

---

# EQUITY IMPACT PLAN ANNUAL REPORT

## CALENDAR YEAR 2024

### BACKGROUND INFORMATION

Department Name: Department of Finance (DOF)

Equity Lead(s): Ngozi Ugwu, Accountant III, Operations Support, Operations & IT Support Division

Date: November 26, 2024

### EQUITY IMPACT PLAN REPORT - DEPARTMENTAL GOALS

*Review your department's Equity Impact Plan for CY 2024 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](https://www.fairfaxcounty.gov/equity-impact-plans). 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:** Facilitate residents' access to payments that are processed by the County.

Goal 1 Progress:

DOF continues to partner with other agencies to ensure the unbanked payment recipients have the ability to receive disbursements that they can utilize. DOF provides multiple disbursement methods, including paper check. Check disbursements remain the best possible method for the unbanked to receive payment. Our checks can be redeemed by unbanked individuals at local branches of the county's main banking partner, and DOF maintains robust security operations over check cashing processes. DOF remains actively evaluating all alternative means of disbursement with our focus on providing methods acceptable for all payees. DOF performs this evaluation quarterly with a team comprising of our banking, investments, and accounts payable leadership.

**Goal 2:** Improve the claims reporting process.

Goal 2 Progress:

Fairfax County's Department of Finance – Risk Management Division (DOF-RMD) is currently implementing a new and improved Anonymous Incident Reporting Portal solution. This new solution is a multi-year project and will replace the form currently in use on DOF-RMD's public-facing Property and Injury Claim Reporting webpage and will provide the public with the ability to submit Auto Liability, General Liability, and Police Professional Liability claims using unique forms designed specifically for each incident type. For additional convenience, the Anonymous Incident Reporting Portal will be accessible through a unique QR Code and optimized for smartphone screens. This solution will make it easier than ever for the public to submit incidents to DOF-RMD for review and ensure that submitted information is timely, accurate, and complete.

---

# EQUITY IMPACT PLAN ANNUAL REPORT

## CALENDAR YEAR 2024

**Goal 3:** Ensure all county residents that contact Department of Finance are attended to without language barriers.

Goal 3 Progress:

DOF implemented the language interpretation services with United Language Group (ULG) in November 2023 and has been providing interpretation contacts for residents who cannot speak English. DOF has not received any complaints from residents that they had problems with the availability of interpretation services. All DOF staff members have been made aware of how to utilize the language interpretation service.

DOF Operations Team uses a Language Translation Billing worksheet to track translation vendor PIN requests received and completed. Four requests were received and completed during CY 2024.

**Goal 4:** Equip DOF employees with knowledge of racial and social equity and create awareness of the need to review DOF processes from an equity point of view.

Goal 4 Progress:

DOF achieved 100 percent coverage of the training provided by One Fairfax Equity Ambassadors. Specifically, except for a couple of new staff and those that were unavoidably absent on their scheduled training dates, every DOF staff member attended one of the One Fairfax training sessions. Details of the One Fairfax training sessions attended by DOF staff members during the year are:

- i. 16 staff members attended Race – The Power of an Illusion, Episode 2 – The Story We Tell, on February 28, 2024, from 1:00 to 3:30pm.
- ii. Eight senior management team staff attended Implicit Bias and Structural Racism, on April 5, 2024, from 9:00 to 11:30 am.
- iii. 15 staff members attended Race – The Power of an Illusion, Episode 3 – The House We Live In, on May 9, 2024, from 10:00am to 12:30pm.
- iv. 22 staff members attended Advancing Racial Equity – The Role of Government, on July 11, 2024, from 12:00 to 4:30pm.
- v. 12 staff members attended Race – The Power of an Illusion, Episode 2 – The Story We Tell, on October 15, 2024, from 9:00 to 11:30am

The DOF equity team launched a One Fairfax newsletter to inform DOF staff of new and ongoing racial and social equity initiatives and activities in the county. The newsletter was published in October and provided useful information and insights to DOF staff about equity. It also had links to the County’s One Fairfax site, DOF One Fairfax SharePoint page and recordings from the Leading for Equity Conference.

---

# EQUITY IMPACT PLAN ANNUAL REPORT

## CALENDAR YEAR 2024

In addition, DOF equity team created an internal DOF One Fairfax SharePoint page to provide all DOF staff with a centralized location to find out more information on One Fairfax and additional resources/further reading. The web SharePoint page has a link to the DOF – One Fairfax Survey, an anonymous survey that will provide feedback on training and areas of improvement to the equity team.

### 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