



COMMUNITY SERVICES BOARD CALENDAR YEAR 2025 EQUITY IMPACT PLAN

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Departmental Equity Guiding Statement: In the spirit of our agency's mission to help everyone in our community to live a healthy and fulfilling life, we're building a culture of equity and belonging where care, respect and resilience develop the possibilities of our workforce and those we serve.

Context

Community Engagement through Meaningful Connections

Community engagement helps build trust and relationships between citizens and stakeholders. Successful community engagement not only fosters trust and transparency, but also enhances the overall well-being of society. The CSB will focus on this cornerstone to ensure that our clients feel listened to, considered, and aware that they have a voice in the decisions that affect their lives.

There is solid evidence that community engagement interventions have a positive impact on a range of health outcomes across various conditions. In accordance with the National Institute of Health (NIH), community engagement has been advocated as a useful strategy to reduce health inequalities. In addition, an international literature review for the World Health Organization found that participatory empowerment has been linked to positive outcomes such as social capital and neighborhood cohesion for socially excluded groups.

Among the ten essential public health services that should be implemented in all communities, according to the Centers for Disease Control and Prevention (U.S.), two are related to community engagement: "Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it," and "Strengthen, support, and mobilize communities and partnerships to improve health."

In analyzing health improvement from community participation in research, a report by the National Academies of Sciences, Engineering, and Medicine (U.S.) concluded that projects with community power groups must put issues of power, race, and inequality at the center of the discussion; otherwise, it is easy for projects to move in tactical and not necessarily enriching directions. The CSB is engaging community and determining ways in which we expand our community efforts, to include immigrant communities and other marginalized populations. All CSB programs participate in community events, to include town halls, tabling events, and partnering with external organizations. We will continue to expand upon these efforts to spread the word of CSB services.

Promoting a Workplace Culture of Awareness, Sensitivity, Humility, and Competency

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In an increasingly multicultural world and county, having the skills to productively interact with people from different cultures, ethnicities, lifestyles and backgrounds are at an all-time high. In addition, a study by the Pew Research Center found that by 2035, the number of immigrant workers and those with immigrant parents will be the largest growing working-age demographic in the U.S. The workforce will largely be workers with varying cultural backgrounds.

According to the American Hospital Association, cultural competency in behavioral health describes the ability of systems to provide care to clients with diverse values, beliefs and behaviors, including the tailoring of service delivery to meet clients' social, cultural and linguistic needs. A culturally competent system is one that acknowledges the importance of culture, incorporates the assessment of cross-cultural relations, recognizes the potential impact of cultural differences, expands cultural knowledge, and adapts services to meet culturally unique needs. Ultimately, cultural competency is recognized as an essential means of reducing racial and ethnic disparities in behavioral health.

The CSB trains staff in Equity Team meetings, senior leadership meetings and has external vendors provide training on cultural competency and humility and sees the need for further development. The CSB will take necessary steps to ensure that we train, educate, and inform our a culturally competent workforce, who is sensitive to the cultural differences that expand across our county. Fairfax County has a diverse makeup of White, Asian, Hispanic, Black and multiracial populations and the CSB will determine strategic methods to target these communities.

Expanding CSB Language Access Capacity

According to data from the Health & Human Services Language Access Plan, around 8.2% of the US population speaks English less than very well, signifying limited English proficiency (LEP), meaning they have difficulty reading, writing, speaking, or understanding English, highlighting the need for language access services in communities; this number is particularly high among certain communities of color and lower-income populations, indicating disparities in access to services due to language barriers.

Additional statistics:

Fairfax County is a diverse community where more than 35% of households speak a language other than English at home, and over 180 home languages are spoken.

Approximately 68 million people in the US speak a language other than English at home, with a significant portion classified as LEP;

Studies show that individuals with LEP are more likely to experience poorer quality healthcare interactions and poorer health outcomes due to communication barriers.

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The CSB will ensure meaningful access to our services for LEP individuals, to include identifying language needs within communities and providing appropriate translation and interpretation services.

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DEPARTMENT GOALS

Goal 1: Engage community to reduce stigma and increase public awareness of behavioral health.

