



NEIGHBORHOOD AND COMMUNITY SERVICES (NCS) COORDINATED SERVICES PLANNING (CSP) & WESTERN FAIRFAX CHRISTIAN MINISTRIES (WFCM) OVERVIEW


Program Manager – Aimee Garcia & Executive Director – Harmonie Taddeo

Coordinated Services Planning (CSP) background

Established in 1997 to provide efficient and coordinated access to community-based and public human services



Access is provided through a unique system of social work services delivered in a call center environment



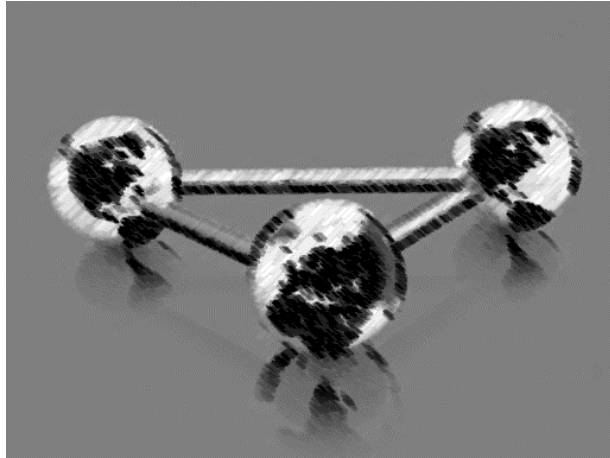
CSP coordinates with Fairfax County, Community Based Organization (CBO), Non-Profits, Faith Based Organizations to connect community members with resources that promote self-sufficiency and enhance well-being.



What Does CSP Do?

CSP provides 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.

How Does CSP Work?



- Four teams of specialists, one in each human service region
- Calls are answered by an available specialist, regardless of the community members location
- **Two intake lines:** English and Spanish
- **Bi-lingual staff:** Amharic, Dari, Creole (English and French), Farsi, Hindi, Italian, Kannada, Korean, Pashto, Punjabi, Somali, Spanish, Swedish, Tamil, Tigrinya, and Urdu. (language interpretation also available)
- **Hours of operation:** 8:00 am - 4:30 pm, Mon. – Fri.

Who Does CSP Serve?

- Individuals and Families
- Human service professionals
- Anyone seeking information and referral
- Some services are limited to Fairfax County residents
- Specific services may have income requirements
- Callers from other jurisdictions are directed to their local Information and Referral Agency, or 211 Virginia for connection to community services



