

# 2022 Equity Impact Plan Annual Report

---

## BACKGROUND INFORMATION

Department Name: **The Office of Human Rights and Equity Programs**

Equity Lead(s): **Amanda Schlener**, Fair Housing Program Manager and **Barksdale Haggins**, Fair Housing Specialist

Date: November 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: Identify trends in the County organization of underreporting of discrimination, harassment, and retaliation complaints by individuals of a certain protected class.**

Goal 1 Progress:

Planned Activity	Action /Progress
[1a.] At the end of each quarter run a report with the quarterly EPD filings broken-down by protected basis for each County Department.	<b>The OHREP has documented the number of complaints filed by individuals categorized by protected class/basis. This information is tracked in quarterly reports and is identified for each of the County Departments.</b>
[1b.] Review trends quarterly. If the quarterly trends identify an unusually high number of complaints from as single Department/Agency, and signal a need for targeted education/ outreach/ training; OHREP will contact the HR Manager for the Department and provide support needed.	<b>In FY 2022 trends for the period showed one department experienced an increase in complaints from staff members. This increase dovetailed with a county-wide increase resulting from complaints related to the County's policy regarding mandatory covid testing. These were isolated to the pandemic and proved to be more of an anomaly and therefore, does not signal an urgent need for targeted education and outreach.</b>
[1c.] Run a year-end report with all filings to provide to HR Managers for each County Department.	<b>After reviewing and tracking potential complaints filed (quarterly), the directors and/or managers for those identified departments are notified regarding the grievances and issues cited by the employees who were alleged to have been negatively affected. The OHREP is also available to answer any questions from those departments related to the complaints that were filed.</b>

**Goal 2: Identify trends in underutilization of minority employees in certain EEO job categories.**

Goal 2 Progress:

Planned Activity	Action /Progress
<p>[2a.] Run a report of race/ethnicity data of EEO job categories on an annual basis.</p>	<p><b>The OHREP documented and reported on the race/ethnicity of EEO job categories in February 2022.</b></p>
<p>[2b.] If a trend indicating underutilization of minority employees is identified, meet with Employee Relations to determine if there is a connection to an existing employment practice, and take steps to remediate that trend/practice.</p>	<p><b>Compared to the relevant labor market in Fairfax County, there was underutilization across some of the following EEO job categories:</b></p> <ul style="list-style-type: none"> <li>• <b>Black Males were under-represented in the following job categories: Protective Services, sworn; Administrative Support; and Service/Maintenance.</b></li> <li>• <b>Black Females were under-represented in the following job categories: Technicians; Protective Services, sworn; and Service/Maintenance.</b></li> <li>• <b>Hispanic or Latino males were under-represented in the following job categories: Protective Services, non-sworn; Service Maintenance; Administrative Support; and Skilled Craft.</b></li> <li>• <b>Hispanic or Latino females were under-represented in the following job category: Service/Maintenance.</b></li> <li>• <b>Asian males were under-represented in the following job categories: Officials/Administrators; Professionals; Technicians; Protective Services, non-sworn; Administrative Support; and Service/Maintenance.</b></li> <li>• <b>Asian females were under-represented in the following job categories: Officials/Administrators, Technicians, and Service/Maintenance.</b></li> <li>• <b>Two or more race males were under-represented in the following job category: Protective Services, sworn.</b></li> </ul> <p><b>This underutilization identified above is consistent with the underutilization identified in prior EEOP</b></p>

	years. The Department of Human Resources is reviewing and considering various approaches to improve recruitment and the retention of a diverse workforce across all EEO job categories.
--	---

**Goal 3: Increase access to OHREP’s services (intake, participation in investigations, mediation, etc.) by providing translation services.**

Goal 3 Progress:

Planned Activity	Action /Progress
[3a.] Provide translation services to those parties who are non-English speakers or those who merely feel more comfortable speaking in their native tongue.	<b>The OHREP contracted with United Language Group to provide translation services in any language requested during intake appointments. The primary target was complainant parties; however, this service can be offered to any person seeking service where there is a need.</b>
[3b.] Run a quarterly client satisfaction report based off the Intake Satisfaction Questionnaire, broken down by the satisfaction scores for individuals requesting language services at intake, and those not requesting language services, and the total number of requests for each language.	<b>The OHREP developed a “Client Satisfaction Survey” to gauge customer satisfaction with the services offered by our office. These are primarily provided to complainant parties since they are the people filing complaints. Part of the survey ask these individuals to identify if they used translation services and provide demographic information. The OHREP tracks the number of intake service interactions that require translation service. The tracking and review are conducted annually.</b>

**Goal 4: Identify trends in the underreporting of discrimination (as measured by intake requests) by individuals of a certain protected class.**

Goal 4 Progress:

Planned Activity	Action /Progress
[4a.] Create and run an annual Intake demographics report to identify demographic trends for the individuals requesting Intake appointments.	<b>The OHREP has utilized a client demographic survey to collect information that will be useful to identify demographic trends. This survey is made available to all complainant parties. It is necessary to target the complainant parties since they are the individuals filing the complaints. This information can then be synthesized to further identify trends and specific discriminatory business practices.</b>
[4b.] If a trend indicating underreporting of discrimination by individuals of certain class, or located in certain regions of the County, take steps to target outreach to those groups.	<b>The OHREP continues to review completed surveys to adjust target outreach goals, as deemed necessary. The information documented in the survey is gleaned and analyzed to accurately identify</b>

