

Fairfax-Falls Church Community Services Board CY 2023 Equity Impact Plan



Leadership Sponsor: Anika Harris and Daryl Washington

Equity Lead(s): Nelvina Da Rocha and David Edelman

Departmental Equity Guiding Statement: In the spirit of our agency's mission to help everyone in our community to live a healthy and fulfilling life, we're building a culture of equity and belonging where care, respect and resilience develop the possibilities of our workforce and those we serve.

Context:

- Data analysis from primary care screenings have identified health disparities among African American (AA) and Hispanic females receiving CSB services.
- Data analysis by race of individuals that seek services with the CSB examining data of those screened in (having met criteria for services and proceeding to intake) or screened out (not having met criteria and referred to the community) indicate that Hispanics continue to be overrepresented among clients screened without receiving an intake for CSB Services.
- In FY 2021 and FY 2022, screening to intake was examined by the following categories: Non-Hispanic White, Non-Hispanic Black, Hispanic, Non-Hispanic Asian, Non-Hispanic Other, Non-Hispanic Multi-Race.
- In FY 2020, Hispanics comprised 20% of adults screened but 33% of those screened out. In FY 2021, Hispanics represented 22% of individuals screened, but 30% of those that did not receive an intake.
- In FY 2021, Black (26%, n = 126) and Multi-Race (28%, n = 22) clients were less likely to be screened out ($p < .01$) than all other Races.
- In FY 2021, Compared to White clients, Hispanic and Asian adults were 1.2 times as likely to be screened without an intake.
- In FY 2020, Hispanic and Asian clients were almost twice as likely as White clients to be screened with no intake.
- Although the disproportionality for Hispanic and Asian clients declined in FY 2021, increases in the percentage of individuals screened with no intake in other racial groups, as compared to FY20, may also be a contributing factor.

- Hispanic adults who spoke Spanish (41%, n = 67) were slightly more likely to be screened out than those who spoke English (38%, n = 123). These differences were not statistically significant.
- There is a significant difference in the race and ethnicity distribution between the manager and non-manager staff members. White staff members are overrepresented as managers, compared to non-managers. Recruitment and retention continue to be an issue with over 120 merit vacancies in the CSB as of December 2022.

Long-term Outcome(s):

- | | |
|--|--|
| <input type="checkbox"/> Cultural and Recreational Opportunities | <input checked="" type="checkbox"/> Health |
| <input type="checkbox"/> Economic Opportunity | <input type="checkbox"/> Housing and Neighborhood Livability |
| <input checked="" type="checkbox"/> Efficient and Effective Government | <input 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 type="checkbox"/> Safety and Security |

System-Level Infrastructure:

- Department of Human Resources
 - o Practices to promote equity in the hiring process, such as removing names from applications
 - o Education on equity as a part of the interview panel in person training
 - o Equity interview questions as a part of interview process
 - o More guidance on interview supplemental questions to include designing racial equity questions. Oversight and accountability of interview practices regarding equity.
 - o Fair pay practices and racial equity issues across the County regarding salaries. No oversight of compensation across departments lots of leeway for discrepancies across departments.
- Assure collaboration amongst county agencies to more effectively and efficiently serve the community by addressing issues with access to services for individuals that speak English as a second language. (Often services are so siloed, and we don't know what is available or how to link with needed services) – work with the Office of Public Affairs

Fairfax-Falls Church Community Services Board CALENDAR YEAR 2023 EQUITY IMPACT PLAN

Short-Term Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
1. Identify racial disparities in all programs across CSB.	17	1a. Request CSB Program Directors identify and begin collection of one new program metric that may include racial disparities.	CSB Service Directors; ELT; CSB Staff; clients we serve	Fall 2022	CSB Equity Director; Equity Leads; CSB Equity Workgroup; Data analytics team; CSB management teams; Credible reports; External Partnerships	CSB Equity Director; CSB Service Directors; HR; Communication Team; ELT	# of identified program metrics that may highlight racial disparities in care to individuals served
2. Improve female health among ethnicities in Fairfax County, with a focus on Hispanic and African Americans.	10	2a. Track data for reasons/ barriers for female no shows for initial primary care visits. 2b. Review and analyze no show data and recommend resources to increase # of actual initial visits.	CSB BeWell; CSB female, clients; CSB Case Managers; clients we serve.	Spring 2022	FQHCs; BeWell team; CSB Equity Workgroup;	CSB Equity Director; BeWell; CSB Equity Workgroup	Race & Ethnicity female no shows collected and analyzed for a period of time through 2023 Incentives provided to females in varied ethnicities to increase the # of attended PCP initial visits Additional resources and partnerships identified to assist in increasing the # of attended PCP initial visits

Fairfax-Falls Church Community Services Board CALENDAR YEAR 2023 EQUITY IMPACT PLAN

3. Advance workforce equity issues in recruitment, retention, and promotions to help facilitate equitable service delivery.	16	3a. Host agency cultural dialogue sessions/town halls facilitated by CSB Leadership and CSB Facilitators; track employee feedback regarding recruitment, promotions, and retention for review and analysis.	CSB Service Directors; CSB Hiring Managers; ELT; and CSB Staff.	Spring, Summer, and Fall 2022	CSB Equity Director; CSB Facilitators, Equity Leads; Data analytics team; CSB management teams; HR; Communication team	CSB Equity Director; Facilitators, Equity Leads; CSB Equity Workgroup;	# of culture sessions/town halls held throughout the agency and feedback tracked and collected % of staff attending culture sessions/town halls Creation of dashboard that shows status, action and results DIE&B enhancement actions # of long term and short term recommendations and actions taken in response to staff feedback and equity team recommendations
		3b. Provide resources and guidance to hiring managers and CSB staff, to ensure equitable practices in recruitment, promotions, and retention.	CSB Service Directors; CSB Hiring Managers; ELT; and CSB Staff.	Spring, Summer, and Fall 2022	CSB Equity Director; CSB Facilitators, Equity Leads; CSB Equity Workgroup; Data analytics team; CSB management teams; HR; Communication team; Compliance; ELT	CSB Equity Director; Facilitators, Equity Leads; CSB Equity Workgroup;	# of resources provided to hiring managers and CSB staff to promote equitable practices in recruitment, promotions, and retention % of hiring managers reporting use of instructional tools # of CSB Facilitators assisting ELT on Town Hall sessions to address staff concerns with equitable practices in recruitment, promotions, and retention
		3c. Conduct GARE survey and analyze results.	CSB Workforce	Spring 2022	CSB Communications, CSB Equity Director, CSB	CSB Equity Director; CSB Equity Team, CSB	Increase response rate 5% over prior employee surveys

Fairfax-Falls Church Community Services Board CALENDAR YEAR 2023 EQUITY IMPACT PLAN

					Senior Leaders and Executive Leadership	Facilitators, CSB Training and Communication; CSB Equity Director	
4. Increase access to behavioral health services for underrepresented individuals from diverse backgrounds.	10/15	4a. Increase awareness and skill of CSB's language access plan among staff.	Individuals we serve, CSB workforce	Ongoing 2022-2024	CSB Training and Communications; CSB Equity Director; Training on accessing interpreter services. Training additional CSB staff as behavioral health interpreters.	CSB Equity Director; CSB Equity Team, CSB Equity subgroup	# of services requested via United Language Line # of teams trained

DocuSigned by:

Daryl Washington

Director's Signature

F3383A75D68D40B...