

# RACIAL EQUITY ACTION PLAN

The City of Chicago's Vision: All people and all communities have power, are free from oppression, and are strengthened by equitable access to resources, environments, and opportunities that promote optimal health and well-being. (HC2025 Vision)

## 1. Public Health & Services

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### Citywide Desired Result:

All Chicagoans are healthy and benefit from a full range of health and human services.

### Community indicators:

*What data can you examine to understand the status of the citywide desired result?*

- 1) Poverty level
  - 2) Unemployment rates
  - 3) Homicides
  - 4) Median income by community
  - 5) Life expectancy
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### Define the Problem

**Identify the problem creating barriers to advancing the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

*The problem is that the data shows the greatest and most frequent disparities in outcomes for Black and Brown communities on the South and West Sides. This happens despite the number of government programs designed to provide services to all. Root causes of the problem include distrust of government and discrimination. Additionally, some programs were designed years ago, and the needs of the population have since changed.*

### Define the Opportunity

**Identify opportunities for your department to advance the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

We will build strategic partnerships with City departments and agencies to ensure Black and Brown communities on the South and West sides of Chicago have greater access to key services important to their lives. CCHR can work with departments like DFSS, BACP, and MOPD, which see structural problems firsthand, to identify discrimination issues.

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<b>Department Strategy</b> <i>What are the department's overarching strategies to advance equity for this priority area?</i>  <b>Actions</b> <i>What action will the department take to advance each strategy?</i>	<b>Timeline</b> <i>By when will the department achieve this ?</i>	<b>Performance Measures</b> <i>How will the department know if it achieved its goal? Identify metrics that will indicate success. (e.g., staff composition and # of organizations served)</i>	<b>Implementation Plan</b> <i>What specific steps will the department take to carry out each action? Identify necessary stakeholders to advance this action, e.g. internal department divisions/bureaus, other government departments/agencies, community organizations, etc.</i>	<b>Status</b> <i>Departments will report the status of each action annually during the budget process.</i>
<b>Department Strategy: Partner with sister agencies to be a better resource to Black and Brown communities on the South and West sides.</b>				
Action #1: We will work to address discrimination and labor violations against vulnerable workers.	Q4 2025	Percentage and number of complaints filed based on protected classifications.	Work with BACP and community labor organizations to provide CCHR resources and outreach to vulnerable workers.	
Action #2 We will work to address sexual harassment in employment and housing.	Q4 2025	Percentage and number of Complaints filed based on sexual harassment.	<ol style="list-style-type: none"> <li>1. Work with the Mayor's Office for Gender-Based Violence, BACP, DFSS, and ONA on a listening campaign to hear from residents about their concerns about sexual harassment and how the CCHR might be able to help them.</li> <li>2. CCHR continues its partnership with the Mayor's Office of Gender-Based Violence and BACP to strengthen collaboration on projects and policy.</li> <li>3. CCHR fields questions from the public about updated sexual harassment ordinance and business training requirements.</li> </ol>	

<p>Action #3 We will work to address discrimination against persons with disabilities.</p>	<p>Q4 2025</p>	<p>Percentage and number of Complaints filed based on disability.</p>	<p>1. Work with MOPD to develop outreach strategies to residents with disabilities on the south and west sides to ascertain how the CCHR could be of better assistance to them. 2. Determine whether there are community stakeholders with an emphasis on disability rights. Schedule listening sessions with them and other interested stakeholders before developing an outreach strategy for the community.</p>	
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## 2. COMMUNITY ENGAGEMENT

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### Citywide Desired Result:

All Chicagoans have a meaningful opportunity to influence City of Chicago programs, policies, and initiatives.

### Community indicators:

**What data can you examine to understand the status of the citywide desired result?**

*Diversity of communities*

*Number of Individuals living at or below the poverty level*

*Unemployment rates*

*Homicides*

*Poverty level*

*Median income by community*

*Business loans by community*

*Mortgage lending rates*

*Life expectancy*

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### Define the Problem

**Identify the problem creating barriers to advancing the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

*When we look at the data we see that the disparities in the indicators are typically concentrated in the Black and Brown communities on the South and West sides of Chicago.*

*The disparities are caused in part by historical discrimination.*

### Define the Opportunity

**Identify opportunities for your department to advance the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

*CCHR seeks to deepen our engagement with the Black and Brown communities in the South and West Sides, with the priority areas being Roseland, Riverdale, West Garfield Park, and North Lawndale.*

