

MEMORANDUM

Date: March 20, 2018

To: Council President Bruce Harrell

From: Tracye Cantrell, Acting Director of Seattle Information Technology

Subject: 2017 Seattle Information Technology Race and Social Justice report

2017 Seattle Information Technology RSJI accomplishments

2017 Seattle Information Technology RSJI Digital Equity accomplishments

Digital Equity Initiative: In 2017, Seattle IT provided services and funding intended to further the vision of the Digital Equity Initiative to develop Seattle as a city 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.

These projects provided residents with connectivity, skills training, devices and technical support.

Skills Training:

- 2751 residents were served by community technology grants, including the Technology Matching Fund. 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, 210 were people with disabilities, 58 were Native Americans, and 1060 were African /African Americans. 48% of participants were women. (See organization list below)
- The Seniors Training Senior program completed 80 classes; approximately 43 percent were people of color. At least 48 percent of trainees had incomes under \$22,000 per year.
- In the YMCA YTech program, 83% of the 101 participants were people of color.
- In addition, the Seattle Housing Authority HUD ConnectHome provided training to 752 public housing residents.

Connectivity:

- Completed the Wave franchise agreement, resulting in a new low-income Internet program and expansion of free broadband connections for community-based organizations. The Wave Simply Internet program will reach diverse low-income residents in their service area, including the Central District, Beacon Hill and International District, and part of Rainier Valley.
- **Internet for organizations:**

- \$376,800 in free cable broadband service was provided to 314 community sites through our franchise partnerships with Comcast (259 sites) and Wave (55 sites). In 2017, 19 new broadband connections were made to these diverse organizations through our franchise partnership with Comcast:

<ul style="list-style-type: none"> ● Ethiopian Community in Seattle ● Families of Color Seattle ● Somali Family Safety Task Force ● YouthCare (2 locations) ● InterConnection ● Literacy Source ● College Access Now 	<ul style="list-style-type: none"> ● Seattle Housing Authority Ft. Lawton Place and Pinehurst Residents' Councils ● Mary's Place (5 locations) ● Education for All ● Dress for Success ● North Helpline Bitter Lake ● Sand Point Arts and Cultural Exchange Seattle (LPFM radio)
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- **Internet for individuals:**
 - 47 young adults transitioning from homelessness received hotspot devices and one year of internet service through our partnership with the Human Services Department Rapid Rehousing Program and the Seattle YMCA, Therapeutic Health Services, Friends of Youth and YouthCare.
 - 168 public housing residents received assistance to sign up and receive subsidized internet service through our Seattle Housing Authority HUD ConnectHome project partnership.
- **Public Internet**
 - Provided public wi-fi at 29 Parks and Recreation Community Centers and Langston Hughes Cultural Arts Center. This served 280,297 devices. The most service was provided to users of Rainier Beach Community Center, which averaged 3060 devices connecting each month.
 - Provided 48,806 public internet computer kiosk sessions at 21 sites in community centers and Neighborhood Service Centers.
 - Five Associated Recreation Council technology labs providing training and drop-in access at Delridge, Rainier, Rainier Beach, South Park, and Yesler Terrace community center provided 4261 hours of open lab drop-in computer and internet access in 2017. Twenty-one (21%) reported not having access to either a computer or the internet at home.

Devices:

- Distributed 281 refurbished computers to low income residents through the following nonprofit organizations: Yesler RecTech Learning Lab, Full Life Care, Literacy Source, Seattle Accelerator YMCA, Therapeutic Health Services, Seattle Public Library, Friends of Youth, YouthCare and STEMPaths Innovation Network. This included 131 refurbished computers to low income residents in five Seattle Housing Authority communities: Rainier Vista, Yesler Terrace, NewHolly, High Point, and Lake City Court.

Fourteen (14) community-based grant projects were completed in 2017

- Community & Parents for Public Schools
- El Centro de la Raza
- Urban League of Metropolitan Seattle
- Coalition for Refugees from Burma
- Full Life Care
- Multimedia Resources Training Institute
- Children's Home Society of Washington
- SightConnection

- Na'ah Illahee Fund
- New Horizons
- Interconnection
- Associated Recreation Council (in 5 Seattle Parks Community Centers)
- YMCA
- Seniors Training Seniors (Human Services Department)

Fifteen (15) new community-based Technology Matching Fund grant projects were awarded grants totaling \$430,000. These are expected to reach 4,731 residents.

- Education for All
- Senior Center of West Seattle
- South Park Information and Resource Center
- Ethiopian Community in Seattle
- Horn of Africa Services
- Kin On Community Health Care
- Somali Family Safety Task Force
- STEMPaths Innovation Network
- The West African Community Council
- Wing Luke Museum of the Asian Pacific American Experience
- Coalition for Refugees from Burma
- Full Life Care
- OneAmerica
- Wallingford Boys & Girls Club
- LaunchCode

Seattle Information Technology via the Seattle Channel aired over 85 programs from with a RSJI focus, including:

- *2017 Martin Luther King Jr. Day Unity Event*
- *Day of Remembrance 2017: How Could Concentration Camps Happen?*
- *"Immigration 101" workshop, open to City of Seattle employees whose jobs relate to, or could benefit by learning more about immigration, immigrants' rights and other important information (also live streamed)*
- *Leading for Racial Equity: A forum on racial equity for leaders of arts and cultural organizations.*
- *CityStream: Seattle Police Department Diversity Recruiting*
- *Rainier Beach: A Beautiful Safe Place for Youth documentary produced by SYEP interns*
- *Black Education Strategy Roundtable Conference panel series*

