



2022 Budget Community Engagement and Responsive Initiatives

The 2022 Budget community engagement process represented the most robust and multi-faceted community engagement conducted for the City's budget to date. The goal of the 2022 Budget engagement process was to identify ways to receive meaningful and robust feedback from stakeholders across the city with the guiding principles of equity, inclusion and transparency.

To achieve this goal, the City engaged the University of Illinois at Chicago's Neighborhoods Initiative (UICNI) in late spring 2021 to provide assistance with the development of the process, as well as manage the data collection and reporting.

The report from UICNI provides a comprehensive description of the process and outcomes. This report is intended to briefly summarize those findings, but more importantly, discuss the ways in which the City is responsive to community engagement feedback.

It is important to note that community engagement is one of many inputs in the budget development process, and that the budget is created to ensure that the City can meet its legal and contractual obligations, continue to deliver key services to residents, and address existing and emerging needs for the most vulnerable populations, all with limited resources and often conflicting opinions about which priorities are the most important. Government is where collective decisions are made, and the budget balances all of these inputs to achieve a plan that can best meet the needs of our residents and businesses with available resources.

PROCESS

There were two phases of community engagement for the 2022 Budget. The first focused on internal leaders and community leaderships. There were three virtual meetings with citywide institutional organizations and leaders where participants were asked to identify priority programs and services as well as ways to improve the City's effectiveness at delivering programs and services.

The City also hosted six regional roundtables with community and neighborhood organizations to provide input and perspectives on budget priorities. More than 325 organizations were invited to participate in either citywide institutional leader calls or regional roundtables. The list of organizations invited can be found at Chicago.gov/2022budget.

The draft results were compiled by UICNI and provided to City Commissioner's to review in advance of budget submissions to the Office of Budget and Management (OBM). OBM asked City departments to consider ways in which they could incorporate feedback into their 2022 Budget proposals.

OBM drafted proposed Responsive Initiatives based on the draft report from the first phase. The Responsive Initiatives represent key priorities that align with current and future programs and services, address gaps in services, and addresses the most recurrent feedback from residents and stakeholders. To ensure that the Responsive Initiatives captured programs and services in the way the community had intended, and to allow for opportunity to provide additional feedback, the draft Responsive Initiatives framed engagement activities for Phase Two.



Phase two included focus groups with subject matter leaders in labor, faith, and equity. These focus groups provided feedback on City programs and services, as well as input on the proposed Responsive Initiatives.

Three Budget Forums were also held to provide an opportunity for the general public to learn about current budget investments, and to review and provide input on the proposed Responsive Initiatives, including any programs or services deemed missing from the list. The Responsive Initiatives were also posted online to allow residents not able to attend the Budget Forums an opportunity to provide feedback as well. A total of 269 individuals attended the Budget Forums and another 72 completed the online form.

Online and in-person participants were asked to provide demographic data, however, this was optional. The in-person response rate was 35 percent and online was 72 percent. The response table for race/ethnicity developed by UICNI is provided below.

Race/Ethnicity	In-Person n=68	Online n=52	Total N=120
Asian or Asian American	4%	8%	6%
Black or African American	43%	9%	28%
Hispanic or Latino/a	18%	12%	15%
Native American or Alaskan Native	1%	0%	1%
Native Hawaiian or Other Pacific Islander	0%	1%	1%
White or Caucasian	26%	58%	40%
Other	7%	12%	9%

Response rates: In-person 35%, online 72%, and total 45%.

SUMMARY: RESULTS

The top three programs and services identified by participants across all engagements include increasing access to mental health and behavioral health; youth employment and afterschool programs; and increasing the amount of available affordable housing throughout the city.

Additionally, public safety as a priority came through in the process, however, as noted by the UICNI report, there is a variety of opinions on how to approach public safety. While “defund the police” was raised in some contexts, it was not a dominant theme. A recurring theme across all engagement forums were calls for a comprehensive approach to public safety focused on preventing the root causes of violence rather than law enforcement. Economic development was also identified as a priority, including more empowerment opportunities for historically disenfranchised communities and supports for small businesses to thrive. Infrastructure investment priorities were also raised, with a focus on resiliency in the face of climate change. There was also near universal agreement across forums about the need for arts and culture in the city, both as a catalyst for economic development in neighborhoods and as a way to restore the soul of communities.