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<b>Department Strategy</b> <i>What are the department's overarching strategies to advance equity for this priority area?</i>  <b>Actions</b> <i>What action will the department take to advance each strategy?</i>	<b>Timeline</b> <i>By when will the department achieve this ?</i>	<b>Performance Measures</b> <i>How will the department know if it achieved its goal? Identify metrics that will indicate success. (e.g. staff composition and # of organizations served)</i>	<b>Implementation Plan</b> <i>What specific steps will the department take to carry out each action? Identify necessary stakeholders to advance this action, e.g., internal department divisions/bureaus, other government departments/agencies, community organizations, etc.</i>	<b>Status</b> <i>Departments will report the status of each action annually during the budget process.</i>
<b>A. Department Strategy:</b> 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.				
Action #1: Hire InterGroup Relations Director who will lead the campaign and hire a Public Information Officer, who will support the campaign, with a focus on grassroots organizations in the South and West sides.	Q3 2023	When the positions are posted and filled.	Work with Human Resources to develop job descriptions, post positions, share postings with community groups, conduct interviews, identify candidates, and make offers.	
<b>B. Department Strategy:</b> Revamp the InterGroup Relations unit to intentionally prioritize Black and Brown communities.				
Action #1: Prioritize engagement efforts for Black and Brown residents of the South and West sides of Chicago.	Q1 2024	# of Outreach events and community partners developed on the South and West sides, and the number of participants reached.	Follow up with the organizations with which we have been building relationships and expand our list to include more organizations in those areas by working with CCHR Board members and Advisory Council members.	
Action #2: Implementing data collection with a case management system and surveys to track the communities, issues relevant to communities, and patterns to determine how to best serve them.	Q1 2025	# of requests for assistance with community tensions and educational workshops.	Work with LegalServer to design case management system that can capture our data collection needs. Train the staff. Assign responsibilities for implementation. Begin using survey.	
Action #3: Finalize Human Relations Curriculum for education workshops.	Q3 2023	We will have specific modules in place.	Review current workshop materials to determine relevancy and quality. Ensure material reflects current available data.	

<b>C. Department Strategy:</b> Extend CTA Ad Campaign to provide information about CCHR and our services to the bus and train lines servicing most impacted communities.				
Action #1: Create the content for the ads.	12/31/2023	The content will be captivating and effective in communicating our message.	Meet internally and gather community input to create content. Provide content to AIS.	
Action #2: Work with AIS/CTA to create the design.	12/30/2023	The content will be captivating and effective in communicating our message.	Meet internally and gather community input on the design. Work with AIS, review drafts, and approve the final designs.	
Action #3: Identify the geographical areas to place the ads, targeting the South and West sides of Chicago.	12/1/2022	The ads will run on buses and train lines servicing the South and West Sides.	Work with CTA to place the advertisements in our targeted areas. Measure the effectiveness of the campaign by looking for an uptick in the number of requests for services during and immediately following the campaign.	

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## 3. DATA

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### Citywide Desired Result:

All Chicagoans can obtain view or use public-facing data from the City of Chicago.

### Community indicators:

#### **What data can you examine to understand the status of the citywide desired result?**

We can understand the status of the citywide desired result by looking at CCHR's Annual Report, the BluePrint for Fair Housing, and other City departments' data about their services, the regularity with which they provide the data, and the ease with which the public can understand the data based on how it is communicated.

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### Define the Problem

#### **Identify the problem creating barriers to advancing the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

*We provide data about many of our services on an annual basis in our Annual Report, but we acknowledge that there are gaps in the data. The gap can be attributed to a lack of automated data collection. Data has not always been shared historically by government. Data sharing provides transparency and accountability.*

### Define the Opportunity

#### **Identify opportunities for your department to advance the citywide goal.**

**Consider who is most negatively impacted and most marginalized on the issue. Be explicit about which populations or communities you need to focus on.**

*The focus on deeper data collection across the department and communicating the data to the public more frequently will provide a data-informed snapshot of discrimination issues in Chicago, and then enable us and our partners to respond more rapidly with goals to address areas of concern or gaps demonstrated by the data.*

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<b>A. Department Strategy:</b> CCHR will become a stronger source of data for the City. We will do so by expanding the use of the Legal Server 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.				
Action #1: List out the data we want to capture for each of IGR's activities.	Q1 2025	Data will be identified.	IGR will meet to discuss each type of service it provides and what data would be valuable to capture. Specifically for the constituents to whom we provide the service, we need to capture their Race, Ethnicity, Gender, Geography and Income level (REGGI).	
Action #2: Meet with Legal Server to design a system to capture desired data.	Q1 2025	The system will be ready for IGR's use.	CCHR will meet regularly with LegalServer to build and customize the software to meet our needs.	
Action #3: Train IGR staff on how to use Legal Server and begin using it.	Q1 2025	IGR staff will know how to use LegalServer.	IGR will create a uniform process for collecting and inputting information into LegalServer. Train staff about the process and software and then implement its use.	
Action #4: Regularly look for patterns in the data and respond to any trends accordingly with education and outreach.	Q1 2025	IGR will make informed decisions in planning its education and outreach.	IGR will use its data to inform its on-going decisions regarding where and how to conduct outreach and what educational pieces are most relevant to needs of Chicagoans over time.	
<b>B. Department Strategy:</b> CCHR will become a stronger source of information for the City. We will do so by providing quarterly reports for each area of CCHR's work on our webpage.				
Action #1: Pull data from Legal Server quarterly.	Q1 2025	Each unit will produce a quarterly data report.	We will have a department-wide process regarding pulling and compiling data for each unit quarterly. Train staff to run reports on Legal Server.	

Action #2: Share our data.	Q1 2025	Our data will be shared quarterly.	Coordinate with AIS to train additional staff on website maintenance to post the data. Announce via our newsletter and social media channels when updates are posted. Provide quarterly reports to staff, the Board of Commissioners, and Advisory Councils, directing them to share the information.	
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