
CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

BACKGROUND INFORMATION

Department Name: Fairfax – Falls Church Community Services Board

Equity Lead(s): Nelvina Da Rocha, David Edelman, and Anika Harris

Date: December 19, 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: Identify racial disparities in all programs across the CSB.

The workgroup reviewed the report “Equity Analysis Discharge Outcomes” for behavioral health outpatient program clients, created by our Informatics Unit/Division in FY2022, with the CSB Equity Team. The report analyzed program discharges on outcomes of treatment completion by race, gender, ethnicity, and preferred language for adult clients to determine possible disparities. The data revealed no significant disparities. The goal is to update and present the report in early 2024 to managers.

The workgroup will partner and participate in the inaugural Youth Mental Health – Inclusion & Acceptance Event to celebrate youth who identify with the LGBTQAI+ community. The event will be held on Friday, 05/03/2024, at the James Lee Community Center in Falls Church, VA.

Goal 2: Improve female health among ethnicities in Fairfax County, with a focus on Hispanic and African Americans.

The workgroup expanded our efforts to link individuals to a primary care provider (PCP), for Black and Hispanic males (due to lower rates of linkage to PCP), as well as Black females. The targeted goal was to reduce the number of individuals without a PCP by at least 5%.

The group began by identifying all individuals receiving ongoing services. A survey was developed to assess various barriers linking individuals to primary health care. The group will continue to review venue options to distribute the survey in 2024 and how to effectively engage clinicians.

Goal 2 members will begin attending program staff meetings to share available resources and partnerships. The audience is CSB clinical program staff.

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Goal 3: Advance workforce equity issues in recruitment, retention, and promotions to help facilitate equitable service delivery.

There were 9 town hall meetings in CY 2023 where staff brought questions and concerns to executive leadership. At many of these town halls, retention, promotion, and recruitment were addressed, including compensation and outreach to increase diversity of applicants. The team also created a Bias Interrupter Tool to be used during hiring and interviews as a new recruitment strategy. There was also a focus on sharing employment opportunities with HBCUs, including bringing in clinicians to explain the types of jobs CSB has to offer. In addition, working with the Department of Human Resources, there was a change in minimum requirements for job classes that allow students to be eligible to apply for positions after completing their internship.

The GARE Employee Survey was conducted in CY 2023 with approximately 600 respondents, which is about half of all staff. The Goal 3 subcommittee discussed an employee resource day with a wellness component which involves working with each division director so that they can communicate with and support their team. Topics will include Employee Assistance Council, Employee Assistance Program benefits, and Power DMS (a training and policy management system), tuition assistance (talent and development), emergency contact info (active shooter safety info), employee awards program (human resources), contracts and purchase cards. This event will be recorded. There will be a mindfulness break at noon, develop an agenda so employees can log in for the topics of interest, market it in the townhall and the CSB bulletin, the next equity meeting we will develop a planning committee.

Goal 4: Increase access to behavioral health services for underrepresented individuals from diverse backgrounds.

During the 2023 year, the workgroup made a great contribution to providing equitable access/care to Fairfax County residents. The results are as follows:

- The CSB changed language providers in May 2023 to expand support for staff and address concerns about performance of the vendor.
- Collaborated with new language provider to discuss issues, needs, and future services. Planning a resource fair and a language access fair for 2024.

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September 2023

Video and Phone Interpreter Requests

Language	Number of Request
American Sign Language (ASL)	3
Arabic	9
Dari (Afghan Persian, Afghan Farsi)	1
English	3
Farsi, Iranian	3
Korean	2
Operator	2
Pashto	2
Portuguese	1
Spanish	343
Spanish	1
Urdu	1
Vietnamese	10
Grand Total	381

Date: 6/1/2023 to 12/15/2023

Spanish: 2,703

Vietnamese: 109

Korean: 60

Arabic: 52

Farsi: 35

American Sign Language: 23

Amharic: 21

Mandarin: 16

Turkish: 11

Pashto: 8

Dari: 8

Russian: 6

Bangla: 3

Burmese: 2

Nepali: 2

Krio: 1

Cantonese: 1

Behavioral Interpreting training and conversation Spanish:

- Planning will commence in 2024 due to unexpected challenges during the planning phase.

