



## CY 2022 Equity Impact Plan

**Leadership Sponsor:** Lorraine Jackson

**Equity Lead(s):** Jessica Daza Daniel

### **Departmental Equity Guiding Statement:**

*The Department of Public Safety Communication's success is intricately connected to maintaining an environment that embraces the diversity of its workforce. Our agency strives to foster and inclusive organizational culture while reflecting the community we serve. To meet the mission and ensure racial equity, DPSC provides excellent customer service to all stakeholders regardless of race, ethnicity, cultural or socioeconomic status. Fairfax County 9-1-1: always there, always ready.*

**Context:** *The disparity in outcomes for certain populations in Fairfax County and the United States regarding education, housing, safety, socioeconomic success, and health are the issues we are currently facing. Historically, laws and institutions that created the opportunities in Fairfax County were created to maintain segregation. Therefore, the black and brown communities were prevented from fully participating in the socioeconomic prosperity and society. The unwillingness to face the equity issues from those who have benefitted from institutional advantages has fostered mistrust of the immigrant community of all public safety services. Possible negative interactions, outcomes, and a lack of understanding. These are the challenges we face as a county and as members of the public safety community.*

*Over the years, DPSC has faced callers who voice their racial comments, emotional stance on a political topic and voice the dissatisfaction with our partner agencies. Our employees are trained to deal with a multitude of callers and ensure the same customer service to all callers. These topics open the door for comments from the employees and are voiced. DPSC faces challenges for having the difficult conversations with each other and hopes to work on bridging the gap and providing education to our employees.*

### **Long-term Outcome(s):**

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| <input type="checkbox"/> Cultural and Recreational Opportunities                               | <input type="checkbox"/> Health                                     |
| <input type="checkbox"/> Economic Opportunity  | <input type="checkbox"/> Housing and Neighborhood Livability        |
| <input checked="" type="checkbox"/> Efficient and Effective Government                         | <input checked="" type="checkbox"/> Lifelong Education and Learning |
| <input checked="" type="checkbox"/> Empowerment and Support for Residents Facing Vulnerability | <input type="checkbox"/> Mobility and Transportation                |
| <input type="checkbox"/> Environment   | <input checked="" type="checkbox"/> Safety and Security             |

### **System-Level Infrastructure:**

Inclusion in public safety related outreach with Police, Fire, Department of Emergency Management and Security, and the Sheriff's office will bring greater acceptance, understanding and trust to the residents we serve. Partnering with FCPS, allows DPSC to focus on education at all levels and supporting an inclusive culture.



**DEPARTMENT OF PUBLIC SAFETY COMMUNICATION CALENDAR YEAR 2022 EQUITY IMPACT PLAN**

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
<b>1. Community outreach efforts to stakeholders, FCPS student leaders, and special interest groups around the 911 system</b>	7&10	1a. Educate and Build Trust with community members on 9-1-1 services	DPSC Leadership, Operations, Community groups, Public Safety Network, Board of Supervisors	Bi-annual - June 2022 - December 2022	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Team	<ul style="list-style-type: none"> <li>- Number of outreach events (1a)</li> <li>- Number of requests to attend future events (1a)</li> <li>- Volume increase/decrease in the community areas outreach is held (1a)</li> <li>- Number of community participants at an event (1a/b)</li> </ul>
		1b. Establish a greater presence within Fairfax County's underserved community	DPSC Leadership, Operations, Community groups, Public Safety Network, Board of Supervisors	December 2025	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Team, CAC groups	<ul style="list-style-type: none"> <li>- Number of calls from underserved areas using GIS data (1b)</li> <li>- Monitor statistics for utilizing language line (1b)</li> </ul>
		1c. Establishing additional and maintain on-going educational programs with Fairfax County Public Schools	DPSC Leadership, Operations, Public Safety Network, Board of Supervisors, FCPS	September 2022	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Team, Diversity team, Training & Career Development	<ul style="list-style-type: none"> <li>-Survey FCPS Emergency Telecommunicator classes (1c)</li> <li>- Number of requests to Diversity Lead for assistance in a FCPS program (911, EMT, Criminal Justice) (1c)</li> <li>- Evaluate current programs and seek feedback for improvement and expansion(1c)</li> </ul>
		1e. Establish social media platform- and market for community members	DPSC Leadership, Operations, Public Affairs,	March 2024	DPSC Leadership, Public Affairs	DPSC Leadership, Outreach Coordinator	<ul style="list-style-type: none"> <li>- Build an implementation outline for the launch of social media platforms (1e)</li> </ul>



