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# CALENDAR YEAR 2022 EQUITY IMPACT PLAN

## FINAL REPORT

### BACKGROUND INFORMATION

Department Name: Department of Tax Administration (DTA)

Equity Lead(s): Walter Velasquez, Justin Nejad

Date: **12/10/2022**

### REPORTING ON YOUR EQUITY IMPACT PLAN GOALS

*For each goal, type the goal and then describe: 1) what was done to make progress toward the goal, 2) with whom (partners), and 3) how the work toward this goal was measured/evaluated and the results. Add more goals as needed.*

**Goal 1:** Provide access to other languages

**Goal 1 Progress:** DTA has translated informational tax relief flyers into the following seven languages Arabic, Chinese, Korean, Vietnamese, Urdu, Farsi, and Spanish. FAQs on upcoming tax relief program changes have also been translated.

DTA currently does not track number of applications by language but is currently working with DIT to finish the development and implementation of the tax relief system that will track the applicant's preferred language.

**Goal 2:** Incorporate conventional and standard payment option methods with available technology

**Goal 2 Progress:** DTA has identified areas of improvements to include conventional and standard pay options. The following is a list of options: Automation of Electronic Funds Transfers, Mobile payment types, kiosk, Multilingual support and enabling additional payment services such as ApplePay, PayPal, Zelle, CheckFreePay, etc. DTA in partnership with DIT has submitted costs associated with these technology initiatives to DMB for enhanced customer service experience by county residents.

DTA has experienced issues with its current technology during its peak collection period during the past three years. The inconsistency of DTA's current technology has prompted DTA to partner with DIT to identify areas for improvements. DTA will continue to partner with the Department of Information Technology (DIT), Department of Management and Budget (DMB), and Department of Human Resources (DHR) to move this endeavor forward for improved customer service experience by county residents.

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**Goal 3:** Continue to conduct educational outreach to residents on various tax services offered **Goal 3**

**Progress:** DTA serves over 1.1 million customers annually and has assessed the need for an outreach program to support the various services it provides and to make targeted outreach to high density areas. DTA obtained a Communications Specialist FTE position to lead the agency's outreach program and has extended a job offer to a candidate after the interview process. An official hire is expected by end of 2022.

DTA will be able to track and measure its outreach program efforts with a Communication Specialist leading this endeavor.

**Goal 4:** Target universities/colleges to promote workforce development and bolster diverse applicants and work groups

**Goal 4 Progress:** DTA participated in a job fair at George Mason University. As the regions higher education university leader on diversity, it was an ideal institution to begin DTA's endeavor of workforce development and diversity. As in-person events resume after the Pandemic, DTA looks forward to expanding its participation in job fairs and build relationships with universities and colleges to foster diversity in the workforce.

DTA hired students from GMU that align with this goal based on their education, interests, and interview. In addition, we had the opportunity to retain an intern into the Fairfax County workforce.

**Goal 5:** Provide better access of services to residents by creating a South County Satellite Office

**Goal 5 Progress:** DTA, in collaboration with the Department of Neighborhood and Community Services, has conducted walk-throughs at the South County Gerry Hyland Government Center for potential office space and its layout. Discussions continue with stakeholders (Senior Management Team, DHR, DMB, Board of Supervisors, Facilities Management Department, and DIT) to establish a South County DTA satellite office.

DTA was approached about a potential presence in the South County Gerry Hyland Government Center. Supervisors Lusk and Storck desire the presence of DTA services at the center. DTA has toured the facility and has provided initial write up on potential services and staffing required to provide those services beginning in 2024. The underbanked and unbanked population is just one area that will benefit from this initiative.

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