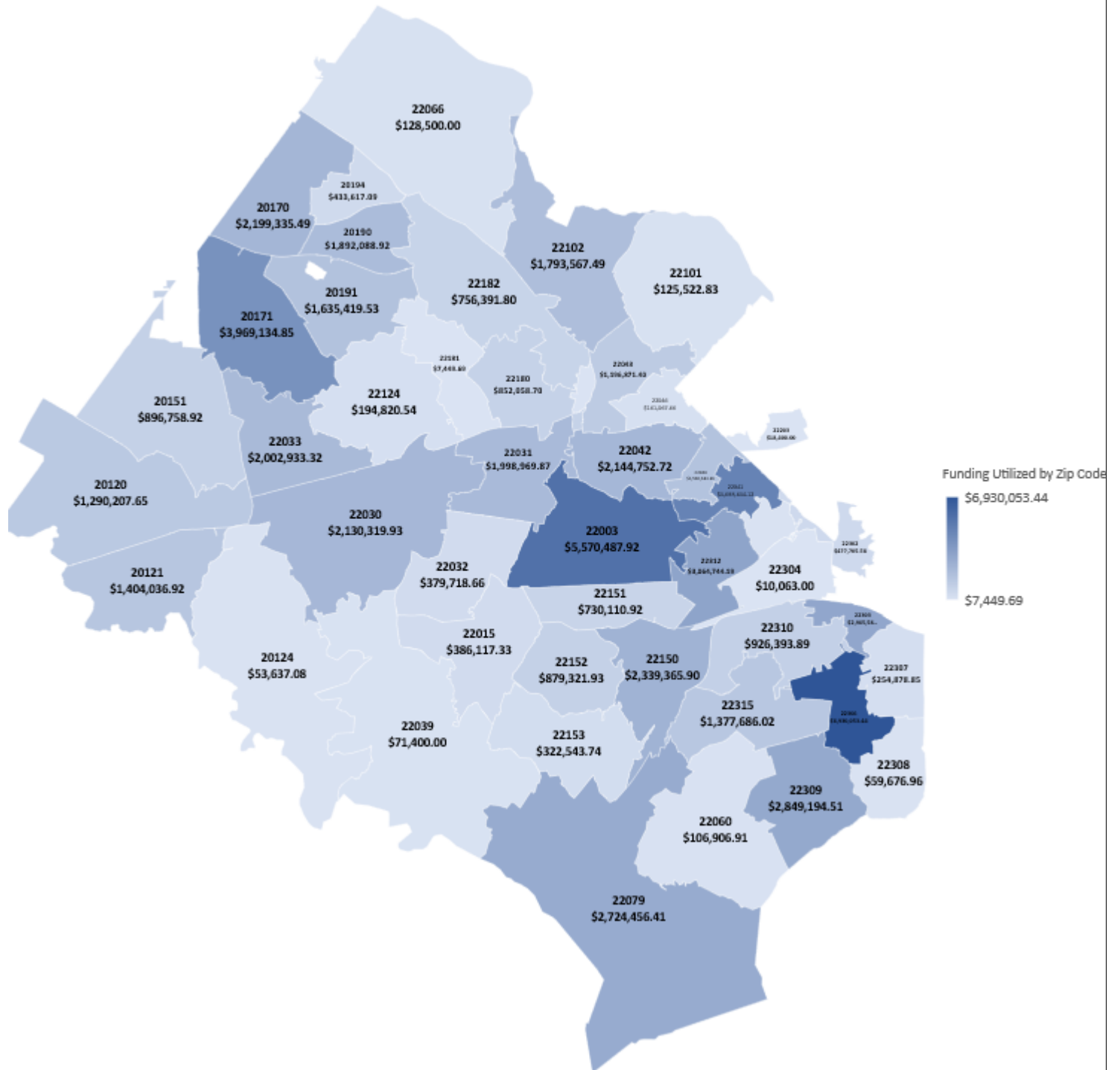
**ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,491), Utility (341) Total Disbursed (\$33,551,843.00)**

**ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,429), Utility (275) Total Disbursed (\$32,434,059.27)**



## **CSP DATA DASHBOARD (continued)**

ERA (I AND II) FUNDING UTILIZED BY ZIP CODE As of November 2, 2022





# Fairfax County Health and Human Services

## COVID-19 Response Updates

October 2022

### General Updates

- 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](#) includes cumulative and seven-day averages for disease, the Community Level (currently at "Low" for Fairfax County, and COVID-19 testing by week.

**Media Resources:** New communication materials continue to be posted to the Health Department [website](#). 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. The September blog post was:

- [Vaccine Updates: CDC Recommends New COVID-19 Bivalent Boosters; Novavax Now an Option for Adolescents \(September 2\)](#)

**Quarantine and Isolation:** The Virginia Department of Health (VDH) has an [online tool to help calculate isolation and quarantine periods](#) 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 encourages 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.-5 p.m. at 703-267-3511.

**Isolation/Quarantine Support:** A small team of Community Health Workers continues to support residents needing assistance during isolation and quarantine. This team is also supporting residents who may need support during isolation for Monkeypox infection.

**Testing:** The Health Department has contracted with a mobile testing partner, Curative, to offer free PCR tests at fixed sites throughout the community. Rapid tests are available but require insurance or private fee payment. There are currently six sites and their operating schedules are [posted online](#). Sites were selected based on UVA Mobility data and proximity of alternate testing resources throughout the community.

In addition, 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.

Through partnership with VDH, Vaccine Navigators are distributing free at-home test kits to vulnerable populations during assignments at community-based organizations. In addition, individuals who purchase tests commercially (at a store or online) are still able to 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 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.-5 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 six months and older are eligible to receive the COVID-19 vaccine. Health Department messaging of “stay up to date on vaccines” is a current focus for vaccine communications. The Health Department has [a tool embedded on its website to help residents determine if they are up to date on vaccines](#).

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.-5 p.m. at 703-324-7404.

**Vaccination for Children Ages Six Months-Four Years:** The Health Department is providing vaccine for children ages six months to four at the Government Center and the South County Hyland Center clinics. Both Moderna and Pfizer vaccine brands are available. Pre-registration appointments and walk-in vaccination is available during clinics hours. Currently, the rate of uptake for this age group in Fairfax is 18%.

**Vaccination for Children Ages 5-11:** Both the Moderna and Pfizer COVID-19 vaccines are approved for children ages 5–11 years old. Approximately 63% of youth ages 5-11 have received a COVID-19 vaccine in the Fairfax Health District.

Parents wishing to schedule a primary vaccine appointment or booster for their child should search for appointments on [Vaccines.gov](#). The Health Department is awaiting guidance for implementation of pediatric bivalent boosters. A parent or other adult (18 years and over) must physically accompany a minor for the duration of the COVID-19 vaccine appointment.

A [toolkit of resources](#) to support vaccination is available to include additional resources for ages six months-5 years, the booster vaccine for ages 5-11, and content on the [video playlist](#) from pediatricians encouraging parents



and caregivers to seek vaccination for children ages six months and older.

**Vaccine Boosters:** Appointments to receive the new bivalent COVID-19 booster vaccines at Fairfax County sites are now open. Those interested in receiving the bivalent doses are encouraged to make an appointment in [VAMS](#). (Walk-ins are available as well).

Both mRNA monovalent vaccines remain authorized for primary series use, and the monovalent Pfizer-BioNTech COVID-19 vaccine may be used as a single booster dose in individuals ages 5 through 11 so vaccinators continue to administer them to people who are eligible for those reasons.

**Health Department Vaccine Centers:** Walk-in service is available at the Fairfax County Government Center and the Hyland South County Government Center (at the Health Department's Mt. Vernon District Office) vaccine clinics. Appointments are encouraged but walk-ins are also welcome. Residents are encouraged to check the Health Department website for [vaccine clinic operating hours](#), which are currently:

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

Additional pop-up clinic locations in community centers, ethnic grocery stores, and houses of worship can be found on the Health Department's [Vaccine website](#).

**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.

**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 nonprofits 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 central student registration, and health fairs. Additional vaccine navigation locations have expanded to farmer's markets, Fairfax County Government Center, and libraries. 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 61,183 residents at 1,685 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's [Community Stories page](#) on the website.

**Vaccine Equity Clinics:** The Health Department's High Risk Communities Task Force continues to implement limited vaccination clinics in collaboration with the Health Department's Field Vaccination Team. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, businesses, 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 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, 431 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.

## 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 2,782 calls per week in September. CSP leadership continues to monitor call volume and balance staffs' proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

**Basic Needs Support Funding:** Basic needs expenditures (ERAI, ERAII, and the Bridge Program) for September totaled **\$2,688,458.77**. The Emergency Rental Assistance I (ERAI) program served 3,491 households for housing assistance and 341 households for utility assistance, totaling **\$33,551,843** of ERAI funding disbursed since June 2021. The ERAII program has served 3,365 households for housing assistance and 274 households for utility assistance, totaling **\$31,969,334** since February 2022. Applications/requests for rental assistance through ERA II funding ceased on June 30, 2022 and based on the number of applications currently in process, the remaining funding for the Emergency Rental Assistance Program (funded by ERA I and ERA II) is anticipated to be exhausted this fall.

In recognition of the pandemic-related economic hardships that still exist, the County established the new **Emergency Rental Assistance (ERA) Bridge Program** and started accepting applications/requests on July 1. The goal of the **ERA Bridge Program** is to provide resources in the community while beginning to transition back to pre-COVID-19 basic needs assistance operations and funding levels. This program provides up to three months of assistance to eligible County residents who have a household income at or below 80% of the Area Median Income (AMI) and a monthly rental payment of up to 150% of the Fair Market Rent (FMR). Funding for this program is through a combination of sources, including the reallocation by the U.S. Department of Treasury's unutilized ERA I funds of which the County received \$723,234, the County's American Rescue Plan Act (ARPA) funding, [Consolidated Community Funding Pool](#) (CCFP) funds, and leveraging of community-based organizations (CBO) funding through the [Coordinated Services Planning/CBO](#) partnership model that existed pre-COVID-19. Some administrative and contractual requirements are still being finalized for some of those funding sources; however, there has been no disruption in processing applications with the most urgent, often court involved, cases being prioritized. The program has been able to leverage funding through the newly available [United Way Emergency Food and Shelter Program EFSP Phase 39 and American Rescue Plan Act ARPA-R](#) allocations for the most urgent cases. Please note, the monthly spending pace for rental assistance is anticipated to be lower moving forward as the allowable allocation for eligible residents (maximum 3 months) is significantly lower through the ERA Bridge Program.

Coordinated Services Planning has provided outreach and education efforts to residents, landlords, and key stakeholders, as well as an information session for stakeholders to introduce this new resource. The [Eviction Prevention website](#) as well as on CSP Call Center recording and messaging on the Landlord Portal has been updated.

The CSP Data Dashboard is on pages 6-7. The CARES funding utilization map has been replaced by a new map illustrating ERAI and ERAII funding utilization by zip code on page 7.

**2022 Nonprofit Sustainability Grant (NSG) Program:** The NSG program received over 200 applications from community nonprofits. Application review is underway to confirm eligibility and awards are anticipated this fall.

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2023 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
9/4/22	2,361	-33%	-6%
9/11/22	2,777	-16%	18%
9/18/22	2,915	-9%	5%
9/25/22	3,074	-8%	5%

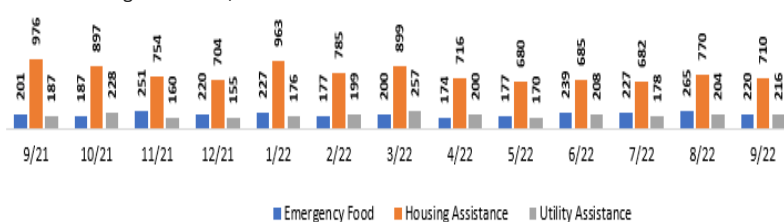
### WEEKLY AVERAGE SPEED OF ANSWER

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

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
9/4/22	10:01	13:19
9/11/22	12:39	13:54
9/18/22	14:16	15:44
9/25/22	11:34	18:37

### MONTHLY CONTACTS FOR BASIC NEEDS SERVICES

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



### NUMBER OF FIRST-TIME CALLERS TO CSP

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

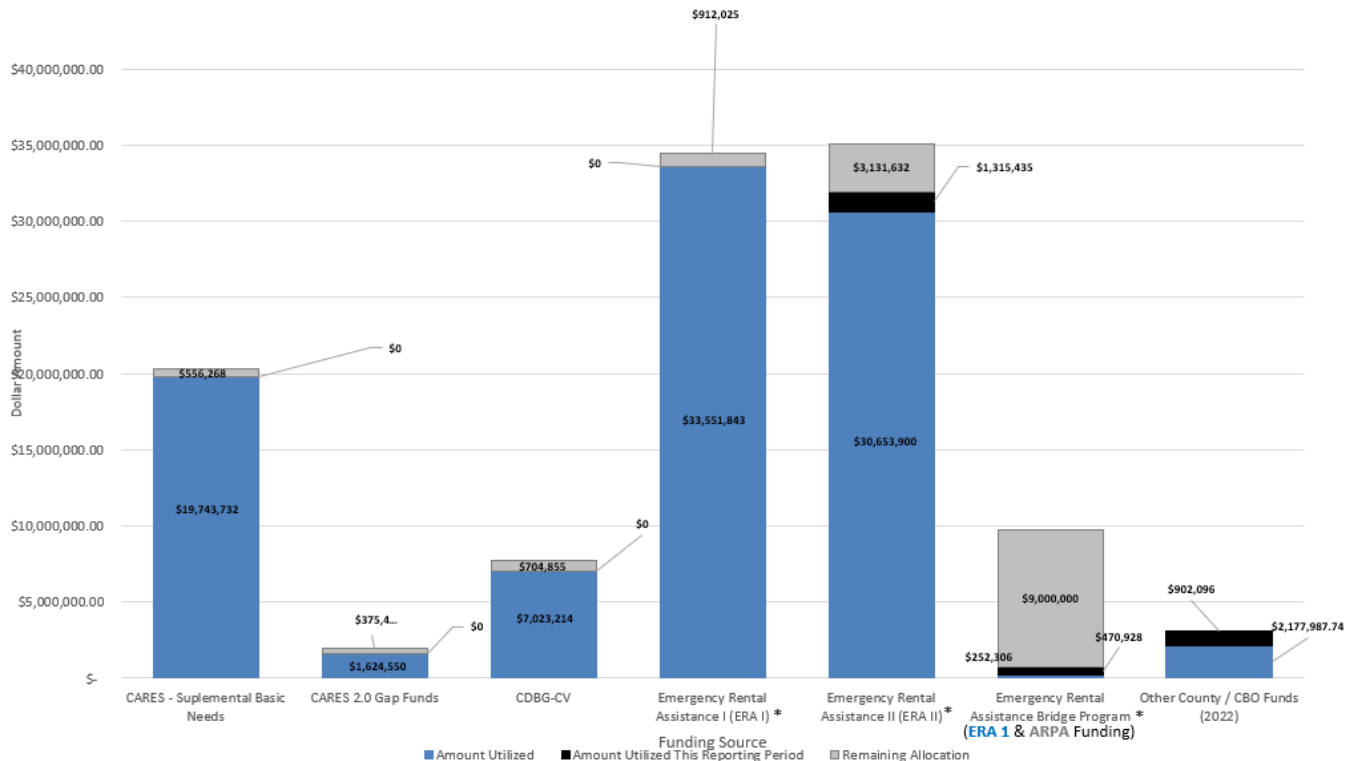
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
February 2022	489	+ 100%
March 2022	486	+ 99%
April 2022	445	+ 82%
May 2022	443	+ 82%
June 2022	370	+ 52%
July 2022	361	+ 48%
August 2022	417	+ 71%
September 2022	350	+ 43%
<b>TOTAL</b>	<b>3,361</b>	

## BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

**Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): \$2,688,458.77**

ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,491), Utility (341) Total Disbursed (\$33,551,843.00)

