Seattle IT

MEMORANDUM

Date: April 16, 2019

To: Council President Bruce Harrell

From: Saad Bashir, Director of Seattle Information Technology, Chief Technology Officer

Subject: 2018 Seattle Information Technology Race and Social Justice Report

2018 Seattle Information Technology RSJI Accomplishments

Digital Equity in Seattle:
In 2018, Seattle IT provided services and funding to further a vision of digital equity in Seattle "where technology's opportunities equitably empower all residents and communities - especially those who are historically underserved or underrepresented." The department provided services and funding to partner with community-based organizations delivering programs in public and non-profit facilities.

Skills Training:
- **4,692 residents received training through community technology grants provided to 23 community organizations**, including the Technology Matching Fund grantees. Residents received a range of technology skills training from basic skills to education, ESL and computers, job training, coding and online parent engagement. Of those receiving training, at least 2,249 were low-income, 1,456 were immigrants and refugees, 677 were older adults, 96 were people living with a disability, and 45 were experiencing homelessness (See organization list below).
- 373 residents participated in job search and career skills training.
- 1,285 youth participated in STEM, digital learning, and educational enrichment programs.

Connectivity:
Internet for organizations:
- **223 community organizations received free broadband internet** from Comcast and Wave through our franchise partnerships. This internet service is valued at $468,000. These sites provided Wi-Fi and pubic computer access to an estimated **205,269** residents. In 2018, 7 new broadband connections were made to these diverse organizations (4 new Wave sites and 3 Comcast sites):
- WAVE 2018 installations: Tigrean Community Association, WAPI Community Service, Black Dot Underground, Central Customer Service Center
- Comcast 2018 installations: YouthCare- South Seattle Shelter, New Horizons Ministries, Rainier Chamber of Commerce & Foundation

Internet for individuals:
- Wave began offering a new low-income internet program. The City's Cable & Broadband Office manages the intake process and verifies applicant eligibility. **369 households enrolled in 2018**. The Wave Simply Internet

program reaches diverse low-income residents in their service area, including the Central District, Beacon Hill and International District, and part of Rainier Valley.

- Comcast enrolled 2100 households in the Internet Essentials program, resulting in a total of 2,469 low-income Seattle households enrolled in the discounted home internet programs in 2018. At least 194 of these were residents of Seattle Housing Authority communities.

Public Internet:
- The City of Seattle provides free public access to computers and/or Wi-Fi in more than 60 sites. These sites include libraries, Parks and Recreation Community Centers, Customer Service Centers, and other City buildings. Cable Franchise Fee revenue and Seattle IT help support these services.
- 29 Parks and Recreation Community Centers provided public Wi-Fi. This served 608,342 devices, an average of 50,695 device connections per month.
- 48,958 public internet computer kiosk sessions were provided at 21 sites in Community Centers and Customer Service Centers.
- In 2018, 1893 residents were served at the five RecTech centers operated by Associated Recreation Council in Parks and Recreation Community Centers (Yesler, Rainier, Rainier Beach, Delridge, South Park). 125 programs were provided, ranging from Coding with Scratch and Girls Who Code classes, animation and game design workshops, virtual reality video, photography training, homework help, ESL and computer skills for Vietnamese and East Africans, job search skills, and one-on-one help for seniors. These programs reached mostly youth (Teens-30%, Pre-teens-39%) and about one-third of participants were adults (Adults-21%, Seniors-10%). Eighty-four percent (84%) or participants were people of color.

Devices
- 162 computer devices were provided to low income residents and 198 devices were provided to 13 organizations**.** These included Coalition for Refugees from Burma, Ethiopian Community in Seattle, Horn of Africa Services, Somali Family Safety Task Force, The West African Community Council, Education for All, South Park Information and Resource Center, Full Life Care, Kin On Community Health Care, Senior Center of West Seattle, Wing Luke Museum of the Asian Pacific American Experience, OneAmerica, STEMPaths Innovation Network, and the Wallingford Boys & Girls Club.

Sixteen(16) community-based projects were completed in 2018. Fourteen projects were completed through the Technology Matching Fund (TMF) program. The Technology Matching Fund provides funds for digital equity projects up to $50,000. The goals of the fund are to increase access to free or low-cost broadband; empower residents with digital literacy skills; and ensure affordable, available and sufficient devices and technical support. The following organizations completed projects that were funded by the TMF. In addition, Seattle IT provided financial and program support to the YMCA and Associated Recreation Council.

