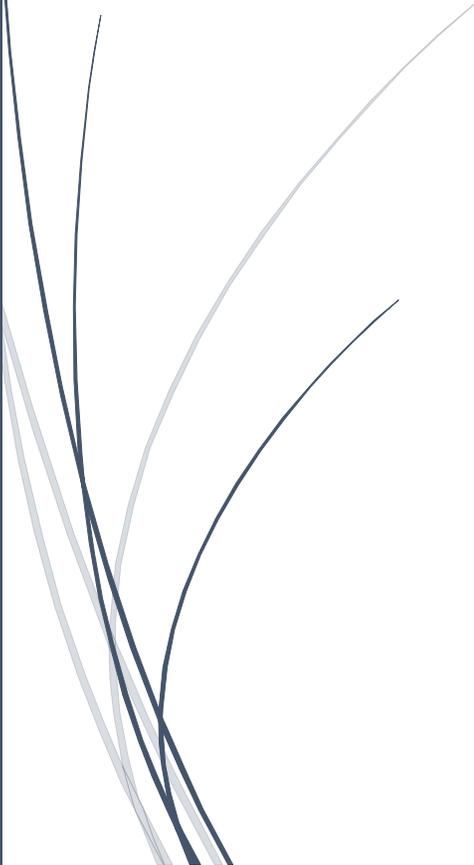




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The City of Chicago's Racial Equity Report Appendix

*An Annual Status Report of The City's
Efforts to Institutionalize Equity.*



OERJ TEAM

CANDACE MOORE, CHIEF EQUITY OFFICER

LAUREN BURDETTE, DEPUTY CHIEF EQUITY OFFICER

LYRIC GRIFFIN, PROJECT MANAGER

CYNTHIA AVILA, ADMINISTRATIVE ASSISTANT

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Part 1: Tools & Resources

Resources

- [Department Racial Equity Action Plans](#): Multi-year, 2023-2026, strategic plans that articulate how each department will improve equitable outcomes in their core work. Plans were completed by departments in May 2023.
- [FY23 Budget Equity Goals](#): A list of department budget equity submissions for FY23.
- [The Office of Equity & Racial Justice's \(OERJ\) website](#): The office's public-facing website that communicates how OERJ carries out its role of overseeing the development, coordination, and administration of racial and social equity policies and practices for the City of Chicago. Key features include tools, dashboards, reports, information on the equity advisory council, and additional resources.
- [OERJ Codification](#): Municipal code, 2-4-100, empowering OERJ to coordinate, implement, and maintain a comprehensive equity and racial justice strategy for the city and department racial equity action plans, among other responsibilities.

Dashboards & Data

- [City of Chicago Workforce Dashboard](#): This dashboard represents CHIPPS data that portrays each department's workforce diversity. The data refreshes daily.
- [We Will Chicago Equity Dashboard](#): Data on key indicators of equity in Chicago across the 8 pillars of the We Will Chicago plan, which also align to your priority areas department Racial Equity Action Plans (REAP). The intent is to transparently display the current equity gaps that will be addressed through the implementation of the plan.
- [Chicago Health Atlas](#): A comparison of health-related data over time and across communities. Key indicators include demographics, clinical care, social and economic factors, mortality and morbidity, physical environment, and health behaviors.
- [Chicago Metropolitan Agency for Planning \(CMAP\) Community Data Snapshots](#): A set of community data snapshots that summarize demographics, housing, employment, transportation habits, retail sales, property values, and land use by community area.

Tools

- [Equity Statement of Principles](#): The City of Chicago's definition of equity and guiding principles to support building a more equitable Chicago. OERJ built this guide through engaging 400+ Chicagoans.
- [Spectrum of Community Engagement](#): A guide that outlines levels of community engagement and how government can drive deeper levels of engagement with communities most impacted to close equity gaps.

Citywide Plans aligned to Racial Equity Action Plans

- [Healthy Chicago 2025](#): Chicago's five-year community health improvement plan that focuses on racial and health equity to meet our goal of reducing the Black-white life expectancy gap.
- [The Climate Action Plan](#): Chicago's newest set of climate goals to reduce the city's carbon emissions. It amplifies values of economic inclusion and savings, pollution burden reduction, and equitable access to critical infrastructure and community health and resilience.
- [We Will Chicago](#): A 10-year framework to enhance citywide equity and resiliency. It includes goals to improve inequities in health, economic stability, neighborhood livability, and other systemic issues.

Part 2: Racial Equity Progress by Department

Progress Snapshot: FY2023 Budget Equity

Commitments

Our office asked departments to share the status on their FY23 budget equity goals. Below is a color-coded list of their current standing: green indicates the goal was completed, yellow indicates the goal was partially completed, and red indicates the goal is incomplete. For example, DOF completed two goals and partially completed one.

Department		Goal Completion Status		
Finance and Administration	Finance (DOF)	Green	Green	Yellow
	Administrative Hearings (DOAH)	Green	Green	Yellow
	Law (DOL)	Green	Green	Green
	Human Resources (DHR)	Green	Yellow	Yellow
	Procurement Services (DPS)	Green	Green	Yellow
	Assets, Information, and Services (DAIS) ¹	Green	Yellow	Yellow
City Development	Planning and Development (DPD)	Green	Green	Yellow
	Cultural Affairs and Special Events (DCASE)	Green	Green	Green
	Housing (DOH)	Green	Green	Yellow
Community Services	Public Health (CDPH)	Green	Green	Green
	Human Relations (CCHR)	Green	Yellow	Yellow
	Office of People with Disabilities (MOPD)	Green	Green	Yellow
	Family and Support Services (DFSS)	Green	Green	Yellow
	Public Library (CPL)	Green	Green	Yellow
Public Safety	Police Board	Yellow	N/A	N/A
	Police Accountability (COPA)	Green	Yellow	Yellow
	Police Department (CPD)	Green	Green	Yellow
	Emergency Management and Communications (OEMC)	Green	Yellow	Yellow
	Fire Department (CFD)	Green	Green	Green
	Public Safety Administration (PSA)	Yellow	Yellow	Yellow
	Community Commission for Public Safety (CCPSA)	Green	Yellow	Yellow
	Inspector General (OIG)	Green	Green	Yellow
Regulatory	Buildings (DOB)	Green	Green	N/A
	Business Affairs and Consumer Protection (BACP)	Yellow	Yellow	Yellow
	Animal Care & Control (CACC)	Yellow	Yellow	Red
	License Appeal Commission (LAC)	Yellow	N/A	N/A
	Board of Ethics (BOE)	Green	Green	Green
Infrastructure Services	Streets and Sanitation (DSS)	Green	Green	Yellow
	Transportation (CDOT)	Green	Green	Yellow
	Water Management (DWM)	Green	Red	Red
	Aviation (CDA)	Green	Green	Green

¹ In FY24, DAIS will be split into two departments, Department of Fleet and Facility Management and Department of Technology and Innovation

Finance & Administration

Department of Finance (DOF)

Purpose: The Department of Finance provides effective and efficient management of the City's financial resources. It is responsible for the collection or disbursement of City revenues and all funds required to be in the custody of the city treasurer.

FY2024 Budget Equity Commitments

Priority #1: DOF will advance actions from the following strategies in its community engagement action plan:

- Share data at the community level to improve transparency about outstanding debt.

Priority #2: DOF will advance actions from the following strategies in its economic development action plan:

- Engage with community partners and other City Departments to evaluate program success and the need for further review of enforcement practices.

Priority #3: DOF will advance actions from the following strategies in its contracting action plan:

- Implement compliance controls to ensure user departments issue an executed standard purchase order or blanket release before a contractor begins work.
- Issue 50/50 payments to contractors on eligible infrastructure construction and professional service contracts.
- Issue advance payments for start-up and mobilization costs and direct payments to the contractor's subs and suppliers facilitated by a third-party funds control provider.

To view DOF's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around economic development, DOF's FY23 goal is to continue to use data to deploy parking enforcement personnel to further reduce average fine amounts in Black and Brown neighborhoods by 2.5%. In addition, DOF's goal is to implement improved boot zones and a prioritization of resources to reduce the percentage of vehicles immobilized in Black and Brown neighborhoods by 5%.

Status: Complete

Key wins: DOF continued to rethink parking enforcement, using data science to impartially allocate enforcement officers. Rather than deploy personnel based on geographical consistency (i.e. the same number of officers in each area of the City), we shifted enforcement away from disadvantaged neighborhoods that traditionally receive more "licensing violations" like infractions for expired plates and missing city stickers. While there is still work to do, the year-over-year impact has been encouraging.

- Reduced the share of tickets issued in disadvantaged communities from 18.9% in 2020 to 18.7% in 2021 to 17.7% in 2022, including a reduction in the share of city vehicle licensing violations from 23.5% to 20.8% to 18.2%.

- Reduced the share of tickets issued in majority Black and Brown communities from 15.3% in 2020 to 14.9% in 2021 to 13.9% in 2022.
- Reduced the gap between the average fine amounts in disadvantaged communities and wealthy neighborhoods from \$4.66 in 2020 to \$2.73 in 2021 to \$1.24 in 2022.

In late June 2023, DOF applied a similar methodology to the deployment of booters in hopes of reducing the impact on disadvantaged communities.

As compared to 2020, vehicle-related fine amounts in disadvantaged communities declined 3.8% in 2022. To advance the citywide desired result around economic development, DOF's FY24 goal is to continue to use data to deploy parking enforcement personnel to further reduce average fine amounts in disadvantaged neighborhoods by 2%. In addition, DOF's goal is to reduce the percentage of vehicles immobilized in disadvantaged neighborhoods by 2.5% by utilizing improved boot zones and a reallocation of resources.

Goal #2: To advance the citywide desired result around public safety, DOF's FY23 goal was to review debt relief programs and revise, as necessary, to support survivors. DOF is looking into changes to program eligibility and opportunities for directed outreach to impacted groups. Because Black and Brown residents are more likely to experience gender-based violence, these efforts will directly impact those communities in a positive way.

Status: Partially Complete

Key wins: Effective in April 2023, modifications to the UBR and Full Payment Certificate (FPC) processes were made to comply with amendments to MCC 11-12-530, the ordinance requiring FPCs. These amendments were made to allow customers in specific situations to transfer a property to a UBR-eligible recipient without requiring full payment of the charges at the time of the transfer. Customers who are in UBR and are transferring the property to another low-income individual, properties where the property owner has passed away, and customers who are transferring a property as a result of a divorce case may be eligible to take advantage of this change. The party receiving the property is required to apply for UBR, must be pre-qualified, and then will be enrolled in UBR once the property transfer is confirmed with the City.

These expansions are helping low-income customers keep properties that may have been in their families for generations and are providing a path to debt forgiveness. Additionally, at least one person involved in a gender-based violence situation was able to use the process to transfer her property, thereby allowing her to continue through her divorce case and continue on her path to exiting the abusive situation.

DOF is continuing to look into other changes to all debt relief programs' eligibility and opportunities for directed outreach to impacted groups.

Goal #3: To advance the citywide desired result around community engagement, DOF's FY23 goal was to continue to promote debt relief programs, affordable payment plans, and accessible payment options so that City debt is not a barrier to employment or contracting with the City.

Status: Complete

Key wins: DOF engaged Chicago Weekly and La Raza to promote the Administrative Debt Relief Program. In addition, Comptroller Soni appeared on WBEZ’s Black Voices to discuss all debt relief programs offered by DOF, palm cards were distributed to Aldermanic offices, and representatives participated in mobile City Halls, community budget engagement meetings, and similar events to encourage participation in the programs.

Biggest equity wins last year

Effective in April 2023, modifications to the UBR and Full Payment Certificate (FPC) processes were made to allow customers in specific situations to transfer a property to a UBR-eligible recipient without requiring full payment of the charges at the time of the transfer. These expansions are providing a path to debt forgiveness and helping low-income residents keep properties that may have been in their families for generations. Further, some people who have used this process have been able to exit situations involving gender-based violence.

Building on the success of the UBR and CPR programs, ADR was launched in January 2023. To date, more than 30,000 dockets have been closed and \$11.5 million has been waived. In addition, CPR participation continued to grow with more than 70,000 motorists benefitting from relief totaling \$35.6 million.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Responsible for the collection of all City revenue

- **Key Result:** Collection of revenue used to fund City services.
- **Racial and/or geographical trends:** In 2022, DOF collected \$1.392 billion in utility charges. In 2023, through June 30th, DOF collected \$666.110 million in utility charges.

Key Function #2: Enforces parking and vehicle compliance violations.

- **Key Result:** Actions taken by DOF to drive more equitable enforcement show a reduction in tickets issued for expired registration.
- **Racial and/or geographical trends:** A year over year comparison of expired registration tickets for the same period shows an 18% decrease from 2022 to 2023. For the first six months, there were 155,867 tickets issued in 2022 compared to 127,691 issued in 2023.

Key Function #3: Conducts billing, invoicing, and customer service for utility charges, ambulance fees, vehicle citations, and miscellaneous accounts receivable.

- **Key Result:** For Utility Billing – in 2023 through June 30th DOF has billed total charges in the amount of \$716.7 million, up from \$711.7 million in 2022; it bills an average of 395,832 accounts per month, which is on par with 2022; DOF has sent 2.074 million bills, also on par with 2022; DOF collected \$666.110 million, up from \$652.6 million in 2022; and it answered over 108,000 calls from customers through our call center, up from over 100,000 in 2022. DOF is pleased that our call center’s call wait time has decreased from an average of over 8 minutes in June 2022 to an average of under 1 minute in June of 2023.
- **Racial and/or geographical trends:** For Utility Billing – we conduct billing and customer service in the same manner regardless of race and geography. However, we do provide various options for customers to reach us (in person, online, by phone, and by email) and provide information in several languages (English, Spanish, Polish, and

Chinese). In 2022, we conducted outreach for our Utility Billing Relief program by targeting customers who recently received a LIHEAP benefit and via a CTA advertising campaign. While the CTA advertising campaign covered the entire City, we concentrated outreach in areas where low-income customers are more likely to live (example: the south and west sides).

For Citations - We provide different options for paying tickets; We offer standard and early payment plans, as well as a hardship payment plan. We can be contacted by phone, mail or email and provide information English and Spanish.

Key Function #4: Prepares employee payroll and vendor disbursements.

- **Key Result:** Ensures that employees and vendors are timely and accurately paid for services and products provided to the City of Chicago.
- **Racial and/or geographical trends:** The contract for the new time and attendance application has been awarded and the contract is currently being finalized.

Key Function #5: Administers the employee healthcare program.

- **Key Result:** Ensure eligible employees and their dependents enroll in medical, dental, vision coverage, and other benefits as authorized under the City's Salary Resolution and associated Collective Bargaining Agreements, as applicable.
- **Racial and/or geographical trends:** For benefits administration we ensure that medical, dental, and vision providers are available throughout the City of Chicago to ensure access to care.

Department of Administrative Hearings (DOAH)

Purpose: The Department of Administrative Hearings is an independent quasi-judicial body. The matters which come before us to be adjudicated relate to the public health, safety, welfare, morals and economic well-being of the residents of the City of Chicago.

FY2024 Budget Equity Commitments

Priority #1: DOAH will advance actions from the following strategies in its community engagement action plan:

- Review respondent feedback to identify areas to improve equitable access to and navigation of DOAH’s administrative proceedings. Survey cards will be available at each kiosk and the information desk for distribution to respondents and DOAH will have a couple of full-time interns who can also distribute the survey cards. CARPLS will provide feedback from clients who utilize their services. Language Line will provide data and statistics on respondents utilizing their services as well. DOAH will attend community events to provide information on DOAH’s process as well as the Language Line and CARPLS resources.

Priority #2: DOAH will advance actions from the following strategies in its workforce action plan:

- Distribute “Notice of ALJ Opportunity” flyer to mostly small, minority law firms, resource/job fairs, bar association and law school alumni associations.
- Interview of potential ALJs will include questioning to find out where candidates learned of opportunity to assess if engagement strategies are effective.

Priority #3: DOAH will advance actions from the following strategies in its arts and culture action plan:

- Obtain artwork from local student artists to display within DOAH’s Courthouses and offices.
- Identify the neighborhood and/or schools where the artists and art are from so that respondents feel that DOAH is inclusive and representative of them.

To view DOAH’s full Racial Equity Action Plan, click [here](#).

Progress on last year’s (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result of all Chicagoans having meaningful opportunity to influence City of Chicago programs, policies, and initiatives, DOAH will have community outreach teams meet with Aldermanic offices and community groups to explain the role of DOAH in the administrative hearing process. DOAH gives Chicagoans equitable access to the court/justice system and wants to demystify the hearing process by educating the City’s residents on the administrative hearing process.

Status: Complete

Key wins: DOAH representatives attended Aldermanic fairs, budget community forums, and responded to public inquiries at these events. DOAH was invited to the Eleventh Ward Resource Job Fair. The other community meetings were at the budget forums, where multiple wards were in attendance. No surveys were conducted during these forums, but the public always expressed gratitude for the information provided by DOAH.

Goal #2: To advance the citywide desired result of all Chicagoans gaining meaningful knowledge and skills to thrive, DOAH will continue to fund and promote the Coordinated Advice and Referral Program for Legal Service (CARPLS) to all low-income respondents

who cannot afford an attorney’s advice or guidance. CARPLS provides, for those who qualify, practical “how to” advice regarding the preparation of motions and presentation of their case at their administrative hearing.

Status: Complete

Key wins: DOAH is committed to assisting *pro se*, or “self-represented,” litigants to effectively navigate the administrative hearings process. The help desk at the Central Hearing Facility is staffed and independently operated by attorneys from the Coordinated Advice and Referral Program for Legal Services (CARPLS). The help desk is on-site four days a week, providing support to *pro se* litigants by educating them about their legal rights and remedies, providing them with practical “how to” advice to present their side of the case, and assisting in motion preparation. Also, DOAH’s website notes that CARPLS services are available to low-income respondents and provides an active link to CARPLS’s website providing additional information.

CARPLS provide legal aid to all low-income respondents who cannot afford an attorney’s advice or guidance. Now CARPLS are physically on site at DOAH providing assistance whereas it was previously only available virtually during the pandemic through the beginning of 2022.

- 80% of clients surveyed by CARPLS said that the CARPLS attorney helped them better understand their legal rights and remedies.
- 79% of clients surveyed said that the CARPLS attorney helped reduce fear & anxiety associated with resolving their legal problem; and that the CARPLS attorney helped increased confidence in their ability to resolve their legal problem.
- 82% of clients surveyed said that they would recommend CARPLS’ services to a friend.
- A client of CARPLS said "The attorney was absolutely amazing. The info I received, and the help was invaluable, and worth what I would have paid a lawyer."

Goal #3: To advance the citywide desired result of all Chicagoans being connected to employment, training, and advancement through the City of Chicago, DOAH will develop new outreach programs to promote diversity when appointing new Administrative Law Judges. We would like to increase the ALJ pool so it is more reflective of the city as a whole.

Status: Partially Complete

Key wins: DOAH has completed pre-interview screening for five ALJ candidates who are being considered for an appointment in 2023 with the goal of a pool of ALJs being more reflective of City of Chicago demographics. DOAH has participated in an aldermanic events and several other community events and Bar Association programs to promote ALJ opportunities.

Below , is a list of DOAH’s Administrative Law Judge demographics for the year 2010 (when Chief Administrative Law Judge Patricia Jackowiak was appointed) and 2023’s current demographics:

- ALJ Demographics in 2010
 - Male: 55%
 - Female: 45%
 - White: 65%
 - African American: 30%
 - Hispanic: 5%
- ALJ Demographics in 2023
 - Male: 46%
 - Female: 54%

- White: 54%
- African American: 33%
- Hispanic: 13%

Even though ALJ representation increased, this was only among women and African Americans. DOAH demographics demonstrate an underrepresentation of Latinx and Asian demographics amongst current ALJs as compared to the city’s demographics. DOAH is reviewing this disparity and are looking at changes it can implement so that the ALJ pool is more reflective of the City’s current demographics.

Biggest equity wins last year

While CARPLS was off site, people could only obtain assistance via telephonically or scheduling an appointment. CARPLS returned to onsite consultations in June 2023, which allows respondents easier access to these legal services instead of scheduling virtual consultations at a future date.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Adjudicates ordinance violations issued by municipal departments.

- **Key Result:** In 2022, DOAH conducted 344,555 hearings. To ensure respondents can fully participate in their hearings, DOAH provides access to a legal help desk and translation services for those whose first language is not English.
 - Coordinated Advice and Referral Program for Legal Services (CARPLS) provides legal aid to all low-income respondents who cannot afford an attorney. CARPLS has returned to on-site consultation. When CARPLS surveyed clients,
 - Eighty percent of clients surveyed said that the CARPLS attorney helped them better understand their legal rights and remedies.
 - Seventy-nine percent of clients surveyed said that the CARPLS attorney helped reduce fear & anxiety associated with resolving their legal problem; and that the CARPLS attorney helped increase confidence in their ability to resolve their legal problem.
 - Eighty-two percent of clients surveyed said that they would recommend CARPLS’ services to a friend. A client of CARPLS said "The attorney was absolutely amazing. The info I received, and the help was invaluable, and worth what I would have paid a lawyer.
 - Language Line, which provides language interpretation services, has over one hundred seventy languages available for interpretation. In 2022, Language Line provided interpretation services in twenty-six Languages. The top four languages requiring interpretation through Language Line were Spanish, Mandarin, Polish and Arabic.
 - SPANISH: 1,295
 - MANDARIN: 90
 - POLISH: 40
 - ARABIC: 22

Key Function #2: Monitors time to disposition and case clearance rates for each case type.

- **Key Result:** DOAH monitors Time to Disposition (TTD) to determine if any case type is outside acceptable DOAH standard (i.e., if any cases have justifiable reasons for continuances to allow the TTD to exceed ninety days), shares data with enforcement /prosecuting departments. Monitoring time to disposition (TTD) helps ensure cases are

resolved within DOAH's acceptable timeframe while permitting the exception of exceeding 90 days under justifiable circumstances.

Key Function #3: Provides training for Administrative Law Judges and Department of Administrative Hearings (DOAH) staff.

- **Key Result:** Judge Mosley, the Director of Marquette Law School's Lubar Center for Public Policy Research and Civic Education presented his program, "Unconscious Bias—Knowing What You Don't Know" to all DOAH Senior Management and Administrative Law Judges (ALJs). Survey cards were distributed to the attendees. Thirty-two participants returned their survey card:
 - Twenty-six attendees strongly agreed/agreed in most of the categories that this course helped them to acquire knowledge on a topic new to them, develop/expand an existing skill or reputation, added to their general knowledge of the law.
 - Five attendees had mixed ratings of strongly agree/agree to somewhat agree in the various rating categories.
 - One attendee strongly disagreed in all rating categories.

In addition, DOAH in coordination with the Department of Human Resources (DHR) will be conducting a customer service training focusing on micro-aggressions in the fourth Quarter of 2023.

- **Racial and/or geographical trends across all functions:** DOAH does not have equitable powers in assessing fines/penalties or final dispositions. However, DOAH refers respondents to programs implemented by the Department of Finance (DOF) to pay their fines. Language line services also ensures that those whose first language is not English can fully participate in their hearing. CARPLS is currently onsite four days per week and also available telephonically for the respondents five days per week. We are currently updating signage at our Central Hearing Facility regarding days and times CARPLS is present in person and how to reach CARPLS when they are off site.

Department of Law (DOL)

Purpose: The Department of Law is responsible for providing legal counsel and representation for the City of Chicago, and the departments, officers, and employees of the City.

FY2024 Budget Equity Commitments

Priority #1: DOL will advance actions from the following strategies in its workforce action plan:

- Strengthen recruiting practices to attract more diverse candidates.

Priority #2: DOL will advance actions from the following strategies in its community engagement action plan:

- Proactively engage with minority-owned law firms and use expense data to increase utilization of minority-owned law firms and diverse attorneys and paraprofessionals at law firms.
- Re-institute annual open houses for minority law firm outside counsel opportunities.

Priority #3: DOL will advance actions from the following strategies in its education action plan:

- Cultivate a culture of equity amongst DOL employees.

Note, at this time, the Department of Law does not have a final Racial Equity Action Plan. The Office of Equity and Racial Justice is working with DOL to finalize and publish their plan. Strategies included above are aligned to ongoing planning efforts.

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around lifelong learning, DOL's FY23 goal was to increase professional development opportunities for staff to learn about and engage in DEI goals within the legal community, through seminars and workshops provided by trained DEI facilitators.

Status: Complete

Key wins: DOL has been making progress on increasing professional development opportunities that focus on creating culture of equity and leadership in the department. In FY23, we wanted to quickly leverage some opportunities that came up and use these to build on the idea of equity-centered trainings.

In June 2023, OERJ presented "Equity 101: An Introduction to Diversity, Equity, and Inclusion," which was presented virtually by the Office of Equity & Racial Justice. The training focused on analyzing the role and responsibility government institutions have in ensuring equity and inclusion.

DOL endeavors to support our attorneys in obtaining their Continuing Legal Education (CLE) requirements for law licensing by providing high quality legal trainings. As we work on creating CLE content with a diversity lens, in FY23 the Committee on Inclusion and Diversity hosted DEI-focused CLE trainings to staff including: "Exploring Federal, State and Local Military Leave Law", which focused on veterans' issues, and "Road to the Robe: Becoming an Associate Judge in the Circuit Court of Cook County," which, particularly for our first-generation lawyers, helped make the path to becoming a judge more concrete. As with all our CLE trainings, each

participant received a post-event survey. We will continue to incorporate feedback into our FY24 training offerings.

DOL is also exploring a training on unconscious bias.” This mandatory training will be required for all DOL staff.

Goal #2: To advance the citywide desired result around workforce diversity, DOL’s FY23 goal is to increase on-campus presence at local law schools, legal job fairs and with affinity organizations to recruit diverse and qualified attorneys.

Status: Complete

Key wins: As the COVID pandemic has been mitigated, more job fairs are hosting in-person events again. DOL has attended diversity-focused job fairs, but has been largely limited to attending local events because of budget constraints. This year, DOL’s Director of Attorney Recruitment & Professional Development was able to attend the Lavender Law Conference, which is hosted by the National LGBTQ+ Bar Association, because this year it was held in Chicago.

DOL is also scheduled to attend the Harvard Law Public Interest Law Fall Virtual Public Interest Interview Program, the University of Chicago Virtual Public Service Interviews, Northwestern Pritzker School of Law Career Night, and DePaul’s Meet Government Employers Event.

DOL also sends postings containing attorney vacancies to a variety of bar organizations, including over 20 local and national bar associations for affinity groups.

DOL has also hosted the Virtual Open House DOL Summer Law Clerk Program – two virtual career open houses that were marketed to local and national affinity group organizations, law school administration and legal organization leaders.

DOL’s Director of Attorney Recruitment & Professional Development meets regularly with the Committee on Inclusion & Diversity Hiring Retention Subcommittee to partner on recruiting diverse talent.

DOL is also adding \$16,000 to the 0169 fund to financially support attendance at legal job fairs in FY24. The budget will pay for conference/job fair registration for the Director of Attorney Recruitment and other DOL representatives so that DOL can increase its outreach to diverse law students and attorneys. (Typically, registration for a conference costs several hundred dollars, and with travel/accommodations the costs can easily exceed \$1,000 for a single attendee.) Funds will also allow for the purchase of items needed for job fairs such as recruiting booth items and printed flyers.

Goal #3: To advance the citywide desired result around lifelong learning, DOL’s FY23 goal is to enhance staff-produced CLE production. We encouraged more CLEs driven by division content to highlight the interesting, incredible work of our Department. Changes include:

1. Encouraging presenting staff to invite their law school alumni groups and professional groups and offer CLE processing for them;
2. Conducting proactive outreach to DOL and CID and Inclusion to ask them about CLE ideas;
3. Empowering internal leaders to lead practice tools/tips/tricks sessions. These sessions encourage leadership, demonstrate healthy practice skills and enhance overall work. For example, senior leadership attended a workshop on “Developing Leadership

Skills,” which presented information on how to be an effective leader and provide positive feedback to staff.

Status: Complete

Key wins: DOL continues to make progress on providing internally presented CLE training to staff. In the past year, DOL has presented six trainings that qualified for CLE credit to staff and a total of 284 Certificates of Completion have been issued. CLE course titles include:

- Road to the Robe: Becoming an Associate Judge in the Circuit Court of Cook County
- Exploring Federal, State and Local Military Leave Law
- Equity 101: An Introduction to Diversity, Equity, and Inclusion
- An Introduction and Guide to Handling Bid Protests
- Training on Local Records Act
- Overview of Prosecutions & File Prep Training

Biggest equity wins last year

DOL’s Affirmative Litigation Division is one of the primary ways that DOL can help advance the City’s equity objectives. For example:

- DOL generated nearly \$10 million in restitution and other relief for City restaurants in its lawsuit against Uber Eats. DOL alleged that Uber Eats violated the City’s emergency fee cap on commissions charged to restaurants during the pandemic, improperly listed restaurants on its platform without the restaurants’ consent and engaged in other misconduct. Many of the affected restaurants were small businesses and were located in Chicago’s diverse neighborhoods.
- DOL settled a lawsuit against e-cigarette company JUUL for nearly \$24 million, with proceeds allocated to CDPH for anti-tobacco programs. According to the American Lung Association, tobacco use is highest in impoverished areas, and according to the National Institute of Health, tobacco companies heavily market in low-income communities. The money generated from this lawsuit will directly benefit smoking cessation programs and will indirectly benefit diverse communities that have been targeted by tobacco companies and endure the negative health outcomes that result from tobacco use.
- DOL filed a civil lawsuit against Vision Property Management, a residential property company, for committing deceptive and unfair practices in the course of selling and leasing properties to predominantly low-income Chicagoans. The complaint, filed in August 2023, alleges that Vision Properties lured vulnerable consumers to sign exploitative “rent-to-own” agreements for dilapidated properties. Vision trapped buyers in illegal contracts that obscured the financial terms of the purchase, failed to disclose the true condition of the properties, and shifted repair and maintenance responsibilities to the buyers while treating them as tenants. The City is seeking restitution for injured Chicagoans.
- DOL recently filed suit against Kia and Hyundai, alleging their failure to equip cars with vital anti-theft technology that comes standard in almost all other car manufacturers. The impact of auto theft can be particularly devastating for low- to middle-income workers who have fewer options for getting to work and taking care of their families.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Manage litigation, transactional, and legislative projects covering a wide range of practice areas such as public finance, economic development, contracts,

personal injury, civil rights, appeals, real estate and land use, and labor relations on behalf of the City of Chicago and its various departments

- **Key Result:** While representing the City in litigation, DOL continuously assesses and prioritizes risks to minimize financial losses. This saves the City money to fund programs and initiatives that support racial equity and just outcomes.

DOL also ensures public safety and quality of life through prosecution of violations to ordinances and local law.

DOL provides guidance and counsel for legislation development that supports the City's initiatives, goals, and values.

- **Racial and/or geographical trends:** DOL represents the City of Chicago in legal matters and provides advice and counsel to City officials including the Mayor's Office, City Council, and department leaders. Some key DOL accomplishments directly impact equity, such as in 2023 closing a \$740,456,000 bond issue consisting of five series of bonds; two of the series qualified as "social bonds" meeting the City's environmental, social or governance objectives. However, one of the challenges with analyzing how DOL's key functions support equity is that much of our impact is indirect, in that our legal work supports the policy prerogatives of our client departments. In addition, where our impact is more direct, the department has historically lacked the tools to analyze the data and its impact. With the implementation of the new legal case management system, scheduled to be rolled out in Q1 2024, DOL's data analytics capabilities will be improved.

Key Function #2: Responsible for drafting, reviewing, and advising the City on proposed federal, state, and local legislation

- **Key Result:** Assist the City of Chicago in enacting legislation that supports the City's goals and programs and is in alignment with constitutional requirements.
- **Racial and/or geographical trends:** Recently, there has been an increasing legislative trend to address racial and geographic inequity and disenfranchisement. Illustrative of such program legislation includes the various debt burden relief ordinances, policing oversight ordinances, ordinances that authorize investments in disenfranchised communities, and environmental equity ordinances. The Law Department has been integral in assessing all such initiatives for legality and functionality, with an eye towards enabling implementation of only those that are workable and legally defensible.

Key Function #3: Ensures that the City's policies and operations comply with applicable legal requirements.

- **Key Result:** Ensures the services and programs provided to residents are aligned with legislative intent, mayoral priorities, and court orders.
- **Racial and/or geographical trends:** Like other key department functions, it is challenging for DOL to analyze data that DOL directly impacts equity in compliance functions, since DOL functions are directed by and implemented based on clients' needs. However, DOL supports and supervises compliance efforts that can indirectly impact equity. For example, to assist the City with Consent Decree compliance, DOL established the Public Safety & Reform Division to assist outside counsel in the City's representation and coordinate our response to the Independent Monitoring Team. The attorneys in the Public Safety & Reform Divisions review departments' policies, procedures, and trainings to achieve and maintain compliance.

Key Function #4: Participates in housing, nuisance abatement, environmental, and anti-crime initiatives that significantly improve public safety and the quality of life in neighborhoods throughout Chicago.

- **Key Result:** Ensures safety and quality of life standards for all Chicago residents.
- **Racial and/or geographical trends:** The DOL Code Enforcement Unit prosecutes Municipal Code violations in predominantly low-to-moderate income neighborhoods, per the referrals from Department of Buildings. These neighborhoods often have significant minority populations. The historical challenge of this key result for DOL has been the inability to internally analyze neighborhood trends in prosecution due to the limits of the current IT systems in place. However, DOL is in the process of implementing a new legal case management system that will have geo-coding capabilities.

Department of Human Resources (DHR)

Purpose: The Department of Human Resources serves the City of Chicago by driving best human resources practices, acting as stewards of change, and establishing and maintaining fair, equitable and transparent employment practices free of political influence.

FY2024 Budget Equity Commitments

Priority #1: DHR will advance actions from the following strategies in its workforce action plan:

- Expand and improve training and development programs that support diversity.
- Invest in diverse and equitable recruitment strategies.

Priority #2: DHR will advance actions from the following strategies in its public safety action plan:

- Increase transparency of the testing process to make applicants for promotional titles aware of what is taking place at each step, and how they can improve their chances for success.

To view DHR's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around workforce diversity, DHR's FY23 goal is to drive the implementation of the City's updated Employment Plan in a manner that aligns with the City's framework for diversity and fairness in hiring. DHR will focus on the expanded opportunity to use internships and training programs by having departments identify titles where such programs would be effective and lead to strong entry-level candidates, then create specific strategies to attract underrepresented groups to participate in those internships and training programs.

Status: Partially Complete

Key wins: DHR created a survey to ask department heads and HR Liaisons to provide information on current apprenticeship or internship programs they have utilized, and seeking their input on job titles that would be good candidates for such programs.

Goal #2: To advance the citywide desired result around workforce diversity, DHR's FY23 goal is to cultivate and attract diverse and female-identifying candidates. DHR will task its internal Diversity Committee with assessing the most effective use of funds budgeted for advertising and marketing and make a written recommendation to the department head in early 2023. During the year, the committee will provide quarterly reports on that spending and planned spending.

Status: Partially Complete

Key wins: DHR met with a current vendor to assess how this vendor's work is supporting our goals.

Goal #3: To advance the citywide desired result around Public Safety, DHR will leverage its role on the Police Promotions Review Committee (PPRC) created as part of the Chicago Police Department Consent Decree. DHR will work with the Chicago Police Department and other stakeholders on the PPRC to improve application and selection processes, with the goal of driving increased diversity in the ranks of Detective, Sergeant, and Lieutenant. DHR will review the application process to find opportunities to make it more user-friendly and conduct candidate experience surveys to identify trends and ultimately minimize barriers to the application process.

Status: Complete

Key wins: DHR gathered ratings and feedback about the Sergeant application process from PPRC committee members. Their comments are summarized below:

All CPD members interested in the Sergeant position must complete an electronic application through the Taleo system. This application lays out the job duties, minimum qualification to apply, sit for the exam, and be promoted, and describes the promotional process. However, it is a lengthy process and arduous for some applicants. Candidates must successfully submit the application and pay an application fee of \$25 dollars by a set date, in person, in order to be considered for the position.

Some of the recommended changes are to streamline the process by simplifying language and cut out unnecessary words and sentences in the application document, create an online payment option for applicants and centralize all the information regarding the promotional process that remains the same year after year. Historically, some candidates have accidentally disqualified themselves from the process with their answers to compound disqualifying questions. The application is also very wordy and lengthy. This may overwhelm candidates and prevent them from completing the application process. Additionally, allowing candidates to pay online may make it easier for a lot of candidates. A centralized source of information will help ensure that, 1) everyone knows where to find the same information or updates, 2) no longer dependent on individual messages that someone sends out that potential candidates may have missed, 3) ensures all the same information is accessible to everyone. The evidence that led the committee to make this recommendation came from the application itself and a review of other source information that is related to the exam.

Biggest equity wins last year

DHR did not provide a response for this question.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Oversees recruitment, selection, and hiring across all City departments.

- **Key Result:** DHR released a new background check policy to codify existing processes and make them more equitable and transparent for applicants who may have conviction histories that are more than 5 years old. This policy advances the City's goal of better supporting returning residents.
- **Racial and/or geographical trends:** DHR did not provide a response to this question.

Key Function #2: Develops and administers exams used for promotions and filling vacancies.

- **Key Result:** See Section II, Part A re: DHR's Public Safety REAP

- **Racial and/or geographical trends:** DHR did not provide a response to this question.

Key Function #3: Establishes and maintains the City’s position classification and salary plan.

- **Key Result:** DHR engaged CPS HR Consulting, an outside firm, to begin a citywide review of our non-represented job titles to ensure pay equity across all departments.
- **Racial and/or geographical trends:** As a result of budget reductions in 2009, raises were eliminated for non-union and management staff. These employees stopped receiving parity in annual cost of living adjustments, which has resulted in salary compression, where employees make as much or more than their supervisors. This has also led to managers leaving and staff refusing promotions, and impacts larger issues such as employee development, recruitment, and retention.

Key Function #4: Enforces the City’s Diversity and Equal Employment Opportunity Policy.

- **Key Result:** In May, DHR released a revised Diversity and Equal Employment Opportunity Policy (“EEO Policy”). The revised EEO Policy includes new language about required training on sexual harassment and bystander intervention, and expanded directives regarding reporting voluntary relationships, among other updates.
- **Racial and/or geographical trends:** An important goal of regularly reviewing and updating our policies on harassment and discrimination is to ensure that City employees are aware of the process for raising concerns and reporting misconduct.

During 2022, approximately 32 percent of the complaints investigated included an allegation of race discrimination and/or racial harassment.

In addition to using our authority to recommend discipline where we find policy violations, DHR addresses issues of harassment and discrimination by providing training, including specific training for those in supervisory roles. During 2022 we offered 17 training sessions for managers and supervisors.

Key Function #5: Leads the City’s labor relations policy, oversight, and enforcement.

- **Key Result:** Labor Relations has filled a position, Senior Labor Relations Specialist. This added employee allows Labor Relations to respond to inquiries more rapidly and provide more in-depth and comprehensive responses to department inquiries and develop additional initiatives to speed up hiring.
- **Racial and/or geographical trends:** DHR did not provide a response to this question.

Key Function #6: Manages the City’s Reasonable Accommodation policies related to disability and pregnancy.

- **Key Result:** DHR created a new position called Associate Disability Officer to ensure that we have the resources needed to respond to Reasonable Accommodation requests from City departments.
- **Racial and/or geographical trends:** DHR did not provide a response to this question.

Department of Procurement Services (DPS)

Purpose: The Department of Procurement Services (DPS) is the contracting, certification, and compliance authority for the City of Chicago.

FY2024 Budget Equity Commitments

Priority #1: DPS will advance actions from the following strategies in its economic development action plan:

- Unbundling User Departments scope of services to increase the number of contracting opportunities afforded to minority, women, veteran-owned businesses.
- Implementing shorter term contracts to provide increased contracting opportunities; thereby, potentially increasing the number of contracts awarded to M/W/VBE firms. Shorter contract terms allow for more flexibility as it pertains to vendor performance, access to other vendors and staying current with market trends and best practices.

Priority #2: DPS will advance actions from the following strategies in its education action plan:

- Ensure that M/W/VBE firms are provided with all the tools, resources and information needed to increase the number of businesses that are completing the bidding process successfully.

To view DPS' full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result of ensuring all Chicagoans are economically sufficient, can build wealth and thrive. DPS's FY23 goal is to work with Assist Agencies to equitably increase opportunities with a focus on socioeconomically disadvantaged areas through training and cohorts on a variety of topics.

Status: Complete

Key wins: DPS' Contracting Equity Officer and Deputy of Community Engagement/IGA met with over half of the City of Chicago Assist Agencies. The meetings are a first step in gaining an understanding needed to properly capture and identify the challenges and barriers experienced by M/W/VBE firms and small, local businesses.

DPS is in the process of analyzing the information received from the Assist Agencies to begin roundtable discussions with vendors and elected officials to get to the root of the barriers and make strides on alleviating them.

Goal #2: To advance the citywide desired result of ensuring Chicagoans participate in and benefit from economic business with the City of Chicago. DPS's FY23 goal was to increase the number of small and diverse businesses. DPS prioritized collaborating with user departments to unbundle large procurements to facilitate opportunities for increased participation in the contracting process (e.g., Target Market, Small Business

Initiative (SBI) Construction Program and Mid-Sized Business Initiative (MBI) Construction Program).

Status: Complete

Key wins: DPS has continued to work with User Departments in reviewing their scopes of work and looking for opportunities to unbundle the scopes prior to sending a requisition to DPS. If a User Department submits a requisition but has not made efforts to unbundle nor provided a justification, the requisition will be canceled, and the User Department will have to review and resubmit.

At the request of OCE, various solicitations have gone from traditional projects with specific diversity goals to 100% target market, thus augmenting and diversifying contract participation.

DPS is in the process of hiring specification writers to review the scopes of work submitted by the User Departments to ensure that the departments are adhering to the unbundling policy.

Last year, DPS advertised a total of twenty-three (23) TMI, SBI and MBI projects. As of July 31, 2023, there have been a total of thirteen (13) TMI, SBI and MBI projects that have been advertised. Through its efforts and collaboration with User Departments, DPS is on track to meet or surpass last year's numbers.

Goal #3: To advance the citywide desired result of ensuring all Chicagoans gain meaningful knowledge and skills to thrive, DPS's FY23 goal is to offer additional trainings and workshops that would prove most beneficial to small and diverse firms seeking to participate in contracting opportunities on a prime level. In addition, DPS will be hosting business match making sessions in which DPS proactively matches potential vendors that may be able to collaborate in future contracting opportunities.

