



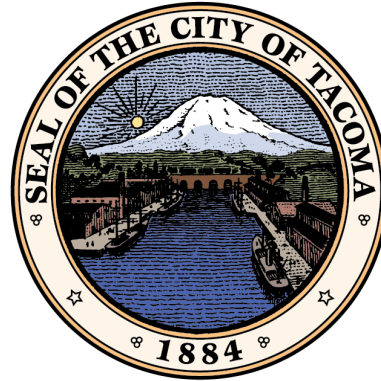
Update on Systems Transformation

City of Tacoma | City Manager's Office

City Council Meeting

4/11/2023





Department Highlight

Community and Economic Development





● ● ● CED: Equitable Service Delivery + Engagement

- **Service Delivery**

- Distributed nearly \$8 million to help small and disadvantaged businesses mitigate financial challenges of the pandemic
- Acquired nearly \$1 million in state and federal funding to provide technical assistance to small businesses
- Utilize Equity Index within Tacoma Creates for evaluation of funding

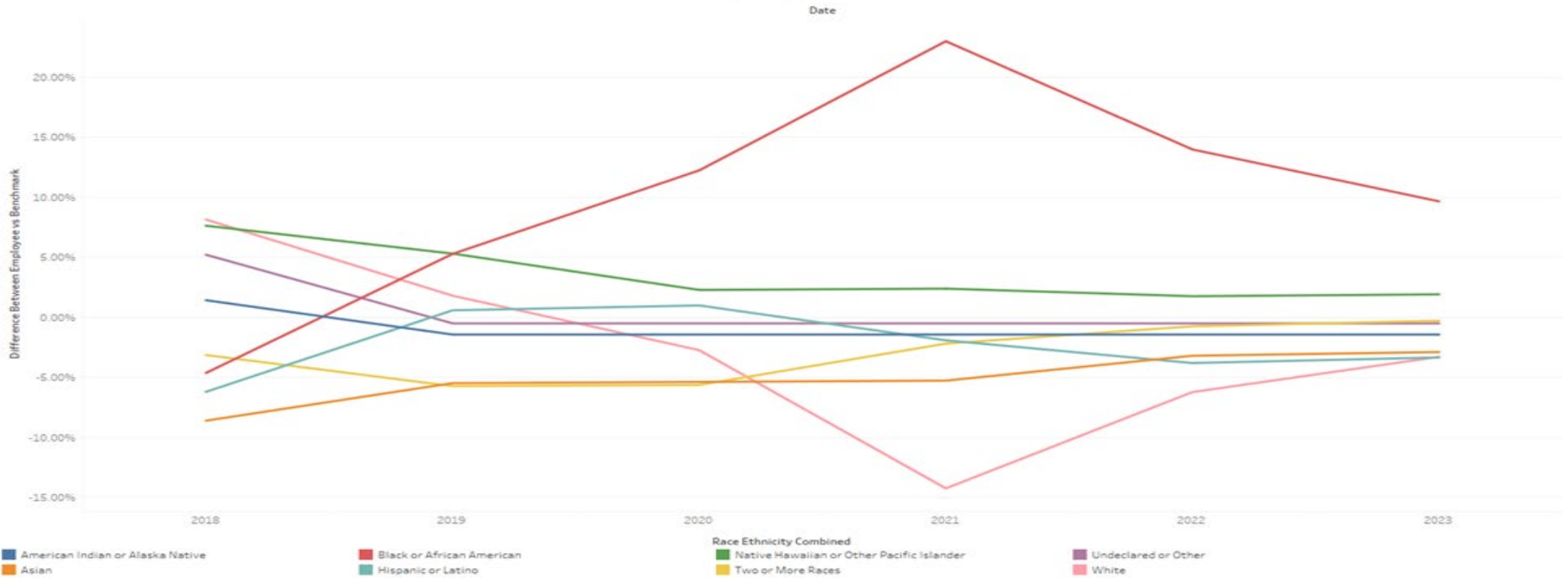
- **Outreach + Engagement**

- Implemented Participatory Budgeting in East and South Tacoma
- Conducted broad-based community engagement process to inform the spending plan and set priorities for the Housing 1590 Spending Strategy

Workforce Demographics



City of Tacoma Race and Ethnicity Demographics
 Difference Between Employees vs Tacoma City Benchmark Percentages
 Personnel Area(s): Community Economic Development
 1/1/2018-4/5/2023





Challenges/ Solutions

- **Challenges:**

- CBC onboarding process
- Language Access Service Needs
- Ariba registration + insurance requirements

- **Solutions:**

- Streamline CBC application process and increase accessibility
- Increased staffing levels for language access service needs
- Streamline Ariba registration process + increase flexibility in insurance requirements



