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# CALENDAR YEAR 2023 EQUITY IMPACT PLAN ANNUAL REPORT

## BACKGROUND INFORMATION

Department Name: Department of Cable and Consumer Services

Equity Lead(s): Rebecca L. Makely

Date: December 20, 2023

## EQUITY IMPACT PLAN REPORT

Review your department's Equity Impact Plan for CY 2023 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](#). Using that plan, fill in each goal below and describe: 1) what was done to make progress toward the goal, 2) with whom (partners), and 3) how work toward this goal was measured/evaluated and the results. If you have data for the performance measures in your CY 2023 Equity Impact Plan, report them. Add more goals as needed.

**Goal 1: DCCS will identify possible equity gaps (Vulnerability Index of 3.5 or greater) within the County where additional outreach could be targeted.**

Goal 1 Progress: The majority of outreach conducted by DCCS is by request with the customer requesting the specific training topic and providing the training location. For outreach that DCCS can proactively schedule, additional awareness to targeted location opportunities has been exercised. Outreach topics include consumer issues (e.g. housing services, automotive, retail, and professional services), tenant-landlord issues, and cable issues.

Performance Measure: Percent of outreach events in equity areas identified = 28 percent

**Goal 2: DCCS will publish videos in multiple languages.**

Goal 2 Progress: DCCS maintains a [Channel 16 foreign language videos](#) web page with videos in multiple languages. This page continues to be updated with additional foreign language program content.

Performance Measure: Number of videos posted = 56

Performance Measure: Number of languages available = 10 (Amharic, Arabic, Chinese, Farsi, French, Korean, Mandarin, Spanish, Urdu, Vietnamese)

Performance Measure: Video-on-Demand viewership data = 5,331 views

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*Describe other equity-related work completed in CY 2023 (efforts that advance racial and social equity that your department was involved in within the department or countywide) not in the department's Equity Impact Plan.*

None