

Reston Community Center

CALENDAR YEAR 2025 EQUITY IMPACT PLAN



Leadership Sponsor: BeBe Nguyen, Executive Director

Equity Lead(s): BeBe Nguyen, Executive Director

Departmental Equity Guiding Statement: Reston Community Center’s vision aligns with the principles of One Fairfax, affirming its commitment to enriching lives and fostering a sense of community for all Reston residents. Through purposeful programming and meaningful content, RCC actively supports the social justice goals of One Fairfax by encouraging thoughtful, challenging and ultimately celebratory dialogue around social justice, cultural diversity, and local inequities. RCC upholds and exemplifies Reston’s founding vision of an inclusive, vibrant and supportive community where every individual is empowered to achieve their full potential.

Context: Reston’s unique “origin story” is rooted in a foundational commitment to inclusion. This ideal—ensuring that all individuals are valued and treated with dignity regardless of race, creed, religion or gender—was central to the vision of Reston’s founder, Robert E. Simon. Simon’s seven guiding principles emphasized inclusivity and equity, embedding these values into the very framework of Reston’s planning. A key aspect of Simon’s vision was to ensure that a full range of community amenities—parks, recreation, arts and cultural venues and social services—would be available from the beginning rather than delayed until population growth warranted them.

Today, Reston is among the fastest-growing communities in Fairfax County, with a growing residential population of over 60,000 and a daily influx of an estimated 40,000 workers. With this growth comes increasing complexity, including development pressures, transportation challenges and rising demands on infrastructure and services. In this evolving landscape, Reston Community Center (RCC) plays a vital unifying role. RCC offers a welcoming institutional platform that brings together residents from diverse neighborhoods and backgrounds to share in arts, culture, fitness, wellness, enrichment and other community-building experiences.

As Reston has grown, RCC has expanded its reach beyond its two main facilities to serve venues throughout the community. In partnership with more than 40 county and community-based organizations, RCC maximizes its resources to serve a broader population. In alignment with the County’s One Fairfax policy, RCC actively contributes to initiatives such as Opportunity Neighborhood (ON), the Hunters Woods Neighborhood

Coalition, Reston Master Planning efforts and other strategic undertakings that serve Reston and support both One Fairfax and Fairfax County’s adopted Strategic Plan. The core mission of RCC programming is to enhance the quality of life for all who live and work in Reston. In furtherance of this goal, RCC recently launched a mobile unit—“RCC on Wheels”—to deliver services and programs directly into neighborhoods across the RestON area. This effort reflects RCC’s ongoing commitment to increasing access, reducing barriers and meeting people where they are. This effort was launched with a rental vehicle, and a county-owned customized vehicle is scheduled for delivery in the second half of 2025.

In 2024, RCC contracted with the University of Virginia Center for Survey Research to conduct a statistically valid community survey. RCC typically conducts these surveys on a five-year cycle to gauge the level of community support and familiarity with RCC’s programs and services. With the current lease of RCC’s Lake Anne location set to expire in 2039, this survey also asked about preferences for either new or relocated RCC facilities and the majority of respondents favored Lake Anne as a facility location. However, in addition to the lease timeline, the limited size of the specialized studio spaces in the existing Lake Anne facility precludes being able to expand programming to meet current levels of demand, particularly for arts education programming. Pending redevelopment of the County-owned Crescent apartment community is one option for new or additional facility space. Beyond service delivery, RCC is also deeply committed to fostering greater appreciation of Reston’s cultural diversity. The agency supports the One Fairfax vision by creating opportunities for dialogue around social justice and by promoting learning across cultures and communities. These programs are designed to build understanding, strengthen connections and cultivate a sense of shared community.

RCC embodies the core tenets of the One Fairfax policy by prioritizing equity in how it allocates resources and responds to community needs. With a deep understanding of Reston’s diverse population, RCC ensures its programs and services reflect the voices, experiences and aspirations of the people and neighborhoods it serves.

System-Level Infrastructure:

Reston Community Center does not receive funding from the county’s general fund budget but does use its infrastructure to support operations. RCC works closely with the Fairfax County Park Authority as well as the departments of Human Resources, Procurement and Material Management, Management and Budget, Finance and Information Technology.

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DEPARTMENT GOALS

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

One Fairfax Area(s) of Focus:

13. A parks and recreation system that is equitable and inclusive by providing quality facilities, programs and services to all communities; balancing the distribution of parks, programs and facilities; and providing accessible and affordable facilities and programs.

Countywide Strategic Plan Community Outcome Area(s): Cultural and Recreational Opportunities (CRO)

Countywide Strategic Plan Strategies/Metric(s):

CRO 2. Evaluate and address barriers (including transportation, language, virtual access and technology gaps) to cultural and recreational opportunities.

CRO 6. Regularly inventory and evaluate cultural and recreational programs provided by the county and its partners based on how they address identified service gaps and how well they positively impact equity.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
1a. Expand delivery of offsite equity-based programs via RCC on Wheels mobile unit.	Entire community, including community members who are unhoused, Cornerstones	Programming partners	RCC staff teams: Offsite & Collaboration (lead), Leisure & Learning	Continuous	Total # of offsite & collaboration cultural/recreational opportunities # delivered via RCC on Wheels
1b. Launch partnership opportunities with Title 1 Schools – Dogwood Elementary School summer afterschool program.	Dogwood ES staff and students	FCPS	Leisure & Learning – Youth & Teen Department	Summer 2025	# of programs at Title 1 schools or serving Title 1 students # of students participating in RCC-sponsored programs at Title 1 schools
1c. Expand RestON opportunities and explore new equity partnerships.	Opportunity Neighborhoods communities, Cornerstones,	RestON partners	FCPL and MCC staff, MCC board	Jan.-Dec.	# of offsite program locations

