

Office of Human Rights and Equity Programs CY 2024 Equity Impact Plan



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Departmental Equity Guiding Statement:

The Office of Human Rights and Equity Programs (OHREP) aims to identify and address discrimination throughout Fairfax County in the areas of employment, housing, public accommodations, private education, and lending on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, genetic information, creed, marital status, familial status, childbirth or related conditions, pregnancy, age, disability, political affiliation, source of funds and military status. OHREP is committed to achieving its mission through focused enforcement actions, being a model employer, and through implementing education and outreach programs.

Context:

The Office of Human Rights and Equity Programs is a stand-alone agency dedicated to the protection and promotion of civil rights and equity. OHREP's mission is to ensure equal opportunity and to promote justice, diversity, and inclusiveness by protecting the civil rights of all in Fairfax County. It is this mission and understanding that guides OHREP's policies and practices to implement the principles of human rights and equity in our day-to-day operations to further enhance human agency and to protect civil rights equally and equitably for all the residents, and visitors to Fairfax County.

To achieve these goals, OHREP takes complaints of discrimination from members of the public and Fairfax County Government employees based on protected classes outlined in the Fairfax County Human Rights Ordinance and Fair Housing Act. Also inherent in our agency model is an education and outreach component to educate the public and train various stakeholders and business entities on the protections and requirements stipulated in the federal laws, state statutes and local ordinances OHREP is authorized to enforce. OHREP has been certified as "substantially equivalent" to the U.S. Department of Housing and Urban Development (HUD) to take complaints of housing discrimination alleged to have occurred in the county as part of OHREP's responsibility to enforce the federal Fair Housing Act and to affirmatively further fair housing throughout the county.

OHREP also administers the County's Equal Employment Enforcement (EEO) program and ensures the County's compliance with all federal, state, and county mandates granting equal access to all County services, programs, and employment opportunities.

System-Level Infrastructure:

OHREP's Equity Programs Division (EPD) prepares and supports the State and Local Government Plan (EEO-4), which provides data on employment and hiring broken down by race and sex in various job sectors (e.g. administrative support, professionals, skilled craft, etc.). EPD will identify the inequitable issues trending and consult with the Department Human Resources to look at options available to address and correct the issues and to examine the possible causes for these trends.

DEPARTMENT GOALS

Goal 1: Identify and monitor potential acts of discrimination, harassment, and/or retaliation experienced by Fairfax County staff that would be in violation of the County’s Procedural Memorandum 39-06 impacting certain protected classes.

One Fairfax Area(s) of Focus: 16. Intentional, focused recruitment efforts that bolster a diverse applicant pool; hiring and evaluation practices, and processes for employee feedback, to achieve and preserve a culture of equity and fairness for all employees.

Countywide Strategic Plan Community Outcome Area(s): Effective and Efficient Government (EEG)

Relationship to Countywide Strategic Plan Strategies/Metric(s): EEG 13. Implement a workplace culture change effort to actively promote equity and inclusion, collaboration, excellence, innovation, customer service, transparency, accountability and trustworthiness.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>1a. At the end of each quarter run a report with the quarterly Equity Programs Division filings broken down by protected basis for each county department.</p>	<ul style="list-style-type: none"> FFX County departments FFX County personnel 	<p>Meeting internally with department directors and managers. Meeting with various employee groups and support organizations.</p>	<p>Equity Programs Manager</p>	<p>Continuing Annually 1/2024 - 1/2025</p>	<p>Review and track number of complaints from the various departments/agencies broken down by protected classes to evaluate if there is a trend leaning towards discriminatory issues. If trends are identified work with agencies on a plan to address negative trends.</p>

Goal 2: Increase access to and the level of satisfaction with OHREP’S services (intakes, participation in investigations, mediation, etc.) by providing translation services.

One Fairfax Area(s) of Focus: 2. Housing policies that encourage all who want to live in Fairfax to be able to do so, and the provision of a full spectrum of housing opportunities across the county, most notably those in mixed-use areas that are accessible to multiple modes of transport.

