



Department of Tax Administration CY 2023 Equity Impact Plan

Leadership Sponsor: Jay Doshi – Director

Equity Lead(s): Walter Velasquez, Fiscal Administrator and Human Resources Manager
Justin Nejad, Assistant Director, Personal Property Division

Departmental Equity Guiding Statement: The Department of Tax Administration (DTA) is committed to diversity and equity in the workplace and in service to the public by generating revenue fairly and enabling the County to protect and enrich the quality of life for all the people, neighborhoods, and diverse communities of Fairfax County.

Context: By virtue of the business that DTA performs, equity within the agency has naturally evolved and become part of our daily operations. The need to provide the various agency services in languages that best represent the community continues to evolve. DTA at the request of the Board of supervisors will begin an endeavor of modernization to its infrastructure. DTA continues to educate residents regarding the various tax services offered to support public engagement. DTA continues to support Supervisors Lusk and Storck advocate on behalf of the need for an additional tax office in South County for better access to services for all residents of Fairfax County.

Long-term Outcome(s):

- Cultural and Recreational Opportunities
- Economic Opportunity
- Efficient and Effective Government
- Empowerment and Support for Residents Facing Vulnerability
- Environment
- Health
- Housing and Neighborhood Livability
- Lifelong Education and Learning
- Mobility and Transportation
- Safety and Security

System-Level Infrastructure:

Under the guidance of the Board of Supervisors (BOS) and the County Executive’s Office, the following agencies at minimum will be involved in various aspects of the DTA Equity Impact Plan:

- Department of Information Technology (DIT)
- Department of Management and Budget (DMB)
- Department of Procurement and Material Management (DPMM)
- Office of Public Affairs (OPA)
- Department of Neighborhood and Community Services (NCS)
- Department of Finance
- Department of Human Resources

DEPARTMENT OF TAX ADMINISTRATION CALENDAR YEAR 2023 EQUITY IMPACT PLAN

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures	
1. Expand access to tax information	18 - Other	1a. Establish and recruit for a Communication Specialist position to expand communication on existing services	DHR and DMB	January FY 2023	DTA	Jay Doshi and Walter Velasquez	Communication Specialist position filled	
		1b. Manage updates to existing publications or coordinate with county vendor as needed.	DTA, County Vendor	Commence March FY2023	Communication Specialist will lead review of publications update with support from DTA employees	All DTA Division publication reviewers Communication specialist	Number/percent of publications updated	
		1c. Communicate important and time sensitive information to county residents via various communication channels to include the Office of Public Affairs (OPA), social media, news outlets	DTA	Commence March FY2023	OPA and DTA all Divisions	OPA and DTA all Divisions	Communication Specialist	Number of views and direct engagement
		1d. Distribute translated publications and review on a yearly basis	OPA, Mail Room, Print Shop, and County Residents	Ongoing	Communication Specialist and DTA employees to perform yearly review. DTA IT to conduct upload of information	All DTA Division publication reviewers Communication Specialist	Number of calls in languages other than English	
		1e. Survey DTA employees in order	DTA Employees	Ongoing	Survey for staff to complete	DTA Admins	Survey results will lead to an updated	

residents on various tax services offered	accounts based on zip code	DTA CIT	September 2022	PPD Staff	PPD Staff	Number of calls received Tax heat maps created
	3b. Evaluate calls received through the Customer Information and Telecommunications section	DTA Tech Section and DIT	January 2023	Tech Section and DIT staff	Tech Section and RCD staff	Number of outreach sessions in each Supervisor district
	3c. Work with GIS to create tax heatmaps	DTA Revenue Collection Division	2023	RCD staff, print shop, Cassels	RCD staff	Percent of outreach conducted in high density tax areas
	3d. Work with Board Supervisors to Create DTA outreach program in their districts.	DTA Revenue Collection Division, BOS, Media Outlets and County residents	2023	RCD staff, BOS staff, and vehicle services. Funding as may be necessary	RCD staff	
4. Provide better access of services to residents by creating a South County Satellite Office	4a. Work with NCS to support DTA in the acquisition of office space planning at South County Gov't Office	DTA SMT, NCS, DMB, BOS	December 2024 - Anticipated Go Live Date (ongoing)	DTA SMT, DHR, DMB, BOS, FMD, DIT	DTA SMT, DIT, FMD, DMB, NCS, BOS	Approval of funds by DMB. Official commitment from DIT on IT infrastructure resources.
	1 - Community and economic development policies and programs that promote wealth creation and ensure fair access for all people.					

	4b. Perform analysis to determine costs associated with establishing satellite office. Costs include personnel, IT-infrastructure, and physical resources	DMB, DIT, FMD, DTA SMT, BOS, JDRDC	Ongoing TBD	NCS, FMD, DIT, DMB, DTA SMT, BOS	DTA SMT, DMB, FMD, DIT	
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Director's Signature: _____
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