		to access our digital media platforms	Board of Supervisors				
		1f. Establishment of community outreach platform to log compliments/concerns	Senior Leadership, Strategic Planner	April 2022	DPSC IT, Professional Standards, Strategic Planner, DPSC Leadership	DPSC Leadership, Professional Standards, Strategic Planner, Training & Career Development	- Document and analyze for trends and training (1f)
2. Recruitment in Fairfax County's diverse and historically underserved communities	16	2a. Educate community members on 9-1-1 services and career opportunities	DPSC Leadership, Operations, Community groups, Public Safety Network, Board of Supervisors	Annually - May - August - December	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Team	- Number of recruitment events in underserved communities we participate in (2b) - Rate of diversity in the applicant pool and DPSC's employee base (2 a/b) - Number of requests to attend future community events (2a/b) - Percentage of recruiting effort within and outside of the county (2a/b) - Number of language stipend tests completed successfully the agency request (2a/b)
		2b. Reaching the historically underserved communities for potential employment opportunities	DPSC Leadership, Operations, Community groups, Public Safety Network, Board of Supervisors	December 2024	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Team	- Number of applications per position (2a/b) - Outreach coordinator efforts in Section 1 & 2 Actions (2C) - Ensure hiring panels has at least 50% of diversity (2d)
		2c. Hiring of Outreach Coordinator	DPSC HR	May 2022	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach coordinator, DPSC HR, DPSC Leadership, Operations Teams	
		2d. Diversity on hiring panels	DPSC Leadership	Hiring Cycle - April - July - November	Outreach & partnering agencies	DPSC HR	



				-As needed for other panels in support services positions			
<b>3. Reclassification of 9-1-1 Call-Takers and Dispatchers as First Responders</b>	18	3a. Reclassify 9-1-1 Dispatchers as Public Safety Personnel (first responder)	DPSC Leadership, Operations, Community-at-large, Public Safety Network, Board of Supervisors, Congressional representation	Annually based on legislative cycle	DPSC Leadership, Operations, Community groups, Public Safety Network, Board of Supervisors, Congressional representation	DPSC Leadership, DPSC Operations	<ul style="list-style-type: none"> <li>- Progress of the 911 SAVES act</li> <li>- Interactions with State &amp; Federal Congressional representative</li> <li>- Monitor progress other states have made</li> <li>- Explore collaborations and agency standard models with trade organizations (APCO, NENA, etc.)</li> </ul>
<b>4. Community Behavioral Health Initiatives</b>	16 & 10	4a. Educate Fairfax County community on Marcus Alert Triage Framework, its Voluntary Database and Regional Call Center-988	DPSC Leadership, Operations, Community groups, Public Safety Network, Community Services Board	July 2022	DPSC Leadership, Outreach, Community groups, Public Safety Network, Marcus Alert legislation, Marcus Alert Core Leadership Group	DPSC Leadership, DPSC Outreach, DPSC Strategic Planning Manager	<ul style="list-style-type: none"> <li>- Monthly DPSC website metrics (currently in progress)</li> <li>- Metrics identifying public safety calls for service transferred to the Regional Call Center. <ul style="list-style-type: none"> <li>- Social media views for livestream media...Spanish Language, Facebook, YouTube</li> </ul> </li> </ul>
<b>5. Equity training for DPSC</b>	16 & 17	5a. Educate DPSC leaders with One Fairfax initiatives and training	DPSC Leadership, DPSC Staff, One Fairfax	December 2022	One Fairfax	Diversity Lead, DPSC Leadership, One Fairfax-Ambassadors	<ul style="list-style-type: none"> <li>- Attendance to In-service training (5 a/b)</li> </ul>

	5b. Collaboration with Public Safety partners with Implicit Bias Training	DPSC Staff, Community group, Public Safety network	July 2023	Public Safety network, One Fairfax	DPSC Leadership, Public Safety partners, Diversity Lead, Outreach Coordinator	
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Director's Signature: *Mark A. Adams*