2023 Planned Action Visual

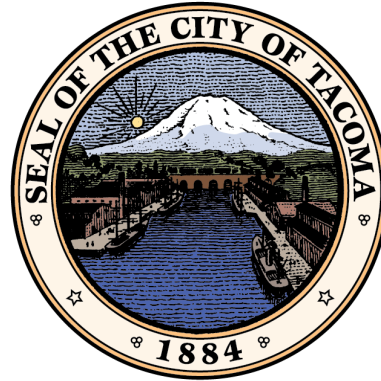


Equity in Contracting

Past (2020-2021)	Present (2022-2023)	Future (2023-2024)
<ul style="list-style-type: none"> Code Changes Expand Purchasing Policy for OMWBE direct buy authority 	<ul style="list-style-type: none"> Code Review Purchasing Policy for OMWBE direct buy authority - \$50,000 Increased outreach and engagement Equity in Contracting Advisory Board 	<ul style="list-style-type: none"> Additional Code Changes Purchasing Policy OMWBE direct buy authority - \$200,000 Increased technical assistance Quarterly staff/partner workshops

Tacoma Creates

Past	Present (2022-2023)	Future (2023-2024)
<ul style="list-style-type: none"> Collect demographics for Arts programming 	<ul style="list-style-type: none"> Review demographics of Arts programming Public Art Reaching Community (PARC) public art training program 	<ul style="list-style-type: none"> Work with IT on creation of external dashboard for accountability and transparency



Department Highlight

Neighborhood and Community Services





••• NCS: Service Delivery & Engagement

- Partnered with contractor to review NCS funding processes and portfolio
- Expanded outreach to increase applicant pool and number of culturally relevant service providers for 2023-2024 competitive funding processes
- Completed assessment for Youth Violence Reduction programming
- Implemented Credible Messenger Program with culturally relevant providers
- Implemented the Community Trauma Response Team
- Activated multi-generational services at Beacon Activity Center
- Diversified shelter portfolio
- Reactivated and improved Yard Assistance and Resources for Disabled and Elderly (YARD) Program



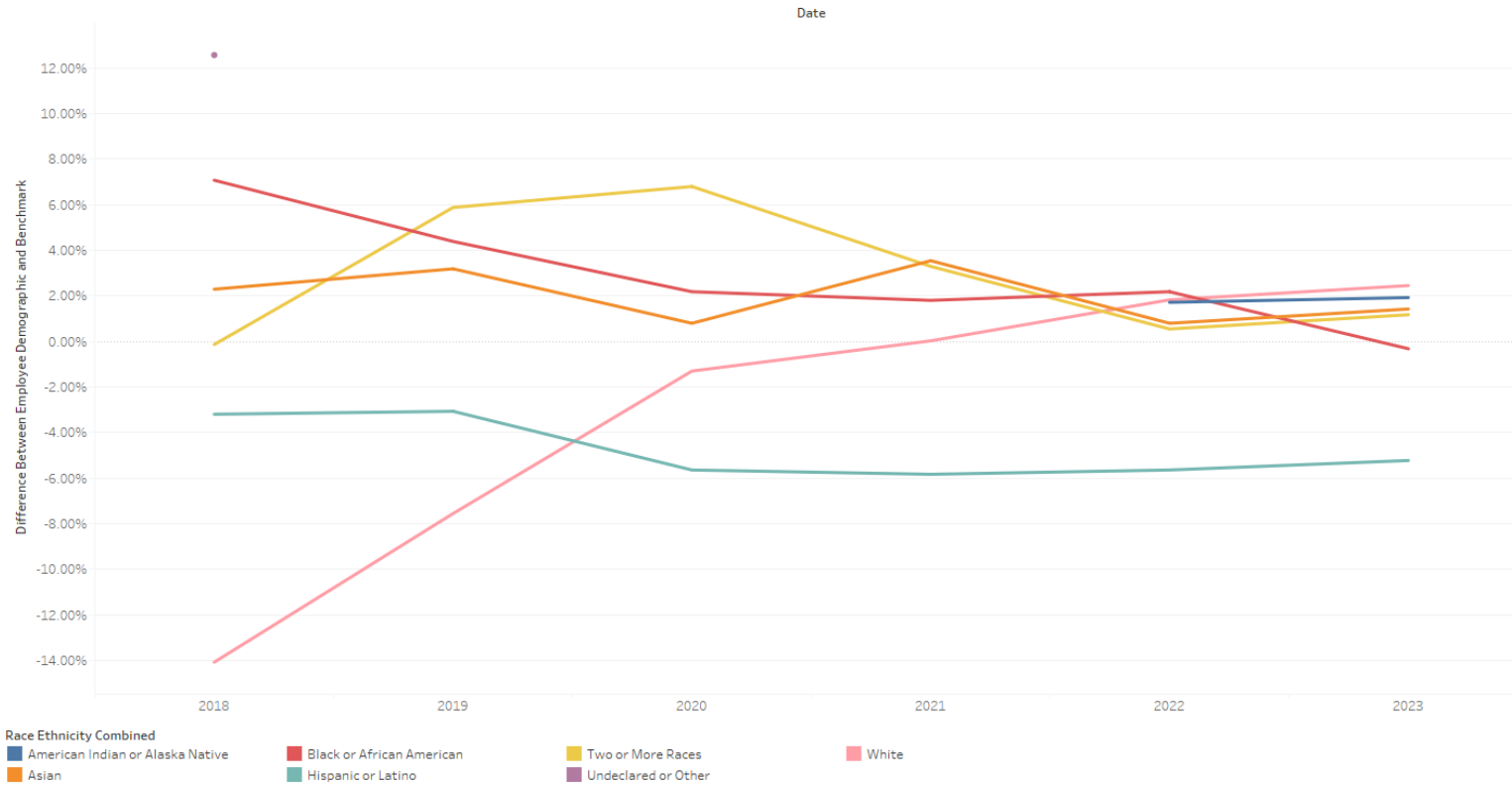
NCS: Workforce Demographics



City of Tacoma Race and Ethnicity Demographics
Difference Between Employees vs Benchmark Percentages
Personnel Area(s): Neighborhood & Community Svcs
1/1/2018-3/24/2023

