

Office of Human Rights and Equity Programs

FY 2026 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 2022 Actual	FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Output						
Cases processed	385	381	300	426	300	300
Cases closed	183	140	160	105	160	160
Efficiency						
Cases closed per investigator (FTE)	33	26	25	12	25	25
Cases processed per investigator (FTE)	70	71	35	50	35	35
Complaints formalized and presented to the complainant for signature within 5 business days	100%	100%	100%	100%	100%	100%
Service Quality						
Improve scheduling and utilization of mediation services	92%	91%	90%	93%	90%	90%
Outcome						
Percentage of complainant/respondent satisfaction with the overall quality of the Human Rights Division's intake and mediation services ¹	100.0%	100.0%	95.0%	NA	95.0%	95.0%

¹ Since the onset of COVID-19, more individuals have chosen virtual intake where electronic surveys are required, resulting in a decline in the number of surveys returned. OHREP is exploring other options to collect this data.

Office of Human Rights and Equity Programs

FY 2026 Advertised Budget Plan: Performance Measures

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 15,000 customers.

Performance Indicators

Indicator	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Output						
Diversity plans reviewed ¹	0	0	50	0	50	0
Customers trained	25,994	31,394	15,000	33,865	15,000	15,000

¹ Diversity plans are submitted and reviewed every other year using Equal Employment Opportunity (EEO) data.