Countywide Strategic Plan Community Outcome Area(s): Efficient and Effective Government (EEG)

Relationship to Countywide Strategic Plan Strategies/Metric(s): EEG 2. Implement a comprehensive approach to consistently solicit customer feedback on their service experience and share results regarding the quality of the County’s programs and services.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>2a. Provide translation services to those parties who need them.</p>	<ul style="list-style-type: none"> • Residents and complainants • Language Service providers • Non-profit organizations serving non-English speaking populations 	<p>Contracted Language Services Line and Language Services companies. Bilingual staff</p>	<p>Intake Supervisor</p>	<p>Ongoing 1/2024 - 1/2025</p>	<p>Use surveys to collect information on the quality and availability of service. Percent of people served satisfied with translation services</p>

Goal 3: Maintain/ increase diversity of members on the Fair Housing Taskforce to ensure various viewpoints are communicated.

One Fairfax Area(s) of Focus: 17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability

Relationship to Countywide Strategic Plan Strategies/Metric(s):

HNL 1. Produce, preserve and improve affordable housing units through partnerships with traditional and innovative housing developers consistent with the recommendations in county policies and plans, but also exploring new approaches. Track new units, lost units and total units as well as risk of displacement as a means of measuring the preservation of and access to affordable units in the county.

HNL 2. Identify and create opportunities for additional affordable rental and homeownership units, including modifying housing policies, guidance and communication strategies for people facing barriers (low to moderate incomes, credit problems, past criminal history or prior evictions) in order to make a variety of housing program options accessible to all residents.

HNL 6. Encourage mixed-income and diverse types of housing developments near transit hubs, transit routes and revitalization areas that meet affordability requirements for a range of income levels, especially units large enough to accommodate families.

HNL 8. Expand the home repair program for older adults and ensure tax assistance programs keep pace with those improvements to help maintain quality, affordable housing for the aging population.

HNL 12. Protect current residents from displacement where neighborhoods are changing rapidly by addressing impacts such as higher housing costs and higher costs of living.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>3a. Request all current taskforce members complete a demographics form and continue practice to request completion of the form for each new member joining the Task Force.</p>	<ul style="list-style-type: none"> Members of the Fair Housing Task Force New members joining the Task Force County residents 	<p>Time spent creating and disseminating the Demographics Survey. Execution and monitoring by staff.</p>	<p>Fair Housing Program Manager</p>	<p>Annual 1/2024 - 1/2025</p>	<p>Review and monitor the number of racial or ethnic minority taskforce members to make sure the Task Force reflects representation from diverse communities in the county until the diversity on the taskforce mimics the overall makeup of Fairfax county.</p>
<p>3b. Contacting and having engaged interactions with stakeholders, public, non-profit organizations, commissions, civil rights orgs., outreach specialist, and other entities to recruit new members from more diverse communities and populations.</p>	<ul style="list-style-type: none"> Members of the Fair Housing Task Force Board of Supervisors Non-profits serving Immigrant groups Civil Rights organizations County residents 	<p>Meeting internally to strategize. Meeting with stakeholder groups sharing information. Time spent on ensuring diversity in membership.</p>	<p>Fair Housing Program Manager</p>	<p>Annual 1/2024 - 1/2025</p>	<p>Track the number of meetings and input gathered. Monitor the number of new members to see if the memberships increase in diversity or not.</p>

Goal 4: Maintain/ increase diversity of members on the Student Human Rights Commission to ensure county-wide representation.

One Fairfax Area(s) of Focus: 17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

Countywide Strategic Plan Community Outcome Area(s): Effective and Efficient Government (EEG)

Relationship to Countywide Strategic Plan Strategies/Metric(s): EEG 16. Ensure diverse representation and inclusiveness in power and decision-making opportunities.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>4a. Request all current Commission members complete a demographics form and continue practice to request completion of the form for each new member joining the Human Rights Commission.</p>	<ul style="list-style-type: none"> Members of the Fair Housing Task Force New members joining the Task Force FFX County Public School System County residents 	<p>Time spent creating and disseminating the Demographics Survey. Execution and monitoring by staff.</p>	<p>Fair Housing Program Manager Compliance & Intake Supervisor</p>	<p>Annual 1/2024 - 1/2025</p>	<p>Review and monitor the number of Commission members that represent POC to make sure the Task Force reflects representation from diverse communities in the county.</p>
<p>4b. Prioritize and recruit a diverse group of students to join the SHRC for the following school year.</p>	<ul style="list-style-type: none"> Members of the Fair Housing Task Force New members joining the Task Force FFX County Public School System Neighborhood organizations 	<p>Meeting internally to strategize. Meeting with stakeholder groups sharing information. Time spent on ensuring diversity in Commission membership.</p>	<p>Fair Housing Program Manager Compliance & Intake Supervisor</p>	<p>Annual 1/2024 - 1/2025</p>	<p>Review the percentage of members reflecting POC participating on the Student Human Rights Commission to make sure it reflects a diverse body with a goal of the diversity on the Commission mimicking the overall makeup of Fairfax county public schools.</p>

Goal 5: Ensure housing providers comply with the fair housing laws and identify possible system policies and practices that are creating barriers and impediments to housing choice.

