

2020

ANNUA

REPOR

Chicago Commission on Human Relations





The CCHR dedicates this report to the memory of civil rights leader, Congressman John Lewis.

COMMISSION ON HUMAN RELATIONS ENABLING ORDINANCE

The City Council finds that prejudice and the practice of discrimination against any individual or group because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, lawful source of income, and credit history (as to employment only), or criminal history (as to employment only) menace peace and public welfare. (2-120-480)

MISSION STATEMENT

The Chicago Commission on Human Relations (CCHR) is charged with enforcing the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance. The CCHR investigates complaints to determine whether discrimination may have occurred and uses its enforcement powers to punish acts of discrimination. Under the City's Hate Crimes Law, the agency aids hate crime victims. CCHR also employs proactive programs of education, intervention, and constituency building to discourage bigotry and bring people from different groups together.

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OFFICE OF THE MAYOR

CITY OF CHICAGO

LORI E. LIGHTFOOT MAYOR

January 28, 2022

Dear Fellow Chicagoan:

Issues of violence, lack of affordable housing, unemployment, and access to health care are just some of the problems we continue to grapple with as a city. But what these issues truly speak to is a history of inequality that had been allowed to continue for far too long. Through making racial equity a driving force in this administration, we will make impactful inroads on these critical issues so all Chicagoans will be afforded true opportunity.

That is why I am so grateful for the work of the Commission on Human Relations. Through its rigorous enforcement of the city's human rights laws, protection from discrimination in employment, housing, and public accommodations is afforded to all our residents. The Commission also continues to fight against hate in our communities, mediating difficult intergroup tensions and assisting and advocating for victims of hate crimes.

I thank the staff and the board of the Commission for its commitment to eradicating discrimination and fighting hate in our city. As we continue in our efforts to make racial equity a priority in city government, I appreciate partners like the Commission on Human Relations who embrace this vision and eagerly join us in this important work.

Sincerely,





Greetings

Welcome to the Chicago Commission on Human Relations' (CCHR) 2020 Annual Report. For most of us, 2020 was unlike any year we have ever experienced. We witnessed nationwide protests and unrest following the killings of George Floyd, Breonna Taylor, and Ahmaud Arbery. These incidents, and many others brought to light the injustices of police practices involving Black people in America. Amid these turbulent days, the deadly COVID-19 pandemic hit, literally bringing the nation to a standstill, with black and brown people accounting for an overwhelming percentage of deaths in the U.S. and Chicago specifically. With the former president stoking the fires of hate, Asian Americans soon became the scapegoats for the virus, quickly becoming targets for racial slurs, harassment and hate crimes. In difficult times like these, the work of agencies like the CCHR is critical to ensuring that the rights of all people are protected.

To this end, the CCHR worked hard to fight discrimination and hate, and prevent violence. Upon learning of an escalation of hate incidents against the Asian community, the CCHR joined with the Chinese American Service League (CASL) and Asians Advancing Justice to produce a hate crime webinar to educate the community about hate crimes and how to report them. The CCHR also participated in a several national and local webinars on a variety of topics from hate crimes to the impact of the COVID-19 pandemic on housing discrimination.

The CCHR was also involved in two major research projects. First, we led the city's efforts to develop the *Chicago Blueprint for Fair Housing*. The report identifies local barriers to fair housing and provides detailed strategies to address them. The Chicago Blueprint for Fair Housing serves as the City's contribution to the first ever Cook County Regional Assessment of Fair Housing (CCRAFH). Both reports will be released in the spring of 2021.

The CCHR also partnered with Roosevelt University's Policy Research Collaborative to conduct a Fair Housing Testing Project. The study examines housing discrimination based on source of income, specifically Housing Choice Vouchers (i.e., Section 8) and race, through testing in four community areas: two on the North Side and two on the South Side. The report also looks at how the COVID-19 pandemic has led to new trends in housing discrimination.

Like everyone, working through the pandemic was extremely challenging for the CCHR. But we know racism, discrimination, and hate continue to exist, and to some extent thrive during difficult times, so we must reenergize, refocus, and adapt to these new challenges as we move forward in this important work. Thank you for your continued support.