- Coalition for Refugees from Burma
- Education for All
- Ethiopian Community in Seattle
- Full Life Care
- Horn of Africa Services
- Kin On Community Health Care
- OneAmerica
- Wallingford Boys & Girls Club
- Senior Center of West Seattle

- Somali Family Safety Task Force
- South Park Information and Resource Center SPIARC
- STEMPaths Innovation Network
- The West African Community Council (WACC)
- Wing Luke Museum of the Asian Pacific American Experience
- YMCA YTech
- Associated Recreation Council

Twelve (12) new community-based Technology Matching Fund grant projects were awarded grants totaling $400,000. These projects are increasing residents' technology access and digital skills through a range of digital equity opportunities. These projects strengthen community partnerships and engage historically underserved or underrepresented communities. By completion at the end of 2019, they are expected to reach over 8,300 residents, serving more than 4,600 immigrants and refugees, 1,000 youth, 960 seniors and 1,000 people with disabilities.

- Community Passageways
- East African Community Services
- Garinagu HounGua
- Helping Link
- Literacy Source
- Millionair Club Charity
- PROVAIL
- Seattle Neighborhood Group
- Somali Family Safety Task Force
- South East Effective Development
- United Indians of All Tribes Foundation
- YouthCare

Seattle IT conducted the "2018 Technology Access and Adoption Study," marking the fifth time since 2000 that a population level study was conducted to discern resident usage of and barriers to digital technologies. Overall, the City received 4,315 responses. The following table indicates the response level of historically underrepresented or vulnerable population groups:

Primary Home Language Other Than English	244 responses
Race/Ethnic Minorities	966 responses
Homeless and Insecurely Housed	56 responses
Older Adults (age 65+)	879 responses
Living at 135% of Federal Poverty Level or Below	412 responses
Living with a Disability	435 responses

2019 Digital Equity Focus Areas:
- Improve reporting and storytelling opportunities for community-based providers to communicate the impacts of their digital equity programming efforts
- Increase awareness of discount and free internet options among residents through the City's Affordability Portal and via promotional events held in conjunction with community organizations, schools, and SHA.
- Equip City departments and community-based organizations with data from the "2018 Technology Access and Adoption Study" to inform future investment options
- Develop and share research-based curriculum frameworks with community-based providers that support digital skill building for families, job seekers, students and entrepreneurs

Seattle Information Technology via the Seattle Channel aired over 60 programs from with a RSJI focus:

In 2018, Seattle Channel tagged about 60 programs/segments under the RSJI category in the 'COMMUNITY' section of seattlechannel.org. There are even more stories that were not categorized/tagged as such in the 'ARTS' and 'CULTURE' section that including stories featuring People of Color and people and organizations doing RSJ work and themes in the fields of arts, culture and community.

Some highlights that can be found on seattlechannel.org by searching via the RSJI tag include:

- Indigenous Peoples Day Celebration at Seattle City Hall. Seattle Channel covers this event every year and live streams the event.
  http://www.seattlechannel.org/community?videoid=x98758&jwsource=cl

- Robin DiAngelo's talk on her book White Fragility. This is also the most popular video on Seattle Channel's YouTube channel.
  http://www.seattlechannel.org/community?videoid=x93076&jwsource=cl

- A CityStream episode focused on recent immigration topics. This show covered the protests against the separation of families at the SeaTac Federal Detention Center, features an interview with Northwest Immigrant Rights Project director Jorge Baron, coverage of Mayor Durkan's trip to the Texas/Mexico border with 20 mayors from around the country, and a look at INScape, the facility that was once Seattle's INS center and is now space for artists and organizations and displays a permanent exhibit about the history of the INS center within the building.
  http://www.seattlechannel.org/community?videoid=x93520&jwsource=cl

- A Central Vision and Discussion – In partnership with OPCD, Seattle Channel supported this documentary by Inye Wokoma and captured OPCD's public event discussing the film with Inye, Central District community leaders, and City of Seattle representatives.
  Film: http://www.seattlechannel.org/videos?videoid=x87637&jwsource=cl
  Panel: http://www.seattlechannel.org/community?videoid=x87633&jwsource=cl