One Fairfax Area(s) of Focus:
 6. Community and public safety that includes services such as fire, emergency medical services, police, health, emergency management and code enforcement that are responsive to all residents so that everyone feels safe to live, work, learn, and play in any neighborhood of Fairfax County.
 8. Neighborhoods that support all communities and individuals through strong social networks, trust among neighbors, and the ability to work together to achieve common goals that improve the quality of life for everyone in the neighborhood.
 10. A health and human services system where opportunities exist for all individuals and families to be safe, be healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

Countywide Strategic Plan Community Outcome Area(s):
 Effective and Efficient Government (EEG), Empowerment and Support for Residents Facing Vulnerability (ESRFV), Healthy Communities (HC)

Countywide Strategic Plan Strategies/Metric(s):
 EEG 6. Expand capacity to meaningfully engage the community in places that are accessible and in ways that consider needs, traditions, and values of diverse ethnic, racial, and cultural groups.
 ESRFV 1. Develop targeted marketing and outreach strategies, in coordination with community-based partners, to proactively engage residents facing vulnerability.
 ESRFV 15. Maintain ongoing engagement with residents who have faced vulnerability and been served by the county in order to proactively mitigate potential setbacks.
 HC 7. Foster individual and family resiliency to withstand, adapt to and recover from chronic stress and adverse experiences through early intervention, prevention and trauma-informed care.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
1a. Host Pathways to Wellness Initiative for underrepresented adult populations who experience mental health challenges in Fairfax County. This will be a resource fair for Fairfax residents experiencing mental health challenges, their families and networks. Attendees will receive resources available in the county and explore ways wellness opportunities. This will also expand on communicating services offered in the CSB. The event will be held in a community of opportunity, South	CSB Clients and Fairfax County Residents; CSB Leadership; CSB Staff; CSB Equity Team	CSB Equity Team; CSB Leadership; CSB Staff; Community Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup; CSB Staff	September 19, 2025	# of attendees

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County, and address the vulnerabilities in this area of Fairfax County. It is free to the public and open to all residents.					
1b. Host Children’s Mental Health Week that focuses on Fairfax County youth, with an emphasis on cultural stigmas surrounding mental health.	CSB Clients and Fairfax County Residents; CSB Leadership; CSB Staff; Equity Team	CSB Equity Team; CSB Leadership; CSB Staff; Community Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup; CSB Staff	June 2025	# of attendees
1c. Partner with community organizations on awareness of CSB services, to include a LGBTQ+ focus.	CSB Clients and Fairfax County Residents; CSB Leadership; CSB Staff; Equity Team	CSB Equity Team; CSB Leadership; CSB Staff; Community Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup;	Through Winter 2025	# of new community organizational partners # of opportunities to communicate CSB services to external partner groups # of new LGBTQIA+ community partners

Goal 2: Promote a workplace culture of awareness, sensitivity, humility, and competency.

One Fairfax Area(s) of Focus:

10. A health and human services system where opportunities exist for all individuals and families to be safe, be healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

Countywide Strategic Plan Community Outcome Area(s):

Cultural and Recreational Opportunities (CRO); Effective and Efficient Government (EEG); Empowerment and Support for Residents Facing Vulnerability (ESRFV); Healthy Communities (HC)

Countywide Strategic Plan Strategies/Metric(s):

CRO 10. Evaluate and strengthen standards for agencies to establish and sustain quality cultural and recreational opportunities.

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EEG 6. Expand capacity to meaningfully engage the community in places that are accessible and in ways that consider needs, traditions, and values of diverse ethnic, racial, and cultural groups.

EEG 11. Expand employee learning opportunities to increase staff competencies and experience in the areas of leadership, equity, cultural proficiency, use of technology and innovation to meet the needs of a changing environment

EEG 13. Implement a workplace culture change effort to actively promote equity and inclusion, collaboration, excellence, innovation, customer service, transparency, accountability and trustworthiness.

ESRFV 2. Foster a county workforce culture that emphasizes a person-centered, integrated and comprehensive approach to meeting the needs of residents facing vulnerability.

HC 14. Expand our capacity to effectively reach and engage residents in the design and implementation of health promotion initiatives through strategic partnerships and collaborations.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
2a. Host a Cultural Celebration that highlights the uniqueness and richness of the various cultures across the CSB.	CSB Leadership; CSB Staff; CSB Equity Team	CSB Equity Team & External Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup;	February - December 2025	# of staff participants and participant feedback
2b. Observe two dedicated cultural holiday events.	CSB Leadership; CSB Staff; CSB Equity Team	CSB Equity Team & External Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup;	February - December 2025	# of staff participants and participant feedback
2c. Train staff on cultural humility and competency, to include our LGBTQIA community.	CSB Leadership; CSB Staff; CSB Equity Team	CSB Equity Team & External Partners	CSB Equity Director; Equity Leads; Equity Team Workgroup; External Partners	February - December 2025	# of training opportunities # of staff trained retention of training material through staff evaluation
2d. Introduce a trauma-informed care policy for staff facing work-related trauma.	CSB Leadership; CSB Staff; CSB Project Management Team	CSB Equity Team & CSB Project Management Team	CSB Equity Director; CSB Project Management Team	January 2025	Approval and implementation of policy # of incidents and response to incidents Participant feedback