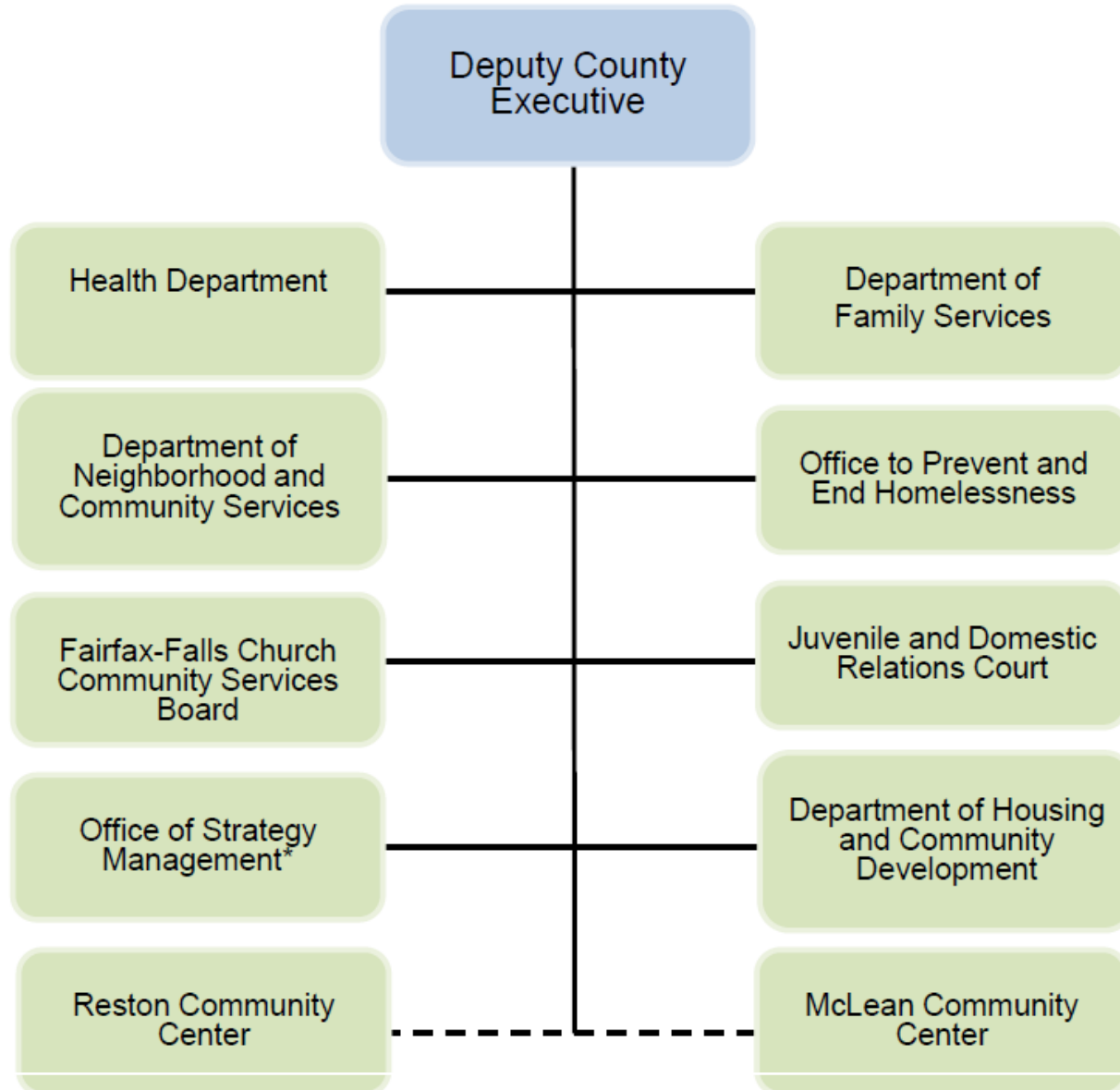
What to Expect When You Call CSP



- A specialist will answer the call and complete a broad-based assessment and service plan with the caller
- The length of call can vary from a few minutes for information and referral to thirty or forty minutes for callers with multiple needs
- Client information, including assessment, service plan, needs/outcomes and referral sources, will be documented in ASSIST database
- Depending upon the need, some documentation may be requested