Status: Partially Complete

Key wins: DPS Offices of Contracting Equity and Public Affairs piloted a Business-to-Business matchmaking initiative at the 2023 Construction Summit and 2023 Procurement Symposium. Challenges included soliciting prime contractors to attend, and on-site logistics causing the sessions to be separated from the main conference area, which created issues. As a result, the Office of Contracting Equity will assume ownership of the initiative going forward and will facilitate stand-alone Business to Business matchmaking sessions.

DPS is prioritizing new and enhanced training for User Departments and the vendor community to ensure they understand how to engage our department more efficiently, and the processes for doing business with the City.

Biggest equity wins last year

The Office of Contracting Equity (OCE) implemented business process changes and aligned its staff to expedite new certification applications. As a result, new certification applications timelines are trending down and are currently averaging DPS's target of 90 days.

DPS broke records this year with the number of attendees that registered for both of DPS' signature events, the Construction Summit, and the Procurement Symposium (formerly known as the Vendor Fair). The Construction Summit had approximately 1,000 registered attendees while the Procurement Symposium had almost 1,400 registered attendees.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Manages contract administration for the City.

- **Key Result:** As part of a Citywide initiative led by DPS, a new vendor was selected to provide the software for the Enterprise Resource Planning (ERP) system update. DPS will identify vendors to implement the software for the ERP system update. Once the vendors are selected, DPS will begin leading the implementation of the new system.

Last year, DPS had 1,199 active blanket agreements. As of August 29, 2023, there are currently 1,225 blanket agreements. Please note, this number fluctuates regularly. The User Departments with the most active contracts are the Department of Transportation (CDOT), Assets, Information and Service (AIS), Water Management (DOWM) and Aviation (CDA).

- **Racial and/or geographical trends:** Based on the certified vendor survey conducted by DPS, 30% of those surveyed felt that the contracting and certification processes were too cumbersome. Therefore, DPS is continuing to review ways to streamline some of its processes.

Minority-owned businesses participating in the contracting process are underrepresented. DPS has implemented and continues to develop initiatives to increase the number small, minority-owned (MBE), women-owned (WBE), and small and local businesses bidding on City contracts.

Key Function #2: Certifies Minority, Women, Veterans, Businesses Owned by People with Disabilities and Disadvantaged Businesses

- **Key Result:** The Office of Contracting Equity (OCE) implemented business process changes and aligned its staff to increase their capacity to expedite Certification applications. OCE is creating efficiencies in the certification and recertification process to expedite applications and reduce cycle times. Longer-term actions will include new staff hires and the use of consultants to support the certification process.

Currently the City has over 3,700 new, renewed, and ongoing certifications ensuring that all firms have an opportunity to participate in contracts. Additionally, the certification processing times has reduced from 180 days to 90 days with a completed application packet. Lastly, there has also been an increase in the number certification applications received compared to last year.

- **Racial and/or geographical trends:** Based on the results of the certified vendor survey that was conducted earlier this year, 48% of certified vendors have not bid on a City contract.

A few of the primary reasons as to why certified vendors don't participate in contracting opportunities:

- Unaware of contracting opportunities - 42.3%
- Process is too cumbersome -29.5%
- Lack of access to capital - 24.1%

Based on these results, DPS continues to look at the challenges and barriers that vendors may face. DPS has been collaborating with Assist Agencies, elected officials, and User Departments to begin to tackle the barriers experienced.

Key Function #3: Enforces contract compliance.

- **Key Result:** Field Analysts and compliance staff monitor contract compliance with Minority-Owned Business Enterprises (MBE), Women-Owned Business Enterprises (WBE), Veteran-Owned Business Enterprises (VBE), and Disadvantaged Business Enterprises (DBE) requirements.

Additionally, they monitor Equal Employment Opportunity (EEO), Project Area Residency Requirement (PARR), and Chicago Residency Ordinance (CRO) guidelines and other federal, state and local requirements.

Last year, OCE conducted 707 site visits. So far this year, 691 site visits have been conducted. The Office is on track to surpass last year. Additionally, OCE has more than doubled the number of closeouts compared to last year. 112 closeouts have been completed so far this year compared to 42 closeouts completed last year. OCE also monitors over 2,000 contracts per year.

- **Racial and/or geographical trends:** While Black firms account for most certified firms, the number of Black businesses awarded contracts on a prime and/or subcontractor level is disproportionate.

Additional staff are needed to handle the backlog of site inspections/visits as well as monitoring of compliance to ensure contractors are following the contract goals set forth in their compliance plans.

Key Function #4: Facilitates community outreach and engagement regarding City procurement opportunities and rules.

- **Key Result:** Administer an extensive outreach program to ensure vendors are equipped with the knowledge and resources needed to participate in contracting opportunities. As of July 2023, over 20 workshops have been conducted on a variety of topics with over 200 participants. In addition, DPS hosted two (2) annual signature events that saw record numbers of registered attendees, the Construction Summit (1,000 attendees registered) and the Procurement Symposium (1,400 attendees registered). The record number of attendees for both events is due to the events being held in person, post-pandemic.
- **Racial and/or geographical trends:** DPS does not collect workshop attendance data by race or geography. However, during the pandemic DPS shifted its workshop curriculum from in-person to virtual format, increasing accessibility. Our workshops on core DPS programs and initiatives are typically more well-attended than workshops about more niche subject matter. Additionally, DPS posts recordings of all workshops to the department's YouTube page for on-demand viewing.

Key Function #5: Manages salvage auctions for various City departments.

- **Key Result:** Oversees the Online Surplus Auction program that generates revenue by selling decommissioned vehicles, equipment and scrap materials on a 24/7 basis to a national audience.
- **Racial and/or geographical trends:** While there's no direct correlation to race or geography, the salvage auction is one of DPS' key functions.

The Salvage Yard, which is located on the Southside of Chicago, houses most auction items to be sold. The Surplus Online Auction program decreases maintenance, disposal and storage costs for decommissioned equipment and surplus materials that may have previously been assigned little or no value while ensuring the repurposing of scrap metal, plastic, and aluminum, in alignment with the City's green initiatives.

DPS hosts approximately 265 auctions each year. The annual sales of vehicles and materials sold via the program have averaged over \$2 million for the last ten years while availing the general public with the opportunity to acquire equipment and materials for which they would not likely have access to purchase.

Assets, Information, and Services (DAIS)

Purpose: The Department of Assets, Information and Services (DAIS)² supports the operations of other City departments by providing high-quality and cost-effective services. AIS is responsible for maintaining and repairing City-owned and leased vehicles and the operation, maintenance, and repair of City buildings and properties. AIS is also responsible for custodial services, security coverage, graphic services, mail service, relocation services, document storage and management, energy procurement, and environmental engineering technical support. Finally, AIS coordinates Citywide technology business processes and solutions and provides network, database, software, and technical support for all City departments.

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: Increase the number of reduced carbon emission vehicles in the City's fleet by adding 182 light duty vehicles and installing 182 electric vehicle charging stations in Invest South/West communities.

Status: Complete

Key wins: 186 light duty vehicles were purchased or leased and 169 of the 182 electric vehicle charging stations were installed. Approximately 25% of the light duty fleet is now EV and will continue to increase. See the tables below for the breakdown of vehicle types brought into the fleet. This one action decreased the amount of CO2 in neighborhoods by 818 Metric Tons per year. By installing the EV charging stations in ISW communities, more of the City's fleet needed in those neighborhoods can be electric with the increased infrastructure.

Poor air quality in communities of color is attributed to the neighborhoods being in close vicinity to factories, industrial corridors, highways, and major transportation thoroughfares. Data shows over the years, the number of vehicles on the road has increased exponentially; since 2012, there has been an increase of over 41 million vehicles in the U.S. This has caused a huge increase in pollution, not only from vehicles emissions but also the demand for gas has increased polluting facilities to produce more fuel. With the ongoing electric vehicle purchase program, AIS will continue to reduce emissions from the City's fleet and improve air quality in the neighborhoods, with a priority in EJ communities.

2	Chevy Bolt
1	F-150 Lighting
1	F59 - SEA Delivery Van
1	Hino M5 - SEA Box Truck
2	Ford Focus
5	Rivian R1T
114	Ford E-Transit Cargo van
126	TOTAL

² Note, in the FY24 budget, AIS will be split into two departments: The Department of Fleets and Facility Management and the Department of Technology and Innovation.

60	Ford Escape Plug-In Hybrid
186	TOTAL ELECTRIC

Goal #2: Include and activate solar panels on City libraries and we will target these installations in the Invest South/West communities. Our 2023 target is 10 libraries in these communities. Where solar isn't a viable option, alternate energy efficiency measures will be considered.

Status: Partially Complete

Key wins: As part of the Climate Action Plan for the City of Chicago, AIS started work on installing solar panels on four of ten planned libraries. By reducing the amount of energy used by City facilities, the overall air quality of the region will be improved. The amount spent year to date in 2023 totals more than \$270,000 and the breakdown by library is shown below

- Toman Library \$75,574.40
- West Lawn Library \$65,505.32
- South Chicago \$71,462.08
- Humboldt Library \$57,394.24

Goal #3: Increase participation in existing DPS programs, specifically through our Architectural, Engineering and Construction “AEC” bureau’s Capital Improvement Program “CIP” projects.

Status: Partially Complete

Key wins: AIS maintained greater than 30% MWBE participation and payments for construction and non-construction projects over the past three years. In July 2023, several employees attended the DPS Procurement Symposium to promote upcoming AIS contracts with SBI, BMI, MBE and WBE firms and expand firms’ knowledge of contracting opportunities with AIS. Success will be determined in the award of upcoming contracts.

Biggest wins in FY23

Under Environment, Climate, & Energy, AIS had several wins:

- AIS completed a historical review of environmental conditions of more than 10,000 City-owned vacant lots, with the majority located in Invest South/West communities. This review generated an extensive data set which will allow AIS to prioritize environmental sampling and remediation in environmental justice communities. Removal of contaminated soils will reduce the risk of exposure to lead and other contaminants that negatively affect the health of the population.

FY2024 Budget Equity Commitments

Priority #1: AIS will advance actions from the following strategies in its environment, climate, & energy action plan:

- Assess and remediate City-owned vacant land in communities of color to reduce risk to human health and the environment.

Priority #2: AIS will advance actions from the following strategies in its workforce action plan:

- Increase visibility of available AIS jobs to better reflect the demographics of the City.
- Build and support a positive staff culture by enhancing current training and professional development to include team-building and racial equity.

Priority #3: AIS will advance actions from the following strategies in its data action plan:

- Provide a dashboard of key AIS maintenance and construction projects with investments and impact on communities. This will educate residents on the types of activities planned in their communities, the schedule, as well as the amount of investment. Lack of transparency can be a barrier to communication and trust with the public.

To view AIS's full Racial Equity Action Plan, click [here](#).

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Asset Management

- **Key Result:** The Chicago Riverwalk Community Marketplace which opened in 2019 has allowed small, minority and women owned neighborhood businesses the opportunity to get exposure to the high number of Riverwalk visitors. In 2023, one of the Marketplace vendors was able to expand with a location on Michigan Avenue.
- **Racial and/or geographical trends:** There is a strong interest from small, minority and women owned neighborhood businesses in opening in the marketplace as shown by the number of applications received for the spaces. Location information is available and could be mapped for future analysis.

Key Function #2: Facility Operations

- **Key Result:** To improve energy efficiency for City facilities and reduce air pollution, 6 of 15 selected facilities received new or partial Building Automation Systems and fluorescent lighting was removed from 9 locations and replaced with LED lighting. Reducing the carbon footprint of City facilities reduces the amount of energy required to operate. Using less natural gas in operations decreases the emissions from the facilities and improves air quality in the communities of color that have the highest levels of respiratory illness.
- **Racial and/or geographical trends:** We currently do not have any racial or geographical data at this time. Location information is available and could be mapped for future analysis.

Key Function #3: Fleet Management

- **Key Result:** See electrification progress above in Goal #1.
- **Racial and/or geographical trends:** We currently do not have any racial or geographical data at this time. Location information is available and could be mapped for future analysis.

Key Function #4: Environmental, Health and Safety Management (EHS)

- **Key Result:** EHS completed the remediation of the radioactive Carnotite Remediation Project located in Bronzeville. The project included several community meetings, educational mailings and a website to share air and radiation monitoring results and live camera views. This level of education and engagement set the bar for community engagement for future EHS environmental remediation projects.
- **Racial and/or geographical trends:** The data generated as part of the Vacant Lot Reduction Program is still being analyzed but identified that most vacant lots are located in environmental justice communities. In addition, the historical information will be analyzed to identify areas of the city with potential environmental issues due to former industrial operations.

Key Function #5: Architecture, Engineering and Construction

- **Key Result:** See MWBE progress above in Goal #3.
- **Racial and/or geographical trends:** MWBE participation has exceeded 30% for the past three years. Location information is available and could be mapped for future analysis.

City Development

Department of Planning and Development (DPD)

Purpose: As the principal planning agency for the City of Chicago, the Department of Planning and Development (DPD) promotes the comprehensive growth and sustainability of the City and its neighborhoods. The department also oversees the City's zoning and land use policies and employs a variety of resources to encourage business and real estate development, historic preservation, accessible waterfronts, walkable neighborhoods, and related community improvements.

FY2024 Budget Equity Commitments

Priority #1: DPD will advance actions from the following strategies in its community engagement action plan:

- Create opportunities for the BIPOC community to provide feedback to better understand their wants and needs. Regional Planners can facilitate community discussions and disseminate surveys to better obtain feedback.
- Continue to improve DPD grants programs, to the extent possible, with community feedback in mind, especially from those communities that have experienced hardships due to historic discrimination.

Priority #2: DPD will advance actions from the following strategies in its data action plan:

- Create a centralized dashboard for DPD data sets and visualization and ensure it is accessible through various mediums (online and in paper form by request) at various locations such as Chicago Public Libraries, City Hall, Ward offices, etc.

To view DPD's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around contracting, DPD's FY23 goal is to increase the number of businesses and organizations in historically disinvested and underserved communities who participate in DPD grant programs by analyzing data to assess gaps in service/investment and come up with actionable recommendations of how DPD will close those gaps.

Status: Partially Complete

Key wins: DPD determined that switching from a Request for Proposals (RFP) model to a Request for Qualifications (RFQ) model attracted more emerging BIPOC companies to apply. After reviewing the process for programs such as Come Home and Ready Build, it appeared that providing projects at various scales for BIPOC applicants of all scales expanded the opportunities available. DPD believes developing a pipeline with more intentional engagement; providing more resources for predevelopment, including but not limited to financial resources and human capital, allows a BIPOC applicant more equal footing as they go through the development process. Strong relationships with foundations, the Community Wealth Building team, and Community Investment Vehicles will further help BIPOC developers remain viable developers. The CRP Small Team plans on conducting applicant feedback surveys after our August 2023 deadline for development projects. The CRP Small Team will be conducting grantee feedback survey for completed projects.

The CRP Small Team put the application online and have translated it into Spanish and Simplified Chinese for our August 2023 deadline.

The CRP Small Team has begun drafting a plan for measuring impact.

Accessibility in the development context is providing development opportunities entry for BIPOC developers to scale up. There are very few BIPOC developers because of many structural inequities within the development space. Some of the major issues BIPOC developers tend to run into are lack of access to start-up capital for predevelopment costs, technical assistance support, navigating city processes, hiring architects, gap funding and more.

Metrics used to determine the RFQ model came from direct feedback from potential respondents saying the cost to produce a response was prohibitive. We also learned emerging BIPOC developers don't always know how or have the resources to select an architect qualified for the type of project they're interested in so the RFQ let us help them in supplying a list of qualified architects for developers to choose from. We're still developing our quantifiable metrics but we have goals around getting broader participation from emerging BIPOC developers with firms like CBBC, Elizabeth Carter LLC, and TruDelta emerging and competing with established firms like Michaels and Brinshore. We've also succeeded in facilitating more diverse architecture partnerships with firms like Canopy (BIPOC, Chicago-based firm) and Teeple architects (Toronto, Canada), Nia architects and Yu Associates (both BIPOC led firms based in Chicago), and Howler+Yoon (Boston based firm) with Moody Nolan (Largest Black-owned firm in US, Chicago office).

We're still in the processes for 2 of the RFQs and the others only recently completed, thus we do not have any data to demonstrate the impact of revised policies with a focus on equitable outcomes.

Goal #2: To advance the citywide desired result around neighborhood planning and development, DPD's FY23 goal is to improve the vibrancy and walkability of commercial corridors in historically disinvested and underserved communities by analyzing past investments and identify actionable steps to creating catalytic community centered investments for the future.

Status: Complete

Key wins: DPD has worked with local community development organizations, residents, and elected officials to advertise and make available assistance and funding for development opportunities through the Neighborhood Opportunity Fund (NOF), Small Business Improvement Fund (SBIF) and other programs.

The department works with grant applicants to fulfill program requirements and alleviate potential application barriers, where possible, for example:

- The SBIF program has reduced the number of required scofflaw checks, only one check is now required at the beginning prior to approval of the application;
- The NOF program works with grantees to satisfy scofflaw and revenue checks, yet more progress can be made in helping grantees with these challenges.
- Pre-award financial assistance can be given to help ensure projects gain traction earlier in the development process.

DPD is proactive in seeking applicants for our economic development grants, for example:

- If the SBIF program is not receiving applications or projects are not successful, then SBIF continues to work with Delegate Agencies to improve project completion/success. SBIF also analyzes past investment to strategically request additional funding for the program.

Instead of providing architects, general contractors, and other support for drafting a full application, the CRP Small Team provides Technical Assistance Providers (TAs) to support the drafting of budgets and scopes of work for the duration of the grant. NOF and other program staff assist grantees with building projects through direct support with building questions as well as through the provision of a list of qualified TAs. Qualified TAs can be funded out of grant funds and allow grantees to concentrate on the business aspect of their project and allow architects and construction managers to assist with the building renovations and construction. DPD can provide additional TAs, by requiring usage of TAs and increasing funds for those services. Additionally, the Bureau of Economic Development (BED) is actively seeking internal approval of a proposal to revise the Municipal Code to allow the use of NOF to fund independent pre-development grants that will allow DPD to address persistent access to capital issues that prevent strong concepts from advancing as well as strengthen its own overall project pipeline.

We also have suggestions for Economic Development Strategy A and Strategy B that were originally not defined:

- Strategy A: Facilitate development by providing increase development opportunities for local investors, streamlining development and providing development assistance.
- Strategy B: Increase the amount of buildable land and the availability of vacant and in-need buildings for development and rehabilitation.

Community engagement has been at the core of the Invest South West Initiative (ISW) over the past four years.

Across 10 community areas and 11 neighborhood corridors the city conducted a community focused process of engagement that helped identify community selected opportunity sites that subsequently allowed the department to design and facilitate an open Request for Proposals (RFP). Proposal requests were designed with a Community input-oriented process that included community visioning sessions and a review process that included local community stakeholders, all of which was designed to provide RFP finalist vital community feedback. The process also revised the RFP evaluation criteria to emphasize more community wealth-building and partnerships across developers that represented demographics of those communities as well as develop a list of minority and women-run architecture and design firms participating subsequent submittals. Updates are still being provided as they occur and are conducted with the support of local, lead organizations in the community.

Local representation "on the ground" has always been critical to the success of ISW – to better understand communities' sentiments and needs, and to plug the community in closer with the City of Chicago's various departments and agencies. Because of the Corridor Manager role was developed. Corridor Managers are community members who liaise between the City of Chicago and the community to ensure the community's work and goals are addressed.

Furthermore, DPD has strengthened community engagement through Neighborhood Roundtables. The Neighborhood Roundtable was formed in spring 2020 and consists of representatives from city agencies, aldermanic offices, neighborhood organizations, small

businesses and resident groups, who seek to advance local goals through a broad, cross-disciplinary approach that leverages the insights, wisdom, creativity and resources of local stakeholders. The roundtable meetings are still organized and led by planners from the Department of Planning and Development (DPD). There have been approximately 200 neighborhood roundtables in the last 4 years.

Goal #3: To advance the citywide desired result around public health and human services, DPD’s FY23 goal is to increase healthy food availability in historically disinvested and underserved communities, where many food deserts are found, by prioritizing healthy food access in our grant investment strategies.

Status: DPD did not provide an update

Key wins: DPD has worked to support projects like Forty Acres Fresh Market, as well as working in communities like Garfield Park and Roseland through our RFQ processes to facilitate grocery and food access through future development on City-owned sites. DPD planners have supported the release of the urban agriculture RFP/RFQ being released by BACP and Mayors office to support local growers.

DPD has worked to support projects like Forty Acres Fresh Market which received a Community Development Grant and is moving through city approvals with plans to commence construction before the end of 2023. Through the RFQ processes, DPD continues to work in communities like Garfield Park and Roseland to facilitate grocery and food access through future development on City-owned sites. DPD planners have supported the release of the urban agriculture RFP/RFQ being released by BACP and Mayors office to support local growers.

During the process community members gather and give input on the preliminary concepts that go into an RFQ document helping set expectations for developers. They also convene for the final proposal selection where they participate in surveys, provide comments, and are asked for their preference on all the proposals. Community members are also nominated to be part of the selection committee to score the proposals along side people from DPD, DOH, MO, CDOT, etc.

Developers and architects are chosen by jury and those who are chosen have demonstrated a long-standing commitment or deep understanding of the community based off their previous work.

Goal #4: To advance the citywide desired result around economic development, DPD’s FY23 goal is to incorporate racial equity indicators in our grant scorecards when appropriate (in addition to the other equity indicators already included in many of our scorecards) to ensure DPD’s investments are being utilized in historically disinvested and underserved communities.

Status: Complete

Key wins: DPD complies with all City of Chicago Data Standards as outlined by the Mayor’s Office. Additional work has been done to standardize applications and to create a shared data repository (PROMA). DPD has also created a data dictionary for DPD data standards.

DPD grant programs utilize Submittable, an application software, which has historically asked for demographic information on applications so that progress by “area” and “applicant” can be monitored. The City database PROMA generates data based on progress milestones, funding levels, and area of impact. Applicant and project data is also collected in PROMA and can be used to summarize investment and progress by “area” and “project” or “business” type.

Both the Submittable and PROMA software platforms are regularly maintained to ensure up-to-date information is stored by project. Reports are frequently generated from the databases to analyze the financial and catalytic impact at the neighborhood level. PROMA is continuously being expanded to ensure more detailed reports can be generated and more detailed project information can be stored. More database upgrades will be instituted as required.

DPD programs have incorporated racial equity indicators to both the review score cards and/or project selection (for non-competitive grants) to ensure investments occur in historically disinvested and underserved communities:

The CRP Small programs incorporated additional points in our review score card for the following priority areas:

- Proximity to Transit
- Invest South-West Community Areas
- Community Safety Areas
- ARO Low-Mod Income Areas
- Near Large multi-unit residential development

BED Capital Grant programs incorporated additional points in our review score card for the following priority areas:

- The NOF program’s Qualified Investment Area
- Invest South/West Corridors and Community Areas
- City-, County-, or CCLB-owned property
- City landmarks and orange-rated buildings

Small Business Development programs have incorporated the following in our review score cards/grantee selection:

- SBIF grants are non-competitive, however, applications within Invest Southwest Corridors and SBIF target corridors get priority in lottery selection.
- NOF (Small) incorporated in their scoring, equitable design, low-mid income, proximity to transit
- Local Industrial Retention Initiative program requires awarded delegated agencies to work with workforce partners to place community residents in local jobs within the industrial corridors.

Biggest equity wins last year

In 2022, BED awarded or received Council authorization for 58 capital grant projects. Among those, 82.7 percent (48 total) were in Community Areas on the South, Southwest, and West sides. BED has been financing grants in the South, West, and Southwest Sides since 2016. These capital grants have been used for both the new construction and rehabilitation of Real Estate projects that span different uses.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Issues community-driven requests for proposals for key redevelopment locations, especially involving INVEST South/West commercial corridors.

- **Key Result:** *(from FY23 Key Initiatives since we do not have key results yet)* Release Requests for Qualifications (RPQ) in East 63rd Street/Woodlawn and East Garfield Park/Kedzie and Lake and Requests for Proposals (RFP) in Roseland, Belmont Triangle, and West Pershing Road.
- **Racial and/or geographical trends:** The Bureau of Planning and Design (BPD) facilitated the following:
- A total of 14 RFP/RFQs were issued, of those:
 - 8 are BIPOC developers;
 - 3 are joint ventures with BIPOC firms;
 - 1 RFQ still in progress

BPD discerned a need to create a pipeline for BIPOC developers, contractors and design firms at all scales to further improve opportunities and development projects for BIPOC developers, contractors and consultant firms.

To attract more emerging developers to the Roseland, Woodlawn, Lake and Kedzie, and West Garfield RFPs:

- we switched to an RFQ model;
- provided grant funding from CCT which allows developers to cover the costs of proposal creation. Covering the costs of proposals allows emerging developers to compete against more established developers.

BPD developed programs like Come Home (missing middle housing) and Ready Build (smaller scale mixed use infill) to work at that smaller scale. We need to develop a pipeline and momentum for BIPOC developers, design consultants, and contractors and ensure they are benefiting from these developments. Some of the key takeaways to help BIPOC developers:

- BIPOC developers need more project opportunities at all scales;
- Cultivate opportunities through intentional engagement;
- Provide resources for predevelopment;
- Provide technical assistance as well as mentorship to assist BIPOC developers as they grow.

To further implement these projects, BPD needs to continue to provide financial tools and resources such as:

- Community Investment Vehicles and Benefits;
- Continue to work with Foundations;

- Continue to work with the Community Wealth Building team, specifically Nneka Onwuzurike and the CRP team.

Key Function #2: Initiates and performs community and citywide planning efforts, including We Will Chicago

- **Key Result:** *(from FY23 Key Initiatives ; key results pending)* Present the We Will Chicago framework plan to the Plan Commission for formal adoption in early 2023. Pending adoption, the Department of Planning and Development will establish an administrative structure to facilitate accountability and transparency between relevant City departments, sister agencies and community stakeholders. City programs will also undergo equity analyses to align with the framework’s goals and objectives.
- **Racial and/or geographical trends:** The City-Wide Bureau facilitated the adoption of the We Will Chicago Framework Plan:

Engagement consisted of a diverse group with:

- Over 115 resident volunteers;
- 25 community-based organization partners which were each paid approximately \$23,000 over a 2-year period to attend monthly meetings to discuss and formulate goals, objectives and policies; and
- 100 city staff;
- 5,548 in-person surveys, complete at more than 70 community events and festivals;
- 5,874 online Surveys complete through the We Will website;
- 7 online webinars co-convened by the Metropolitan Planning Council and Chicago Council on Global Affairs;
- 8 focus group meetings with neighborhood associations and other stakeholder groups;
- 28 informational meetings with chambers of commerce, business groups, ward offices, and other entities;
- Paid advertisements on social media and public transit systems;
- Approximately 100 days of public engagement generated more than 10,000 responses on the draft plan

The volunteer group, along with the Chicago community at large, developed a framework to guide the future land use plans, infrastructure plans, and policies of the city by focusing on approximately 40 goals and 150 objectives that fall within in the following categories, or “Pillars,” that were determined to have the large impact to a Chicagoan’s quality of life:

- Arts and Culture
- Civic & Community Engagement
- Economic Development
- Environment, Climate, & Energy
- Housing & Neighborhoods
- Lifelong Learning
- Public Health & Safety
- Transportation & Infrastructure

Key Function #3: Leads historic preservation efforts by assisting property owners, City departments, sister agencies, and members of the public to promote the preservation of Chicago’s historic resources

- **Key Result:** *(from FY23 Key Initiatives since we do not have key results yet)* Launch the African American Cultural Heritage Initiative, capturing narratives for memorialization, broadening the recognition of what constitutes an historic landmark, and advancing new methods for preserving intangible aspects of a community's heritage.
- **Racial and/or geographical trends:** The Historic Preservation Division (HPD) developed a community-driven approach to discover Black Chicago's untold histories:

To preserve memories and amplify personal stories and their significance to a broader audience, HPD developed the following programs in 2023:

- History Harvest – Fall event encouraging the public to bring personal/family memorabilia for the purpose of digital recordation to create an online exhibit
- StoryMaps – Multi-media, self-guided tour of mapped Chicago Landmarks Associated with Black History
- DPD+DCASE Pilot Program – Focusing on three core neighborhoods whose populations have changed over time and embodied various cultural roots, develop a survey method that captures both tangible and intangible aspects of that layered history. Developing creative means to interpret cultural heritage and preserve a sense of place may take the form of an updated historic markers program as one potential outcome of this work.

Department of Cultural Affairs and Special Events (DCASE)

Purpose: The City of Chicago Department of Cultural Affairs and Special Events (DCASE) supports artists and cultural organizations, invests in the creative economy, and expands access and participation in the arts throughout Chicago's 77 neighborhoods.

FY2024 Budget Equity Commitments

Priority #1: DCASE will advance actions from the following strategies in its arts and culture action plan:

- Review and analyze data/input to inform future programs and 2023 goals/plans.
- Clarify and organize all opportunities for artists and arts organizations so they are widely known, understood and equitably accessed.

Priority #2: DCASE will advance actions from the following strategies in its community engagement action plan:

- Department Strategy 1: Conduct community engagement activities pertaining to this year's programming initiatives
- Department Strategy 2: Review and analyze data/input to inform engagement tracking strategies and platforms.
- Department Strategy 3: Identify target communities or neighborhoods to hold engagements to identify and address barriers to participation.

Priority #3: DCASE will advance actions from the following strategies in its data action plan:

- Department Strategy 1: Evaluate known data on DCASE's current roster of artists and partners to assess quality and completeness of Equity metrics.
- Department Strategy 3: Analyze collected data and create a department-wide data collection platform with standards and procedures through an Equity lens.
- Department Strategy 4: Share out data

To view DCASE's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around arts and culture, DCASE's FY23 goal is to ensure that opportunities for artists and arts organizations are widely known and understood and equitably accessed.

Status: Complete

Key wins: ACTION 1: Building on the clear process (public RFQs and RFPs with outreach info sessions) for artists to take advantage of public art commissions, DCASE programming staff has updated and shared the new process for artists and cultural organizations to access space at the Chicago Cultural Center for their own events and programs. Once the new platform is launched, an outreach and communications plan will be created to widely share these opportunities through new contacts, groups, and networks.

ACTION 2: In 2023, DCASE collaborated with the Director of Re-Entry and BACP to change an ordinance that increased equitable participation in the historic Maxwell Street Market. The

ordinance impacted the vendor permitting process, restricting the participation of individuals who were previously convicted, in custody, under parole or, under any other non-custodial supervision from receiving a vendor license. Removal of this provision ensures that DCASE can execute the mission of the market as a space for entrepreneurship and small business opportunity. DCASE and the Director of Re-Entry continue to ensure that organizations serving Returning Residents are aware of these changes, and other DCASE opportunities.

ACTION 3: In 2023, DCASE hired a Community Outreach Coordinator, who works across divisions to conduct outreach for the various events and opportunities presented by the department. This new staff member started in the late Spring and has been able to promote key summer events including Chicago City Markets, Chicago Blues Festival, Chicago House Music Festival and Conference, Chicago Gospel Music Festival, SummerDance, and Taste of Chicago neighborhood events. Additionally, the Cultural Grants & Resources division, hired a Program Director, Cultural Resources who is expanding the outreach strategy for annual and one-time grant programs. The grant program outreach strategy includes contracting with community partners to co-host and promote info sessions and office hours, advertising grant programs via CTA ads and billboards, and expanding our hard copy flyer distribution via a contracted PR/Marketing firm.

Goal #2: To advance the citywide desired result around community engagement, DCASE’s FY23 goal is to include a broader spectrum of voices in the planning and distribution of programs and services.

Status: Complete

Key wins: ACTION 1: DCASE staff has concluded an Audience & Engagement Study to hear from regular audiences and those not participating in programs at the Chicago Cultural Center about how we should reimagine the Chicago Cultural Center as a vibrant and inclusive hub of cultural activity. Through this project, DCASE staff is implementing new strategies including communication strategies that are audience-appropriate; offer interactive cultural exchange between artists and audiences; provide a variety of opportunities for ongoing community engagement and support the professional development of the creative sector. Since May 2022, the artist-led public engagement campaign P.A.R.T.Y. (Public Art Reimagining Tour with You) has been seeking community input to guide investment priorities by leading a series of over 20 public input events in Englewood, Bronzeville, Austin, Back of the Yards, Greater Roseland, West Humboldt Park, and Auburn Gresham. This initiative has engaged over 10 artists, hundreds of residents, and informed 5 active projects with many more anticipated in the coming year. Additionally, working with an arts education committee to provide feedback on Cultural Center programming focused on students and educators have yielded a set of strategies and recommendations to further explore and implement in 2024.

ACTION 2: Seeking to develop pathways into the creative sector for young Chicagoans while simultaneously addressing racial inequity in the creative workforce, DCASE initiated interviews and design workshops in Winter/Spring 2023 to inform a future paid internship program. DCASE staff led design sessions with young adults through partnerships with Marwen, Malcolm X College, Roosevelt University and the Mayor’s Youth Commission to shape the program. As the program is launched, DCASE envisions continuing to activate and expand its network of partners to inform program development beyond the pilot.

ACTION 3: Below are some of the ways DCASE convenes arts sector professionals to inform program development:

- In 2023, DCASE hosted the Museum and Visual Arts Organizations convening, to listen and learn, identify challenges, and explore strategies to address sector issues.
- In 2023, DCASE will begin gathering a Theater Advisory Committee, to gather feedback from theater professionals, and envision a path towards recovery.
- DCASE gathers arts sector professionals through the Cultural Advisory Council, who provide valuable insights and recommendations to the department.

ACTION 4: During the third and fourth quarters of the year, DCASE will conduct community engagement that is neighborhood-focused and addresses gaps or barriers to accessing the various opportunities across the department.

As a result of successful partnerships in the public engagement phase of We Will Chicago (2021-2023), led by the Department of Planning and Development (DPD), DCASE is continuing to collaborate with DPD on developing creative, dynamic pathways for Chicagoans’ participation in the implementation of the citywide plan.

The Cultural Grants & Resources division makes all funding recommendations for grant programs through input from an external review panel comprised of arts experts. Consideration is given to creating review teams with demographics appropriate for each program type and reflective of the city, including artistic expertise, race, gender, geographic knowledge of the city, and cultural understanding. 75% of grant review panelists in 2023 are BIPOC (Black, Indigenous and People of Color).

Goal #3: To advance the citywide desired result around data, DCASE’s FY23 goal is to collect and analyze data to identify disparities and inform decision making that improves equitable outcomes in the arts and culture sector.

Status: Complete

Key wins: ACTION 1: Three different trackers were either created or improved to better track: program and event information, artist contracts and public art projects. These were also socialized with staff who are implementing them this year. A data working group is also working to evaluate how this first year is going and what improvements need to be made for next year.

ACTION 2: In 2023 so far, DCASE staff is tracking all its internal programming data alongside the grant data and has implemented the new creative worker survey. It is currently in the process of checking on progress of the use of all these tools to see where there may be challenges and/or additional changes to such tools and procedures that need to be made for 2024. DCASE aims to present another data focused end of year report that reflects more data points that emerge from new data collection tools and processes.

ACTION 3: DCASE hosts a department-wide working group on data management that provides an analysis of data collection methods, procedures and best practices. The working group meets regularly to ensure consistent data tracking.

ACTION 4: DCASE completed and shared the [2022 Impact Report](#) which provided a snapshot of the investments and activities of that calendar year for the wider public. This is a valuable reminder of the work happening within the department, that will continue to be produced in future years.

Biggest equity wins last year

Cultural Grants & Resources. DCASE has been able to increase grant funding for individuals, nonprofits and businesses who are engaged in a creative practice. This is large part due to the increased funding that has come through ARP funding, as well as an increase in budget from corporate support to the city. The depth of data tracked via grant applications, allows for ongoing analysis of trends in where support goes.

ARP Funding. The federal relief funding that DCASE received to respond to the pandemic, has allowed for an increase in funding for annual grant programs, as well as the ability to present new and piloted initiatives (ex. Chicago Arts Recovery Program, Year of Healing Grants, Together We Heal Creative Place Program, Chicago Arts & Health Pilot). Each of these new opportunities have been shaped by the convening of arts experts and stakeholders – a process that is central to how DCASE functions.

DCASE Growth. DCASE has been filling key roles and expanding staff – investing deeper in the Cultural Grants team, creating a new area of work under Cultural Resources, and adding team members with outreach/engagement priorities in their role. This influx of resources in the staff and scope of work of the department is key in introducing new initiatives that can support the ever-changing arts landscape of the city. This includes partnerships with other agencies including DPD, CDPH, BACP, City Colleges of Chicago, and the Chicago Cook Workforce Partnership. In tandem with this work has been the continuous collection of data and consideration of research questions that can provide insights into developing more comprehensive arts investment strategies.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Cultural Grants & Resources

- **Key Result:** DCASE’s Cultural Grants & Resources Division’s goal is to play an active role in the development of Chicago’s arts and culture community by funding artists and arts organizations that have the potential to meaningfully contribute to the City’s cultural vitality.

In 2022, DCASE increased its direct support for the arts sector from \$2.7 million to \$12.7 million through various grant programs. The annual programs are CityArts, Neighborhood Access Program, and the Individual Artist Program. Additional grant programs in 2022 included Chicago Arts Recovery Program, Chicago Presents, and Year of Healing Grants.

Following is an overview of the strides towards an equitable distribution of grant funds across the city in 2022:

- We are funding grantees in every ward.
- In 2023, there were 900 new applicants to DCASE’s grant programs, making up 51% of the total applicants.
- 69% of Chicago Presents events are on the South and West sides of the city.
- We developed a new review process for the Individual Artists Program that prioritizes getting funds to artist that have not received other recent support from DCASE. As a result, 63% of IAP grantees are first time applicants, compared to 47% in 2022.

- 60% of IAP grantees are Black, Indigenous and People of Color (BIPOC), and the percentage of Black grantees (33%) is reflective of the City's population.
- 73% of Neighborhood Access Program applicants are from the South and West side of the city.
- All NAP grant review panelists review applications from the region of the City where they live or work, and 94% are BIPOC.
- Of the finalists selected, 86% are from the South and West sides and 70% are from priority neighborhoods, which include the City's INVEST South/West neighborhoods and other LMI (Low and Moderate Income) community areas that have not received direct funding through DCASE's other Cultural Grants Programs over the past two years
- Applications to all programs are reviewed by a diverse external grant review panel of arts excerpts and 75% of panelists were BIPOC.
- **Racial and/or geographical trends:** We continue to see some disparities in these programs. Notably:
 - Latine individuals represent a smaller %s of the grantee pool (15%) than citywide (~30%).
 - A smaller percentage of new applicants are funded through the CityArts Program (16%) than our other grant programs.
 - As the Cultural Grants & Resources division grows, we look to expand outreach efforts into predominantly Latine communities to begin addressing this gap.

Key Function #2: Programming

- **Key Result:** The Programming Division of DCASE, manages, presents programs, and supports neighborhood activations at the city's cultural venues; manages public art programs in neighborhoods and is caretaker of the city's public art collection and conservation; and supports the development of artists and arts organizations through programs and resources ranging from space to residencies to opportunities to present new work.

Across the hundreds of free cultural programs downtown and across neighborhoods, DCASE partnered with over 100 organizations, 61% of which are BIPOC. DCASE also supported over 1600 individual artists, 71% of which were also BIPOC. To run these programs, teams activated 9 different committees, of which 72% of their membership is also BIPOC.

Additionally, based on available geography data, we know that we programmed in 23 of our 50 wards (46%) and in 12 south and west side community neighborhoods (52%). Lastly, 59% of our events were on the Loop at four primary locations: Millennium Park, Chicago Cultural Center Daley Plaza and Grant Park.

- **Racial and/or geographical trends:** Although as an aggregate, DCASE programs do reach a majority of BIPOC artists, creatives and cultural organizations, it still sees an underrepresentation when it comes to Latine/x artists, Native American and Asian American artists and youth. According to available data most of the artist support goes to established professional artists versus early career or emerging artists.

Key Function #3: Operations & Marketing

- **Key Result: Special Events Permits**
- DCASE processes Special Events applications for outdoor festivals, street and art/craft fairs and athletic events. Special Event Permits follow health and safety guidelines from either the City of Chicago or State of Illinois.

Chicago City Markets

Chicago City Markets sell fresh seasonal produce, flowers, prepared foods, unique Chicago-made products and rare finds – at Chicago’s longest running farmers market on Daley Plaza, the historic Maxwell Street Market and community markets in neighborhoods across Chicago (7 locations). Key Metrics Show that in 2023:

- # of LINK Swipes / Vendor Visited: 5,019
- # of Sales/ Unique Customers: 3,275
- # of new customers: 423
- # of unique ZIP codes: 1,406
- # of vendors reporting transactions: 1,055
- # of vendors attending market: 1,643
- # of vendors who accept LINK: 1,376

Marketing Department

The Marketing Department at DCASE promotes the events and opportunities presented by DCASE.

Is on track to spend \$93,000 (half of its media budget) on independent media outlets specializing in informing minority populations in Chicago including:

Chicago Latino Network

- The Triibe
 - The Chicago Defender
 - Korea Times of Midwest
 - La Raza
 - Block Club
 - South Side Weekly
 - Austin Weekly News
- **Racial and/or geographical trends:** The DCASE permitting team is limited in its ability to dictate the location of events. However, the City Markets are a place where DCASE has been able to implement a strategy, creating more equitable access to fresh and healthy foods. DCASE has a total of 7 farmers markets in the portfolio, three are managed by DCASE (Division, Daley and Pullman) while 4 markets are managed by local organizations; Austin Town Hall, Bronzeville, Mercado de Colores and West Humboldt Park.

Three of the markets that we are in are underserved communities in Chicago, where there is lack of access to fresh wholesome produce. To meet our commitment to accessibility, all markets overseen by our department accept LINK/SNAP and match up to \$25 per swipe.

Marketing Department

The marketing team's addition of a Community Outreach Coordinator will allow for more targeted outreach to diverse communities for all DCASE events. The strategy for outreach is evolving and is based on existing data of prior outreach efforts.

Key Function #4: Finance

- **Key Result:** The Finance Division of DCASE provides oversight for all contracts in the department. One of the considerations made by the finance team is how many Minority Business Enterprises (MBE) and Women Business Enterprise (WBE) are contracted by DCASE.

