



Department of Neighborhood & Community Services Coordinated Services Planning

CSP Trends

FY 23

UPDATED: 10/2023

Coordinated Services Planning (CSP)

Our mission is to provide callers direct access to a specialist who will listen to the expressed need, assess the situation, explore possible short and long-term solutions, and coordinate resources within the community.

What is the philosophy behind CSP's unique work?

We connect Fairfax County residents to organizations and resources that promote self-sufficiency and enhance well-being. We build upon community member's strengths to develop creative solutions that address immediate and long-term needs.

CSP Data

- As a “front door” to Fairfax County’s human services system, CSP is well positioned to capture trend information about the needs of vulnerable households and the system’s overall capacity to meet those needs.
- **Examples of data collected:**
 - ✓ **Community Member Service Interactions Data**
 - ✓ **Call Volume Data**
 - ✓ **Contact and Case Data**
 - ✓ **Outcome Data**

Community Member Service Interactions

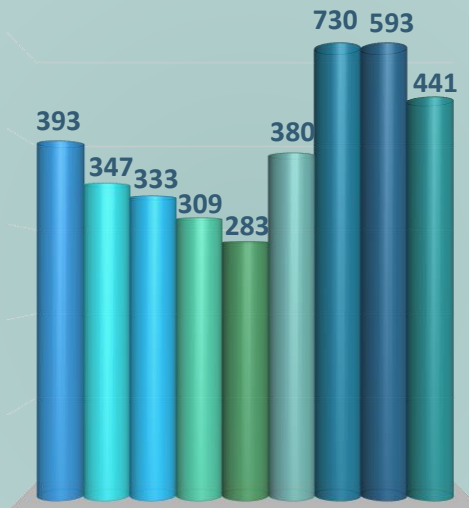
Community Member service interactions represent incoming calls to the CSP line as well as outbound calls made by specialists to coordinate with community members, community-based organizations, landlords, utility companies, etc.



CSP Call Volume Data

Calls to CSP increased dramatically over the course of the economic downturn. Calls to CSP have leveled out over recent years as the economy has improved. In FY 23 it decreased 40% from the highest average of 730 in FY21.

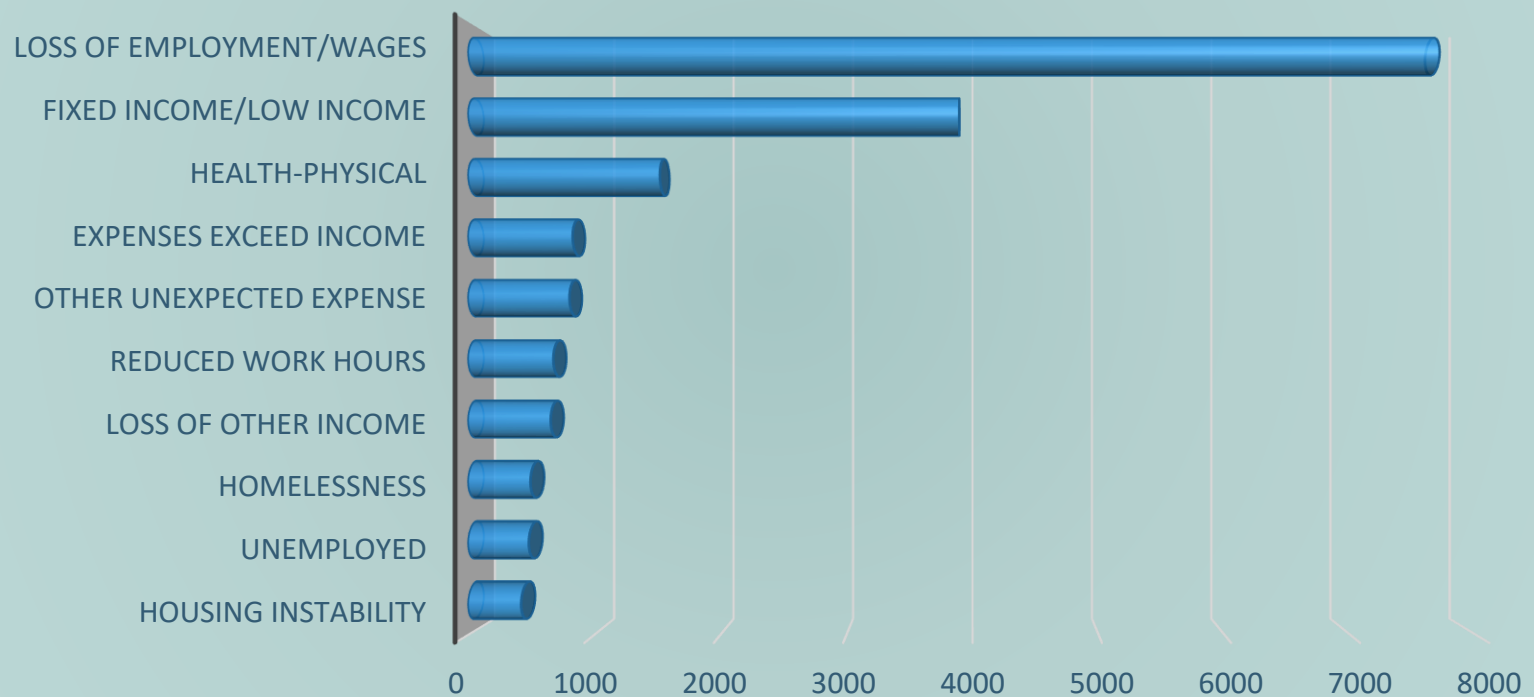
Average Number of Calls Received per Day



