



## **DEPARTMENT OF FINANCE CALENDAR YEAR 2024 EQUITY IMPACT PLAN**

**Leadership Sponsor:** Jerry Wilhelm, Deputy Finance Director

**Equity Lead(s):** Ngozi Ugwu, Accountant III, Operations Support, Operations & IT Support Division

### **Departmental Equity Guiding Statement:**

The Department of Finance (DOF) is committed to diversity and equity in the workplace and in service to other county agencies and the public by reviewing its policies and procedures to identify and eradicate any inequities. In the process, we will continue to reinforce and protect the trust all residents have that their government responsibly manages resources and provides exceptional services.

### **Context:**

In the past, DOF has worked to alleviate accessibility issues related to financial information that is published by DOF as well as reviewed internal processes to identify any other inequities. Information pamphlets were distributed to libraries throughout the county to help residents access online the Annual Comprehensive Financial Report as well as the Popular Annual Financial Report. During review of internal DOF processes, it was noted certain forms and documents were available in English language only. Our efforts will continue to identify and address such inequities through options such as translation services for Fairfax County residents, other departments, and employees. In addition, with Risk Management Division (RMD) being the main public-facing division of DOF, RMD is intensifying efforts to make translation services available to residents.

### **System-Level Infrastructure:**

We will follow all Department of Human Resources guidance towards incorporating equity into our hiring process.

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### DEPARTMENT GOALS

**Goal 1:** Facilitate residents’ access to payments that are processed by the County.

**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):** Efficient and Effective Government (EEG)

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

EEG 1. Implement a human-centered, highly responsive approach across county and school programs and services to improve the customer experience.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<p>1. Continuing to explore implementing additional payment methods to serve county payees.</p>	<p>DOF staff, DPMM, FBSG</p>	<p>Funding, staff, time, banking partners</p>	<p>DOF equity team</p>	<p>1/24 to 12/24</p>	<p>Number (or percent) of requests for alternative payment solutions versus number of solutions provided</p>

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**Goal 2:** Improve the claims reporting process.

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

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

EEG 1. Implement a human-centered, highly responsive approach across county and school programs and services to improve the customer experience.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<b>2a.</b> Update the Risk Management information system by providing translation in different languages.	DOF staff	Funding, staff, time	DOF equity team	3/24 to 12/24	Number of different language requests versus number of translations provided
<b>2b.</b> Provide intake portals for filing claims in various locations to improve the claims entry process and eliminate processing delays due to translation service needs.	DOF staff	Funding, staff, time	DOF equity team	3/24 to 12/24	Total number of intake portals provided

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**Goal 3:** Ensure all county residents that contact Department of Finance are attended to without language barriers.

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

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

EEG 1. Implement a human-centered, highly responsive approach across county and school programs and services to improve the customer experience.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<b>3a.</b> Provide translation contact for claimants who cannot speak English.	County residents	DOF staff, United Language Group	DOF staff, DOF equity team, ULG	2024 onwards	Satisfaction survey of County residents who have received DOF-related language translation services
<b>3b.</b> Continue working with language access through United Language Group (ULG).	County residents	DOF staff, United Language Group	DOF staff, DOF equity team, ULG	2024 onwards	Number of successful translations compared to total number of requests

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**Goal 4:** Equip DOF employees with knowledge of racial and social equity and create the awareness of the need to review DOF processes from an equity point of view.

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

**Relationship to Countywide Strategic Plan Strategies/Metric(s):**  
EEG 11. Expand employee learning opportunities to increase staff competencies and experience in the areas of leadership, equity, cultural proficiency, use of technology and innovation to meet the needs of a changing environment.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
<b>4a.</b> Periodically inform DOF staff of new and ongoing racial and social equity initiatives and activities in the county.	DOF staff members	DOF staff, DOF Equity team	DOF staff, DOF equity team	2024 onwards	Number of informative publications provided to DOF staff during the year
<b>4b.</b> Create a DOF One Fairfax SharePoint page on Inside Finance to provide all DOF staff with a centralized location to find out more information on One Fairfax and additional resources/further reading.	DOF staff members	DOF Equity Team, DOF IT staff	DOF equity team	Create by May 2024, update information as needed	Page creation and number of page views.

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*Chris Pietsch*

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Department Director's Signature: \_\_\_\_\_

Chris Pietsch

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