



CIVIL RIGHTS INCLUSION & OPPORTUNITY 2019 - 2020 ANNUAL REPORT

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LETTER FROM CHARITY DEAN

Greetings,

It has been my pleasure to lead such a talented and dynamic team over the last year. In addition, to our normal responsibility we have taken on new responsibilities while improving the work for which we're known. Since July 1st, 2019 our Department has

- Hosted near-capacity supply schedule events, a nationally recognized Juneteenth celebration, and multiple Detroit Let's Talk About Race community discussions
- Developed new marketing materials including social media templates and a recurring newsletter
- Improved the efficiency of our EO 2016-1 monitoring and Detroit Business Opportunity Program certification processes
- Expanded Civil Rights training to every City Department, oversaw implementation of gender-neutral bathrooms, and lead the City's creation of the Office of Disability Affairs
- Promoted equity throughout the City of Detroit through active involvement in the City's Equity Council

This list is nowhere near exhaustive, but it should be noted that our Department shined brightest following the onset of the COVID-19 pandemic. In conjunction with the City's Equity Council and various NGOs, CRIO lead the City's small business response to the COVID-19 pandemic through the creation of the Carryout Zone, Open Detroit, Digital Detroit, Detroit Food Rescue, and Detroit Means Business initiatives.

Further, in response to the death of George Floyd and the Black Lives Matter protests that followed, CRIO facilitated the Juneteenth unveiling of the Power to the People mural on Woodward and worked with Mayor Duggan direct the Equity Council's agenda toward improving the City's criminal justice system.

Even in these seemingly dark times, CRIO sees brightness in the year ahead. Our Department will soon house the City's new Office of Disability Affairs, which will reflect the continued input of Detroit's disability community. Our Civil Rights team will begin processing complaints through a more secure, and entirely online, case management system. Our Incentives Compliance Team will begin monitoring Affordable Housing as a component of tax abatement compliance monitoring. And, we've created a new Data Systems and Engagement Team to streamline our internal and public-facing analytics as well as our event processes.

We have much more planned. To learn about it and keep up-to-date on our events and initiatives, please follow us on Facebook and subscribe to our newsletter.

Charity Dean, Esq.
Director
Civil Rights, Inclusion and Opportunity

OUR STORY

Founded by Mayor Edward Jeffries after the 1943 race riots, the Civil Rights, Inclusion, and Opportunity Department (CRIO) was first known as The Interracial Committee. Made up of six department heads and five lay members, the committee was tasked with finding out what led to the 1943 riots and making recommendations on how to prevent such a thing from happening again. Throughout the years, our department underwent many name changes. In 1953, the Committee became the Commission on Community Relations. In 1974, under a new city charter, the Commission became the Human Rights Department. Now, after 77 years, the department runs and operates as the Civil Rights, Inclusion and Opportunity (CRIO) Department.

Today's cries for justice and peace remind CRIO why we do what we do. Whether investigating civil rights complaints, advocating for people in our disability community, uplifting Detroit businesses, or hosting community outreach events, CRIO works to ensure opportunities are available for all, and people are treated fairly in our city.



OUR MISSION

“To provide excellent service to all who live, work, play or do business in Detroit, advocating for inclusion and increased opportunities resulting in a positive impact in our City.”



COVID-19 RESPONSE



COVID-19 RESPONSE EFFORTS

CRIO became a city leader in protecting Detroit residents and businesses during Governor Whitmer's stay at home order. CRIO was involved, in several initiatives and accomplishments that achieved by the City of Detroit including the Detroit Means Business initiative creation and the plans for the future.



FEEDING THE FRONTLINES

CRIO managed the development of the website and form for restaurants to connect with major donors and provide meals to frontline workers

Over 120 Restaurants, 2,300 Meals

Total Revenue for Detroit Restaurants: \$283,000

SMALL BUSINESS PPE

Partnered with DTE and community partners to provide small businesses with PPE in order to reopen their businesses.



PPE Kits Distributed: 6,000



SMALL BUSINESS RESTART SURVEY

The CRIO Data & Engagement team developed a Small Business Restart and Workforce survey to assist with understanding community needs.

40.0% concerned with customer retention or attraction
45.4% concerned with obtaining PPE and safety resources
29.1% need more financial resources like grants and loans

DIGITAL DETROIT

CRIO partnered with Rebrand Cities to secure \$25K of funding from Quicken Loans Community Fund to support small businesses with developing websites and going digital at a time where digital access is vital.



129 Detroit businesses accepted to program
43% of businesses have been in Detroit for 6 or more years



DELIVERY & CURBSIDE SERVICE TRAINING:

CRIO worked with Black Owned business Flash Delivery to develop training for small restaurants on Curbside and Delivery service. Sessions were hosted in English, Spanish and Bengali.

