

# Office of Human Rights and Equity Programs

## FY 2027 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 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2025 Actual	FY 2026 Estimate	FY 2027 Estimate
<strong>Output</strong>						
Cases processed	381	426	300	484	300	300
Cases closed	140	105	160	110	120	120
<strong>Efficiency</strong>						
Cases closed per investigator (FTE)	26	12	25	13	20	25
Cases processed per investigator (FTE)	71	50	35	57	40	40
Complaints formalized and presented to the complainant for signature within 5 business days	100%	100%	100%	100%	100%	100%
<strong>Service Quality</strong>						
Improve scheduling and utilization of mediation services	91%	93%	90%	89%	90%	90%
<strong>Outcome</strong>						
Percentage of complainant/respondent satisfaction with the overall quality of the Human Rights Division's intake and mediation services <sup>1</sup>	100.0%	NA	95.0%	NA	NA	NA

<sup>1</sup> No surveys were returned in FY 2024 or FY 2025. Historically, OHREP collected feedback through paper and emailed surveys. Engage Fairfax County is the official public participation portal for Fairfax County, which uses the Public Input platform to survey and collect feedback from residents, employees, and stakeholders as part of the County's commitment to inclusive community engagement. An OHREP Intake Survey was launched on the County's Public Input platform on April 23, 2025, to gather feedback from individuals completing the intake process. The transition to the Public Input platform provides a more efficient, cost-effective, and centralized method of administering surveys, reducing reliance on manual processes and improving data management. The intake survey is sent to individuals via email on a regular basis. Participation is voluntary, and no responses have been received to date. To improve participation, OHREP will enhance outreach, provide follow-up reminders, and ensure the survey is accessible and user-friendly. These efforts will allow OHREP to capture meaningful data to strengthen service delivery and accountability.

# Office of Human Rights and Equity Programs

## FY 2027 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 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2025 Actual	FY 2026 Estimate	FY 2027 Estimate
<strong>Output</strong>						
Diversity plans reviewed <sup>1</sup>	0	0	50	0	50	0
Customers trained	31,394	33,865	15,000	39,194	15,000	15,000

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