Very truly yours,

Kenneth Gunn Acting Commissioner



INVESTIGATION OF DISCRIMINATION COMPLAINTS

In the City of Chicago, the Human Rights Ordinance and Fair Housing Ordinance are the civil rights laws established by the city to protect all within its boundaries. As the civil rights agency for the city, the CCHR is responsible for enforcing these important laws. The ordinances provide the agency with broad enforcement powers to investigate and make legal determinations of liability in employment, housing, public accommodations, credit, and bonding based on seventeen areas, or protected classes: race, color, ancestry, national origin, religion, disability, age (over 40), sex, sexual orientation, gender identity, marital status, parental status, military status, source of income, retaliation, credit history (employment only).

A person who believes that they have been discriminated against in violation of one of these two ordinances can file a complaint with the CCHR if the alleged discriminatory act took place in Chicago, and the complaint is filed within 300 days of the person being made aware of the discriminatory act. Complaints may be filed in person, by mail, email, or by fax.

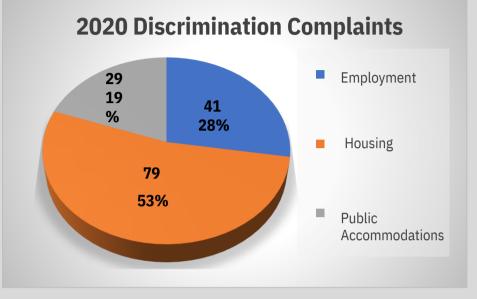


COVID-19 AND DISCRIMINATION COMPLAINT FILINGS

The number of complaints the Commission receives annually may be dependent upon many factors, including the economy, social and political movements, the availability of housing, as well as access to public subsidies such as Housing Choice Vouchers. Even the weather can play a role in the number of complaints received by the Commission, given that many complaints are filed in-person by individuals who come to the Commission's office.



It would be a gross understatement to say that 2020 was an unusual year. The advent of the novel Coronavirus (COVID-19) had an undeniable effect on the rate of complaint filings at the Commission. In a typical year, just under 35-40% of complaints are filed in person at the Commission. In 2020, however, the Commission's offices were closed to the public from mid-March through mid-September. Therefore, individuals wishing to file a complaint could only do so by electronic mail, facsimile, or postal mail. While members of the public could call the office with any questions, from



mid-March until June, members of the Commission staff were largely working from home, making communication with the public more difficult. As those wishing to file complaints did so as best they could by following instructions on the Commission's website, Commission Investigators began not only merely answering questions about discrimination and complaint-filing, they also began actually taking complaints by phone, then sending those drafted complaints to the complainants for their signature. In 2020, the Commission received roughly 9% fewer total complaints of discrimination than it received in 2019. While fluctuations in overall number of complaints filed are not unusual from year to year, what is unusual is that in 2020, the number of complaints filed in each category varied markedly from the previous year. In 2020, there were more housing discrimination complaints filed than in 2019, while there were marked decreases in employment and public accommodations complaint filings.



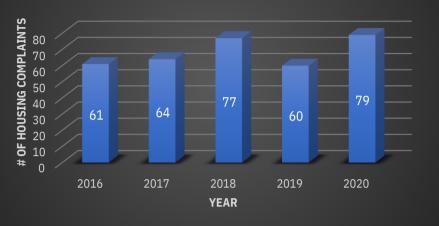


Housing





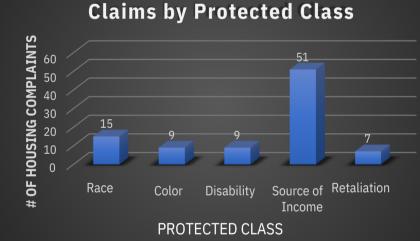
Housing Discrimination Complaints 2016 - 2020



In 2020, the Commission received 79 complaints alleging housing discrimination, compared to 60 in 2019, a 32% increase. As has been the trend for the past several years, the majority of the 79 housing complaints - 51 (65%) - alleged source of income discrimination, most of which involved Housing Choice Vouchers, also known as Section 8 Vouchers. In 2020, the Commission worked to address the prevalence of source of income discrimination in housing through continued collaboration with housing advocates.

