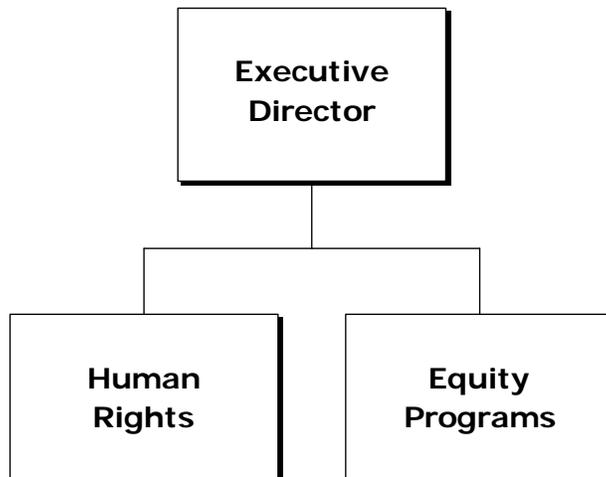


Office of Human Rights and Equity Programs



Mission

To institute an affirmative human rights program of positive efforts to eliminate discrimination and to provide the public and Fairfax County employees with recourse for discriminatory acts.

| AGENCY DASHBOARD | | | |
|---|---------|---------|---------|
| Key Data | FY 2010 | FY 2011 | FY 2012 |
| 1. Mandatory Trainings | 82 | 80 | 88 |
| 2. Customers Trained | 2,372 | 1,729 | 2,258 |
| 3. Number of Human Rights Cases Filed | 609 | 539 | 484 |
| 4. Number of EPD Cases Filed | 29 | 19 | 19 |
| 5. Combined Outreach Events | 31 | 34 | 53 |
| 6. Alleged discrimination complaints closed | 218 | 197 | 203 |

Focus

Human Rights

The Human Rights Division in the Office of Human Rights and Equity Programs is responsible for staffing the Human Rights Commission and is charged with enforcing the Fairfax County Human Rights Ordinance. The Human Rights Division receives and investigates complaints filed by any person who believes he/she has been discriminated against in Fairfax County in violation of the County's Human Rights Ordinance. The Human Rights Ordinance has been deemed substantially equivalent to the federal civil rights laws in employment and housing. Persons who file complaints with this office will automatically have their cases filed with the federal agencies when applicable, thereby enjoying federal protections as well. Persons may file discrimination complaints on the basis of race, color, sex, religion, national origin, marital status, age, familial status (applies to housing only), or disability in the areas of employment, housing, public accommodations, private education, or credit. The Human Rights Division also provides educational services to employers, the housing industry and other businesses in Fairfax County concerning compliance with the Ordinance.

Office of Human Rights and Equity Programs

In addition to the above, the Human Rights Division manages the County's Fair Housing Plan and implements its strategies by conducting and reporting on fair housing tests, filing fair housing complaints when necessary, training rental agents and housing counselors in the County's rental market, establishing and staffing the Commission's Fair Housing Task Force, and continuing to study and report on the County's fair housing needs.

In order to meet the Human Rights Division's mission and pursue its vision, Division staff serves Fairfax County through civil rights enforcement, complaint resolution, education and outreach. Staff is dedicated to consistently and efficiently providing superior service to the public and ensuring that service options and processes are clear to all concerned. The staff will identify, develop and maintain an organizational structure that implements objectives and priorities, will adopt systems and procedures that maximize efficient use of resources, and will maintain effective information technology solutions to enhance service delivery.

The Office of Human Rights and Equity Programs supports the following County Vision Elements:



Maintaining Safe and Caring Communities



Creating a Culture of Engagement



Connecting People and Places



Exercising Corporate Stewardship

The Human Rights Division's success in service delivery is driven by several key factors. The demand for services from the public is the primary factor. Federal laws and regulations governing the agency's services to the Equal Employment Opportunity Commission (EEOC) and Housing and Urban Development (HUD) affect how work is done. When these laws or regulations are amended, the funding relationship with these organizations can be affected substantially. Further, enforcement relationships with federal, state and other partners can also be affected by policy changes and the County's ability to implement those changes. Successful settlements were realized in excess of \$2,000,000 for Fairfax County residents in 2012.

Equity Programs

The Equity Programs staff has continued efforts to increase diversity awareness in the County workforce and the community. In addition to offering mandatory training programs relating to laws that prohibit employment discrimination, staff participated in a variety of community sponsored events to provide information regarding equal opportunity in the County.