Seattle Information Technology RSJI Change Team Focus (Accomplishments)

- Seattle IT Consolidated on April 6, 2016, bringing employees from 12 departments into one newly formed department of 650 employees (prior to consolidation conducted RSJI toolkit on consolidation). In 2017 the focus was to provide the Seattle IT RSJI Change Team the building blocks to be the change agents within Seattle IT and help lead the RSJI initiatives by:
 - Collaborated with Office of Civil Rights (OCR) to educate RSJI Change Team Members, Project Managers, and Executive Sponsor on how to use the RSJI toolkit for our environment

- Partnered with RSJI Liaison from OCR to facilitate the Power of Illusion to both the Change Team Members and the Executive Team Members
- Invited other department RSJI champions to Seattle IT RSJI Change Team meeting to provide valuable insight of application of RSJI within departments
- Created subcommittees, within the Change Team, to work on specific projects or events. This allowed to effectively and successfully distribute the workplan items and utilize the varied talents, experiences, and passions that the members had to offer
- Requested all RSJI change team members and Project Managers attend RSJI toolkit sessions and other related RSJI trainings
- Hosted several "Lunch and Discuss Hour" events where Change Team members picked an RSJI topic and facilitate a discussion with Seattle IT employees. Attendance and participation was voluntary, yet the sessions were well attended and well received. Topics included:
 - 1/31/17 – Seattle Women’s March Recap
 - 4/18/17 – Discussion of movie “13th”
 - 5/31/17 – Unconscious Bias
 - 6/22/17 – Confronting Bias
 - 8/24/17 - Exploring the intersection of social impact technology and inclusion
- Hosted the “Byte of Seattle” on February 16, 2017. The event was in recognition of Black History Month, with a special emphasis on minorities in Tech.
- Hosted “Where I’m From” event: Employees invited to learn about where their colleagues are from. Stories were shared through various mediums and activities.

WMBE Contracting Results

2017 WMBE PERFORMANCE		
	Goal	Actual
Consulting	16%	46%
Purchasing	17%	22%

2017 WMBE DISAGGREGATED NUMBERS													
	Total Payments	African American	African American %	Asian	Asian %	Native American	Native American %	Hispanic	Hispanic %	White Female	White Female %	Total for all WMBE	Total WMBE %
Consultant													
Consultant Contract	9,734,784.57	5,270.00	.05%	259,902.50	2.67%	0.00	.00%	0.00	.00%	1,740,124.90	17.88%	2,005,297.40	20.60%
Consultant Roster	5,250,642.08	188,124.00	3.58%	826,502.51	15.74%	26,815.12	.51%	1,045.00	.02%	3,832,910.64	73.00%	4,875,397.27	92.28%
TOTAL:	14,985,426.65	193,394.00	1.29%	1,086,405.01	7.25%	26,815.12	.18%	1,045.00	.01%	5,573,035.54	37.19%	6,880,694.67	45.92%
Purchasing													
Blanket Contract	42,409,667.80	2,121,667.80	5.00%	4,906,452.34	11.57%	61,226.97	.14%	3,089.10	.01%	2,321,301.48	5.47%	9,413,928.80	22.20%
Direct Voucher	598,780.41	10,021.73	1.67%	57,836.90	9.66%	31,430.23	5.25%	0.00	.00%	72,748.76	12.15%	172,037.62	28.73%
Purchase Contract	870,719.09	3,300.00	.38%	0.00	.00%	0.00	.00%	0.00	.00%	9,347.22	1.07%	12,647.22	1.45%
TOTAL:	58,864,603.95	2,328,574.64	3.96%	6,050,964.25	10.28%	119,472.32	.20%	4,134.10	.01%	7,976,433.00	13.55%	16,479,308.31	28.00%

2017 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
31	82	397	21%	23	106	740	14%	188	1137	17%

Seattle Information Technology racial equity toolkits

This was a transitional year for Seattle IT and therefore did not get the opportunity to successfully apply the RET process to the identified projects in 2017. However, we are currently working to apply toolkits to future initiatives.

In 2018, we would like to apply the toolkit to the following projects:

Seattle.gov Redesign:

The current Seattle.gov website represents a lack of alignment of terminology, content, look and feel across City departments and entities. Information is siloed, resulting in a cluttered, redundant, and confusing experience for users of the site. The opportunity before DoIT is to create "One City - One Look" for all audiences. The website will be based on a mobile-friendly design approach that reflects the city's vibrant and innovative nature making it easier for all web site visitors to find what they're looking for.

Project Manager: James Kincaid

Sponsor: Stephanie Formas

Citywide Contract Management System:

A new, comprehensive system that replaces and improves on the current, in-house developed application called CID, will improve on the ability of CPCS staff to effectively management the processes of contract management for the City. In addition to CID, other ad-hoc systems (yet to be evaluated) may prove to no longer be necessary as a result of the section of a new system and the anticipated efficiencies gained. This request consists primarily of IT technical consultancy to assist with an RFP process.

Project Manager: Diana Hadman

Sponsor: Liz Alzeer

2018 Seattle Information Technology RSJI Projects and Plans

- Apply RSJI toolkit to the following projects
 - Seattle.gov Redesign
 - Citywide Contract Management System
- Further integrate RSJI within our Project portfolio
- Minority tech outreach event - focus on job opportunities
- Develop partnerships with both high schools and universities for intern and talent pools
- Continue Information Technology Compensation & Classification Study with SHR
- Quarterly training facilitated/hosted by RSJI Change Team to increase awareness and supply employees the tools to address inequities