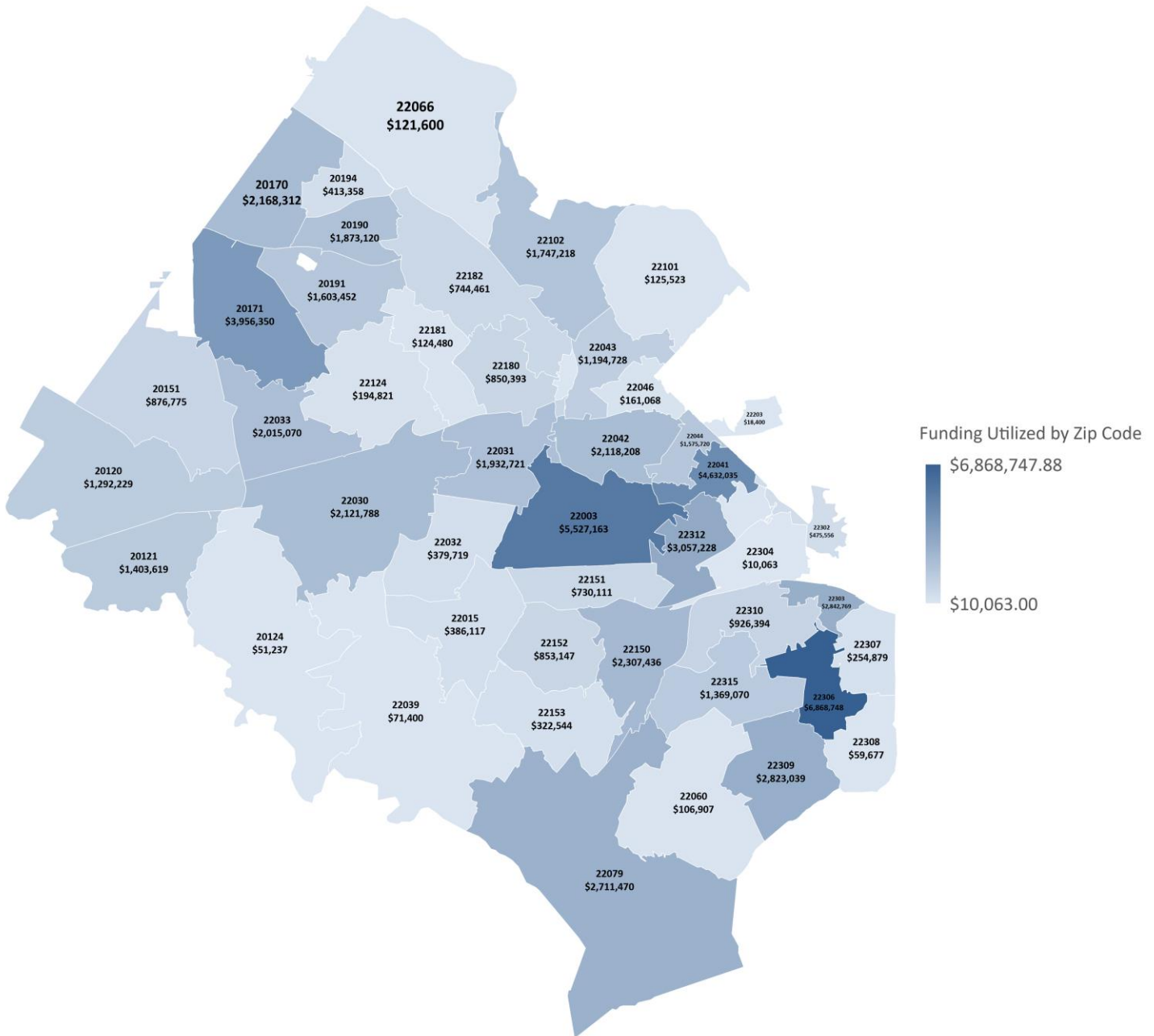
ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,365), Utility (274) Total Disbursed (\$31,969,334.61)



\*Prioritized cases may be funded through available resources and are reflected in the chart

## **CSP DATA DASHBOARD (continued)**

**ERA (I AND II) FUNDING UTILIZED BY ZIP CODE** As of October 7, 2022



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# Fairfax County Health and Human Services

## COVID-19 Response Updates

September 8, 2021

### General Updates

- As [Phase 3 continues in Fairfax County](#), 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.

### Active and Thriving Community Grants

Applications for the [Active and Thriving Community Grants](#) are currently being accepted until September 14. This will award \$10 million in ARPA Fiscal Recovery Funds across five sectors to small businesses and nonprofits to help the most negatively impacted organizations remain in business and retain employees. It will also help our most vulnerable residents by supporting programs and services that provide a social safety net and promote positive childhood environments. More information, including eligibility and how to apply, can be found [here](#).

### Health Department

**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. Currently, the Fairfax Health District is classified as having **high** community transmission.

The Health Department has updated its [COVID-19 vaccination dashboard](#). Vaccination by Age Group appears on tab 2 of the dashboard. Accurate data on race and ethnicity of people who have been vaccinated appears on tab 3 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.

**Testing:** Residents who exhibit COVID-19-like symptoms and do not have access to [testing options available 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. The Health Department is currently planning to conduct mobile testing approximately 3 times a week during business hours at various rotating locations around the county where disease clusters have been identified. This mobile testing option will begin in late September.

[Other testing options](#) will remain operational throughout Fairfax County and are widely available through health care providers, urgent cares centers and pharmacies. Residents can contact the call center for guidance Monday through Friday, 9am – 7pm: 703-267-3511.: 703-267-3511.

**Community Conversations:** The Health Department is working closely with community-based organizations and employers to present vaccine information and answer questions from residents or employees. Presentations are being delivered in English, Spanish, Korean, Vietnamese, Chinese, Arabic, and Amharic, as well as focused conversations with African American and Black residents such as the “Real Talk: Cuts and Convoz” at local barbershops and salons and “Real Talk: Courtside” at recreational centers.

**Vaccine:** The FDA has granted full approval to the Pfizer-BioNTech COVID-19 vaccine for persons ages 16 and older. The vaccine, which will now be marketed under the brand name “Comirnaty,” continues to be available under emergency use authorization (EUA), [for individuals 12 through 15 years of age](#) and for the administration of a [third dose in certain immunocompromised individuals](#).

Residents of the Fairfax Health District who have immune systems that are compromised due to medical conditions or are receiving immunosuppressive medications or treatments and who have received two doses of an mRNA COVID-19 vaccine (Pfizer BioNTech or Moderna) [are now eligible to receive a third dose](#) of COVID-19 vaccine at the Fairfax County Health Department clinics.

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.

Business owner or event organizers who are interested in increasing vaccination rates in our community, can [submit a request to the Health Department here](#).

Fairfax County residents 12 years 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](#). 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.

The Health Department is managing appointments with [Vaccine Administration Management System \(VAMS\)](#), a CDC-developed tool. Appointments can be made for Health Department clinics sites — including the Fairfax County Government Center and Health Department district offices. Expanded walk-in service hours are available at the Fairfax County Government Center and Mt. Vernon District Office.

	Fairfax County Government Center	Mt. Vernon District Office
Mondays	11:30 a.m.-6:30 p.m.	11:30 a.m.-6:30 p.m.
Tuesdays	9 a.m.-4 p.m.	9 a.m.-4 p.m.
Wednesdays	9 a.m.-4 p.m.	9 a.m.-4 p.m.
Thursdays	11:30 a.m.-6:30 p.m.	11:30 a.m.-6:30 p.m.
Fridays	9 a.m.-4 p.m.	9 a.m.-4 p.m.
Saturdays	9 a.m.-4 p.m.	

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.

**Navigation:** The Health Department’s High Risk Communities Task Force has expanded its efforts to enhance vaccine navigation efforts for communities of lower vaccination rates, in coordination with routine community-based organization outreach services. Navigators 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 Department of Neighborhood and Community Services, including food distribution events, Vaccine Equity 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.

**Vaccine Equity Clinics:** The Health Department’s High Risk Communities Task Force (HRCTF) 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. Neighborhood-based clinics are scheduled at houses of worship, apartment complexes, and other locations with outreach being conducted by the Health Department, NCS and other trusted community partners.

Upcoming Vaccine Equity Clinics are scheduled with anchor vaccinators as follows:

< > Sep 5 – 11, 2021 ∨							Week	Month
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
5	6	7	8	9	10	11		
SW - Springfield	DMV CLOSED	FVT- DMV Chantilly	FVT- DMV Chantilly	FVT - Coates ES 2nd dose	FVT- DMV Chantilly	FVT- DMV Chantilly		
SW CareVan - LatinX Expo	Labor Day	FVT- DMV Franconia		FVT- DMV Chantilly	SW - Real Talk at Madison Hair	FVT- DMV Franconia		
		SW - Real Talk at the Courts		FVT- DMV Franconia		FVT- Taste of Falls Church		
				MVDO - Community		SW - Springfield Town Center		
				SW/CareVan - New Grand Mart				

< > Sep 12 – 18, 2021 ∨							Week	Month
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
12	13	14	15	16	17	18		
SW - Springfield Town Center		FVT- Comstock/Wiehl		FVT- Comstock/Wiehl	FVT- Rising Hope United	FVT - Buddhist Tzu 2nd Dose		
SW- St John Neumann				SW CareVan - Lee Overlook	SW - Masjid Noor	Nav Team - NAACP		
						SW - Springfield Town Center		
						SW -Cedar Ridge		

< > Sep 19 – 25, 2021 ∨							Week	Month
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
19	20	21	22	23 +	24	25		
HW - Centreville Immigration				SW CareVan - Oakview		SW - Springfield Town Center		
SW - Springfield Town Center								

**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, 375 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 Community Health Centers 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. FCPS will be offering free bulk meal kits for students attending virtually and community members at [certain locations](#) on Wednesdays 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:** The hotels remain open during a period of high community transmission of COVID-19 to provide isolation, quarantine, and protection for individuals, as well as shelter decompression. Staff are regularly evaluating the needed number of rooms and adjusting based on current health data and alternate housing options. Staff are also engaged in an ongoing campaign to increase vaccination rates among people experiencing homelessness.

Below is an update on the census of rooms, including homeless status, referral sources, and race/ethnicity demographics. Since the hotels opened, **572** people who were experiencing homelessness at admission moved to permanent housing. Over the two weeks ending September 6, 69 people entered the hotels while 42 people left for a net increase of 27 people. The 42 people who left the hotel program had been there for an average of 84 days.

#### QPID Emergency Housing Information

Total QPID Rooms	QPID Rooms Occupied	QPID Program Guests: TOTAL	QPID Program Guests: Homeless	QPID Program Guests: Non-Homeless	Occupancy
428	295	412	412	0	69%

Referral Sources (% of Guests)	Homeless
Fairfax County Government	7.9%
Federally Qualified Health Centers	0.2%
Homeless Services Providers	90.9%
Hospitals	1%
<b>Grand Total</b>	<b>100%</b>

Race & Ethnicity (% of Guests)	Hispanic/Latino	Non-Hispanic/Non-Latino	Unknown	Grand Total
American Indian or Alaska Native	0%	2.2%	0%	2.2%
Asian	0%	6.7%	0%	6.7%
Black or African American	0.5%	51.4%	0%	51.9%
Unknown	0.5%	0%	0.5%	1%
White	14.7%	23.6%	0%	38.2%
<b>Grand Total</b>	<b>15.6%</b>	<b>83.9%</b>	<b>0.5%</b>	<b>100%</b>

### Department of Neighborhood and Community Services

**Coordinated Services Planning (CSP):** CSP continues to address community needs through the coordination of different funding sources. The CSP weekly call volume has increased by 26 percent over the last two weeks, which has resulted in increased wait time/average speed of answer on the English line. The Spanish line has not been impacted by the increased call volume. CSP leadership continues to monitor call volume and will continue balancing staff's proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

Additional outreach efforts, particularly those supporting vulnerable communities are underway and will be expanded upon. NCS, Health Department, FCPS, and community providers are partnering to ensure participants at the Vaccine Equity Clinics, Health Fairs, back-to-school events, and other community events are informed of the basic needs assistance available.

*The CSP Data Dashboard is on pages 6-7.*

**Basic Needs Support Funding:** Basic Needs expenditures over the past two weeks totaled **\$1,661,818**. This spending pace is slightly lower due to the county holiday as well as previously approved staff leave. The Emergency Rental Assistance (ERA) has served 1,649 households for housing assistance and 125 households for utility assistance for a total of **\$13,677,310** of ERA funding disbursed since June 2021. ERA-eligible residents with documented need may receive rent or utility assistance for up to 12 months (nine months arrearages and three months prospective) plus an additional three months (if necessary) to ensure housing stability. The ERA program does not include funding for mortgage or food assistance, or funding for residents above 80% AMI; an additional \$2 million in funding from the Coronavirus Relief Fund (CRF) titled CARES 2.0 Gap Funds has been allocated to support these needs. All funding sources listed above are in the CSP Dashboard below. The CSP Data Dashboard will be updated to include additional data points and enhanced maps to illustrate ERA funding disbursements by zip code in the near future.

**Office for Children:** Early Head Start and Head Start programs have welcomed new and returning children to the 2021-22 school year. FCPS programs began on August 30, and Higher Horizons and Greater Mount Vernon Head Start welcomed children on September 7. All programs are offering in-person services. Early Head Start and Head Start provide high quality early childhood education and comprehensive family services. For information, visit the [Head Start/Early Head Start website](#) or view the [brochure](#).

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2022 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
8/8/21	3,153	- 19%	- 24%
8/15/21	2,891	- 19%	- 8%
8/22/21	3,189	-18%	10%
8/29/21	3,638	-18%	14%

### WEEKLY AVERAGE SPEED OF ANSWER\*

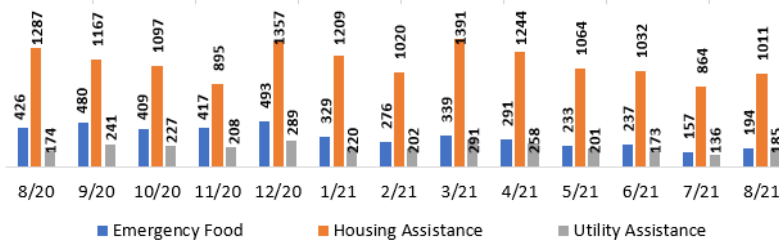
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
8/8/21	13:48	43:42
8/15/21	17:05	39:53
8/22/21	17:26	51:06
8/29/21	17:31	53:19

\*As a reminder, the call back feature is accessible to all callers. This service calls residents back when a Specialist becomes available.

### 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

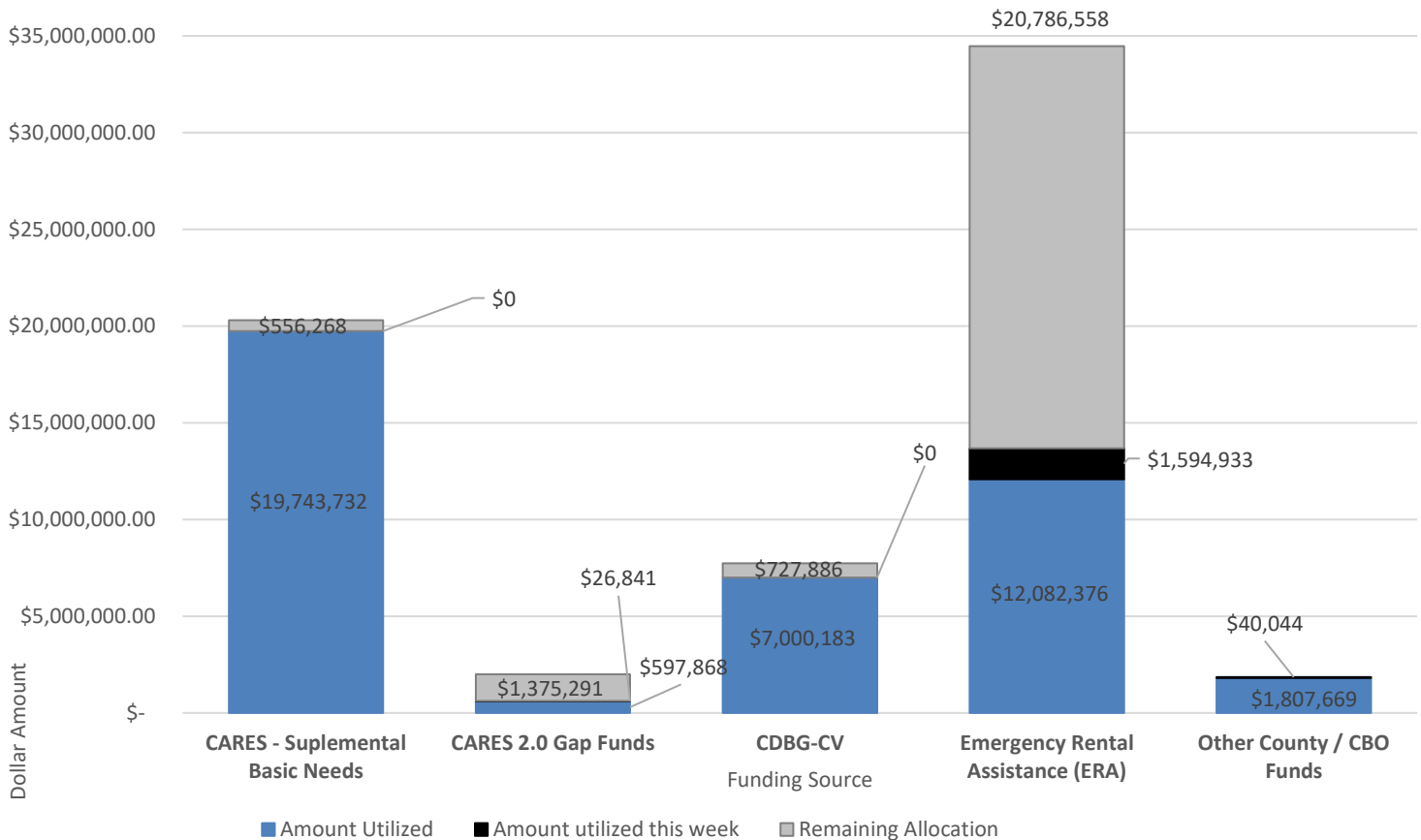
The number of first-time callers to CSP includes residents who have never called or had a case open with CSP. In FY 2019 the monthly average was 244.

Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
February 2021	588	+ 141%
March 2021	668	+ 174%
April 2021	606	+ 148%
May 2021	536	+ 120%
June 2021	528	+ 116%
July 2021	501	+ 105%
August 2021	540	+121%
<b>TOTAL</b>	<b>3,967</b>	

### BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

**Biweekly Total for all Funding Sources (CARES, CDBG, ERA and Other): \$1,661,818\***

ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (1,649), Utility (125) Total Disbursed (\$13,677,310)

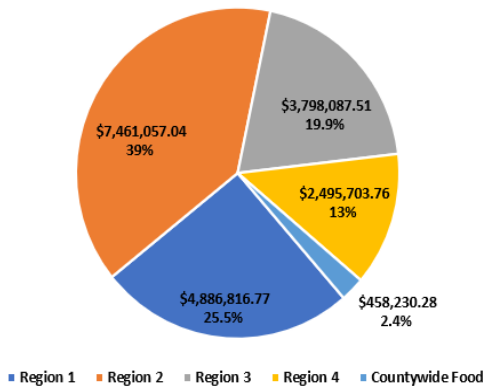


\*Short work week due to county holiday.

## CSP DATA DASHBOARD (continued)

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

\$19,141,029.56 as of September 8, 2021  
(This total does not include CBO Administrative Costs)



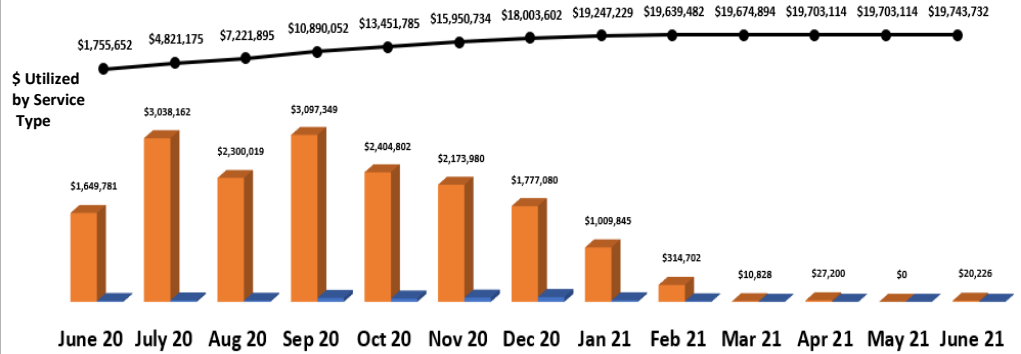
Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

### CARES ACT FUNDING UTILIZED

As of September 8, 2021

**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)

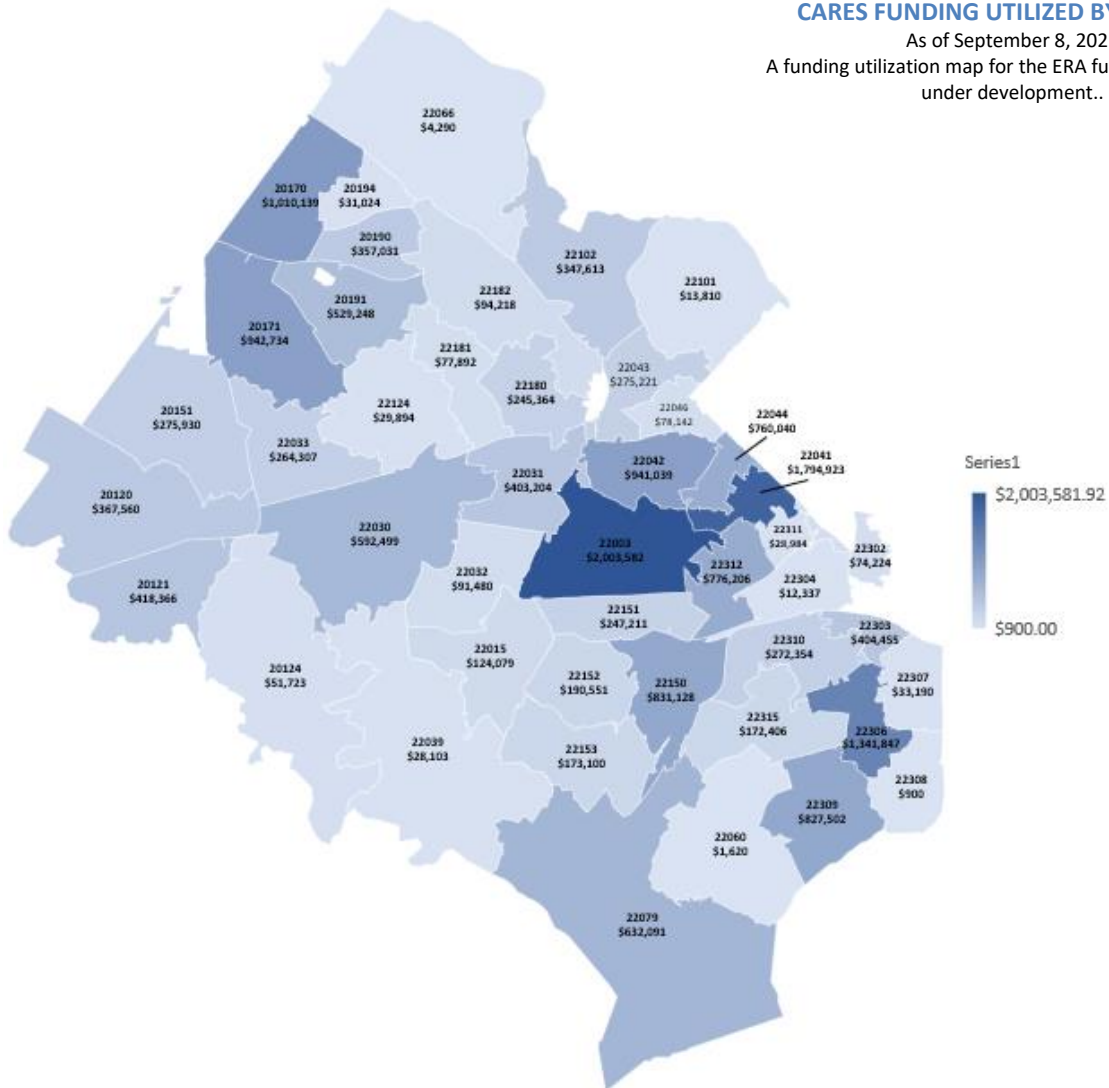


\*Expenditures of CARES Act funds for food assistance are reported monthly on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs were also allotted 5% of CARES Act funds for administrative costs, and funds utilized to date (May - August 2020) were reported on September 23,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

### CARES FUNDING UTILIZED BY ZIP CODE

As of September 8, 2021

A funding utilization map for the ERA funding is currently under development..





## General Updates

- This report is produced monthly.
- Most government buildings can be accessed for in-person services. The community is still encouraged to take advantage of [assistance from a distance](#) services 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](#) includes cumulative and 7-day averages for disease, the Community Level (currently at "Medium" for Fairfax County, and COVID-19 testing by week.

**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. The July blog post was [New Vaccine Option, Baby Vaccine Data, 1 Million Vaccines](#).

A [toolkit of resources](#) to support vaccination has been updated to include additional resources for ages six months-5 years, the booster vaccine for ages 5-11, and new content on the [video playlist](#) from pediatricians encouraging parents and caregivers to seek vaccination for children ages six months and older.

The StayWellNOVA campaign is a collaborative effort by the Northern Virginia Health Districts to promote health and wellness. Led by Fairfax County, the campaign is focusing on "How I Stay Well" media assets to promote staying up to date with recommended COVID booster shots. Spanish language ads were recently developed:



**Quarantine and Isolation:** VDH launched a [new online tool to help calculate isolation and quarantine periods](#) 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.-5 p.m. at 703-267-3511.

**Isolation/Quarantine Support:** A small team of Community Health Workers continues to support residents needing assistance during isolation and quarantine. Recently, the Fairfax County Health Department was selected as a **2022 Innovative Practice Gold Awardee** by the National Association of County and City Health Officials (NACCHO) for our efforts in using Community Health Workers to improve isolation and quarantine adherence during the COVID-19 pandemic. Our program was selected because it reflected effective community partnerships and collaboration - supported by numerous human services agencies, community-based organizations, and non-profit organizations, as well as remarkable adaptability, resilience, and innovation from County staff, contractors, and residents. This recognition demonstrates the highest level of program innovation to meet the needs of community members during the pandemic and our health department is one of four (out of the nearly 3,000 local health departments in the country) awarded this prestigious honor. Additional information is available [here](#).

**Testing:** The Health Department has contracted with a mobile testing partner, Curative, to offer PCR tests at fixed sites throughout the community. Rapid tests are available but require insurance or private fee payment. There are currently six sites across the County and their operating schedules are posted [here](#). Sites were selected upon review of UVA Mobility data and proximity of alternate testing resources throughout the community.

In addition, 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. 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.-5 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 six months 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](https://www.fairfaxcounty.gov/health) 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.-5 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 (at the Health Department's Mt. Vernon District Office) vaccine clinics. Appointments are encouraged but walk-ins are also welcome. Hours are:

- Monday: noon – 5:30 p.m. (Hyland South County Government Center only)
- Tuesday: 9:30 a.m. – 3:30 p.m.
- Wednesday: 9:30 a.m. – 3:30 p.m.
- Thursday: noon-5:30 p.m.
- 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 houses of worship can be found on the Health Department's [Vaccine website](https://www.fairfaxcounty.gov/health/vaccine).

**Vaccination for Children Ages Six Months-Five Years:** Following FDA approval and guidance from CDC/VDH, the Health Department began providing vaccine for children ages six months-five years on June 21 at the Government Center and the South County Hyland Center clinics. Both Moderna and Pfizer vaccine brands are available. Pre-registration appointments and walk-in vaccination is available during clinics hours. Currently, the rate of uptake for this age group in Fairfax is 11%, which is now available as an age group on the [vaccine dashboard](https://www.fairfaxcounty.gov/health/vaccine).

**Vaccination for Children Ages 5-11:** Both the Moderna and Pfizer COVID-19 vaccines are approved for children ages 5–11 years old. Approximately 61% of youth ages 5-11 have received a COVID-19 vaccine in the Fairfax Health District.

Parents wishing to schedule a primary vaccine appointment or booster for their child should search for appointments on [Vaccines.gov](https://www.vaccines.gov). For vaccine questions and help with scheduling, the vaccine call center is available Monday-Friday from 9 a.m.-5 p.m. at 703-324-7404. Sites delivering the vaccines include pediatrics and family medicine practices, pharmacies, the Fairfax County Government Center, and the clinic at the Hyland South County Government Center (the Health Department's 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. Limited pop-up clinics are planned with vaccinations provided by the Health Department's Field Vaccination Team.

**Vaccine Boosters:** Individuals ages five and older are eligible and encouraged to receive a booster dose. The Health Department website contains details about [booster recommendations](https://www.fairfaxcounty.gov/health/vaccine). 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. Homebound vaccine for medically fragile residents is coordinated through the vaccine call center.

**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.

**Essential Services Outreach Team:** The Essential Services Outreach team (previously the Food Establishment Vaccine Outreach Team) is reaching out to childcare providers around the County to ensure families are connected to COVID-19 vaccine information and resources.

**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 nonprofits 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 central student registration, and health fairs. Additional vaccine navigation locations have expanded to farmer's markets, summer camps, and libraries. 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 50,222 residents at 1,288 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's new [Community Stories](#) page on the website.

**Vaccine Equity Clinics:** The Health Department's High Risk Communities Task Force continues to implement limited vaccination clinics in collaboration with the Health Department's Field Vaccination Team. Neighborhood-based clinics are scheduled at community centers, back-to-school fairs, houses of worship, apartment complexes, businesses, and other locations with outreach being conducted by the Health Department, NCS, and other trusted community partners. For additional details, pop-up vaccine clinic information can be found [here](#). Comprehensive 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, 427 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:** The last summer meal kit distribution is August 9, with double the number of meals provided in that kit.

**Community-Sponsored 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 periodically.

## 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 2,394 calls per week in July. CSP leadership continues to monitor call volume and balance staff's proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

**Basic Needs Support Funding:** Basic needs expenditures for July totaled **\$2,682,620**. This spending pace is slightly below average due to pre-authorized leave and the concurrent implementation of the Bridge Program. The Emergency Rental Assistance I (ERA I) program served 3,476 households for housing assistance and 336 households for utility assistance, totaling **\$34,431,776** of ERA I funding disbursed since June 2021. The ERA II program has served 2,875 households for housing assistance and 233 households for utility assistance, totaling **\$27,270,459** since February 2022.

In recognition of the pandemic-related economic hardships that still exist, the County established the new **Emergency Rental Assistance (ERA) Bridge Program** and started accepting applications/requests on July 1. As a reminder, applications/requests for rental assistance through ERA II funding ceased on June 30, 2022 and based on the number of applications currently in process, the remaining funding for the Emergency Rental Assistance Program (funded by ERA I and ERA II) is anticipated to be exhausted by the end of August 2022. There has been no interruption of services and the initial cases received for this program are currently being processed. The September report will provide further details on the spending down of the remaining ERA funding as well as the Bridge Program expenditures.

The goal of the **ERA Bridge Program** is to provide resources in the community while beginning to transition back to pre-COVID-19 basic needs assistance operations and funding levels. This program will provide up to three months of assistance to eligible County residents who have a household income at or below 80% of the Area Median Income (AMI) and a monthly rental payment of up to 150% of the Fair Market Rent (FMR). Funding for this program will be available through a combination of funding sources including, the reallocation by Treasury of unutilized ERA I funds, the County's ARPA funding, [Consolidated Community Funding Pool](#) (CCFP) funds, and leveraging of community-based organizations (CBO) funding through the Coordinated Services Planning/CBO partnership model that existed pre-COVID-19.

Coordinated Services Planning has provided outreach and education efforts to residents, landlords, and key stakeholders, as well as an information session for stakeholders to introduce this new resource. The [Eviction Prevention](#) website as well as on CSP Call Center recording and messaging on the Landlord Portal been updated as well. A full program overview and description was provided to the Board through a NIP memo on June 15, 2022.

The CSP Data Dashboard is on pages 7-8. Please note, the CARES funding utilization map has been replaced by a new map illustrating ERA I and ERA II funding utilization by zip code on page 8.

**2022 Nonprofit Sustainability Grants Program:** Fairfax County invites nonprofit safety net organizations to apply for a new round of grants funded through the federal American Rescue Plan Act (ARPA). The pandemic and its lingering effects have negatively impacted nonprofits through reduced revenues, increased expenses and community need, and persistent staffing concerns. These grants are intended to help nonprofit safety net organizations mitigate those impacts and remain sustainable partners in serving our community.