In FY 2012, a total of 88 training sessions were conducted and a total of 2,258 employees attended these sessions. Information and services to promote the availability of equal access for persons with disability were enhanced. On the County public internet page, a link was added to provide general information and accessible County services for persons with disabilities. The assistive listening services and sign language interpreting contracts were both improved to ensure the availability of services to persons who are deaf or hard of hearing. The Office of Human Rights and Equity Programs conducted a total of 53 combined outreach events to residents, employees and the community during FY 2012.

Office of Human Rights and Equity Programs

Reorganization and Efficiency Achievements

In 2010, the Office of Human Rights and Equity Programs (OHREP) initiated a reorganization strategy that revised agency policies and procedures and developed a formal succession plan. The reorganization went into effect on July 1, 2012 and has accomplished the following goals:

- Addressed underutilization of the Equity Programs Division's (EPD) staff while reducing the heavy caseload of the Human Rights Division's (HRD) staff.
- Included cross-training for investigators from EPD and HRD, as well as, administrative staff.
- Formal legal analysis training and investigative techniques were provided for the EPD staff.

The benefits attributed to the reorganization include advantages to both performance measures as well as budget measures, such as:

- Allowed OHREP to increase case closure efficiency for both HRD and EPD.
- Allowed OHREP to assume investigative duties for Fire and Rescue Department without increasing OHREP staff.
- Decreased the average HRD staff age of pending cases by 27 percent over a two-year period.
- Increased the cases closed per investigator FTE from 33 to 57 cases.
- Consistently decreased the number of HRD cases older than 270 days by an average of 10 percent for four consecutive years.
- Decreased the completion time of EPD investigations to an average of less than 30 days.
- Increased the Educational and Outreach Development by providing more resources to individuals and business throughout Fairfax County.

Budget and Staff Resources

| Category | FY 2012 Actual | FY 2013 Adopted | FY 2013 Revised | FY 2014 Advertised | FY 2014 Adopted |
|--|--------------------|--------------------|--------------------|-----------------------|--------------------|
| FUNDING | | | | | |
| Expenditures: | | | | | |
| Personnel Services | \$1,362,027 | \$1,446,660 | \$1,446,660 | \$1,386,477 | \$1,386,477 |
| Operating Expenses | 97,674 | 120,045 | 122,190 | 120,045 | 120,045 |
| Capital Equipment | 0 | 0 | 0 | 0 | 0 |
| Total Expenditures | \$1,459,701 | \$1,566,705 | \$1,568,850 | \$1,506,522 | \$1,506,522 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | | |
| Regular | 18 / 18 | 18 / 18 | 18 / 18 | 17 / 17 | 17 / 17 |

This agency has 5/4.9 FTE Grant Positions in Fund 50000, Federal/State Grants.

Office of Human Rights and Equity Programs

FY 2014 Funding Adjustments

The following funding adjustments from the FY 2013 Adopted Budget Plan are necessary to support the FY 2014 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the budget on April 30, 2013.

◆ **Employee Compensation** **\$18,428**

An increase of \$18,428 in Personnel Services reflects the full year impact of the FY 2013 2.5 percent performance-based scale and salary increase, effective January 2013, for non-uniformed employees. It should be noted that no funding is included for additional employee compensation for this department in FY 2014.

◆ **Reductions** **(\$78,611)**

A decrease of \$78,611 and 1/1.00 FTE position reflects the following reduction utilized to balance the FY 2014 budget:

| Title | Impact | Posn | FTE | Reduction |
|--|--|------|------|-----------|
| Eliminate Vacant Human Resources Analyst II Position | This reduction will eliminate the only Human Resources Analyst II position from the Equity Programs division. This position is currently vacant. The reduction could reduce the investigative capacity of the agency and may result in an increase in the time required to close investigations, which could impact customer satisfaction. However, due to enhanced efficiencies and production of the investigative staff, this is projected to have a manageable impact. | 1 | 1.00 | \$78,611 |

Changes to FY 2013 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2013 Revised Budget Plan since passage of the FY 2013 Adopted Budget Plan. Included are all adjustments made as part of the FY 2012 Carryover Review, FY 2013 Third Quarter Review, and all other approved changes through April 23, 2013.

◆ **Carryover Adjustments** **\$2,145**

As part of the FY 2012 Carryover Review, the Board of Supervisors approved encumbered funding of \$2,145 in Operating Expenses.