TOTAL DCASE EXPENDITURE: \$5,409,231.45

African American Total: \$313,619.62

Hispanic Total: \$827,110.67

Other Total: \$540,305.71

MBE Grand Total: \$1,681,035.99

MBE Percentage: 31.08%

WBE Grand Total: \$237,886.68

WBE Percentage: 4.40%

- **Racial and/or geographical trends:** The distribution of RFPs and RFQs in the department is in constant discussion, particularly as we work to meet our goals around MBE/WBE contractors. Promotion is an important part of this work.

Key Function #5: Film

- **Key Result:** The Chicago Film Office (CFO) leads the city's effort to attract and support the production of feature films, television series, commercials, documentaries, and all forms of screen entertainment produced in Chicago. CFO serves as a one-stop liaison for Chicago production needs including permits, city services, and logistical support.

CFO's film programming is presented in partnership with community organizations who bring valuable expertise, via Chicago Made (CFO's workforce development initiative). These community partners reflect the diversity of thought within the Chicago film industry.

- **Racial and/or geographical trends:** Review of filming permits is one of the key functions of the Chicago Film Office. Although, CFO provides support to entities who are submitting film permits, it is not responsible for the selection of where filming takes place. CFO approves all film permitting for the City of Chicago and will take high-demand locations out of rotation in rare cases that its necessary. Current tracking

efforts show that in the past year, filming has occurred in all but two Chicago's wards. The top three wards where filming takes place are 42, 27, and 25 - all of which have recognizable Chicago landmarks. The 42nd ward includes portions of the loop, the Chicago River, and the River North neighborhood. The 27th ward includes West Loop and East Garfield Park - inclusive of the United Center. The 25th ward includes Pilsen and Chinatown neighborhoods.

Due to capacity, CFO's partners are the primary owners of demographic data of audiences for collaborative events including Chicago Made. This is an area of opportunity to revisit as CFO's capacity increases.

Key Function #6: Executive Administration

- **Key Result:** The Executive Administration team leads special initiatives to shape new programs and inform DCASE's policy decision-making. The team's work prioritizes community engagement and qualitative strategies that seek to engage those most impacted by a potential program or strategy. In 2023, DCASE's Executive Administration team:
 - Led community engagement strategies in southside and westside community areas to inform public art planning and forthcoming capital investment strategies.
 - Carried out outreach and engagement sessions with the City's five mental health clinics – North River Clinic (North Park/Albany Park), Lawndale Clinic, Greater Grand Clinic (Bronzeville), Greater Lawn Clinic, and Englewood Clinic – and experts at Malcolm X College for an ARP-funded Arts & Health pilot.
 - Facilitated design sessions with BIPOC young adults for a forthcoming ARP-funded paid internship pilot program.
 - Managed the implementation of five artist projects connected to We Will Chicago, which advanced goals rooted in racial equity and resiliency, in Back of the Yards, Humboldt Park, South Shore, and among small businesses and health care organizations in south and west side communities.
 - Facilitated the selection for the first Chicago Poet Laureate. 69% of applicants identified as BIPOC - Black/African American - 50%; Asian - 1.6%; Latine – 11.3%; American Indian/Alaskan Native – 1.6%; and Other – 4.8%.
 - Launched a pilot program focused on supporting recovery by training creatives to serve as apprentices in Chicago's mental health clinics, a merging of arts and health modalities. The Chicago Arts and Health Pilot (CAHP) will engage its first 10 creative workers in Fall 2023.
- **Racial and/or geographical trends:** Consistent with earlier reflections included in this document, DCASE should intentionally expand engagement opportunities with Latine, Asian, and Native American/Indigenous communities.

Geography is used heavily to shape the Executive Administration's engagement strategies, and while geography can be an effective strategy for reaching certain under-represented populations, is not universally effective in ensuring representation.

Department of Housing (DOH)

Purpose: The mission of Chicago's Department of Housing is to expand access and choice for residents and protect their rights to quality homes that are affordable, safe, and healthy.

FY2024 Budget Equity Commitments

Priority #1: DOH will advance actions from the following strategies in its contracting action plan:

- We will advance elements to build further our capacity-building accelerator program, including some carry-over details from FY23.

Priority #2: DOH will advance actions from the following strategies in its housing action plan:

- 2024 will represent the first full year in which DOH has a dedicated ETOD project coordinator, who will split their time between ETOD work and DOH's ADU program. This will allow DOH to dedicate more staff time and resources to promoting ETOD across Chicago.

Priority #3: DOH will advance actions from the following strategies in its data action plan:

- We are working with Senior Database Analyst to continue improving internal database systems and data governance to achieve data equity goals further.

To view DOH's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around contracting, DOH's FY23 goal is to increase the number of BIPOC developers in DOH-led projects and enable more qualified BIPOC contractors' participation by providing access to credit.

Status: Complete

Key wins: This year, the Construction and Compliance (CAC) team has conducted and analyzed a survey to understand contractor needs better and has developed a list of 85 contractors that the team will contact for potential participation in the technical assistance program. As part of this goal, DOH is in the process of selecting instructors for the webinar series and has identified funding to develop a webinar series to support historically underserved contractors. While the technical assistance program is primarily geared toward BIPOC contractors, DOH also plans to expand the webinar series to include other historically underserved contractors.

For the first year of program implementation, the target goal for contractor participation in the larger program is 25-30 participants. Additionally, the CAC team has started to draft an RFP to identify delegate agencies that can provide additional support to minority contractors. CAC is also examining how DOH can partner with The Department of Business Affairs and Consumer Protection (BACP) for business support.

Goal #2: To advance the citywide desired result around data collection, DOH's FY23 goal is to develop an equity-centered qualitative and quantitative evaluation framework for all DOH programs that increases historically excluded communities' (Black communities, Indigenous communities, immigrant communities, survivors of gender-based violence, returning residents, low-income residents, people with disabilities, and LGBTQIA+ communities) utilization of DOH programs and increases public transparency.

Status: Partially Complete

Key wins: This year, DOH's Policy bureau has selected the Home Improvement team as its pilot team for in-depth program evaluation using equity-centered data. The Home Improvement pilot team is evaluating and improving the Home Repair Program (HRP) and the Small Accessible Repairs for Seniors Program (SARFS).

DOH's Policy bureau has also worked with the Program Director over delegate agency contracts to build equity-centered data principles for all community development grant application programs.

In addition, a Senior Database Analyst position, approved for the FY23 budget as part of the Data Equity Project initiative, was onboarded in July. They are working to improve data governance practices with the ARO and multi-family finance teams, as well as supporting the program evaluation pilot. Other work for this goal has not progressed due to staff capacity issues. The main staff person managing this project left the department, and the bureau has not yet found a replacement. However, interviews are being conducted, and the bureau is hopeful it will be back on track in the first quarter of 2024.

Goal #3: To advance the citywide desired result around housing, DOH's FY23 goal is to increase the number of affordable units near high-utilized transit stops.

Status: Complete

Key wins: As of August 2023, DOH has closed on six affordable housing developments in equitable transit-oriented zones and completed construction on one. These developments add almost 500 housing units in Englewood, the Near West Side, Lincoln Square, Bronzeville, East Garfield Park, and Woodlawn. In addition to these developments, DOH prioritizes funding for proposals that incorporate transit or alternative transportation benefits as a part of the Department's 2023 Qualified Allocation Plan review process, and the department will soon be onboarding a staff member to support this effort internally.

Biggest equity wins last year

The outcomes of DOH's work exhibit a dedicated focus to serving communities in historically disinvested areas throughout Chicago's 77 areas. Key equity wins include an increase in working with and supporting BIPOC-led developer teams, ensuring that BIPOC communities not only benefit from the development of affordable housing but are also building it and generating equity and experience capacity; assisting more than 8,000 Chicago residents (the majority of which are Black or Latino) in homeownership opportunities and expanding access to homeownership knowledge; and increasing the number of congregate shelters, aiding in the reduction of homelessness in the city.

During 2023, DOH also conducted internal mandatory training to ensure all departmental staff understand aspects of equity and the values expected to be present in their work. In July, DOH partnered with PRAXIS Chicago to deliver two gender inclusive and trans-affirming best practices workshops. The training focused on creating a Trans and LGBTQIA+ inclusive workplace. In total 101 staff members attended, with 53 joining session #1 and 48 joining session #2. Additionally, DOH staff will attend an Equity 101 training in Q4.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Manage the development of affordable multi-family rental and single-family housing by providing financing through Low-Income Housing Tax Credits (LIHTC), Donation Tax Credits, Tax Exempt Municipal Bonds, and City grants and loans.

- **Key Result:** DOH released its 2023 Qualified Allocation Plan (QAP) and Architectural Technical Standards Manual (ATSM), both of which further identify concrete strategies that bring DOH closer to achieving the goals identified in its 2021 Racial Equity Impact Assessment (REIA). These goals are aimed at providing adequate support to Black, Indigenous, People of Color (BIPOC) communities and developers, and to residents most in need. The 2023 funding round officially closed on July 7, 2023, and results will be released later this year.

Furthermore, through the Consortium for Housing and Asset Management (CHAM), DOH facilitated training needed for technical assistance and capacity building for underserved BIPOC and emerging developers.

The Single Room Occupancy (SRO) Preservation Loan Fund is a citywide program that was created for the preservation and maintenance of SRO buildings, an essential resource in many communities across the city, including Hyde Park, Portage Park, Edgewater, Uptown, Garfield Park, and Washington Park. SROs are Naturally Occurring Affordable Housing (NOAHs) available to tenants at risk of homelessness if not for this type of low-cost, low-barrier entry housing stock.

- **Racial and/or geographical trends:** In 2021, DOH's REIA looked at the racial makeup of the ownership structure of Low-Income Housing Tax Credit (LIHTC) properties and found that LIHTC has historically benefitted large developers from predominantly white-led and professional service teams, with a long track record of winning tax credits. The REIA also found that small BIPOC-owned, newer developers and professional service teams are disproportionately burdened by structurally racist policies, practices, and systems, and have been largely excluded from competing for tax credits. LIHTC underwriting standards continue to reinforce disparities in economic outcomes and opportunities between racial/ethnic groups in the city of Chicago.

The REIA also indicated that 20% of LIHTC units were developed in predominately white, opportunity amenity rich areas, only 6% of LIHTC units were developed in Latinx communities (generally identified as transitioning areas), while 50% of LIHTC units were developed in predominately Black communities and redevelopment areas.

Key Function #2: Implement housing and neighborhood preservation programs to eliminate blight, rehabilitate deteriorated vacant and abandoned housing, work with local

developers for wealth building and local reinvestment, and to bolster community safely through the sale of homes for homeownership.

- **Key Result:** DOH facilitated the acquisition and rehabilitation of vacant and abandoned homes in some of Chicago's most challenging housing markets and worked with BIPOC developers to nurture local wealth-building. Since its inception, this program has acquired 46 buildings and transferred 43 to local developers for rehabilitation. DOH is in the process of acquiring and rehabilitating an additional 17 before the end of Q2 2023.
- **Racial and/or geographical trends:** The outcomes of DOH's housing and neighborhood preservation programs have provided training opportunities for 200 returning residents (i.e., residents who have returned from incarceration) in the seventh, 10th, and 11th police districts.
- One of the leading programs in DOH's Bureau of Housing Development is the Micro Market Recovery Program (MMRP), a subset of the Neighborhood Development and Housing Preservation program, which assists in rebuilding distressed Chicago communities by reducing the cost of homeownership, creating communities of choice, and attracting new owners to vacant buildings on targeted neighborhood blocks. Its service areas include Auburn Gresham, Austin, Chatham, Chicago Lawn, Englewood, Hermosa, New City (Back of Yards), South Shore, West Garfield Park, West Humboldt Park, and West Pullman.

Key Function #3: Provide homebuyer and homeowner assistance, including home purchase assistance, emergency repairs, counseling, energy efficiency improvements, and financing programs.

- **Key Result:** In 2023, DOH's Homeownership Bureau created a pilot program to assist co-op members with down-payment assistance. This pilot resulted in collaboration with the Pilsen Housing Cooperative (PIHCO) to acquire a six-unit building that created 4 affordable units for tenants at 31-85% of the area median income (AMI).

The Homeownership Bureau also collaborated with the Department of Planning and Development's (DPD) Land Management Team to consolidate its land sale programs into a single portal called ChiBlockBuilder, through which DOH received 59 single-family development applications and is moving forward with 20 through the City Lots for Working Families (CL4WF) program, including open listings and directed listings. The Homeownership Bureau also expanded the Building Neighborhoods and Affordable Homes (BNAH) program to a citywide program, which now provides purchase assistance to qualified homebuyers purchasing a home built on City-owned land with a Land Sales Redevelopment Agreement (RDA).

- **Racial and/or geographical trends:** As of June 2023, the outcomes of the Bureau of Community Engagement, Racial Equity, and Strategic Initiatives (CERESI), including the Technical Assistance (TACOM) program, the Housing Counseling Centers (HCC), Historic Chicago Bungalow Association (HCBA), Small Accessible Repair for Seniors program (SARFS), and SARFS Ramp and Lift are indicated below:
 - TACOM: Over 4,500 people connected to Housing related resources and information for renters, landlords, homeowners, homebuyers, and homeless services.
 - HCC: Over 4,100 people received HUD-Approved housing counseling and education.
 - HCBA: Over 500 households receiving energy-saving retrofits.
 - SARFS: 36 seniors received minor accessibility repairs.
 - SARFS Ramps and Lifts: 14 vertical lift platforms installed.

The racial makeup of the homeowners that DOH serves are majority Black Americans, with Latino Americans and White Americans comprising the second, and third largest racial groups, respectively. Asian Americans, and those who identify as other, make up the third and fourth largest racial groups receiving homeownership assistance from DOH programs. This data illustrates that DOH's programs have primarily served BIPOC communities throughout Chicago.

DOH's Homeownership programs work in various community areas citywide. While the SARFS program operates citywide, most repairs have occurred in wards 11, 17, 18, and 21.

56% of the repairs were on the South side, with 14% of repairs completed on the West side. The SARFS Ramp and Lift program operates in high-need areas, focusing on South and West side neighborhoods such as Roseland, Washington Heights, Chicago Lawn, and Humboldt Park. DOH has also worked with contractors from organizations under the TACOM, HCC, HCBA,

and SARFS programs and non-profit delegate agencies.

Key Function #4: Lead research and development of City housing policy issues to promote an equitable distribution of affordable housing.

- **Key Result:** DOH Policy is working on launching the 2024-2028 Five-Year Housing Plan. Public applications for the Steering Committee were released in the spring of 2023, and the final committee selections will be made in August of 2023. It will guide the first draft of determining policy and program milestones for DOH to incorporate into the Five-Year Housing Plan, and that DOH report against over the next five years.
- **Racial and/or geographical trends:** The Steering Committee will convene a diverse group of stakeholders in terms of race and ethnicity, community areas, as well as lived and professional experience to balance valuable technical expertise with a broad spectrum of perspectives. In partnership with DOH, the Steering Committee will support the department's efforts to leverage community feedback to clarify programmatic priorities and policy recommendations through the examination of existing plans (i.e., the REIA, Blueprint for Fair Housing, transition plan, etc.) and community input. Using this approach, DOH will further refine clear and equitable metrics to be reported against on a quarterly basis.

Key Function #5: Develop safe and high-quality housing and shelter for Chicagoans experiencing or at risk of experiencing homelessness.

- **Key Result:** DOH is working with five existing congregate shelter providers, selected by a Request for Proposals (RFP) in late 2022, to identify new spaces for the construction of high-quality non-congregate shelters. Acquisition and rehabilitation funds will come from DOH.

Simultaneously, DOH opened its 2023 LITHC funding round with additional focus placed on Homelessness and Permanent Supportive Housing (PSH). This focus included a PSH-dedicated preference tract, a firm commitment to PSH and/or very low-income units in all DOH-funded buildings, requirements related to trauma-informed design, and rigorous tenant selection plan guidelines to ensure quality housing and supportive services are accessible to residents at risk of and experiencing homelessness.

- **Racial and/or geographical trends:** The five shelters in the program operate in geographically diverse neighborhoods across Chicago's South, West, and North sides. They also serve varying populations, including men, families, and youth.

The populations prioritized for PSH development were selected via a rigorous community engagement process with key stakeholders across the housing and homelessness continuum. The populations included expands the eligibility of DOH-funded PSH to include populations at risk of homelessness, including returning residents, survivors of gender-based violence and human trafficking, and households living doubled up.

Community Services

Chicago Department of Public Health (CDPH)

Purpose: CDPH works with communities and partners to create an equitable, safe, resilient and Healthy Chicago.

FY2024 Budget Equity Commitments

Priority #1: CDPH will advance actions from the following strategies in its community engagement action plan:

- Convene representatives from across CDPH bureaus to establish aligned, coordinated systems to regularly collect and disseminate information about CDPH's current community engagement efforts.

Priority #2: CDPH will advance actions from the following strategies in its workforce action plan:

- Provide and maintain an equitable onboarding experience for all new employees across the department.
- Provide staff with training and development opportunities to advance equity and professional growth. Support timely, inclusive recruitment, interviewing and onboarding that reflects up-to-date communication and engagement tools to attract and retain top-level candidates.

Priority #3: CDPH will advance actions from the following strategies in its public health and human services action plan:

- Improve access to and education about harm reduction strategies to prevent opioid overdose.
- Improve access to evidence-based, low-barrier treatment and recovery services for opioid use disorder.
- Enhance community awareness of opioid overdose and improve community engagement opportunities to participate in overdose prevention interventions citywide.

To view CDPH's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around workforce diversity, CDPH's FY23 goal is to create learning and development opportunities for staff that align with the department's anti-racism value: We are committed to dismantling systemic racism to create an organizational culture that actively supports anti-racist efforts and is committed to recognizing, addressing, and eradicating all forms of racism within the department and in the community. The department began offering training to all staff in 2022 on Dismantling Racist Systems which is a series of six customized workshops in a graduated sequence that focus on race equity as the primary theme for Healthy Chicago 2025. These workshops unpack the history of systemic racism in the U.S. and examine how disparities and the present-day manifestations of racism have fostered this country's narrative of racial difference. The goal is to have all CDPH staff complete the Dismantling Racist Systems Series. To date there are over 250 staff members who completed the foundational training that helps equip them with the knowledge, tools and resources to be more comfortable talking about race and to take action in order to transform policies and processes that foster anti-racist, multicultural systems.

Status: Complete

Key wins: Over the past year, more than 400 staff members (almost half) have taken the foundational level, which is the first of six, in the Dismantling Racist Systems series. Currently, our equity liaisons are working toward creating a policy to codify CDPH's commitment to anti-racism training. As a new policy, all new CDPH employees will be required to complete, at a minimum, the initial workshop within the dismantling racist systems training series within the first year of employment. All current CDPH employees will be required to complete, at a minimum, the initial workshop in the series, within one year of policy enactment.

Goal #2: To advance the citywide desired result around community engagement, CDPH's FY23 goal is to increase investment in structures that enable community leadership in key CDPH initiatives, including Healthy Chicago Equity Zones and Family Connects Community Alignment Boards (CABs). These structures are designed to build community voice and power, with a focus on community areas and populations that are most affected by health and racial inequities.

Status: Complete

Key wins: CDPH has seen significant success with both the Healthy Chicago Equity Zones (HCEZ) and Family Connects Chicago (FCC) Community Alignment Boards.

Since 2021, CDPH has funded six regional organizations – which in turn subcontract with 44 community-based organizations – to co-lead the HCEZ initiative. HCEZs advance the Healthy Chicago 2025 goal of closing the City's racial life expectancy gap by ensuring that community members have power and resources to identify local assets and challenges, and to develop solutions that meet their most pressing needs. This year, HCEZ partners completed community health assessments that included input from 7,000+ residents. More than 20 HCEZ representatives participated as Fellows in CDPH's Data Academy, where they received training on how to access and analyze public health data to answer questions of local interest. Now, HCEZs are engaged in action planning and mobilizations on a variety of health issues, including diabetes prevention, opioid overdose response, infectious disease prevention, Medicaid enrollment, and more. CDPH is currently pursuing sustainability strategies through new grants and public investments.

The FCC program is building a coordinated citywide system of support and care for all Chicago families welcoming newborns through in-home nurse visits and the intentional engagement of community expertise. That expertise is captured through the FCC system of Community Alignment Boards which includes a broad set of organizations and individuals representing every geography in the city and every segment of the maternal and child health, education and community services landscape. This system scaled in FY23 from 3 regional Community Alignment Boards (CABs) to include the full complement of 6 regional CABs convened by lead community-based organizations funded by CDPH, a Citywide Advisory Board of systems leaders, and a Healthcare Provider's Council. Altogether more than 225 stakeholders are active participants in reviewing the data about families' needs, guiding communication strategy and messaging, identifying local resources, developing policy solutions for gaps in services and barriers to access, and guiding the implementation of the program.

Goal #3: To advance the citywide desired result around environment, climate and energy, CDPH’s FY23 goal is to conduct a citywide cumulative impact assessment to provide a more comprehensive inventory of pollution sources, describe how overall pollution burden varies across community areas, and characterize community-level experiences of and vulnerability to pollution. This will inform decision-making in policy areas such as land use/zoning, permitting, and enforcement to promote environmental justice.

Status: Complete

Key wins: The cumulative impact assessment is on track for completion in FY23 as planned. CDPH, the Mayor’s Office of Climate & Environmental Equity (OCEE) and our community partners conducted a baseline assessment from May 2022 to August 2023, supported by funding from the Chicago Recovery Plan. Groups dedicated to data and methods, policy, communications and engagement, and interdepartmental coordination met regularly to guide this work, which will continue throughout 2023 and beyond as we analyze indicators, make data more publicly accessible, and advance policy efforts.

The deliverables of the cumulative impact assessment include:

- Initial Community Input Summary
- Landscape Assessment
- Work Group Charters
- Preliminary Policy Recommendations
- Chicago Environmental Justice Index Map and Data Dashboard
- Environmental Justice/Cumulative Impacts Policy Draft
- City of Chicago Environmental Justice Action Plan, including proposed changes to City department practices and policies so that justice and equity principles are part of day-to-day operations and decision-making
- Community Co-Design Lessons Learned Assessment
- Summary of Community Input Provided During Assessment

Following the completion of the assessment, the Chief Sustainability Officer and the CDPH Commissioner will present findings to the Mayor and Chair of the City Council Committee on Environmental Protection and Energy by October 31, 2023. But change is already underway. An Executive Order issued by Mayor Lightfoot in May 2023 – along with related commitments in a Voluntary Compliance Agreement executed with the federal Department of Housing & Urban Development (HUD) and Southeast Side organizations – bind the City to this assessment and the reforms that follow from it. The Transition Team Report to Mayor Brandon Johnson also endorsed the approach.

These are critical steps to promote environmental justice in Chicago – and one way that we are collectively advancing the vision of Healthy Chicago 2025, the citywide plan to close Chicago’s racial life expectancy gap by addressing the root causes of health.

Biggest equity wins last year

Chicago has made excellent progress toward ending the HIV epidemic, particularly in both Black and Latinx Chicagoans, and across every age group.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Chronic Disease Prevention & Health Promotion (Community Health Response Corps)

- **Key Result:** The Community Health Response Corps (CHRC) is a CDPH-led community health worker program that connects residents on the south and west sides of Chicago to social services and disseminates health care information to the community with the goal of improving residents' overall health through neighborhood events, canvassing and a call center.

Referral Services

CHWs in the Corps provide resource referral services and vaccine outreach through a hotline originally established for pandemic response. Callers are not required to share demographic data, but of those who do choose to share, 53% are Black or African American and 21% are Hispanic or Latinx. Callers who agreed to share their ZIP code were concentrated in the Corps priority areas on the South and West sides. The ZIP codes reported by at least 10 callers included 60608, 60649, 60620, 60617, 60619, 60637, 60629, 60644, and 60621.

In-person Engagements

Since we adopted our new reporting tools in Spring 2023, Corps members have provided health outreach and service referrals at 547 community events such as food pantries, pop-up vaccine clinics, CPR trainings, and career fairs. Of these, 159 (29%) were in the Far South region, 122 (22%) were in the Near South region, 130 (24%) were on the West side, 71 (13%) were in the Northwest region, and 10% were in the Southwest region. Regions have been defined by the Health Chicago Equity Zone initiative deploying hyper-local strategies.

- **Racial and/or geographical trends:** Community members who call the resource hotline are not required to share personal demographic information to receive services, and most prefer not to share this information voluntarily. This limits the demographic data we are currently able to report about the recipients of services. The Corps is in the process of transitioning to the new [Unite Us](#) software platform for resource referrals. While the primary purpose of this migration is to provide enhanced services and continuity of care, we expect that it will also enable us to collect enhanced demographic data in correlation to our referral services activities while protecting individual community members' privacy.

The geographic data, also voluntarily shared, shows that our in-person engagements and call center activities are highly focused on the south and west side of Chicago. This is our desired outcome as our Response Corps members are residents of the predominantly South and West sides and we continue to elevate the Community Based Organizations' activities that are also in these priority community areas most affected by the pandemic.

Key Function #2: HIV/Syndemic Infectious Diseases

- **Key Result:** Housing for Black and Latino gay, bisexual, and other men who have sex with men (GBM) who use HIV pre-exposure prophylaxis (PrEP): CDPH invests \$750,000 annually to house HIV-negative GBM who use PrEP, a medicine that prevents HIV infection. Between September 2019, when the program launched, and April 2023, 52 individuals were housed, 83% Black GBM and 17% Latino GBM. 90% of participants increased income while in the program, and 86% of participants who exited the program moved into permanent housing. All participants remained HIV-negative.
- **Racial and/or geographical trends:** The CDPH PrEP housing program prioritized Black and Latino GBM, and 100% of participants were members of these communities. Data suggest that supportive housing programs, like the CDPH PrEP housing program, can help persons highly vulnerable to HIV acquisition remain HIV-negative, increase income, and transition out of programming to permanent long-term housing.

Key Function #3: Family Connects Chicago

- **Key Result:** Family Connects Chicago (FCC) has doubled its community engagement footprint citywide and expanded the offer of in-home nurse visits to Chicago families with newborns delivering at 7 of Chicago’s birthing hospitals (representing 36% of all births in Chicago). The service will expand to 11 hospitals by end of 2023 and has the goal of serving all 15 hospitals by 2024.

Although reaching for universality – with the understanding that 94% of families report some need for support in the weeks following the birth of a baby – FCC has prioritized implementation in communities on the south and west sides of the city with poorer maternal and child health and outcomes and inequitable access to services and care.

3,039 visits with families were completed during 2022 and the first half of 2023, reaching all 77 of Chicago’s community areas.

- **Racial and/or geographical trends:** For the most recent full year of data (2022), the following patterns were observed:

When analyzed by geography, 90% of the families completing a nurse visit lived in the west/near northwest, south, southwest and far south regions of the city. Additional outreach and onboarding of hospitals serving the north and northwest sides of the city will support more universal participation.

The highest rate of home visit completion was 50% for Latinx families, followed by 48% for non-Latinx Blacks, 44% for non-Latinx Asian and 38% for non-Latinx Whites. Continued outreach and marketing campaigns to normalize acceptance of the program is being done to close gaps in completion rates.

While 10% of all families receiving a visit needed additional visits and follow-up based on identified risks, the rates differed by race/ethnicity: 13% non-Latinx Black, 9% Latinx, 3% non-Latinx Asian and 3% non-Latinx White.

There were differences based on race/ethnicity in self-reported attendance at follow up maternal post-partum visits (83% of non-Latinx Blacks vs. 92% of Latinx and non-Latinx Whites and 94% of non-Latinx Asians) pointing to the need for additional support for follow-up visit plans.

Key Function #4: Mental Health

- **Key Result:** From 2020 - 2022, CDPH expanded its direct service operations and funding portfolio to provide no-barrier mental health services within clinics and beyond clinic walls. CDPH achieved city-wide expansion of the Trauma-Informed Centers of Care network, consisting of CDPH Mental Health Clinics and funded non-profit mental health providers to expand trauma-informed, integrative mental health services to individuals and families regardless of ability to pay, immigration status, or health insurance.

Trauma-Informed Centers of Care funding prioritizes building capacity within non-profit organizations to increase number of people served and types of services provided across Chicago's 77 communities. A review of 2021 workplans for the original grantees, and 2023 workplans for new and expanded grantees indicated that the TICC initiative launched projects that projected to onboard approximately 264 clinical staff. This number provides a snapshot of how funds are prioritized to onboard new clinical staff and maintain focus on utilizing funds to support clinical staff in service provision of psychiatry services, outpatient therapy, case management & care coordination, and other eligible services under the grant to new clients. The TICC network utilizes funds to operate service delivery models that offer services free of charge or sliding scale to \$0 in 109 physical clinics and 58 community-based colocations.

In addition to mental health service expansion in clinics, CDPH supported service provision in community locations including schools, libraries, and shelters. The city's first ever co-responder program, [Crisis, Assistance, Response, and Engagement \(CARE\)](#) integrates mental health professionals in the City's 911 response system.

In addition to the CARE program, CDPH drives several initiatives that provide mental health services outside of the walls of clinics to individuals with complex needs (serious mental illness, co-occurring disorders), including team-based care (multidisciplinary teams that provide wraparound services), shelter-based care, outreach and support services on CTA red and blue line trains, and walk-in psychiatry services.

In 2022, CDPH's mental health equity initiatives served 73,899 unique individuals and provided 154,694 units of service. CARE responded to over 1,000 911 calls without use of force or arrest since 2021. Initiatives continue to prioritize community areas and populations in which disparities exist in access to care, impact of system racism and disinvestment, and resource scarcity, and also, focuses on city-wide coverage due to behavioral health harm that impacted all Chicagoans.

- **Racial and/or geographical trends:** CDPH has launched initiatives based on indicators of highest cumulative rates of economic hardship, residents without health insurance, serious victimization counts, crisis mental health transports, and behavioral health crisis calls to 911. Based on data, community areas of highest need are in the city's south and west side regions. When analyzing unmet mental health treatment needs among moderate or serious psychological distress rates, similar trends indicate that highest need areas fall in the city's south and west sides with some north side community areas demonstrating need. CDPH analysis of mental health hospitalization data has highlighted disparities related to race/ethnicity in the city. Data suggests that non-Hispanic (NH) Blacks experienced rates of inpatient hospitalization that were 2.5 time higher than NH Whites. For schizophrenia and other psychotic disorders, rates of hospitalization among NH Black were 5.4 times and 4.6 times higher than Latinx and NH Whites respectively. Data also indicates that

the demographics of high users of hospitals, the homeless system, and the jail are 86% Male and 84% Black.

CDPH has also prioritized populations that are disproportionately impacted by the Covid-19 pandemic and benefit from culturally responsive, specialized mental health services. Prioritized populations include Children, Adolescents, and Young Adults (0 – 24), Older Adults (60+), Non-Native English-Speaking Individuals, Immigrants, and Refugees, Individuals with Intellectual and Developmental Disabilities (IDD), Individuals that identify as LGBTQIA+, and Survivors of Gender-Based Violence GBV).

The data indicates the disparities in mental health services that non-majority and marginalized populations face in accessibility to high-quality, culturally responsive services that are in their communities. Through CDPH's mental health equity initiatives, service expansion has increased service sites and types of services available across the city's highest need area. CDPH collects data on race/ethnicity for clients served; however, has noted that limitations exist in how demographic data is reported. Further capacity building to support organizations' reporting on race/ethnicity demographics and outcomes, as well as resources to analyze large scale MH expansion across Chicago's communities and the continuum of care would be beneficial.

Key Function #5: Community Health Assessment & Planning (Healthy Chicago 2025)

- **Key Result:** In 2020, CDPH worked with community organizations and partners across sectors to launch [Healthy Chicago 2025](#), our citywide plan to close Chicago's racial life expectancy gap by addressing the root causes of health. The plan includes strategies in several priority areas as a call to action for organizations across sectors.

All of CDPH's work is organized around this central goal - for example, opioid treatment and overdose prevention initiatives, nurse home visits for newborns, and increasing access to HIV services. In our efforts address the pandemic, CDPH partnered with hyperlocal organizations in the hardest hit community areas to co-lead community outreach and education, linking people to vaccines and other health and social supports. Today, we are building on that model by funding community-based organizations to plan and implement solutions to their priority health needs - including the drivers of the life expectancy gap - through the Healthy Chicago Equity Zones initiative.

- **Racial and/or geographical trends:** The biggest contributors to the racial life expectancy gap in Chicago are: chronic diseases (like heart disease and diabetes); gun-related homicide; infant mortality; HIV and other infectious diseases (now including COVID); and opioid overdose.

Before the COVID-19 pandemic, average life expectancy was declining for all racial/ethnic groups except Non-Hispanic white Chicagoans. During the pandemic, life expectancy decreased for all Chicagoans. Latinx Chicagoans experienced the sharpest decline while Black Chicagoans continued to have the lowest life expectancy among all combined race and ethnic groups. For the past ten years, the two most critical drivers of the life expectancy gap between Black and white Chicagoans have been heart disease and homicide. In 2020-2021, deaths directly attributable to COVID-19 became the third leading driver of the gap. The three top drivers combined are currently responsible for over a third of the 10-year life expectancy gap between Black and white Chicagoans. Increasing disparities in accidents, opioid overdoses, and most chronic diseases also contributed. Disparities in cancer and HIV-related mortality continued to shrink during the

pandemic, but were not enough to close the gap. CDPH continues to analyze and update life expectancy data, having recently received 2020 Census data.

Chicago Commission on Human Relations (CCHR)

Purpose: The Chicago Commission on Human Relations (CCHR) is charged with enforcing the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance. The Commission 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.

FY2024 Budget Equity Commitments

Priority #1: CCHR will advance actions from the following strategies in its community engagement plan:

- Launch a listening campaign in these communities for the purpose of asking how CCHR can be a better partner and lay the groundwork to build relationships toward community-driven collaborations.
- The CCHR will work with elected officials, community-based agencies, and our city partners to identify groups to engage with for the listening sessions. We will work with these entities to determine the best methods for reaching and engaging the residents in these sessions to ensure vulnerable populations in these communities are included.
- Extend CTA Ad Campaign to provide information about CCHR and our services to the bus and train lines servicing most impacted communities. In 2022, we were able to place ads on and inside CTA buses, in trains, and in stations across the city with an emphasis on coverage on the south and west sides. The campaign was for four weeks (November to December) but ads remained in place in many locations through January 2023. We will duplicate this plan for 2024.

Priority #2: CCHR will advance actions from the following strategies in its data action plan:

- CCHR will become a stronger source of data for the City. We will do so by expanding the use of the LegalServer case management system to our Intergroup Relations Unit to better track outcomes related to our community tension interventions, including mediations, workshops, presentations, and hate crime data. The data will help us think strategically about how we can focus more of our efforts on impacted communities. Secondly, the data will inform the public about our work in their communities and help them see where more services and interventions may be needed.

To view CCHR's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around community engagement, CCHR's FY23 goal is to develop channels of communication with Black and Brown communities in the South and West sides, with the priority areas being Roseland, Riverdale, West Garfield Park, and North Lawndale.

Status:

Partially Complete

Key wins: The CCHR hired a new Director of Intergroup Relations who joined the office in August 2022. We have also recently completed interviews for the new Public Relations Representative III and hope to have the employee start by mid-September.

We are currently working with community leaders in the 9th and 10th Wards to conduct listening sessions for residents of Roseland, Riverdale, and other nearby communities in late August or early September. We will use the information derived from these sessions as the basis for continued work with the community to develop an outreach and education program. We will coordinate with the community groups to determine the best method for scheduling follow-up discussions.

Goal #2: To advance the citywide desired result around public health and human services, CCHR's FY23 goal is to develop and strengthen partnerships with other city departments to address issues of discrimination by reaching residents who have not accessed the services of our department, particularly communities in Roseland, Riverdale, West Garfield Park and North Lawndale.

Status: Complete

Key wins: The CCHR worked with several departments to address discrimination and labor violations against vulnerable workers. This included working with BACP to conduct outreach in Spanish at a symposium hosted by the labor group, ARISE. We also worked with the Mayor's Office for Returning Residents and the Law Department to implement ordinance amendments to the Returning Residents Ordinance. Similarly, we worked with BACP and the Police Department to implement new U Visa and Deferred Action processes. Finally, the CCHR participated in CHA's Owners Symposium.

The CCHR also worked with city departments to address sexual harassment in employment and housing. This included implementing new amendments to the Bodily Autonomy Ordinance and helping to develop new policies for this ordinance with the Mayor's Office of Gender-Based Violence, Human Resources, Law, and Public Health.

These important initiatives help provide protection from discrimination for the most vulnerable of residents, particularly Black and Brown residents of the South and West Sides where opportunities for employment and stable, affordable housing are limited. Removing barriers related to criminal history, sexual harassment, and health care decisions will help begin to help these residents access services and opportunities in a more equitable manner in comparison with other city residents.

Goal #3: To advance the citywide desired result around data, CCHR's FY23 goal is to provide quarterly statistical reports for each area of CCHR's work on our webpage.

Status: Partially Complete

Key wins: The IGR staff received training on the LegalServer case management system in March 2023, and the system went live in April 2023. The staff are now using it to input their activities for community tensions and mediations, outreach, and hate crimes. Additional training will be taking place soon to help staff learn how to query the system to generate reports.

Data for 2023 continues to be recorded weekly. The preliminary reports generated helped identify additional areas that need to be addressed before final reports are made available on our webpage. We hope to have these issues resolved and reports made available by the end of the year.

Biggest equity wins last year

At this point, the data is inconclusive due to new methods for tracking data implemented in 2023. This includes a new case management system for the Intergroup Relations Unit, and the new Equity Data Tracking Process implemented by the Adjudication Division.

Perhaps the most significant equity win for the department has been in observing how each unit of the department has embraced our REAP and has made efforts to incorporate its goals into its work. The Unity Brunch and the Unity Summit are two major examples of this. In addition, there are key equity wins coming soon with the kickoff of the CCHR Community Hate Crimes Reporting Project in October, and the launch of our Community Listening Campaign in late August.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Investigates and adjudicates complaints of discrimination.

- **Key Result:** CCHR received 89 percent more new complaint filings through July 10, 2023, as compared to the same period in 2022.

We also completed 81 percent of investigations within one year of the filing of the complaints, as compared to 49 percent for the same period in 2022.

- **Racial and/or geographical trends:** The CCHR attempts to capture demographic data of the people who file complaints with our office (complainants) by having them complete background forms along with their complaint forms. Unfortunately, 1) some complainants choose not to do so, 2) complaints that are filed online had not included the background forms until September 2023. Thus, 71% of complainants provided some demographic information on the background forms.

The data shows that 73% of housing complaints were filed by women, and by race 73% were filed by Blacks. Public accommodation complaints also included 92% filed by Blacks. There was insufficient data for employment filings to indicate any significant patterns. Additional analysis is required to gain a better understanding of these results for each category.

Key Function #2: Mediates community conflicts and conducts peace circles.

- **Key Result:** CCHR responded to 126 community tensions city-wide from Jan. 1, 2023 – July 31, 2023, offering mediation, peace circles, and other forms of conflict resolution.
- **Racial and/or geographical trends:** Where race was identified, 30% of the alleged victims who reported the conflicts were Black, 25% White, 15% Latinx, and 2% Asian. Here race is being used as an indicator solely to show which groups are reporting these

incidents. It is not to suggest that all or most of these community tensions were based on racial conflicts. Indeed, many of the disputes were between parties of the same racial group.

More than anything, the data gathered by address of the conflict was more indicative as to which neighborhoods have residents who are availing themselves of CCHR's services, rather than which areas are experiencing more conflicts. For example, CCHR received reports of conflicts from many areas across the city, but rarely included those communities on the West and Southeast sides which are specifically identified in our REAP (Roseland, Riverdale, West Garfield Park, and North Lawndale) as areas for increased outreach efforts. We are currently planning community listening sessions in some of these neighborhoods.

Key Function #3: Provides educational workshops Provides educational workshops.

- **Key Result:** CCHR continues to provide educational workshops to the public often upon request or as response to community conflicts and hate crimes.

This year, the CCHR enhanced its traditional workshop offerings to host two major events with the goal of promoting unity through education, the CCHR Unity Brunch and the CCHR Unity Summit. These programs brought together Chicago leaders to discuss ways to promote equity and combat hate, discrimination, and prejudice.

The day-long Unity Summit included presentations on Public Safety and Public Health through an LGBTQ + Lens, Development without Displacement, Managing Community Change, the Many Faces of Islam, Inspiring Young Chicagoans into Civic Engagement, and Standing up to Racism, Antisemitism, and Hate.

- **Racial and/or geographical trends:** The Unity Brunch and the Unity Summit intentionally targeted leadership throughout the city's diverse communities. Many of the attendees represented community agencies from across the city, with several from offices in the Loop. This helped to produce a very diverse audience in terms of race, religion, and sexual orientation. However, the CCHR fully realizes the success in our educational outreach efforts will come from engaging community residents, particularly those represented in our REAP.

Key Function #4: Advocates for and assists hate crime victims.

- **Key Result:** The CCHR responded to 67 hate crimes from January 1, 2023 – July 31, 2023, to assist hate crime victims. Race continues to be the most reported category for hate crimes followed by sexual orientation and religion.
- **Racial and/or geographical trends:** Hate Crimes continue to occur in neighborhoods throughout the city, including the Loop. Blacks remain the highest victims based on race, and members of the Jewish faith are the most often targeted for religious hate crimes.

Mayor’s Office of People with Disabilities (MOPD)

Purpose: The Mayor’s Office for People with Disabilities (MOPD) works to make Chicago a world-class accessible city on behalf of residents and visitors with disabilities.

FY2024 Budget Equity Commitments

Priority #1: MOPD will advance actions from the following strategies in its housing action plan:

- Maximize outreach and staffing efforts within the HomeMod program. Maximize the construction and repair of accessible modifications to homes to increase accessible housing stock and reduce the future cost of services to aid Chicagoans with disabilities, home health aides or nursing home care.

Priority #2: MOPD will advance actions from the following strategies in its public health and human services strategies action plan:

- Encourage food programs to ensure their services are accessible to people with disabilities.

Priority #3: MOPD will advance actions from the following strategies in its data action plan:

- Continued collaboration with ECM to collect and report-out data from Career Center job seekers.

To view MOPD’s full Racial Equity Action Plan, click [here](#).

Progress on last year’s (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired results that all Chicagoans are healthy and benefit from a full range of health and human services, MOPD’s FY23 goal is for all Chicagoans with disabilities to have access to healthy and nutritious food.

