

Equity Progress Report - June 2021

A year ago, in response to the murder of George Floyd, the City of Lancaster made Commitments to Racial Equity. This must be an ongoing process, and not a once-and-done activity. The City of Lancaster is a majority person of color city and one of the most far-reaching and impactful efforts City Government can make is to build an inclusive culture that better reflects the city we serve. This is a long term investment that will include many aspects, from hiring to training to embarking on becoming a Trauma Informed Community.

Each department continues to look for ways to integrate racial equity into their work and has shared some of those updates here, including additions and expansions of the work started a year ago. Lancaster's commitment to equity will continue, including a transparent process to invest funds from the American Rescue Act Plan and expansion of our Open Data platform to include equity indicators that the community helps prioritize and identify. Ultimately Open Data will allow residents and stakeholders to see City performance from street paving metrics to infrastructure investments to compensation to workforce demographics in real time.

Building a stronger and more equitable Lancaster takes participation from everyone, please join us!

Public Safety

Completed

- Bike Patrols Resumed to increase community engagement
- Released the Use of Force Report Data
- Analysis of Service Calls by Type Submitted to City Council
- Body Cameras Implemented
- Reorganization of Police Bureau to Create Office of Community Engagement
- Hired First and Second Police Social Workers
- De-escalation Training
- Community & Police Working Group Strategic Plan Completed

In Process

- Accreditation, Full Policy Review, and Review of Policies Related to Protesting (all have started with an external consultant for policy review & rewrite)
- Expanded Participation with the Community & Police Working Group
- Review of Complain & Internal Affairs Process by an External Consultant
- Making All Policies Public
- Sharing Disciplinary Data
- Annual Recruitment, Hiring, & Training Report
- Hiring a Communications Specialist within the Office of Community Engagement
- Applied & Advocating for Expansion of Crisis Intervention Supports from other Governmental Services

Neighborhood Engagement

Completed

- Published Overview of the City Government, Roles, Departments, & Contacts
- Hosted Neighborhood Leadership Academy (NLA) & JP McCaskey NLA
- Launched "Engage Lancaster" (Public Participation Platform) where all City Projects are Posted
- Merger of Lancaster Office of Promotion into Neighborhood Engagement

In Process

- City Government 101 Trainings Available Online

- Language Access Program Implementation

The Language Access Program fosters inclusivity and strengthens our neighborhoods by ensuring all residents can communicate and get access to services. The City has implemented a language line phone interpretation system, translated vital documents, established ASL services and has worked to translate our digital communications. In 2019, Lancaster was the first city in the state to be certified as a "Welcoming City" to refugees & immigrants by Welcoming America. While language access is only one component of this, it is an important marker of our commitment." - Zayra Falu, Language Access Coordinator

Administrative Services - Spotlight on Diversity, Equity, & Inclusion

“We shared baseline workforce demographics with City Council this year and have hired a new HR team member to focus on expanding our hiring process. Internal diversity, equity, and inclusion work has begun in each of our departments. Starting with an assessment of our workplace culture, the City gathered input from staff on our work environment to determine the best ways to build an inclusive culture. Department Directors and Chief are utilizing this information to develop actions plans for improvement. For example, the Police Bureau has used the results to develop a leadership training for new supervisors and the Fire Bureau held meetings and focus groups on employee recognition and appreciation. In partnership with Penn Medicine Lancaster General Health, we are embarking on becoming a Trauma Informed Community. We are strategically reviewing our compensation philosophy to ensure our pay structure is equitable and that no employee is adversely impacted because of their identities. This work is central to making all our employees, and thus the residents we serve, feel included and valued.”

- Sharon Allen-Spann, Leadership Development & Diversity Manager

Administrative Services

Completed

- Human Resources Report Made to City Council about Employee Demographics, Hiring, Promotions, and Retention
- Leadership Development & Diversity Manager Hired
- Diversity, Equity, & Inclusion Investment & Process Implemented and Ongoing

In Process

- Analysis of Civil Service Requirements (including an ordinance before City Council to remove seniority points which would increase opportunity for equitable public safety promotions)

Community Planning & Economic Development

Completed

- Committed \$2.5 million in HOME funds to build 82 units of affordable housing
- Secured Largest Grant in City History for Lead Elimination South of King Street (targeting this and other housing rehabilitation programs towards our most vulnerable and historically underserved neighborhoods)
- Added 2 Bilingual Staff Members and 2 Outreach Workers to Promote Equitable Access and Delivery of City Housing & Community Development Programs
- Allocated Almost \$1 Million of CARES, Community Development Block Grant/Emergency Solutions Grant (CDBG/ESG) to emergency rental assistance, critical repair, rapid rehousing, outreach workers, emergency shelter
- New Redevelopment Authority Affordability Requirements Implemented

In Process

- Planning for an Inclusive and Participatory Process for Comprehensive Plan
- Supporting LGH COVID-19 Vaccine Clinics in Neighborhoods Around the City to Improve Access
- 2nd Round CARES CDBG/Emergency Services Grant
- A Report on Affordable Housing supply and demand and Landlord Performance, Housing Quality, and Safety
- Realignment of Resources and Programs including Loan Funds & Land Bank to Focus on Equity
- Supporting an Affordable Housing Summit