■ FY15 ■ FY16 ■ FY17 ■ FY18 ■ FY19 ■ FY20 ■ FY21 ■ FY22 ■ FY23

Why do people call for assistance?

Top 10 reasons why people need assistance (7/1/22 - 6/30/23)



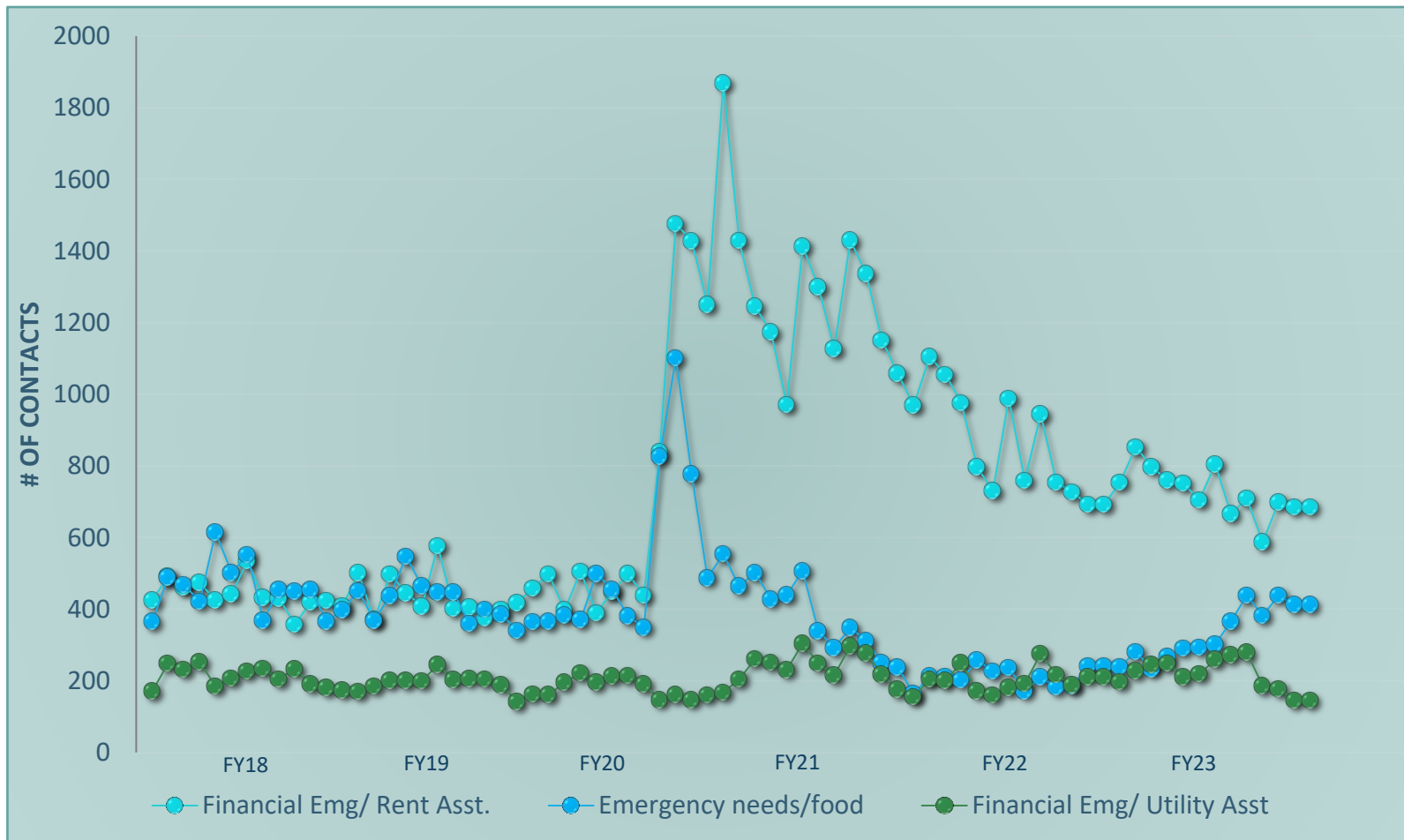
Contacts

Contact Data

- CSP Specialists record the topics of each call, whether the caller receives information only or more intensive services.
- Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.
- Requests to CSP had remained steady over the past 5 years but increased by 198% in FY21. Requests for housing payment assistance ranged between 5,215 and 5,207 (FY15-19) but were approximately 8,700 in FY23. The COVID-19 pandemic may be the contributing factor to the increase.
- Requests for emergency food assistance have increased dramatically in recent years. Typically, CSP receives the highest number of food requests between the months of October and December annually. **In FY 2023, CSP received 3,943 requests for emergency food, a 58% increase from the previous year.**

