

Civil Service Commission CY 2023 Equity Impact Plan



Leadership Sponsor: Nicole Rawlings

Equity Lead(s): Kristen Woodward

Departmental Equity Guiding Statement: The Civil Service Commission (CSC), including the Office of Alternative Dispute Resolution (ADR), promotes One Fairfax by providing fair, efficient, and neutral grievance and alternative dispute resolution processes for all county employees, and support all departments, agencies, BAC's (Boards, Authorities and Commissions) and county employees in addressing institutional inequities and achieving racially equitable outcomes for all in Fairfax County.

Context: CSC and ADR are primarily internal facing service providers. Our clients are county employees. Prior to the agency's 2020 Equity Impact Plan, the agency lacked demographic information for clients participating in the various aspects of our programs. Having demographic data allows staff to identify trends and potential drivers that might be affecting equity and access as well as service outcomes. The agency implemented processes for data collection in 2020 and 2021 and further refined those processes in 2022. Demographic data collection will remain an ongoing and integral part of the agency's equity efforts.

Training is one of the core services offered by the ADR. As with many disciplines, the fields of alternative dispute resolution and conflict management lack diversity in foundational literature and source material. In response to the lack of diversity, ADR is reevaluating all training materials. Staff is continually evaluating and editing content to ensure the use of inclusive language and images. Staff is also casting a broader net in identifying relevant source materials for training content to ensure inclusive and representative contributions of people of color.

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 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:

The CSC will consult and collaborate with other agencies to help identify new diverse sources to enhance representation and inclusivity in current and future training content, as well as to develop/implement new strategies for eliciting greater survey participation. One key resource will be the County's Training and Development Communities of Practice group.

CIVIL SERVICE COMMISSION CALENDAR YEAR 2023 EQUITY IMPACT PLAN

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
1. Collect and analyze demographic data to identify disparities.	17/18	1a. Collect race demographic data on grievance outcomes	County employees/agencies/HR managers	1-1-2023 – 12-31-2023	HR/CSC	CSC staff	Percent of service/training recipients by race as compared to the overall racial representation in the County workforce Measure of diversity among service providers – Percentage of service providers by race
		1b. Collect race demographic data on who seeks/receives ADR services	County employees/agencies/HR managers	1-1-2023 – 12-31-2023	CSC	CSC staff	
		1c. Collect demographic data on who provides ADR services – excluding ADR staff	County employees/agencies/HR managers	1-1-2023 – 12-31-2023	CSC	CSC staff	
		1d. Collect demographic data on who attends ADR trainings.	County employees/agencies/HR managers	1-1-2023 – 12-31-2023	HR/CSC	CSC staff	
2. To create understanding of how our processes, policies, and decision-making are informed by implicit biases (IB) and incorporate strategies to interrupt them.	17/18	2a. Incorporate Implicit Bias/microaggression training/discussions in practitioner meetings.	ADR Practitioners/County employees who receive services	1-1-2023 – 12-31-2023	CSC	CSC Staff	Creation of new training Number of individuals trained
		2b. Develop reflection tools to assist practitioners in identifying and interrupting IB that might be impacting service delivery.	ADR Practitioners	1-1-2023 – 12-31-2023	CSC	CSC Staff	Percent of practitioners who report increased understanding and awareness/of implicit bias/structural racism /microaggressions
		2c. Explore and participate in external training	CSC Staff	1-1-2023 – 12-31-2023	CSC/OD&T/One Fairfax	CSC Staff	Percent of practitioners who report feeling better equipped to address and

		opportunities around ADR and equity					manage implicit bias/ structural racism/microaggressions
		2d. Implicit Bias/Structural Racism training for County Employees	County employees/agencies	3-2023 – 12-31-2023	CSC/One Fairfax	CSC Staff	<p>Number of individuals trained</p> <p>Percent of training recipients who report increased understanding and awareness of implicit bias and structural racism</p> <p>Percent of training recipients who report feeling better equipped to address and manage implicit bias and structural racism</p>
3. Identify and address gaps in the inclusion of source materials written by diverse authors.	18	Review and update training content and resources to ensure inclusive and representative material	County Employees	1-1-2023 – 12-31-2023	CSC/HR/County Training and Development Communities of Practice Group	CSC Staff	Number of diverse sources added to inform ADR training content, and help training participants continue their learning

Director's Signature:  _____