Detailed results can be found in the UICNI report, available at Chicago.gov/2022budget.

2022 Budget

The 2022 Recovery Budget includes investments that build a better Chicago by increasing safety and opportunities. To make those conditions a reality, the investment strategy is driven by two key principles: investment in families and neighborhoods will increase community safety; and investment in Chicago's economic engine will support an equitable recovery. The City's success in achieving these goals will be measured by the performance of key indicators, including increased population growth, household income, the availability of affordable housing units, and a reduction of unsheltered residents, homicides and shootings, unemployment, and vacant lots. This strategy is detailed in the Chicago Recovery Plan, published along with the 2022 Budget.

In the 2022 Budget, more than \$135 million is proposed as a historic investment in direct community safety initiatives, including additional alternate response programming, victim supports, youth justice diversion, youth intervention, and community resource and safety initiatives. This is just part of the over \$400 million invested to address the root causes of violence as identified in [Our City, Our Safety](#), the City's violence reduction plan. Related to this is investment in youth. Nearly \$150.6 million is proposed for youth opportunities including the largest expansion of youth jobs and programming the City has ever seen. New investments to address gender-based violence are also included in the 2022 budget are guided by key strategies outlined in the forthcoming Citywide Strategic Plan to Address Gender-based Violence and Human Trafficking, which was created in partnership with civic and community leaders, advocates, and services providers. Over the next two years, this plan seeks to lay the foundation for a citywide ecosystem that adequately prevents, responds to, and intervenes in address gender-based violence; and invest in critical services to stabilize survivors and increase safety.

Mayor Lightfoot's historic 2022 investments of approximately \$35 million will help reduce harm, decrease fear, increase safety, and increase gender and racial equity

The 2022 Budget also includes additional investments in mental health, including mobile community care, and mental health equity, bringing the total 2022 investment in mental health to \$86 million, more than a sevenfold increase since 2019. This investment also goes hand in hand with our work to reduce community violence since we know much of it stems from unresolved trauma and the mental health challenges that come from that. Nearly \$150.6 million is proposed for youth opportunities including the largest expansion of youth jobs and programming the City has ever seen.

To ensure Chicago remains affordable for all our families, the 2022 Budget includes \$635 million to support the expansion of affordable housing, with new investments in mixed use housing development, acquisition rehab, and providing support to current homeowners to make necessary repairs to stay in their homes. Another \$173.0 is included in the proposed budget for a comprehensive strategy to address homelessness, which includes new investments in permanent supportive housing, diversion housing for high utilizers of the system, improving the shelter infrastructure, rapid rehousing and supports for victims of domestic violence.



In addition to all of these key investments, the proposed budget also includes funding for vacant building rehab, environmental justice programming, food equity services, artist relief, park improvements, workforce support, climate equity investments, financial assistance for targeted communities, to name a few. Information on the full 2022 Budget investments can be found at [Chicago.gov/2022budget](https://chicago.gov/2022budget).

RESPONSIVE INITIATIVES

The proposed Responsive Initiatives presented at the Budget Forums represented the key takeaways and themes represented in the feedback received by participants to date. The final Responsive Initiatives presented below aim to continue to the goal of creating a diverse, safe and vibrant city that provides equitable access to opportunities for youth, families and businesses to thrive by incorporating the feedback from the Forums into the final response. The Responsive Initiatives do not represent a comprehensive list of all programs and services provided by the City, nor will they be able to capture feedback received by every participant through the community engagement process. OBM has provided the complete report to City departments to consider incorporating community engagement feedback into programs, services and processes when possible.

The responsive initiatives are presented below from highest ranked to lowest. Note that more than 50 percent of responses ranked all of the responsive initiatives as important or extremely important.