To be eligible, organizations must:

- Be 501(c)(3) or 501(c)(19) organizations; AND
- Provide safety net services to Fairfax County residents in one or more of the following categories: Financial Stability, Food and Nutrition, Health, Literacy/Educational Development Attainment, Housing, Positive Behaviors/Healthy Relationships, and Support/Community/Social Networks; AND
- Focus on primarily serving people who are more vulnerable to self-sufficiency problems, including people with limited income; immigrants and refugees; people with disabilities; and people who are historically subject to disparate access to opportunities.

One-time grants of up to \$75,000 will be made to eligible organizations, based on organizational size. The simple application process must be submitted by Friday, August 26, 2022. For more information please visit the [ARPA Nonprofit Sustainability Grants](#) webpage.



## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

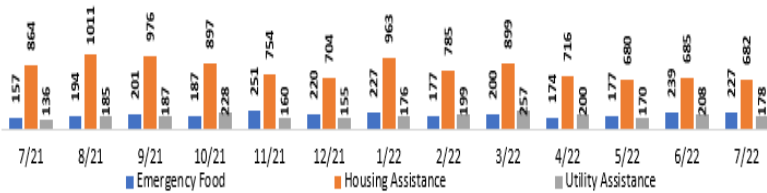
Week starting:	FY 2023 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
7/3/22*	1,973	- 31%	- 28%
7/10/22	2,638	- 23%	34%
7/17/22	2,451	- 22%	- 7%
7/24/22	2,514	- 30%	3%

\*Holiday

### 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.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
7/3/22*	6:43	4:13
7/10/22	8:45	8:16
7/17/22	8:15	9:48
7/24/22	10:53	6:41

\* Holiday

### NUMBER OF FIRST-TIME CALLERS TO CSP

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

Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
March 2022	486	+ 99%
April 2022	445	+ 82%
May 2022	443	+ 82%
June 2022	370	+ 52%
July 2022	361	+ 48%
<b>TOTAL</b>	<b>3,553</b>	

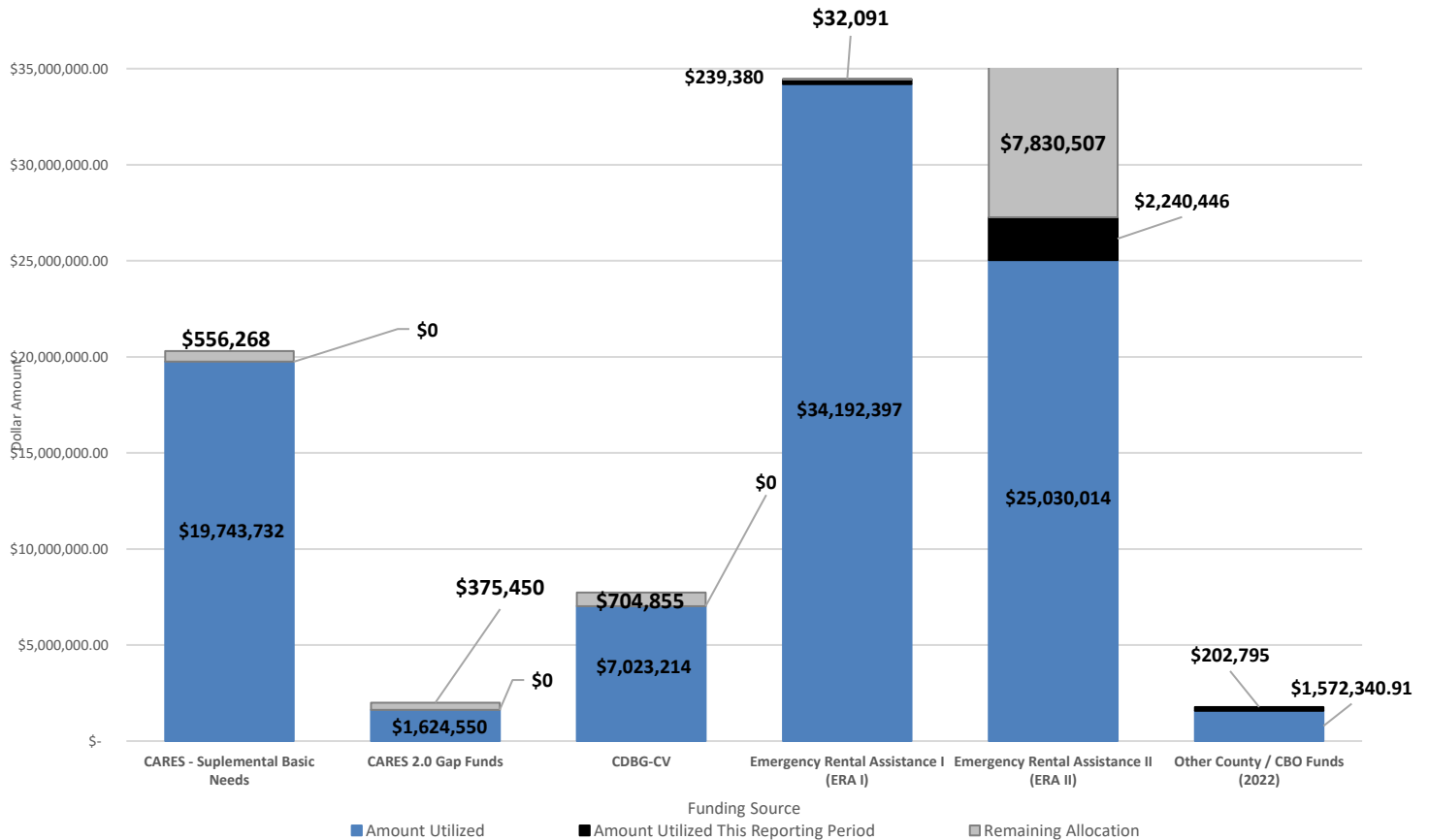
### BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP

#### FUNDING SOURCES AND SPENDING

**Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): \$2,682,620.95**

ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,476), Utility (336) Total Disbursed (\$34,431,776.79)

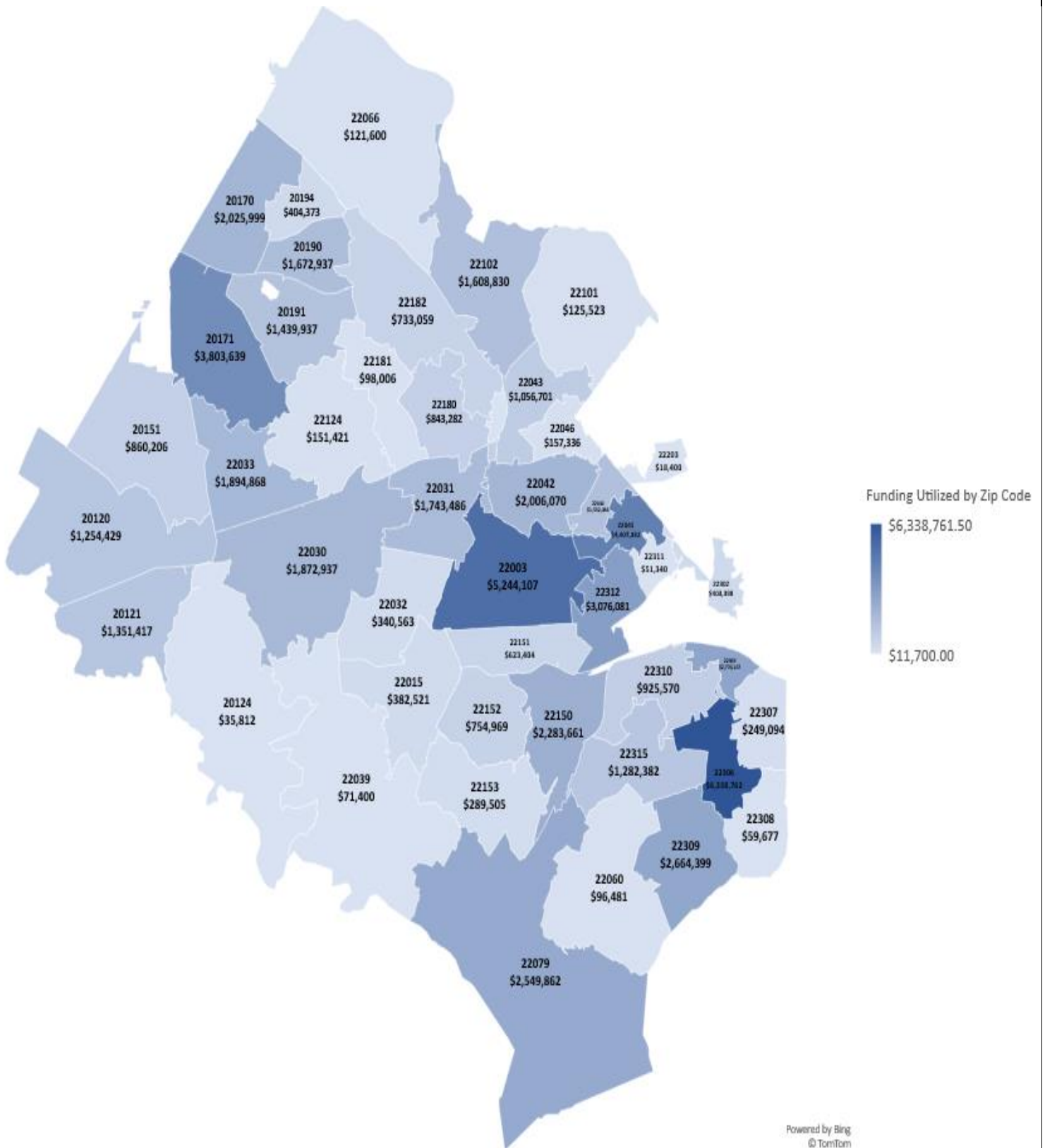
ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (2,875), Utility (233) Total Disbursed (\$27,270,459.67)



## **CSP DATA DASHBOARD (continued)**

### **ERA (I AND II) FUNDING UTILIZED BY ZIP CODE**

As of August 3, 2022





# Fairfax County Health and Human Services COVID-19 Response Updates

July 2022

## General Updates

- 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 by phone or online. 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](#) includes cumulative and 7-day averages for disease, the Community Level (currently at "Medium" for Fairfax County, and COVID-19 testing by week.

**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. The June blog posts included:

- [Children Under Age 5 Now Eligible for COVID-19 Vaccinations](#)

A [toolkit of resources](#) to support vaccination has been updated to include additional resources for ages six months-5 years, the booster vaccine for ages 5-11, and new content on the [video playlist](#) from pediatricians encouraging parents and caregivers to seek vaccination for children age 6 months and older.

The StayWellNOVA campaign is a collaborative effort by the Northern Virginia Health Districts to promote health and wellness. Led by Fairfax County, the campaign is focusing on "How I Stay Well" media assets to promote staying up to date with recommended COVID booster shots. New ads featured for July include:

**StayWellNOVA**

**How I Stay Well:**

- ✓ Pool time
- ✓ Family cookouts
- ✓ Booster shots for the family

For me and my family, summertime means outside time and we don't want to miss out by getting sick and staying in.

[StayWellNOVA.com](#)

**StayWellNOVA**

**How I Stay Well:**

- ✓ Piggyback rides for my grandkids
- ✓ Lightning bug searches
- ✓ Booster shots to protect me and my grandkids

For me, being a grandparent is a top priority, and I don't want to miss one moment watching these kids grow up.

[StayWellNOVA.com](#)

**StayWellNOVA**

**How I Stay Well.**

- ✓ My community is my priority
- ✓ I get my fitness on the court
- ✓ My second booster is in my arm

I'm over 50, and I need that second booster to keep me healthy, active and serving my community.

[staywellnova.com](#)

**Quarantine and Isolation:** VDH launched a [new online tool to help calculate isolation and quarantine periods](#) 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.-5 p.m. at 703-267- 3511

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In addition, 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.

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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](#).

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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 houses of worship can be found on the Health Department's [Vaccine website](#).

**Vaccination for Children Ages 6 months-5 years:** Following FDA approval and guidance from CDC/VDH, the Health Department began providing vaccine for children ages 6 months-5 years on June 21 at the Government Center and the South County Hyland Center clinics. Both Moderna and Pfizer vaccine brands are available. Pre-registration appointments and walk-in vaccination is available during clinics hours.

**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 primary vaccine appointment or booster 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.-5 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. Limited pop-up clinics are planned with vaccinations provided by the Health Department's Field Vaccination Team.

**Vaccine Boosters:** Individuals ages five 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 [here](#). 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.

**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 childcare 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 seven nonprofits 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. Additional vaccine navigation locations have expanded to farmer's markets and libraries. 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 45,875 county residents at 1,128 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's new [Community Stories page](#) on the website.

**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. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, businesses, 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 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, 427 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:** This summer, all FCPS students and other Fairfax County children 18 years and under may receive [free summer program meals](#) as part of the USDA Summer Food Service Program regardless of other qualification. Meal kits contain seven days of breakfast and lunch meals and are distributed on Tuesdays at the following locations:

- Baileys ES (door #8) [6111 Knollwood Dr, Bailey's Crossroads, VA 22041](#), 8:30-10 a.m.
- Centre Ridge ES (door #2) [14400 New Braddock Rd, Centreville, VA 20121](#), 8:30-10 a.m.
- Herndon HS (door #13) [700 Bennett St, Herndon, VA 20170](#), 8:30-10 a.m.
- Lorton Station ES (door #1) [9298 Lewis Chapel Rd, Lorton, VA 22079](#), 8:30-10 a.m.
- Thomas Jefferson High School for Science and Technology (door #4) [6560 Braddock Rd, Alexandria, VA 22312](#), 9-10:30 a.m.
- Luther Jackson MS (door #1) [3020 Gallows Rd, Falls Church, VA 22042](#), 8:30-10 a.m.
- Mount Vernon Woods ES (door #2) [4015 Fielding St, Alexandria, VA 22309](#), 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 2,564 calls per week in June. CSP leadership continues to monitor call volume and balance staff's proportion of time processing pending Emergency Rental Assistance cases with additional phone support.

**Basic Needs Support Funding:** Basic needs expenditures for June totaled **\$4,606,800**. The Emergency Rental Assistance I (ERA I) program served 3,405 households for housing assistance and 331 households for utility assistance, totaling **\$34,192,396** of ERAI funding disbursed since June 2021. The ERAII program has served 2,614 households for housing assistance and 198 households for utility assistance, totaling **\$25,030,013** since February 2022. A memo to the Board was sent on June 15 detailing future eviction prevention and rental assistance plans.

The CSP Data Dashboard is on pages 7-8. Please note, the CARES funding utilization map has been replaced by a new map illustrating ERAI and ERAII funding utilization by zip code on page 8.

**New- Fairfax County Emergency Rental Assistance Bridge Program:** In recognition of the pandemic-related economic hardships that still exist, the County established the new **Emergency Rental Assistance (ERA) Bridge Program** and started accepting applications/requests for it on July 1. Applications/requests for rental assistance through ERA II funding ceased on June 30, 2022 and based on the number of applications currently in process, the remaining funding for the Emergency Rental Assistance Program (funded by ERA I and ERA II) is anticipated to be exhausted by August 2022.

The goal of the **ERA Bridge Program** is to provide resources in the community while beginning to transition back to pre-COVID-19 basic needs assistance operations and funding levels. This program will provide up to three months of assistance to eligible County residents who have a household income at or below 80% of the Area Median Income (AMI) and a monthly rental payment of up to 150% of the Fair Market Rent (FMR).

Funding for this program will be available through a combination of funding sources including, if awarded, the reallocation by Treasury of unutilized ERAI funds, the County's ARPA funding, [Consolidated Community Funding Pool](#) (CCFP) funds, and leveraging of community-based organizations (CBO) funding through the [Coordinated Services Planning](#)/CBO partnership model that existed pre-COVID-19.

Coordinated Services Planning has provided outreach and education efforts to residents, landlords, and key stakeholders, as well as an information session for stakeholders to introduce this new resource. The [Eviction Prevention website](#) as well as on CSP Call Center recording and messaging on the Landlord Portal been updated as well. A full program overview and description was provided to the Board through a NIP memo on June 15, 2022.



