
CALENDAR YEAR 2023 EQUITY IMPACT PLAN ANNUAL REPORT

BACKGROUND INFORMATION

Department Name: Department of Public Safety Communications

Equity Lead(s): Jessica Daza and Aiyah Elrashidi

Date: December 22, 2023

EQUITY IMPACT PLAN REPORT

Goal 1: Increase awareness of the 911 system among stakeholders, FCPS student leaders, and special interested groups.

1a: Educate and build trust with community members on 911 services

- DPSC conducted 55 community engagement events. We used Fairfax County's Vulnerability Index map to identify the areas we have reached.



Special interest group requests to have DPSC attend their event:

- Culmore Community Day
- Community Day with NCS
- ARC Public Safety Interaction Day

1b. Establish a greater presence within Fairfax County's underserved communities.

CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

DPSC takes pride in serving all Fairfax County community members and visitors. DPSC ensures all community members have access to appropriate language services for reporting incidents. The following language services were provided:

- A total of 25,360 calls for service were made to request interpretation services.
- 47 different languages were accessed.
- DPSC Public Safety Telecommunicators spent 193,480 minutes on calls for service providing community members access services.

The data identifies the most utilized languages. The top five accessed languages are:

- Spanish
- Korean
- Vietnamese
- Arabic
- Mandarin

1c. Educational programs with Fairfax County Public Schools (FCPS).

DPSC established a formalized education partnership with FCPS through a Memorandum of Understanding. Our primary school focus is West Potomac Academy; it is part of the six High School Academies within Fairfax County Public Schools. It is a "school within a school" that offers specialized health sciences, communication & the arts, and human services courses for highly motivated high school students. Students enrolled in courses come from approximately 20 different high schools within FCPS. Each Academy class is taught by highly qualified instructors who have worked or are currently working in the field of which they teach. This allows them to bring the most current business, human services, and medical practices to their curriculum. West Potomac Academy provides students the opportunity to gain specific hands-on skills, industry recognized certifications, licensure and valuable career experiences with local health and human services industry partners and leading national organizations. West Potomac Academy courses significantly prepare students for immediate entry into the workforce as well as advanced post-secondary study.

DPSC has engaged with students to provide 9-1-1 career experience. The educational breakdown below highlights our efforts:

- WPHS 911 ETC Classes-
 - SY 2022-2023 This course was advertised for enrollment, but due to a teacher shortage the class was cancelled.
 - SY 2023-2024 Presented to two classes (35 students)
- WPHS EMT Classes-

CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

- SY 2022-2023 Due to an absence of course offering, the class was cancelled for FCPS students.
- SY 2023-2024 Presented to two classes (40 students)
- WPHS Criminal Justice Course
 - SY 2022-2023 Presented to five classes (100 students)
 - SY 2023-2024 Presented to five classes (100 students)
 - SY 2022-2023 Field Trip to McConnell Public Safety Transportation Operations Center (MPSTOC) for Criminal Justice Level II (30 students)
- Falls Church High School EMT Classes-
 - SY 2023-2024 Presented to three classes (60 students)
- Falls Church High School Criminal Justice Classes-
 - SY 2023-2024 Presented to two classes (40 students)
- Chantilly High School Health and Science classes-
 - SY 2022-2023 Presented to two classes (40 students)

DPSC continues to develop this program to create a career pipeline for the students interested in 9-1-1 Telecommunications.

1d. Establish a DPSC social media platform and market for community members

DPSC launched its Facebook social media platform, a first for the agency. Our platform is utilized to educate the community members regarding 9-1-1, post current career opportunities, and celebrate employees' achievements.

First year Facebook highlights include:

- 143 social media posts
- 486 likes were received
- 705 followers

Based on initial success, DPSC is exploring expansion opportunities to further reach across social media platforms. The Office of Public Affairs was consulted prior to launching and is maintained by DPSC staff.

Goal 2: Recruitment in diverse areas of Fairfax County to ensure our staff represents the community members we serve

2a. Engage community members on career/employment opportunities to include the underserved communities in Fairfax County

DPSC utilizes the Fairfax County Vulnerability Index Map to identify areas to conduct outreach opportunities. DPSC conducted 65 community outreach events in 2023, 18 of which reached underserved communities.

CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

2b. Hiring panel is diverse and inclusive, reflects our community and DPSC diverse demographic

Our hiring panels were comprised as follows:

- 58% Male & 42% Female
- 73% Internal panelists and 27% External panelists
- Our panels had 48% diversity, close to the goal set for 50%

We were unable to conduct recruiting events outside of Fairfax County this year.