Status: Complete

Key wins:

Partnership with Greater Chicago Food Depository Program

- 15 clients referred since program launched in Jan 2023
- 9 clients active since April 2023
- 4 clients receive 15 meals per week option
- 4 clients receive the 21 meals per week option

Feedback

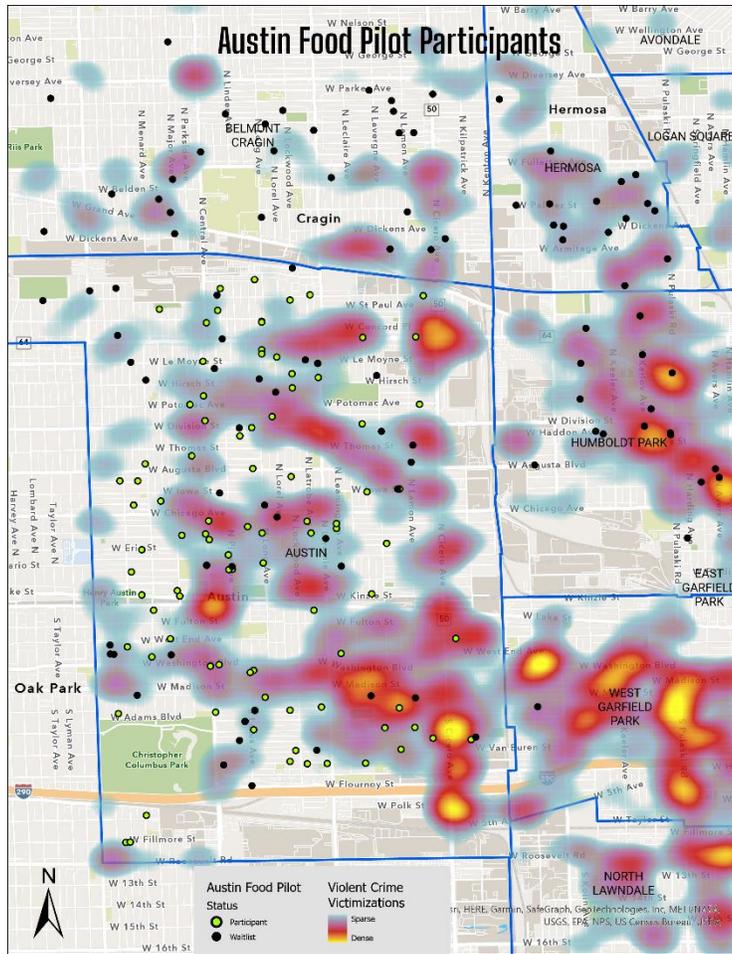
- Clients provide positive feedback on entrees delivered.
- Clients provided feedback on specific meals provided, including on soups delivered for lunch. For example, favorite soups are the shrimp and corn chowder and turkey chili and least favorite soups are butternut squash and potato leek.
- When asked about the meals, one client responded, “the meals are good – I was surprised!”

Austin In-Home Delivery for Individual with a Disability

CHICAGO - The Mayor's Office of People with Disabilities (MOPD), the Community Safety Coordination Center (CSCC), and the Thierer Family Foundation, an organization helping nonprofits increase their impact through technology, announce a continuation of an in-home food delivery pilot to ensure homebound, disabled residents in Austin have access to fresh, nutritious food.

The pilot launched in February 2023 in conjunction with the Foundation's Vivier Idea Lab to harness technology when delivering groceries to qualified residents. As of August 2023, the program has distributed over 27,000 pounds of food with 1,059 deliveries to 100 residents. The program has created 38 new jobs. The current expansion includes continuation of the program for another six months to the same 100 residents. For now, the food delivery program is based in Austin, but the partners aim to provide access to areas throughout Chicago. Their goal is to have up to 1,000 disabled residents throughout Chicago with access to the program.

- Participant Survey Results (average survey response rate 43%)
 - Quality of Food 4.43/5
 - Quality of Delivery 4.41/5
- Baseline Food Insecurity Levels
 - Severe 37%
 - High 59%
 - Medium 4%
- 2 top results Survey Results on Barriers to accessing food pantry
 - Mobility challenges 26%
 - Transportation 28%
 - 61% of pilot participants reported managing 2+ health conditions



Goal #2: To advance the citywide desired result that all Chicagoans have healthy, affordable homes. MOPD’s FY23 goal is to make sure that Chicagoans with disabilities who acquire disabilities secure accessible housing through home modifications.

Status: Complete

Key wins: MOPD’s HomeMod program has organized presentations with the Asian Community which included intentional outreach and meetings with leadership of Asian organizations including Chinese American Service League, Coalition for a Better Chinese American Community, UIC Asian American Resource and Cultural Center. We continue to outreach and provide services in this area, and will continue our outreach to all communities including Black and Brown communities. HomeMod will be providing service to roughly 200 individuals in 2023, a majority of which will be African American and we will be increasing our services to Asian Americans. This is a 66% increase in services by the HomeMod program directly geared toward providing Racial equity for people with disabilities.

Goal #3: To advance the citywide desired result of. For all Chicagoans to obtain, view, or use public facing data from the City of Chicago, MOPD’s FY23 goal is to collect data on Chicagoans with disabilities to better inform Chicago residents and government officials.

Status:

Partially Complete

Key wins: HomeMod collects robust data, tracking clients along with services are provided to each client. With this data, we can evaluate how the HomeMod helps our clients and their ability to continue to live independently in our communities. We also use our data to identify neighborhoods we are not serving and target our outreach efforts accordingly so that residents in those communities have the opportunity to learn about our services. The Enterprise Case Management System (ECM) is in the final stages of the build out phase for the HomeMod Program, which will allow us to evaluate our data to determine trends and quantitative analysis.

There is a strong demand for accessible housing, as the number of people with disabilities increases, along with the number of senior citizens who acquire disabilities. MOPD's HomeMod program provides one solution, by adapting existing housing with modifications, so that people with disabilities and families can continue to live in our homes and communities. HomeMod provides modifications including vertical power lifts which creates accessible entrances to homes, accessible bathrooms, and other spaces by request such as kitchens. Available data shows that under 4 percent of housing units are accessible for people with moderate mobility difficulties, and less than 0.2 percent are accessible for a person with a disability who utilizes a wheelchair and lives alone. Approximately 60% of HomeMod's clients are Black, illustrating the systemic racism that the Black community has experienced when seeking housing, which includes being able to afford accessible housing. HomeMod is currently working to provide more services which will reduce the wait times for such services. This long wait can impact one's health - many individuals waiting for modifications may try to get by until they are approved for a home modification and during that period, fall and injure themselves, threatening their ability to remain independent long term.

Biggest equity wins last year

We continue to expand our HomeMod program and Career Center as well as our efforts in food equity. We continue to increase our tracking abilities by working with AIS to build out our department data tracking tools so that we can better identify sections of the City and gaps in our outreach strategies. We are also requesting additional funding in this budget cycle so that we can meet the increasing demand by our residents. With these efforts we can better provide these services to those in need throughout the City of Chicago.

Analysis of Racial Equity Impacts in Key Department Responsibilities

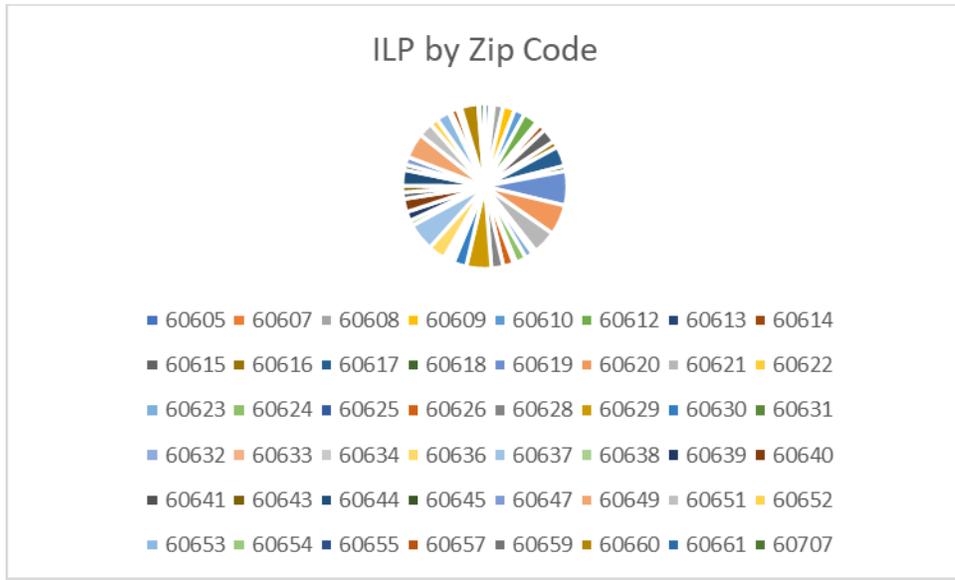
Key Function #1: Provides personal assistance services to help people with disabilities live independently in our Chicago communities.

- **Key Result: 2023 data from January 1, 2023 through July 31, 2023)**
 - Independent Living Services provided: 388*
 - Home Delivered Meals delivered to MOPD clients: 31,530
 - Number of Personal Assistance services: 108 clients
 - Total number of Personal Assistant Hours provided: 5,5616.50
- **Racial and/or geographical trends:** The Independent Living Program (ILP) provides personal care assistance to empower people with disabilities live independently in Chicago communities. Services include providing personal assistants, home delivered meals and assistive technology. After analyzing our data, we identified that our client

demographics are underrepresented in Latinx/Hispanic and Asian identifying individuals. Asian community representation in the City of Chicago is at 6.8%, and clients from this community are less than this percentage in MOPD’s ILP program. According to our data, this community is underserved by our program. Secondly, MOPD acknowledges additional communication barriers in serving these various communities including cultural perceptions around disability and around government assistance.

*Racial demographics:
 20% White/Caucasian
 74% Black/African American
 6% Hispanic/Latino
 0% Asian

Please refer to the chart below for a breakdown of the zip codes in which ILP services are provided. The five zips with the largest % of people being served, in the ILP program are listed, below along with census data.



60619 at 6.74% (Chatham Community)

Population of 63,481
 Median income \$43,329
 94.8% Black/African American
 1.60% Hispanic
 1% Caucasian

60620 at 5.96% (Auburn Gresham Community)

Population of 69,357
 Median income \$40,117
 94.4 % Black/African American
 2.80 % Hispanic
 1.1% Caucasian

60637 at 5.44% (Woodlawn Community)

Population of 49,514
Median Income \$31, 720
73.40% Black/African American
14.90% Caucasian
2.80% Hispanic
5.10% Asian

60629 at 4.92% (Chicago West Lawn Community)

Population of 107,487
Median income \$46,217
73.6% Hispanic
17.6% Black/African American
7.10% Caucasian

60649 at 4.92% (South Shore Community)

Population of 48,973
Median Income \$38,026
94.4% Black/African American
2.9% Hispanic
2.8% Caucasian

Key Function #2: Administers the home modification program which makes homes for people with disabilities more accessible, most commonly by adding a lift to the front entrance; and provides housing search resources to renters with disabilities.

- **Key Result:** MOPD’s Home Modification (Home Mod) program completed projects at 55 different Chicago homes as of August 2023 for individuals with disabilities who rent or own their home. Typical modifications include adding a lift or ramp to the front entrance, and/or making the bathroom or kitchen area accessible. Home Mod completed 132 accessible construction projects 2022. As of August 2023, HomeMod is on pace to complete over 200+ modifications in 2023. There continues to be strong demand for Home Mod services.
- **Racial and/or geographical trends:** The highest percentage of clients served in the Home Modification program are Black/African American at 61%. 31% are White clients; 6% are multi-racial; and 2% are Asian. 71% are of Non-Hispanic ethnicity while 29% are of Hispanic ethnicity.

Utilizing this data, we have identified a need to increase outreach and services to our City’s Asian communities, due to underrepresentation. The Asian community represents approximately 6.8% of Chicago. This outreach strategy requires increasing the number of trusted stakeholders and allies, as there is often a cultural lack of connection and trust with government entities, along with language and cultural barriers. There is often a different cultural perception around disability.

Key Function #3: Serves job seekers with disabilities in obtaining job and career opportunities and works with area employers on increasing inclusive hiring practices

- **Key Result:** MOPD launched the Mayor’s Office for People with Disabilities Career Center for job seekers with disabilities seeking employment and employers looking to hire employees with disabilities. The Center was launched on July 26, 2022, the 33rd

anniversary of the Americans with Disabilities Act. Since opening the center, the Career Center had initial meetings with 201 job seekers, 169 of whom have had more than one meeting with a Career Placement Counselor. Of the 169 job seekers, there have been 68 job placements. In addition, Career Center staff has provided education and Disability Awareness Training to employer partners, other city departments and community partners, with the goal of increasing inclusive hiring practice.

- **Racial and/or geographical trends:** The majority of job seekers are Black or African American at 54%; 35% are White; 4% are multi-race; < 1% is Asian; and 5% are not reported.

Key Function #4: Works with fellow City departments on providing accessibility including physical and communication access.

- **Key Result:** Conducted over 36 ADA Title II inspections and six accessibility inspections for migrant housing sites and provided several ADA trainings for City's Access Officers on effective communication access.
- **Racial and/or geographical trends:** ADA Title II accessibility inspections of City facilities are evenly spread throughout the City geographically, when analyzing visual maps and reports. This pattern may be a result of those inspections being of City facilities, which are inherently equitably spread throughout the city and neighborhoods.

Key Function #5: Conducts disability awareness training to City departments, sister agencies and organizations.

- **Key Result:** To date for 2023, we have hosted 8 city department disability awareness trainings serving 611 participants, 3 employer disability awareness trainings serving 63 participants, and 1 organization disability awareness training with 30 participants.
- **Racial and/or geographical trends:** We do not currently have statistics on race or geography for this key function. Going forward we can work to track this information, especially as it may relate to organizations and businesses outside of City government. This data may be collected through implementation of pre and post-assessments with voluntary demographic data collection, or through tracking minority-ownership of trained businesses outside of City government.

Key Function #6: Leads and coordinates interagency collaboration with Access Officers representing each department and sister agency's leadership team, and provides regular training, technical assistance and resources (Access Officer is a point person in each department named to oversee disability accessibility.)

- **Key Result:** We host 2 Access Officer trainings quarterly. For example, during 2nd quarter of 2023, we hosted trainings and shared accessibility resources on how to host accessible meetings in-person, virtually, and hybrid.
- **Racial and/or geographical trends:** We do not currently have statistics on race or geography for this Department key function. Attendance by departments is tracked, which could be a way to geographic locations of participating departments and populations served.

Department of Family and Support Services (DFSS)

Purpose: Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive.

FY2024 Budget Equity Commitments

Priority #1: DFSS will advance actions from the following strategies in its public health and human services action plan:

- According to pilot survey data, most returning residents heard about re-entry support services through community-based organizations. DFSS can strengthen those partnerships to address disparities in the services needed v. services obtained.
- Create direct connections with employment partners to bridge the gap between employment opportunities and returning residents, and to connect employers with educational resources.

Priority #2: DFSS will advance actions from the following strategies in its contracting action plan:

- Leverage our internal processes around staff onboarding, intergovernmental affairs, and program management to build a suitable and diverse applicant pool.
- Establish integrated touch points in our RFP process to know whether our efforts toward utilizing contracting as a tool for equity are responsive to community concerns and accomplishing our desired outcomes.
- Ensure that equity and equitable outcomes are baked into the contracting process at every step, and that support exists for organizations most closely serving communities that we know need our services the most.

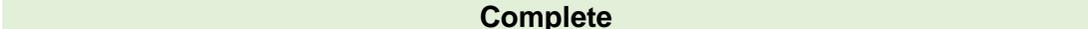
Priority #3: DFSS will advance actions from the following strategies in its community engagement action plan:

- Support and encourage more inclusive and creative community engagement by leveraging stakeholder relationships.
- Implement survey process improvements to ensure equitable access to opportunities for community to provide input on DFSS programming.

To view DFSS' full Racial Equity Action Plan, click [here](#)

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around public health and services, DFSS' FY23 goal is to include an equity-based performance question in the "Performance Management, Outcomes" section of priority Requests for Proposals

Status:  Complete

Key wins: This goal has been completed, and the question has been integrated into DFSS Requests for Proposal evaluation template as of 2/14/2023. The question was drafted internally utilizing best practices from other municipalities' attempts to collect similar data. The wording was then workshopped with OERJ as well as external stakeholders in equitable procurement in the City of Chicago. DFSS is working to identify strategies to assess the impact of incorporating this question into the evaluation template.

Goal #2: To advance the citywide desired result around data, DFSS' FY23 goal is to leverage the department's new data governance policy to identify and publish datasets and analyses publicly.

Status: Partially Complete

Key wins: DFSS was able to finalize a new data sharing policy. This policy is meant to expedite internal and external requests for data that DFSS holds and provide guidance to ensure data is appropriately evaluated internally prior to sharing.

DFSS is still in the process of fully rolling out this new data sharing policy, so that it becomes consistently used by program staff. Currently, some incoming data requests are responded to outside of the processes set forth by the new policy.

In 2024, DFSS will provide more robust training and written guidelines to data and program staff regarding the data share policy and the appropriate processes to both safely share data and uphold our commitment to transparency.

Goal #3: To advance the citywide desired result around public health and services, DFSS' FY23 goal is to run a department-wide Equity, Data, and Performance Improvement training series led by our Strategic Planning & Impact (SPI) team. Utilizing lessons learned from the G.A.R.E. Racial Equity Toolkit alongside other equity work within DFSS, SPI will recruit critical program staff from all seven of DFSS's divisions for this five-month series, leading staff through the problem identification, diagnosis, and planning steps to tackle equity gaps they have identified in their own programming through data analysis and delegate feedback.

Status: Complete

Key wins: With leadership we identified representatives from our program divisions to participate in the Data and Equity cohort. Representatives are program staff who have both close proximity to service delivery in their respective divisions and also would benefit most from using an equity lens to analyze data for the improvement of their programs.

The cohort kicked off on 6/25/2023 and will run until 10/12/2023. The Cohort have identified problem statements specific to their own programming and are now beginning the process of data evaluation and developing a plan to address inequities in service delivery revealed through the data analysis.

Biggest equity wins last year

During FY2023, DFSS launched or expanded several programs aimed at addressing inequity. These include:

- An RFP for a new low-barrier shelter to meet the needs of Chicago’s unsheltered homeless, who disproportionately identify as Black, African American, or African.
- A new Community Re-entry Support Center on the city’s west side, to serve 300 returning residents and address the fact that although many of the zip codes that returning residents most often return to are on the west side of the city, that area lacked a Community Re-entry Support Center
- Expanding youth-focused programming through My. Chi. My. Future. to enable the program reach more youth across the city, and to focus on geographic areas that were hardest hit by the COVID-19 pandemic and face historic disinvestment.

In addition, for several critical services DFSS carefully monitored data about current program delivery to identify possible inequities and worked with partners to attempt to address these. Examples include:

- Regularly reviewing data on the demographic composition of applicants for the Emergency Financial Assistance for Gender-Based Violence and Human Trafficking Survivors program, which provides one-time cash payments to survivors of gender-based violence and Human Trafficking. Through this process, DFSS and our delegate adjusted outreach approaches to increase the share of applications from Black or African American applicants from 44% to 57% between the first and second application phase.
- Weekly meetings with DFSS’s delegate agencies for the Resiliency Fund 2.0, which provides one-time cash payments to individuals who may have had difficulty accessing or qualifying for federal relief payments during the COVID-19 pandemic such as undocumented residents. In these meetings DFSS and delegates reviewed data on countries of origin and adjusted outreach efforts to align recipient populations with estimates from the American Community Survey—including shifting from just 4.7% of undocumented recipients being from African or Caribbean countries to 8%.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Manages the City’s 3,000 plus shelter bed network program and provides outreach and supportive services for persons experiencing homelessness.

- **Key Result 1:** Building on the 2022 success of the Expedited Housing Initiative, this year continued funding through the American Rescue Plan of \$27M and new annual investments in City funds of \$8M has kept 1,000 households in housing and will house an additional 1,200 new households, including monthly Accelerated Moving Events dedicated for shelter residents.
- **Racial and/or geographical trends 1:** For households newly housed in 2023 through American Rescue Plan funding via DFSS’s Rapid Rehousing Program:
 - 71% identified as Non-Latinx Black, African American, or African
 - 11% identified as Non-Latinx White
 - 3% identified as Non-Latinx any other race
 - 15% identified as Latinx

This largely tracks the demographic composition of the non-asylum-seeking homeless population (combining sheltered and unsheltered), as identified during the 2023 Point in Time Count. DFSS is using this data point as a comparison because asylum-seekers currently receive resettlement assistance from a different source.

- 69% identified as Non-Latinx Black/African American/African
- 14% identified as Non-Latinx White

- 2% identified as Non-Latinx any other race
- 14% identified as Latinx

DFSS's focus on connecting individuals experiencing homelessness to housing aligns with feedback received from community members during Mayor Johnson's budget engagement roundtables regarding the need for increased rental assistance and other housing support programs.

- **Key Result 2:** Low barrier shelters are a key strategy to engage those who have traditionally been harder to shelter due to more complex and unique needs (e.g., behavioral health needs), and connect them to supportive services and housing resources to help them exit homelessness.
- **Racial and/or geographical trends 2:** The city currently has only one low-barrier facility and served almost 150 clients throughout 2022. This shelter saw a 78% increase in the number of clients served in 2022 compared to 2021, pointing to the high need for low-barrier shelter beds.

This aligns with feedback received from community members during Mayor Johnson's budget engagement roundtables, relating to a need for additional homeless shelters.

Key Function #2: Supports programs for victims of gender-based violence including sexual assault, domestic violence, teen dating violence, and human trafficking.

- **Key Result:** Awarded \$5M to provide Emergency Financial Assistance for Survivors of Gender-Based Violence and Trafficking. 1,730 survivors have received \$1,000 one-time payments, and the program will reach 4,600 survivors by the end of 2023.
- **Racial and/or geographical trends:** The Emergency Financial Assistance program had an initial application period in March. For the applications submitted during that period:
 - 44% as Black or African American – this is lower than the percent of DV Hotline calls that are made by individuals identifying as Black/African American (58%).
 - 40% of applicants identified as Hispanic/Latino; 23% of applicants as White; 3% as Asian.

DFSS discussed the demographic composition with the delegate delivering EFA following the first application period, and collaboratively identified strategies to increase outreach to Black/African American communities. In a second application period, in June and July, we saw a strong improvement in the share of calls coming from Black/African American individuals. After this second application period, the overall applicant composition for the whole program was as follows:

- 57% identified as Black or African American
- 27% identified as Hispanic/Latino, 17% as White, 2% as Asian

With remaining application periods using this funding, DFSS will work with the delegate to establish strategies to continue to engage these populations, especially Asian populations.

Key Function #3: Offers Seniors in-home and caregiver support services, and social, educational and recreational activities at 21 regional and satellite centers.

- **Key Result:** Expanded nutritional options for over 21,000 older adults by providing more cultural meal choices through various programs including the Home Delivered Meal Program, Nourish Chicago Meals on Wheels food pantry, and the Good Food Good Life Food Box Delivery Program.
- **Racial and/or geographical trends:** For participants of the Home Delivered Meals Program, the majority live on the south and west sides of the city. 52% live in Community Areas on the south side, 26% live in Community Areas on the west side, and 22% live in Community Areas on the north side. The ten Community Areas with the highest number of participants are: South Shore, Austin, Auburn Gresham, Roseland, Englewood, Grand Boulevard, Washington Heights, West Pullman, Greater Grand Crossing, Chatham.

Participants of the Food Box Delivery Program are similar. 52% of participants live in Community Areas on the south side, 31% on the west side, and 16% on the north side. The ten Community Areas with the highest number of participants are: Grand Boulevard, Austin, Kenwood, Chicago Lawn, Auburn Gresham, South Shore, Roseland, West Englewood, Near West Side, and Washington Heights.

Nourish Chicago Meals on Wheels food pantry distributed boxes via pop-up produce markets at the five Regional Senior Centers. Between March and August 2023, 20% were distributed at the Northeast Levy Center, 22% were distributed at the Southwest Center, 15% were distributed at the Northwest Copernicus Center, 20% were distributed at the Central West Ogden Center, and 24% were distributed at the Southeast Atlas Center.

Key Function #4: Creates programs and initiatives that leverage the assets and strengths of youth ages 6-24 to support their growth and development.

- **Key Result:** Expanded My. Chi. My. Future (MCMF) programming including a Safe Spaces for Youth, Community Anchor Organizations, and Micro-Grants program. Expansion reaches a larger area of the city (15 regions versus original 5 prior to DFSS assuming program management) and prioritizes geographies most in need. In total, DFSS MCMF investment will be \$15.9M over 2 years.
- **Racial and/or geographical trends:** DFSS drew on the Chicago Community Vulnerability Index and the UIC economic hardship index to identify geographic areas with an especially high need for supportive youth programming. These indices combine data analysis related Covid-19 impact, economic hardship, and other holistic indicators of inequity and disinvestment. To fill the gaps identified by these indices, DFSS established 15 strategic regions (covering 19 Community Areas) in which to launch MCMF programming.

Using the typical RFP process, 8 of 15 contracts awarded for initial Safe Spaces program (the first program launched) went to small organizations indigenous to the communities they aimed to serve (as opposed to large, city-wide organizations).

DFSS Youth division introduced an oral interview to their RFP review process for the subsequent MCMF programs (Anchor Organizations and Micro-Grants), to increase opportunities for smaller organizations less adept at grant writing to present their proposals. After this change, 12 of 12 contracts awarded to date went to small local organizations with deep ties to their community.

This aligns with feedback received from community members during Mayor Johnson’s budget engagement roundtables, related to increasing resources, activities, and safe spaces for youth and children.

Key Function #5: Provides career counseling, job readiness, and skills training, job placement assistance, and case management services.

- **Key Result:** Launched a new Community Re-Entry Support Center (CRSC) based in on the city’s west side to provide re-entry and career navigation to returning residents on the west side of the city.
- **Racial and/or geographical trends:** Prior to 2023, DFSS funded four CRSCs across the city, three on the south side (Englewood and Roseland), and one on the north side (Rogers Park)

The top 3 Community Areas served in DFSS Workforce programs last year were Austin, East Garfield Park, and North Lawndale, indicating demand is high on the west side.

76% of returning residents return to 15 Chicago Zip Codes. Several of these are on the west side, where existing DFSS programming appeared to have a more limited reach, suggesting a gap in prior CRSC coverage.

From highest to lowest: 60624 West Garfield Park, 60651 West Humboldt Park, 60644 Austin, 60612 Near West Side, 60623 North Lawndale, 60621 Englewood, 60628 Roseland, 60636 West Englewood, 60620 Auburn Gresham, 60605 Loop, 60609 New City, 60637 Woodlawn, 60608 Lower West Side, 60647 Logan Square, and 60619 Greater Grand Crossing.

Key Function #6: Offers Chicago seniors in-home and caregiver services, and social, educational and recreational activities at 21 regional and satellite centers.

- **Key Result:** DFSS purchased and delivered 248 Portable Air Conditioning (AC) units to seniors, age 60 and over, residing in high-risk communities with the highest victimization rates to prevent heat-related health incidents. Senior participation was prioritized for those receiving home delivered meals (i.e., most vulnerable/and or homebound), living alone, and living in high poverty communities particularly susceptible to extreme heat as identified by tree coverage and heat island temperature analysis.
- **Racial and/or geographical trends:** DFSS examined three data points connected to historic geographic and racial inequity to prioritize distribution of AC units.
 - Data about senior poverty, to identify high-senior poverty Community Areas.
 - Data about tree coverage from the US forest service, to identify the Community Areas in the lowest 40% for tree canopy.
 - Data about heat island temperature from the Healthy Regions and Policies Lab, to identify the Community Areas in the highest 40% of temperature.

Using these data points, DFSS created a prioritized list of seniors engaged in current DFSS programming to receive an AC unit.

Key Function #7: Provides comprehensive social services and case management, including at six Community Service Centers throughout the City.

- **Key Result:** Through the Resiliency Fund 2.0, DFSS provided one-time \$500 cash payments to over 9,000 individuals who may have had difficulty accessing and qualifying for federal relief payments during the COVID-19 pandemic, including a focus on undocumented individuals.
- **Racial and/or geographical trends:** DFSS used data from the American Community Survey to establish outreach goals for undocumented applicants: 64% from Latin American countries, 9% from Eastern Asian countries, 9% from South and Southeast Asian countries, 8% from European countries, 5% from African and Caribbean countries, and 5% from middle eastern countries.

Initial undocumented applications to Resiliency Fund 2.0 did not reach some of these outreach goals. In response, DFSS held weekly meetings with program and outreach delegates to review applicant data demographics and identify areas for outreach improvement. This resulted in substantial increase in engagement of undocumented individuals from African and Caribbean countries – moving from just 4.7% of applications from undocumented individuals in April 2023 to 8% of those applications in July 2023 (exceeding the goal).

Chicago Public Library (CPL)

Purpose: Chicago Public Library encourages lifelong learning by welcoming all people and offering equal access to information, entertainment and knowledge through materials, programs and events, and cutting-edge technology. Chicago Public Library serves all Chicagoans with locations citywide: Harold Washington Library Center, three regional libraries and more than 77 neighborhood branches.

FY2024 Budget Equity Commitments

Priority #1: CPL will advance actions from the following strategies in its education action plan:

- Ensure fair and just access to library resources needed for student success through the 81 Club student and teacher library accounts
- Assess fair and just access through 81 Club with data analysis plan
- Apply learnings from 81 Club assessment to better ensure fair and just access to library resources needed for student success through the 81 Club

The 81 Club is a new library card type with policies and processes that remove potential barriers to accessing library resources for in- and out-of-classroom learning. The 81 Club allows young people to sign up for student library cards on their own with minimal information: just name, date of birth, and school. Students do not need to provide identification or a parent/guarantor-signed application. They can then access thousands of books and digital resources for school, or for fun. Teacher accounts allow access to digital resources as well.

Priority #2: CPL will advance actions from the following strategies in its community engagement action plan:

- Build organizational capacity for system-wide community engagement process as part of CPL Equity Assessment
- Pilot system-wide community engagement process as part of CPL Equity Assessment

We know that some staff are already experts in community engagement, building long-term relationships and trust with their communities, and incorporating community input into programming and services. Through a voluntary staff cohort, CPL aims to bring together these experts to (1) help engage Chicago residents as part of CPL's system-wide Equity Assessment, particularly residents who have not historically engaged with CPL, and (2) think together about continued system-wide community engagement following the Equity Assessment.

Priority #3: CPL will advance actions from the following strategies in its data action plan:

- Develop Data Action Plan
- Establish policies and procedures necessary for Data Action Plan implementation
- Build capacity among staff and public to support Data Action Plan implementation

Some internal CPL data, particularly that which requires staff counting and data entry, is not as complete or reliable as we'd like it to be. Without additional robust, reliable data that tracks CPL services, programs, and who uses them, we don't have a full picture of library use and are less able to identify gaps and opportunities in our work. Longer term, we're also less able to effectively track progress and ensure accountability in our racial equity work. And we're unable to provide that additional data to the public.

CPL's opportunity is to develop and implement a comprehensive Data Action Plan that aims to improve data collection and storage in order to ensure more complete, reliable data sets. This will allow the library to make better use of data to inform decisions about services, resources, and programs that meet changing and local needs of diverse Chicago communities. Long term, it will also allow CPL to share additional data with the public, which might serve as shared context and a starting place for conversations about our library system.

To view CPL's full Racial Equity Action Plan, click [here](#)

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around lifelong learning, CPL's FY23 goal is partnering with Chicago Public Schools (CPS) to provide all 330k students and 21k teachers with Chicago Public Library accounts and access to CPL materials for in-classroom instruction and learning through the Student Success Program.

Status: **Partially Complete**

Key wins: CPL and CPS launched 81 Club in fall 2022. As of May 2023, CPL had activated ~11,900 81 Club cards for CPS students, including >4,000 cards at 6 CPS pilot schools where we're testing strategies for success. Pilot schools are among those most negatively impacted by opportunity gaps in education quality, policies, and supports for students and their adults:

- 3 high schools: Westinghouse, Englewood STEM, Mather
- 3 K-8 schools: Ella Flagg Young, Bouchet, Pulaski International

The staff at Bucktown-Wicker Park, Budlong Woods, Great Grand Crossing, Kelly (in Englewood), Legler (in West Garfield Park), and North Austin locations processed all of the pilot school cards and made connections with pilot schools. Other CPL locations that have created 200+ 81 Club cards include Albany Park, Back of the Yards, Beverly, Blackstone, Chicago Lawn, Douglass, Edgewater, North Austin, Portage-Cragin, Uptown, West Belmont, and Woodson. In addition, e-Teach cards were created for teachers at all CPS schools. And materials checked out through the 81 Club grew from ~600 items in December 2022 to ~5,700 items in May 2023, while activity grew from ~70 cards used in December to ~1,500 cards used in May.

In an ideal world, we'd be able to analyze these data by school that students attend to understand any potential disparities in sign-ups and # materials checked out. We do have a data field for school when a student's card is created, but those school data are not standardized. We have standardized data on where cards were created by CPL location, but don't know with any consistency if students had a card created at the location nearest their home, school, or neither. We're trying to address these data issues by strategizing data standardization practices through simple improvements and implementing those improvements when and where possible.

In the interim, we do have 2022-23 demographic data for students at the 6 pilot schools. When looking at race/ethnicity data, we see that 4 of the 6 pilot schools have a higher proportion of African American students compared to CPS as a whole. The pilot schools with a lower proportion of African American students than CPS have a higher relative proportion of Hispanic students; Mather also has a relatively high proportion of Asian students and Pulaski has a relatively high proportion of white students, both compared to CPS. When looking at the other demographic data, we see that just one pilot school has a higher proportion of bilingual students than CPS and 5 of 6 pilot schools have higher proportions of economically disadvantaged students than CPS.

	High schools			K-8 schools			For comparison	
	Westinghouse	Englewood STEM	Mather	Ella Flagg Young	Bouchet	Pulaski Int'l	All CPS students (2022-23)	Chicago population (2018)
Community Area	Humboldt Park	Englewood	Budlong Woods	Austin	South Shore	Logan Square		
Enrollment (2022-23)	1206	778	1640	476	597	817		
Race/Ethnicity (2022-23)								
African American (Not Hispanic)	46.1%	90.1%	15.2%	80.7%	96.8%	1.6%	35.8%	29.8%
Asian	7.0%	0.1%	21.0%	0.0%	0.0%	3.5%	4.4%	6.4%
Hawaiian/Pacific Islander	0.4%	0.0%	0.3%	1.1%	0.0%	0.0%	0.1%	~0%
Hispanic	42.0%	9.1%	48.2%	18.1%	2.0%	54.6%	46.5%	29.0%
Multi-Racial	1.5%	0.4%	1.5%	0.0%	0.2%	5.9%	1.5%	1.8%
Native American/Alaskan (Not Hispanic)	0.3%	0.0%	0.4%	0.0%	0.3%	0.4%	0.3%	0.1%
White (Not Hispanic)	2.4%	0.3%	13.4%	0.2%	0.3%	34.0%	11.0%	32.9%
Not Available	0.2%	0.0%	0.1%	0.0%	0.3%	0.0%	0.4%	
Additional Demographics (2022-23)								
Bilingual*	5.0%	6.0%	35.4%	11.1%	0.5%	15.2%	22.4%	
Economically Disadvantaged*	80.6%	94.9%	84.5%	84.7%	81.6%	42.2%	72.7%	

*"Bilingual" refers to the state definitions of students who are English learners. "Economically disadvantaged" students come from families whose income is within 185 percent of the federal poverty line.

CPL continues strategizing growth, reach, and improved connectivity with CPS in collaboration with partners at CPS, Chicago Public Library Foundation, and Children First Fund (the CPS foundation), including:

- Planning for pilot mapping, marketing, and growing/integrating portions of our online and in-person collections that overlap with CPS's Skyline Curriculum in order to maximize student access to library resources through Skyline tools and curricula
- Planning for a Library Liaison structure, in which each school and branch will have specific contacts to connect, share resources and opportunities, and explore other connection points

- Developing and implementing tactics to support library branches' outreach and back-to-school efforts

The 81 Club team is also engaged in conversations with community-based organizations in the city to discuss partnership best practices and ideas.

The long-term goal for the initiative is to provide CPL accounts to all of CPS's ~320k students to increase access to library resources in and outside of Chicago classrooms. This will require an automated electronic-card-creation process, preceded by technical capacities to share minimal student identifiers and, importantly, an intergovernmental data sharing agreement between CPS and CPL. CPL and CPS are in the process of assessing respective capacities, organizational policies, relevant laws, and model agreements to determine the best path forward.

Goal #2: To advance the citywide desired result around community engagement, CPL's FY23 goal is to conduct an equity assessment informed by community engagement in order to establish CPL's equity goals and identify access barriers needing to be addressed.

Status: Partially Complete

Key wins: In the fall of 2022, CPL established our Equity Office. Since established, the Office's 2 staff and 7 other CPL staff participated in the City's 9-month Equity and Racial Justice (ERJ) learning program. Through their participation, CPL's ERJ Cohort built racial equity knowledge and developed tools to inform CPL's equity work moving forward, including a system-wide Equity Assessment.

The Assessment will help establish CPL's equity strategy and action plan to advance our mission of providing access to information and knowledge. The intent of the Assessment will be to move beyond any single initiative, and to look to the library's core work, and consider what we do particularly well, how we can build on our strengths, as well as what we can improve.

CPL is currently planning and securing additional resources and consultant support to conduct this Equity Assessment. We anticipate the assessment spanning between twelve and eighteen months.

Outside of the Assessment, the Equity Office works with CPL leadership on equity training, increasing awareness of ongoing equity work at CPL, and prioritizing patron engagement during the Assessment and beyond.

Goal #3: To advance the citywide desired result around public health and human services, CPL's FY23 goal is to partner with Chicago Department of Public Health (CDPH) to establish a Mental Health Clinical Liaison Program at CPL whose sole role will be to work with CPL to address the range of mental health-related needs of library staff and patrons. Considering that Black Chicagoans have higher rates of behavioral health

hospitalizations and drug-related mortality than any other racial or ethnic group in the city, and that Black and Brown Chicagoans are disproportionately impacted by recent and historical disinvestment in public mental health services, this Program will promote racial equity by linking those who most need care to mental health services and professionals.

Status: Complete

Key wins: CPL and CDPH launched a pilot mental health clinician program in March 2023. The program provides expanded mental health coverage to all 77 community areas and increased services for children and young adults through localized support in a library setting. The services are available to everyone age 13 and up – regardless of insurance, immigration status, or ability to pay – at 5 CPL locations: Beverly, Mount Greenwood, Blackstone (in Kenwood), Edgewater, and Harold Washington Library Center (in the Loop). Locations were selected by CDPH in order to provide access to community areas where there are not currently large numbers of mental health providers.

Clinicians’ responsibilities include providing immediate therapeutic interventions to residents presenting with mental health concerns, carrying a small caseload of regular behavioral health clients, and managing cases as it relates those who have received mental health support. In addition, clinicians provide outside resources and referrals to residents who receive mental health support. And they support library staff and debrief around mental health incidents.

CPL and CDPH plan to expand this program to additional CPL locations this fall. The program is part of CPL’s broader Collective Care initiative, which is detailed more in CPL’s “Analysis of Racial Equity Impacts in Key Department Responsibilities” section of this document.

It’s worth noting that this goal aligns to feedback received from community members during Mayor Johnson’s engagement roundtables.

Biggest equity wins last year

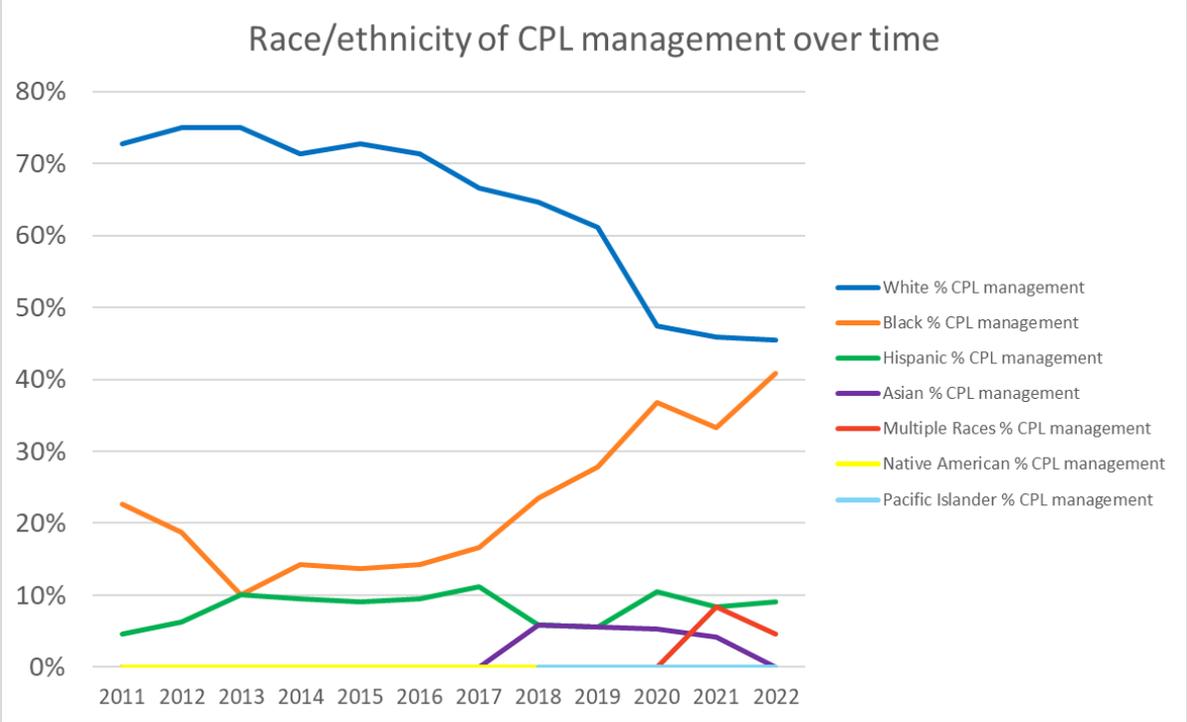
Staffing, recruitment, and hiring

CPL is proud that we’re leaders in the library industry for staff diversity. Our community-based hiring model that leverages existing community relationships and partnerships to increase visibility of job opportunities, youth employment opportunities and programming as an introduction to the field, numerous opportunities for growth and promotion within CPL, and tuition reimbursement to become a librarian all contribute to our library system’s diverse workforce.