**New- 2022 Nonprofit Sustainability Grants Program:** In support of our vital community safety-net organizations, the 2022 Nonprofit Sustainability Grants Program has been developed. This grant program will utilize approximately \$6 million in ARPA funds to support nonprofits experiencing negative economic impacts from the COVID-19 pandemic. The application process is anticipated to open in late July. Awards must be used to sustain the nonprofit’s operations and eligible expenses include payroll and benefits costs; mortgage, rent, and utilities; equipment and supplies, and other critical operating expenses. Funding cannot be used to pay debts to close an organization, to start a new organization, or direct client assistance. Details about this grant were shared with the Board through a NIP memo on April 29, 2022.

The award amounts will be based on the nonprofit size. Depending on the number of applicants, all eligible nonprofits may receive funding. If there is not enough funding to support eligible applications, priority will be given to nonprofits that serve vulnerable communities and then a lottery system will be used for remaining applicants.

Nonprofit Size	Grant Level
Organizations with less than 1 full-time equivalent employee	\$10,000
Organizations with 1 – 10 full time equivalent employees	\$25,000
Organizations with 11 – 25 full time equivalent employees	\$50,000
Organizations with greater than 25 full time equivalent employees	\$75,000

A second grant opportunity, the 2022 Child Care Providers grant program is also being developed. The application process for this grant will open in October 2022. A robust marketing campaign for both grants will be conducted, and information sessions will be held (dates will be announced at a later time).

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2022 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
5/29/22*	2,549	- 10%	2%
6/5/22	2,873	- 15%	13%
6/12/22	2,423	- 16%	- 16%
6/19/22*	2,216	- 35%	- 9%
6/26/22	2,757	- 9%	24%

### WEEKLY AVERAGE SPEED OF ANSWER

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

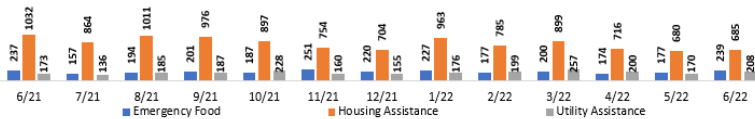
Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
5/29/22*	7:31	11:12
6/5/22	7:12	9:01
6/12/22	4:55	2:49
6/19/22*	4:05	5:24
6/26/22	8:09	7:30

\* Holiday

### 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.

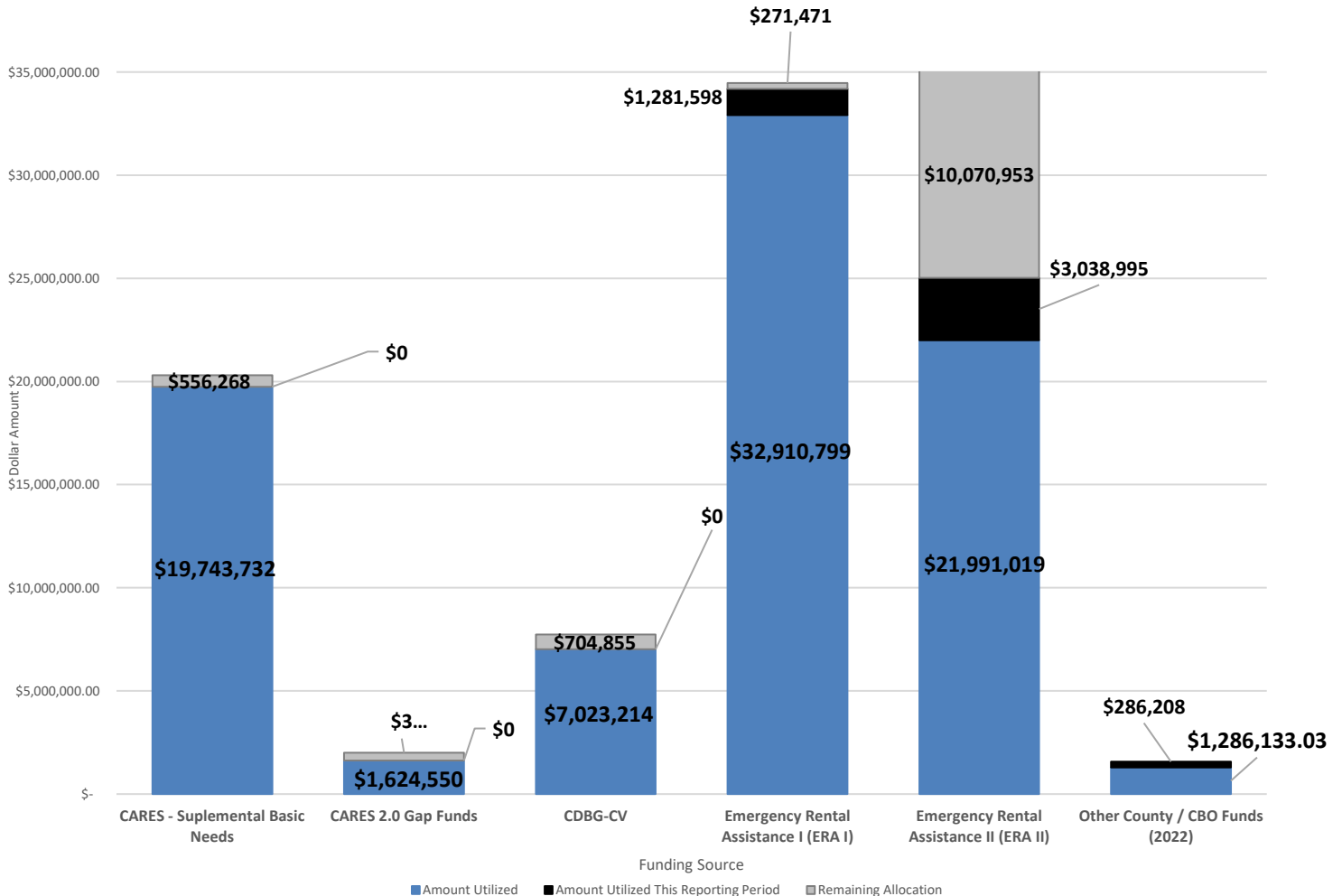
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
March 2022	486	+ 99%
April 2022	445	+ 82%
May 2022	443	+ 82%
June 2022	370	+ 52%

### BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

**Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERA I & II): \$4,606,800.47**

**ERA I Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,450), Utility (331) Total Disbursed (\$34,192,396.91)**

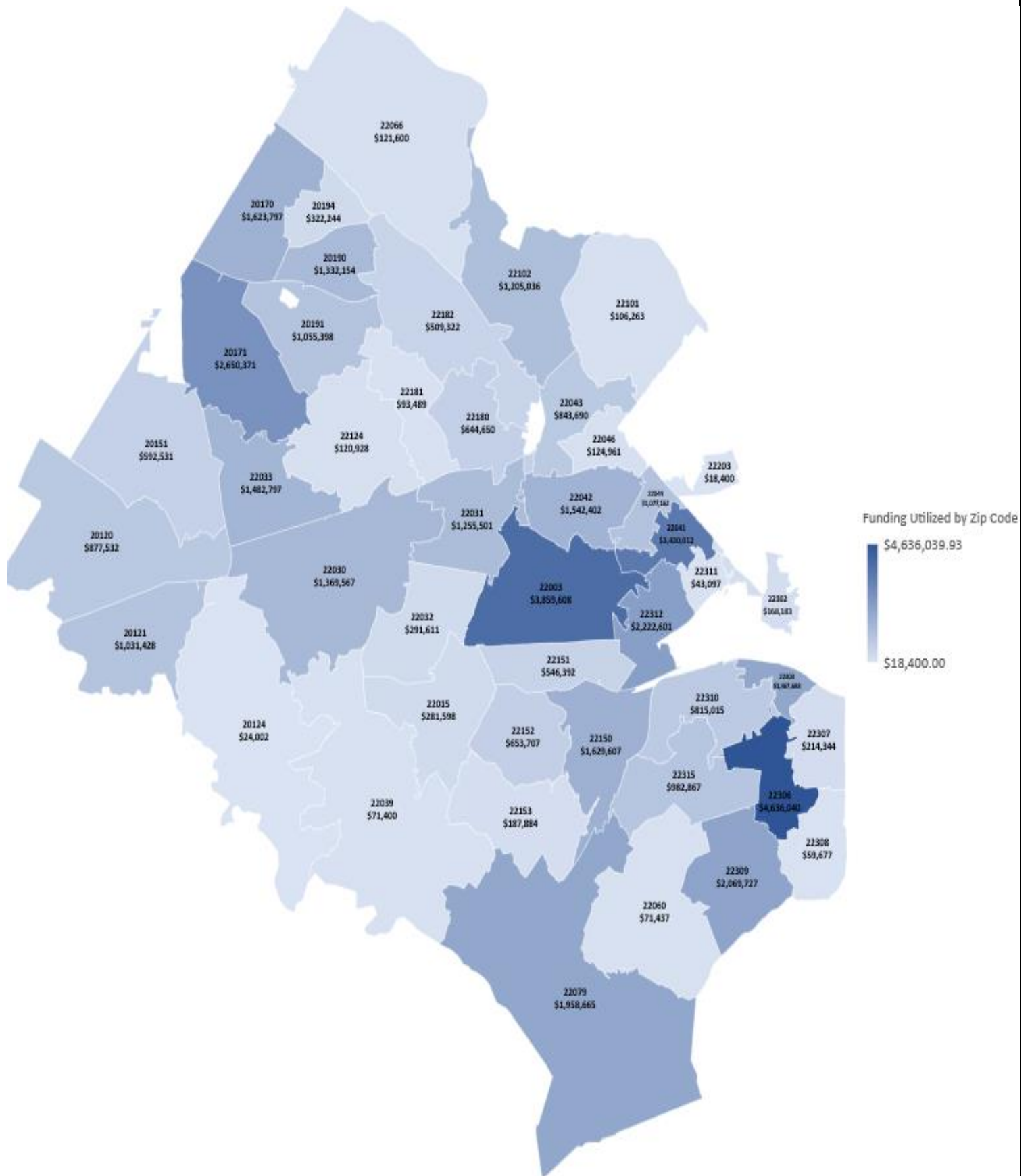
**ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (2,614), Utility (198) Total Disbursed (\$25,030,013.51)**



## **CSP DATA DASHBOARD (continued)**

### **ERA (I AND II) FUNDING UTILIZED BY ZIP CODE**

As of July 6, 2022



# Fairfax County Health and Human Services COVID-19 Response Updates

June 2022

## General Updates

- 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 "Medium" 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. May blog posts included:

- [Children 5 to 11 Years of Age Now Eligible for a Pfizer-BioNTech Vaccine Booster](#) (May 20)
- [Testing Continues to be a Critical Strategy to Slow COVID-19 Transmission](#) (May 18)
- [Treatment for COVID-19 Prevents Hospitalization in High-Risk Individuals](#) (May 11)
- [COVID-19 Cases and Outbreaks Continue to Trend Upward in Fairfax Health District](#) (May 6)

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 StayWellNOVA campaign is a collaborative effort by the Northern Virginia Health Districts to promote health and wellness. Lead by Fairfax County, the campaign is focusing on "How I Stay Well" media assets to promote staying up to date with recommended COVID booster shots.



**Quarantine and Isolation:** VDH launched a [new online tool to help calculate isolation and quarantine periods](#) 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.-5 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.-5 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 primary vaccine appointment or booster 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. Limited pop-up clinics are planned with vaccinations provided by the Health Department's Field Vaccination Team.

The Health Department is awaiting FDA approval and subsequent guidance from CDC/VDH regarding vaccine for ages 6 months to 4 years.

**Vaccine Boosters:** Individuals ages five 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>. 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.

**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 childcare 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. Additional vaccine navigation locations have expanded to farmer's markets and libraries. 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 40,598 county residents at 977 unique events. The Vaccine Navigation team's work in the community is highlighted on the Health Department's new [Community Stories page](#) on the website.

**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. Neighborhood-based clinics are scheduled at community centers, houses of worship, apartment complexes, businesses, 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 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. Free meals (breakfast and lunch) will be available for students attending FCPS summer school programs.

**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 2,814 calls per week in May. 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, 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 May totaled **\$4,862,807**. The Emergency Rental Assistance I (ERA I) served 3,404 households for housing assistance and 308 households for utility assistance, totaling **\$32,910,799** of ERA I funding disbursed since June 2021. The ERA II program has served 2,312 households for housing assistance and 161 households for utility assistance, totaling **\$21,991,018** since February 2022. A memo to the Board will be forthcoming detailing future eviction prevention and rental assistance plans.

The CSP Data Dashboard is on pages 6-7. Please note, the CARES funding utilization map has been replaced by a new map illustrating ERA I and ERA II funding utilization by zip code on page 7.

## CSP DATA DASHBOARD

### WEEKLY CALL VOLUME

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

Week starting:	FY 2022 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
5/1/22	2,883	6%	4%
5/8/22	3,177	42%	10%
5/15/22	2,687	12%	-15%
5/22/22	2,511	-1%	-7%

### WEEKLY AVERAGE SPEED OF ANSWER

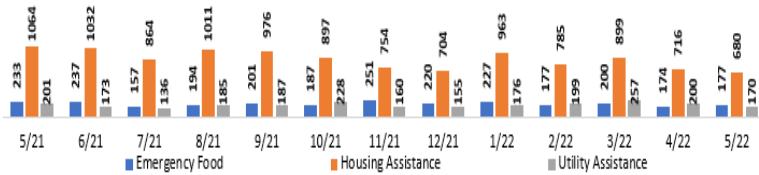
The weekly average speed of answer for the Spanish and English lines.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
5/1/22	7:29	4:31
5/8/22	6:49	13:35
5/15/22	10:05	6:33
5/22/22	10:25	5:14

### 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.

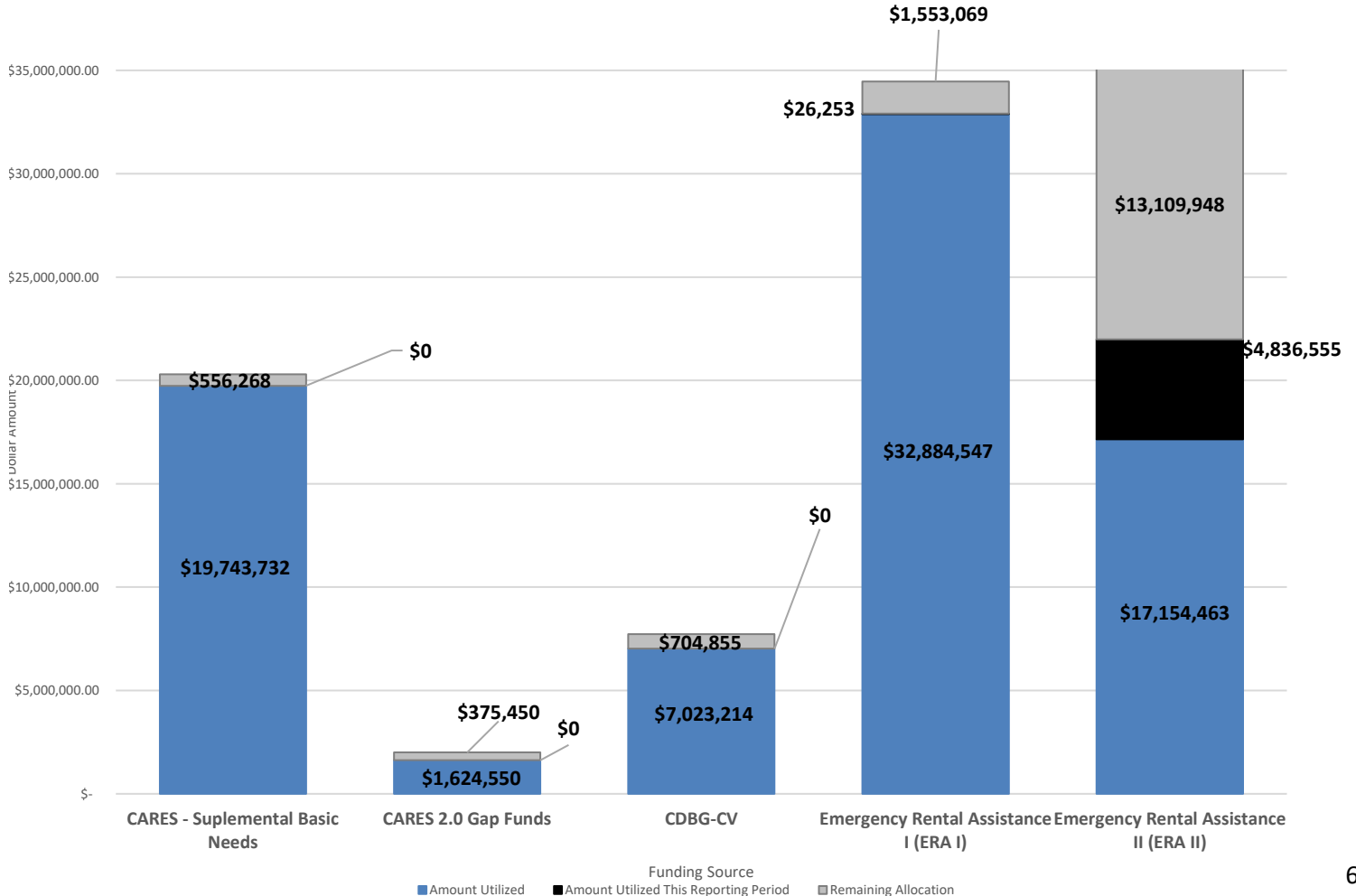
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
October 2021	744	+ 205%
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
March 2022	486	+ 99%
April 2022	445	+ 82%
May 2022	443	+ 82%
<b>TOTAL</b>	<b>3,987</b>	