In a typical year, the Commission also conducts outreach to landlords, property managers and real estate professionals; however, this year those efforts were made difficult as most offices were not open for normal operations.

Beyond source of income, race, color, and disability discrimination were the next most frequent claims of the overall housing discrimination complaints, with 19%, 11% and 11%, respectively. All other types of discrimination were claimed in 10% or fewer of new housing discrimination complaints.



Housing Complaints, Most Frequent

Expanded Efforts to Further Fair Housing

Cook County Regional Assessment of Fair Housing

The Commission is the city's representative on the Cook County Regional Fair Housing Assessment workgroup. For many years, CCHR played a lead role in producing the city's Analysis of Impediments to Fair Housing which was produced every five years. The analysis examines multiple factors that impact fair housing including discrimination, segregation, gentrification, affordability, accessibility, and demographic trends. The report also provides recommendations to address these problems. In 2019, Cook County, the City of Chicago and the CHA agreed to join efforts to produce a regional fair housing assessment which was being urged by HUD under the Obama administration. Since that time, the workgroup has expanded to include several jurisdictions representing suburban Cook County, nine (9) public housing authorities, and a host of community partners. Working with Enterprise Partners as the lead consultant on the project, the assessment will be completed in the spring of 2020.

2020 Fair Housing Testing Study

ommission Relations

The Commission on Human Relations partnered with Roosevelt University's Policy Research Collaborative (PRC) and the UIC John Marshal Law School Center for Tax and Budget Accountability (CTBA) to conduct the **2020 Fair Housing Testing Report.** The goal of the project was to learn about the intensity and types of discrimination experienced by housing seekers with Chicago Housing Authority's Housing Choice Vouchers (HCV). This was a follow up study to a similar project completed in 2019. Both studies used a sample of four community areas in the city with high concentrations of rental units, two on the North Side (Rogers Park and Logan Square) and two on the South Side (Chatham and Grand Boulevard). The tests for the North Side also looked at discrimination based on race and national origin. Due to the COVID-19 pandemic, it was determined that the same community areas would be tested again in 2020 to account for any changes resulting from the pandemic.

The testing consisted of 40 phone tests for each community area. Because housing providers were not making in-person appointments with applicants during the pandemic, in-person testing was not an option. The testing in Logan Square and Rogers Park revealed that a significant number of housing providers discriminated against HCV renters because they did not want to deal with CHA's HCV procedures, and due to biases against low-income renters. The research team identified evidence of three prohibited acts of discrimination by housing providers at these locations: refusal to rent, differential terms offered, and steering. The team also identified discouraging statements or differential treatment, referred to in the study as "soft refusals" as a barrier to obtaining rental units.

However, in Grand Boulevard and Chatham, there was a significant drop in discriminatory acts by housing providers, and an increase in the preference for voucher holders in comparison to the 2019 study. In all, on the North Side, the rate of discriminatory behavior towards HCV participants jumped from 48% to 74% while falling on the South Side, from 50% to 41.3%.

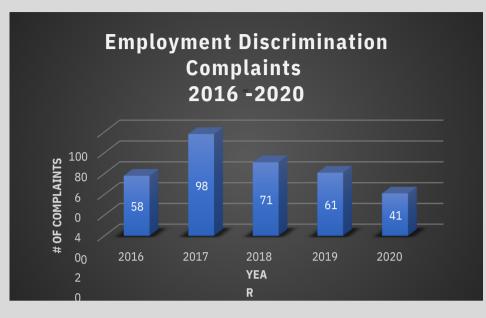




Employment





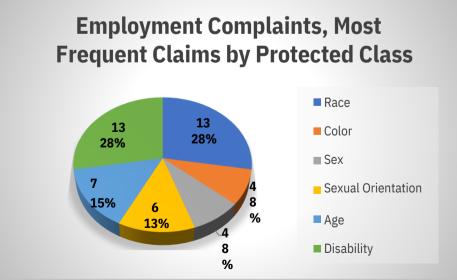


There was a marked decrease in employment complaint filings in 2020, compared to 2019. In 2019, there were 61 employment complaints filed, compared to 41 in 2020, a 33% decrease. This decrease could be attributable to several factors, including employers developing better internal policies to identify possible discriminatory practices before they escalate to the point that an employee files a complaint. However, due to COVID-19 and the subsequent Illinois Stay- at-Home Order, many businesses closed their

brick-and-mortar operations and had employees to perform their functions remotely. This led to less contact than in the traditional work setting and, perhaps, less opportunity for discriminatory conduct.