Fairfax County Health and Human Services



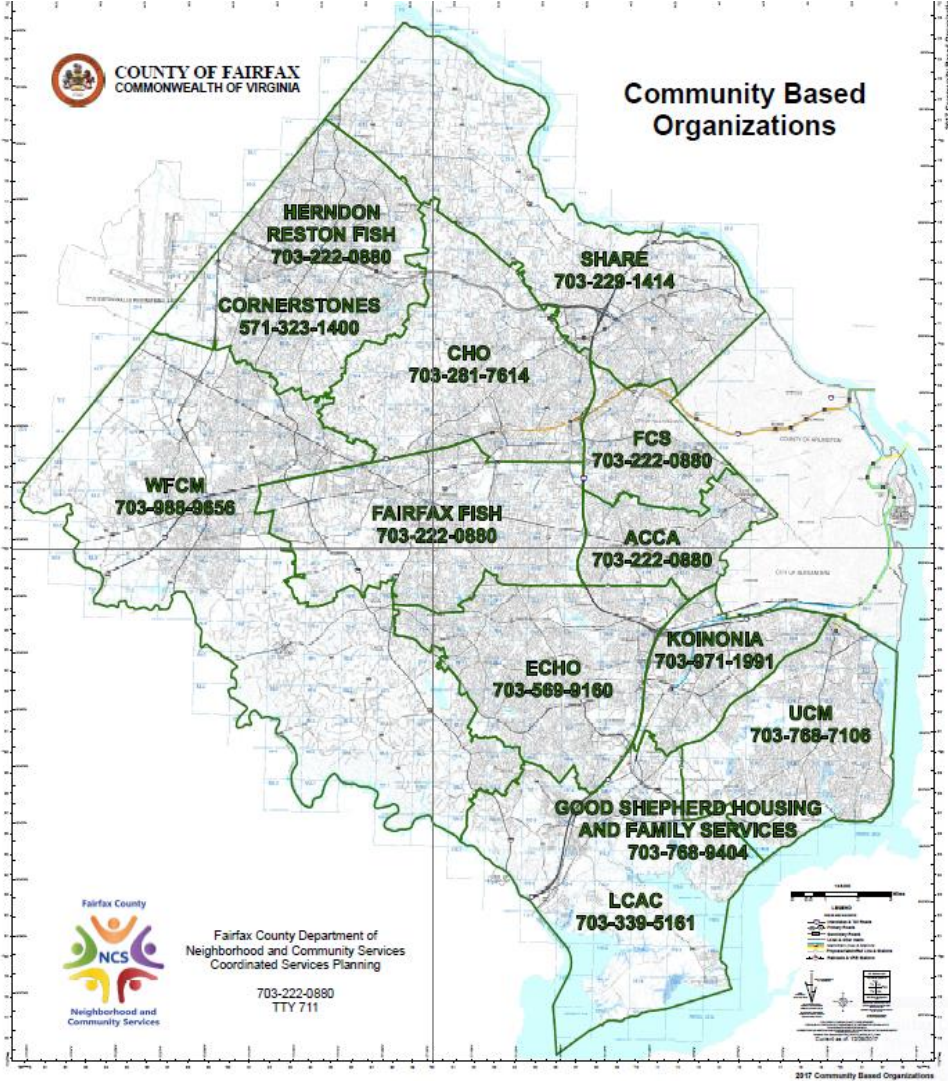
**OUR
PARTNER
AGENCIES IN
HEALTH,
HOUSING,
AND HUMAN
SERVICES
(HHHS)**

Collaboration with Community Partners

Provide assessments for:

- Financial assistance with rent, utilities, security deposits, and moving/storage
- Emergency Food, clothing, and furniture/household items
- Homeless Services Coordinated Entry Process
- Linkages to resources for prescriptions, hearing aids, and oral health
- Referrals are sent electronically to organizations





COMMUNITY BASED ORGANIZATIONS

Western Fairfax Christian Ministries (WFCM)

Executive Director: Harmonie Taddeo

- Formed in 1987 by members of 12 Chantilly and Centreville churches, WFCM provides compassionate, life-essential services to reduce hunger and the risk of homelessness among residents of western Fairfax County with financial need. WFCM serves individuals or families with incomes at or below 200% of the Federal Poverty Income guidelines. For over 30 years, WFCM has been a critical safety net for those struggling to make ends meet.



Who does WFCM Serve?



Who

- WFCM provides food and financial support for qualifying individuals/families who live in:
- Centreville Zip Codes/Cities(20120, 20121, 20122)
- Clifton (20124)
- Chantilly (20151)
- Fairfax (22030, 22033)
- Fairfax Station (22039)
- Oak Hill (20171)