Select Benchmark
Tacoma City

Personnel Area Parameter
Neighborhood & Commu...



NCS: Next Steps/Timeline



Beginning Second Quarter of 2023:

- Provide capacity building to service providers
- Complete a Mental Health and Substance Use Disorder Assessment
- Begin an equity review of the nuisance property and derelict codes
- Increase language access for the Rapid Graffiti Removal Program
- Review the NCS Diversity, Equity, and Inclusion (DEI) Team Charter and realign the DEI Team objectives to better support NCS



NCS: Challenges/Solutions

Challenges:

- Timely and accurate data collection/analysis and utilization of information
- Managing multiple priorities

Solutions:

- Complete hiring processes
- Staff training in data visualization tools
- Increase communication and support for our contracted partners
- Expand capacity through collaboration between workgroups



NCS: 2023 Planned Action Visual

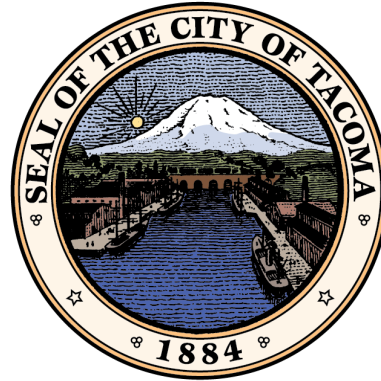


Provider Capacity Building

Past (2018-2022)	Present (2022-2023)	Future (May 2023)
<ul style="list-style-type: none"> • Technical assistance • DEI Cohorts supported by external contractor for human services contracts 	<ul style="list-style-type: none"> • Expanded staff capacity • Continued technical assistance • Expanded DEI Cohorts to new providers 	<ul style="list-style-type: none"> • Increased technical assistance • Continue DEI Cohorts • Quarterly staff/provider meetings • Capacity building services

Equitable Program Delivery

Past (Prior to 2020)	Present (2020-present)	Future (2023-2024)
<ul style="list-style-type: none"> • Some supportive programming provided • Outreach/engagement provided 	<ul style="list-style-type: none"> • New & updated supportive programs • Outreach/engagement focused on increased access & decreased barriers • Review programs, codes, processes, etc. 	<ul style="list-style-type: none"> • Update programs, codes, processes, etc. to decrease barriers & increase access • Train staff to increase program support & use of data to improve services



City Manager Update





Recent Accomplishments

- Tacoma Police Department is partnering with the Children's Advocacy Center on their unwanted firearms buy back.
- Environmental Services, reducing barriers for signing up for the EnviroStars program to reach a broader range of community based businesses.
- Planning and Development Services established Housing Equity Champions from groups across the city to provide input on Home in Tacoma Phase 2.
- TPU Water recently held an Equity Summit creating space for conversations & connection for BIPOC staff



Upcoming Community Engagements

- Underway: Rental Housing Code outreach for the Affordable Housing Action Strategy – Online Survey ends 4/14
- 4/14: Chief Moore and his leadership team, will continue to host “Coffee and Conversation” to strengthen relationships with community members
- 4/26: Police Department convening with key Committees, Boards, and Commissions
- 5/31–6/2: Participating in Mi Centro’s “Breaking Barriers: DV & Sexual Assault Conference”



Transformation Timeline & History

Transformation Timeline

Select Project: (All) [v]
 Date: Jun 2020 - Nov 2021 [slider]
 Priority Area: (All) [v]

Date	Event	Project	Priority Area	Files
November 23, 2021	City Council consideration of Resolution approving the 2022 citywide state and federal prio..	Anti-Racist Legislative Agenda Development (State/Local/Fed)	N/A	
November 17, 2021	Chief of Police Candidate panel interviews and reception	Chief of Police Recruitment	Community Safety	
November 16, 2021	City Council Study Session Presentation and Interviews	Chief of Police Recruitment	Community Safety	
November 9, 2021	Citywide (GG and TPU) presentation of state and federal priorities to the Joint S..	Anti-Racist Legislative Agenda Development (State/Local/Fed)	N/A	

- <https://cityoftacoma.org/transform>
- Timeline of transformation activities since passing Resolution 40622:
 - Filter by:
 - Council Priority Area
 - Selected Projects
 - Time period
 - Click on the file icons to see related documents and meeting recordings

Priority Area	Files
Community Safety	
Community	Learn more ▶ View documents ▶ View related media



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