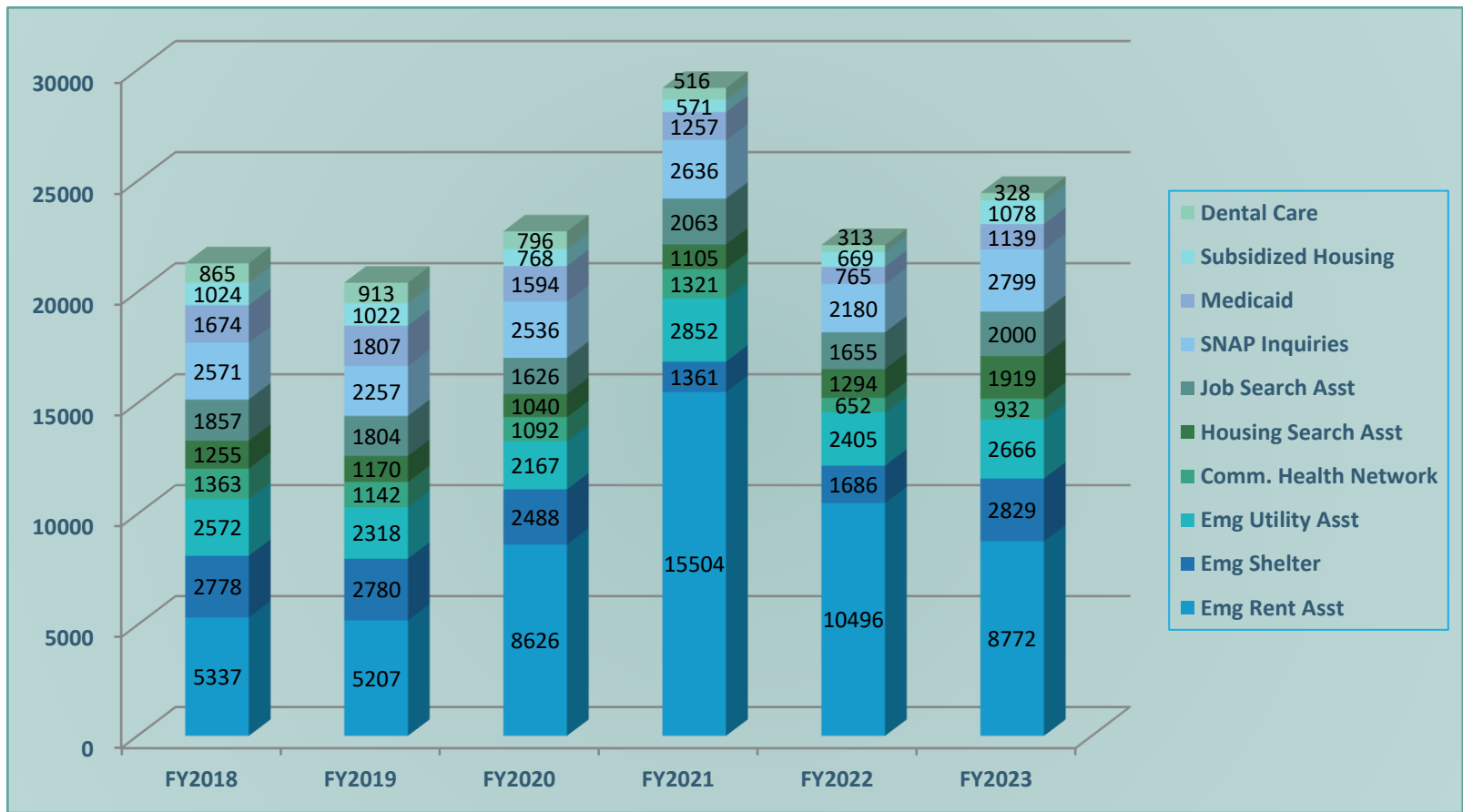
Emergency Food, Rent & Utility Contacts

FY 2018 – FY 2023



Top Contact Topics

FY 2018 – FY 2023

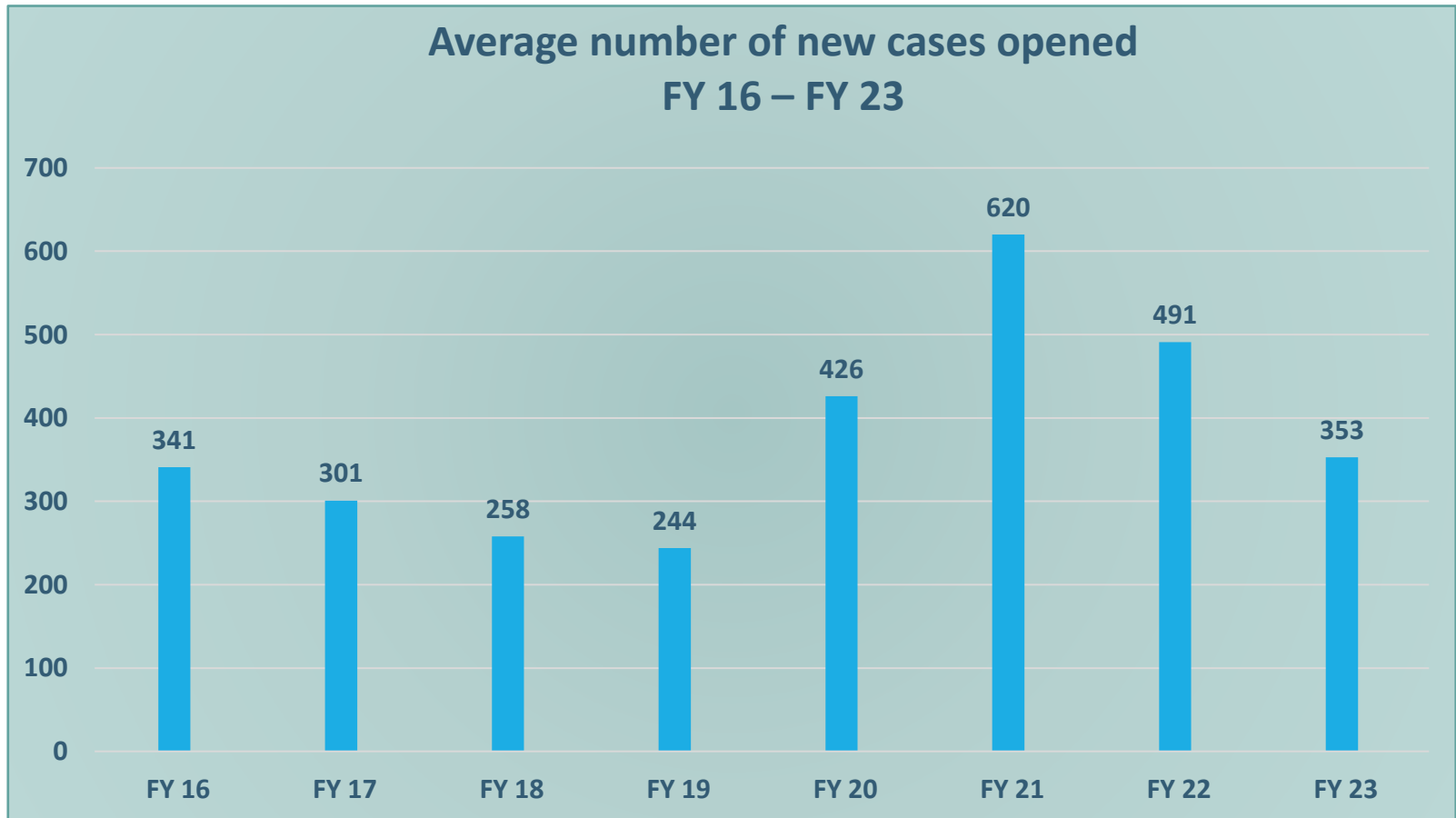


Case Data