Race/Ethnicity	% CPL workforce (Chicago DHR, Aug2023)	% Library industry (Bureau of Labor Statistics, 2022)	% Chicago population (American Community Survey, 2018)
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American Indian/ Alaskan Native (Not Hispanic)	0.2%		0.1%
Asian	5.0%	3.2%	6.4%
Black/African American (Not Hispanic)	33.6%	17.7%	29.8%
Hispanic	18.3%	11.9%	29.0%
Multiple Races	2.5%		1.8%
Native Hawaiian or Other Pacific Islander	~0%		~0%
White (Not Hispanic)	40.1%	74.6%	32.9%

One win we'd like to highlight is increased diversity of CPL upper management in the past decade. This graph shows race/ethnicity of CPL management from 2011 to 2022. Compared to 2011, CPL now has higher percentages of Black and Hispanic management. Notably, the percentage of Black management in CPL has nearly doubled in the last decade. CPL management has gone from >70% white in 2011 to >50% Black, Hispanic, and mixed race/ethnicity in 2022.



While CPL is ahead of the field of librarianship in staff diversity, we want to do even better. Therefore, we're considering ways we can build on our existing strategies and develop additional pipelines to librarianship for Black and Brown youth.

Community engagement

We lifted this in our Racial Equity Action Plan, but would be remiss if we didn't highlight the ongoing engagement work of our programming administrative teams and branch and regional staff as a key equity win for CPL.

At the system level:

- CPL Adult Services and Harold Washington Library Center staff were part of the Chicago Digital Equity Council. The Coalition was a cross-sector group of community members most burdened by the digital divide and organizations committed to eliminating digital inequities that aimed to close Chicago's digital divide once and for all. In partnership with the Mayor's Office, community members, and community-based organizations, CPL staff co-planned and co-facilitated community engagement and helped co-create the Chicago Digital Equity Plan. The plan has recommendations on governance and coalition building, broadband internet access, and devices and digital learning. Since the Plan's publication, CPL's Adult Services Department has been a founding member and active participant in the an inclusive community for implementing the Digital Equity Plan as well as for digital equity advocacy, resources, and best practice sharing.
- CPL's Teen Services Department aims for deep engagement with youth that gives them decision-making power to design programs for other patrons, including ChiTeen Lit Fest, Best of the Best, and Gamers Guild.
- Our Children's Services and Family Engagement Department is embedding community engagement practices into their work as well. Just one example is a pilot "Reach Out and Read" collaboration between 10 CPL locations and 10 pediatric clinics. To increase families' awareness and utilization of library programming, the pilot developed personal connections between local librarians and pediatric clinics throughout Chicago. Children's librarians and doctors from each pilot site connected to determine community-specific assets and needs. Partnerships formed included librarians reading at clinics, signs placed in waiting rooms about library programs, clinic staff giving talks at the library, in-clinic library card applications, and more.
- CPL leaders who work on capital and planning have co-planned and co-facilitated community engagement processes, including for the new Back of the Yards and Humboldt Park branches, with a process for the Woodlawn branch upcoming.

At CPL's 81 locations:

- Staff are embedded in and uniquely serve their own communities. Many of our staff are experts in the communities they work and sometimes live in.
- Staff at almost every location do some level of community engagement work, though not necessarily by that name. Informally, CPL branches and regional libraries gather info from day-to-day interactions with patrons and partners. When someone asks for something (a specific kind of program, service, participation in a community event), staff try to make it happen.
- Other staff gather feedback more formally through surveys and community meetings.

Cultural Committees of CPL

Another win we'd like to highlight is the work of the Cultural Committees of CPL. Created in the 1980s, the Cultural Committees' primary focus is building culturally relevant programs that take

place throughout the year at all of our library locations. They reflect many of the different nationalities and communities that make Chicago a diverse, multi-cultural city and highlight Chicago as a bastion for cultural discovery. They include African American Heritage, Women's History, Poetry, Asian American and Pacific Islander, Rainbow (Pride), Diversability, Latinx, Polish American, Native American and Indigenous Allies, and the Games committee. They are comprised of staff members at all levels, from pages to managers. Each committee designs and implements programs that celebrate Chicago's communities. Each year, the Cultural Committees of CPL design and implement hundreds of programs that take place across the city with thousands of participants. In addition to programs, they are tasked with advocating for their audiences by informing our collections purchasing and meeting with administration to discuss goals for better serving the needs of the many people of Chicago.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Provides access to library services, programs, collections and technologies.

- **Key Result A:** 57 million patron touchpoints in 2022, including in-person and virtual visits, library material borrowed, Wi-Fi and computer use and programming for every age.
- **Racial and/or geographical trends:** This key result reflects the hundreds of things CPL staff do every day: welcome visitors, check out materials, create library cards, facilitate computer use, answer questions and provide resources, program, and much, much more. At the risk of oversimplifying this key result, we've analyzed visitor count, materials checked out ("circulation"), and computer session data by CPL location and zip code. We then also highlight just a couple programs that align with the City-wide desired result around Education – that all Chicagoans gain meaningful knowledge and skills to thrive – which drove our first Racial Equity Action Plan (REAP) priority and strategies.

CPL visits and use data

As CPL celebrates its 150th anniversary and our city emerges from the early years of the COVID pandemic, we are eager to rebuild our audiences and continue many innovations created during the pandemic. This is an unprecedented time for libraries nationally, and for CPL in particular as we reconnect with Chicagoans to build our next decade of service and reflect on ways for the community to use our 81 locations, services, online resources, and programs, particularly Chicagoans who haven't historically engaged with CPL.

One way we can start reflecting on community use is by examining visits, circulation, and computer session data by CPL location and zip code. At what CPL locations are visits per capita highest and lowest? Where are circulation and computer sessions highest and lowest? What are the racial demographics of the zip codes where those libraries are located? An analysis of 2022 CPL use data, not including data for the centrally located Harold Washington Library Center, shows:

- **Visitors:** The 20 CPL locations (25%) with the most 2022 visitors per capita are mostly in majority white zip codes on the North and North West Sides, with a few exceptions: Altgeld, Blackstone (in Kenwood), Chinatown, and Richard M. Daley (in West Humboldt Park). The 20 CPL locations with fewest 2022 visitors per

capita are almost all in majority Black, Latine(x/a/o), and Asian zip codes on the South and West Sides, with just one exception.

- Circulation: The 20 CPL locations with highest 2022 circulation per visitor are mostly in majority white zip codes, with some exceptions: Beverly, Blackstone (in Kenwood), Clearing, Richard J. Daley (in Bridgeport), and Walker (in Morgan Park). Of the 20 CPL locations with lowest 2022 circulation per visitor, 18 are in majority Black zip codes and two are in majority Latine zip codes.
- Computer sessions: The 20 CPL locations with the most computer sessions per visitor in 2022 are all in majority Black, Latine, and Asian zip codes. The 20 locations with the fewest computer sessions per visitor in 2022 are almost all in majority white zip codes, with three exceptions.

These findings just begin to scratch the surface on how CPL use varies by neighborhood, raising additional questions for us to consider. Why were there more visitors per capita and materials checked out per visitor in majority white zip codes compared to majority Black and Brown zip codes? And why were there more computer sessions per visitor in majority Black and Brown zip codes? Does use by community vary by time of day or day of the week? We can begin hypothesizing based on what we know about how racism most negatively impacts majority Black and Brown Chicago communities. For example, most of the 20 CPL locations with highest computer sessions per visitor are in zip codes that are least connected to broadband internet in Chicago according to the American Community Survey. But numbers alone can't provide full context and explanations. To truly understand these findings as well as where current CPL use, resources, and operating hours meet community needs and where they don't, we need to engage communities, especially those who have not historically engaged with CPL. Our 2024 REAP strategies in Community Engagement and Data priority areas speak to our commitment to better understand how the library system is being used and to work with Chicago communities to envision the future of our shared library system together.

A few limitations to note: For this analysis, the implied service areas for each CPL location are zip codes where library branches and regionals are located. We understand that those aren't the best proxy for who uses each location. Our Operations Analysts are working with the Equity Office, library leadership, and others to better approximate service areas and who actually uses each CPL location so that our analyses are more robust and we can make better decisions for resource allocation, patron services, and programming.

Teacher in the Library

With financial support from Chicago Public Library Foundation (CPLF), Teacher in the Library provides in-person and virtual homework help to Chicago students and families. Certified teachers help children with schoolwork and tailored learning strategies, and help parents develop ways to further their child's education. In the 2021-22 school year, Chicago students received >14,500 free Teacher in the Library tutoring sessions. In the 2022-23 school year, Chicago students received >24,500 free Teacher in the Library tutoring sessions in English and Spanish at 40 CPL locations.

Summer Learning Challenge

Research indicates that children who read and learn during the summer are better prepared for school in the fall. Our 8-week Summer Learning Challenge program, in partnership and with support from CPLF, encourages children to read, attend programs, play, design, and create. In summer of 2022, Chicago youth read more than 20 million minutes, including >700 teens. Data for summer 2023 will be available this fall.

- **Key Result B:** Increased collection budget by \$500,000 in 2023 to continue bringing CPL on par with library industry leaders
- **Racial and/or geographical trends:** For the 2022 fiscal year, CPL requested an increased collection budget by 25% or \$2 million in order to keep CPL on par with industry leaders. A benchmarking analysis showed that CPL was investing \$2.96 per capita on collections in 2021, less than other industry leaders. The City of Chicago Office of Budget and Management supported an increase of \$2M, taking per capita collections spending to \$3.71 in 2022.

The increased 2022 budget was used to refresh children’s materials in South and West Side library branches, where we haven’t fully renovated in recent years. These locations included Austin, Brainerd, Canaryville, Chicago Lawn, Chinatown, Richard M. Daley (in West Humboldt Park), Gage Park, Hall (in Bronzeville), Jeffery Manor, King (in Bronzeville), Little Village, Manning (in Near West Side), North Austin, North Pulaski (in Humboldt Park), Pullman, Sherman Park, South Chicago, West Chicago Avenue (in Austin), West Englewood, and West Pullman. For the refresh, we focused on material with diverse characters and content that responds to the diversity of neighborhoods. In addition, spending on non-English language material increased by 20% from 2021 to 2022 and is projected to increase an additional 4% from 2022 to 2023.

For the 2023 fiscal year, CPL requested an increase of \$500k to continue to put us on par with industry. We know that we wouldn’t get to the benchmarked per capita spend in one year and it would be a multi-year process. The \$500k collections budget increase took per capita spending on collections from \$3.71 in 2022 to \$3.89 in 2023, bringing CPL closer to library industry leaders.

Key Function #2: Operates 81 library locations daily augmented by 24/7 website access to information

- **Key Result A:** Announced three new libraries in Woodlawn, Back of the Yards, and Humboldt Park
- **Racial and/or geographical trends:** In April 2023, Chicago Public Library announced that new library branches will be built in three neighborhoods on the city’s South and West Sides as part of mixed-use developments. The new Back of the Yards Branch will feature a federally qualified health center, performing arts center, and new offices for a local non-profit organization. The new North Pulaski Branch in West Humboldt Park will breathe new life into historic Pioneer Bank and include an entrepreneurial incubator space and Latino cultural center, as well as a 9-story, 100%-affordable-housing residential building of 85 units. Additional details for the new Woodlawn location are under discussion and forthcoming.

Like other CPL locations, these new branches will serve as neighborhood hubs and community anchors. All three libraries will include an early childhood learning space and

programs for area children, teens, and families, including access to the YOUmedia program and free homework assistance through the Teacher in the Library program. Book clubs, educational and cultural programs, computer classes, and one-on-one digital literacy coaching for adults and seniors will also be located at the new branches. In addition, these branches will provide platforms for communities to connect with social services, warming and cooling centers, Chicago Public Schools pre-school registration, US Citizenship and Immigration Services information, Chicago Alternative Policing Strategy (CAPS) meeting spaces, public art through Chicago's Department of Cultural Affairs and Special Events, free tax preparation, vaccination sites, voting sites, after-school and summer meals, and more.

- **Key Result B:** Received \$2M Mellon Foundation grant through the Chicago Public Library Foundation to digitize Black history archival materials in the Vivian G. Harsh Research Collection and develop accompanying open-source curricula
- **Racial and/or geographical trends:** CPL's Harsh Collection is the largest collection of African American history, literature, and scholarship in the Midwest. It was built in 1932 under the leadership of CPL's first Black librarian and branch director, Vivian G. Harsh. The collection, now known as the Vivian G. Harsh Research Collection, is located at CPL's Woodson Regional Library in the Washington Heights neighborhood on the South Side of Chicago.

CPL recognizes that Black history is American history. These stories must be accessible for people to connect with who we are as a country. The Mellon grant will do just that, connecting generations and international audiences with African American histories. The grant will allow the library to digitize and process critical documents related to Black history from the 1800s to the present, bring high-quality research materials and holistic programming to every branch across the city, and support the learning of Black history for a new generation of K-12 Illinois students of all races and backgrounds. This grant will also empower first-generation scholars to foster new research in Black Studies.

As part of this multi-year initiative, CPL will also partner with educators connected to the Illinois State Board of Education's Inclusive American History Commission (IAHC) to create new open-source curricula and tools that inform teaching of Black history in public secondary and post-secondary schools. "As Illinois moves towards more inquiry-based, inclusive, and just learning experiences for students in K-12 and college classrooms, this grant is creating opportunities for teachers to better access curricular resources and pedagogical insights supporting that aspiration," said Asif Wilson, Ph.D., Assistant Professor, Curriculum and Instruction, College of Education, University of Illinois Urbana-Champaign. As co-investigator, Wilson will chair an advisory group of educators who will make recommendations on how the materials can be used in curriculum and assignments. Protecting and empowering educators with inclusive narratives, knowledge, and ideas, particularly at a time when topics are being banned or discouraged across the nation, is at the core of CPL's mission. The Mellon Foundation's support will amplify this collection of historical materials to be used by many scholars, writers, educators, and others, locally and nationally.

The initiatives that the Mellon grant is funding build on CPL's work to amplify diverse Chicago stories. This work includes when CPL acquired the "Pilsen Days" photograph

collection by Japanese photographer Akito Tsuda in 2022. “Pilsen Days” is a selection of original prints from Mr. Tsuda’s Pilsen collection that documents the Mexican-American neighborhood in the 1980s and 1990s.

Key Function #3: Serves as a leader in Chicago’s diverse neighborhoods through cultural and public partnership.

- **Key Result A:** Partnered with After School Matters and the Mayor’s Office to provide 119 youth employment opportunities at CPL in summer 2023
- **Racial and/or geographical trends:** It’s important to CPL that we introduce young people who reflect Chicago’s diverse communities to career opportunities in libraries. CPL’s partnership with After School Matters (ASM) does that, giving young people summer employment opportunities as well as a chance to learn more about libraries and library work.

When analyzing the 2023 CPL ASM internship data by race, we see that our ASM interns have a demographic distribution similar to that of CPS high-school students. And when compared to CPL staff and Chicago resident data, Black/African American and Hispanic CPL ASM interns are well represented.

2023 CPL ASM Interns			For comparison		
Race/Ethnicity	#	%	% CPS HS students (2022-23)	% CPL City workforce (Aug2023)	% Chicago population (2018)
American Indian/Alaskan Native (Not Hispanic)	0	0%	0.3%	0.2%	0.1%
Asian	2	2%	4.1%	5.0%	6.4%
Black/African American (Not Hispanic)	48	40%	35.1%	33.6%	29.8%
Hispanic	49	41%	49.1%	18.3%	29.0%
Middle Eastern/Northern African	0	0%			
Multiple Races			1.0%	2.5%	1.8%
Native Hawaiian or Other Pacific Islander	1	1%	0.2%	~0%	~0%
White (Not Hispanic)	14	12%	9.5%	40.1%	32.9%
Not Indicated	5	4%	0.6%		
Total	119				

An important caveat: the CPL ASM intern data were not directly comparable to CPS, CPL workforce, or Chicago population data because race and ethnicity were separated for ASM interns. As such, there were interns who identified as Hispanic and American Indian, Hispanic and Black, and Hispanic and White. For the purpose of this analysis, those who identified as Hispanic were given one race/ethnicity category and disaggregated from the other race categories.

When analyzing the 2023 CPL ASM internship data by gender, we see that CPL ASM interns skew female and have a demographic distribution similar to CPL staff and *not* to Chicago residents. This is an interesting pattern that is consistent with gender demographics of library work more broadly.

CPL ASM Interns			For comparison		
Gender	#	%	% CPS HS students	% CPL City workforce	% Chicago population
Female	78	66%		69.04%	51.43%
Male	27	23%		30.96%	48.57%
Choose Not To Identify	3	3%			
Another Gender	5	4%			
Not indicated	6	5%			
Total	119				

It's worth noting that 7% of CPL ASM interns selected the gender category "Another Gender" or "Choose Not To Identify." OERJ's Equity Dashboard and its data sources do not include gender categories outside of the binary female and male. Additional gender categories would help the City better understand its workforce and whether that reflects residents' gender make-up.

- **Key Result B:** Continued partnering with multiple organizations under the umbrella of Collective Care to provide mental health and social services resources to patrons and CPL staff
- **Racial and/or geographical trends:** Collective Care includes the following partnerships and initiatives, which are aligned to feedback received from community members during Mayor Johnson's engagement roundtables:

CPL established the CPL Cares initiative in partnership with Street Plus/Chicago Loop Alliance and Heartland Alliance Health to aid individuals experiencing homelessness and housing insecurity in Chicago. CPL Cares provides on-site space at Harold Washington Library Center multiple days per week that empowers library patrons to simultaneously engage in learning opportunities and access social services. The program quickly expanded to include multiple other advocacy and service organizations – Thresholds, Legal Council for Health Justice's Homeless Outreach Project team, The Night Ministry, and Legal Aid Chicago – further strengthening the program's impact and reach. This partnership aims to serve as an efficient and coordinated allocation of resources, avoiding duplication of efforts and maximizing the impact of interventions. By pooling expertise and funding, these collaborations can create a more comprehensive safety net for homeless individuals, ensuring they receive the support they need.

Since 2022, CPL has partnered with CDPH to provide Narcan, a drug which can reverse an opioid overdose, to all CPL branches. As of January 2023, Narcan is available in all

81 CPL locations. CDPH continues working with CPL to keep Narcan stocked at all locations.

In Fall 2022, CPL began partnering with Apna Ghar, a Trauma-Informed Care (TIC) delegate agency that provides mental health care, referrals, and outreach. Apna Ghar provides a Community Health Worker once a week to Northtown, Edgewater, Budlong Woods, Albany Park, and Rogers Park CPL branches. The Community Health Worker serves as a resource to patrons looking for information on mental health issues, trauma, conflict resolution, and other health concerns.

CPL and CDPH launched a mental health clinician program in March 2023. There's more information about this program in CPL's "Progress on last year's (FY2023) Budget Equity Commitments" section of this document.

In July 2023, Community Counseling Centers of Chicago (C4) launched mobile crisis van services at the following CPL locations: Austin, Chinatown, Douglass (in North Lawndale), Rogers Park, Humboldt Park, Merlo (in Lakeview), Manning (in Near West Side), and West Chicago Avenue (in Austin). This service will increase accessibility of crisis prevention services, crisis de-escalation training, substance-use and recovery supports, and mental health supports. Services will also be available for library staff.

Starting in August 2023, CPL is partnering with Trilogy to offer trauma-informed Mental Health Awareness Training (MHAT) to CPL staff across the city. The objective of MHAT is to increase awareness of and sensitivity to the needs of individuals with or at risk for mental illnesses. It provides tools to recognize when someone needs help and education on how to respond. MHAT explore barriers individuals experience in accessing care, the impact of stigma and how we can combat it, as well as an overview of signs and symptoms of various mental illnesses.

- **Key Result C:** Launched a New Arrivals Working Group of CPL staff, who partner with the Department of Family and Support Services
- **Racial and/or geographical trends:** Many CPL staff who work in public-facing roles are experts in the communities they serve. Over the past few months, CPL staff have recognized a need to come together to ensure the library is doing everything we can to provide resources and programs to Chicago's newest residents. The New Arrivals Working Group formed in response to that need. This group of Spanish-speaking librarians works in collaboration with the Department of Family and Support Services to host multiple story time and craft activities per week for children in temporary shelters. The Working Group is also creating an information sheet for new residents who are looking for housing, jobs, and other information. The sheet will be a resource for CPL locations to provide that information to people who need it.
- **Key Result D:** Continued partnering with the Department of Cultural Affairs and Special Events (DCASE) on our first Artist-in-Residence Program in Legler Regional Library in West Garfield Park

- **Racial and/or geographical trends:** In 2022, DCASE in collaboration with CPL selected an artist to participate in the inaugural Legler Regional Library Artist-in-Residence Program in the West Garfield Park neighborhood. Artist-in-Residence Alexandra Antoine is an interdisciplinary visual artist and cultural apprentice based in Chicago. Her work acknowledges the influences of her Haitian culture and interest in portraiture, food, farming, and physical labor in traditional artistic practices of the African diaspora. She honors the different forms and functions of her work in the process of her vision coming into fruition. She received her BFA in Fine Arts and Arts Education from the School of the Art Institute of Chicago and her work has been exhibited nationally and internationally.

During her two-year residency, Antoine has studio space at Legler to create public art projects and programs that leverage the Artist's unique talents to promote greater connectivity between the library, its services, and the needs and aspirations of the West Garfield Park community. In addition, she's provided with an annual budget of \$50,000. The budget is inclusive of costs associated with engagement programs, activities, and final projects – including guest artist/panelist fees, travel, materials, and supplies – and includes a \$15,000 yearly stipend paid directly to the Artist-in-Residence to support their administration of the program.

Through her residency, Antoine has done extensive outreach and created new connections between Legler and the community. These connections have fostered new partnerships and brought additional equitable and community-grounded programming to West Garfield Park through the library, including a monthly family “Paint and Sip” book club, a monthly Poetry Workshop and Open Mic in partnership with spoken word artist Audacious Don, and a partnership with the non-profit Good Food is Good Medicine:

- Family “Paint and Sip” book clubs are held at Legler once a month on Sundays. They feature readings by local authors paired with art projects, like painting and sculpture.
- Spoken word artist and self-published author Audacious Don leads a monthly Poetry Writing Workshop and Open Mic at Legler. Each month has a new theme that's connected to what's going on in West Garfield Park. The program is beloved and well attended, with at least 20 to 30 participants each month.
- Good Food is Good Medicine is a non-profit working in the South and West Sides of Chicago to provide food and nutrition education to residents. In West Garfield Park, Good Food is Good Medicine partners with Hatchery to train on cost-effective, easy everyday food preparation. The idea is to provide skills and knowledge to people that's informed by what people actually have in their homes and have access to at local stores.

For each of these programs and partnerships, Legler staff appreciate how Antoine's connections to community ground collaboration in community-identified needs and solutions. Legler is committed to sustaining these partnerships, programs, and modes of collaborating moving forward. As the Artist-in-Residence Program continues, CPL is excited about the ways Chicago artists will bring additional connections to Legler and explore bringing art to the West Garfield Park community.

- **Key Result E:** Partnered with the Mayor's Office, DCASE, and the Poetry Foundation on the establishment of the Chicago Poet Laureate program in January 2023

- **Racial and/or geographical trends:** The program comes from the advocacy of the city's creative and civic communities. It aims to increase awareness of Chicago's historic contributions to the literary arts while celebrating and honoring the efforts of Chicago's working artists.

avery r. young was named the inaugural Chicago Poet Laureate in April 2023. His first public appearance as Chicago Poet Laureate took place in April at CPL's Poetry Fest at the Harold Washington Library Center.

The Chicago Poet Laureate serves a two-year term and is awarded a contract of \$50,000 (\$25,000/year) for the commissioning of new poems and for the creation of a public program series, including programs for youth and students. The Poet Laureate serves as an ambassador for the city's literary and creative communities.

Public Safety

Police Board

Purpose: The Chicago Police Board is an independent civilian body that decides disciplinary cases involving Chicago police officers

Note: The Police Board has a small staff and a narrow legal mandate related to advising on the selection of police commissioner and final decisions around police officer discipline. We therefore have them only creating/committing to 1 goal per year instead of the 3 goals expected for other departments. They are currently exempted from creating a Racial Equity Action Plan.

FY24 Racial Equity Commitment

Priority #1: The Police board will advance the citywide priority area for public safety by:

- The Police Board will work with the City's other oversight agencies to expand awareness of each agency's role in police oversight and of the opportunity to interact directly with CPD and COPA leadership at the monthly Police Board meetings.

Progress on last year's (FY2023) Budget Equity Commitments

Goal: To advance the citywide desired result around community engagement, the Police Board's FY23 goal is to expand outreach and awareness of the monthly public meetings on CAN TV, including through outreach via City Council members and key community groups.

Status: Partially Complete

Key wins: One factor that made it difficult to achieve this goal is that another oversight body—the Community Commission for Public Safety and Accountability—also has monthly public meetings and many members of the public choose to attend and participate in CCPSA meetings rather than Police Board meetings.

The Police Board will work with the City's other oversight agencies to expand awareness of each agency's role in police oversight and of the opportunity to interact directly with CPD and COPA leadership at the monthly Police Board meetings.

Biggest equity wins last year

Having the Police Board, CPD Superintendent, and COPA Chief Administrator consider and respond to community input at the monthly Board meetings helps advance racial equity in Chicago.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Receive community input on police-related issues at monthly public meetings.

- **Key Result:** Each month members of the public have an opportunity to ask questions and express their views on any police-related issue at the Police Board's public meeting. Most speakers at these meetings are Black and from the South and West Sides of the City.

- **Racial and/or geographical trends:** Most speakers are from police districts that face the biggest challenges in reducing violence and crime.

Civilian Office of Police Accountability (COPA)

Purpose: COPA's vision is to be the leader in police accountability by conducting thorough investigations, to advance the culture of policing and build trust in civilian oversight.

FY2024 Budget Equity Commitments

Priority #1: COPA will advance actions from the following strategies in its public safety action plan:

- Commit to the REAP and meaningfully engage with its contents.
- Develop new ways to document, analyze, and communicate about structural and systemic issues undermining public safety.
- Ensure investigations strengthen the police accountability infrastructure to improve public trust.
- Better understand participants' expectations when they make a complaint and throughout the investigative process, thereby creating opportunities for restorative and collaborative resolutions.

Priority #2: COPA will advance actions from the following strategies in its community engagement action plan:

- Create a strategic operations plan to expand COPA's visibility and deepen relationships with community partners to expand our network.
- Expand efforts to educate the public to increase awareness of COPA and the role we play in public safety and police oversight.
- Make its public-facing material more accessible for people of various community areas, languages and abilities.

Priority #3: COPA will advance actions from the following strategies in its workforce action plan:

- Foster a workforce culture that is supportive of COPA's diverse staff and promotes wellness, inclusion, and career development at all levels.
- Develop recruitment, hiring, and promotional strategies to attract and cultivate diverse candidates who are representative of City demographics at all levels of the agency and align with COPA's core values.
- Create equitable, transparent opportunities for professional development and growth in each unit/department.

To view COPA's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result of providing residents a meaningful opportunity to influence City of Chicago programs, policies, and initiatives. The Civilian Office of Police Accountability's FY23 goal is to solicit input via survey and feedback forms by engaging 1000 complainants, 5000 residents in minority communities (non-complainants), and 400 members of the Chicago Police Department regarding investigations, policies, and reform efforts to improve police and community relations and outreach, which have been negatively impacted, according to the U.S. Department of Justice ("DOJ") and Chicago's Police Accountability Task Force, by CPD's repeated

pattern of using excessive force and racially discriminatory policing practices against the City's African American and Latino residents in contrast to white residents.

Status: **Partially Complete**

Key wins: COPA has implemented surveys asking complainants about their experiences and perspectives on the work COPA does upon submission of their complaint, after 6 months into the investigation of a case and/or at the closure of their case. A public survey has also been developed and rolled out on the COPA website and at community events. This information can better inform leadership (internal) as well as COPA Advisory Council members (external) on the perceptions and core functions of the agency and lead to the development and/or adjustment of strategies and policies, if necessary.

COPA has also engaged the community through multiple events such as People's Academy, a new, short, classroom-style series of lectures and discussions about the investigation steps and organizational units/functions within COPA. Furthermore, COPA's presence and outreach at community events hosted in neighborhoods across Chicago has served to support connection with and education of residents.

Goal #2: To advance the citywide desired result that Chicagoans are safe across the city and have trusting relationships with law enforcement, the Civilian Office of Police Accountability's FY23 goal is to increase efforts to meet the broader mandates within its enabling ordinance, which address identifying patterns or practices of misconduct; highlighting operational, policy, or training concerns requiring immediate attention; and recommending revisions to the Chicago Police Department's policies, practices, collective bargaining agreements, programs and training to advance the culture of policing and build public trust. COPA expects its efforts to enhance its data analytics and create opportunities to solicit meaningful community member feedback on critical issues surrounding police reform, will contribute to the City's interest in enhancing public safety and building trusting relationships with law enforcement.

Status: **Complete**

Key wins: COPA has greatly expanded its past efforts around making policy recommendations to CPD when troubling practices or patterns of misconduct are identified by developing a new unit to focus on streamlining and building out this function, the Policy, Research, and Analyses Division (PRAD). This division will not only serve to expand data analyses and policy recommendations about CPD policy, but also serve to keep COPA compliant with consent decree requirements and evaluate and audit internal functions. PRAD's internal focus will be on identifying areas where COPA has seen improvements in its operations based on new initiatives and suggesting other opportunities/areas for improvements.

Recent examples of policies/recommendations to improve the Chicago Police Department

- Search warrants
- Members' use of social media
- Members' associations with criminal enterprises
- 2024 CPD's training plan

- Members' interactions with youth and children
- Selection and retention of school resource officers

Goal #3: To advance the citywide desired result of all Chicagoans can obtain, view, or use public-facing data the Civilian Office of Police Accountability's FY23 goal is to utilize feedback from residents and other institutions to amend and update data dashboards to ensure information is relevant, accessible, and efficient for all users.

Status: Partially Complete

Key wins: COPA staff presented its investigations data dashboard and fielded questions about it at COPA People's Academy to local residents and professionals in the police accountability field from across the U.S. In addition, the COPA website now more broadly includes a Google Translate function that allows the website to be translated from English to 10 different languages.

Biggest equity wins last year

- Received nearly 3,400 complaints, 1,160 pending cases under investigation, and concluded investigations in nearly 1000 cases through Q2 2023.
- Increased complaints received by the Latino community:
 - 2021 - 9%
 - 2022 – 12%
 - 2023 – 13%
- Using data from COPA's Case Management System and website, COPA's complainants in 2023 were 49% African American. Roughly 45% of complainants are between 20-39 years old. Across races, we note that more complainants are male. These demographics intersect to suggest that most complainants are Black men between 20 and 39.

Race	Asian		Black			Latinx				Middle Eastern	Native American	Unknown			White		
	F	M	F	M	U	F	M	NB	U	M	M	F	M	U	F	M	
19 and below																	
20-29																	
30-39																	
40-49																	
50-59																	
60-69																	
70-79																	
80 and above																	
Unknown																	

- Began the Timeliness Initiative, an effort to reduce COPA's overall caseload, by reviewing eligible misconduct complaints that, if sustained, may result in COPA recommending additional training or other remedial measures for an office. Nearly 300 investigations closed within two weeks of launch.

- COPA graduated its first class of COPA People’s Academy, a six-week condensed version of COPA’s Training Academy that is open to members of the public in the Austin community. The academy focused on educating community members on COPA processes ranging from our investigatory to policy and research functions, with 25 in-person attendees from various communities throughout Chicago participating and 45 online attendees, representing nearly two dozen oversight and law enforcement agencies from around the country.
- Hosted first COPA People’s Academy: Youth Edition in the Little Village community in partnership with One Summer Chicago. Over 50 youth attended and completed the three-day academy.
- Robust community engagement of nearly 16,500 residents through participation in ward, community and townhall meetings as well as an increased focus on Latino and African American community organizations aimed at keeping stakeholders informed.
- COPA’s Video Release and Transparency Unit (VRTU), which positions COPA and the City of Chicago to deliver on its obligations well in advance of the current 60-day release mandate of the Video Release Policy, published 13 full transparency releases with a total of 660 materials reviewed, redacted, and posted. Additionally, VRTU responded to 327 FOIA requests and provided videos to 24 complainants or their representatives pursuant to Executive Order 2021-1.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Investigations

- **Key Result:** Continued to serve Chicago residents by receiving complaints of police misconduct and investigating those allegations which can better inform the Chicago Police Department but also improve trust in law enforcement and police and community relationships.

Received nearly 3400 complaints.
 Concluded nearly 1000 investigations.

Increased complaints received by the Latino community:
 2021 - 9%
 2022 – 12%
 2023 – 13%

- **Racial and/or geographical trends:** COPA continues to see a gap in the number of complaints filed by members of the Latino community. Black and Latino communities have the highest number of police interactions according to data.

Complaints filed with COPA are disproportionately low when comparing the Latino to the Black Community.

COPA has implemented tools and resources to expand our presence in multiple languages, including in 2022 becoming compliant with Chicago’s Language Ordinance to have palm cards in English, Spanish, Polish, Arabic, Mandarin, and Hindi.

Additionally, our website is now available in multiple languages via Google translate plugin. For community engagement events English and Spanish speakers are typically available. Internal to the agency, Spanish speakers are available in pertinent

departments including Intake, Investigations, and Case Liaisons, who are responsible for communicating with complainants.

COPA has also developed strategies to ensure we are able to conduct increased outreach in Latino majority communities. For example, New Life Centers in Brighton Park, Little Village and Humboldt Park; Back of the Yards Neighborhood Council in Back of the Yards; Little Village Community Council in Little Village; Northwest Center in Belmont Cragin among others.

In the first quarter of 2023 COPA launched a new initiative COPA People's Academy, in the Austin community, which is a six-week series of learning opportunities available to members of the public (civilian and sworn) and law enforcement and oversight agencies around the country. Interested individuals learn, in person and virtually, about the history of civilian police oversight in Chicago, investigative and legal concepts, the role of COPA's Policy, Research and Analyses Division (PRAD), and much more.

Key Function #2: Legal

- **Key Result:** COPA's Legal Department provides an analysis which is included in concluded investigations Final Summary Reports.

The Legal Department also serves as the lead for compliance with the Federal Consent Decree.

In FY2022, COPA achieved preliminary compliance with 90 percent of its stipulated Consent Decree requirements. All applicable policies are reviewed by COPA's Community Policy Review Working Group, a diverse group of Chicago residents, posted for public comment, and revised considering all related input from the Independent Monitoring Team.

Topics advanced in 2022 to achieve the previously mentioned compliance figures include Forensic Experiential Trauma Interview (FETI) training, Officer Interviews, Case Management Systems, Disciplinary and Remedial Recommendations, Fact Gathering, and Major Case Incident Response.

In FY23 COPA continues to meet the requirements of the Federal Consent Decree and has made significant strides toward achieving full compliance. The Consent Decree is an important legal framework designed to advance reforms that govern police training and policies, while providing officers with the necessary support to do their job constitutionally. As of the most recent reporting period, COPA is pleased to announce the following highlights regarding its compliance:

- COPA 99% preliminary, 80% secondary, and 40% full compliance in paragraphs that govern COPA and its operations.
- COPA has reached the 2-year sustainment period of full compliance with many of its requirements.

COPA will continue to work internally and alongside its partners to achieve full operational compliance.

- **Racial and/or geographical trends:** None

Key Function #3: Human Resources/Administrative

- **Key Result:** COPA continues to collaborate with the Department of Human Resources (DHR) and the Office of Budget & Management (OBM) to aggressively hire to fill vacancies across the agency. At present, COPA has fewer vacancies than it has had since approximately 2018 (i.e., the fledgling years of the agency post-shuttering of IPRA).
- **Racial and/or geographical trends:** Though COPA continues to maintain a diverse workforce at all levels of the agency, it has been a challenge to enhance diversity through the agency's contracting efforts (most notably, engaging MWBE vendors).

Key Function #4: Policy, Research, and Analyses

- **Key Result: Policy, Research, and Analyses**
 - PRAD assisted in the development and review and implementation of COPA surveys for complainants and the public.
 - PRAD began creating and refining a standardized workflow for research development, policy review, and policy feedback.
 - Developed a research strategy and plan.
 - Provided feedback on CPD policies:
 - Regarding search warrants
 - Members' use of social media
 - Members' associations with criminal enterprises
 - 2024 CPD's training plan
 - Members' interactions with youth and children
 - Selection and retention of school resource officers
 - Met with academics and community members to better understand community perspectives.
- **Racial and/or geographical trends:** The core creation and implementation of surveys for complainants and the public is to receive input and rate COPA's overall engagement and investigative process from complaint intake to concluded investigations. Because of the disproportionate number of complaints filed by Latino residents in comparison to Black residents, the results can indicate gaps in service or lack of awareness amongst Latino residents.

Based on data, COPA has made intentional efforts to focus outreach and engagement efforts in Latino communities.

Key Function #5: Information Services

- **Key Result:** Continued the process to modernize COPA's website in line with the agency's ongoing commitment to transparency and accountability.

Part of this effort included updating COPA's online case portal. Through these changes, individuals seeking information on incidents under COPA jurisdiction are able to locate all relevant incident materials in one centralized location, increasing user accessibility.

Additionally, the agency has increased the number of filters and searchable functions, allowing members of the public to better locate and understand COPA's caseload. These changes also include increasing the functionality of the website's calendar. Information Systems launched and continues to update a new interactive data dashboard on COPA's website centered around better informing the general public and

other stakeholders about complaints of police misconduct and incidents under COPA jurisdiction.

The portal provides detailed information on allegation types, geographic areas of incidents, demographic information of both subjects and accused members, and concluded cases.

- **Racial and/or geographical trends:** Information not located in one central location on the website could lead to a perception of lack of transparency within the Black community and impacted parties.

Chicago Police Department (CPD)

Purpose: The Chicago Police Department ("CPD") protects the lives, property, and rights of all people, maintains order, and enforces the law impartially. CPD provides quality police service in partnership with other members of the community and strives to attain the highest degree of ethical behavior and professional conduct at all times.

FY2024 Budget Equity Commitments

Priority #1: CPD will advance actions from the following strategies in its community engagement action plan:

- Increase communication and partnership between local districts and their residents.
- Create safe spaces for youth and emerging adults to engage with the Department.
- Establish ongoing opportunities for the community to collaborate with CPD on future reforms to policies, training, and strategies.

Priority #2: CPD will advance actions from the following strategies in its workforce action plan:

- Recruit and retain a diverse workforce that represents the demographics of the City of Chicago.
- Ensure its workforce is trained on all topical issues related to racial equity through constitutional policing, impartial policing, and community policing.
- Ensure individual officer wellness is part of the culture of the Department to provide better service to the community.
- Hold members accountable for treating all people fairly, with courtesy and dignity, and without bias.
- Establish Department resources to focus on ongoing equity and diversity work.

Priority #3: CPD will advance actions from the following strategies in its public safety action plan:

- Collaborate with the community on CPD's public safety strategies.
- Sustainably reduce violence and make Chicago a city where everyone is and feels safe.
- Use public safety strategies that are data-driven, effective, and mindful of equity.

To view CPD's full Racial Equity Action, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around workforce, CPD's FY23 goal is to recruit new officers possessing diverse backgrounds and life experiences that reflect the diversity of our City and will be measured by comparing the demographics of the Department to those of the City.

Status:

Complete

Key wins: CPD continues to recruit new individuals to join the Department and focuses on outreach and recruitment from diverse communities across Chicago. CPD has recently partnered with an outside marketing firm that is supporting the development of a diverse recruitment outreach strategy. CPD is currently seeking a new marketing firm for 2024 that can engage different areas of the City in the most culturally appropriate manner.

Goal #2: To advance the citywide desired result around public safety, CPD's FY23 goal is to expand the Neighborhood Policing Initiative to additional Districts by the end of 2023 to conduct more problem-solving activities to meet community needs.

Status: Partially Complete

Key wins: Following the COVID-19 pandemic, CPD paused further expansion of the Neighborhood Policing Initiative to evaluate the effectiveness of the program within the 10 districts it was already implemented in. Following discussions with members and community partners working on NPI, CPD decided to pause expansion and focus its efforts in 2023 on maintenance of districts with NPI. A refresher training occurred in early 2023 with new officer's part of NPI that had not previously received training. Additional refresher trainings are scheduled before the end of 2023. CPD will continue to use NPI to actively problem solve issues as highlighted by the community.

Goal #3: To advance the citywide desired result around community engagement, CPD's FY23 goal is to continually seek public input on all new policies created in response to transforming the Department and working toward reform through the Consent Decree.

Status: Complete

Key wins: CPD continues to engage the community in its policies and trainings. In 2023, CPD invited the community to provide input on CPD's new Search Warrant policies, CPD's Language Access policy, and CPD's people with disabilities policies. CPD also regularly invites the community to provide feedback on other policies, including use of force, interactions with children and youth, and interactions with the transgender community. Interested individuals can provide comments on policy via the following link:
<https://home.chicagopolice.org/transform/policy-review/>

Biggest equity wins last year

- As of 8/31/2023, CPD has hired 474 new police officers. Of these officers, 28% are women, and 75% are from racially diverse backgrounds.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: The Bureau of Patrol

- **Key Result:** Violent crime victims are currently up 12 percent YTD compared to the same time frame as 2022. Black individuals make up over 54 percent of all violent crime victims. 24 percent of violent crime victims are Latino, and 11 percent are white.

Source: <https://www.chicago.gov/city/en/sites/vrd/home.html>

- **Racial and/or geographical trends:** The data shows a significant gap in racial demographics, where significantly more Black people are victims of violent crime. Homicide and shooting numbers have declined during 2023 compared to 2022.

Key Function #2: The Bureau of Detectives

- **Key Result:** CPD's clearance rates for index crimes (the crimes that the FBI tracks to create its crime index) stayed relatively close in 2022 compared to the prior year.

Source: <https://home.chicagopolice.org/wp-content/uploads/2022-Annual-Report-FOR-PUBLICATION.pdf>

- **Racial and/or geographical trends:** The data shows a significant gap in racial demographics, where significantly more Black people are victims of violent crime. Homicide and shooting numbers have declined during 2023 compared to 2022.

Key Function #3: The Office of Constitutional Policing and Reform

- **Key Result:** At the end of 2022, CPD had achieved at least preliminary compliance on at least 80 percent of consent decree paragraphs. The Office of Constitutional Policing and Reform is tasked with the implementation of the Consent Decree and transforming the Department. Preliminary compliance indicates that CPD has successfully created policies the Independent Monitor has approved.
- **Racial and/or geographical trends:** CPD is currently working to train all Department members on these newly approved policies, which will lead to secondary compliance. The goal of this is to fully implement the transformational changes of the Consent Decree through action after training has been completed.

Office of Emergency Management and Communications (OEMC)

Purpose: The Office of Emergency Management and Communications (OEMC) oversees a number of functions that support public safety and provides assistance to residents 24 hours a day, 365 days a year. The OEMC manages the following operational areas for the city: 9-1-1 call taking and dispatch; the 3-1-1 call center; emergency management; and traffic management.

