

Department of Public Safety Communications CY 2023 Equity Impact Plan



Leadership Sponsor: Lorraine Jackson

Equity Lead(s): Jessica Daza

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 an 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 and community

As such, Fairfax County DPSC has partnered with other county agencies to educate staff and community members about agency initiatives. To inform our stakeholders about 911 industry trends and future behavioral health implementations. Establish and maintain educational outreach and community connections. Additionally, DPSC is dedicated to supporting and empowering its workforce through a focus on holistic health and wellness. This equity impact plan highlights our goals through actions and performance measures that educate and inform, to ultimately establish agents of change within our agency and community.

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 COMMUNICATIONS (DPSC) CALENDAR YEAR 2023 EQUITY IMPACT PLAN

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
1. Increase awareness of the 911 system among stakeholders, FCPS student leaders, and special interest groups	7 & 10	1a. Educate and build trust with community members on 911 services	DPSC Leadership, DPSC Staff, Community groups, Public Safety Network, Board of Supervisors	Bi-annual - June 2023 - December 2023	DPSC Outreach coordinator, overtime hours, volunteers, partner agencies	DPSC Outreach Coordinator, DPSC HR, DPSC Leadership, Operations team	<ul style="list-style-type: none"> - Number of outreach events (1a) - Number of requests to attend future events (1a) - Volume increase/decrease in the community areas outreach is held (1a) - Number of calls from underserved areas using GIS data (1b)
		1b. Establish a greater presence within Fairfax County's underserved community	DPSC Leadership, DPSC Staff, 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"> - Monitor statistics for utilizing language line (1b) - Engage special interest groups and schedule community events. (1b)
		1c. Establishing additional and maintain on-going educational programs with Fairfax County Public Schools	DPSC Leadership, DPSC Staff, Public Safety Network, Board of Supervisors	Annually SY 2022-2023	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"> - Survey FCPS Emergency Telecommunicator classes (1c) - Number of requests to DPSC for assistance in a FCPS program (911, EMT, Criminal Justice) (1c) - Evaluate current programs and seek feedback for improvement, suggestions, and expansion (1c) - Build an implementation outline for the launch of social media platforms (1d)
		1d. Establish social media platform and market for community members	DPSC Leadership, DPSC Staff, Public Affairs, Board of Supervisors	July 2023	DPSC Leadership, Public Affairs	DPSC Leadership, Outreach Coordinator	

2. Recruitment in diverse areas of Fairfax County to ensure our staff represents the community members we serve	16	2a. Engage community members on career/employment opportunities to include the underserved communities in Fairfax County	DPSC Leadership, DPSC Staff, 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, Diversity team	- Number of recruitment events in the underserved communities we attend (2a) - Rate of diversity in the applicant pool (2a) - Number of requests to attend future community events (2a) - Percentage of recruiting efforts within and outside of the county (2a) - Outreach coordinator efforts - Ensure hiring panels is gender inclusive and represents diverse racial makeup (2b)
		2b. Hiring panel is diverse and inclusive, reflects our community and DPSC diverse demographic	DPSC Leadership	Hiring Cycle - April - July - November * When a SSB position becomes available	Outreach & partnering agencies	DPSC Outreach Coordinator, DPSC HR, DPSC Leadership,	
3. Reclassification of 911 dispatchers as First Responders	18	3a. Engage leadership at local, State, and Federal levels to highlight the importance of dispatchers being officially recognized as members of Public Safety ecosystem	DPSC Leadership, DPSC Staff, Community at large, Public Safety Network, Board of Supervisors, Congressional representation, Collective Bargaining	Bi-annually based on legislative cycle	DPSC Leadership, DPSC Staff, Community groups, Public Safety Networks, Board of Supervisors, Congressional representation, Deputy County Executive	DPSC Leadership, DPSC Operations	- Progress of the 911 Saves Act - Interactions with State and Federal Congressional representation
		3b. Monitor progress other states have made	DPSC Leadership, Operations	Bi-annually based on legislative cycle.	DPSC Leadership, Operations		
		3c. Explore collaborations and agency standard models with trade organizations (APCO, NENA, etc.)	DPSC Leadership, Operations	December 2023	DPSC Leadership, DPSC Staff, Community groups, Public Safety Networks,	DPSC Outreach Coordinator, DPSC HR, DPSC Leadership, Operations	

					Board of Supervisors, Congressional representation, Deputy County Executive		
4. Increase awareness among community members and DPSC staff on behavioral health resources in emergencies	10 & 16	4a. Fairfax County behavioral health response system focus group comprised of County public safety and CSB Diversion Initiative partners will perform community educational opportunities.	DPSC Leadership, DPSC Staff, Community groups, Public Safety Network, Board of Supervisors, Community Service Board	December 2023	DPSC Leadership, DPSC Staff, Community groups, Public Safety Networks, Marcus Alert legislation, Marcus Alert synergy group, Marcus Alert core leadership group	DPSC Leadership, DPSC Outreach, DPSC Strategic Planning Manager	<ul style="list-style-type: none"> - Identify Public Safety calls for service transferred to and from the regional crisis call center (4a) - Quality Assurance reviews of calls bi-directional between DPSC & Regional Crisis Call Center (4b) - Training will be produced by DPSC Fairfax Behavioral Health Response System-Marcus Alert work group members. Training will be conducted in a phased approach in preparation for a July 1, 2023, launch. (4b)
		4b. Provide information to Public Safety Communicators regional call center practice and procedures regarding 988	DPSC Leadership, DPSC Staff, Community groups, Public Safety Network, Board of Supervisors, Community Service Board	December 2023	DPSC Leadership, DPSC Staff, Training and Career Development,	DPSC Leadership, Training and Career Development, Strategic Planning Manager,	
5. Equity Training for DPSC	16 & 17	5a. Global equity training with Public Safety partners to include behavioral health	DPSC Leadership, DPSC Staff, Community groups, Public Safety Network	2023	Public Safety network, One Fairfax, Occupational Health Center (OHC)	DPSC Leadership, Public Safety partners, Diversity Lead, Equity Ambassadors, Outreach Coordinator	<ul style="list-style-type: none"> - Attendance to In-Service training (5a/b) - Attendance at trainings coordinated through OHC (5b) -Links on internal home page that tracks number of hits to equity trainings (5c)
		5b. Create an internal home page	DPSC Leadership, DPSC Staff,	December 2023	DPSC HR, Outreach Coordinator,	DPSC Leadership, Diversity	

		to access equity training			DPSC training and career development, DPSC Leadership. Equity Ambassadors, One Fairfax	Lead, Equity Ambassadors, Outreach Coordinator	- Creating a Vision and Mission statement (5c) - Communication to agency via internal link regarding equity team purpose(5c) - Recruiting of new members and rebranding of existing members(5c)
		5c. Rebrand DPSC equity team image and mission	DPSC Leadership, DPSC Staff	December 2023	Current DPSC equity team, DPSC Leadership	DPSC Leadership, Diversity Lead, Equity Ambassador	- Bi-monthly trainings for the diversity team (5c)

Director's Signature: 