One Fairfax Area(s) of Focus: 17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability

Relationship to Countywide Strategic Plan Strategies/Metric(s): HNL 2. Identify and create opportunities for additional affordable rental and homeownership units, including modifying housing policies, guidance and communication strategies for people facing barriers (low to moderate incomes, credit problems, past criminal history or prior evictions) in order to make a variety of housing program options accessible to all residents.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>5a. Prepare an annual summary of efforts undertaken and progress made towards the AI to provide to County representatives (directors/senior staff/Board of Supervisors).</p>	<ul style="list-style-type: none"> • AI partners • HUD • Collaborative FFX County departments • Non-profit groups • Civil Rights organizations 	<p>Coordination of work and time spent preparing annual summary. Meeting with internal bodies and groups (directors/senior staff/Board of Supervisors) to explain the documented information.</p>	<p>Fair Housing Program Manager</p>	<p>Annual 1/2024 - 1/2025</p>	<p>Receiving acceptance and approval of the prepared annual summary. Having measures implemented and goals achieved.</p>

Goal 6: Increase awareness of the services and resources provided to underrepresented groups (identified by intake demographics) by targeted outreach.

One Fairfax Area(s) of Focus: 2. Housing policies that encourage all who want to live in Fairfax to be able to do so, and the provision of a full spectrum of housing opportunities across the county, most notably those in mixed-use areas that are accessible to multiple modes of transport.

Countywide Strategic Plan Community Outcome Area(s): Empowerment and Support for Residents Facing Vulnerability (ESRFV)

Relationship to Countywide Strategic Plan Strategies/Metric(s):

ESRFV 1. Develop targeted marketing and outreach strategies in coordination with community-based partners and organizations to proactively engage residents facing vulnerabilities.
 ESRFV 4. Use all available sources of data to identify and understand emerging and existing vulnerabilities, in order to proactively engage impacted residents, identify service gaps, and efficiently allocate the appropriate resources.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
6a. Review underrepresentation in intake filings on an annual basis and readjust outreach targets as necessary.	<ul style="list-style-type: none"> Non-profits serving Immigrant groups Civil Rights organizations Community partners 	Meet internally to strategize and coordinate an action plan. Review identified trends and prepare reports, and schedule outreach events identifying targeted neighborhoods and communities.	Intake Coordinator and Fair Housing Program Manager	Ongoing 1/2024 - 1/2025	Number of outreach events conducted in each region (use data to increase awareness of OHREP in identified underrepresented communities)
6b. Prepare an annual report to track attendance at outreach events and activities, including identifying the region the event took place, and if applicable the specific protected group targeted by the event to measure success or lack thereof regarding OHREP information awareness.	<ul style="list-style-type: none"> Non-profits organizations Community partners 	Meet internally to review data and information and strategize based on the findings. Look at identified trends and prepare a report, and schedule outreach events identifying targeted neighborhoods and communities.	Outreach Coordinator	Ongoing 1/2024 - 1/2025	Number of attendees at each event
6c. Review representation in “testing cases” on an annual basis and readjust outreach targets as necessary.	<ul style="list-style-type: none"> Non-profits serving Immigrant groups Civil Rights organizations Community partners 	Meet internally to strategize and coordinate an action plan. Review identified trends and prepare reports, and schedule outreach events identifying targeted neighborhoods and communities.	Fair Housing Program Manager	Ongoing 1/2024 - 1/2025	Review testing results (extrapolate data and information useful to identify underrepresented populations that may be experiencing housing discrimination)

