
EQUITY IMPACT PLAN ANNUAL REPORT

CALENDAR YEAR 2024

BACKGROUND INFORMATION

Department Name: Reston Community Center

Equity Lead(s): BeBe Nguyen, Executive Director

Date: May 23, 2025

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DEPARTMENTAL GOALS

Review your department's Equity Impact Plan for CY 2024 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](#). Add each departmental goal below and describe: 1) what was done to make progress toward the goal, 2) with whom (partners), and 3) how work toward this goal was measured/evaluated and the results. If you have data for the performance measures listed in your CY 2024 Equity Impact Plan, report them. Add more goals as needed.

Goal 1: Expand programs and services to RestON Neighborhoods and communities with limited access and resources.

Goal 1 Progress:

1. RCC on Wheels pilot was launched in November 2024 using a custom-wrapped rental vehicle.
2. RestON Women Only Swim offering resumed with regularity in September 2024. We hosted 8 sessions with all female staff.
3. RCC and other partners reinvigorated the Hunters Woods Neighborhood Coalition to address security concerns and support for people who lack permanent shelter options, improving communication and safety strategies for coalition partners.
4. 25 AARP Tax Aide volunteers donated 1600 hours and served 700 patrons.
5. 34 RCC Rides volunteers put in 557 hours and gave 853 rides to 161 patrons and drove 2,520 miles.
6. Opportunity Neighborhood programming Fun Around Town, Crafternoons, and Coffee and Origami all reached maximum capacity (15-20 attendees per session) consistently.

Goal 2: Survey recreational and facilities needs using multi-modal, statistically valid data with an enhanced focus on underrepresented communities.

Goal 2 Progress:

1. The Center for Survey Research at the University of Virginia's Weldon Cooper Center conducted a survey for the Reston Community Center during the summer of 2024 to assess awareness and support for RCC; to understand current and projected use of programs; to

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identify barriers to RCC use; to capture preferences for a second RCC facility; and to identify optimal sources for information on leisure activities.

2. In an effort to maximize the number of completes from all areas of Reston, the sample was stratified based on the Census Bureau's Low Response Score (LRS) of Census tracts into five strata: Very low response propensity, moderately low response propensity, average response propensity, above average response propensity, and very high response propensity. Households in the low and very low response propensity stratum were then sampled at a higher rate to increase the number of surveys completed from these seemingly harder to reach respondents. Likewise, households in the higher response propensity stratum were sampled at a lower rate since a high response is expected from households in those strata.
3. The questionnaire was available online in English and Spanish, and was available on paper in English, Spanish, Chinese, Russian, and Arabic.

Goal 3: Improve language access (in-person and online) and ADA functionalities in delivery of programs and services.

Goal 3 Progress:

1. RCC's Media team is developing plans to integrate Fairfax County Language Access Plan into Agency key departments in 2025.
2. The RCC website enables community partners to submit and manage their own community-oriented events through the "Community Submitted Events" portal. Those events are then visible on a comprehensive "Community Calendar." Despite several dedicated efforts to engage RCC partners in utilizing this simple and effective tool, there have been only a few early adopters.
3. Annual accreditation and NRPA data reports were completed. RCC submitted the application for reaccreditation to occur in 2025 with updated agency plans, OGMs, Policy & User Manual and other related materials revised, reviewed and adopted (where applicable) by the Board of Governors.

Goal 4: Recruit and retain a diverse workforce.

Goal 4 Progress:

1. Agency position alignment is underway to better support Facility Services; may involve reorganizing several positions for improved operations support with emphasis on formal responsibility for security and key risk management issues, as well as the new layer of oversight required with the acquisition of an agency programming van for RCC on Wheels.
2. In 2024, RCC processed 89 hires (includes additional positions, transfers, promotions) and 140,790.70 payroll hours.

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COUNTYWIDE GOALS

Report progress on Countywide goals related to the Regional Fair Housing Plan, if relevant to your department. As above, copy in each Countywide goal from your CY 2024 Equity Impact Plan, and describe progress made in CY 2024. If none, write "Not applicable."

Not applicable

OTHER EQUITY-RELATED WORK

Was other equity-related work completed in addition to the goals above? If so, please describe.

Not applicable