1. Increase access to culturally responsive mental health services
2. Expand youth employment opportunities and afterschool programming
3. Identify opportunities for the expansion of affordable housing development
4. Expand services to persons experiencing or at risk of homelessness; and
5. Provide more wrap around youth services.
6. Identify ways to expand broadband access to currently underserved communities
7. Improve the ongoing maintenance of existing infrastructure
8. Identify ways to streamline City services and processes for residents, businesses, and nonprofits such as simplifying applications, permits and contract processes, and improving procurement processes to increase equity.
9. Improve public safety responsiveness and accountability such as making the response times more transparent across the city for performance improvement, hiring more dispatchers (311/911), and creating a public input council for police accountability training.
10. Provide more workforce development opportunities
11. Improve language access and accessibility for people with disabilities
12. Identify ways to expand alternate response programs such as evaluating co-responder model for expansion and revising 311 and 911 protocols to determine best response for a situation.
13. Implement ongoing community briefings to directly communicate with the public and community organizations
14. Identify ways to engage the community in additional strategic planning opportunities
15. Identify additional opportunities for arts and culture through strategic neighborhood programming
16. Transform and leverage City-owned lots
17. Provide more resources for efficient and effective services to businesses
18. Evaluate the feasibility and determine a possible structure of community ambassador program to help residents navigate City services and programs

19. Identify technology and communications improvement advances, such as creating a 211 system, improving user experience of City website and provide more access to data

Due to the positive responses received on the Responsive Initiatives, the City has finalized the list as is, with the inclusion of identifying additional opportunities for arts and culture through strategic neighborhood programming initiative, which was invertedly left out of the Budget Forum version. The City has also expanded the mental health responsive initiative, and added two new responsive initiatives which include the following:

- Identify strategies to address climate resilient infrastructure and other climate/environmental responsive initiatives
- Identify opportunities to implement programs focused on serving underserved communities including formerly incarcerated individuals, and immigrant residents

Below is the list of Responsive Initiatives with the specific 2022 Budget Initiatives and Chicago Recovery Plan and responsible department that addresses each item. Note that this list is not exhaustive, but is a sampling of key initiatives that are directly responsive to each item.

Items that are part of the 2022 Chicago Recovery Plan are noted below which are funded by American Rescue Plan Local Fiscal Recovery Fund and/or bond proceed resources.

RESPONSIVE INITIATIVE	RESPONSIBLE DEPARTMENT	SPECIFIC RESPONSIVE PROGRAM OR SERVICE
Provide more wrap around youth services	Department of Family and Support Services (DFSS)	Create and expand a comprehensive portfolio of programs to connect Chicago youth with early career opportunities, as well as an expansion of the popular My CHI. My Future. program to increase opportunities for out-of-school programming and education (Chicago Recovery Plan)
Expand youth employment opportunities and afterschool programming	Treasurer's Office	Provide youth the opportunity to learn about technology and finance via the Fintech Youth Summit
		Implement a paid internship program targeted at Chicago students to expose youth to opportunities in the financial services sector
Increase access to culturally responsive mental health services and address the mental health and trauma impacts exacerbated by the pandemic	Chicago Department of Public Health (CDPH)	Expand Healthy Chicago 2025 implementation by strengthening and growing violence prevention, mental health, chronic disease, and place-based interventions
	Chicago Public Library (CPL)	Develop a comprehensive security and safety plan, and have all CPL staff complete trauma-informed, collective care training
	CDPH	Strengthen mental health care citywide through trauma-informed centers of care, mobile team-based care, specialized services such as early-childhood mental health and mental health services for children with developmental disabilities, and residential or intensive outpatient treatment for persons with co-occurring mental health and substance use disorders (Chicago Recovery Plan)