Another factor resulting in a decrease in employment complaint filings could be that employees fear losing their job in a climate where so many people are already out of work. Even though the Chicago Human Rights Ordinance prohibits retaliation, the prospect of losing one's job could be a sufficient deterrent to filing a complaint.

In 2020, sex discrimination was the most claimed basis of discrimination, at 39%. Four of these cases were based on sexual harassment. All the complaints were filed by women with men as the alleged perpetrators.¹ Race discrimination was the second most claimed basis, at 32%. The remaining bases were claimed in 15% or fewer cases.



¹There was also one housing complaint filed in 2020 based on sexual harassment, also with a woman complainant and a man as the alleged perpetrator. All the complaints remain under investigation, so there have not been any findings of liability at the time of this report.



Public Accommodations







The most remarkable change in discrimination cases was in the area of public accommodations. In 2020, there were 29 complaints filed alleged discrimination in the use of a public accommodation, compared to 58 in 2019, a 50% decrease.

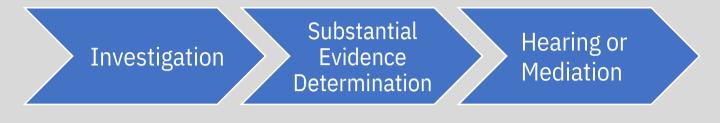
As in prior years, disability was the most claimed basis, at 41%, with race following closely behind, at 41%. Age was the third most claimed basis in public accommodations complaints, at 26%. The remaining bases were alleged in 15% or fewer cases.



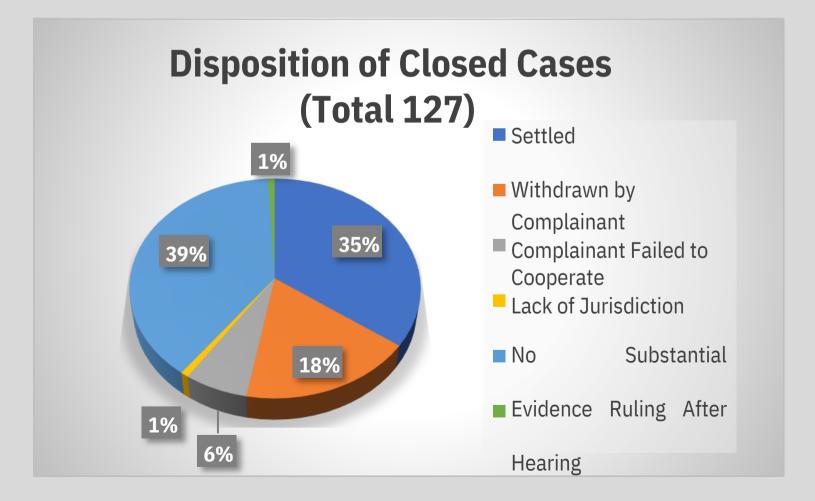


RESOLUTION OF COMPLAINTS

How Complaints Move Through CCHR



At any time, parties can agree to enter into a settlement agreement.





FIGHTING HATE THROUGH EDUCATION, ADVOCACY, AND MEDIATION

2020 was a tumultuous year for human relations in the U.S. From a polarizing presidential election, nationwide protests following the police-involved killings of George Floyd and other people of color, and mounting hate crimes and bias incidents targeting Asians in the wake of the COVID-19 pandemic, heightened tensions were evident across the country.

The impact of these volatile issues clearly impacted Chicago, thus the CCHR worked hard to reduce tensions and prevent hate crimes. Working hand in hand with the community, the CCHR continued to fight hate through education, and by fostering open dialogue between residents in conflict.