Goal 3: Reclassification of 9-1-1 dispatchers as First Responders

3a. Engage leadership at local, state, and federal levels to highlight the importance of dispatchers being officially recognized as members of public safety ecosystem

DPSC has garnered the support of the Deputy County Executive of Public Safety and is in the process of soliciting support from other County Leadership and elected officials. DPSC is working with other regional 9-1-1 centers to identify the best ways to further and support this reclassification and to identify impacts to stakeholders. DPSC is hosting tours for members of the Fairfax County Board of Supervisors to help them understand the importance of classifying 9-1-1 dispatchers as public safety personnel.

3b. Monitor progress other states have made

DPSC newly appointed Director comes from Baltimore County, where legislation was passed to observe 9-1-1 dispatchers' as public safety personnel. DPSC will be looking to see if efforts that were made and Baltimore could be replicated. Will continue to reach out to monitor legislative efforts to see where we can educate our staff.

3c. Explore collaborations and agency standards models with trade organizations

The DPSC Director has been asked to join a Virginia Association of Public-Safety Communications Official (APCO) /National Emergency Number Association (NENA) committee to join efforts to progress future collaboration for success. DPSC has and will continue to monitor the efforts and inform staff.

Goal 4: Increase awareness among community members and DPSC staff on behavioral health resources in emergencies

4a. Fairfax County behavioral Health Response System focus group comprised of County Public Safety and CSB Diversion imitative partners will perform community educational opportunities.

CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

The Fairfax County Behavioral Health Response System complies with the Marcus David-Peters Act, commonly referred to as “Marcus Alert” (Virginia Code § 9.1-102, 9.1-193 and 37.2-311.1) and is designed to support an on-scene behavioral health response whenever feasible. A Memorandum of Understanding (MOU) among the agencies listed below guides the System. The agencies denoted with a * are Public Safety Answering Points (PSAPs) that process 911 Calls for Service and are required to track behavioral health events with 911 call data reported quarterly to Virginia Department of Behavioral Health and Developmental Services (DBHDS) and the Virginia Department of Criminal Justice Services (DCJS).

Educational opportunities were conducted for Fairfax County Department of Public Safety Communications. Training was conducted for 120 Operations staff members. Additional outreach opportunities conducted by focus group partners from CSB and FCPD.

Fairfax-Falls Church Community Services Board (CSB)

Fairfax County Dept. of Public Safety Communications (DPSC)*

Fairfax County Police Fairfax County Fire and Rescue

Fairfax County Sheriff’s Office

City of Fairfax Police*

City of Fairfax Fire Department

City of Falls Church Police*

Town of Herndon Police*

Town of Vienna Police*

George Mason University (GMU) Police*

Northern Virginia Community College (NVCC) Police*

4b. Provide information to Public Safety Communicator regional call center practice and procedures regarding 988

- DPSC conducted roll call training to familiarize 9-1-1 Public Safety Communicators (PSC) of the Marcus Alert Legislation Four Level Triage framework.
- PSCs were presented with the different levels and how to identify the severity of a possible behavioral health situation.
- PSCs received education on the Regional Crisis Call Center/988 and the proper procedures to conduct a telephone transfer.

CALENDAR YEAR 2023 EQUITY IMPACT PLAN

ANNUAL REPORT

Goal 5: Equity Training for DPSC

5a. Global equity training with Public Safety partners to include behavioral health

DPSC offered various One Fairfax trainings to Senior Leadership, Middle Management, and equity team.

Episode 1- 25 team members attended (Leadership and Support Services)

Episode 2 - 25 team members attended (Leadership and Support Services)

Episode 3- 10 team members attended (Leadership and Support Services)

Advancing Racial Equity- The Role of Government- 5 team members attended (Leadership and Support Services)

Implicit Bias and Structural Racism: Examining the Cycle- 4 team members attended (Leadership and Support Services)

Marcus Alert/988 training- 130 employees were provided training

5b. Create an internal home page to access equity training

DPSC created an intranet home page, Golden Link, with direct links to One Fairfax. This was presented in roll call setting to all teams to ensure all PSCs were aware of the resource availability.

5c. Rebrand DPSC equity team image and mission

Due to collective bargaining agreement implementation, our equity training progress stalled. Re-commencement of these activities is scheduled for 2024.