Additional efforts:

- CSB created brochures and translated them into different languages.
- A client survey has been translated to meet the needs of our population.

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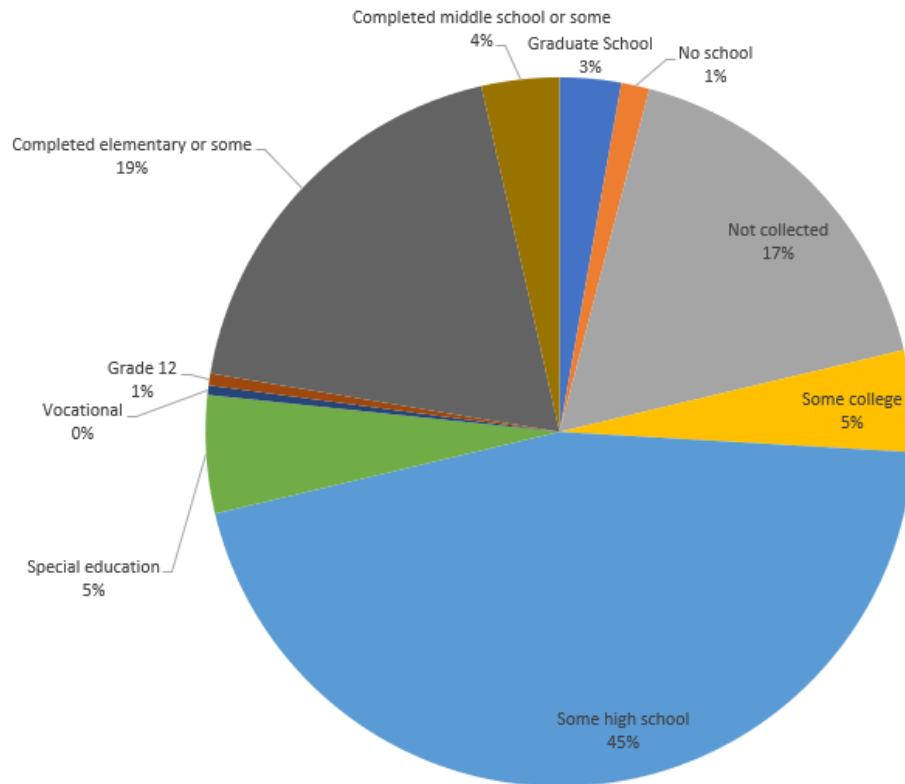
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Data reveals our clients with a preference for Spanish language service, have a lower than 7th grade reading level.

Spanish speaking adults:

- Data not collected: 17%
- Come college or graduate school: 8%
- Only 1% graduated from high school
- Have no schooling or completed some schooling but did not graduate: 74%
- 24% of our individuals did not attend school, completed some elementary/ middle school, nor attended high school

Education Level for Adults Clients that Indicated Spanish is their Preferred Language



Barriers Experienced by Goal 4 Members identified in CY 2023:

- Lack of accessibility to data; need a point of contact and data requests.
- Need to make meetings accessible for staff with non-traditional hours to participate.
- Not feeling supported by supervisors to join One Fairfax; need approval from representatives, directors, and other managers.
- Two members decided to quit the workgroup due to lack of support for Palestinian struggle.
- *Note: While these barriers were identified in CY 2023, the barriers will be addressed in CY 2024.*

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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.

The Goal 1 Workgroup also assisted with the Equity Team's inaugural Juneteenth event, including facilitating the community art component of the event. Verbal and written feedback on the event was positive feedback. Also, the workgroup collaborated with CSB Executive Leadership Team in FY 2023 to roll out One Fairfax Ambassadors Trainings.