Identify opportunities for expansion of affordable housing development	Department of Housing (DOH)	Initiate up to 11 proposed affordable housing projects selected by DOH to receive LITHC, creating over 1,000 affordable units across the city
		Create mixed-use, multi-family housing developments in neighborhoods hardest-hit by COVID-19 through expanded investment and incentives programs (Chicago Recovery Plan)
		Provide forgivable loans and grants to qualified homeowners for rehab and repair services that will help them safely remain in their homes (Chicago Recovery Plan)
		Provide forgivable loans and grants to qualified homeowners for rehab and repair services that will help them safely remain in their homes (Chicago Recovery Plan)
		Program to provide forgivable loans and grants to homebuyers in neighborhoods most acutely affected by the COVID-19 pandemic to expand homeownership (Chicago Recovery Plan)
Identify ways to expand alternate response programs such as evaluating co-responder model for expansion and revising 311 and 911 protocols to determine best response for a situation.	Chicago Fire Department (CFD)	Increase the number of certified Community Paramedics in the MIH program
		Provide additional Crisis Intervention Team training
		Further develop the City's alternate response program
	CDPH	Improve the City's response to 911 calls by piloting new approaches to 911 call diversion, alternate response models, and establishing alternate destinations for patient transport (Chicago Recovery Plan)
CDPH	Create a new facility to enhance public safety and health outcomes by providing an alternative to emergency room/jail for publicly intoxicated individuals to initiate recovery (Chicago Recovery Plan)	
Transform and leverage City-owned lots	Department of Planning and Development (DPD)	Update the City of Chicago's land sales policies and procedures to expedite the sale of surplus City-owned land for productive private-sector purposes
		Reactivate vacant city-owned land and build community wealth by streamlining environmental reviews and transferring ownership to neighborhood residents for community benefit. (Chicago Recovery Plan)
		Rehabilitate vacant commercial and mixed-use buildings in neighborhood corridors for use by residents and business owners, emphasizing areas identified as key violence reduction areas (Chicago Recovery Plan)
Identify ways to expand broadband access to currently underserved communities	Office of Budget and Management (OBM)	Expand Chicago Connected by funding neighborhood-scale broadband, which leverage City assets to increase broadband affordability and accessibility in communities (Chicago Recovery Plan)
Provide more workforce	Chicago Department of Aviation (CDA)	Continue to connect Chicagoans from all 77 community areas to airport jobs and opportunities, as well as small and diverse business capacity building and employment

development opportunities	Department of Human Resources (DHR)	Partner with infrastructure departments to establish apprenticeship programs for trade positions in order to create job training opportunities for residents
	DFSS	Provide workforce development programming, including apprenticeship, career services and other wrap-around support for those entering the workforce or new industries (Chicago Recovery Plan)
Expand services to persons experiencing or at risk of homelessness	DFSS	Launch a shelter diversion pilot which strives to end the experience of homelessness as quickly as possible through strengths-based conversations, creative problem solving, and conflict resolution to empower people to find an immediate alternative to shelter and return to more stable housing. In 2022, 1,500 households will be assessed for shelter diversion
		Create new units for permanent supportive housing across newly rehabilitated housing buildings (Chicago Recovery Plan)
		Expand program to utilize former hotel and lodging buildings for use as permanent supportive housing (Chicago Recovery Plan)
		Ensure those at-risk of homelessness, including those at risk of domestic violence, can access rehousing services and wraparound services en route to permanent housing solutions (Chicago Recovery Plan)
		Repair and make critical renovations to Chicago's homeless shelters, including conversion into non-congregate housing (Chicago Recovery Plan)
		Provide behavioral health services to support stable housing for high utilizers of emergency services (Chicago Recovery Plan)
Improve public safety responsiveness and accountability such as making the response times more transparent across the city for performance improvement, hiring more dispatchers (311/911), and creating a public input council for police accountability training.	Civilian Office of Police Accountability (COPA)	Establish and operationalize a Video Release and Transparency Unit that will position COPA and the City of Chicago to deliver on its obligations well in advance of the current mandated 60-day requirement of the Video Release Policy, and adequately manage requests for materials under Mayor Lightfoot's Executive Order 2021-1 and fulfill COPA's FOIA requests
	COPA	Utilize COPA's Policy, Research and Analysis Division to make policy and other reform recommendations to CPD, as informed by COPA's investigative outcomes and data
	Police Board	Establish a good working relationship with the City's new Community Commission for Public Safety and Accountability to bring about meaningful police reform and greater accountability
	Community Commission for Public Safety and Accountability	Creation of the Community Commission for Public Safety and Accountability

