

Department of Cable and Consumer Services (DCCS) CY 2022 Equity Impact Plan



Leadership Sponsor: Michael Liberman, Director, Department of Cable and Consumer Services.

Equity Lead(s): Allan Hide, Management Analyst III, Communications Policy and Regulation Division

Departmental Equity Guiding Statement: "DCCS promotes equity in the workplace and in our community through the purposeful commitment of our organization in the delivery of media, oversight, and outreach."

Context:

The Department is comprised of three divisions. Consumer Services includes Consumer Affairs, Regulation and Licensing, and Meeting Space Management and Event Support. Consumer Affairs investigates and mediates consumer complaints, provides advice and educates the public on a variety of consumer issues, and supports the Consumer Protection Commission and Tenant-Landlord Commission. Regulation and Licensing issues licenses, conducts inspections, investigates and mediates complaints, and provides staff support to the Trespass Towing Advisory Board. Meeting Space Management and Event Support provides reservation and scheduling services and meeting support for spaces throughout the Government Center Campus, supporting the Fairfax County Board of Supervisors; Fairfax County boards, authorities, and commissions; County agencies, and non-profit organizations. Communications Productions programs Fairfax County Government Channel 16, televising and streaming government meetings and providing informational programming to the community about local government services. Communications Policy and Regulation negotiates and oversees the franchise agreements with cable providers Comcast, Cox and Verizon, and ensures federal and County cable regulations are enforced.

DCCS does not observe inequalities or marginalization trends in the services we provide to the public or in the inquiries received by the department. Through the department's equity impact plan, we endeavor to ensure that our provision of services avoids inequities or marginalization and that our staff is committed to this standard of performance.

Long-term Outcome(s):

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| <input type="checkbox"/> Cultural and Recreational Opportunities | <input type="checkbox"/> Health |
| <input checked="" type="checkbox"/> Economic Opportunity | <input type="checkbox"/> Housing and Neighborhood Livability |
| <input checked="" type="checkbox"/> Efficient and Effective Government | <input type="checkbox"/> Lifelong Education and Learning |
| <input type="checkbox"/> Empowerment and Support for Residents Facing Vulnerability | <input checked="" type="checkbox"/> Mobility and Transportation |
| <input type="checkbox"/> Environment | <input checked="" type="checkbox"/> Safety and Security |

System-Level Infrastructure: Actions to advance equity identified by the Department of Cable and Consumer Services Equity Impact Plan remain within the control of the department.

[DEPARTMENT OF CABLE AND CONSUMER SERVICES] CALENDAR YEAR 2022 EQUITY IMPACT PLAN

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
1. DCCS will identify possible equity gaps within the County where additional outreach could be targeted.	6,15,18	1a. DCCS will use geographic data associated with the Department’s consumer education and outreach efforts to address equity gaps	NCS, DFS, and other County departments, Nonprofit organizations.	1/1/2022 through 12/31/2026	Staff time	Rick Ellrod Rebecca Makely Donna Monacci	Percent of outreach events in equity areas identified
2. DCCS will publish videos in multiple languages.	1,5,10	2a. DCCS will publish videos in multiple languages produced by Channel 16 that can be accessed through video-on-demand.	County Language Coordinator; Web Development Team	1/1/2022 Through 12/31/2026	Staff time	Donna Monacci	Number of videos posted; number of languages available; video-on-demand viewership data
3. Training to ensure awareness of inequity and marginalization issues.	17,18	3a. Coordinate the completion of facilitated training for DCCS, prioritizing departmental leadership, using episode 3 of the <i>Race: The Power of an Illusion</i> video series.	Equity Ambassadors	1/1/2022 through 12/31/2022	Staff time	Allan Hide	Percentage of leadership and overall staff participating in the viewing and facilitated discussion
		3b. Coordinate Leadership training using “Advancing Racial Equity – The Role of Government”	Equity Ambassadors	1/1/2022 through 12/31/2022	Staff time	Allan Hide	Percentage of leadership participating in the viewing and facilitated discussion

Director’s Signature: _____