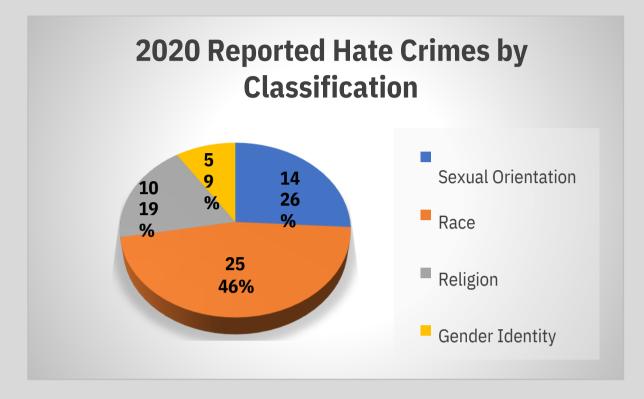
Hate Crimes

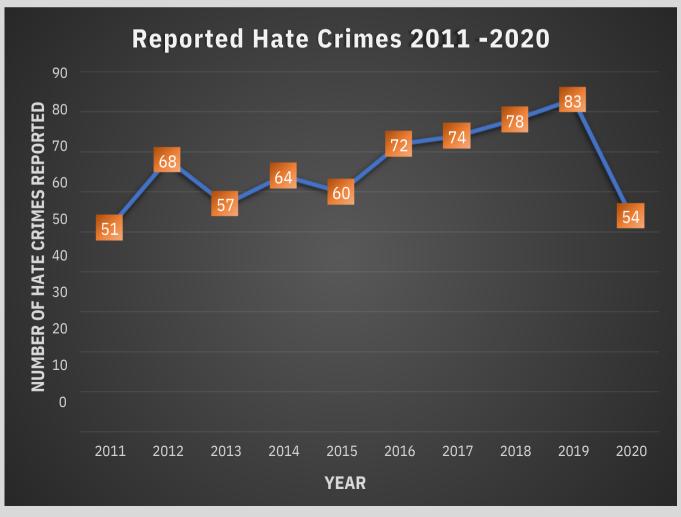
Combatting hate crimes is a priority for the CCHR. Our Inter-Group Relations Unit (IGR) is responsible for this important area of the agency's work and uses a multi-faceted approach to advocate for victims of hate crimes. Notwithstanding the challenges of the year, in 2020, reported hate crimes in Chicago were down 35% as compared to 2019.¹ There were 54 reported hate crimes in 2020 as opposed to 83 in 2019. These numbers, however, may not truly capture all the acts of hate that were being perpetrated against Asians as the community became the scapegoat for the COVID-19 pandemic. While a small number of hate crimes were



reported to the Chicago Police Department, community leaders were outspoken about the level of fear and anxiety Asians experienced due to threatening behavior, racial taunting, racist social media posts. They feared the level of violence taking place in other cities like New York, Los Angeles, and Atlanta where four Asians were shot to death at local spas would be replicated here.









Education

It was in this climate, that the CCHR realized the pandemic would challenge the agency to reconsider how we do our work. For the immediate future, it meant pivoting to virtual forums to deliver our workshops and presentations. CCHR's first webinar, Hate Crime in the Age of COVID-19 was a very successful program co-hosted with the Chinese American Service League and Asian Advancing Justice.

The webinar discussed the increase of hate crimes and bias incidents against Asians in the U.S. since the outbreak of the pandemic and provided information on how to stay safe in the face of hate. Acting Commissioner Ken Gunn served as one of the panelists. The webinar drew more than 1000 viewers from Chicago to Singapore. In addition, the CCHR worked with the International Association of Official Human Rights Agencies (IAHORA) to participate in two highly successful webinars. The first focused on challenges in enforcing human rights laws during the time of the pandemic, and the second examined the effect of the pandemic on fair housing. The two webinars drew close to 4000 human and civil rights professionals from across the country. CCHR staff also served as speakers for the following webinars:

• ABC 7, "Do You Hear Me?" A Discussion on Race

• AIDS Foundation of Chicago, Discrimination in the Time of COVID-19"

- International Peace Day
- Hate Crimes and the Impact on the Community
- Half-Paid Heroes: Working Women, COVID-19, and #LatinaEqualPay Day Panel

• Implicit and Explicit Bias from the Inside Out: Understanding & Awareness of Conscious and Unconscious Bias as it Relates to our Thoughts, Feelings, Perceptions, Attitudes and Behaviors



While the pandemic limited our opportunities to provide as many workshops to schools and community organizations as we might in a typical year, the CCHR was still able to deliver 40 workshops in 2020. Many of these were virtual workshops for the Chicago Juvenile Temporary Detention Center. The workshop topics included conflict resolution, anger management and personal skill building Peace Circles.