FY2024 Budget Equity Commitments

Priority #1: OEMC will advance actions from the following strategies in its public safety action plan:

- Deploy improved education materials.
- Develop improved communication materials.
- Analyze programs, determine if improved communication leads to better relationships.

Priority #2: OEMC will advance actions from the following strategies in its community engagement action plan:

- Strengthen current volunteer force to better support Chicagoans for emergencies and disasters.
- Expand volunteer force so that volunteers can support local communities.

Priority #3: OEMC will advance actions from the following strategies in its workforce action plan:

- Provide certificate level job training and education that is accessible to all Chicagoans.
- Establish career exploration; provide early engagement and career planning.
- Provide avenues to meaningful employment within OEMC's various missions.

To view OEMC's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around community engagement, OEMC's FY23 goal is to increase Community Emergency Response Team membership, specifically on the South and West sides of the city. OEMC sees an opportunity to train and integrate community representatives as partners into the City's preparedness strategy, thereby ensuring every community is represented and their greatest needs are considered.

Status: Partially Complete

Key wins: For FY2023, OEMC developed new marketing and recruitment materials for its Community Emergency Response Team, updated the CERT webpage on OEMC's City site, streamlined the sign-up process and refined its member tracking. OEMC's goal for FY23 was to increase CERT membership on the South and West sides. OEMC identified an opportunity to train and integrate community representatives as partners into the City's preparedness strategy, thereby ensuring every community is represented and their greatest needs considered. OEMC made good progress toward its goal, increasing its active membership 21.3% from the previous year.

The promotional materials developed for FY2023 received positive feedback during 15 outreach and engagement events staffed by OEMC emergency management specialists and CERT trainers, including an event with the Mayor's Office for People with Disabilities on June 14, 2023. OEMC's engagement effort around CERT generated a list of 155 Chicagoans who expressed interest in future participation.

OEMC provided three CERT training classes in 2023, providing 27 hours of classroom instruction on disaster response techniques and life-saving skills, and three hours of hands-on practical training students can use in their own neighborhoods. Now, 49 of the 78 zip codes represented by CERT volunteers in FY2023 are located within the City; 63.89% of which are located on the South and West sides, proud homes of 101 CERT volunteers. CERT volunteers supported 55 events across the City year-to-date, including respite center operations for migrants and asylum seekers in Piotrowski Park, located in the Little Village neighborhood.

Chicago's CERT members speak 25 languages; their ranks include an ESL teacher and a qualified developmental disabilities professional licensed in Illinois. In 2023, OEMC partnered with 5 members from the Omega Psi Phi fraternity, a historically African American fraternity established in 1911, to support outreach with Southside churches and congregations. Additionally, CERT partnered with an independent group of Latino pastors for assistance translating in-person CERT training for future classes. During FY2023, one CERT member even used the training he received from the program in a personal emergency, deploying the fire suppression skills he gained to put out a fire in his own home. His compelling story will be included in 2024 promotional materials.

Working into 2024, OEMC is investigating use of web-based Spanish or Mandarin instruction for the didactic portion of CERT classes (<https://medicine.utah.edu/dfpm/occupational-environmental-health/research/outreach/cert/online-courses>). OEMC currently plans 3 CERT certification training classes in 2024.

OEMC hopes the growth of the CERT program will lead to representatives in- and from- every community so that CERT volunteers can be leveraged as the community-based channel through which to partner with OEMC.



Goal #2: To advance the citywide desired result around public safety, OEMC’s FY23 goal is to provide new diversity and bias awareness training to 9-1-1 operations staff. OEMC created a suite of training materials for awareness and mitigation strategies on biases with the goal of promoting diversity and inclusion. The Office of Equity and Racial Justice, the Office of the Attorney General, and several consultants contributed as partners in development over two years.

Status: Partially Complete

Key wins: During the year, 95.285% of OEMC’s active PCO telecommunicators in its 9-1-1 call center successfully completed diversity awareness training. The training’s goal is to enhance a

representative’s “ability to embrace the uniqueness of all individuals along several dimensions such as race, religious beliefs, ethnicity, age, gender, physical abilities, political beliefs, and socio-economic status.” The most common feedback from employee surveys regarded participation, that the training was engaging and interactive.

In May 2023, OEMC memorialized inclusiveness and implicit bias training by establishing and finalizing a new Standard Operating Procedure 23-001, Diversity Awareness, and Implicit Bias Training Program. OEMC received a “no objection” notice from the Independent Monitoring Team after OEMC submitted the new SOP for review under the impartial and community policing sections of the Consent Decree. OEMC plans to provide updated implicit bias training in 2024 and is re-engaging its inter-departmental development team to establish refresher training based on the updated course material.

Goal #3: To advance the citywide desired result around workforce diversity, OEMC’s FY23 goal is to deploy community-based recruitment strategies. OEMC is partnering with inter- and extra- city departments to develop a framework to provide training and share job opportunities to diversified networks of community groups. As a start in this goal, OEMC built a full curriculum in partnership with Malcolm X College that provides education and training in subject areas related to OEMC’s mission.

Status: Partially Complete

Key wins: In 2023, OEMC hosted 4 summer interns from CPFTA (previous year: 2). Their internship included participating in logistics team support for the City’s New Arrivals Landing Zone and the National Homeland Security Conference. Students were trained on OEMC emergency management plans and annexes and completed FEMA online courses and OEMC-led Safe Chicago classes. All 4 intern/students will continue working with OEMC as volunteers, after the culmination of their internship. Their participation includes valuable experience early in their career development, which may lead to accelerated career growth.

OEMC offered 8-week courses at Malcolm X College, held in October of 2022, then March and August of 2023. A key project goal this year was to establish data utilization for enrollment tracking and performance measurement. Of the 56 students enrolled in the pass/fail course where OEMC provided instruction Tuesday and Thursday nights, 26.79% successfully completed the course; compared to an 18% national average for 4-year degree completion among associate colleges. Located on the West side, Malcolm X college enrollment is 50.7% Hispanic or Latino, 34.4% Black or African American¹. By comparison, enrollment for all Associates Colleges is 44.1% White, 26.8% Hispanic or Latino, and 12.5% Black or African American. The results of its last survey, Malcolm X graduates were predominantly female of Latina/Hispanic or Black/African American.

OEMC offered the same course at Kennedy King College in February and April of 2023, and is currently scheduling the next session. 72% of enrolled students successfully completed the OEMC led course at Kennedy King. Kennedy-King College enrollment is 71.6% Black/African American and 20.1% Hispanic/Latino. According to the most recent survey, Black/African American females were awarded the most degrees (259), 2.14 times more than the next closest race/ethnicity group; Black/African American males (121 degrees), then Hispanic/Latino males (83).

Between the two colleges, OEMC has already trained more than 80 students in professional development/ adult continuing education. 5 graduates have already applied to OEMC, which would be a 0.59% increase of total employee population. Of the applicants, 2 are Malcolm X

students and 3 are from Kennedy King College. 3 students applied for positions as 9-1-1 telecommunicators and 2 students applied for positions with the Traffic Management Authority. 1 student has already been hired and completed job training as of July 21, 2023. In addition to course instruction, OEMC met with City Colleges of Chicago administrative staff for 10 sessions over 2023. OEMC developed, in FY2023, new promotional materials for roll out in 2024 that will emphasize the introductory course provides training and qualifications needed to become an OEMC employee, and that job opportunities for graduates include room for growth and promotion.

For FY2024, OEMC is exploring expanding its course offerings. OEMC is currently working with City Colleges of Chicago to offer its *Introduction to Emergency Management* course at Olive-Harvey College in the Pullman neighborhood on Chicago's Southside. OEMC is also developing student feedback collection methods for internal use and tracking, which OEMC plans to use to inform future course development. Additionally, OEMC developed, over 3 meetings with City Colleges of Chicago, a curriculum, materials, and identified instruction sites for an emergency management-focused course. The new course will be taught by OEMC emergency management specialists for in-depth classroom-based adult/continuing education. City Colleges recently submitted this course into its course inventory management system. Planned for 2024, OEMC will initially pilot a 6-week course at Kennedy King College. If the pilot is successful, the new course will also be offered at Malcolm X College.

OEMC expanded its youth outreach beyond formal education and training programs. OEMC has attended 10 youth-focused events/job fairs/career days/community engagement events in the past year, including: Cuffe Career Day, Hernandez Middle School Career Day, Skinner West Youth Public Safety Event; 25th Ward Back to School event; Children's Safety Expo; Children's Safety Aldermanic Event (Touch-a-truck); Woodlawn Halloween on the Block for Youth; Leo HS Career Fair; Leo's Summer Send Off; Children's Safety Expo (Touch-a-truck). In August, OEMC attended back-to-school resource fairs at 1312 S. Racine and at 312 N. Lavergne as well as the 18th District Safety Event for Youth with Disabilities. By connecting young professionals with career development resources, OEMC helps to encourage their community to participate in public safety at the decision-making level.

Biggest equity wins last year

OEMC worked extensively to support the response to extreme flooding events, specifically the flash flooding event on July 2nd that most severely impacted the City's South and West sides; OEMC worked with the County and State to conduct onsite damage assessments as well as analyzed and categorized data around thousands of calls within the City's 3-1-1 system. Due to this work, OEMC was able to successfully petition the president for a disaster declaration for flooding for the first time in 10 years, making much-needed financial assistance available to Chicago residents. As of September 21st, over \$79.5 million had been awarded to over 38,600 registrants in the City of Chicago to aid in flood relief efforts.

Throughout 2023, OEMC has coordinated the citywide effort to welcome, receive and temporarily shelter thousands of new arrivals into Chicago from the southern border. This includes bringing citywide departments together to plan via an ongoing Emergency Operations Center activation and planning cell; conducting site visits at potential shelter sites and operationalizing viable locations; staffing the landing zone when buses arrive in Chicago; facilitating the provision of resources such as food, wrap-around services, and needed equipment to operate shelters; and acting as the supporting arm to DFSS throughout this humanitarian mission.

OEMC taught 3 classes to high school juniors at the Chicago Police and Fire Training Academy program through CPS, and plans on additional classes in the fall term, as course syllabi allow. Of the 3 classes taught, 100% of 150 students completed Stop the Bleed training and Safe Chicago training, which includes CPR. Students received their own Stop the Bleed kits upon course completion. As CPFTA is still training the initial class of graduates from OEMC training, no students were eligible for regular employment in 2023. OEMC plans to track applicants in future budget reporting cycles.

To improve its language access programs, OEMC finalized its new Standard Operating Procedure *Limited English Proficiency* for its 9-1-1 center, which institutionalizes annual review of translation service use. In addition to answering calls, OEMC utilized translation services to update its social media content, providing bilingual weather advisories, See Something/Say Something notifications, and Smart911 services.

OEMC launched its first-ever phone app in January 2023. OEMC used language access data to inform additional advancements when developing the new Chicago OEMC phone app. With over 4,000 downloads as of May 1, OEMC utilized its contract with LanguageLine Solutions to translate public app content offered into Spanish. The OEMC phone app is now providing preparedness in the palm of a hand. The app provides residents with preparedness tips, safety information, alerts and the CHI Safe Walk, a feature to use when traveling alone to share your location with a friend or family member in the event of an emergency. The app is now available through the Apple App and Google Play stores. The app connects with Chicagoans through a free service that strengthens communication and builds trust through reliable messaging and event updates. Its digital platform is appealing to young Chicagoans, and its translation into other languages helps ensure access to all Chicagoans.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Leads planning, training, and exercises for citywide preparedness and resource coordination efforts related to disasters, emergencies, and large-scale special events.

- **Key Result:** Securing the need for federal assistance to help South and Westside residents to recover from the July 2nd storm: On July 2nd as the rain was still falling, OEMC personnel immediately responded to the West Side of Chicago to assess the damage from this particular storm and to document the impact. OEMC also immediately engaged IEMA to let them know about the significant amount of rainfall and that the City would be looking to seek additional assistance for impacted residents. OEMC met with IEMA several times during the week following the storm to assess and categorize data that came in through OEMC's 3-1-1 system to determine whether this storm would warrant/qualify the need for potential federal resources to supplement local efforts. OEMC conducted onsite assessments of some of the hardest hit residences. OEMC partnered with Salvation Army and American Red Cross to deliver 1,400 flood clean-up kits to the top 5 most impacted wards (located on South and West sides of city). OEMC attended multiple community meetings in the days following the storm in the most impacted wards to provide residents with information.

The City of Chicago's Department of Water Management and Department of Streets and Sanitation were also integral to storm response and clean-up efforts, including multiple basement clean-up days to collect debris and damaged property.

Racial and/or geographical trends: Due to the level of damage documented in our 3-1-1 system, OEMC's efforts and data analysis helped secure the need for preliminary damage

assessment (PDA) teams, made up of personnel from FEMA, IEMA, OEMC, and Cook County, to validate the damages. Five (5) PDA teams were on the ground in Chicago from July 25-27 assessing the damage to determine whether it would meet the criteria to request a presidential declaration for direct assistance for individuals. A Command Post was set up in both Cicero and at a Chicago Park District facility on the West Side as part of this effort. After three days of on-the-ground work, it was decided that enough damage existed to request a declaration from the President. OEMC's request for a presidential declaration for Individual Assistance was approved and signed by the President in August.

Key Function #2: Leads planning, training, and exercises for citywide preparedness and resource coordination efforts related to disasters, emergencies, and large-scale special events.

- **Key Result:** Coordinating the citywide effort to welcome New Arrivals into the city: Throughout 2023, OEMC has coordinated the citywide effort to welcome, receive, and temporarily shelter thousands of new arrivals into Chicago from the southern border. This includes bringing citywide departments together to plan via an ongoing Emergency Operations Center activation and planning cell; conducting site visits at potential shelter sites; staffing the landing zone when buses arrive in Chicago; facilitating the provision of resources such as food, wrap-around services, and needed equipment to operate shelters; and acting as the supporting arm to DFSS throughout this humanitarian mission. Mutual aid organizations have come forth to support this effort as force multipliers related to the provision of select wrap-around services. Chicago has received over 15,000 new arrivals since the mission began in August 2022. As of September 25, 2023, there are nearly 9,000 residents in city shelters.
- **Racial and/or geographical trends:** Due to high demand of temporary shelter needs, providing housing to the growing number of asylum seekers and in turn providing resettlement support (DFSS/DOH function).

Key Function #3: Handles call taking and dispatch of all 9-1-1 emergency calls + Handles call taking for 3-1-1 non-emergency City service requests.

- **Key Result:** Provide 9-1-1 and 3-1-1 telecommunicator support for Chicago's emergency and non-emergency services.
- **Racial and/or geographical trends:** In 2023 year-to-day, OEMC provided language access services for 45,338 calls through its 9-1-1 and 3-1-1 call centers over 270,258 total minutes. Primarily, translation services were provided for Spanish speakers (41,097 calls), then Polish, Mandarin, Russian and Cantonese.

Key Function #4: Handles call taking and dispatch of all 9-1-1 emergency calls.

- **Key Result:** In partnership across CDPH, CFD, CPD, and OEMC, seeking to improve health outcomes for people experiencing a behavioral health crisis – this is done through a multi-disciplinary response team, alternate response team, or opioid response team. 9-1-1 plays a role in triaging for MDRT and ART. OEMC's participation in the CARE program supports the City's effort to provide additional resources to Chicagoans who access mental health care and, further, support to the emergency response system.
- **Racial and/or geographical trends:** CARE pilot districts were chosen based on volume of 9-1-1 calls with a mental health component (or with an opioid related overdose), predominantly in the South and West sides. These locations include: **MDRT** - District 006 (Auburn Gresham / Chatham) and District 019 (Uptown / Lakeview / North Center); **AR** - Districts 007 & 008 (West Elsdon / Gage Park / West Lawn / Chicago Lawn / West

Englewood) and District 001 (Loop / Near South); and **ORT** - District 011 (East and West Garfield Park, Humboldt Park).

Chicago Fire Department (CFD)

Purpose: The Chicago Fire Department (CFD) promotes fire safety, provides emergency care, and extinguishes fires.

FY2024 Budget Equity Commitments

Priority #1: CFD will advance actions from the following strategies in its workforce action plan:

- Create a permanent community outreach recruitment diversity and inclusion (CORDI) unit within the Office of Diversity Equity and Inclusion (DEI).
- Create a wholly inclusive and robust mentorship program for leadership roles and succession planning, which will be reflective of the City's entire population (women, people of color, and all identities).
- Increase the presence of women and other underrepresented groups within the Chicago Fire Department by creating the CFD Cadet Program for residents. This program will be created in collaboration with the Community's input, Chicago City Colleges, Deputy Mayor of Community Safety, and other stakeholders to establish parameters and curriculum for launch in the fall of 2025.

Priority #2: CFD will advance actions from the following strategies in its data action plan:

- Coordinate with department leadership to establish and oversee CFD's technology strategy across the department. Form a Strategic Initiative and Data Analytics Unit to make informed operational decisions, save lives, reduce property loss, and protect firefighters and EMTs.

Priority #3: CFD will advance actions from the following strategies in its public health and human services action plan:

- Obtain public feedback and assist community leaders in closing gaps and improving life expectancy.
- Include DEI concepts and a community collaborative EMT training initiative for Mobile Integrated Health, which is designed to improve population health by reducing utilization of 911 services, empower Chicago residents to take charge of their health, close equity gaps, and build public/private community partnerships to address all health care needs. Conduct risk assessments and identify key performance indicators to create a transparent dashboard for publishing.

To view CFD's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around public safety, CFD's FY23 goal is to increase community risk reduction practices through community engagements, public education, and continued outreach in wards with the highest death rates, focusing on populations most impacted which are Black and Latino community members especially children and seniors.

Status: Complete

Key wins: CFD has continued its successful outreach and Community Risk Reduction programs. CFD has been able to keep fire deaths to the same as 2022 at 21 YTD.

Additionally, the new smoke detector ordinance has made the task of ensuring communities and residents who can least afford smoke detectors challenging. CFD continues to seek funding options for the new battery-encased smoke detectors to meet the new requirements.

Facing these odds CFD continues to distribute smoke detectors to senior citizens through its Chicago Seniors at Risk Program to ensure that seniors, who are most at risk, have working smoke detectors as well as distribute smoke detectors to neighborhoods during a fire fatality canvass. CFD has still given away more than 13,000 smoke detectors, conducted over 5100 canvasses across all neighborhoods, distributed over 276 CO detectors, and made 115 residential visits in predominately Black and Latino communities. CFD completed 1,263 Chicago Seniors at Risk Program visits and smoke detector installations in heavily populated Black and Latino communities. Public Education has completed 178 Fire Safety Director practicals and 162 Fire Director classes within the Central Business District and the O'Hare Expressway corridor. Public Education also participates in career day events at CPS facilities, participating in over 40 events this past year; serves as the hosting unit to CFD Community Pop Up Events and Cares activities; and continues to do car seat checks at the Public Education location and in homes. CFD continues to conduct the Fire Escape VR program as well as the Survive Alive smoke trailer to at-risk communities.

CFD continues to partner with community organizations, schools, and neighborhood groups to provide Community Risk Reduction and Fire Safety Information and provide career options during recruitment.

Goal #2: To advance the citywide desired result around workforce, CFD's FY23 goal is to increase the representation of community members from the African American and Hispanic community as well as Asian and Pacific Islander, and other diverse communities in CFD's workforce. CFD will engage with new community partners and organizations to achieve this goal with its new recruitment campaign.

Status: Complete

Key wins: The CFD recruitment campaign for Firefighter/EMT was successful even though it was only 21 days in duration and experienced multiple false starts. The total number of applicants was 15,256. The Chicago Fire Department achieved a department goal of increasing the diversity of the applicant pool. The diversity of the applicants was approximately 61% for all demographics with 26% of applicants identifying as African American, 32% Hispanic, and 2.9% Asian Pacific Islander and Native Americans. We achieved an increase from the 2014 exam for females that reached 18% - up from 14%. The percentage of African American applicants was higher than in previous campaigns but was still less than desired. CFD's intense outreach in Hispanic and Black communities was a new initiative that was undertaken with the WBE/MBE, where they held events located in communities of color in addition to our regular recruiting efforts. Also, CFD offered test prep sessions for applicants at City Colleges of Chicago along with community partners such as the Black Fire Brigade and the African American Firefighter and Paramedic League to prepare applicants for the entrance exam.

CFD used a WBE/MBE media firm to assist with our recruitment campaign in communities generally left out of the recruitment process. Information sessions via digital and social media platforms allowed us to reach almost 15,000 potential applicants via email sign up for the entrance exam on the Fire Department website as well as instructional information via Facebook groups designed to help applicants succeed.

CFD continues to build community partnerships with Westside United, Esperanza, DFSS, organizations in Southshore community, and other neighborhoods on the South and West sides. In addition, CFD continues to attend back to school events, youth engagement events, health expos and other career, health, and safety community events.

CFD has also established a relationship with the Veterans Affairs in the Mayor's Office which has been instrumental in assisting our veterans and active military member applicants. CFD will continue to recruit and engage with our military partners by attending career and job fair events.

Lack of transparency regarding the testing process and applicants' status remains a barrier in achieving trust and confidence from all communities. CFD can achieve better results using a case management tool for applicants.

Goal #3: To advance the citywide desired results around public health, CFD's FY23 goal is to continue engaging in meaningful and impactful ways with community members from across the city, including by not limited to CFD pop-up events where we teach hands only CPR, Stop the Bleed, Mental Health awareness, Narcan Reversal training with Illinois Heart Rescues. CFD will work to achieve more beneficial outcomes in health and human services and community engagement through various methods such as increased public education and awareness demonstrations via social media, outreach to schools and religious institutions.

Status:

Complete

Key wins: CFD has conducted numerous demonstrations at public events and conferences such as the Homeland Security conference and continues to create dialogue and relationships with new community partners and outreach groups across the city with a focus on disinvested communities. CFD has partnered with One Summer Chicago to begin taking on interns during the summer break for employment to expose them to career options with CFD. These youth also work alongside our CPFTA interns who have paid internships with CFD. CFD has now hired 5 additional youth from the One Summer program for year-round work and mentorship with CFD divisions. CFD continues to attend community events and career fairs while speaking at schools and events at college recruitment events and health events.

CFD has completed one Community Pop Up event and had to pause for the summer months due to circumstances beyond its control. We expect to resume this initiative by the end of September.

The Community Pop Up event in the 11th ward had over 200 visitors who received hands on CPR training, Stop the Bleed training, Smoke detector giveaways visits with the OSFM Arson dog and Illinois Heart Rescue bystander CPR and Opioid Reversal training.

CFD CARES (the FC initiative) continues to partner with neighborhood groups for community activities and engagement.

CFD plans to have a small, more targeted approach in the communities by attending events with the specific Alderpersons that have a high fire death rate in their wards so that we are being proactive rather than reactive with Community Risk Reduction, community engagement, outreach, and fire Safety information.

Additionally, CFD partnered with Girl scouts of Illinois to bring to fruition “Camp Fury” where CPFTA interns participating encouraging young women to experience careers in public safety. CFD also has partnered with Fire Service Women of Illinois to assist with instructional CPAT workshops and career assistance for the women (and men) applicants from the 2022 FF/EMT entrance exam with CFD. Another outreach program has been with Girls Inc of Chicago and the African American Firefighter and Paramedic Leagues Firefighter 4 a Day, which CFD hosted at the Quinn Fire Academy.

Biggest equity wins last year

CFD is currently in the beginning stages of its equity plan, its biggest win today is appointing a District Chief to Special Projects Diversity, Equity and Inclusion. CFD is hopeful as implementation begins that it can review data, provide key performance Indicators, and start seeing key equity wins.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Extinguishes fires that harm life, property, or the environment, Fire Suppression.

- **Key Result:** The Chicago Fire Department has responds to calls for fire, automobile accidents, hazardous materials incidents, suspicious packages, environmental hazards, railway emergencies, and water rescue emergencies as well as support for other agencies such as FBI ATF Secret Service that work throughout the City of Chicago. There were 341, 042 events for service from January 1, 2022, through January 1, 2023. Approximately 38% percent of these fires have occurred in the Black and Brown communities in Chicago.

Year to date, there were 21 fire-related deaths. This number is consistent with FY2022 numbers which was a 50% reduction from 2021. Post fire death canvases have taken place in every ward where there has been a fire death with fire safety education and smoke detector give aways near the proximity to the fire scene. Fire Safety Education through schools, outreach events, and Aldermanic hosted events have improved resident preparedness and has resulted in fewer deaths across the city and across demographics. These gains have occurred primarily in African American and Hispanic communities. Additionally, the fire fatality rate for children has decreased by 50%, down 3% points from the previous year.

- **Racial and/or geographical trends:** Fire emergencies are more prevalent in communities that are economically disadvantaged, particularly in Black and Brown communities.

Lack of working smoke detectors, poor building maintenance, lack of resources, lack of fire prevention resources and lack of fire safety education all contribute to the increase in fire activity in these areas of the city. Nearly 40% of all fire related calls are received from areas people of color reside.

Key Function #2: EMS Response

- **Key Result: The Chicago Fire Department Division of EMS responded to approximately 277,851 for medical emergencies,**
- **Racial and/or geographical trends:** Analyzing data from the Office of Inspector General’s CFD Emergency Incidents dashboard confirms that an overwhelming number

of EMS call are coming from Black and Brown communities as well as other marginalized populations such as the elderly and immigrant communities. These communities are in the South and West sides of the city.

There is a notable lack of healthcare facilities, access to mental health centers, food deserts, pharmacy deserts lack of adequate transportation that would allow community members to reach their primary doctors, mental health practitioners and other healthcare entities that could assist communities.

Currently there are only 36 comprehensive emergency rooms that CFD participates in. Large areas of the South and West sides of the city lack adequate hospitals and other healthcare facilities. This results in an overuse of Emergency Medical Services and ER visits as a primary means of health care.

Key Function #3: Fire Prevention Community Risk Reduction

- **Key Result:** Public Education Unit is the primary driver of Community Risk Reduction and Fire Safety Education and Evacuation Plans and Drills for the Chicago Fire Department.
- **Racial and/or geographical trends:** Data shows that fires are more prevalent in predominately Black and Brown communities in the South and West side with outliers in wards with multiunit dwellings. Additionally marginalized communities, including senior citizens, renters and the homeless, across the city face issues related to fire safety and prevention - lack of use of smoke/CO detectors due to affordability as well as building code violations that are not remedied by property owners.

Office of Public Safety Administration (PSA)

Purpose: The PSA's core mission and responsibility is to provide shared services for Chicago's public safety departments. This includes reducing costs, finding efficiencies, improving administrative functions, leveraging technology solutions, employing staff who possess deep, professional experience in public safety, and, always searching for and developing new and innovative ways we can reduce costs and find efficiencies through shared services.

FY2024 Budget Equity Commitments

Priority #1: PSA will advance actions from the following strategies in its community engagement action plan:

- Add communications position to drive community outreach, messaging, and departmental marketing.

Priority #2: PSA will advance actions from the following strategies in its public safety action plan:

- Leverage contracts with technology vendor partners to improve network services resulting in improved public safety.

Priority #3: PSA will advance actions from the following strategies in its contracting action plan:

- Identify upcoming bid opportunities and current contracts that have no MWBE participation and develop a comprehensive Community Outreach program. In FY24, PSA is hoping to identify opportunities, engage a core set of MWBE contractors, and work collaboratively to develop a plan.

Note, at this time, the Office of Public Safety Administration does not have a final Racial Equity Action Plan. The Office of Equity and Racial Justice is working with PSA to finalize and publish their plan. Strategies included above are aligned to ongoing planning efforts.

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around contracting, PSA's FY23 goal is greater outreach through targeted campaigns in traditionally underserved communities and contracting townhalls to be held at locations easily accessible to all populations. PSA will work closely with Aldermanic offices to determine locations that can bring a wider attendance and offer townhall formats for discussing upcoming contracting opportunities. Previous vendor fairs held by public safety were located at one of the public safety buildings, we want to help foster entrepreneurship in highly impacted minority groups therefore PSA will bring the information into the community in hopes that it will make it easier for business owners to attend without impacting their operations too much. Small businesses must first be offered an opportunity to come to the table, then additional goals can be implemented to further their participation in the process.

Status: Partially Complete

Key wins: PSA is working closely with the Department of Procurement Services to offer special public safety contracts forums, including one annual in-person public safety vendor fair that will integrate community participation in greater capacity than years prior. The 2022 event was not a full vendor fair, it was a smaller forum hosted by DPS. The 2023 event will be an in-person vendor fair hosted by public safety with support from DPS at our training academy. Public safety will showcase assets and invite major vendors to support how prospective MBE/WBE vendors can become involved as subs. DPS will support with breakout sessions for MBE/WBE educational sessions and how to navigate some of the city's procurement obstacles similar to the sessions DPS offered at its own vendor fair at Malcolm X earlier this year. The FY2023 public safety event is hoping to be scheduled for November 2023. Although this vendor fair is offered to all, OPSA hopes businesses in underserved communities are able to attend and explore where they may have opportunities to become involved.

Goal #2: To advance the citywide desired result around economic development, PSA's FY23 goal is to expand local involvement in public safety contracts through education and proactively encouraging the use of diverse and minority owned, women owned, veteran owned, LGBT owned businesses. PSA will further the DPS outreach to vendors with information outlining ongoing expectations for large vendors to work with smaller businesses to achieve these goals. DPS issues notices and the city goals are well known for MBE/WBE, but public safety will be increasing its involvement in the process reiterating these goals to existing and prospective vendors. The goal is to see small businesses that come to the table begin to have opportunities presented for involvement on specific contracts.

Status: **Partially Complete**

Key wins: PSA has offered virtual outreach to MBE/WBE and prospective vendors for new opportunities with the hopes of attracting more businesses. The outreach occurred with invites from DPS. PSA will now progress to the next stage of involvement with more hands-on engagement with Aldermanic offices advertising when new contract opportunities are available for public safety. It is unclear how many vendors were able to view the virtual outreach sessions offered by DPS, but PSA can better track statistics related to our own letters once it starts sending those and through attendance through at the November vendor fair. Prior to this 2023 public safety vendor fair, there have been smaller vendor fairs offered by public safety, but attendance continued to be an issue and PSA is exploring what days/times/locations will prove more successful. One way to see more participation will be to offer personal outreach about the event, in addition to any outreach done by DPS, about the vendor fair, as well as upcoming contracting opportunities. While the first goal focused on the physical vendor fair, this goal focuses on the outreach before and after that event, year-long engagement to promote more economic development at the local level.

Goal #3: To advance the citywide desired result around community engagement, PSA's FY23 goal is to demystify the public safety procurement process to encourage greater involvement in public safety contracting opportunities which will offer a sense of ownership to more Chicagoans as they become more involved in the solutions. Many public safety vendors are large well-established corporations. Our goal is to target small to medium sized diverse companies by working closely with DPS on campaigns to publish public safety opportunities earlier, and with more help available to guide smaller businesses through the DPS process. Public safety vendor outreach events where public safety elaborates on upcoming opportunities will offer vendors more ability to determine if they can qualify to become involved. Public safety is also writing more detailed specifications to better explain the various elements within the contract in hopes of

offering smaller businesses insight into areas where their participation may be possible. Although DPS is the lead agency for becoming registered as a city MBE/WBE, public safety can become a force multiplier and offer additional guidance and assistance directing vendors when they run into problems. If small businesses are drawn to the contracting process, successfully register to become a vendor and link up with larger companies on approaching bid opportunities, the FY23 PSA goals would be considered a success.

Status: **Partially Complete**

Key wins: PSA has been working with DPS for the last year constantly to address any potential improvements in scopes to ensure prospective vendors know the project, to advertise in advance, to explain the upcoming opportunities in virtual settings, giving prospective vendors opportunities to ask questions. Virtual sessions have been offered giving more insight into the published buying plan for public safety. Experts from public safety made themselves available to businesses virtually to explain in more detail what the scope of the upcoming bid consisted of and what kind of work it would require. The intent behind this virtual outreach was community engagement to connect with the very public safety subject matter experts that are in charge of these large projects. Commissioner, 1st Deputy, Deputies, project managers, Chiefs and various ranks in public safety were part of the public safety panel to explain our projects and answer questions. This was all for bid opportunities, ahead of any vendors being selected, so it would help smaller businesses understand the scope and connect the information and those involved better.

Biggest equity wins last year

As the support to the operational public safety departments, PSA works with these departments constantly reviewing and relying on data for the basis of projects. This includes hiring, contracting goal setting, information technology purchases, vehicle and facility projects – these all have equity goals from each operational department integrated into the final PSA projects that are executed on behalf of these public safety entities.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as information technology and medical across the public safety departments.

- **Key Result:** Began implementing a new CAD system for enhanced 9-1-1 communications and dispatching to replace the existing system that has been in place since 1995.
- **Racial and/or geographical trends:** This project has a direct tie into the equity process based on the procurement process for the vendor selected to implement the new CAD system and ensuring there is MBE/WBE representation on the project. This is one of the largest contracting opportunities for public safety in recent years. Initiating a contract can take a long time and many steps and legal reviews with DPS and DOL – that timeline affects the main vendor as well as any MBE/WBE subcontractors. Once the contract is live, performance and ensuring subcontractors are being paid timely is very important and a continued part of the contract management process for DPS and PSA.

Key Function #2: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as information technology and medical across the public safety departments.

- **Key Result:** Managed the new Joint Public Safety Training Campus on behalf of public safety.
- **Racial and/or geographical trends:** The location of this new facility has been an equity win based on various ways the city has involved the community since the project began. There is a community room to use for community meetings. The city is bringing in two restaurants to expand business growth on Chicago Ave and working closely with the city on financing that effort. There is also a Boys and Girls Club opening on the training campus property, further integrating the community into the campus. A local group was leveraged to create an art display on the training campus, this gives artists more exposure and cleans up the area.

Key Function #3: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as information technology and medical across the public safety departments.

- **Key Result:** Opened a new public safety Employee Help Center at public safety headquarters offering our public safety members precise and efficient access to various payroll and HR administrative functions, such as ID renewal/replacement, address changes, leave of absences and retirement processing.
- **Racial and/or geographical trends:** Providing adequate and accessible employee services to all public safety employees is imperative. This new help center has allowed for increased accessibility and more streamlined services. Public safety employees in districts, at the 911 center, and in the field have a consistent location they may now rely upon with consistent staffing and hours of operation. Prior to the physical Employee Help Center being established, finding a reliable way to access the services and find the right HR or payroll employee in PSA was not as easy and at times was confusing and frustrated employees. Now it is not just employees staffing headquarters that know where to look for these services, there is a physical location to start any process and get help. In the future a portal will be implemented to offer even more ways to obtain these services in a more efficient manner with ways to track how long it takes to fulfill these requests.

Key Function #4: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as information technology and medical across the public safety departments.

- **Key Result:** Began procurement for new public safety camera and radio contracting opportunities with MBE/WBE compliance at the forefront.
- **Racial and/or geographical trends:** MBE/WBE compliance within these large public safety IT contracting opportunities is critical. Working with DPS to ensure prospective vendors meet these goals and bid on these RFP's is necessary to meet this key result.

Key Function #5: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as information technology and medical across the public safety departments.

- **Key Result:** Completed upgrading all CPD and CFD in-vehicle computing equipment enabling officers to be more mobile and present in their communities while expanding applications and capabilities available in the field.
- **Racial and/or geographical trends:** The goal here was ensuring the communities that need an officer's presence are receiving that service, even during times such as when those officers are completing reporting. If OPSA can equip the officers with the necessary tools to conduct more from their vehicles, where they can be seen as a physical presence in communities, versus at a desk in the district, PSA is ensuring that every resource offered by CPD is put to the best use. This consideration was at the forefront of this technology project. Equitable distribution of these limited resources is key and making every officer's time and presence account for more is very valuable. With some changes to the equipment that is being used in vehicles and the software and systems that house the information, PSA is helping CPD leverage each officer in more ways and these officers can be in a vehicle completing documents and closing out reports, maintaining a visible presence in the neighborhood. What they are doing is not advertised, all the public can see is the presence of an officer in their vehicles. Being able to fund this project was the biggest challenge, CPD is a large department and rolling out this change required an investment. Investing in an effort to ensure equitable distribution of these officers as resources to the community.

Key Function #6: PSA oversees finance, contracts, grants, personnel management, human resources, facilities, and general support as well as, information technology and medical across the public safety departments.

- **Key Result:** Completed upgrading all CPD dispatch radio channels to digital encrypted paths enabling higher quality and uninterrupted communications with the OEM.
- **Racial and/or geographical trends:** There is a lot of controversy surrounding this key result but the end goal behind this project is to provide safe, reliable communications between the officers and 911 center so calls for help can get through without compromise. The communities that need help the most and call for 911 services most often rely on uninterrupted communications between first responders to get help to the scene. The encryption project offers a reliable line of communication between the parties that play a role in that emergency response.

Community Commission for Public Safety and Accountability (CCPSA)

Purpose: CCPSA is made up of two bodies: a citywide Community Commission for Public Safety and Accountability, with power to advance systemic reform, and District Councils, which will be elected in each police district and work to improve policing and public safety in the district. The Commission and District Councils will bring police officers and Chicago residents together to plan, prioritize, and build mutual trust; strengthen the police accountability system; give Chicagoans a meaningful new role in oversight; and explore and advance alternative effective approaches to public safety.

FY2024 Budget Equity Commitments

Dept will advance actions from the following strategies in its public safety action plan:

- Create a Racial Equity Action Plan for the next several years.

**Note: CCPSA is a new department and last year had a staff of 1. While they have grown, they are a unique government entity with elected district council members. We therefore have them only creating/committing to 1 goal per year instead of the 3 goals expected for other departments, and they do not yet have a Racial Equity Action Plan.*

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around public safety, CCPSA's FY23 goal is to launch the Community Commission and District Councils. The Community Commission and District Councils will work to build trusting relationships between civilians and law enforcement, and collaborate with police department, including in the development of policies and programs that will increase public safety.

Status:

Complete

Key wins: The Community Commission for Public Safety and Accountability formally began operations in September of 2022, with the appointment of an interim Commission. The Commission grew out of one of the major recommendations from the Police Accountability Task Force, formed after the release of the video of the police killing of Laquan McDonald. After the Task Force called for the creation of a community commission to oversee the police department and other police oversight bodies, community groups from across the city came together to flesh out the Task Force recommendation. There was especially strong participation in predominantly Black and Brown communities on the South and West sides, in neighborhoods with higher rates of both violence and police misconduct. Participants spent years developing and advocating for an ordinance, which was enacted in 2021. An overarching goal of the ordinance is to create a safer city for everyone, in part, by building greater trust between CPD and the people it serves. That is because trust and public safety are intertwined. In too many communities, too many people do not trust the police, and too many police officers don't trust people in the communities they serve. Without trust, police can't do their jobs. Among other things, they cannot get the information they need to keep people safe and prevent and solve crime. The new system builds trust in several ways. It creates a more open, transparent, and democratic process for setting police department policy and priorities, and it requires that policies and priorities be set

collaboratively, and that civilians have significant power in the process. The new system also builds institutions and establishes programs and procedures that require people to work together and build relationships and work through differences. Further, with the Commission's role overseeing COPA and the Police Board and District Council's role in each police district, the system strengthens and expands the tools for police accountability.

Members of the Community Commission worked in a variety of ways to build trusting relationships between civilians and law enforcement. Commissioners began their work with several days of training, much of which was led by high-ranking Chicago Police Department officials. Officials offered detailed presentations and Commissioners asked extensive clarifying and challenging questions. Commissioners also engaged and built relationships with CPD leadership through a two-month long process to set goals for the CPD Superintendent, and in multiple follow-up meetings to assess progress towards those goals. The Commission also began the process of reviewing and drafting proposed CPD General Orders and seeking community input on all General Orders under review. This process should produce better policies, and policies with greater community support and legitimacy.

Perhaps the Commission's most substantial work to build trusting relationships was the process of nominating candidates to serve as Police Superintendent. Throughout the process, the Commission worked to ensure that community voices were at the forefront. The Commission conducted seven community listening sessions across the city; met with the three unions that represent the vast majority of sworn members of the Chicago Police Department; developed and circulated several surveys for community members, organizations, members of law enforcement, and members of the newly elected District Councils, and obtained over 600 responses; and held targeted listening sessions with over 65 organizations spanning multiple sectors, including activist and advocacy groups, business groups, community-based organizations, faith-based organizations, labor groups, legal aid providers, and social service agencies. All of the information gathered helped inform the Commission's nominations and should produce a superintendent who emerged from a community-focused process and is well-positioned to work with the Department and Commission to build stronger trusting relationships between civilians and law enforcement.

District Councils can also play a significant role in advancing this goal. In the citywide election in February, three District Council members were elected in each of the city's 22 police districts. In May 2023, they were inaugurated and began to meet. The ordinance creating the District Councils says that they will work to build stronger connections between police and community, collaborate in the development of programs and initiatives, and serve as a place where residents can raise and work to address concerns about policing. Different District Councils have had different experiences building working relationships, reflecting different approaches by District Council members and community members. Some wished to begin working immediately with local CPD leadership. Others preferred to start with meetings where people who had negative experiences with police would feel more comfortable and will engage more directly with CPD later. Some District Councils have already begun exploring ways to collaborate with CPD in the development of public safety programs. Others are looking at public safety programs that do not involve police and may help reduce police-community tensions and reduce harm and violence. Building trust with the people who have been most negatively impacted by inequitable policing is a prerequisite for producing better, more equitable outcomes and for increasing public safety.

Biggest win in FY23

CCPSA was not required to provide an answer for this section.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Assists with the selection and removal of the Police Superintendent, Civilian Office of Police Accountability (COPA) Chief Administrator, and Police Board members

- **Key Result:** CCPSA was not required to provide an answer for this section.
- **Racial and/or geographical trends:** CCPSA was not required to provide an answer for this section.

Key Function #2: Sets Chicago Police Department (CPD) policy, in collaboration with CPD (excluding policies covered by the Consent Decree)

- **Key Result:** CCPSA was not required to provide an answer for this section.
- **Racial and/or geographical trends:** CCPSA was not required to provide an answer for this section.

Key Function #3: Establishes annual goals and evaluates annual progress for CPD, COPA, and the Police Board

- **Key Result:** CCPSA was not required to provide an answer for this section.
- **Racial and/or geographical trends:** CCPSA was not required to provide an answer for this section.

Key Function #4: Holds public meetings, and promotes community engagement and transparency

- **Key Result:** CCPSA was not required to provide an answer for this section.
- **Racial and/or geographical trends:** CCPSA was not required to provide an answer for this section.