Verifications

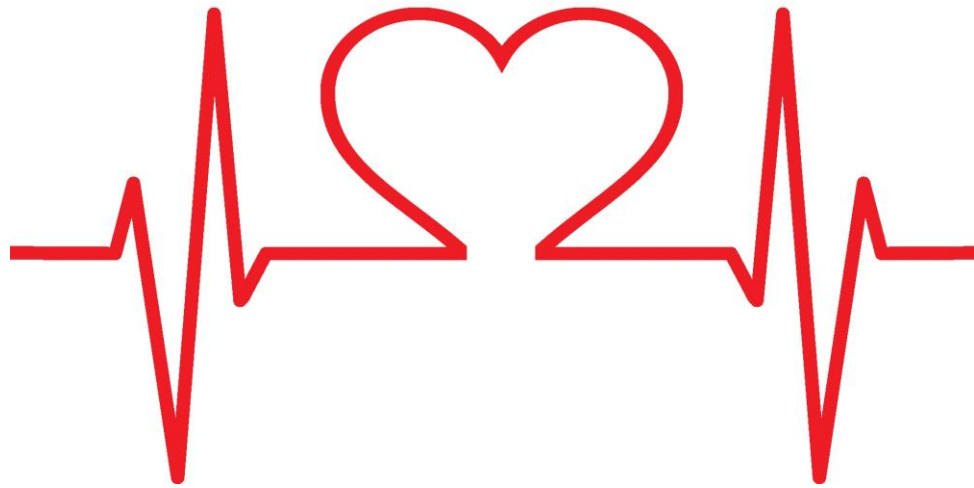
- In order to receive food or financial support, you will need to provide:
 - Photo ID for everyone 18 or older in the household
 - Current school records for everyone of school age in the household
 - Birth certificates for non-school age children
 - Proof of all income in household: 2-3 paystubs or bank statement showing deposits and or benefits letter(s)
 - Proof of residence such as a lease or current utility bill
 - Bill for which you are requesting assistance

Western Fairfax Christian Ministries (WFCM) Food & Financial Support

- **Food:** Clients can 'shop' in our client-choice food pantry every 30 days by appointment. We are a TEFAP (The Emergency Food Assistance program) distribution site and serve all qualified individuals regardless of race, color, national origin, age, gender, disability, or religious belief. Call 703-988-9656 from 9 am – 3 pm Monday – Friday to make an appointment. We offer evening hours on Mondays, Tuesdays and Thursdays and we are open two Saturdays each month.
- **Financial Support:** WFCM can assist qualified individuals/families with assistance with rent and utility bills. If you have fallen behind or are at risk for falling behind with your rent, mortgage or utility bills due to reduced work hours, loss of employment, medical issues, or other crisis situations, please contact us at 703-988-9656 from 9 am – 3 pm Monday – Friday to make an appointment.



How Does WFCM Serve?



Referrals

- Fairfax County Public Schools (FCPS)
- Churches
- Coordinated Services Planning (CSP)
- Property Managers/Landlords
- Friends/Family (Direct)
- Other Community Based Organizations (CBO)

What We Do

- Intake Process
- Referrals for other services

WFCM Direct Service

Services

- Financial Assistance - \$600 Rent/Mortgage or \$300 Utilities once per year
- Food every 30 days
- Pathways to Success – long-term financial stability program

Grant Assistance/Funding Sources

- Community Consolidated Funding Pool (CCFP)
- NOVEC Operation Roundup
- Community Foundation of Northern Virginia
- Restricted Donations

Collaboration with Community Partners

Church Partners (complete list wfcmvva.org/who-we-are/our-partners)

- Cedar Run Community Church
- Centreville Baptist Church
- Centreville Presbyterian Church
- Centreville United Methodist Church
- Fairfax Church of Christ
- Grace Covenant Church
- St. Veronica Catholic Church
- Vienna Assembly of God

Business/Organization Partners (complete list wfcmvva.org/who-we-are/our-partners)

- America's Charities
- Armfield Farms Swim Team
- Capital Restaurant Group
- Dulles Regional Chamber of Commerce
- Exxon Mobil Foundation
- Fairfax County Government
- Fidelity Charitable Gift Fund
- Western Fairfax Zeta Tau
- Westfields Business Owners Association (WBOA)

Grocery Store Partners

- Aldi Inc.
- Costco Wholesale
- Giant Food
- Harris Teeter
- Imperfect Foods
- Sprouts Farmers Markets
- Target
- Wegmans Food Markets, Inc.





Questions & Answers

- Coordinated Services Planning (CSP)
703-222-0880
<https://www.fairfaxcounty.gov/neighborhood-community-services/coordinated-services-planning>
- Western Fairfax Christian Ministries (WFCM) 703-988-9656
<https://wfcmv.org/>
- NCSCSP@Fairfaxcounty.gov for question submission