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	Reston schools			# of community partners
				Needs identified
				% of partners who were satisfied
				% of patrons from Opportunity Neighborhoods
1d. Promote community awareness of RCC's Fee Waiver program.	Reston Opportunity Neighborhood communities, Reston schools		RCC Customer Relations team, RCC Media team	# of fee-waiver patrons served
				Fee waiver \$ utilized
1e. Update and maintain accreditation status with Commission for Accreditation of Park and Recreation Agencies (CAPRA), specifically standard 6.3.1 – Outreach to Diverse Underserved Populations <i>Standard: The agency shall proactively extend programs and services to residents who may be underserved in the community. To encourage participation in parks and recreation programs and services, agencies shall identify and address barriers that may limit access as demonstrated by the demographic profile of the community. Agencies should offer inclusionary support services to ensure access to programs and services for people of all abilities and all socioeconomic status.</i>	RCC staff, RCC Board of Governors, Entire community	CAPRA liaison National Recreation and Park Association/CAPRA staff Other accredited agencies	RCC Accreditation Specialist	Site Visit: May 2025 Hearing: September 2025
				Reaccreditation approved by CAPRA Commission
				# and % of standards met (out of 154)

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Goal 2: Analyze results of 2024 community survey and implement action items based on survey feedback and continue to seek input on RCC programs, facilities and services.

One Fairfax Area(s) of Focus:

13. A parks and recreation system that is equitable and inclusive by providing quality facilities, programs, and services to all communities; balancing the distribution of parks, programs, and facilities; and providing accessible and affordable facilities and programs.

Countywide Strategic Plan Community Outcome Area(s): Cultural and Recreational Opportunities (CRO); Effective and Efficient Government (EEG)

Countywide Strategic Plan Strategies/Metric(s):

CRO 5. Ensure cultural and recreational amenities are included in placemaking designs for development and/or revitalization in targeted areas.

CRO 6. Regularly inventory and evaluate cultural and recreational programs provided by the county and its partners based on how they address identified service gaps and how well they positively impact equity.

EEG 2. Implement a comprehensive approach to consistency solicit customer feedback on their service experience and share results regarding the quality of the county’s programs and services.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
2a. Share UVA survey report with community and continue to solicit feedback.	Entire community	University of Virginia Center for Survey Research (CSR), Community partners	RCC Executive Director, Board of Governors, CSR	Spring 2025	Public meeting attendance Public feedback received Increased % of people’s knowledge of RCC’s programs and services
2b. Engage with Fairfax County, local residents and developer during Crescent redevelopment process to encourage support for space proffer.	Entire community	Hunter Mill District Supervisor	RCC Executive Director, Board of Governors, RCC Media team	2025 onward	# of events and public meetings with RCC participation Level of public support for potential new RCC facility
2c. Implement automated process for sending out satisfaction surveys to patrons enrolled in programs.	RCC program participants		RCC Accreditation Specialist, RCC Customer Relations Director	Early 2025	# of completed surveys received

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

One Fairfax Area(s) of Focus:

13. A parks and recreation system that is equitable and inclusive by providing quality facilities, programs, and services to all communities; balancing the distribution of parks, programs, and facilities; and providing accessible and affordable facilities and programs.

15. Digital access and literacy for all residents.

Countywide Strategic Plan Community Outcome Area(s): Cultural and Recreational Opportunities (CRO)

Countywide Strategic Plan Strategies/Metric(s):

CRO 2. Evaluate and address barriers (including transportation, language, virtual access and technology gaps) to cultural and recreational opportunities.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
3a. Develop and implement formal training for all Customer Service Representatives (CSRs) on how to obtain and provide language access and interpretation services	Entire community	Fairfax County Language Access Program, Contracted translation vendor(s)	RCC Media team	2025	Sustained and/or increased # of patrons served in languages other than English Increased awareness that RCC is accessible to all Participation data from targeted demographics
3b. Track requests for language translation services	Entire community		RCC Media team, RCC Customer Relations team	2025	# of language translation requests List of requested languages for translation

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Goal 4: Showcase Excellence: Recruit and retain a diverse workforce

One Fairfax Area(s) of Focus:

16. Intentional, focused recruitment efforts that bolster a diverse applicant pool; hiring and evaluation practices, and processes for employee feedback, to achieve and preserve a culture of equity and fairness for all employees.

Countywide Strategic Plan Community Outcome Area(s): Efficient and Effective Government (EEG)

Countywide Strategic Plan Strategies/Metric(s):

EEG 2. Implement a comprehensive approach to consistency solicit customer feedback on their service experience and share results regarding the quality of the county's programs and services.

EEG 8. Improve the county's competitiveness as an employer to recruit, hire and retain a diverse, highly qualified workforce utilizing data to determine barriers and target strategies for marginalized groups.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
4a. Review position descriptions to eliminate potentially unfair/unnecessary requirements.	Entire community	Fairfax County DHR	RCC Management Team and Hiring Managers	Continuous	Increased diversity in agency employee profile Increase in employee morale and retention
4b. Sustain a diverse workforce with multilingual capabilities by expanding applicant pool of diverse candidates.	Entire community	Fairfax County DHR, Fairfax County OHREP	RCC Management Team and Hiring Managers	Continuous	Increased # of qualified applicants Increased # of applications from minority groups
4c. Ensure racial and social equity during the selection process. <ul style="list-style-type: none"> • Ensure hiring panels contain ethnic and gender diversity. • Obtain aggregate applicant demographic cert lists (from OHREP) and track outcomes for merit hires. 	Entire community	Fairfax County DHR, Fairfax County OHREP	RCC Management Team and Hiring Managers	Continuous	Demographic makeup of agency interview panels

Department Director's Signature: _____