<p>6d. Prepare a bi-annual report to track the results of the testing activities and efforts.</p>	<ul style="list-style-type: none"> • Non-profits organizations • Community partners 	<p>Meet internally to review data and information and strategize based on the findings. Look at identified trends and prepare a report, and readjust testing targets.</p>	<p>Fair Housing Program Manager</p>	<p>Ongoing 1/2024 - 1/2025</p>	<p>Published testing data regarding the number of protected classes tested, locations of testing, and number of enforcement actions taken as a result of testing.</p> <p>Extrapolate and review the data and information provided by individuals that will be useful to make a critical analysis whether testing targets should remain or be adjusted to ensure underrepresented populations are being properly reviewed and tested.</p>
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COUNTYWIDE GOALS

<p>Goal 1: Increase the supply of housing that is affordable to low- and moderate-income families in the region, particularly in areas that have historically lacked such housing. (REGIONAL GOAL 1)</p>			
<p>Key Equity Driver(s): Equitable Community Development</p>			
<p>Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan</p>			
<p>Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)</p>			
<p>Relationship to Countywide Strategic Plan Strategies/Metric(s):</p>			
Department Actions	Stakeholders	Timeline	Performance Measures
<p>As a condition of receiving assistance, jurisdictions should also require homeowners to attend fair housing training and to maintain records that facilitate audits of their compliance with nondiscrimination laws. (REGIONAL GOAL 1, REGIONAL STRATEGY C)</p>	<p>DHCD – Homeownership Community Members</p>	<p>Ongoing 1/2024 - 1/2025</p>	<p># of First-Time Homebuyer trainings fair housing information was provided during</p>

Goal 2: Increase the number of homeowners in the region and reduce inequities and discriminatory practices that limit homeownership opportunities for members of protected classes. (REGIONAL GOAL 4)			
Key Equity Driver(s): Equitable Community Development			
Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan			
Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)			
Relationship to Countywide Strategic Plan Strategies/Metric(s):			
Department Actions	Stakeholders	Timeline	Performance Measures
Address issues of appraisal bias (REGIONAL GOAL 4, REGIONAL STRATEGY C)	Real Estate Appraisers	Ongoing 1/2024 - 1/2025	# of outreach events targeted towards real estate appraisers
Increase fair housing testing (REGIONAL GOAL 4, REGIONAL STRATEGY C)	Testing Contractor Real Estate Appraisers	Ongoing 1/2024 - 1/2025	# of fair housing tests targeted towards lending and appraisals
Increase monitoring for lenders and real estate entities (REGIONAL GOAL 4, REGIONAL STRATEGY C)	Lenders Realtors Real Estate Appraisers	Ongoing 1/2024 - 1/2025	# of fair housing tests targeted towards lending and appraisals

Goal 3: Protect the housing rights of individuals with protected characteristics. (REGIONAL GOAL 5)			
Key Equity Driver(s): Equitable Community Development			
Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan			
Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)			
Relationship to Countywide Strategic Plan Strategies/Metric(s):			
Department Actions	Stakeholders	Timeline	Performance Measures

Encourage landlords to follow HUD’s guidance on the use of criminal backgrounds in screening tenants (REGIONAL GOAL 5, REGIONAL STRATEGY B)	Landlords	Ongoing 1/2024 - 1/2025	# of outreach events specifically addressing criminal background screening
Support organizations that provide fair housing outreach, education, and enforcement (REGIONAL GOAL 5, REGIONAL STRATEGY D)	Fair Housing Outreach Providers	Ongoing 1/2024 - 1/2025	# of outreach events to and/or including other fair housing outreach providers
Expand the number of protected classes tested annually. (REGIONAL GOAL 5, REGIONAL STRATEGY D)	Testing Contractor	Ongoing 1/2024 - 1/2025	# of protected classes tested annually

Goal 4: Increase community awareness of Fair Housing rights by developing and providing new Fair Housing training and outreach activities. (REGIONAL GOAL 5, LOCAL STRATEGY C):			
Key Equity Driver(s): Equitable Community Development			
Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan			
Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)			
Relationship to Countywide Strategic Plan Strategies/Metric(s):			
Department Actions	Stakeholders	Timeline	Performance Measures
Utilize fair housing complaint demographics data to identify underrepresented groups and populations. (REGIONAL GOAL 5, LOCAL STRATEGY C):	Non-profits serving Immigrant groups Civil Rights organizations Community partners	Ongoing 1/2024 - 1/2025	Identification of underrepresented groups
Target trainings to service providers to ensure equal access for underrepresented groups and populations, including professionals in the mortgage and lending industry, real estate appraisal industry, and realtor associations. (REGIONAL GOAL 5, LOCAL STRATEGY C):	Professionals in the mortgage and lending industry, real estate appraisal industry, and realtor associations	Ongoing 1/2024 - 1/2025	Service providers identified Breakdown of training attendees by sector and type
Identify new community relationships with organizations providing services in various languages such as places of worship. (REGIONAL GOAL 5, LOCAL STRATEGY C):	Religious Community Groups	Ongoing 1/2024 - 1/2025	Total # of relationships # new relationships and type