Community Tension Intervention

When it comes to reducing tension between parties in conflict, it is essential to provide the proper space for a successful dialogue. The Community Mediation program under CCHR's Inter-Group Relations (IGR) Unit focuses on creating dialogue between parties in conflict. Our staff of trained mediators work to facilitate conversations in a safe and confidential manner, while maintaining their neutrality, where both parties feel heard and can express their concerns openly. The CCHR works closely with aldermanic offices, schools, community organizations, and other groups to facilitate dialog and mediate conflicts across the city. In 220, CCHR staff mediated 50 community tensions. Some of the tensions included neighbor-to-neighbor disputes as well as conflicts between residents and neighborhood businesses. For safety reasons, most mediations were held remotely on Zoom during the pandemic.



The Impact of George Floyd's Murder (and others) on Race Relations



Nine minutes on May 25th, 2020 incited hundreds of thousands of people to take over the streets across the United States to protest racial injustice. George Floyd was not the only victim of police brutality during the year, but it was his murder that reignited the discussion of police brutality and systemic racism in the City of Chicago.

The month of May was filled with protests occurring all over Chicago, some involved people with bad intentions. The result was multiple stores being looted in neighborhoods like Wicker Park, Logan Square, and Downtown. The community members in Latinx neighborhoods such as Little Village and Pilsen began to fear that their businesses would get looted next. Allegedly, Latinx gang members got involved to protect their neighborhoods and were profiling and targeting Black people. People began labeling the situation as a race war.¹ Witnesses say that the Chicago Police Department was present but did not intervene which added to the racial tension between the Latinx and Blacks.

Although it seemed that Black and Brown unity hit a fault line, the Latinx community showed its continued support of the BLM movement through artwork, recognizing that there is power in unity.² This unity between Black and Brown people is essential because they are fighting similar fights; both groups of people are oppressed by systemic racism and both face police brutality.³ This was not the first time that Black and Brown people have united forces. Back in the 1960s, the Young Lords, a Puerto Rican activist group, and Black Panther Party members in Chicago came together to call for an end to police brutality.²

The impact of the BLM movement on race relations was not limited to Black and Latinx people. The Asian community joined in to show its support. Having faced harsh discrimination because of COVID-19, Asian community members stated that they must speak out when they witness an injustice, and that racism towards one race is racism against all races.⁴ The Asian community marched from Chinatown to Bridgeport in support of Black lives and to begin building a bridge between Asian and Black communities.

2020 was a tough year for everyone, but if there is one positive to take away from all the violence and hate that spread, it's that unity was created between marginalized communities in the City of Chicago.

Cynthia Garcia, CCHR Intern



COMMUNITY OUTREACH



An important aspect of the work of the CCHR is community outreach. In addition to our workshops, CCHR staff provides presentations for organizations, community groups, businesses, and faith communities about our programs and services. Our outreach activities include attending community meetings, hosting information tables at community events, neighborhood canvassing, and providing presentations for groups.

During the COVID-19 pandemic, CCHR joined with other City departments to help disseminate City resources to community social service agencies, food pantries, health organizations, housing entities and constituents. Staff assisted in providing language translations services for written and video materials for COVID-19, worked as contact tracers for the Chicago Department of Public Health Contact Tracing Initiative, and worked at the City's Emergency Operations Center (EOC) to support the City's COVID-19 operations to train intake staff and volunteers at City- operated shelters and quarantine sites.





COMMUNITY VOICES



The CCHR Board of Commissioners serves as the public leadership and community voice of the department. The board receives reports on the work of the department from staff and provides valuable input on how to better serve the public. The board also reviews and recommends policies to address issues of discrimination and prejudice. Finally, the board makes the final rulings in all fully litigated discrimination cases after reviewing the recommended ruling of the hearing officer who conducted the administrative hearing. The Board may adopt the hearing officer's recommendation in full, reject or modify it consistent with applicable law, or remand the case for further hearing.