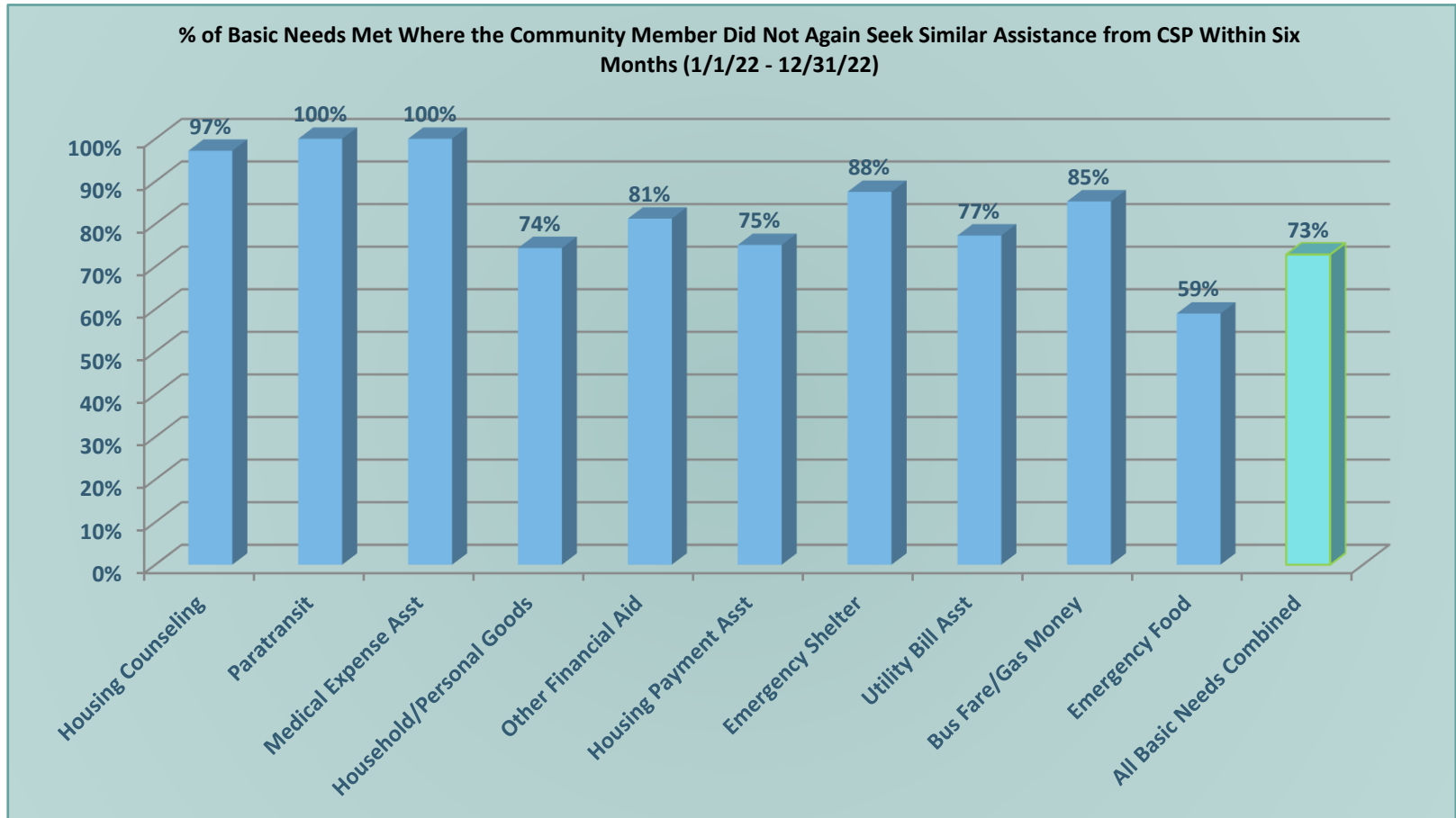
- CSP creates an electronic case file for callers who request assistance with basic needs through community or public resources.
- Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community's capacity to meet its residents' needs.
- CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referrals for the Supplemental Nutrition Assistance Program (SNAP), we do not collect data on who enrolls.

