
CALENDAR YEAR 2022 EQUITY IMPACT PLAN

ANNUAL REPORT

BACKGROUND INFORMATION

Department Name: Department of Public Safety Communications (DPSC)

Equity Lead(s): Jessica Daza

Date: December 14, 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: Community outreach efforts to stakeholders, FCPS student leaders, and special interest groups around the 911 system

Goal 1 Progress:

- **1a. Educate and build trust with community members on 9-1-1 services**
 - o We continue to build trust with community members and looking to increase the number of events we attend. For 2022 the following occurred
 - 15 community events attended
 - Unable to see an increase/decrease in the community of areas reached due to COVID. 2022 will be used as a baseline for comparison due to not being able to attend functions.
 - Reference measurable of seeing how many community members participates at each event, is unmeasurable and will be removed from the plan.
- **1b. Establish a greater presence within Fairfax County's underserved community**
 - o DPSC attended 9 events in areas with "High Vulnerability"
 - This will continue to be on our plan, as things are getting back to normal, we are able to attend more events.

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- **1c. Establishing additional and maintain on-going educational programs with Fairfax County Public Schools**
 - WPHS 911 ETC Classes-
 - SY 2021-2022 Due to student behavioral issues- Virtual classes were not effective and are to resume in the following school year
 - SY 2022-2023 Due to not having a teacher for this class, the class was cancelled for FCPS students
 - WPHS EMT Classes-
 - SY 2021-2022 Due to staffing, unable to provide virtual classes
 - SY 2022-2023 Due to not having a teach for this class, the class was cancelled for FCPS students
 - WPHS Criminal Justice Classes-
 - SY 2021-2022 Presented to 5 classes (100 students)
 - SY 2022-2023 Presented to 5 classes (100 students)
 - SY 2022-2023 Field Trip to PSTOC for Criminal Justice Level 2 (25 students)
 - Falls Church HS EMT Classes-
 - SY 2022-2023 Presented to 3 classes (50 students)
 - Falls Church HS Criminal Justice Classes-
 - SY 2022-2023 Presented to 2 classes (50 students)
- **1d. Establish social media platform and market for community members to access our digital media platforms**
 - Hired Outreach Coordinator who started in late September early October with DPSC. She has reached out to OPA and completed and submitted social media – Facebook agency request form on Monday November 14, 2022. Currently we are awaiting a response from OPA.
- **1e. Establishment of community outreach platform to log compliments/concerns**
 - Compliment/ concern portal is complete and active for external customer use. Platform went live February 2022.

Goal 2: Recruitment in Fairfax County's diverse and historically underserved communities

Goal 2 Progress:

- **2a. Educate community members on 9-1-1 services and career opportunities**
 - 12 Career events attended
 - 5 events outside of Fairfax County
 - 2 Future events are listed for 2023
 - DPSC applications for new positions carried an overall rate of 65% of diversity in the applicant pool
- **2b. Reaching the historically underserved communities for potential employment opportunities**

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- 5 Career events hosted in areas with “High Vulnerability”
- 3 Language stipend test were successfully completed
- **2c. Hiring of Outreach Coordinator**
 - We hired our Outreach coordinator in September 2022. She brings great ideas to the agency.
- **2d. Diversity on hiring panel**
 - 8 hiring panels were conducted this year. DPSC was able to almost reach the goal of 50% Diversity, we close the year out with 44.62% diversity on our panels.

Goal 3: Reclassification of 9-1-1 Call-Takers and Dispatchers as First Responders

Goal 3 Progress:

- **3a. Reclassify 9-1-1 Dispatchers as Public Safety Personnel (first responders)**
 - DPSC has garnered the support of the Deputy County Executive for Public Safety and is in the process of garnering the support of other County Leadership and elected officials.
 - DPSC is working with other regional 9-1-1 centers to identify the best ways to further and support this reclassification and to identify impacts to stakeholders.

Goal 4: Community Behavioral Health Initiatives

Goal 4 Progress:

- **4a. Educate Fairfax community on Marcus Alert triage framework, it’s voluntary database and regional call center-988**
 - The Fairfax County local plan for the Behavioral Health Crisis Response System (BHCRS)/ Marcus Alert (MA) is schedule to go live locally on July 1, 2023.
 - The voluntary database remains active for public registration.
 - 988 platform went live July 2022. Regional Crisis call centers will launch with BHCRS/ MA on July 1, 2023.

Goal 5: Equity training for DPSC

Goal 5 Progress:

- **5a. Educate DPSC leaders with One Fairfax initiatives and training**
 - This will be carried out in 2023

Was other equity-related work completed in addition to the goals above? If so, please describe.