Office of Human Rights and Equity Programs

Cost Centers

The two cost centers in the Office of Human Rights and Equity Programs are Human Rights and Equity Programs.

Human Rights

The Human Rights Cost Center enforces the Fairfax County Human Rights Ordinance by accepting and investigating complaints filed by individuals who believe they have been discriminated against in Fairfax County in the areas of employment, housing, public accommodations, private education, and credit on the basis of race, color, sex, religion, national origin, marital status, age, disability, and familial status (in housing only). HRD also conducts outreach, provides resources and offers education and training services concerning issues of discrimination to industries, organizations and groups in the private and non-profit sectors, and to the public at large. All of the above services are provided free of charge.

| Category | FY 2012 Actual | FY 2013 Adopted | FY 2013 Revised | FY 2014 Advertised | FY 2014 Adopted |
|--|-------------------|--------------------|--------------------------------|-----------------------|--------------------|
| EXPENDITURES | | | | | |
| Total Expenditures | \$1,008,864 | \$1,075,511 | \$1,075,544 | \$1,088,028 | \$1,088,028 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | | |
| Regular | 14 / 14 | 14 / 14 | 14 / 14 | 14 / 14 | 14 / 14 |
| 1 Director HR/Equity Programs | | | 1 Administrative Assistant III | | |
| 1 Human Rights Division Director | | | 4 Human Rights Specialists III | | |
| 1 Management Analyst I | | | 6 Human Rights Specialists II | | |
| TOTAL POSITIONS | | | | | |
| 14 Positions / 14.0 FTE | | | | | |

Equity Programs

The Equity Programs Cost Center administers the County's Equal Employment Enforcement (EEO) program. EPD also ensures the County's compliance with all federal, state, and County mandates granting equal access to all County services, programs and employment opportunities. Fairfax County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, age, disability, genetic information, veterans' status or disabled veterans' status.

| Category | FY 2012 Actual | FY 2013 Adopted | FY 2013 Revised | FY 2014 Advertised | FY 2014 Adopted |
|--|-------------------|--------------------|-------------------------------|-----------------------|--------------------|
| EXPENDITURES | | | | | |
| Total Expenditures | \$450,837 | \$491,194 | \$493,306 | \$418,494 | \$418,494 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | | |
| Regular | 4 / 4 | 4 / 4 | 4 / 4 | 3 / 3 | 3 / 3 |
| 1 Equity Programs Division Director | | | 0 HR Analysts II (-1) | | |
| 1 Human Rights Specialist III | | | 1 Administrative Assistant IV | | |
| TOTAL POSITIONS | | | | | |
| 3 Positions (-1) / 3.0 FTE (-1.0) | | | | | |

(-) Denotes Abolished Position due to Budget Reductions

Office of Human Rights and Equity Programs

Key Performance Measures

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 2010 Actual | FY 2011 Actual | FY 2012 Estimate/Actual | FY 2013 | FY 2014 |
| Human Rights | | | | | |
| Percent change in the average age of cases pending at the end of the fiscal year | 9% | (19%) | (9%) / (27%) | 0% | 0% |
| Percentage of complainant/respondent satisfaction with the overall quality of the Human Right's Division's intake and mediation services | NA | NA | 80% / 92.5% | 80.0% | 80.0% |
| Equity Programs | | | | | |
| Percent of customers who increased their knowledge of diversity, multiculturalism, and EEO laws | 85.8% | 78.4% | 86.0% / 86.0% | 86.0% | 86.0% |
| Percent of time responses are given within one business day | 87.0% | 90.6% | 87.0% / 91.5% | 87.0% | 87.0% |

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2014/adopted/pm/39.pdf

Performance Measurement Results

In FY 2012, the Human Rights Division reduced the average age of the pending case inventory by 27 percent from the previous fiscal year. This was achieved despite several investigative positions being vacant. In FY 2012, the percentage of respondent satisfaction with the overall quality of intake and mediation services was 92.5 percent which exceeds the 80 percent performance target.

The Equity Program staff have continued efforts to increase diversity awareness in the County workforce and the community. In addition to offering mandatory training programs relating to laws that prohibit employment discrimination, staff participated in a variety of community sponsored events to provide information regarding equal opportunity in the County. In FY 2012, a total of 88 training sessions were conducted and a total of 2,258 employees attended these sessions; as a result, the percent of customers with increased knowledge was 86 percent which meets the performance target.