### BASIC NEEDS ASSISTANCE COORDINATED THROUGH CSP FUNDING SOURCES AND SPENDING

**Monthly Total for all Funding Sources (CARES, CBO, CDBG and ERAI & ERAII): \$4,862,807.96**

**ERAI Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (3,404), Utility (308) Total Disbursed (\$32,910,799.31)**

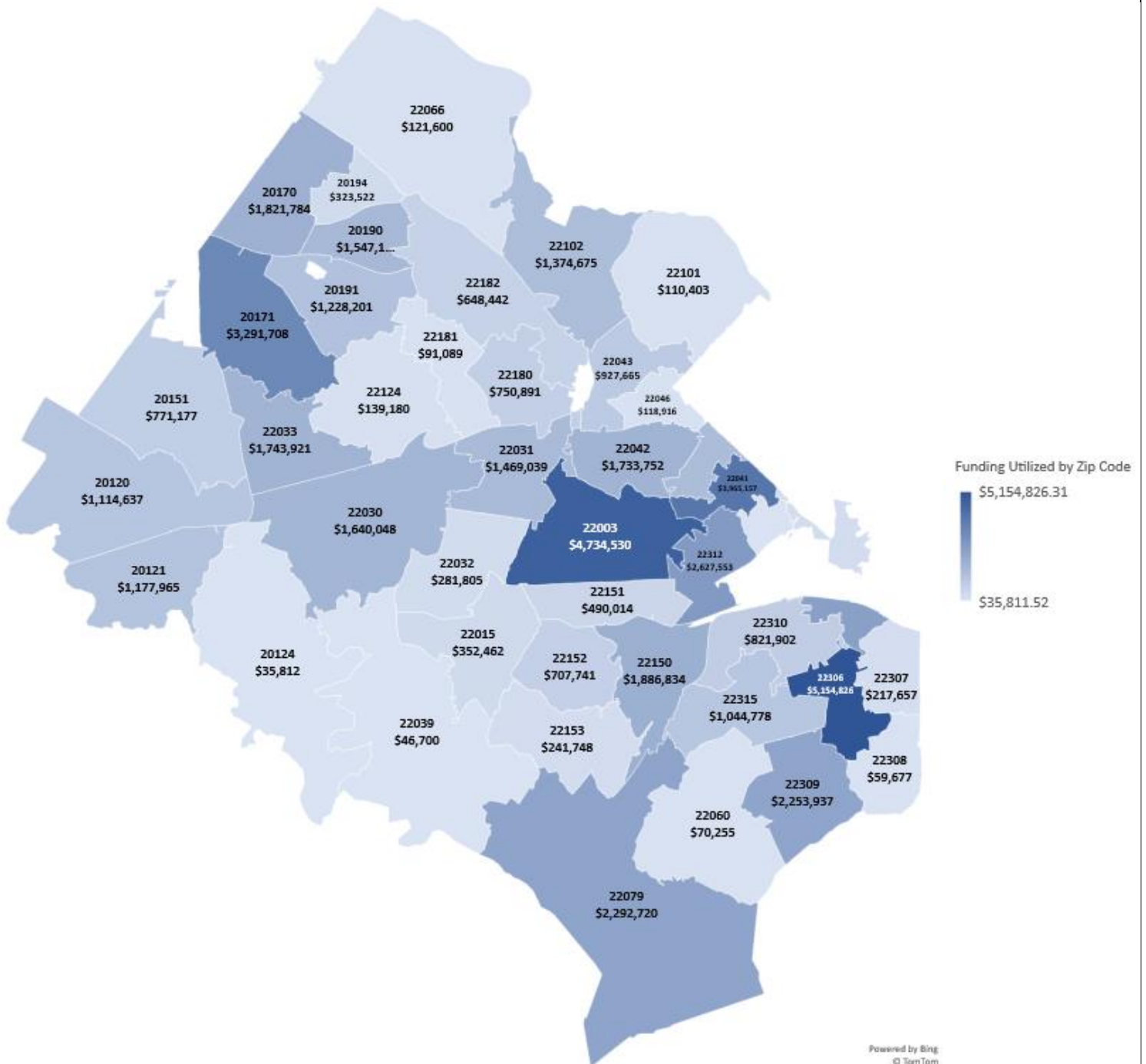
**ERAII Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (2,312), Utility (161) Total Disbursed (\$21,991,018.52)**



## **CSP DATA DASHBOARD (continued)**

### **ERA (I AND II) FUNDING UTILIZED BY ZIP CODE**

As of June 1, 2022





# Fairfax County Health and Human Services

## COVID-19 Response Updates

May 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](#) 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 FFXCOVIDSP (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 periods](#) 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>. 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 (ERA I) served 3,402 households for housing assistance and 308 households for utility assistance, totaling **\$32,884,546** of ERA I funding disbursed since June 2021. The ERA II 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.

Week starting:	FY 2022 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
4/3/22	3,010	11%	0%
4/10/22	2,607	17%	- 13%
4/17/22	2,696	21%	3%
4/24/22	2,782	24%	3%

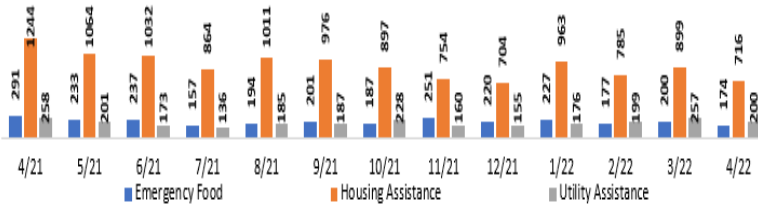
### WEEKLY AVERAGE SPEED OF ANSWER

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

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
4/3/22	8:44	7:53
4/10/22	6:34	2:45
4/17/22	9:56	3:40
4/24/22	9:38	5:47

### 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.

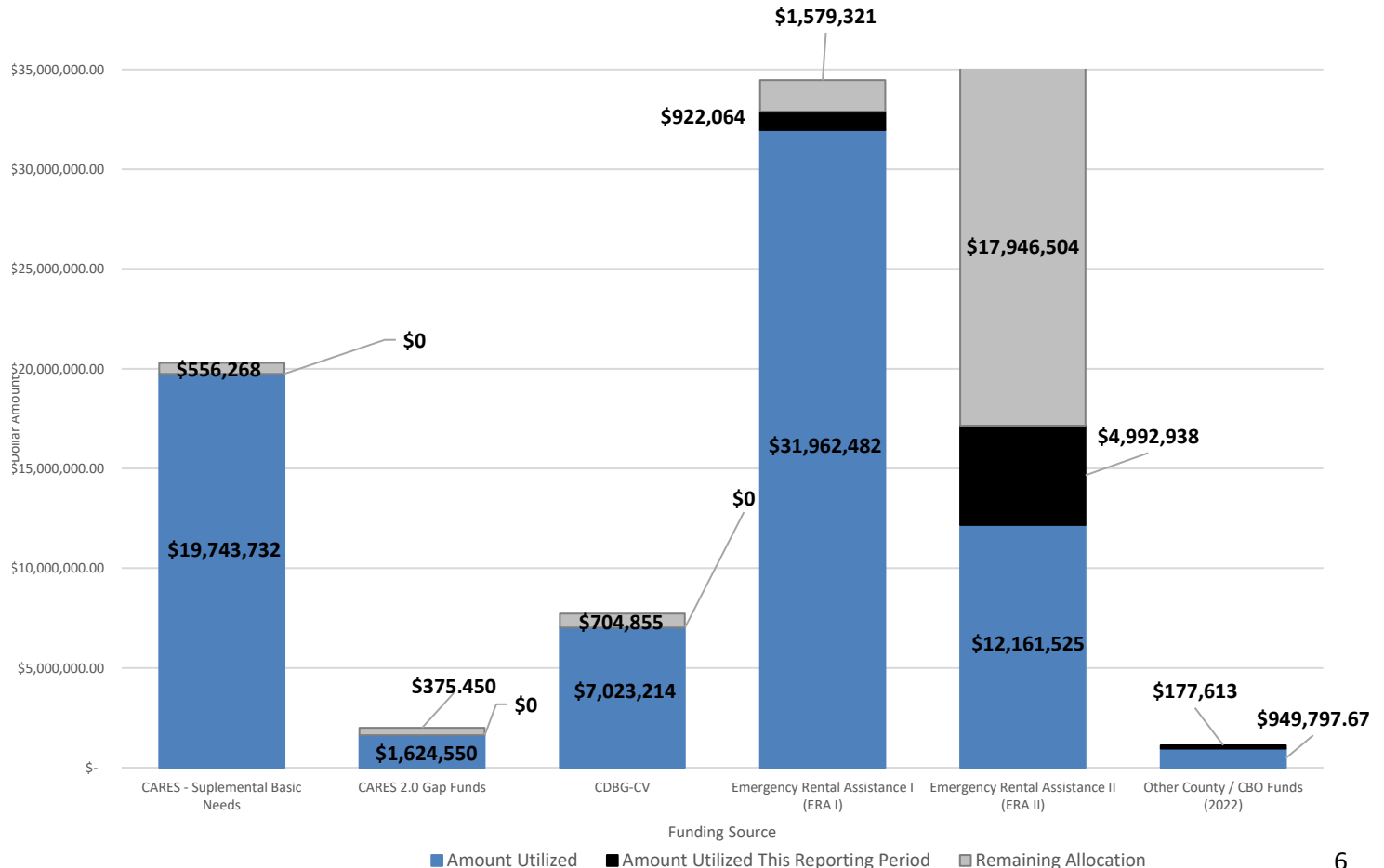
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
October 2021	744	+ 205%
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
March 2022	486	+ 99%
April 2022	445	+ 82%
<b>TOTAL</b>	<b>3,544</b>	

### 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)**

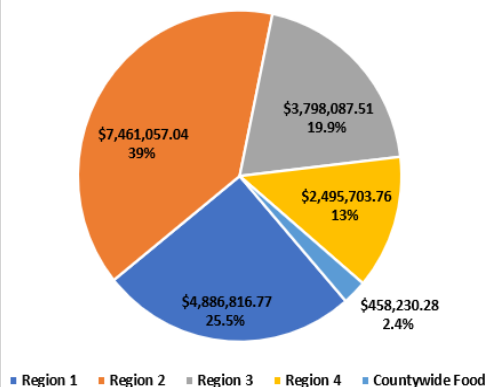
**ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (1,820), Utility (117) Total Disbursed (\$17,154,463.19)**



## CSP DATA DASHBOARD (continued)

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

\$19,141,029.56 as of May 4, 2022  
(This total does not include CBO Administrative Costs)



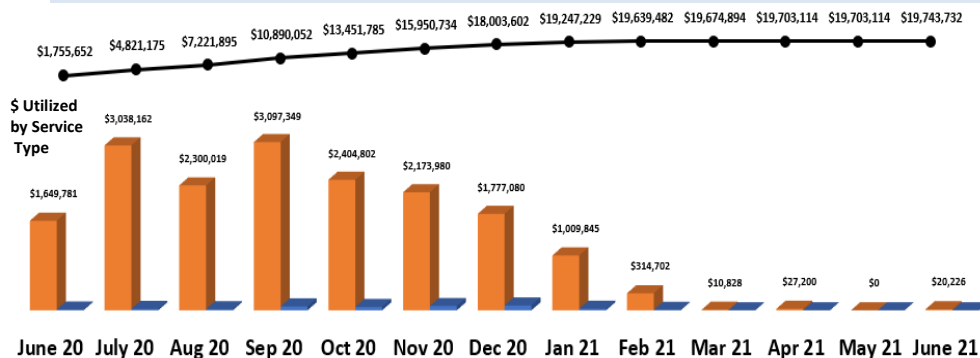
Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

### CARES ACT FUNDING UTILIZED

As of May 4, 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)



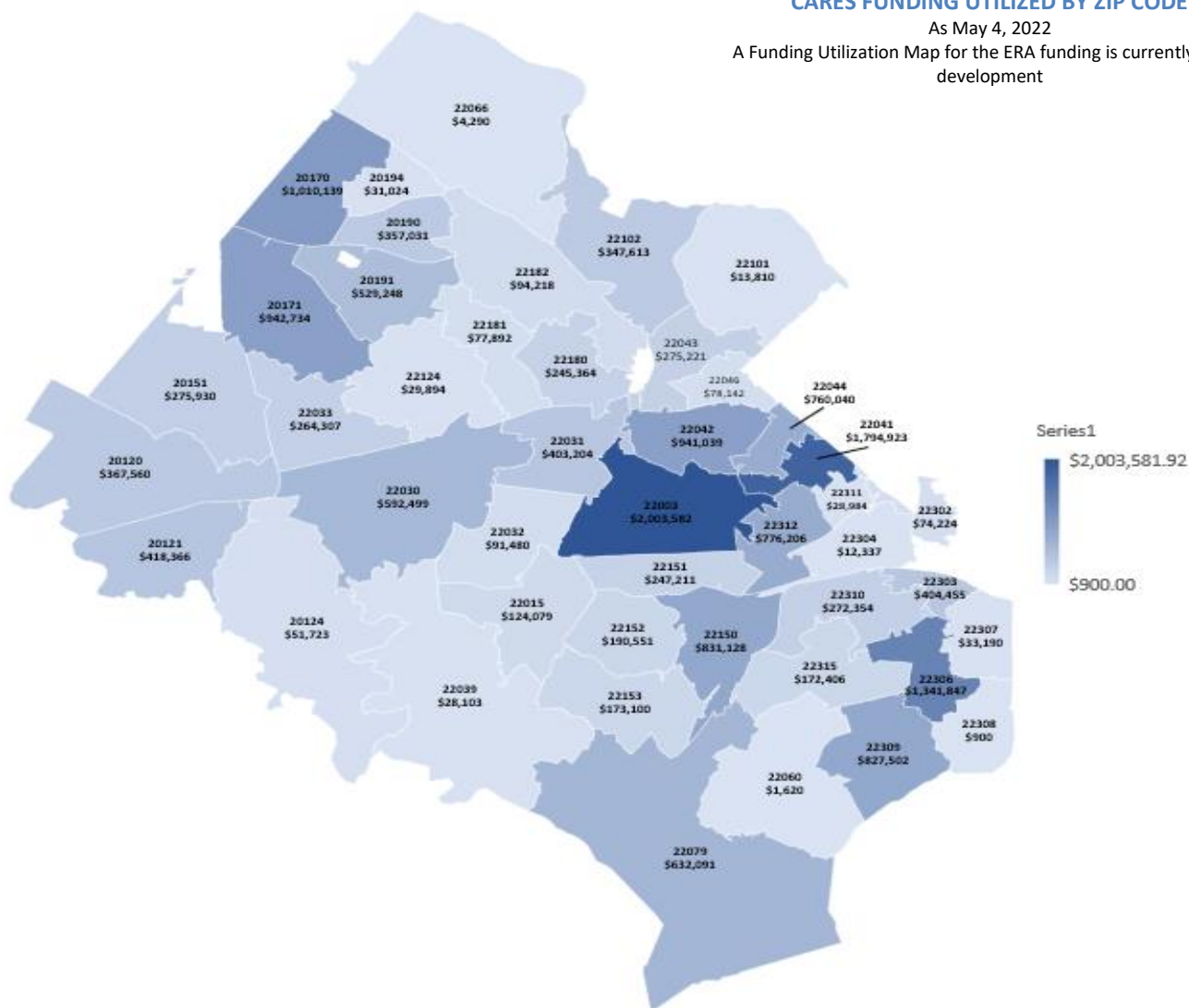
\*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) were reported 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 May 4, 2022

A Funding Utilization Map for the ERA funding is currently under development





# Fairfax County Health and Human Services

## COVID-19 Response Updates

April 2022

### General Updates

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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 periods](#) 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](#) 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](#). 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 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.