Key Function #5: Oversees the District Councils who work in each police district to build stronger connections between the police and community members, and increase public safety and accountability; nominates members of the Community Commission, and holds public meetings

- **Key Result:** CCPSA was not required to provide an answer for this section.
- **Racial and/or geographical trends:** CCPSA was not required to provide an answer for this section.

Regulatory

Office of Inspector General

Purpose: The Office of Inspector General (OIG) is an independent office dedicated to ensuring honesty and integrity in City government by rooting out corruption, fraud, other misconduct, and waste.

FY2024 Budget Equity Commitments

Priority #1: OIG will advance actions from the following strategies in its data action plan:

- Develop new dashboards and enhance OIG's current dashboards with demographic and socio-economic information at the ward, community areas, police districts, and beat levels to provide a detailed picture of equity around the dispersal of City services. OIG views Priority #1 as two tasks:
 - The first is the creation of a new dashboard highlighting the information mentioned above. OIG has drafted a dashboard and incorporated some of the information mentioned above.
 - The second is enhancing the current existing dashboards. For the second task, OIG has updated all existing dashboards (where applicable) with updated demographic info. The next steps are to update with socio-economic factor(s).

Priority #2: OIG will advance actions from the following strategies in its public safety action plan:

- Improve relations between community and police by incorporating community and stakeholder engagement at all stages of our public safety projects. This ensures our work addresses issues most directly impacted by the quality of those relations and therefore the effectiveness of Chicago's public safety operations.

Priority #3: OIG will advance actions from the following strategies in its workforce action plan:

- Improve employment opportunities for minorities in Chicago by focusing on recruitment and retention within OIG and other departments.

To view OIG full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around data collection, OIG's FY23 goal is to provide the public with a more detailed picture of the equity impacts of the dispersal of City services by enhancing its current publicly accessible dashboards to add demographic and socio-economic data, where relevant, and to link its currently available reports on its dashboards, where relevant.

Status: Partially Complete

Key wins: We are partially on target. We are still in the process of building out a repository of data related to socio-economic data. We have completed work related to poverty and education level. The data is hard to work with and requires a lot of effort to structure, summarize and present visually. Efforts have been completed on updating all internal and external public-facing dashboards with population and demographic data from the 2017-2021 US Census.

Goal #2: To advance the citywide desired result around public safety, OIG’s FY23 goal is to formalize its commitment to embedding diversity, equity, and inclusion into all of its work by updating its manuals and templates for the Public Safety Section, and other sections across the office as well as its Audit & Program Review Section, to include a record of all diversity, equity, and inclusion processes and follow-up that occurred at each stage of the project.

Status: Complete

Key wins: Changes were formalized in the Public Safety Manual. The Public Safety section explores issues of racial equity on a regular basis as the team goes through the life cycle of each project and on a weekly basis as the team reviews closed BIA and COPA closed disciplinary cases. Members of the Public Safety section not only address and learn about issues of diversity, equity, and inclusion through our everyday work within the Office, but the Public Safety section puts forth a consistent and concerted effort to include community engagement across projects and across the section, e.g., National Night Out participation, where members of the Public Safety section tabled at six different Police Districts. Overall, so far in 2023, OIG has been at 49 events and reached 5,800 attendees.

Goal #3: To advance the citywide desired result around workforce diversity, OIG’s FY23 goal is to continue to expand recruiting opportunities to ensure that a wide array of Chicagoans is aware of employment opportunities within OIG, including reviewing and updating its job postings and position descriptions to ensure they best attract diverse talent.

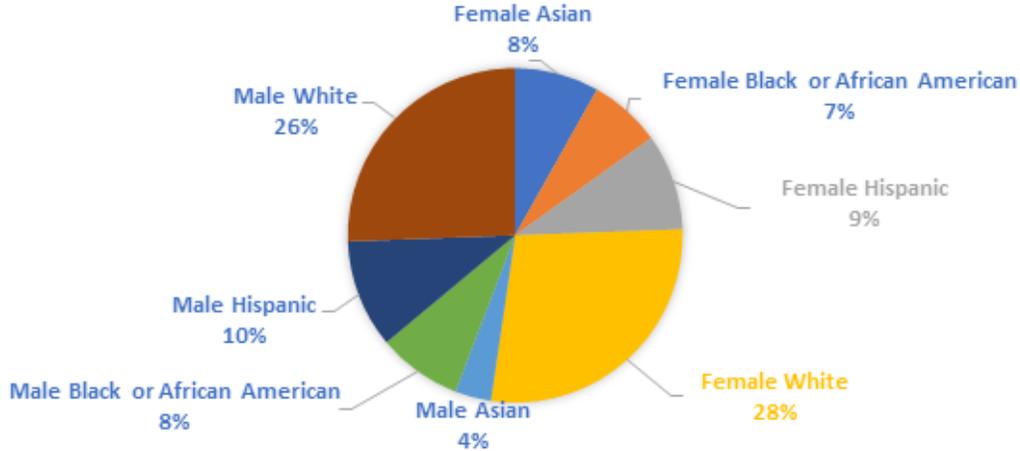
Status: Complete

Key wins: OIG continues to reassess its practices, continues to implement more inclusive hiring and recruitment practices, and continues to build DEI into all our work. OIG is starting to see a steady increase in percentages within employee diversity.

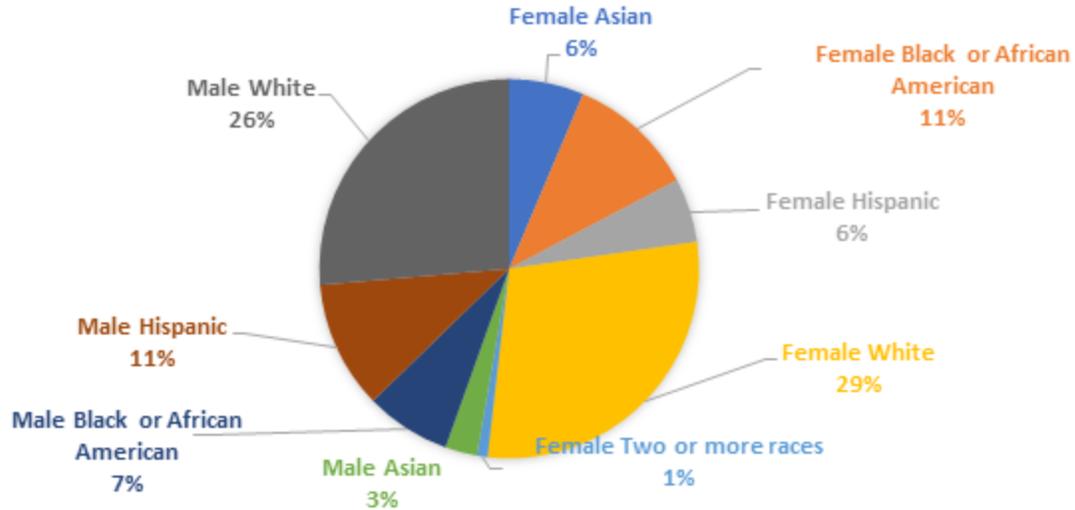
Challenges with recruitment include a competitive job market, competitive salary and benefit packages, and City residency constraints. Every job posting released in 2023 was screened with a DEI lens.

OIG employs a larger workforce than ever before; it has experienced about an 8% increase in full-time staff since 2022. OIG has seen an increase in diversity demographics as it has continued our growth. OIG’s goal is to ultimately employ a workforce that matches the City’s demographics.

ACTIVE EMPLOYEES AS OF SEPTEMBER 2022



ACTIVE EMPLOYEES AS OF SEPTEMBER 2023



Biggest equity wins last year

OIG is beginning to see tremendous returns on our efforts to engage with more Chicagoans in more of the City’s neighborhoods, and to improve, centralize, and modernize our intake function. In the first quarter of 2023, OIG received nearly 2,400 intakes: that’s up from more than 1,800 in the last quarter and more than 1,700 during the quarter before that. More than ever before, we are hearing from Chicagoans—those who know the City best—about how to make City government better.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Conducts independent, quantitative, and qualitative evidence-based evaluations, inspections, and reviews reported in published findings and recommendations with the goals of fostering public trust in and improving the operations, programs, policies, and practices of the Chicago Police Department (CPD), the Civilian Office of Police Accountability, and the Police Board. Transparency and

accountability, the core work of OIG, are critical to building stronger community collaboration and public trust.

Key Result: OIG’s Communications team has expanded its 2023 summer outreach and engagement across the City, including in most community areas and wards. OIG’s presence across the City is for informational purposes, such as for the public to understand the mission of the Office, as well as file complaints and/or make suggestions about improving City government. Some engagement events are targeted to collect community sentiment or feedback around specific issues. OIG is present at farmers markets and City events, including the CPS Back to School Bashes and National Night Out, and at parades such as the annual Pride Parade and Bud Billiken. OIG is intentional in reaching out across the City and into every ward and neighborhood during the calendar year, with tabling, speaking events, and other outreach activities.

- OIG is translating its general and public safety informational postcards into Spanish, Mandarin, Arabic and Polish, the top languages identified in the Welcoming City Ordinance. These postcards, distributed at outreach events, contain information about the mission, jurisdiction, and functions of OIG, how to file complaints or suggest ways to make City government better, and ways to access reports and data related to Police accountability.
- OIG has introduced “Community Engagement Project Plans” that are deeply researched and outline community partners, from individuals to community-based organizations and subject matter experts, to integrate outreach and engagement at every stage of an inquiry, including reaching out to community members who may be impacted by an inquiry topic to help inform why the topic is important, engaging with community during the research and project phase, and sharing final reports following publication.

Racial and/or geographical trends: OIG’s internal Community Engagement dashboard tracks OIG’s outreach by community area and ward. Gaps were observed on the Southeast, Southwest, and Northwest sides of the City, with no or very few events attended by OIG.

Key Function #2: Conducts criminal and administrative investigations of allegations of misconduct, waste, abuse, and mismanagement by City officials, employees, contractors, vendors, lobbyists, and licensees supporting administrative disciplinary, prosecutorial, contractor debarment, and civil recovery outcomes.

- **Key Result:** Increase the size and effectiveness of the Investigations section with a diverse cadre of new Investigators.
- **Racial and/or geographical trends:** OIG has long documented the events and communities it has touched via community engagement, as required by the Consent Decree, via an internal Community Engagement dashboard that tracks OIG’s outreach by community area and ward. Gaps were observed on the Southeast, Southwest, and Northwest sides of the City with no or very few events attended by OIG. OIG responded by conscientiously targeting those communities for employment advertising and outreach, for a robust reach to all corners of the City.

Key Function #3: Conducts independent, external government performance audits providing objective, evidence-based analysis in published reports of findings and recommendations to City departments and City Council.

- **Key Result:** Develop a data repository of Census population, demographic, and social economic indicators by City of Chicago wards, community areas, police districts, and beats. Enhance OIG’s dashboards with demographic and socio-economic information. The socio-economic data will assist OIG with deepening

analyses of City programming and including information in public reports and dashboards.

- **Racial and/or geographical trends:** The repository is in development and currently contains Census population, education, and poverty level data. When visualized on a dashboard the City of Chicago census data related to poverty level, indicates South side communities have the highest population of individuals with income to poverty ratios below 0.5, receiving less than half of the income necessary to meet their poverty threshold. These community areas include Riverdale, Fuller Park, Washington Park, East Garfield, and Englewood. City of Chicago census data related to education level indicates south and west side communities have the highest population of individuals with less than a high school graduation. These community areas included South Lawndale, Armour Square, New City, Gage Park and Brighton Park. When compared to the distribution of 911 dispatched calls across the city, none of the community areas mentioned above are within the top ten community areas with the highest number of calls. Those community areas include Austin, Near North Side, Near West Side, Greater Grand Crossing, Humboldt Park, South Shore, North Lawndale, West Town, Loop, and Auburn Gresham.

The information above are examples of takeaways that could be assessed and considered in terms OIG's internal project work and transparency efforts to make City of Chicago related data more accessible to members of the public via interactive dashboards.

Department of Buildings (DOB)

Purpose: The Department of Buildings enhances safety and quality of life for Chicago's residents and visitors through permitting, inspections, trade licensing, and code enforcement.

FY2024 Budget Equity Commitments

**Note, while budget equity priorities should be aligned to the Racial Equity Action Plan, DOB chose to select one commitment unrelated to their REAP.*

Priority #1: DOB will advance actions from the following strategies in its housing action plan:

- Implementing a permit compliance program for senior citizens in distressed communities with properties in circuit court, working with pro-bono architects(s) and contractor(s) on obtaining the building permits and performing the work at no cost the senior and bringing the property into compliance and the case being dismissed from Circuit Court.

Priority #2: DOB will advance the citywide desired result for public safety, ensuring all Chicagoans are safe in their communities and have confidence that law enforcement and first responders.

- In FY24, DOB plans to collaborate with the Chicago Police Department to address troubled buildings and businesses that contribute to criminal activity in distressed communities.

Priority #3: DOB will advance actions for the following strategy in its workforce action plan:

- Continue working closely with all the relevant trade apprenticeship programs, trade contractor associations, the Chicago Public Schools, the City Colleges of Chicago, and non-profit organizations to promote recruitment into the skilled trades. Also continue to work with Black Contractor Owners & Executives, Hispanic American Construction Industry Association, American Indian Manpower Association, Federation of Women Contractors, Chicago Women in Trades, Hire 360, Chicago, Industry Services Corp, and Powering Chicago to recruit woman and minorities into the trades.

To view DOB's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around contracting, DOB's FY23 goal is to work to revise the qualifications of demolition contractors to enable minority demolition companies to respond to the Request for Qualifications to become a part of the pool demolition contracts to reflect the communities where demolition activities are taking place.

Status: Complete

Key wins: The department has restructured the category of buildings for each classification of demolition contractors, which will enable small minority contractors to respond to the Request for Qualifications and be selected as a qualified demolition contractor to perform demolition services on behalf of the department.

Goal #2: To advance the citywide desired result around economic development, DOB's FY23 goal is to continue to diversify the workforce through our hiring process.

Status:

Complete

Key wins: To date the department has filled 15 inspector positions and 2 project manager positions:

Title/Union	Gender	Ethnicity	Positions Filled
Electrical Inspector	Female	African American	1
Electrical Inspector	Male	African American	3
Electrical Inspector	Male	Asian	1
Electrical Inspector	Male	Latinx	2
Electrical Inspector	Male	White	1
Cooling Plant Inspector	Male	White	3
Cooling Plant Inspector	Male	African American	2
Boiler Inspector	Male	White	2
Project Manager	Male	African American	1
Project Manager	Male	Asian	1

The department is working to fill 7 additional inspector positions and has selected the candidates to fill these positions (see breakdown below)

Title/Union	Gender	Ethnicity	Positions Filled
Plumbing Inspector	Female	African American	1
Plumbing Inspector	Male	Latinx	2
Plumbing Inspector	Male	White	3
Ventilation & Furnace Inspector	Male	White	1

Percentage by Gender

Female	9%
Male	91%

Percentage by Ethnicity

African American	37.5%
Asian	4%
Latinx	17%
White	41.5%

The department will continue to fill the remainder of its inspector vacancies for Electrical Inspectors, Elevator Inspectors, Mason Inspectors, Building Construction Inspectors, Ventilation & Furnace Inspectors, Iron Inspectors, and Plumbing Inspectors.

Biggest equity wins last year

There are no wins in enforcement action. You will see wins in our FY23 budget equity goals.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Responsible for performing reviews of architectural plans according to size and complexity for the issuance of all construction permits.

- **Key Result:** Ensuring all designs comply with the Chicago Construction Codes.
- **Racial and/or geographical trends:** There is an increase in permits for renovation work on the South and West sides of the city.

Key Function #2: Responsible for conducting over 270,000 annually, which includes periodic inspections of buildings and building systems; restaurant and public place of amusement to ensure compliance with their licensing requirements; 311 inspections because of calls to 311 City Services regarding occupied and vacant buildings; and responding to building related emergencies that pose an imminent hazard due to fire and/or severe deterioration.

- **Key Result:** Ensuring all buildings and building systems comply with the minimum requirements of the Chicago Construction Codes.
- **Racial and/or geographical trends:** The majority of 311 calls are requests for service from residents that reside in non-owner-occupied buildings located on the City's low mod community areas.

The buildings and building systems located in the City's low mod community areas need repair to comply with the minimum requirements of the Chicago Construction Codes.

Key Function #3: Responsible for examining and administering licenses for 12 different trades, regulating more than 29,000 licensees.

- **Key Result:** Ensuring that building trades are licensed to do trade specific work in the City of Chicago. Racial and/or geographical trends:
- **Racial and/or geographical trends:** There are licensed contractors that do not work in compliance with the requirements of their license or with the minimum requirements of the Chicago Construction Codes. Unfortunately, DOB has found that this often occurs on the South and West sides of the city.

Department of Business Affairs and Consumer Protection (BACP)

Purpose: The Chicago Department of Business Affairs and Consumer Protection (BACP) ensures a fair and vibrant marketplace for businesses, workers and consumers in the City of Chicago. BACP licenses businesses and public vehicles, regulates business activity, protects consumers from fraud, enforces Chicago’s labor laws, partners with business service organizations and provides education and resources for businesses.

FY2024 Budget Equity Commitments

Priority #1: BACP will advance actions from the following strategies in its economic development action plan:

- Strengthen community engagement and training opportunities in areas with the least amount of business ownership.
- Forge partnerships with programs that have access to spaces that are suitable for business owners to open businesses without the need to spend significant amounts of money on locations, repairs, renovations, etc.

Priority #2: BACP will advance actions from following strategies in its community engagement action plan:

- Improve the linguistic inclusivity of all information disseminated both internally and externally by ensuring information intended for public consumption is accessible to all, regardless of their language or background.

Priority #3: BACP will advance actions from following strategies in its contracting action plan:

- Increase training for small MBE/WBE to assist them in getting more city contracts.

To view BACP’s full Racial Equity Action Plan, click [here](#)

Progress on last year’s (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around community engagement, BACP’s FY23 goal is to assess its current public-facing educational materials and update materials, where needed to include language-inclusive communication that can aid in assisting existing and new business owners with navigating city processes and small business supports. This will happen in coordination with the Chicago Business Centers, small business resource hubs located in communities throughout the city to assist entrepreneurs.

Status: **Partially Complete**

Key Wins:

BACP has greatly expanded the availability of language-inclusive materials available throughout its operations. BACP’s Small Business Center at City Hall has also incorporated use of

Language Line to allow live translation when communication challenges happen during licensing conversations.

We are currently doing internal strategic planning about how to improve Chicago Business Center (CBC) utilization, which will include addressing the language-inclusivity issue from this goal. CBCs should help to spread awareness of BACP’s increasingly inclusive approach within the Small Business Center and throughout the City. We will endeavor to continue promoting the services of the Small Business Center in the most accessible ways possible and accept feedback on language inclusivity and BACP’s approach in the Small Business Center.

Goal #2: To advance the citywide desired result around economic development, BACP’s FY23 goal is to launch a new capacity-building program that offers individualized counseling, back-office support and technology enablement opportunities.

Status: Partially Complete

Key wins:

BACP’s American Rescue Plan Act (ARP) funding has been rolled out across the City to support an equitable economic recovery. Programs including small business storefront activations, which allow communities to support early-stage businesses with vacant storefront space to expand operations at minimal cost, and non-profit capacity building, which aims to provide direct support to non-profits and make them more productive and effective, have been awarded and are actively underway right now. Additional programming is still to come, but we are generally on track to meet these goals during the term of the ARP funding availability. BACP is ensuring that these awards match with Federal Qualified Census Tracts (QCTs) that show where the largest disparities in the economic recovery have occurred.

The City has been challenged with reviewing and posting many large-scale ARP projects in a short period of time, and the approval process has delayed some programs. We will continue to work to get these programs launched as quickly as possible during the ARP funding period.

Goal #3: To advance the citywide desired result around contracting, BACP’s FY23 goal is to launch a new minority and women-owned supplier development program, that will provide support to prospective suppliers with the following:

- **In coordination with DPS, sharing information on available contract opportunities.**
- **Providing professional services support with developing proposals by individualized counseling and workshops**
- **Providing assistance and mentorship for existing suppliers needing support navigating city processes**

Status: **Partially Complete**

Key wins:

BACP published the RFP for Encouraging Diversity, Growth, and Equity (EDGE) in 2023, and two delegate agencies will begin this programming during FY23. BACP’s EDGE staff have met with the Department of Procurement Services (DPS) to coordinate our approach to support contracting opportunities for all Chicagoans. While this is still a nascent program, BACP is excited to continue to develop it based on feedback from the community to ensure it meets its stated goals.

Biggest equity wins last year

The expanded version of BACP nights and weekends staff has allowed the compliance unit to contribute to the safety and stability of the developing business communities on the South and West sides. The team promotes good business practices and minimizes violations; thereby, helping the businesses avoid hefty fines and penalties. This positive, supportive approach to enforcement is making a difference for residents, business owners, employees, and visitors to the City.

BACP’s ARP team has published many RFPs focused on equitable recovery throughout Chicago. The storefront activation, non-profit capacity building, and good food fund programs are all designed to include all areas of the City and impact COVID recovery discrepancies. The non-profit capacity building program is designed to strengthen BACP’s community-based delegate agencies, which will allow our corporate dollars to make a more significant impact in the areas of greatest need across Chicago. These programs are new and ongoing, so BACP is excited to see the difference they can make.

BACP’s annual, corporate-funded programs supporting the Chicago small business community continue to serve and reach all areas of the City. These programs are designed and implemented to address the investment disparity across the geography of the City.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Protects the public from unfair and deceptive practices by investigating businesses to ensure compliance with the Municipal Code, conducting hearings and issuing disciplinary action for violations including tobacco, consumer fraud, public vehicles, retail licensing, and weights and measures.

- **Key Result:** Expanded the Nights & Weekends enforcement team in collaboration with the Business Compliance Task Force, promoting safer business operations and minimizing opportunities for crime. Nights and Weekends Team adopts a comprehensive enforcement strategy that includes a robust education approach to curb egregious and irresponsible business behaviors. The specialized unit visits businesses, including those in disinvested geographies, and that operate outside of traditional business hours. This includes, but is not limited to, those operating without a license and outside of their licensed activities.
- **Racial and/or geographical trends:** In comparison to 2022, the Nights and Weekends Team conducted 112% more enforcements from January through June 2023. These enforcements were driven by 3- 1-1 service requests, referrals from CPD, Alderpersons, and social media monitoring. Although complaints from areas with a high concentration of business licenses are often the norm, a disproportionately large number of complaints from the South and West sides indicate that most of these complaints are concerning unlicensed businesses. BACP has information from these areas that storefront space isn't always available or appealing, and there is a need for additional supports from community non-profits. BACP's storefront activation and non-profit capacity programs are designed to address these concerns. BACP will also find ways to utilize our Chicago Business Centers to address these disparities.

Key Function #2: Serves as a liaison to the small business community, working to develop programs and policies and streamline business interactions with the City.

- **Key Result:** Supported food equity with American Rescue Plan Act funding through programs targeting urban agriculture, improving access to food, and supporting food entrepreneurs.
- **Racial and/or geographical trends:** There are racial and economic disparities in the availability of fresh and healthy foods in Chicago neighborhoods. The pandemic made this gap even more apparent. The areas of the South and West sides have the most households experiencing food insecurity and limited access to food. BACP's program is still in the implementation stage, so it does not have more information on the outcomes yet.

Key Function #3: Serves as a liaison to the small business community, working to develop programs and policies and streamline business interactions with the City.

- **Key Result:** BACP launched the small business storefront activation program and the non-profit capacity building program. The small businesses activation program activated vacant storefronts with pop-ups while providing coaching to the start-up businesses in those pop-ups so that they can either stay in the space permanently or move to another brick-and-mortar space. The non-profit capacity building program will provide technical assistance and funding to Chicago non-profits so that they can build their capacity to apply for, be awarded, and properly invoice City, State, and Federal grants. This will ensure they are able to provide more of their essential services tailored to their community's needs.
- **Racial and/or geographical trends:** For both programs, BACP utilized Federal Qualified Census Tracts (QCTs), and these QCTs show that the South and West sides were disproportionately impacted by the pandemic. Of the small business storefront activation program participating business owners who responded to the race and ethnicity questions, 68% identified as Black or African American and 16% as Hispanic or Latino. Of the non-profit capacity building program participants who reported their race, so far 64% identified as Black or African American, 1.7% identified as Black and Hispanic or Latino, and 8.2% as Hispanic or Latino. Data is preliminary.

Department of Animal Care & Control (CACC)

Purpose: Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

FY2024 Budget Equity Commitments

Priority #1: CACC will advance actions from the following strategies in its community engagement action plan:

- Continue engaging communities with the highest amount of services requests and animal intakes to understand what support is needed to help more people and animals.
- Increase awareness of animal-related disparities across the city internally and externally.

Priority #2: CACC will advance actions from the following strategies in its education action plan:

- Develop a framework to advertise information in the community to foster best practices in responsible pet care.
- Share programming with community members and other key stakeholders.

Priority #3: CACC will advance actions from the following strategies in its public safety action plan:

- Review, consolidate, and update department SOPs so that internal procedures guide department staff resulting in a positive, supportive climate.
- Socialize policies and procedures among staff to build and improve relationships within community.
- Change language in the Municipal Code (Section 7-12) to ensure department policies are more conducive to a support-based approach and education rather than enforcement for first time offenses.

To view CACC's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around public health, Chicago Animal Care and Control's FY23 goal is to continue to provide resources to residents, particularly in the Roseland community, who struggle to handle complex animal-related situations in their home; if a resident cannot keep their pet, CACC is providing resources such as low-cost veterinary care referrals, pet food, and temporary housing referrals to those in need so they can keep their pet.

Status:

Partially Complete

Key wins: CACC began collecting feedback from the public through a survey. Though responses were received, the areas most impacted by animal-related situations were not successfully represented. CACC is going to continue to pursue feedback from the community.

Through CACC's partnership with the University of Wisconsin – Madison and the Anti-Cruelty Society, a staff member has been interviewing people in the Roseland community to learn more about their experiences with animals as well as the Department. While information is still being gathered, the Department has a baseline for direction. The collection of information will continue for the remaining of 2023 and likely into the first quarter of 2024.

CACC plans to assess the information collected to determine what the specific needs are within the community. In 2023, the Department began consistently documenting resources offered to the public to keep pets with those that care for them. In 2024, the Department hopes to specifically hone in on the areas most impacted by animal-related issues by furthering relationships that were created in 2023 and creating new relationships within the community to gain their perspectives on CACC's decision-making process.

Goal #2: To advance the citywide desired result around education CACC's FY23 goal is to ensure that pet owners have knowledge around and access to pet vaccines, microchips, pet food, and pet adoption events, with a particular focus in several community areas such as Roseland and Austin.

Status: Partially Complete

Key wins: CACC set a goal to increase its presence in the communities most impacted by animal-related issues to build relationships and knowledge of the Department. CACC has participated in 8 events so far this year in these areas as opposed to 1 in 2022. These events have generated awareness about the Department and have begun budding relationships in areas that were previously untapped. CACC wishes to continually participate in community events into the future to be able to gain a better understanding of the needs of the community.

Additionally, throughout the year, the Department has been working to create a new title under Field Services that will oversee and work directly with staff and other stakeholders to focus on community support through outreach, and education. Currently the position is being further developed within the Department of Human Resources.

Goal #3: To advance the citywide desired result around workforce, CACC's FY23 goal is to encourage a more diverse volunteer base while also establishing why equity is important to the Department through onboarding and initial orientation.

Status: Incomplete

Key wins: CACC had a vacancy in a position where one of the responsibilities is overseeing the volunteer program. The position is intended to be the main point person for all volunteers. The Department recently offered a position to an external candidate who is currently going through the hiring process. CACC cohort members will work closely with this new hire to bring awareness and inclusive practices to the Department's volunteer program. If the approval in the

2024 budget for a Volunteer Coordinator comes in, they would take over this role and work to uplift departmental initiatives, including tracking of race and/or geographic stats.

The Department has also been in discussion about gaining a broader spectrum of volunteers, as generally speaking, animal welfare volunteers are middle-aged, white females. Conversations about access to our facility and the existing volunteer process (fingerprints/background check, indebtedness check) have been noted as obstacles for volunteering. Development of new, creative, opportunities that allow people to help in their own community is very much a strategic initiative for 2024.

Biggest equity wins last year

In 2023, we have opened our ears and eyes to the racial disparities that are within our city. Through data collected, the Department is focusing on the areas where the human-animal bond may be strayed. CACC has noticed a direct relationship between neighborhood areas with highest call and intake volume and locations of accessible resources for pet owners.

CACC is generating more opportunities for people that care for animals. Staff are trying to create relationships within the communities and with those that walk into our shelter by treating each situation individually, gaining trust, and seeing the connections between the animal and human aspects of the work. CACC's presence at community events in the areas most impacted by animal-related issues (Austin and Roseland) has increased exponentially (from 1 to 8 events). We hope to continue to engage the communities most negatively impacted further and be seen as a resource as opposed to solely an enforcer of the law.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Provides the community with fee waived vaccines and microchipping for pets.

- **Key Result:** CACC increased the number of vaccine clinics in 2023, seeing over 275 more pets and their people than in 2022.
- **Racial and/or geographical trends:** In 2023, CACC determined that the areas with the highest call volume and incoming animals were from areas within the city that are in predominantly underserved areas, including pet related support. Providing access to basic pet ownership needs is critical in elevating the human-animal bond. Looking at 2021 and 2022, the clinic data shows that the majority of people coming to clinics are not aligned with the areas the Department has determined to be in highest need. In 2023, CACC began targeting areas where need for services (call volume) were the highest, specifically Roseland and Austin. A challenge that was faced is finding host locations and external partners within these communities that are willing to host an event. There is still more work to be done to consistently get into the community areas that have the highest amount of animal-related service requests. CACC participated in 8 events in 2023 within the selected targeted areas and though they were not specific to vaccine/chip clinics, CACC staff started building relationships with partners that are within the community and hopes to be able to continue to work with them in the future.

Key Function #2: Protects public health and safety by ensuring ordinances pertaining to animals are enforced.

- **Key Result:** CACC responded to over 1,400 calls for service in the two areas with the highest number of animal-related service requests – Roseland and Austin. The Department has seen a severe decline in the first half of 2023 in the number of citations issued while still maintaining public safety and gaining compliance.

- **Racial and/or geographical trends:** Animal law enforcement has historically used citations as a way to force people into compliance. Data shows that the issuance of citations typically does not generate compliance but instead creates mistrust toward law enforcement and puts additional stressors among those already most negatively impacted. Issuing less tickets allows for an increase in financial stability of people of color, the predominate races of individuals living in communities most impacted. Looking closer at one of these areas, Roseland, a predominantly Black community, CACC has decreased the number of citations issued to residents within those zip codes by 42% in 2023 as compared to the year before. In 2024, CACC will continue to analyze and update its internal policy regarding the issuance of citations to ensure that the rights of owners or others receiving citations are not violated, are without prejudice or favoritism, and without invoking personal opinion or bias.

License Appeal Commission (LAC)

Purpose: The License Appeal Commission evaluates appeals to determine the legal appropriateness of suspension, revocations, and fines imposed by the Department of Business Affairs and Consumer Protection on liquor license holders. The Commission conducts hearings to determine whether applications for new liquor licenses were rightfully denied and enters orders thereon.

FY2024 Racial Equity Commitments

Priority #1: LAC will advance the citywide priority area for contracting by:

- Expanding the scope of exploration for existing MBE court reporting services.

Progress on last year's (FY2023) Budget Equity Commitments

**Note: The License Appeal Commission has a small staff and a very narrow legal mandate related to liquor license appeals. We therefore have them only committing to 1 goal per year instead of the 3 expected for other departments. They are exempted from creating a Racial Equity Action Plan.*

Goal #1: To advance the citywide desired result around contracting, LAC's FY 23 goal was to further equitable access by identifying and contacting representatives in the Dept of Law and Procurement Services to explain our objectives and see how we can work together to find more MBE court reporters.

Status:

Partially Complete

Key wins: LAC reached out to both the Law Department (DOL) and Procurement Services (DPS) to identify possible MBE court reporting services. LAC also contacted City Colleges to discuss the possibility of offering a program in court reporting services that includes classes in entrepreneurship and American English dialects. This program would be geared toward creating an expedited pathway to City MBE certification for court reporting businesses, in the hopes that it may attract MBE-eligible participants. No such program currently exists. To become a licensed court reporter in the state, a four-year college degree is not required. Research indicates there is an estimated 25 percent decrease in the number of Illinois court reporters overall since 2013. Research did not reveal numbers specific to MBE court reporters. LAC identified one City-certified MBE to add to the WBE service it currently uses. Overall, there are six WBE and one MBE/WBE court reporting service vendors that are City-certified.

Biggest equity wins last year

The License Appeal Commission has a small staff and a very narrow legal mandate related to liquor license appeals. They are exempted from creating a Racial Equity Action Plan and did not complete this question.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Conducts public hearings for liquor license denial applications and evaluates appeals to determine the legal appropriateness of suspensions, revocations, and fines imposed by BACP.

- **Key Result:** To date, LAC has conducted eight status meetings and continued case management from 2022, along with three appeals filed with the commission.
- **Racial and/or geographical trends:** The number of appeals filed from each ward is tracked by LAC, but there is no meaningful analysis because the number of appeals is so small.

Board of Ethics (BOE)

Purpose: The Board of Ethics administers Chicago's Governmental Ethics and Campaign Financing Ordinances, laws adopted to help ensure that City officials and employees avoid conflicts of interests.

FY2024 Racial Equity Commitments

Priority #1: Ethics will advance equity in the citywide desired result for community engagement by:

- Hiring, in the next month, a new staffer whose work will be primarily focused on community outreach. This individual will be meeting with community groups/neighborhood organizations, faith leaders, activist groups, and others to educate them on how they can participate in the work Ethics does and how to bring forth any concerns/complaints they may have about ethical behavior on the part of elected/appointed officials and City employees.

**Note: The Board of Ethics has a small staff and a narrow legal mandate. We therefore have them only creating/committing to 1 goal per year instead of the 3 goals expected for other departments and they do not have a Racial Equity Action Plan.*

Progress on last year's (FY2023) Budget Equity Commitments

Goal: To advance the citywide desired result of all Chicagoans can obtain, view, or use public facing data from the City of Chicago, BOE's FY23 goal was to continue to expand its practice of posting all Board related opinions and memoranda, training materials and educational materials on its website. The Board also tweets information and reaches out to community groups and ward offices, offering to meet with them for the purpose of explaining our work and the services we provide.

Status: Complete

Key wins: We continue to conscientiously post all of our work product (with names redacted where necessary to adhere to our confidentiality requirements) on our website, as well as training and educational materials. We also share much of this information via Twitter.

Goal #2: To advance the citywide desired outcome of all Chicagoans have a meaningful opportunity to influence City of Chicago programs, policies, and initiatives, BOE's goal is to continue its practice of meeting with community groups and encouraging the public to participate in the Open Session of the Board's monthly meetings.

Status: Complete

Key wins: Ethics upheld its commitment to meet with community groups and will continue to do so with increased attention to this goal as it will soon have a new hire whose work will involve a great deal of community outreach.

Goal #3: To advance the citywide desired result of all Chicagoans are connected to employment, training and advancement through the City of Chicago, BOE's FY23 goal is to continue to expand its practice of providing ethics training and educational materials.

Status: Complete

Key wins: Ethics created new educational brochures and updated existing brochures. Ethics also continued to provide ethics training to City employees and officials, contractors, vendors, and lobbyists.

Biggest equity wins last year

Ethics participated in community group meetings and ward meetings via Zoom and its Executive Director and Deputy Director reach out to all elected and appointed officials to provide ethics training and explain the mission of the office on an ongoing basis. With the creation of the Community Commission for Public Safety and Accountability, Ethics has worked with all 88 newly elected officials - citizens from all parts of the City - and the appointed officials who work with the Commission to ensure the City's ethics laws are followed and that, in turn, they can help make their constituents aware of the work it does and how they can bring ethical concerns to our attention.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Educate City personnel and the public about the Ethics Ordinance

- **Key Result:** Ethics continue its efforts to educate the public about the Ethics Ordinance and its work enforcing it through community outreach, social media, City budget forums and the educational brochures found on our website.

Ethics have also met with the new alderpersons and CCPSA elected officials, appointed officials and City personnel to brief them on the Ethics Ordinance and the work we do.

Further, the public is invited to join the Open Session of our monthly Board meetings, where each individual is given the opportunity to address the Board.

- **Racial and/or geographical trends:** Please note that the confidentiality requirements in the Ethics Ordinance do not allow us to track the race/ethnicity of those who contact us.

However, through more robust community outreach, Ethics is educating more members of the public about how they can bring concerns and complaints about city employees and officials to our attention.

Key Function #2: Confidentially advise persons subject to the Ordinance.

- **Key Result:** Ethics fields ethics-related questions from city employees and officials, vendors, contractors and lobbyists via email and telephone on a daily basis. Ethics vigorously encourage those subject to the Ordinance to contact the department with any ethics concerns/questions they may have so that it can ensure their compliance with the law.

- **Racial and/or geographical trends:** Please note that the confidentiality requirements in the Ethics Ordinance do not allow Ethics to track the race/ethnicity of those who contact us.

Key Function 3: Promote transparency by making public information easily available.

- **Key Result:** Ethics posts all of the advisory opinions it issues on its website, as well as Statements of Financial Interest, Lobbyist Reports and “Plain English Guides” about every aspect of its work and the provisions of the Ethics Ordinance.

Ethics also “tweets” out information about our work on a regular basis.
- **Racial and/or geographical trends:** the Board of Ethics did not provide a response.

Infrastructure Services

Department of Streets and Sanitation (DSS)

Purpose: The Department of Streets and Sanitation (DSS) is one of the largest non-emergency departments with a team of over 2,000 employees and a \$283 million annual budget. DSS responds to an average of one million service requests per year making a difference in communities across the city.

FY2024 Budget Equity Commitments

Priority #1: DSS will advance actions from the following strategies in its community engagement action plan:

- Create a department wide standard operating procedure (SOP) for community engagement that centers equity and is inclusive of communities most impacted.

Priority #2: DSS will advance actions from the following strategies in its education action plan:

- Increase compliance for recycling by educating communities with the lowest compliance.
- Pilot Program for composting to reduce contamination in other waste streams (recycling and trash).

Priority #3: DSS will advance actions from the following strategies in its data action plan:

- Develop a public facing data system (i.e., dashboard) to share microlevel department data.
- Expand capabilities of the departments mobile applications to ensure all data is readily available and to increase the mechanisms the public have to access the data.

To view DSS' full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around environment, climate, and energy, the Department of Streets and Sanitation's FY23 goal is to increase recycling and food composting rates in areas that have historically been underserved by directly interacting with community members via increased programming. This engagement will highlight the benefits of both recycling and food composting to the environment and directly to the community.

Status:

Complete

Key wins: We have made significant progress in advancing our racial equity priorities and implementing the actions outlined in our plan. To promote sustainable practices and community engagement, we successfully expanded neighborhood community composting to six additional locations, providing residents with accessible options to divert organic waste from landfills. In line with our commitment to recycling, we relaunched the recycling block captains program, empowering local leaders to promote recycling in their neighborhoods effectively. Additionally, we are developing food scrap drop-off locations with a goal of establishing 15 sites throughout the city, creating more opportunities for residents to participate in composting efforts.

Recognizing the importance of building a dedicated team, we expanded by adding essential positions, including an assistant commissioner, program director, assistant general superintendent, project coordinator, and end-of-year community outreach coordinators. This expansion has enhanced our capacity to serve communities effectively and address their unique needs.

In addition to personnel, we invested in necessary equipment to bolster our recycling efforts. We acquired collection vehicles for organic food waste, enabling efficient waste management and reducing environmental impacts. We also acquired 1,000 green carts to facilitate recycling and encourage residents to participate actively.

Looking ahead, we are determined to achieve our goal of 25 locations throughout the city for neighborhood community composting and food scrap drop-off. By combining community gardens and food scrap drop-off locations, we aim to create a network of locations to serve our communities.

Overall, we have made substantial strides in realizing our racial equity priorities and have set a strong foundation for continued progress. By expanding our initiatives and investing in resources, we are steadfastly committed to fostering sustainable practices, engaging communities, and achieving a more equitable and thriving city.

Goal #2: To advance the citywide desired result around data collection, the Department of Streets and Sanitation’s FY23 goal is to identify ways to use predictive analytics by using heat maps of city services called in via 311 and then actively sending resources into communities and areas where complaints are NOT called in but after inspection from the city have been identified as areas that need dedicated resources, we hope to create equity and efficiencies in all the bureaus in our department by addressing where there are inconsistencies in city services.

Status: Complete

Key wins: RCC Salesforce Project: Identified 50 additional RCCs (Refuse Collection Coordinator) capable of addressing constituent complaints. On the day of service, Bureau of Sanitation codes are sent to RCCs and Ward Superintendents to ensure efficient complaint resolution.

Turn by Turn: Successfully remapped routes with new ward boundaries. All routes now average 16 miles, covering 200 inside sections.

Salesforce Mobile Testing Phase: Conducted testing for the Tree Planting app and Rodent Control app. Additionally, the Graffiti app has been completed and is fully operational.

Traffic Services App: Currently in development, with plans to further enhance traffic services through this app.

Weed Cutting App: Completed and actively used, reaching version 1.2. Continual improvement is underway based on valuable feedback from crews, and version 1.3 is in progress to enhance its functionalities.

Goal #3: To advance the citywide desired result around workforce diversity, the Department of Streets and Sanitation’s FY23 goal is to hire returning residents particularly from other reentry organizations and other apprenticeship programs with the same core mission. DSS is partnering with DHR, Reentry Council, and Chicago Commission on Human Relations, will develop the framework the city will use for hiring returning residents.

Status: **Partially Complete**

Key wins: Progress Achieved: Conversations with Unions: Ongoing dialogues with unions to address various issues and concerns. Progress has been made in finding common ground and exploring potential solutions.

Testing Apprenticeship Program: Implemented a testing program with a small group through an apprenticeship program. This initiative has shown promise in identifying effective training and employment opportunities.

Safer Program: Successfully hired three individuals from the Safer Program, reflecting our commitment to providing job opportunities and support for those with justice-involved backgrounds.

Re-entry Council: The Re-entry Council's progress has experienced a temporary stall following the transition of the new administration. However, efforts are being made to reinvigorate and revitalize the council's activities to continue supporting individuals re-entering society after incarceration.

