

Office of Human Rights and Equity Programs

FY 2025 Advertised Budget Plan: Performance Measures

Human Rights

Goal

To improve the quality of life in Fairfax County so that every person may fully enjoy all the opportunities available in an environment free of illegal discrimination.

Objective

To achieve a rating of 95% satisfaction with the overall quality of the Human Rights Division’s intake and mediation services from complaint/respondents.

Performance Indicators

Indicator	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Output						
Cases processed	375	385	300	381	300	300
Cases closed	162	183	170	140	160	160
Efficiency						
Cases closed per investigator (FTE)	31	33	25	26	25	25
Cases processed per investigator (FTE)	72	70	35	71	35	35
Complaints formalized and presented to the complainant for signature within 5 business days	100%	100%	95%	100%	100%	100%
Service Quality						
Improve scheduling and utilization of mediation services	92%	92%	90%	91%	90%	90%
Outcome						
Percentage of complainant/respondent satisfaction with the overall quality of the Human Rights Division's intake and mediation services	100.0%	100.0%	95.0%	100.0%	95.0%	95.0%

Note: Measures previously reported pertaining to the percent decrease in the number of cases open over 270 days, cost per case processed, and average investigative staff hours per case closed are not representative of the agency’s work and no longer included.

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Equity Programs

Goal

Equity Programs (EP) develops, monitors, and evaluates the County's diversity policy and administers the Equal Opportunity Program. Equal Opportunity Program staff coordinates the continuing implementation of the program through technical assistance and training to ensure a diversified workforce observing County employment policies and practices as well as federal, state and local laws. In particular, EP conducts investigations regarding alleged discrimination by Fairfax County Government agencies from County employees and residents.

Objective

To increase the knowledge of customers in the areas of diversity, multiculturalism, and EEO laws by reviewing diversity plans and training at least 7,500 customers.

Performance Indicators

Indicator	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Output						
Diversity plans reviewed	0	0	50	0	50	0
Customers trained	26,597	25,994	15,000	31,394	15,000	15,000

Note: Diversity plans are submitted and reviewed every other year using Equal Employment Opportunity (EEO) data.