Restaurants served: 133

LANGUAGE ACCESS

Infographics are visual representations of data, making complex info easier to share and digest. When making your own, simply organize your images, charts, and text. Finally, cite your sources.

230 Requests since 3/16
118 COVID-related requests



INCENTIVES COMPLIANCE ACCOMPLISHMENTS, FUTURE PLANS, AND METRICS

Our Incentives Compliance Team monitors the inclusion of Detroiters on large construction projects qualifying under Executive Order 2016-1 (EO 2016-1) The incentives team also monitors employment commitment compliance for development projects receiving tax abatement, projects subject to the Community Benefits Ordinance, employment commitment compliance for all three Detroit casinos, and incentives compliance for the Detroit Zoo

ACCOMPLISHMENTS

- **Implemented an internal EO 2016-1 performance report** process to provide to City departments. The performance report details how specific projects are performing relative to the 51% workforce hours requirement for Detroit residents. 41 projects are currently being monitored, and we have collected over \$9 million in workforce contributions to date.
- **Created an electronic process for internal departments to use to request EO 2016-1 compliance confirmations from our team.** We also collaborated with departments to strategize on ways to hold contractors accountable for meeting requirements under 2016-1.
- **We created an online platform for submitting workforce contributions payments.** Creating an online platform has increased our efficiency and allows us to effectively track workforce contributions to ensure transparency with the public.
- **We participated in training our department on our 2016-1 process** cross training our teams helped increase our capacity to work together to promote inclusion of Detroiters on projects qualifying for 2016-1 monitoring in the city of Detroit.
- **Implemented a simplified, web-based, and fully accessible portal for tracking development projects.** Our project monitoring metrics are now available online 24/7.
- **Tax abatement policy and procedures** were updated, **107** projects are being monitored. **We also created compliance and noncompliance letters that include correction plans for developers.**
- **We released our January Community Benefits Ordinance report** in addition CBO policy and procedures were created. Our team implemented a noncompliance process for developers to have a chance to rectify their noncompliance.

FUTURE PLANS

- Average Invoicing Time of 14 Days after receiving completed reports
- Complete 18 Impact area visits per year
- Complete (1) Supply Schedule Event for Certified Businesses per year in collaboration with the DBOP team
- Collaborate w/ Detroit at Work for CRIO sponsored Job Fair for Casinos and Zoo

CONSTRUCTION OUTREACH ACCOMPLISHMENTS AND FUTURE PLANS

The Construction Outreach Team verifies the number of Detroiters working on EO 2016-1 projects through on-site inspections. With a focus on increasing Detroiters' access to construction careers, our team negotiates with unions for the inclusion of Detroiters in our STEP program. Construction Outreach Team serves as a liaison between developers and Detroit Employment Solutions Corporation (DESC) to connect them with the Detroit construction workforce while maintaining a pipeline for the construction industry to hire Detroiters.

ACCOMPLISHMENTS

- **Managed our Workforce Pipeline Hotline** which establishes communication between prospective employers and employees. The phone number is 313.618.9094. We have also become a primary contact for developers and contractors looking to hire Detroiters.
 - o Through conducting mock interviews with 2 separate groups of students, **placed 95% in a construction skilled trade career**
 - o Provided resume writing guidance and feedback to around **30 returning citizens**
- **Went Paperless-** We now have a web based platform to monitor our verification and pipeline processes. Additionally, we are collecting data on our number of hotline calls, outreach events, business verifications and tour site visits.
- **Discount Housing and Community Partners program** Through negotiations with STEP unions we were able to ensure Detroiters in STEP unions have the ability to receive 50% of housing from land bank purchasing. Our goal is to increase the retention of Detroiters, so they continue living in our city. Our Community Partners extends these benefits to STEP unions offering 20% off for land purchases to build training facilities and union headquarters. These programs help incentivize local unions to offer training opportunities in our city to increase access to union careers for Detroiters. In line with our last year's goal to be viewed by STEP partners as a valuable resource we also connected our STEP partners to long term grants and procurement opportunities.
- **Held 7 lunch and learn events where we shared information about construction careers with training providers, over 106 people were contacted.**
- **Attended Job Corp and provided training and guidance to young adults interested in careers in construction.**

FUTURE PLANS

- **Facilitate a STEP mentoring group** in order to build capacity and document the capability of skilled tradespeople in Detroit mentoring is a key component in increasing social capital and opportunity. Increasing the number of Detroiters getting hired into skilled trades is a primary goal of our team. Creating an advisory group and/or a mentoring program with STEP unions can help prepare Detroiters for a career in construction while also helping to eliminate barriers Detroiters face in the hiring process.

DBOP ACCOMPLISHMENTS AND GOALS

Our Detroit Business Opportunity Program (DBOP) Team maintains and approves business applications to register as Detroit-based. DBOP is also involved in contracting and procurement initiatives.