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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).

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**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>. 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 (ERA I) served 3,339 households for housing assistance and 301 households for utility assistance, totaling **\$31,962,482** of ERA I funding disbursed since June 2021. The ERA II 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.

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

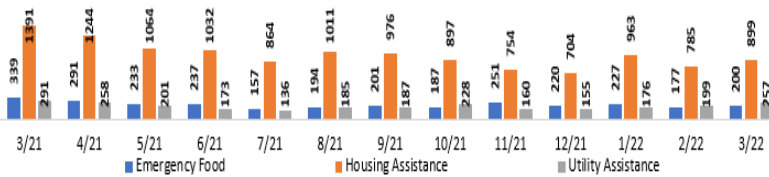
### WEEKLY AVERAGE SPEED OF ANSWER

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

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
2/27/22	9:36	9:22
3/6/22	8:19	3:52
3/13/22	6:24	3:11
3/20/22	11:14	4:29
3/27/22	8:32	4:39

### 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.

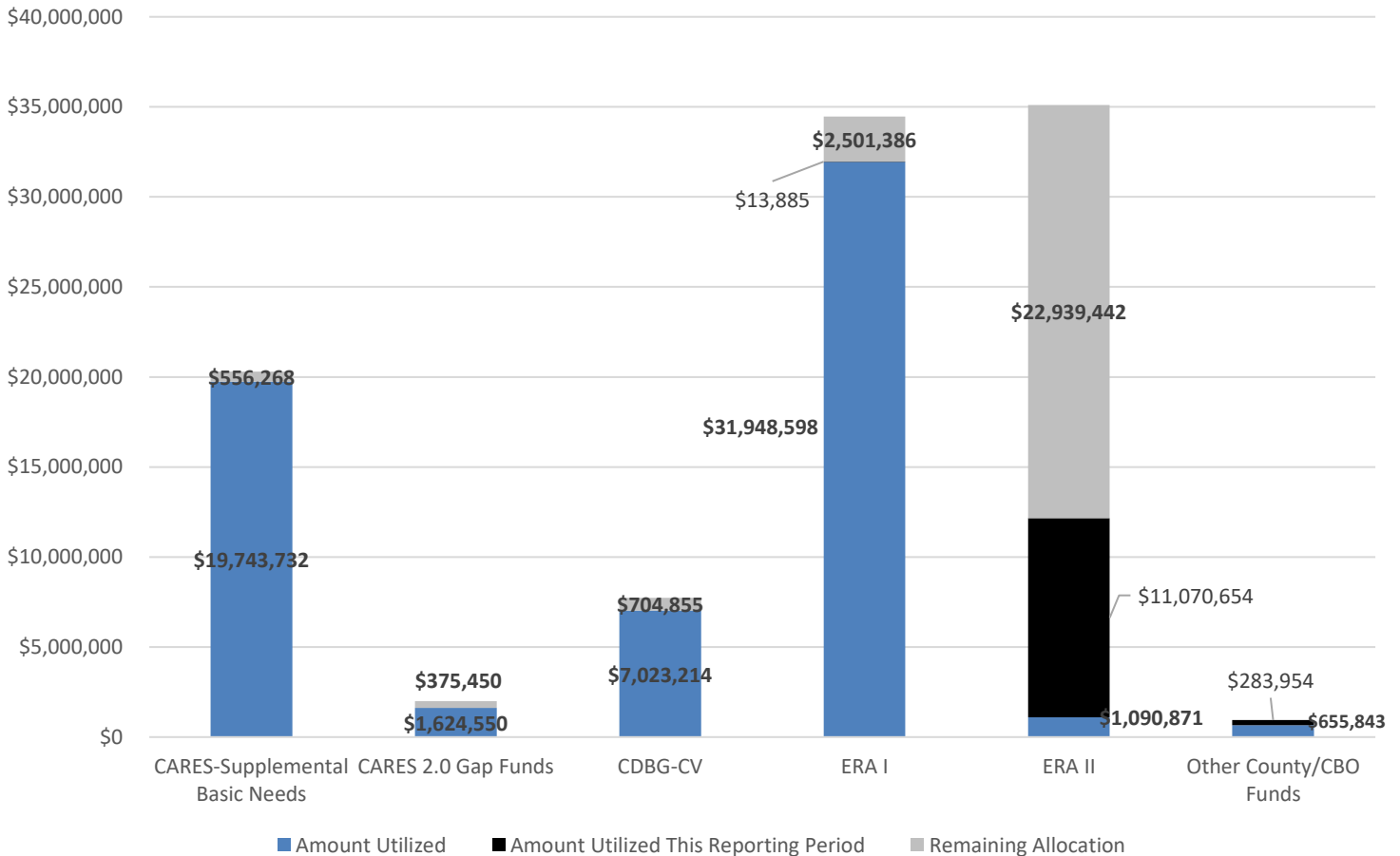
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
September 2021	505	+ 107%
October 2021	744	+ 205%
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
March 2022	486	+ 99%
<b>TOTAL</b>	<b>3,604</b>	

### 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)

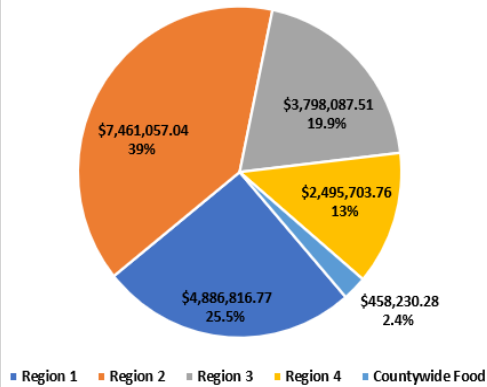


## CSP DATA DASHBOARD (continued)

### 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)



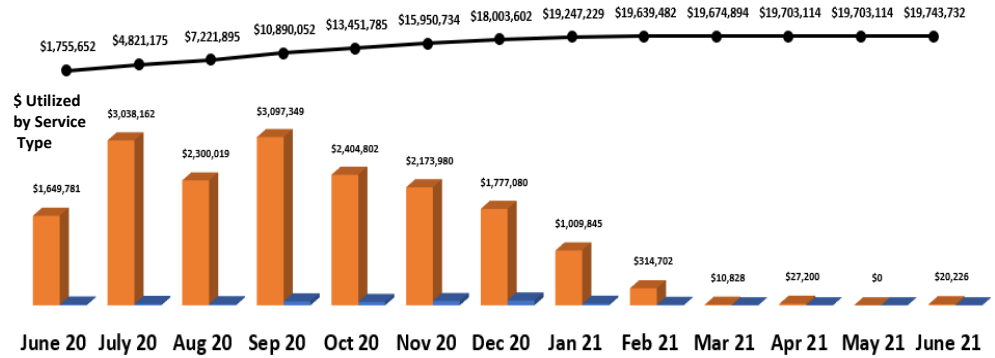
Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

### 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)



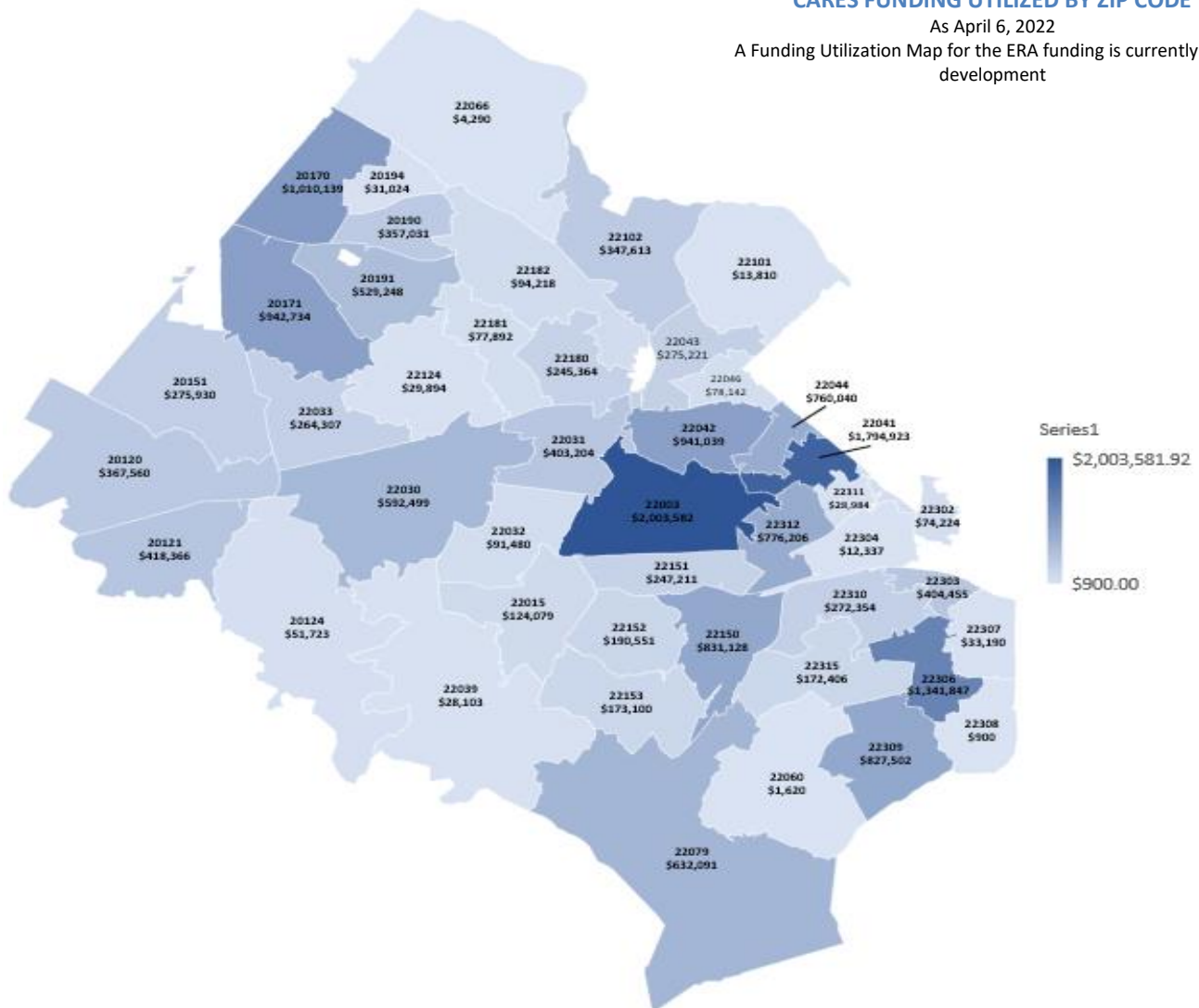
\*Expenditures of CARES Act funds for food assistance are only reported monthly and are included on specific days, as illustrated in the line graph for cumulative \$ utilized. CBOs are also allotted 5% of CARES Act funds for administrative costs, and funds utilized to-date (May - August 2020) were reported 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 April 6, 2022

A Funding Utilization Map for the ERA funding is currently under development





# 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: 9:30a.m. – 3:30 p.m.

Saturday: 9:30a.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 outreach 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.

### QPID Emergency Housing Information

Total QPID Rooms	QPID Rooms Occupied	QPID Program Guests: TOTAL	QPID Program Guests: Homeless	Occupancy
381	269	370	370	71%
Referral Sources (Percentage of Guests)		Total		
Federally Qualified Health Clinics		0.3%		
Government		2.7%		
Homeless Services		95.7%		
Hospitals		1.3%		

<b>Grand Total</b>	<b>100%</b>
--------------------	-------------

<b>Race &amp; Ethnicity (Percentage of Guests)</b>	<b>Hispanic/ Latin(a)(o)(x)</b>	<b>Non-Hispanic/ Non- Latin(a)(o)(x)</b>	<b>Unknown</b>	<b>Total</b>
<b>American Indian, Alaska Native, or Indigenous</b>	0.3%	1.6%	0%	1.9%
<b>Asian or Asian American</b>	0%	3.5%	0%	3.5%
<b>Black, African American, or African</b>	0.8%	53.3%	0.3%	54.4%
<b>Unknown</b>	1.1%	0.3%	1.1%	2.4%
<b>White</b>	14.7%	23.2%	0%	37.9%
<b>Grand Total</b>	<b>16.8%</b>	<b>81.9%</b>	<b>1.3%</b>	<b>100%</b>

### **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 30<sup>th</sup>, 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 (ERAII) 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

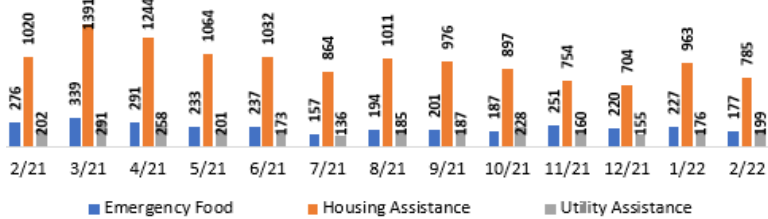
The call volume and the percent change (increase/decrease) from the previous week and previous year.

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

\*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.

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

\*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.

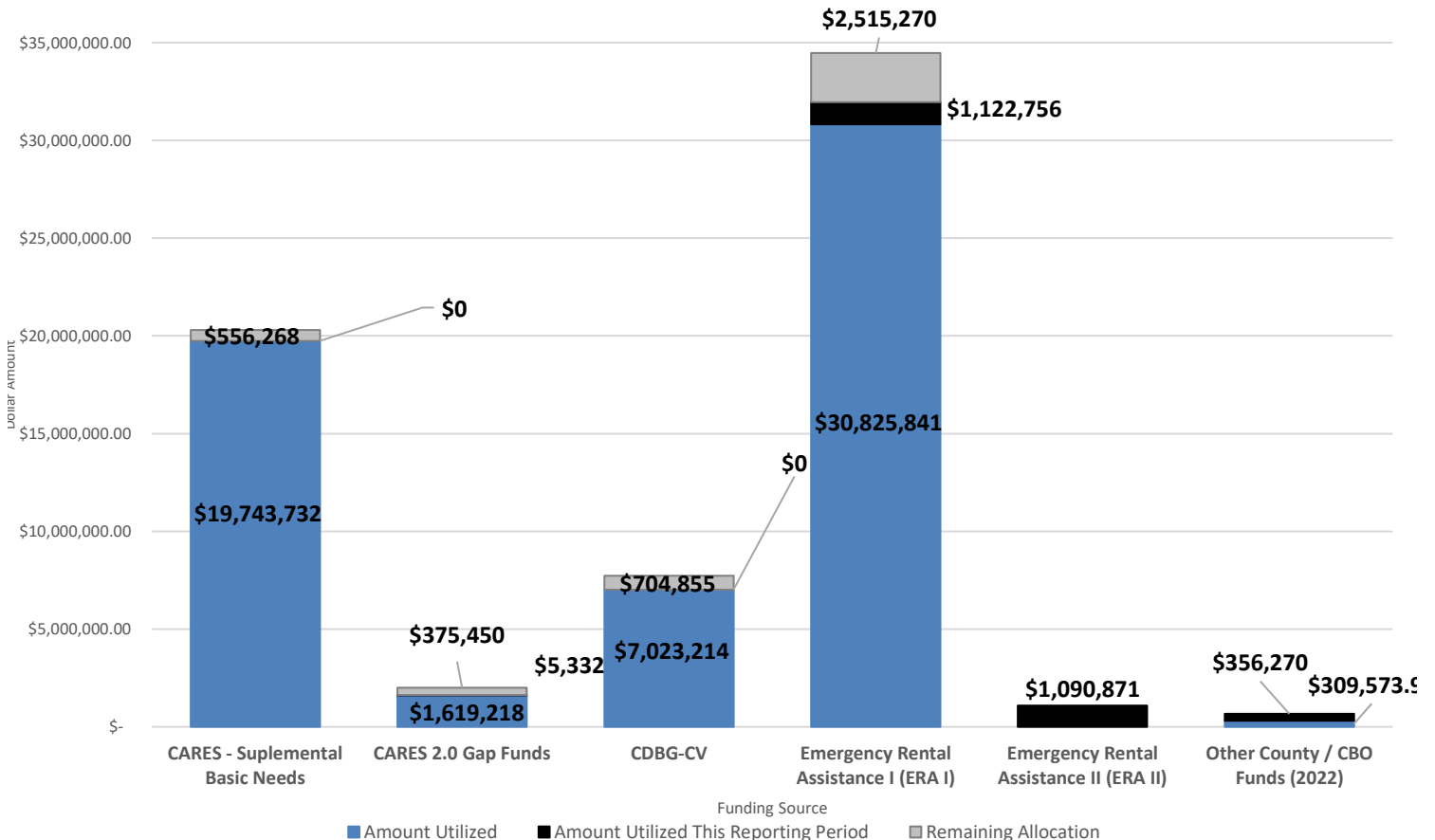
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
August 2021	540	+ 121%
September 2021	505	+ 107%
October 2021	744	+ 205%
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
February 2022	489	+ 100%
<b>TOTAL</b>	<b>3,658</b>	