Produce new media content on fair housing rights, and work to expand the reach of existing content to underserved populations through media channels directed towards these populations. (REGIONAL GOAL 5, LOCAL STRATEGY C):	Non-profits Civil Rights organizations Community partners	Ongoing 1/2024 - 1/2025	# of media channels used Reach of those media channels
Partner with taskforces and community groups to create opportunity for community input and feedback. (REGIONAL GOAL 5, LOCAL STRATEGY C):	Non-profits Civil Rights organizations Community partners	Ongoing 1/2024 - 1/2025	# partnerships Summary of community input and feedback

Goal 5: Enforce the Fairfax County Human Rights Ordinance through testing-initiated complaints that identify areas of concern. **(REGIONAL GOAL 5, LOCAL STRATEGY D)**

Key Equity Driver(s): Equitable Community Development

Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan

Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)


Relationship to Countywide Strategic Plan Strategies/Metric(s):

Department Actions	Stakeholders	Timeline	Performance Measures
Make data-informed decisions regarding the types of testing to be conducted by utilizing complaint demographics data for the most frequent filing basis, recommendations made by local partner Fair Housing Initiatives Programs based on previous testing results, and following HUD directives as to the types of testing permitted. (REGIONAL GOAL 5, LOCAL STRATEGY D)	Testing Contractor FHIP Partners HUD	Ongoing 1/2024 - 1/2025	# of testing complaints enforced through the filing of fair housing complaints

Goal 6: Increase the accessibility of fair housing services for individuals with disabilities and for whom English is not their first language. (REGIONAL GOAL 5, LOCAL STRATEGY E)			
Key Equity Driver(s): Equitable Community Development			
Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan			
Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)			
Relationship to Countywide Strategic Plan Strategies/Metric(s):			
Department Actions	Stakeholders	Timeline	Performance Measures
Improve videoconference services provided to clients. (REGIONAL GOAL 5, LOCAL STRATEGY E)	Potential Clients Community Members	Ongoing 1/2024 - 1/2025	# of clients utilizing videoconference services (as opposed to phone or in-person)
Individuals requesting intake appointments will be offered access to reasonable accommodations and/or language services upon initial contact to ensure that these options are available to the individual throughout the complaint process. (REGIONAL GOAL 5, LOCAL STRATEGY E)	Potential Clients Community Members Translation Service Providers	Ongoing 1/2024 - 1/2025	# of clients taking advantage of translation services

Goal 7 : Increase community integration and reduce housing barriers for persons with disabilities. (REGIONAL GOAL 6)			
Key Equity Driver(s): Equitable Community Development			
Countywide Initiative: Metropolitan Washington Regional Fair Housing Plan			
Countywide Strategic Plan Community Outcome Area(s): Housing and Neighborhood Livability (HNL)			
Relationship to Countywide Strategic Plan Strategies/Metric(s):			
Department Actions	Stakeholders	Timeline	Performance Measures
Support fair housing testing that investigates barriers identified by case managers who assist persons with disabilities (REGIONAL GOAL 6, REGIONAL STRATEGY D)	Community Groups Direct Housing Service Providers	Ongoing 1/2024 - 1/2025	# of fair housing complaints initiated by case managers

<p>Focused education for Landlords regarding the application of the Fair Housing Act's reasonable accommodation duty in the context of criminal history screening (REGIONAL GOAL 6, REGIONAL STRATEGY E)</p>	<p>Landlords</p>	<p>Ongoing 1/2024 - 1/2025</p>	<p># of outreach events specifically addressing criminal background screening</p>
<p>Post a link to accessva.org on the OHREP's website and distribute it to organizations serving persons with disabilities. (REGIONAL GOAL 6, REGIONAL STRATEGY F)</p>	<p>Disability Groups</p>	<p>Ongoing 1/2024 - 1/2025</p>	<p># of disability groups contacted</p>

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