WMBE Contracting Results

2018 WMBE PERFORMANCE		
	Goal	Actual
Consulting	30%	33%
Purchasing	17%	24%

2018 WMBE DISAGGREGATED NUMBERS														
	Monetary Amount	African American	African American %	Asian/Pacific Islander	Asian/Pacific Islander %	Caucasian Women	Caucasian Women %	Hispanic	Hispanic %	Native American	Native American %	Other WMBE	Other WMBE %	Total WMBE	Total WMBE %
Consultant														
Consultant Contract	13,244,681.88	0	0%	172,130.00	1.30%	1,417,448.63	10.70%	4,600.00	0.03%	78,918.51	0.60%	530,442.00	4.00%	2,203,539.14	16.64%
Consultant Roster	4,365,771.96	124,280.00	2.85%	1,705,872.50	39.07%	1,398,858.25	32.04%	0	0%	40,715.00	0.93%	280,675.12	6.43%	3,550,400.87	81.32%
TOTAL:	17,610,453.84	124,280.00	0.71%	1,878,002.50	10.66%	2,816,306.88	15.99%	4,600.00	0.03%	119,663.51	0.68%	811,117.12	4.61%	5,753,940.01	32.67%
Purchasing														
Blanket Contract	40,716,871.59	2,696,011.03	6.62%	5,583,464.81	13.71%	745,236.57	1.83%	2,260.15	.01%	24,116.61	0.06%	1,038,809.37	2.55%	10,089,898.54	24.78%
Purchase Order	1,065,909.25	0	0%	46,630.32	4.37%	59,868.54	5.62%	0.00	.00%	0	0%	55,649.21	5.22%	162,148.07	15.21%
Direct Voucher	801,210.37	900.00	0.11%	81,652.94	10.19%	58,913.30	7.35%	679.85	0.08%	0	0%	42,170.13	5.26%	184,316.22	23.00%
TOTAL:	42,583,991.21	2,696,911.03	6.33%	5,711,748.07	13.41%	864,018.41	2.03%	2,940.00	.01%	24,116.61	0.06%	1,136,628.71	2.67%	10,436,362.83	24.51%

2018 PROMPT PAY PERFORMANCE										
CONSULTANT ROSTER				CONSULTANT CONTRACTS				TOTAL CONTRACTS		
Average Days	Number Late	Number Invoices	Percent Late	Average Days	Number Late	Number Invoices	Percent Late	Number Late	Number Invoices	Percent Late
22	42	426	10%	19	50	721	7%	92	1147	8%

Seattle Information Technology RSJI Change Team Focus (Accomplishments)

In March of 2018, the Seattle IT RSJI Change Team made the decision to restructure the team and how the work is planned and completed by the team. The team added two Historian roles, four subcommittees, and leads for each subcommittee.

Events and Engagement Committee's purpose is to increase RSJI awareness among Seattle IT employees to end racial disparities within our department, to ensure fairness in hiring and promotions, greater opportunities for Minority Business Enterprises (MBEs), and equitable service to all internal and external stakeholders.

- 2018 Events & Engagement Activities included *"Where I'm From" Event, two (2) Conversation Cafes on Implicit Bias, MBE Vendor Deep Dive Lunch and Learn, Juneteenth (Participated in SPU event), Salsa on the Beach, third Annual MBE Vendor Fair, BYTE of Seattle IT and Month long book club on White Fragility*.

Resource Committee's purpose is to provide communication, marketing, messaging, and data gathering, analysis as well as presentation services for the ITD RSJ Change Team and for ITD employees. In 2018, this subcommittee delivered the following:

- Launched the ITD RSJI Web site and calendar at https://seattlegov.sharepoint.com/ITD/RSJI
- Published the first 9 monthly RSJI quizzes getting people thinking about Seattle area RSJI topics including historical redlining, the Floodgate Academy, universal internet access, and Martin Luther King's legacy.
- Assisted in communications promoting 2018 ITD Byte of Seattle, MBE Vendor and other events
- Maintained minutes and other Change Team documents in RSJ Document Library

Workforce Equity Committee's purpose is to create sustainable and systemic change to interrupt and replace institutional racism with systemic racial equity in the workforce. In 2018, this subcommittee delivered the following:

- Developed a formal request current demographic data from ITD department in a Tableau to better understand our workforce make-up and opportunities for improvement in representation at all levels of ITD employment.
- Created a proposal to request the Executive selection committee/Mayor's office to have RSJI Change team for ITD be involved in the process of hiring a CTO in order to share importance of RSJI values are **required** for the leadership role and to understand prospective CTO's plans for embedding values within the systems and culture of IT.
- Racial Equity toolkit started on examining current hiring practices for equity at all levels of IT employment
- Coordinated leadership training on Implicit Bias twice a year facilitated by OCR
- Connected with Workforce Equity Planning and Advisory Committee (WEPAC) to understand their efforts, demands, and deliverables in this arena.
- Continue/Complete Racial Equity toolkit on ITD hiring practices

RSJI Toolkit Committee's purpose is to establish a process to guide the development, implementation and evaluation of policies, initiatives, programs, and budget issues to address the impacts on racial equity in how we do business as an organization. Our process will be designed to align with the process of the Office of Civil Rights.

The Racial Equity Toolkit was applied to the following projects:

- **Fresh Bucks**
- **Grants Management System**

Staff involved with RSJI have expressed concerns to Seattle IT leadership about time and resource challenges that inhibit long-term planning for RSJI activities and approaches. Changes that would support staff in committing more time to more fully engage in RSJI activities are under consideration by Seattle IT leadership. Decisions will be made as Seattle IT completes our annual work planning exercise by the end of Q2-2019.