Biggest equity wins last year

Utilizing CRP/Bond funding, we are proud to announce that we have already tagged over 18,000 new trees in Chicago, of those 12,000 trees are already claimed, with 40% of those allocated for the south and west side. When analyzing the data and evaluating the outcomes from all funding resources, there are several key equity wins that we want to highlight.

First, our tree-planting efforts are strategically focused on underserved neighborhoods and communities of color, where the urban tree canopy has historically been lacking. By prioritizing these areas, we are actively addressing the disparities in access to green spaces and the associated environmental and health benefits.

Second, we have actively engaged with local residents and community organizations to ensure that their voices are heard in the decision-making process. This inclusive approach allows community members to assist the Bureau of Forestry with choosing locations tree planting locations and listen to their concerns regarding trees in the parkway.

Additionally, the increase in tree cover has positive implications for mitigating the urban heat island effect, which disproportionately impacts vulnerable communities during extreme weather events.

Lastly, the newly planted trees contribute to improved air quality and enhanced overall environmental health, providing residents with a cleaner and more sustainable living environment. Through our equity-focused tree-planting efforts, we are committed to creating a greener, healthier, and more equitable Chicago for all its residents.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Clean vacant lots

- **Key Result:** In 2023, at time of submission, our dedicated efforts led to the successful cleaning of 19,292 vacant lots across the city, a testament to our commitment to community equity and safety. By addressing the issue of vacant lots, we contribute to the revitalization of neglected areas and demonstrate our dedication to promoting a more inclusive and livable city for all residents. That's the equivalent to cleaning over 4,000 football fields.

Additionally, through a combination of various 311 codes DSS has addressed 9,757 concerns.

- **Racial and/or geographical trends:** DSS recognizes that the relationship between vacant lots and safety/crime is complex and can vary depending on several factors such as location, neighborhood characteristics, and local policies. While it's not accurate to say that vacant lots directly cause crime, there is evidence to suggest that they can be associated with higher crime rates. Some of the ways vacant lots and crime may be linked include:

Attracting illegal activities: Vacant lots can become attractive locations for criminal activities such as drug dealing, vandalism, and illegal dumping. The lack of supervision and visibility in these areas can make them appealing for criminal behavior.

Perception of disorder: Vacant lots can create a sense of disorder and neglect in a neighborhood. This perception of neglect can lead to a breakdown of social controls and encourage criminal behavior.

Given these correlations the Department also further investigated the data and did an overlay of the 15 community areas that 'Our City, Our Safety', had prioritized as those that experienced the most violence.

As it relates to weed cutting, 90% of requests are generated internally. This is a service that people tend not to call in and request. It is up to trained personnel to identify needs. Given the geographic landscape of the city and where the need is, the areas the department cuts and sends more resources to for weed cutting directly align with the 15 Community Areas that were prioritized in Our City our Safety.

Key Function #2: Collects and disposes of municipal solid waste and bulk refuse, and collects and diverts recyclable materials from the waste stream.

- **Key Result:** From January 2023 through June 2023, we've collected approximately 400,000 tons of refuse. By year's end we will have collected approximately 800,000 tons of refuse which is equivalent to 1.6 billion pounds, which is roughly the weight of 200,000 adult elephants.

In response to heavy rains and flooding across the city, our department mobilized over 300 dedicated personnel to address the crisis swiftly and efficiently in the south and west sides. Through our collective efforts, we managed to collect over 1,400 tons of flooded materials from people's homes, providing critical support and relief to affected communities and demonstrating our commitment to helping residents recover and rebuild in times of adversity. In addition, over three consecutive Saturdays, 723 homes received assistance from the department to remove damaged belongings from their homes. These homes were individuals that reached out directly for assistance after having heard about this service through community engagement. The Bureau of Forestry responded to over 1,800 tree emergencies.

- **Racial and/or geographical trends:** In analyzing the waste collection data from January 2023 through June 2023, and projecting a total collection of 800,000 tons of refuse by year's end, we have observed some patterns. While we strive to provide equitable services that lead to equal outcomes services across the city, we identified challenges and gaps in recycling. The data indicated that certain neighborhoods had lower rates of recycling participation compared to others, potentially indicating disparities in access to recycling services or awareness about recycling practices. To address this, we are committed to improving recycling education and outreach efforts in underserved communities to promote sustainable waste management practices citywide. Our goal is to ensure that all residents have equal access to recycling opportunities and contribute to building a more environmentally conscious and equitable city.

Furthermore, this administration acknowledges the importance of community engagement and provides resources outside of the sanctioned scope of the department in order to address needs. The month of July heavy rain and thunderstorms yielded significant flooding issues primarily on the west side with significant issues also on the south side in certain parts of the city. In working with the administration and the unions DSS was able to have its laborers assist a vulnerable population in need with disposing of their personal belongings that were damaged by flood water.

Key Function #3: Trims live trees and safely removes dead trees from City property, and plants new trees.

- **Key Result:** From the week of April 18, which is the start of tree trimming season to June 30th we have trimmed 22,393 trees compared to the same time last year we were at 4,951. On average we have improved our tree trims by approximately 352%.
- **Racial and/or geographical trends:** DSS moved into area trimming in 2023. This practice has optimized the process and efficiency of performance in the Bureau of Forestry. DSS identified elements of our old operation that were not efficient and streamlined them to achieve better results. For the time frame identified this had an outcome of a 352% improvement.

While calling 311 is a significant tool, DSS recognizes that not everyone utilizes this city service to call in complaints. Furthermore, the department is conscious that most people also don't know what should/needs to be trimmed if it isn't an obvious nuisance. This process allows trained personnel to inspect all trees and provide trimming if need be to improve the overall health of the tree.

Rather than being reactive, by going into Area Trimming the city is being proactive and equitable in its service delivery. At the rate of production DSS is currently performing, all trees citywide should be trimmed in six years. Recent weather storms that hit Chicago

show that there would have been a significantly less amount of tree debris had trees been previously trimmed.

Key Function #4: Baits and eliminates rodents

- **Key Result:** In 2023, the department has shown remarkable efficiency in addressing rodent complaints across the city, responding to approximately 25,426 complaints within a 5-day timeframe. By tackling this critical issue, we are fostering a safer environment for all residents.
- **Racial and/or geographical trends:** Equitable rodent abatement refers to the approach of controlling and reducing rodent populations in a fair and just manner, ensuring that all communities, regardless of their socioeconomic status, receive equal access to rodent control measures and resources. This approach recognizes that certain communities may face higher rodent infestations due to various factors such as poverty, inadequate housing, lack of resources, and limited access to sanitation and waste management services.

DSS has implemented an equitable rodent abatement program called Door-to Door Abatement. In this program a crew knocks on every door on an entire block (both sides of a shared alley), letting them know that we will be baiting in X days. This allows the department one on one facetime to educate the public of what they can do to mitigate rodent populations in their area as well as service to bate their yard if need be.

Key Function #5: Plows and salts city roads during winter months

- **Key Result:** By remapping all inside routes to an average of 16 miles, we have successfully eliminated disparities in snow clean and winter operations. This strategic move ensures that all sections of the city receive equitable treatment, with no routes being excessively burdened or left untreated. The result is a more efficient and synchronized snow removal process, enabling our teams to finish their tasks around the same time, contributing to safer and more accessible road conditions for all residents.
- **Racial and/or geographical trends:** When analyzing the data by race and/or geography, we observed a significant reduction in disparities that may have existed within our snow removal routes. With the successful remapping of all inside routes to average 16 miles, the time taken to complete each section is now more equitable, eliminating the previous challenges of one area requiring 7 miles of coverage while another demanded 20 miles. This approach has fostered a more inclusive and efficient snow removal process, ensuring that all neighborhoods receive equal attention and timely service during winter weather events.

Key Function #6: Removes Graffiti

- **Key Result:** Since the beginning of the year to today, the department has addressed 48,748 graffiti removal complaints across the city, demonstrating our commitment to maintaining clean and vibrant neighborhoods. By addressing these complaints as promptly as possible we are ensuring all communities feel safe walking their streets free of graffiti.
- **Racial and/or geographical trends:** Ensuring that all neighborhoods and communities receive the same level of attention and resources for graffiti removal. This prevents the perception of neglect in certain areas while others receive prompt attention. **Prioritizing Public Spaces:** Giving priority to removing graffiti from public spaces, such as parks, community centers, schools, and public transportation, as these places belong to the entire community and are essential for public enjoyment and safety.

Chicago Department of Transportation (CDOT)

Purpose: The Chicago Department of Transportation (CDOT) is responsible for public way infrastructure, including planning, design, construction, maintenance and management.

FY2024 Budget Equity Commitments

Priority #1: CDOT will advance actions from the following strategies in its transportation & infrastructure action plan:

- Make it safer and easier to walk in Chicago.

Priority #2: CDOT will advance actions from the following strategies in its workforce action plan:

- Improve CDOT's ability to recruit and retain staff.
- Make CDOT a great place to work.

To view CDOT's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around workforce diversity, CDOT's FY23 goal is to start a new Cement Finisher Apprentice class and a new Machinist Apprentice class in collaboration with the Department of Human Resources.

Status: Partially Complete

Key wins: *A posting for the new class is being released in August 2023.*

Goal #2: To advance the citywide desired result around transportation & infrastructure, CDOT's FY23 goal is to expand the SAFE Ambassador program to engage with more communities to offer safety-based programming including Learn to Ride, child safety seat installation and inspection, driver awareness, etc. Included in the 2023 budget is an expansion to the number of Ambassadors that can be deployed year-round. In addition to offering programs, Ambassadors often work in tandem with projects led by the department to increase awareness of the work that we do and to improve engagement with the department.

Status: Complete

Key wins: Two additional full-time Ambassadors were onboarded at the beginning of 2023 to build capacity to the team, now composed of nine full-time and year-round Ambassadors. Refined goals and metrics were established to better coordinate the program's expansion and working plan for the next two years.

Goal #3: To advance the citywide desired result around community engagement, CDOT's FY23 goal is to establish and fill a leadership position to focus on community outreach and engagement. This position is included in the 2023 budget. A staff member focused on outreach and engagement will allow us to better tailor our general outreach and engagement strategies to meet the needs of each community, provide guidance to

project managers and other staff as they work in communities and neighborhoods they may not know well, and build CDOT’s internal capacity to be responsive to requests for information and feedback that we receive from residents.

Status: Complete

Key wins: This position was filled in September of 2023. The new Director of Outreach and Engagement is supporting multiple projects at the Department to improve and refine engagement strategies, communications, and increase trust amongst community members. In addition, she convenes the Chicago Mobility Collaborative, a forum for meaningful participation and collaboration. She has also taken the role of Equity Liaison, and Language Access Coordinator, in addition to supporting a positive culture within the department leading an internal working group to identify opportunities for professional development, increase staff communication and recognition.

Biggest equity wins last year

- Invest South/West has been an unprecedented investment initiative in neighborhoods that had only seen mass disinvestment in their communities in the past.
- Lyft, the city’s bikeshare operator has met expectations and commitments to invest and serve Chicagoans across the entire city by expanding the network and installing more heavy weight stations to make the system more accessible.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: INVEST South/West Streetscapes

- **Key Result:** Engaged Black and Latinx Chicagoans in the design process of 12 streetscape projects as part of INVEST South/West, an unprecedented community improvement initiative that is strategically reversing decades of systemic public and private investment. The projects will improve multimodal access, traffic and pedestrian safety, and walkability while creating vibrant public spaces that improve the quality of life through increased environmental benefits with additional tree plantings, and landscaping. Three out of those twelve projects have begun construction. The streetscapes will benefit mostly Black Chicagoans in South and West Side communities.
- **Racial and/or geographical trends and challenges:** Challenge: low community participation. Gap: project partners that can support with the long-term maintenance/stewardship of spaces (landscapes, public spaces) Challenge: aligning priorities and visions about how to create vibrant, attractive, and safe spaces. There is still a car-centric mindset among many Chicagoans and stakeholders of commercial corridors tend to prioritize vehicular use over more active modes of transportation. Patterns: concerns about the use / behavior of people in public spaces.

Key Function #2: Upgrade all existing protected bike lanes with flexible delineators to concrete by the end of 2023.

- **Key Result:** Upgraded 28 miles of protected bike lanes with raised concrete curb to increase comfort and safety of people. 68% of the neighborhoods where improvements took place are in the West and South Sides, benefiting mostly Black and Latinx Chicagoans, who are the groups with the highest rate of mobility hardship. The curb

upgrades increase the level of separation between people biking and driving, better define parking lanes, and motor vehicle travel lanes, resulting in clearly organized streets where all users have dedicated space to travel safely.

- **Racial and/or geographical trends and challenges:** Challenge: contractor scheduling and fabrication of cubs due to issues related to materials and supply chain.

Key Function #3: Construction of Damen Green Line CTA station

- **Key Result:** On track to open a fully accessible CTA infill station along the Green Line at Damen and Lake to improve connectivity, transit options, and encourage further transit-oriented development and other public and private investment in the West Side of Chicago.
- **Racial and/or geographical trends and challenges:** Challenge: COVID and supply chain issues caused initial schedule delays.

Key Function #4: Jackson Park Transportation Improvements

- **Key Result:** Reconstructed and reconfigured roadways, pathways, and pedestrian underpasses in and around Jackson Park including the permanent closing of Cornell Drive from Midway Plaisance to Hayes Drive to create more park space and pedestrian connections to increase community benefits and access to the future Obama Center for Woodlawn, Hyde Park, and South Shore neighbors.
- **Racial and/or geographical trends and challenges:** challenges: supply chain and labor force disruptions caused delays to the project.

Key Function #5: Divvy Expansion Citywide

- **Key Result:** Divvy, Chicago's bikeshare system, is operational throughout all of Chicago, covering 234 square miles, making it the largest by area in North America. The 2023 expansion of the system includes neighborhoods in the far Southwest and Northwest. Community members in those neighborhoods are gaining access to additional and flexible mobility options that help them reach everyday destinations. This expansion is designed to also bring heavyweight stations to every neighborhood, which means classic pedal bikes will be available in every neighborhood, providing communities with different types of devices that meet different needs at different price points.
- **Racial and/or geographical trends:** Divvy, Chicago's bikeshare system, is operational throughout all of Chicago, covering 234 square miles, making it the largest by area in North America. The 2023 expansion of the system includes neighborhoods in the far Southwest and Northwest. Community members in those neighborhoods are gaining access to additional and flexible mobility options that help them reach everyday destinations. This expansion is designed to also bring heavyweight stations to every neighborhood, which means classic pedal bikes will be available in every neighborhood, providing communities with different types of devices that meet different needs at different price points.

Key Function #6: Bridge rehabilitation and construction

- **Key Result:** Four bridges were prioritized based on public safety to ensure the continued service life of bridges, provide vital connections over physical barriers such as

the river, and improve overall configuration of roadways to improve safety of all users. The bridges where work was completed and is currently taking place are: 1) 31st Street Bridge over Metra and CN Railroad; 2) Indiana Avenue over Little Calumet River; 3) Lake Street Bridge over Main Branch of the Chicago River; 4) Western Avenue over the Sanitary & Ship Canal.

- **Racial and/or geographical trends:** We need to further analyze the data of the work completed and ongoing for bridge rehabilitation and construction.

Department of Water Management (DWM)

Purpose: The Department of Water Management delivers nearly 1 billion gallons of drinking water to residents of Chicago and 120 suburbs daily. We also remove wastewater and storm runoff through the sewer system. Our mission is to efficiently provide the highest quality drinking water to the Chicago region while protecting our most precious natural resource- Lake Michigan.

FY2024 Budget Equity Commitments

Priority #1: DWM will advance actions from the following strategies in its public health and human services action plan:

- Continuation of the Lead Service Line Replacement (LSLR) program for Daycares in economically disadvantaged and historically disinvested communities to reduce potential levels of lead among children.

Priority #2: DWM will advance actions from the following strategies in its data action plan:

- Publish quarterly all service requests received and closed. Creating managed data that is transparent, comprehensive, easily accessible, statistical, and mission supportive.

Priority #3: DWM will advance actions from the following strategies in its workforce action plan:

- The Department of Water Management recognizes the historical denial of union and trade jobs and professional development, starting at the high-school level, prevented and blocked the path to middle class wealth in women and the communities of Black, Indigenous and People of Color, which in turn created substantive economic and social inequities. Develop an opportunity to train and mentor non-college bound high school students for future employment in the water industry.

To view DWM's full Racial Equity Action Plan, click [here](#).

Progress on last year's (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around health and human services, the Department of Water Management's FY23 goal is to develop and implement a Lead Service Line Replacement program for daycares in economically impacted and historically disinvested neighborhoods to reduce any potential levels of lead among children from lead service lines.

Status: Complete

Key wins: DWM Strategy 1; Action #2 and #3: DWM developed and published a 'Resource Guide for Daycares' that is distributed, through DWM's Daycare Lead Service Line Replacement (DLSLR) Program, to daycares in prioritized areas. This brochure has also been provided to the DFSS, Children Services Division for distribution to their Delegate Agency program providers.

DWM Strategy 2; Action #2 through #4: A contract was awarded in 2022 for DLSLR. More than 400 licensed daycares in single-family, 2-flat and older one-story commercial properties, in

the prioritized communities of Austin, North Lawndale and Englewood were identified as eligible to receive a free LSLR. DWM has been in contact with each of these daycares about the program and their eligibility to have their LSLR replaced for free. Roseland and Chatham communities were prioritized mid-2023. After LSLR, the department collaborates and partners with Elevate Energy to review the daycare’s internal plumbing for any potential issues that may lead to elevated lead levels. More than 180 daycares have shown interest in the program but to date 105 have agreed to LSLR.

DWM Strategy 3; Action #2 through #5: \$4M in funding for this program allows for LSLR in 120 daycares in 2023. The monies received are via state funding and SRF from Illinois IEPA. Daycare LSLR is ‘first-come, first-served’. However, if more than 120 licensed daycares in priority areas sign up for LSLR, they will be in the queue for LSLR in 2024.

For FY24, Subject to Congressional authorization, DWM hopes to receive additional funding for this program as part of the 2024 Federal Earmarks. At this time, DWM has potential commitments of \$900k from Congressman Jackson and Congresswoman Schakowsky. DWM will continue to request additional monies via Chicago Capital Improvement Program (CIP) to support and grow this program.

Goal #2: To advance the citywide desired result around data collection, the Department of Water Management’s new FY23 goal is to publish quarterly, its service requests received and closed. Data will show service requests by date, type, ward, and whether it’s open or closed. The data will be made available on the department’s website or on the City’s data portal. DWM created a public facing Aldermanic Portal exclusively for Aldermen and ward staff for easier access to data to better serve their constituents.

Status: Incomplete

Key wins: To get this goal on track:

- Design web page with capability to display data in a variety of formats (lists, charts, graphs).
- Develop program to pull, track and upload data.

Goal #3: To advance the citywide desired result around workforce, the Department of Water Management’s FY23 goal is to continue to develop and implement a ‘Water Operator in Training’ program to provide high school seniors in historically disinvested neighborhoods, who may not be interested in attending college, with an opportunity to gain training and licensing toward employment in the water industry.

(A) Conduct a granular analysis of the department’s workforce to identify workforce diversity hiring, retention, development, and promotion, by position, tenure, and income among union and non-union employees.

(B) Create and market a program to train and mentor students at the high school level, who are not interested in college, for positions in the water industry, the Department of Water Management can work to strengthen and increase the diversity of its workforce.

(C) The department will continue its work toward increasing the knowledge and skillset of DWM staff around operationalizing racial equity by holding “next level” Racial Equity Leadership Conference sessions.

Status:

Incomplete

Key wins: (A) and (B) Dedicate a team of employees to work and report on this goal and as well as each of the three strategy’s action items.

- Continue conversations about the program with CBO’s and interested Alderpersons.
- Investigate potential partnerships with other utilities (such as ComEd, Peoples Gas and MWRD) that have programs for high school students.
- Create a program (with a step by step road map, identifying courses required, who or which title(s) will teach coursework, where when and how.
- Identify minimum number of student enrollment needed for program start.
- Develop plan to move program graduated students who attained the first level license, into a 6 to 12 month paid internship.

Biggest equity wins last year

Majority of LSLRs are in black and brown communities on the city’s south and west sides which we attribute to DWM’s income-based, Equity LSLR program and the city-wide increase in community outreach in prioritized neighborhoods with direct engagement with 6,000+ residents in 2022.

Through revenue streams, DWM currently, is one of the few municipalities in the country that is performing LSLR for its residents free of charge.

DWM’s Water Restore Program has restored water to more than 500 homes in Black and Brown communities since the program started in late 2020. The program will now expand to repair internal plumbing that has prevented a home’s water from being restored.

Lead test kit request and return rates have nearly doubled in Black and Brown communities.

100% of DWM Senior Staff and next level supervisors have attended and participated in DEI Awareness Sessions.

The department installed a Deputy Commissioner for DEI and Labor Relations.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: Collects, purifies, tests, and distributes almost one billion gallons of fresh, clean, safe drinking water to Chicago and 120 suburbs daily.

- **Key Result:** The department operates an Environmental Protection Agency certified chemistry Lab, an Illinois Department of Public Health-certified Microbiology Lab, and two 24/7 Control Laboratories to analyze samples for operations and regulatory compliance and continues to meet or exceeded all standards set by the U.S. Environmental Protection Agency for safe, clean drinking water. In January 2023, DWM passed IEPA inspection with no deficiencies.

- **Racial and/or geographical trends:** DWM and DOF’s Water Restore Program (water reconnection) has restored water to more than 500 homes in Black and Brown communities since the program started in 2020 with DOF enrolling residents in Utility Billing Relief and LiHEAP. These water reconnections were performed by DWM’s Meter shop and Water Quality Engineers in partnership with NPO Elevate Energy. With this success the program will expand to repair internal plumbing or fixtures that have prevented a home’s water from being restored. The department is in the process of putting out a new contract for this work.

Key Function #2: Provides capital improvement engineering services for the design and construction of new water and sewer mains.

- **Key Result:** Under the capital improvement program 4 miles of water mains and 5.2 miles of sewer mains are projected to be installed by 12/2023.

As part of water and sewer capital improvements, the department offers free lead service line replacement to all property owners on a block(s) where a new water main and/or sewer main are being installed. Other Lead Service Line Replacement (LSLR) programs, which are also free to residents, include the income-based Equity Program, the Homeowner-Initiated Program, and the Leaks and Breaks program resulting in 2,279 replacements to date.

- **Racial and/or geographical trends:** Water main and sewer main replacement across the city is based on the age of the main and its leak and break history.

Some sewer mains are lined, instead of replaced. Through sewer lining, the life of 17.4% of the city’s sewer mains have been extended by approximately 50 years through sewer lining since the early 1990’s. 3.1 miles of sewer mains will be lined by the end of 2023.

Key Function #3: Operates, maintains, and repairs the City’s water and combined sewer systems comprised of approximately 4,244 miles of water mains, 48,064 hydrants, 4,480 miles of sewer and storm water mains and 350,000 structures and manholes.

- **Key Result:** Repaired 9,059 leaks and breaks on water and sewer infrastructure, responded to 21,224 flooding complaints, cleaned 17,388 sewer structures, and addressed 3,055 open hydrant complaints to date.

Received a FEMA planning grant to continue developing an 8-mile-long tunnel and other infrastructure flooding and sewer back-up mitigation techniques for the South Side Area 4 Watershed. This project is expected to benefit about 380,000 homes and businesses that frequently experience flooding issues.

- **Racial and/or geographical trends:** The west side of the city reported the most flooding complaints (nearly 5,000). This was due to unusually heavy rains in July of 2023. Parts of the south and north sides experienced similar heavy 100-year rains in 2022.

Key Function #4: Maintains, repairs, and provides security for two water purification plants and 12 water pumping stations.

- **Key Result:** Critical construction continued on the Sawyer Water Purification Plant (SWPP), to replace a 425,000 square foot roof, and replace aging electrical and roof drainage systems. Located on Rainbow Beach, this plant services the City’s South Side and many suburban customers.

Construction, to provide upgrades, on the Jardine Water Purification Plant Sediment Force Main project is in progress.

Central Park, Lake View and Cermak Pumping Station are in design for electrical and security upgrades.

Hardened security at Jardine and Sawyer Water Purification Plants and three pumping stations to enhance current security measures that are in place that protect the City’s water system.

Applied for and received three federal grants to strengthen infrastructure security.

- **Racial and/or geographical trends:** All Chicagoans benefit from the department’s maintenance of two of the largest conventional water purification plants in the world and its protection of these security sensitive critical infrastructures and twelve pumping stations.

Key Function #5: Develops and operates lead testing and lead service line replacement programs (LSLR) as the Registered Operator in Charge according to IEPA and IDPH regulations.

- **Key Result:** More than 7,000 free lead test kits were distributed last year. As of July 2023, 5034 free lead testing kits and 502 free filter sets consisting of a water pitcher and six cartridges rated to remove lead were distributed.

The Department expanded LSLR program offerings (in addition to the Equity Lead Service Line Replacement program), launching the Daycare, Leaks and Breaks and Block-long LSLR programs resulting in 2,279 LSLR replacements to date and on track to reach 4500 by the end of 2023.

Other Lead Service Line Replacement (LSLR) programs include the income-based Equity Program, which is free to eligible residents, and the Homeowner-Initiated Program.

- **Racial and/or geographical trends:** The department acknowledges that older interior infrastructure in homes can change the quality of the water the department distributes. Hence, the department offers free testing of tap water in homes. Any resident can request a free lead test kit.

While test kit requests and returns have increased overall in all communities across the city, with the gap closing for return rates for Black and Brown communities when compared to those of predominately white communities. (Avg 55.64% return rate vs 57.11% return rate).

Key Function #6: Provides meter services management including repair, maintenance, and upgrades to existing meters.

- **Key Result:** The Meter Save program began in 2009 and was re-opened in the fall of 2022 upon City Council approval. 4,400 water meters were installed before the program ended 12/31/2022. The department continues to provide meter services management on the 135,624 water meters in homes and businesses across the city.
- **Racial and/or geographical trends:** Per city ordinance, water meter installation is required when a new water service line is installed.

The top three areas in the city where the most meter installs occurred during the open window were predominately African American, on the south side and in wards 34, 21 and 9.

Key Function #7: Operates an EPA certified chemistry Lab, IDPH-certified Microbiology Lab, and two 24/7 Control Laboratories to analyze samples for regulatory compliance.

- **Key Result:** The certified lab performed over 600,000 analyses of tap water at every step in the treatment process and met or exceeded all standards set by the U.S. Environmental Protection Agency for safe, clean drinking water.
- **Racial and/or geographical trends:** The department continues to purify and deliver nearly one billion gallons of clean drinking water every day to 42% of the population of the state of Illinois which includes Chicago and 120 suburbs.

Chicago Department of Aviation (CDA)

Purpose: The Chicago Department of Aviation (CDA) administers all aspects of two major airports – Chicago O’Hare and Midway International Airports.

FY2024 Budget Equity Commitments

Priority #1: CDA will advance actions from the following strategies in its workforce action plan:

- Improve information sharing by creating an Airport Employment Book, participate in targeted community outreach with Chicagoans, partner with City departments and assist agencies to provide job search and application assistance, and work with existing agencies assisting returning citizens in clearing their records.

Priority #2: CDA will advance actions from the following strategies in its contracting action plan:

- There is an unprecedented amount of state and federal money for work at the airport. This creates an opportunity to bring in new Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), and Disadvantaged Business Enterprises (DBEs) and to increase the amount of work assigned to underrepresented providers.

Priority #3: CDA will advance actions from the following strategies in its community engagement action plan:

- Conduct strategic outreach with elected officials, assist agencies, and community organizations to strengthen relationships, resources, and opportunities in communities of color on the West and South sides.

To view CDA’s full Racial Equity Action Plan, click [here](#).

Progress on last year’s (FY2023) Budget Equity Commitments

Goal #1: To advance the citywide desired result around workforce, Chicago’s Department of Aviation’s FY23 goal is to increase the employment of individuals from diverse backgrounds. To achieve this, CDA will engage directly with individuals from socio-economically disadvantaged communities, strengthen partnerships with high schools and local universities/community colleges, and increase outreach/engagement with our airport community (vendors, partners, tenants).

Status: Complete

Key wins: CDA is in the process of creating an Airport Employment Guide detailing the classifications of jobs at the airports. The Guidebook will provide pertinent information about the job opportunities for our stakeholders and partners. While creating the Guidebook, the Department will analyze its own job descriptions to ensure there are no unnecessary requirements preventing individuals from applying.

CDA advertised career opportunities on various social media platforms i.e.: twitter, Facebook, MyChi My Future.

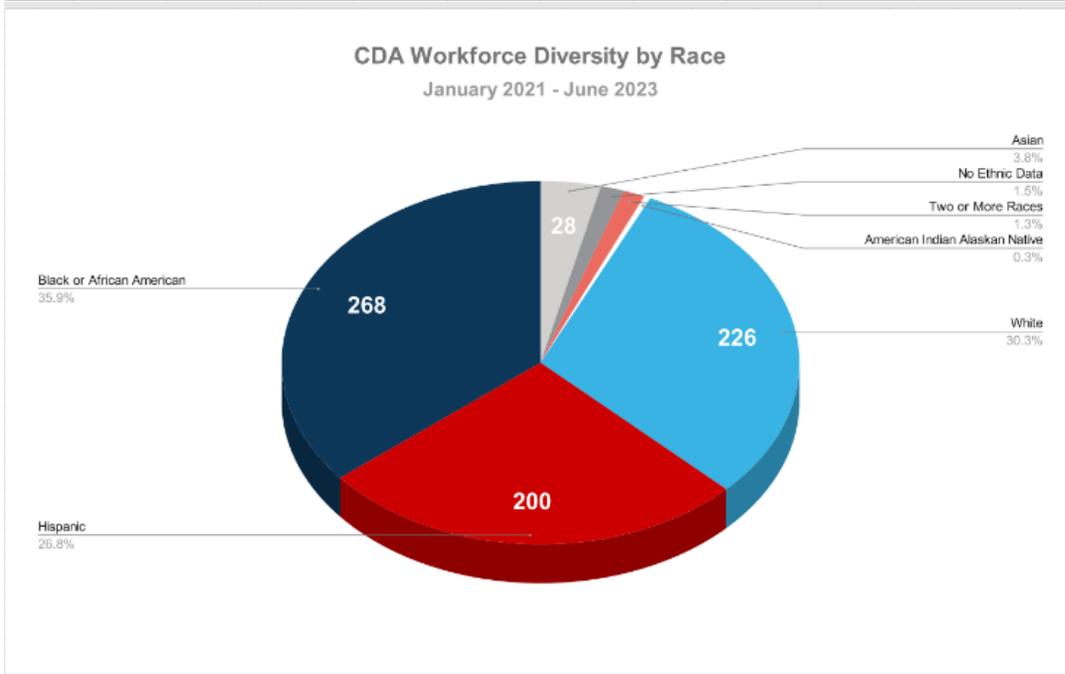
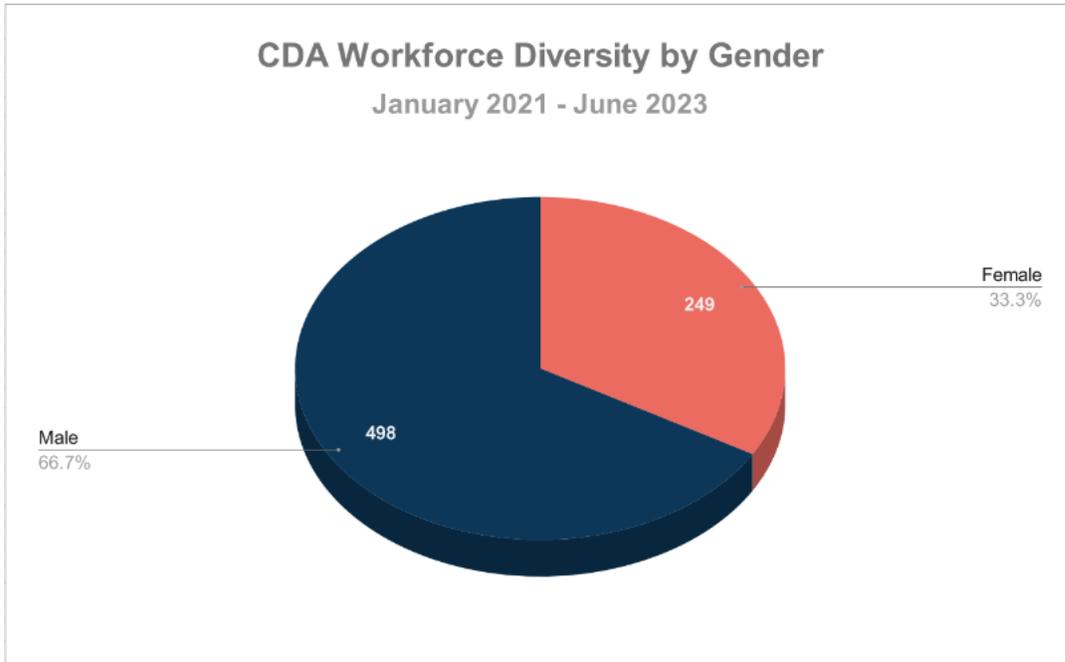
Conduct enhanced community outreach:

- Community Outreach Vehicle - The Community Outreach Vehicle is equipped with a flight simulator brings information about the airport opportunities to residents across Chicago's 77 communities.
- Airport Expos - Since May 2022, CDA hosted three Airport Expos and Job Fairs, with over 2,000 residents attending, each of whom were connected to job and small business opportunities.
- Workforce Partnerships - Chicago Cook Workforce, Rise Kit
- Assist agencies - services reimbursement agreements (\$30,000)
 - Anixter is working with airport business to train and hire individuals with disabilities.
 - Hire 360 is working with individuals that are interested in the trades, including construction, welding, electricians and plumbers.
- Business Symposiums - CDA hosted several business symposiums to inform the business about the On-the-Job Training (OJT) program to small and medium sized diverse construction trade business across Chicagoland. Over 200 attendees were present.

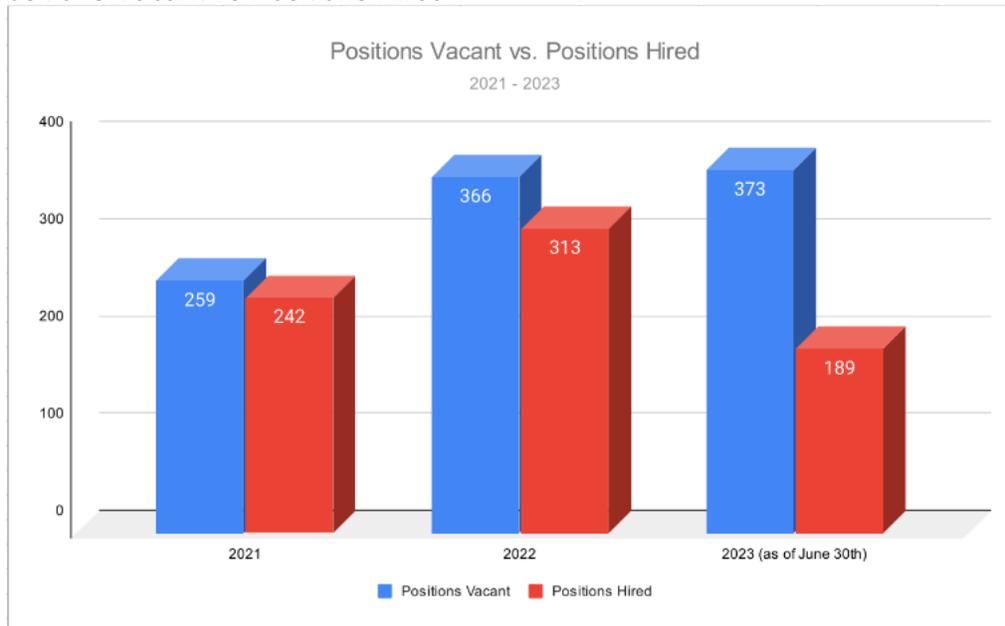
Expanded partnerships with primary educational institutions, including Chicago Public Schools (CPS) and City Colleges of Chicago (CCC) to increase awareness, development, and engagement about aviation opportunities.

- Aviation Trade Partnerships - CDA in partnership with 80 Chicago Public Schools and City Colleges of Chicago developed an Aviation Trades Partnership. This collaborative program brings together CPS Highschool and City College Career Counselors to discuss career and employment opportunities, student internships with a focus on careers in the trades.

New Hire Data by Race, Gender and Positions



Positions Vacant vs Positions Hired



Goal #2: To advance the citywide desired result around contracting, CDA's FY23 goal is to bring on new MBE/WBE/DBE/ACDBE /DBE participants to CDA contracts by reviewing NAICS code and increasing outreach to underrepresented ethnicities. CDA will also equip vendors with resources to submit responsive bids and perform productively post-awards.

Status: Complete

Key wins: CDA is committed to the diversity of contractors and suppliers and strongly supports the M/WBE Programs. CDA Programs are implemented administratively and through engagement activities and help remove barriers in order for small and disadvantaged businesses to achieve successful participation.

Some programs include:

- The 50/50 Payment Program helps construction vendors maintain workable cash flows by providing faster payment turnaround times through partial payments.
- The Mentor Protégé Program develops certified companies by partnering them with larger firms helping them become self-sufficient, competitive, and profitable business enterprises.
- The Aviation Learning Series are workshops designed to provide small and certified businesses in advance of the release construction bid packages with the framework to learn more about the essentials of construction management with specific courses for businesses interested in working at CDA
- Contractor Outreach Events such as job fairs and vendor fairs. Hosted aviation industry events and partnered with the CMARS, City departments, and assist agencies in other events.
- Rental Car Concessions Outreach is a national event hosted by the CDA informing companies about opportunities to do business with on-airport rental car companies.
- Fast Pitch opportunities allow companies in similar fields or in the aviation industry to come together to network and find a match for their organizations to jointly respond to

solicitations. – Small Business Initiative, Mid-Size Business Initiative, and Target Market (TM) contracting are used to increase small business utilization by awarding contracts to qualified small, medium and certified businesses based on smaller bid packages, capacity and certification (TM).

- The COVID-19 Assist Agency Agreements are used to promote and help support small businesses working at our airports that have been adversely affected by the COVID-19 Pandemic. Quarterly meetings were established to address issues and barriers to success. – Aviation Resources were developed to support business by establishing an on-site Resource Center and How To Guides for conducting business with CDA.

Goal #3: To advance the citywide desired result around community engagement, CDA's FY23 goal is to focus on strategic outreach with elected officials, assist agencies and community organizations to further impact relationships, resources & opportunities in communities of color on the west and south sides.

Status: Complete

Key wins: Expand partnerships with educational institutions across the Chicago region, particularly Chicago Public Schools and City Colleges of Chicago, which can connect individuals from disadvantaged communities with opportunities at O'Hare and Midway.

- Elementary school-level engagement activity
- High school airfield visits
- Chicago Department of Aviation Career Prep Course at City Colleges of Chicago
- CDA internship programs for high school and college students
- Airport expos and job fairs in partnership with CPS and City Colleges of Chicago
- Airline training academies (United Aviate)
- Aerostar: Local group with aviation-based curriculum for African Americans, Latinos, women, and underserved youth

Biggest equity wins last year

CDA has provided new opportunities to numerous ACDBEs by awarding concessions contracts with our airports.

- ACDBE -Airport Concession Disadvantaged Business Enterprise participation rates, which are some of the highest in the country – 56% at Midway, and 39% at O'Hare.

CDA has increased its staff to include the following titles that focus on diversifying our workforce:

- Director of DEI
- Director of Ethics
- ADA Projects Coordinator
- Title VI Projects Coordinator
- IGA/Workforce Project Coordinators
- IGA Project Administrators

CDA has used federal CARES ACT funding to award Assist Agencies with Services Reimbursement Agreements up to 30,000 to help in to help diverse business and workforce impacted by COVID.

Analysis of Racial Equity Impacts in Key Department Responsibilities

Key Function #1: O'Hare and Midway International Airports safely, effectively, and efficiently.

- **Key Result:** O'Hare 21 will create an estimated 3,500 jobs over the next decade. With these jobs, CDA expects to see an increasingly diverse workforce.
- **Racial and/or geographical trends:** 502 jobs in 2022-2023
 - 2022 – 35.8% (Black); 27.8 % Hispanic; 3.5% (Asian); 0.3%(Native); 30 (White)
 - 2023 -40.6%(Black); 23.4%(Hispanic); 5.2% (Asian); 0.5%(Native); 27.6 (White)
 - CDA has employees from all 77 communities and 50 wards.

Key Function #2: Creates career paths and economic opportunities for diverse small and mid-size companies to participate in capital projects.

- **Key Result:** Creation of Construction Managers at Risk “CMAR” University to help small and midsized business become more competitive in the Aviation Industry.
- **Racial and/or geographical trends:** 4:1 bid submission ratio for Latinx and African American firms respectively.

The number of African American certified firms who bid having the capacity to do business at CDA is underrepresented. Consequently, CDA has adapted its approach to increase construction bids from African American firms in the upcoming budget year.

Increase in number of Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), and Disadvantaged Business Enterprises (DBEs) who receive contracting bids.

Reduction in the number of North American Industry Classification System (NAICS) codes that are underrepresented.

Key Function #3: Provides world-class services and amenities in an environment that reflects Chicago's rich, diverse, and unique character.

- **Key Result:** Connecting Chicagoans from all 77 community areas to airport jobs and opportunities, as well as small and diverse business capacity building and employment. As major capital projects at both airports continue, the department is taking every opportunity to develop capacity-building and mentor-protégé programs and enlist certified Assist Agencies in these efforts. A series of Small Business Symposium virtual events provided information about processes and upcoming projects to encourage participation by small, diverse businesses.
- **Racial and/or geographical trends:** Expand partnerships with educational institutions across the Chicago region, particularly Chicago Public Schools and City Colleges of Chicago, which can connect individuals from disadvantaged communities with opportunities at O'Hare and Midway

Identify and develop relationships with existing pipeline programs.

Continue working with contractors and designers regarding new, technical requirements.

Key Function #4: Integrates sustainable planning and practices into all aspects of airport operations.

- **Key Result: Enhancing the noise mitigation programs for qualified candidates.**
- **Racial and/or geographical trends:** Further the CDA's commitment to being a good neighbor in partnership with local wards and suburban communities through the O'Hare Noise Compatibility Commission and the Midway Noise Compatibility Commission. At O'Hare, the CDA will continue to work with federal and local partners on the review and ultimate implementation of the Fly Quiet program, a comprehensive, seven-year process to thoughtfully distribute nighttime air traffic at the airport. At Midway, the department will continue to grow its investments in the Residential Sound Insulation Program, which has sound insulated more than 10,000 homes near Midway over the past 27 years at a cost of more than \$230 million.