



DEPARTMENT OF FINANCE

CALENDAR YEAR 2025 EQUITY IMPACT PLAN

Leadership Sponsor: Jerry Wilhelm, Deputy Finance Director

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

Departmental Equity Guiding Statement:

The Department of Finance (DOF) is committed to equity in service to other county agencies and the public by reviewing its policies and procedures to identify and eradicate any inequities. In the process, we will continue to reinforce and protect the trust all residents have that their government responsibly manages resources and provides exceptional services.

Context:

DOF is responsible for processing payments to county residents. The Accounts Payable and Risk Management Divisions of DOF work with vendors and the general public, respectively.

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. It is impossible to know the number of unbanked at any point in time because our population is transient. The percentage would likely be very low but does not prohibit us from ensuring payment. This may be an opportunity for the Fairfax County Economic Development Authority when attracting financial institutions to the County. Past efforts looked into reloadable debit cards, but our bank discontinued this product. While continuing to look for other methods, nothing has compared to printing checks. Check disbursements remain the best possible method for unbanked people 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.

In addition, county residents visit DOF offices with general inquiries regarding payments. DOF is intensifying efforts to ensure easy access to payments that are processed by the county, improve the claims reporting process and provide responses to everyone that contacts the department without language barriers. 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.

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 that began in 2024 and will replace the form currently in use on DOF-RMD's public-facing Property and Injury Claim Reporting webpage and 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.

System-Level Infrastructure:

We are involved in a project related to implementing additional payment methods to serve county payees with the Department of Procurement and Material Management, who oversees the procurement process, and the FOCUS Business Support Group in the Department of Management and Budget, who will have oversight of the technology and system aspects of the process when implemented, as well as our vendor, JP Morgan Chase. This joint project is a multi-year project. Completed implementation is reliant on County stakeholders and the vendor.



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DEPARTMENT GOALS

Goal 1: Facilitate residents' access to payments that are processed by the County.

One Fairfax Area(s) of Focus:
 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): Efficient and Effective Government (EEG)

Countywide Strategic Plan Strategies/Metric(s):
 EEG 1. Implement a human-centered, highly responsive approach across county and school programs and services to improve the customer experience.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
1a. Continuing to explore implementing additional payment methods to serve county payees.	DOF staff, DPMM, FBSG	Funding, staff, time, banking partners	DOF equity team	1/25 to 12/25	Number (or percent) of requests for alternative payment solutions versus number of solutions provided

Goal 2: Improve the claims reporting process.



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

Relationship to Countywide Strategic Plan Strategies/Metric(s):

EEG 1. Implement a human-centered, highly responsive approach across county and school programs and services to improve the customer experience.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
2a. Continue in Year 2 of the multi-year Risk Management information System implementation project.	DOF staff	Funding, staff, time	DOF equity team	1/25 to 12/25	Whether the system was implemented or not.
2b. Provide intake portals for filing claims through various methods to improve the claims entry process and eliminate processing delays.	DOF staff	Funding, staff, time	DOF equity team	1/25 to 12/25	Total number of intake portals provided

Goal 3: Equip DOF employees with knowledge of racial and social equity and create the awareness of the need to review DOF processes from an equity point of view.



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Countywide Strategic Plan Community Outcome Area(s):

Efficient and Effective Government (EEG)

Countywide Strategic Plan Strategies/Metric(s):

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. Provide quarterly newsletter to DOF staff of training and initiatives.	DOF staff members	DOF staff, DOF Equity team	DOF staff, DOF equity team	2025 onwards	Number of informative publications provided to DOF staff during the year
3b. Maintain DOF One Fairfax SharePoint page on Inside Finance that provides all DOF staff with a centralized location to find out more information on One Fairfax and additional resources/further reading	DOF staff members	DOF Equity Team, DOF IT staff	DOF staff, DOF equity team	2025 onwards	Number of page views and feedback from staff

DocuSigned by:

Chris Pietsch

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Department Director's Signature: _____

Chris Pietsch

3/13/2025 | 5:03:55 PM EDT

Certificate Of Completion

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 Subject: Complete with Docusign: DOF CY 2025 Equity Impact Plan FINAL.docx
 Source Envelope:
 Document Pages: 5
 Certificate Pages: 3
 AutoNav: Enabled
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 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed
 Envelope Originator:
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 12000 Government Center Pkwy
 Suite 214
 Fairfax, VA 22035
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Signer Events

Chris Pietsch
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 Director of Finance
 Fairfax County Government
 Security Level: Email, Account Authentication (None)

Signature

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Electronic Record and Signature Disclosure:
 Accepted: 2/19/2025 2:08:31 PM
 ID: 8ac05df3-3cee-4b91-9740-d05c0729abc7

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/13/2025 4:44:30 PM
Certified Delivered	Security Checked	3/13/2025 5:03:40 PM
Signing Complete	Security Checked	3/13/2025 5:03:55 PM
Completed	Security Checked	3/13/2025 5:03:55 PM

Payment Events	Status	Timestamps
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