Average Number of New Cases

A “new” case in CSP represents the first-time entry of a household to our system. The average number of new cases opened by CSP had decreased from 341 per month in FY 2016 to 244 per month in FY 2019 but started to dramatically increase in FY 20. This may be linked to current post pandemic conditions.



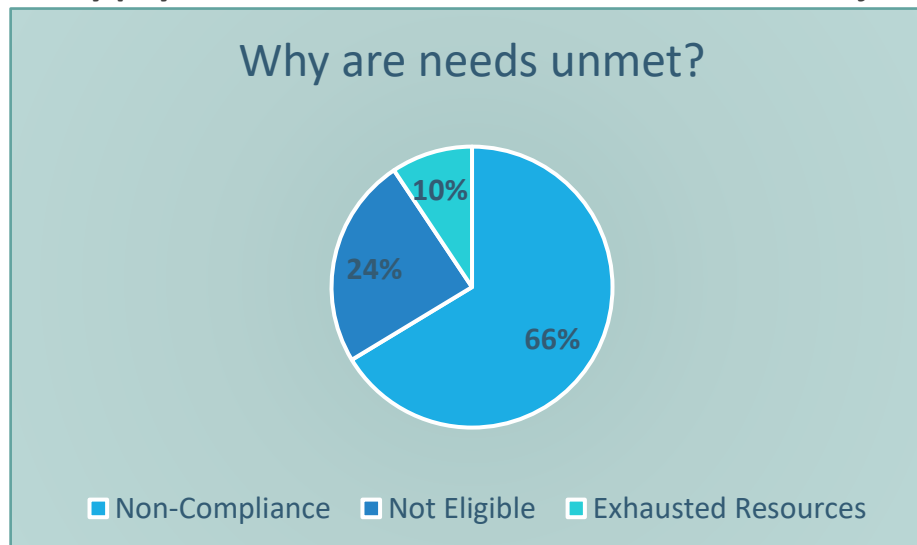
Are Community Members Better Off? (CY 22)



Case Objective Outcomes – Unmet Needs (FY23)

Case objectives may go unmet if a community member does not comply with his or her service plan, if CBO resources are exhausted, or if the community member is not eligible for services (e.g., for housing assistance, if a household's ongoing expenses exceed their income or if they do not meet the CBO eligibility requirement).

- **Housing and utility payment needs account for 92% of unmet objectives.**



Impact of the Economy:

Income Disparity in Fairfax County

- Income disparity has grown markedly in the past decade. In 2010, the mean income for the highest-earning 20% of households was 10.9 times the mean of the lowest-earning 20%. By 2022, the mean income of the highest 20% had increased to 12.3 times that of the lowest.

20% Intervals	2010	2022	% Change
Lowest Quintile	27,477	35,106	27.8%
Second Quintile	66,516	90,675	36.3%
Third Quintile	104,423	144,631	38.5%
Fourth Quintile	154,796	215,839	39.4%
Highest Quintile	300,263	431,267	43.6%

Sources: U.S. Bureau of the Census, 2000 Decennial Census and 2016 American Community Survey; and U.S. Bureau of Labor Statistics, CPI Inflation Calculator. B19081 Mean Household Income of Quintiles from [Census Bureau Data](#).

Final Note

More than 20 years of historical data on demand for CSP services help illustrate how community needs fluctuate along with changes to the larger economy.

As economic conditions change and resource availability varies, these trend data will continue to be important as indicators of where and why there are still unmet needs.