Identify technology and communications improvements and advances such as creating a 211 system, improving user experience and ease of navigation of the City's website, and provide more access to data.	Department of Assets, Information and Services (AIS)	Strengthen the City's IT capabilities though several goals including but not limited to: Reimagine workforce & processes, leverage data to spur innovation, transform city infrastructure, put people at the center, collaborate to innovate, empower & inspire, ensure equity & accessibility
	Commission on Human Relations (CCHR)	Develop a new online complaint filing system to eliminate the need to download and scan forms, making the process easier and allow underserved communities to have increased access to the discrimination complaint process
	DFSS	Implement the My Chi My Future mobile app to engage and connect youth to the opportunities that exist city-wide. The app is designed to source locations, display maps, and search/filter by location and program information. This will allow youth to more easily find programs and resources that meet their needs
	DHR	Overhaul the department's website to provide clearer information to residents about job opportunities, including internships and job training opportunities, the City's hiring process, and the City's workforce policies
	AIS	Investments in IT and digital service delivery teams to improve the effectiveness of relief and support programs addressing negative economic impacts exacerbated by the pandemic (Chicago Recovery Plan)
Improve language access and accessibility across languages and for people with disabilities	AIS	Collaborate with the Mayor's Office for People with Disabilities (MOPD) to implement a coordinated strategy to make Chicago one of the most accessible cities in the nation.
	Mayor's Office for People with Disabilities (MOPD)	Establish the Mayor's Office for People with Disabilities Employment Center, which will serve as the central city resource for job seekers with disabilities and employers seeking to hire job seekers with disabilities
	MOPD	Conduct an assessment of physical and program accessibility for City departments
	MOPD	Launch a virtual training program on disability awareness and etiquette for all City employees
	MOPD	Create a housing navigator system to connect available accessible housing with people with disabilities
	Chicago Board of Elections (CBOE)	Administer new language-assistance requirements under Section 203 of the Voting Rights Act
	DOH	Launch an aggressive strategic plan outlining the various forms in which information from DOH is received by non-English speaking residents and people with disabilities
Identify ways to streamline City services and processes for residents, businesses, and nonprofits such as simplifying	CBOEC	Continue programming, planning, and preparing mailings for significant changes in election administration including: allow voters to join the permanent roster through Vote By Mail, select their party for primaries, and update their registration signatures
	CBOEC	Increase efforts to replace precincts and replace with modernized accessible universal voting centers where any

applications, permits and contract processes, and improving procurement processes to increase equity		Chicago resident can vote on election day from any location in the City
	City Clerk	Continue improvements and upgrades to the e-commerce platform to create a more user-friendly and streamlined experience.
	Department of Buildings (DOB)	Migrate from a range of outdated systems used to support permitting and inspection functions to an online platform
	Department of Finance (DOF)	Integrate various revenue systems to provide a “one-stop-shop” for management and payment of receivables
	DOF	Automate the issuance of tax exemption and registration certificates by allowing taxpayers to print their own certificates from Chicago Business Direct
	DOF	Implement technology to expedite the payment process for vendors and subcontractors
Evaluate feasibility and determine possible structure of community ambassador program to help resident navigate City services and programs	CDPH	Provide community-based navigation resources to ensure residents are aware of public services and can gain access, including the creation of a 211 system (Chicago Recovery Plan)
Identify ways to engage the community in additional strategic planning opportunities	CCHR	Expand outreach programs including a Human Relations Summit which will bring together human rights advocates, government, educators, and the public to discuss and development strategies to address issues of hate and discrimination
	CPL	Launch a new series of equity and justice focused programs, events, and engagement for all ages, offering interesting, engaging, and inspiring discussions around topics of importance. This will include engagement with the larger equity community on how CPL can best contribute to this space
	DPD	Complete community-driven planning frameworks for each of the seven We Will Chicago planning pillars
	BACP	Create workforce opportunities for engagement along corridors to ensure safety, cleanliness and local participation in commercial development processes (Chicago Recovery Plan)
Implement ongoing community briefings to directly communicate with the public and community organizations	OBM	Refine and expand the budget engagement and public education process through the implementation of a year-long community engagement and digital strategy plan.
Identify additional opportunities for arts	Department of Cultural Affairs	Increase financial support to local cultural organizations and individual artists through the Cultural Grants Program