Board of Commissioners

Mona Noriega, Chair and Commissioner

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Advisory Councils



On February 3, 2020, Mayor Lightfoot introduced changes to the structure of the CCHR advisory councils. The changes created three new advisory councils; the Advisory Council on Women, the Advisory Council on New Americans, and the LGBTQ+ Advisory Council. The Advisory Council on Equity and the Advisory Council on Veterans were retained. Under the new structure, the councils will work directly with the Mayor's Office. CCHR will continue to provide support for the councils as they take on expanded roles in examining and advocating for policies that impact their constituent groups. The following individuals were appointed by the mayor as the new advisory council chairs:

<u>Advisory Council on Equity</u> o Esther Nieves, Co-Chair o Victor Dickson, Co-Chair

Advisory Council on LGBTQ+ o Butch Trusty, Chair

Advisory Council on New Americans o Karina Ayala-Bermejo, Chair

Advisory Council on Veterans o Emanuel Johnson II, Chair

Advisory Council on Women o Jackie Kaplan-Perkins, Chair



ACKNOWLEDGEMENTS

After nearly nine years at the helm of the CCHR, **Chair and Commissioner Mona Noriega** retired February 29, 2020. Commissioner Noriega achieved much during her tenure with the CCHR including expanding civil rights protections in employment, housing, and public accommodations. She also brought new attention and awareness to hate crimes through the creation of the Hate Crime Coalition and the planning and development of two successful Hate Crime Forums Congratulations on your retirement Commissioner!



The CCHR would like to thank our great group of interns for 2020, Lazina Amin (University of Illinois-Chicago), Kevin Wang (Washington University), and Sarah McDonald (University of North Carolina). It was great working with all of you (despite COVID and having to work remotely). We wish you much success in your future endeavors. We would also like to thank our 2021 intern, Cynthia Garcia (University of Chicago) for her help with this report. Finally, the CCHR would like to thank the Department of Assets Information and Technology (AIS) Photography Unit for several of the wonderful photos interspersed throughout this report, and its Graphics and Reproduction Unit for the print and digital production of the report.



CHICAGO COMMISSION ON HUMAN RELATIONS BOARD OF COMMISSIONERS

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CHICAGO COMMISSION ON HUMAN RELATIONS

<u>STAFF</u>

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Interns and Volunteers

Lazina Amin, University of Illinois-Chicago Sarah McDonald, University of North Carolina Kevin Wang, Washington University, St. Louis



APPENDIX

Sources from "The Impact of George Floyd's Murder (and others) on Race Relations" by Cynthia Garcia, CCHR Intern

¹Presa, Laura Rodríguez. "'This Is a Step Back.' Latino Activists Speak out about Racial Tension with Black Chicagoans on Southwest Side amid George Floyd Fallout." *Chicagotribune.com*, 3 June 2020, https://www.chicagotribune.com/lifestyles/ct-life-chicago-latino-neighborhoods-gangs-floyd-protests-20200603-dsui2w2dabdy7cgxxkbz7a3c3q-story.html.

²Malagón, Elvia. "'Black and Brown' Unity a Complicated Goal after George Floyd Protests in Chicago." Times, Chicago Sun-Times, 25 May 2021, https://chicago.suntimes.com/news/2021/5/25/22419345/protests-chicago-george-floyd-anniversary-black-latino-unity-racial-reckoning.

³Wallace, Richard. "Opinion | in Chicago, Systemic Racism Runs Deep. Our Solutions Must Evolve." The Washington Post, WP Company, 16 Mar. 2021, https://www.washingtonpost.com/opinions/2021/03/16/chicago-systemic-racism-politics/.

⁴Cauguiran, Cate. "Asian American Community Marches from Chinatown to Bridgeport in Support of Black Lives." ABC7 Chicago, WLS-TV, 29 June 2020, https://abc7chicago.com/chinatown-rally-protest-black-lives-matter/6279312/.