ACCOMPLISHMENTS

- **Created a one-stop-shop website for businesses-** DBOP participated in the implementation of Our Detroit Means Business website which offers our Detroit based business's resource toolkits, expert guidance, financial resources and helped with communication during our stay at home order.
- **Established new social media opportunities for business outreach,** CRIO is monitoring our Detroit Means Business Facebook page, and DBOP is using CRIO's Facebook and Instagram page to highlight business outreach.
- **Newsletters were sent to over 6000 business owners across the city.**
- **Performed virtual site visits to continue certifying business's as Detroit based during COVID-19.** We also implemented an online payment system for business certifications.
- **Organized our first Black Business Crawl** DBOP organized our very first black business crawl to support minority owned business's during our pandemic and we will continue supporting and highlighting our business's in the future.
- **Tracked year over year growth** in number of City of Detroit contracts awarded to certified businesses.
- **Launched city navigation to help businesses of all sizes work with city government,** including connecting qualified businesses to Supply Schedule opportunities. We held two outreach events this past year. One event was held in person before the pandemic with over 300 attendees, our second event was done virtually with over 100 attendees.
- **Digital Small Business Empowerment Fair** DBOP was able to virtually highlight and support our small business in the city by hosting an empowerment fair to increase networking and partnerships.

GOALS

- **Create a specific shopping code for our "Black Business Crawl"** and future events to collect data on revenue generated for our Detroit Based Business's during our events.
- **Develop a way to monitor the financial benefits of our business certifications for our business's** by creating a way to monitor the correlation between business certifications and revenue growth.

CIVIL RIGHTS ACCOMPLISHMENTS AND GOALS

Our Civil Rights Team investigates discrimination complaints in the areas of employment, housing, education, public service, commercial space, medical care facilities and public accommodations to any person who believes they have been discriminated against on the basis of their protected class within the City of Detroit.

The team is also tasked with investigating complaints of workplace violence for City of Detroit employees. Beyond investigation, we provide trainings and outreach in the following areas: discrimination, workplace violence, sensitivity and inclusion, and the requirements of the ADA. Our authority is granted by Chapter 27 of the City of Detroit Code of Ordinances. We also ensure City compliance with the Americans with Disabilities Act (ADA) and other related state and federal laws including compliance with Title VI of the Civil Rights Act of 1964, which includes Limited English Proficiency (LEP) through the implementation of our Language Access Program (LAP).

ACCOMPLISHMENTS

- Coordinated meetings with members of the Disability Community and City Departments such as Department of Elections, HRD, BSEED, Mayors Office, DDOT. Civil Rights has also held community discussions to gain input from the disability community on what our new Office of Disability Affairs will look like.
- Facilitated conversations with the CENSUS to advocate for the Disability Community regarding questions and concerns
- Partnered with the city to create accessible gender neutral bathrooms The ADA compliant gender neutral bathrooms are completed. The Coleman A. Young municipal center bathrooms on the 5th and 9th floor is open and in use. We submitted a proposal to make the doors push button or key fob opening.
- Developed an online Language Request Form for our Language Access Program which will also be available soon in online format in Spanish, Arabic, and Bengali
- Trained over 150 city employees from different departments on Language Access coordination, accessibility and cultural competency. We also submitted public notes and memo's to different departments regarding accessibility concerns.
- Our coordinator provided Spanish translation for Detroiters affected by these citations and continued to provide translation services throughout the court process.
- Expanded our web based system for monitoring our civil rights complaints to include online case management capability.

GOALS

- Create an assessment program to monitor City of Detroit buildings compliance with ADA requirements. A key to this assessment program is ensuring all signage in buildings have correct and updated language translations.
- More than 90% of the City of Detroit employees trained on EO1 and EO2 by FY 2021 – 2022
- More than 60% of City of Detroit employees trained on language services by FY2021-2022
- Create self paced trainings



MEET THE CRIO TEAM

ADDITIONAL TEAM MEMBERS

In the coming year, these team members will compose CRIO's Engagement Team under a new Data Systems and Engagement Manager. This team will streamline and automate much of the business certification process, design a tax abatement reporting workflow, and lead the City of Detroit's equity-related events and initiatives.

The Community Engagement Coordinator works to build awareness around equity and inclusion in Detroit and to celebrate the work leaders in our city are doing to continue the resilience of Detroit. You can now follow us on Instagram @civilrightsteam and be sure to check out our Facebook page: Civil Rights, Inclusion & Opportunity.

Our Policy and Program Coordinator helps CRIO maximize positive impact by streamlining our practices and procedures. Our Policy and Program Coordinator maintains relationships with our City partners and works with all of our teams to problem solve and remove barriers that could impact CRIO's service to our community.

