
CALENDAR YEAR 2022 EQUITY IMPACT PLAN

ANNUAL REPORT

BACKGROUND INFORMATION

Department Name: Department of Animal Sheltering (DAS)

Equity Lead(s): Karstena Munzing

Date: October 29, 2022

EQUITY IMPACT PLAN REPORT

Review your department's Equity Impact Plan for CY 2022 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](#). Using that plan, add each goal below and describe: 1) what was done to make progress toward the goal, 2) with whom (partners), and 3) how work toward this goal was measured/evaluated and the results. If you have data for the performance measures in your CY 2022 Equity Impact Plan, report them. Add more goals as needed.

Goal 1: Continue the community outreach program to improve the quality of life for pets and people in underserved communities.

Goal 1 Progress: Significant progress continues to be made towards this goal. Fairfax County Animal Shelter served over one-thousand families and their pets last year closing the service gap that exists in underserved areas. However, this program was hindered by overall organizational capacity. The primary performance measures for this goal are based on service uptake and can be found under Action 1a.

Action 1a. Continued implementation of program via events, outreach to target communities, ongoing communications with clients: The overall scope of community equity programs has grown from one singular program in the beginning of 2021 (Low Cost Rabies Clinics) to four full programs in 2022 (Low Cost Vaccination and Microchip Clinics, Pet Services Events, Spay/Neuter Program, and Veterinary Assistance Grants). While attendee numbers for these programs remain consistently high, capacity continues to be an issue, as the demand for the services significantly outweighs shelter capacity to provide services.

The chart below shows a comparison between 2021 and 2022. One The one decreasing measure in 2022 is the number of low-cost clinic attendees, which was hindered by an increase in services provided per attendee and a decrease in staffing capacity. Collaborating among other agencies has been initiated, and Pet Services Events have been expanded to include other human resource agencies that can provide human support in addition to the support services for pets that are already being provided by DAS. The PAWS Program has also developed working relationships with several other departments, including the OEM, FCHD, FCPS, NCS, and several non-government agencies, including churches and non-profits that serve our target areas

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Year-to-Year Data Comparison

Event/Service	2021	2022
# Low Cost Clinics	6	6
# Low Cost Clinics Attendees	808	613
# Low Cost Clinic Services	808	982
# Pet Services Events	3	4
# Pet Services Event Attendees	262	545
# Pet Services Event Services	757	1,361
# Spay/Neuter Surgeries	51	101
# Veterinary Assistance Grants	<i>Program did not exist</i>	15
\$ Veterinary Assistance Grants	<i>Program did not exist</i>	\$5,239.14

Action 1b. Research ways to improve program implementation: While this action is based on qualitative measures, concrete actions to further improve program implementation include:

- A designated phone number for program participants to communicate directly with the PAWS Coordinator (who communicates in both English and Spanish with clients)
- Development of a Northern Virginia consortium of animal welfare professionals doing similar work
- Attendance at national conferences intended to further this work
- PAWS Coordinator's enrollment in a multitude of working groups and classes focused on furthering equitable access both inside and outside of the realm of animal welfare

Goal 2: Increase accessibility of department information and content, including digital content to include other languages and accessibility features for individuals with neurodiversity, disabilities.

Goal 2 Progress: Limited progress has been made in this goal, with the primary progress being in creating more Spanish translations of documents, which is the most requested non-English language for documents. The primary measures for this goal are the number of translated documents; however, this number has not been consistently tracked.

Action 2a. Perform audit of website to identify opportunities to increase accessibility: This action has not yet been addressed.

Action 2b. Establish multilingual social media presence: Social media channels have not yet been made accessible in other languages; however, expansion of the DAS Outreach Team may provide additional support in this area.

Action 2c. Create multilingual and other materials to increase accessibility: All PAWS Program materials have been translated to Spanish, and all programmatic (Pet Services Event, Spay/Neuter Program, etc.) materials are presented in both English and Spanish at events. Marketing is done with flyers, and all

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partners are provided with flyers in both English and Spanish and are requested to share both. PAWS Programs use primarily paper-based registration to eliminate barriers associated with technological illiteracy and lack of access to internet.

Other progress towards this goal: The shelter has returned to a walk-in model for services, decreasing the challenges associated with requiring electronic registration and information sharing to be done solely via phone and email. Large Language Access Posters have been posted in highly trafficked areas in the animal shelter and are readily available and visible, so any individual with Limited English Proficiency can indicate what language they need translation services for, which can then be accessed using the telephonic translation services. In planning for next year, most community outreach events will no longer require any form of online pre-registration in order to decrease barriers associated with ability and access to technology.

Goal 3: Eliminate Return-to-Owner fees on short-term custody holds for pets of residents who were arrested.

Goal 3 - Action 3a, 3b, 3c - Progress: No progress has been made towards this goal yet.