	<p>the most affected groups and adjust the outreach targets to serve those individuals and areas. Among the smallest percentage of complaints were Military Status, Sexual Orientation, Gender Identity, Pregnancy &amp; Childbirth, Familial Status and Childbirth. These are recently adopted protected classes and the OHREP has posted short, animated videos regarding these protected classes on its website.</p>
--	---

**Goal 5: Maintain/ increase diversity of members on the Fair Housing Taskforce to ensure various viewpoints are communicated and considered.**

Goal 5 Progress:

Planned Activity	Action /Progress
[5a.] Request all current taskforce members complete a Demographics form, and continue to request completion of the form for each new member that joins.	<b>The OHREP is developing a demographics profile for the Fair Housing Taskforce. The demographic information will be collected and documented for the new taskforce beginning in January 2023.</b>
[5b.] In interactions with stakeholders-private, public, non-profit sectors, members, commissions, outreach specialist, and others look for diversity when identifying potential new members.	<b>The OHREP has been intentional in its effort to identify potential new members for the Fair Housing Task Force that will exemplify diversity and inclusivity. Staff is expanding OHREP’s reach to meet with underrepresented groups and organizations to fulfill this goal. The OHREP has created an outreach flier regarding joining the taskforce passed out at a large-scale housing event in October 2022.</b>

**Goal 6: Ensure that the agency and County are fully represented in negotiations and implementation of the Regional Analysis of Impediments and maintain a record of recommendations addressed or underway.**

Goal 6 Progress:

Planned Activity	Action /Progress
[6a.] Attend all meetings and actively participate in all aspects related to the Regional Analysis of Impediments, including providing data as requested.	<b>The OHREP has been an active participant at all of the Regional Analysis of Impediment (AI) meetings. OHREP has worked with partners, i.e., Housing Dept., Regional Council of Gov’ts to develop and collect accurate data to incorporate in the AI. The OHREP has provided data regarding the county’s progress towards past goals</b>
[6b.] Prepare an annual summary of efforts undertaken and progress made towards the AI to	<b>The OHREP has proposed, via a “Not In Package” item to post a virtual information session with COG representatives regarding the Regional Analysis of</b>

provide to agency representatives (directors/senior staff/Board of Supervisors).	<b>Impediments (RAI) to be disseminated to all Boards and Commissions for review prior to the public comment period, and will meet with each Board of Supervisor member individually regarding the RAI results.</b>
--	---

**Goal 7: Ensure quality and timely delivery of tests pertaining to housing testing in relation to race, national origin and disability.**

Goal 7 Progress:

<b>Planned Activity</b>	<b>Action /Progress</b>
[7a.] Review tests annually to ensure quality, identify potential violations of fair housing law and, when warranted, initiate fair housing complaints and further testing for areas of concern (protected classes).	<b>The OHREP has initiated thirteen (13) Commission initiated testing complaints based on the prior year’s testing contract results and findings.</b>
[7b.] Prepare an annual testing report. If testing indicates issues in a certain area, take steps to target outreach to address those issues.	<b>The Testing report regarding the prior year’s testing activities will be published in a 2-year report at the conclusion of the testing contract, subsequent to June 30, 2023.</b>

**Goal 8: Maintain/ increase diversity of members on the Student Human Rights Commission to ensure county-wide representation.**

Goal 8 Progress:

<b>Planned Activity</b>	<b>Action /Progress</b>
[8a.] Request all current SHRC members complete a Demographics form and continue to request completion of the form for each new member that joins.	<b>The OHREP is in the process of preparing Demographic profile information to collect from the new Student Human Rights Commission members beginning in January 2023.</b>
[8b.] Prioritize the selection of a diverse group of new SHRC recruits for the following school year.	<b>The OHREP has been deliberate in its effort to identify potential new members for the Student Human Rights Commission that will increase diversity and exemplify inclusivity. The OHREP has initiated contact with various underrepresented groups and organizations to prepare for the recruitment and selection of new members for 2023 class. The OHREP will also assist the current student commissioners in creating an outreach flier to encourage new students to join the Commission that is reflective of the County.</b>

**Goal 9: Increase awareness of the services and resources provided to underrepresented groups (identified by intake demographics) by targeted outreach.**

Goal 9 Progress:

Planned Activity	Action /Progress
<p>[9a.] Actively pursue and take advantage of opportunities to raise awareness, including the use of all forms of media, partnership arrangements, relevant commissions, taskforce activities, resource fairs, community events, meetings, the agency’s website, and the use of advertising and social media to provide information and publicize the services, resources and fair housing training opportunities available.</p>	<p><b>The OHREP has conducted eighteen (18) outreach events in the prior year, targeting diverse populations and a flier was created highlighting the diverse types of educational media items on the OHREP website.</b></p>
<p>[9b.] Review underrepresentation in intake filings on an annual basis and readjust outreach targets as necessary.</p>	<p><b>The OHREP collected geographical information from complainant parties to best identify underrepresented groups in and around the County. The information was collected from the Intake section. Among the smallest percentage of complaints were Military Status, Sexual Orientation, Gender Identity, Pregnancy &amp; Childbirth, Familial Status and Childbirth. As a result of their recent adoption as protected classes, the OHREP has posted short, animated videos regarding these protected classes on its website</b></p>
<p>[9c.] Prepare an annual report to track staff attendance at outreach events and activities, including identifying the region the event took place, and if applicable the specific protected group targeted by the event.</p>	<p><b>The OHREP has published this information regarding staff attendance at various outreach events and activities in its fourth quarter report.</b></p>

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

**No other work was performed during this period.**