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<p>2e. Host Cultural Dialogue Sessions with CSB staff to encourage conversations around racial and social equity.</p>	<p>CSB Leadership; CSB Staff; CSB Equity Team</p>	<p>CSB Equity Team & CSB Diversity-to-Belonging Facilitators</p>	<p>CSB Equity Director; CSB Diversity-to-Belonging Facilitators</p>	<p>February 2025</p>	<p># of CSB staff who attend sessions Implementation and consideration of feedback received</p>
<p>2f. Hold a CSB Resource Day focused on all program areas to foster awareness, cohesion, and inclusivity in the agency.</p>	<p>CSB Leadership; CSB Staff; CSB Equity Team</p>	<p>CSB Equity Team & CSB Programs</p>	<p>CSB Equity Director; CSB Equity Team & CSB Programs</p>	<p>Through December 2025</p>	<p># of CSB staff who attend sessions</p>

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Goal 3: Expand CSB language access capacity and cultural sensitivity.

One Fairfax Area(s) of Focus:

10. A health and human services system where opportunities exist for all individuals and families to be safe, be healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

17. Policies that prohibit all forms of discrimination under Federal and State law in county and school system activities, and ensure that all practices provide fair treatment for all employees, contractors, clients, community partners, residents, and other sectors who interact with Fairfax County including higher education, business, nonprofit, faith, philanthropy, and civic.

Countywide Strategic Plan Community Outcome Area(s):

Effective and Efficient Government (EEG); Empowerment and Support for Residents Facing Vulnerability (ESRFV)

Countywide Strategic Plan Strategies/Metric(s):

EEG 3. Enhance communication and outreach to the community by using all available communication methods and tailoring messaging to individual needs.

EEG 4. Improve public participation and engagement opportunities to ensure all facets of the community are represented and have the physical, technological, and language access necessary to engage and participate in community discussions and decisions.

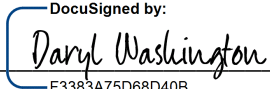
EEG 6. Expand capacity to meaningfully engage the community in places that are accessible and in ways that consider needs, traditions, and values of diverse ethnic, racial, and cultural groups.

EEG 11. Expand employee learning opportunities to increase staff competencies and experience in the areas of leadership, equity, cultural proficiency, use of technology and innovation to meet the needs of a changing environment.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
3a. Hold Behavioral Health Interpreter Training for staff to supplement current interpreter services from external vendors.	CSB Leadership; CSB Staff; CSB Equity Team; External Partner	CSB Staff; CSB Equity Team; External Partner	CSB Equity Director; Equity Leads; Equity Team Workgroup; External Partners	March 2025	# of staff trained retention of training material
3b. Partner with community organizations in identifying language access needs across Fairfax County	CSB Leadership; CSB Staff; CSB Equity Team; External Partner	CSB Staff; CSB Equity Team; External Partner	CSB Equity Director; Equity Leads; Equity Team Workgroup; External Partners	February - December 2025	# of new community organizational partners to assist with language access needs # of opportunities to communicate to external partners and collect data

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<p>3c. Evaluate document needs across the agency for all programs to identify those with the highest usage to target for translation into the most used languages by the individuals served by the CSB.</p>	<p>CSB Leadership; CSB Staff; CSB Equity Team</p>	<p>CSB Staff; CSB Equity Team</p>	<p>CSB Equity Director; Equity Leads; Equity Team Workgroup; CSB Staff</p>	<p>February - December 2025</p>	<p>Quantity and quality of collected data # of increased translated documents</p>
<p>3d. The CSB finds it essential to highlight staff providing multilingual services and recognize them for their contribution to our community in lieu of county stipend not changing in several years and the challenges faced with retaining bilingual staff.</p>	<p>CSB Leadership; CSB Staff; CSB Equity Team</p>	<p>CSB Staff; CSB Equity Team</p>	<p>CSB Equity Director; Equity Leads; Equity Team Workgroup; CSB Staff</p>	<p>November 2025</p>	<p># of increased # of staff participants and participant feedback</p>

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