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# Calendar Year 2023 Equity Impact Plan

## ANNUAL REPORT

### BACKGROUND INFORMATION

Department Name: **The Office of Human Rights and Equity Programs**

Equity Lead(s): Barksdale Haggins

Date: November 27, 2023

### EQUITY IMPACT PLAN REPORT

Review your department's Equity Impact Plan for CY 2023 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](#). Using that plan, fill in each 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 in your CY 2023 Equity Impact Plan, report them. Add more goals as needed.

**Goal 1:** 1. Identify trends in the underreporting of discrimination, harassment, and retaliation complaints by individuals of a certain protected class

Goal 1 Progress: The OHREP ran a year-end report with all filings to provide to HR Managers for each County Department and reviewed the Equity Programs Division's (EPD) complaints filed with the office. OHREP conducts a thorough review quarterly, assessing the complaints and breaking down the complaints and issues by protected basis for each County department. OHREP's review did not identify an unusually high number of EPD complaints from employees of any particular department over the review period.

**Goal 2:** [To increase access to and the level of satisfaction with OHREP'S services \(intakes, participation in investigations, mediation, etc.\) by providing translation services.](#)

Goal 2 Progress: The OHREP contracted with Liberty Language Services to provide translation services in any language requested during intake appointments. The primary target was complainant parties; however, this service can be offered to any person seeking service where there is a need. The OHREP developed a "Client Satisfaction Survey" to gauge customer satisfaction with the services offered by our office. These are primarily provided to complainant parties since they are the people filing complaints. Part of the survey asked these individuals to identify if they used the translation services and provide demographic information. The OHREP provides complainants with a voluntary feedback survey; however now that intakes are conducted primarily by phone, the OHREP did not receive sufficient feedback results to determine satisfaction with translation services. The OHREP tracks the number of intake service interactions that require translation service. The tracking and review are conducted annually. The tracking data informs OHREP of any issues or potential translation problems that need to be addressed. To date the translation service has worked well.

**Goal 3:** Maintain/ increase diversity of members on the Fair Housing Task Force to ensure various viewpoints are communicated.

Goal 3 Progress: The OHREP has been intentional in its effort to identify potential new members for the Fair Housing Task Force that will exemplify diversity and inclusivity. Staff are expanding OHREP's reach to meet with underrepresented groups and organizations to fulfill this goal. The OHREP has created an outreach flier regarding joining the Task Force and has passed it out at several events throughout the year. The OHREP has included joining the Task Force as a public interest relief in its Conciliation Agreements. Information regarding the Task Force has been added to the OHREP's website to promote the opportunity to join and encourage participation from underrepresented groups and communities. The OHREP did not receive a significant amount of new members to determine whether these efforts have resulted in increased diversity of members.

**Goal 4:** Ensure that the OHREP and the County are fully represented in the negotiations and implementation of the Regional Analysis of Impediments and maintain a record of recommendations addressed or underway.

Goal 4 Progress: The OHREP has been an active participant at all of the Metropolitan Washington Regional Fair Housing Plan (formerly Regional Analysis of Impediments) meetings and planning sessions. The OHREP spearheaded the creation of eight local Fairfax County goals to be added to the plan and held two community listening sessions to gather feedback from community members on the proposed plan. The OHREP received a lot of great feedback from those attending the community listening sessions. In total twenty-nine residents attended both sessions. Feedback centered on the need for increased affordable housing opportunities. This information was shared with the Washington Metro Area Council of Governments for review.

**Goal 5:** Maintain/ increase diversity of members on the Student Human Rights Commission to ensure county-wide representation.

Goal 5 Progress: The OHREP has been deliberate in its effort to identify potential new members for the Student Human Rights Commission that will increase diversity and exemplify inclusivity. The OHREP has initiated contact with various underrepresented groups and organizations to prepare for the recruitment and selection of new members. This has included outreach efforts aimed at high schools and middle schools in some of the identified underrepresented communities of the county. In addition, staff has assisted the current student commissioners in creating an outreach flier to encourage new students to join the Commission that is reflective of the County. The outreach strategy proved successful in increasing the number of POC representation (specifically African Americans) on the Student Human Rights Commission, though the Commission still does not reflect the overall diversity in Fairfax County schools, and more work is needed.

**Goal 6:** Increase awareness of the services and resources provided to underrepresented groups (identified by intake demographics) by targeted outreach.

Goal 6 Progress: The OHREP has conducted sixteen (16) outreach events in the prior year, targeting diverse populations and a flier was created highlighting the diverse types of educational media items on the OHREP website. OHREP is starting to hear from groups and organizations that are either from or represent those underrepresented communities, neighborhoods, and its members. The OHREP's outreach events reach more than 200 residents, though because many were held virtually the OHREP's geographic reach was still limited. The OHREP worked with organizations including Reston Pride, Bailey's Community Center, the Northern Virginia Housing Expo, the NAACP, and more.

*Describe other equity-related work completed in CY 2023 (efforts that advance racial and social equity that your department was involved in within the department or countywide) not in the department's Equity Impact Plan.*

The OHREP, in collaboration with four (4) other localities and Human Rights organizations including City of Alexandria, Prince William County, Loudon County, and the Equal Rights Center, sponsored a Human Rights program for the general public and government officials. The event held on September 21, 2023, featured the Principal Deputy Assistant Secretary from the U.S. Department of Housing and Urban Development, Demetria McCain, as the keynote speaker and features updates to fair housing law and a resource panel. The OHREP led and moderated the program at the Fairfax County Government Center. The event was attended by 100+ people and it was also aired on the County's cable channel.