and culture through strategic neighborhood programming	and Special Events (DCASE)	and arts relief efforts. This funding will have a special focus on underserved neighborhoods
		Advance the City’s broad arts agenda by ensuring the arts are embedded in initiatives across the City through collaborations with community organizations and multiple City agencies to build long-term cultural vitality in city neighborhoods
		Targeted relief for individual artists and cultural organizations not eligible for other federal relief programs (Chicago Recovery Plan)
		Support for projects that utilize community engagement to produce cultural projects including community-led public art installations, historical walking tours, neighborhood and educational websites, pop-up galleries, and other cultural activations (Chicago Recovery Plan)
Improve the ongoing maintenance of existing infrastructure	Chicago Department of Transportation (CDOT)	Construction of a new in-fill station on the Green Line CTA
		Completion of the 43rd Street Pedestrian Bridge project
		Completion of the Ells-Wentworth Connector roadway that connects South Loop and Chinatown.
	Department of Water Management (DWM)	Begin the SWPP Filter Underdrain Project to replace deteriorated filter underdrains
		Continue construction on the Phosphate Feed System Project to help reduce lead levels within lead service lines
		Begin construction on the Jardine Water Purification Plant Sediment Force Main project providing upgrades to existing sediment force main system
	Design and develop the Cermak Pumping Station Electrical improvements project to replace non-maintainable electrical switchgears and replace temporary generators with permanent generator installation	
	Design Lead Service Line Replacement Program	
Provide more resources for efficient and effective services to businesses	Department of Business Affairs and Consumer Protections (BACP)	Implement new initiatives to expedite sign and public way use permit processes, making it easier for businesses to advertise their services and enliven retail corridors
	BACP	Implement comprehensive economic recovery programs including expedited restaurant licensing, new and extended hospitality licenses and permits, and public safety reforms to allow event venues and public vehicles to operate more efficiently.
	Department of Procurement Services (DPS)	Establish MBE/WBE participation goals for the City and include recommendations for future initiatives
	DPS	Implement a new certification and compliance management system to better monitor various contract certifications and track compliance goals on City contracts

	DPS	Expand the workshop and outreach program to hybrid in-person and digital formats to ensure access by the local vendor community, particularly small, minority, women-owned, veteran and businesses owned by people with disabilities
	BACP	Provide grants and business support services to revitalize commercial corridors, support new small business owners, local artists involved in beautification projects; also includes community programs to drive local participation in the planning process and workforce participation in community-driven development projects (Chicago Recovery Plan)
Identify opportunities to implement programs focused on serving underserved communities including formerly incarcerated individuals, and immigrant residents	DFSS	Workforce training opportunities for formerly incarcerated individuals to attain employment and other stabilization services (Chicago Recovery Plan)
	OBM/DFSS	Create immediate financial assistance programs for underserved communities such as undocumented residents, domestic workers, and small community-based nonprofits providing safety net services; pilot a monthly cash assistance program for hard-hit, low-income households in need of additional economic stability; expand legal assistance programs through the Legal Protection Fund and Community Justice Initiative (Chicago Recovery Plan)
	CDPH	Expansion of supportive in-home healthcare services to new moms to improve health outcomes of mothers and infants, as well as improve financial security of low-income families (Chicago Recovery Plan)
	DFSS	Program to create new capacity for high utilizers of jail and emergency services in to divert them from the criminal justice system and other institutional settings (Chicago Recovery Plan)
Identify strategies to address climate resilient infrastructure and other climate/environmental responsive initiatives	AIS	Expand trail networks, create new waste diversion programs, execute public facility and fleet decarbonization, fund low carbon mobility infrastructure, mitigate waterway pollution, and remediate swathes of contaminated land (Chicago Recovery Plan)
	DPD	Create energy investments in low and moderate income (LMI) homes, neighborhood anchor buildings and city-owned buildings; Execute retrofits and renewable energy projects to cornerstone neighborhood institutions (e.g., community centers and libraries), improving their long-term environmental and economic sustainability; pilot industrial energy efficiency and renewable energy projects (Chicago Recovery Plan)
	CDPH	Invest in impact assessment capabilities for pollution, residential and industrial hazards in communities that drive inequitable health outcomes for residents (Chicago Recovery Plan)



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	DPD/CDOT	Expand green infrastructure and install new site-specific flood mitigation approaches to benefit underserved and overburdened communities; Build 20 Space to Grow projects on Chicago Public Schools property, providing ecosystem benefits and creating organic learning opportunities for local youth; Expand the acclaimed green alley program citywide. (Chicago Recovery Plan)
	Department of Streets and Sanitation	Expand canopy coverage by 15k trees annually (a 300% increase) for 5 years, creating job opportunities for planting and maintenance (Chicago Recovery Plan)