### 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)

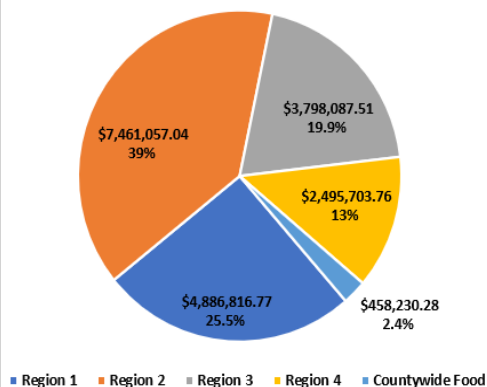
ERA II Funds – Number of Households Served & Total Disbursed (Cumulative): Housing (104), Utility (6) Total Disbursed (\$1,090,870.68)



## CSP DATA DASHBOARD (continued)

### 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)



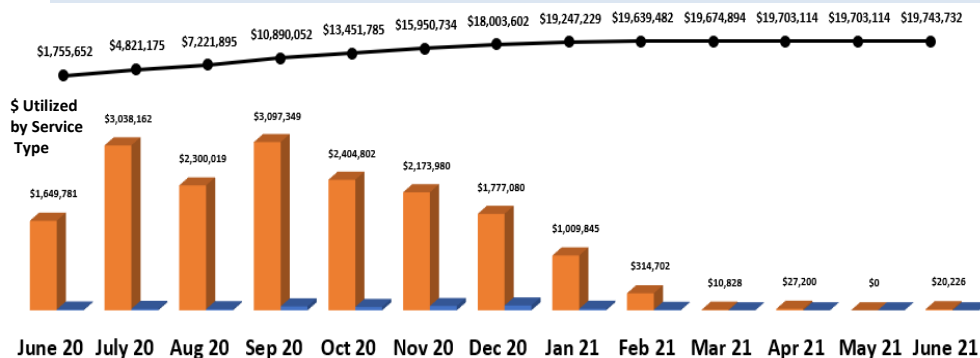
Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

### 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)



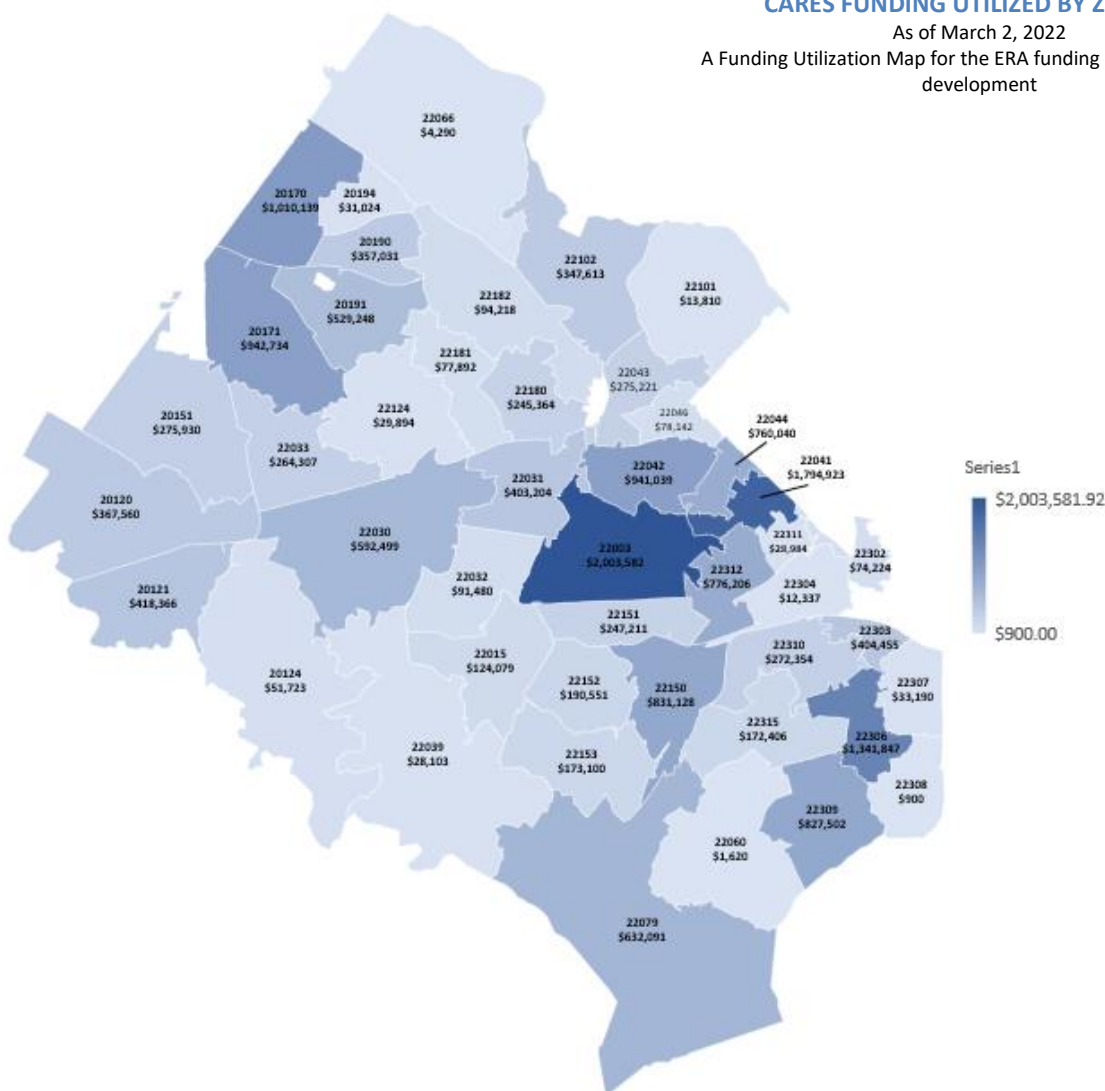
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\*\*An additional \$300,000 has been added to total CARES to ensure support as program nears conclusion.

### CARES FUNDING UTILIZED BY ZIP CODE

As of 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](https://www.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](https://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](https://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

Total QPID Rooms	QPID Rooms Occupied	QPID Program Guests: TOTAL	QPID Program Guests: Homeless	QPID Program Guests: Non-Homeless	Occupancy
<b>443</b>	<b>306</b>	<b>416</b>	<b>415</b>	<b>1</b>	<b>69%</b>
Referral Sources (Percentage of Guests)		Homeless	Non-Homeless	Total	
Federally Qualified Health Clinics		<b>0.2%</b>	<b>0%</b>	<b>0.2%</b>	
Government		<b>3.1%</b>	<b>0.2%</b>	<b>3.4%</b>	
Homeless Services		<b>93.3%</b>	<b>0%</b>	<b>93.3%</b>	
Hospitals		<b>3.1%</b>	<b>0%</b>	<b>3.1%</b>	
Grand Total		<b>99.8%</b>	<b>0.2%</b>	<b>100%</b>	

Race & Ethnicity (Percentage of Guests)	Hispanic/Latin(a)(o)(x)	Non-Hispanic/Non-Latin(a)(o)(x)	Unknown	Total
American Indian, Alaska Native, or Indigenous	0%	1%	0%	1%
Asian or Asian American	0%	4.6%	0%	4.6%
Black, African American, or African	0.5%	54.7%	0.5%	55.6%
Unknown	1.2%	0.7%	0%	1.9%
White	13.9%	23%	0%	36.9%
Grand Total	<b>15.6%</b>	<b>83.9%</b>	<b>0.5%</b>	<b>100%</b>

## 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.

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

**Basic Needs Support Funding:** Basic Needs expenditures for January (1/6/22-2/2/22) totaled **\$2,325,846**. The Emergency Rental Assistance (ERA I) has served 3,242 households for housing assistance and 293 households for utility assistance, totaling \$30,825,841 of ERA I 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 (ERA II) funding. In order to implement and access ERA II 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 ERA I funding and other sources. The funding of pending applications with ERA II resources is imminent. The previous spending pace is anticipated to resume or increase with the implementation of ERA II. ERA II builds upon existing ERA I 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

### WEEKLY CALL VOLUME

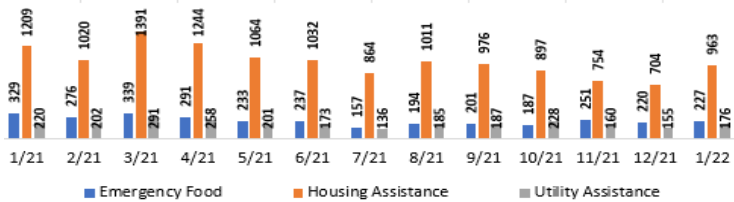
The call volume and the percent change (increase/decrease) from the previous week and previous year.

Week starting:	FY 2022 Weekly Call Volume	% Change from Previous Year	% Change from Previous Week
1/2/22	3,878	- 4%	71%
1/9/22	3,884	13%	0
1/16/22*	3,459	6%	- 11%
1/23/22	3,482	- 28%	1%

\*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.

Average Speed of Answer (Minutes: Seconds)		
Week starting:	Spanish Line	English Line
1/2/22	24:18	68:03
1/9/22	25:19	43:38
1/16/22*	23:01	68:44
1/23/22	15:45	25:30

\*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.

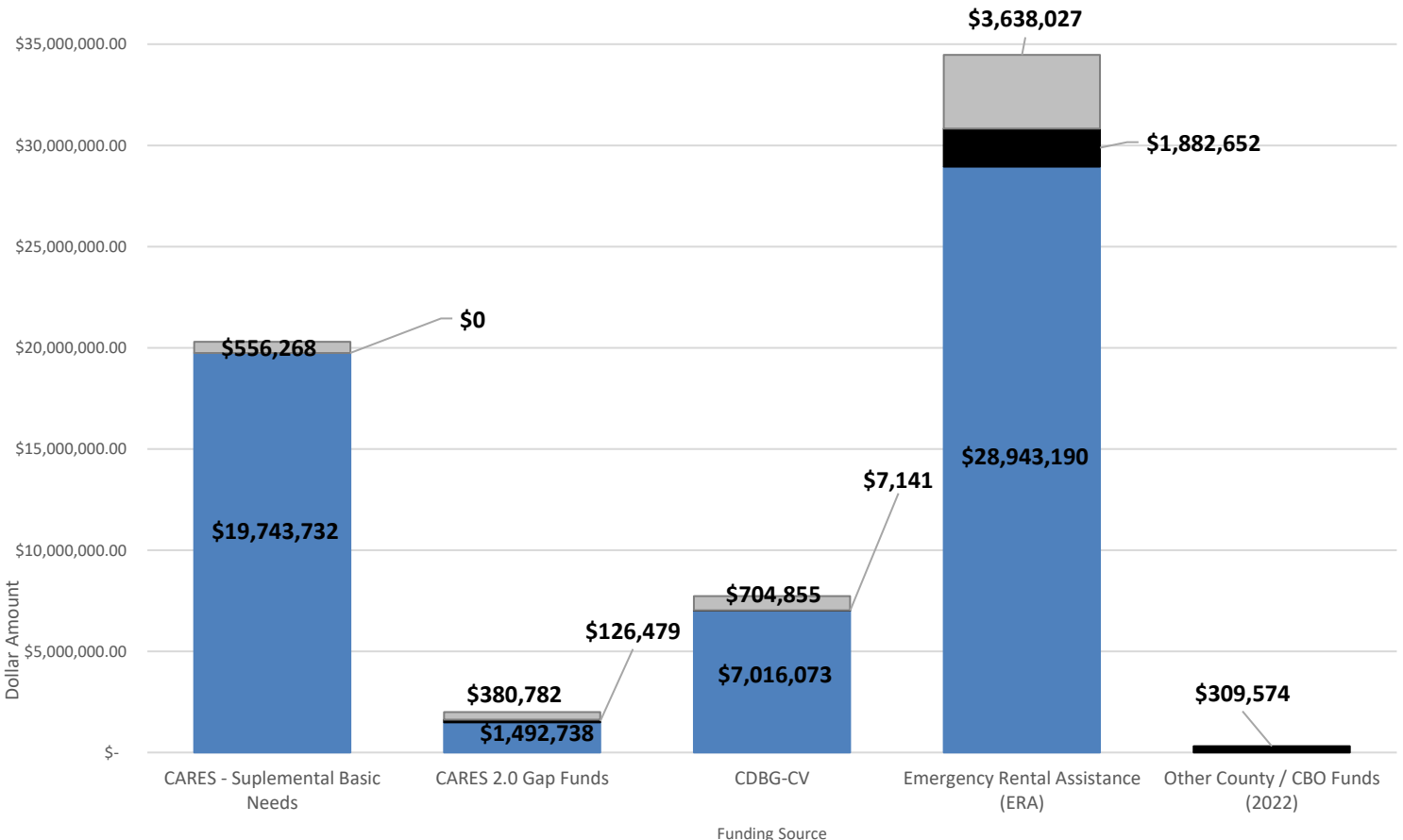
Month	# of New Cases of 1 <sup>st</sup> callers	% Change from FY 2019
July 2021	501	+ 105%
August 2021	540	+ 121%
September 2021	505	+ 107%
October 2021	744	+ 205%
November 2021	421	+ 73%
December 2021	507	+ 108%
January 2022	452	+ 85%
<b>TOTAL</b>	<b>3,670</b>	

### 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)

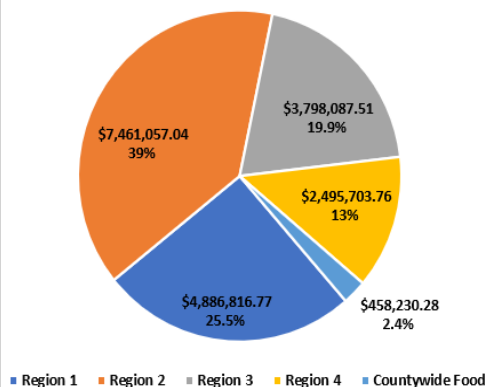




## CSP DATA DASHBOARD (continued)

### 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)



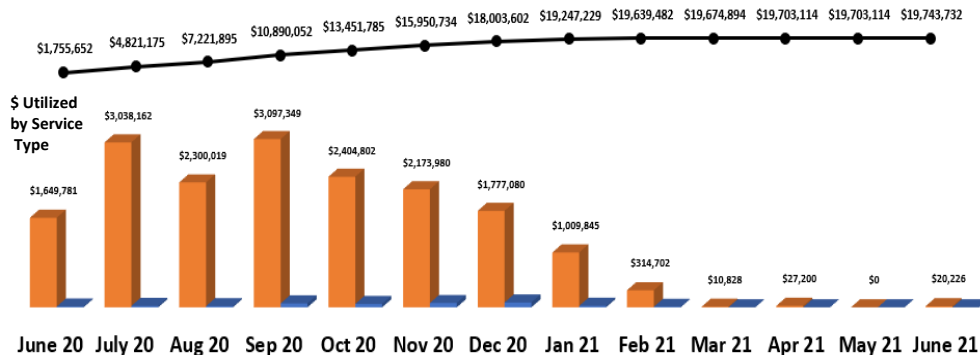
Note: This chart equates to 99.8% due to 0.2% being allocated to relocation costs.

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