The Data Analyst oversees the data-related activities of the Civil Rights, Inclusion and Opportunity Department, including the strategic buildout of the department's data infrastructure. This past year, the Data Analyst created or improved CRIO's EO 2016-1 Dashboard, the Detroit Business Opportunity Program Business Register, team-specific KPI metrics, and certified business spend reports for the Office of Contracting and Procurement. The Data Analyst also played a vital role in the City's COVID-19 small business response through designing and implementing a small business survey, designing the Digital Detroit intake process, and serving in various roles at the early stages of the Detroit Means Business buildout.

BLACK LIVES MATTER

Juneteenth: CRIO celebrated Juneteenth with a week-long event series promoting black culture, education and action to drive change ending with our annual Juneteenth Rally at Spirit Plaza. Conversation topics for the week focused on business, education, creating black wealth, criminal justice reform, and mental health. During our Juneteenth rally CRIO showcased the street mural “Power to the People” painted by twenty student artists from Detroit Public Schools Community District and Detroit Heals Detroit in partnership with artist Hubert Massey. Rally Attendees were asked what an equitable Detroit looks like and we will be sharing their thoughts with the Equity Council.

Black Lives Matter Series: CRIO started its first Black Lives Matter series hosted by our Community Engagement Coordinator and broadcasted through our Facebook and Instagram page. Our first online discussion in our Black Lives Matter Series, “Black Trans Lives Matter”, reached over 1,000 views and our second one “Black Disabled Lives Matter” reached 710 views. In the upcoming year we plan to host forums on Black Maternal Health, Black Equity, and many other topics concerning the Black community.

Detroit Let’s Talk About Race: Our Civil Rights Team and Community Engagement Coordinator held two Let’s Talk about Race forums attended by over 200 community members. These forums focused on having uncomfortable and necessary community conversations about race, confronting bias, and turning discussion into action. Educating and confronting racism in our city and nation is key to CRIO and we will be continuing these conversations internally and across the City.

EQUITY COUNCIL



CHARITY DEAN
Director
Civil Rights, Inclusion &
Opportunity



JAMES CRAIG
Chief of Police



BOYSIE JACKSON
Deputy CFO & Chief
Procurement Officer



ARTHUR JEMISON
Group Executive for
Planning, Housing &
Development



KEVIN JOHNSON
President & CEO
Detroit Economic
Growth Corporation



KAIWAN BOWMAN
Executive Director
Planning, Housing &
Development



DENISE STARR
Director
Human Resources



**NICOLE SHERARD-
FREEMAN**
Executive Director
Workforce Development



DONALD RENCHER
Director
Housing & Revitalization



LAWRENCE GARCIA
Corporation Counsel

Equity Council: CRIO is actively participating in our cities Equity Council with other leaders across our city. The Equity Council, implemented by Mayor Duggan, will be monitoring and proposing policies and ordinances to maximize the benefit Detroiters receive from their City. The Equity Council's mission is to stay committed to successful data-driven initiatives that move toward demographic parity, to remain rooted in fighting for systemic change, to remove barriers in our city government, and catalyze change in institutions outside of city government for Detroiters. Dismantling institutional and structural racism is key to creating inclusion and opportunity in our city and the launch of an Equity Council is a necessary step, among other steps taken in our evolving path for change. CRIO's Director, Charity Dean, serves as the Chair of the Equity Council.

ENDING REMARKS FROM OUR DEPUTY DIRECTOR

The Civil Rights, Inclusion and Opportunity Department fights daily for the advancement and success of Detroiters. We have had the privilege of working at the core of several initiatives that promote equity in the City of Detroit.

COVID-19 has required us to work faster and at a larger scale than ever before. We value the lessons learned during a pandemic where ensuring equity is a matter of life and death. Despite the challenges faced by their families, our staff has managed to preserve and deliver. Although we are unsure of what the future holds in regard to COVID, we are absolutely certain that we will continue our work to guarantee Detroit-based businesses are set up for success, that Detroiters have the opportunity to earn a livable wage by working on development projects, and that Detroit is an inclusive place for everyone.

The national attention surrounding racism in America that began in spring of 2020 has been a consistent conversation in the Civil Rights, Inclusion and Opportunity department since our inception. The removal of systemic racism and educating community leaders regarding racial bias continues to be a department priority. Our team works constantly to remove barriers that hinder people from thriving and living self-sufficient lives in Detroit. We are committed to identifying opportunities for growth by collaborating with community partners and ensuring quality by consistently investing in the development of our team members.

I am proud to write that this team has gone above and beyond in their service to the city in a spirit of excellence. Everyone has been educated on how to view their work through an equitable lens. Our staff is committed to being better in an effort to create a better Detroit. I am proud and blessed to assist Charity Dean in her leadership of this department.

Arielle Johnson, Deputy Director
Civil Rights, Inclusion, and Opportunity Department