

WORK SESSION AGENDA ITEM SUMMARY

City Council



STAFF

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SUBJECT FOR DISCUSSION

Council Priority: Improve Human and Social Health for Vulnerable Populations

EXECUTIVE SUMMARY

The purpose of this item is to provide an update on progress toward Council's Priority: Improve Human and Social Health for Vulnerable Populations, discuss identified barriers and programs focused on removing obstacles, share real-life human stories of impact, and discuss newly emerging barriers and challenges.

GENERAL DIRECTION SOUGHT AND SPECIFIC QUESTIONS TO BE ANSWERED

1. Does the work and programs highlighted sufficiently progress toward meeting Council's expectations to support this Council Priority?
2. Does Council need any additional information or have any feedback to provide?

BACKGROUND / DISCUSSION

On February 27, 2024, Council passed Resolution 2024-013, adopting a Council Priority to improve human and social health for vulnerable populations. The problem statement for this priority states: *Obstacles and barriers exist that impede access to services for our underserved community members. We need to work with our regional partners to invest in a robust and accessible safety net to create conditions where one is not needed. Existing oil and gas wells in and around Fort Collins cause harmful pollution and have negative environmental and human health impacts.* Four objectives outline actions to take to advance this priority:

1. Expand human services funding; align with top community needs
2. Embed equity throughout City services, programming, and operations; monitor progress
3. Address environmental concerns including air quality, and oil and gas policies
4. Continue and expand programs that provide direct support to vulnerable populations

To ensure common understanding of the term "vulnerable populations", staff is using the State of Colorado Department of Public Health and Environment definitions:

- **Disproportionately Impacted Communities:** Asian, Native Hawaiian or Pacific Islander, African American/Black, Hispanic/Latin(o)(a)(x), American Indian or Alaska Native; older adults; lesbian, gay, transgender, bisexual, queer or questioning, gender nonconforming; people with disabilities; people with low socioeconomic status; people currently or formerly incarcerated; and people who live in rural and/or geographically isolated communities.
- **Community-led Engagement:** the practice of working collaboratively and through disproportionately impacted populations to address issues affecting those populations with the goal of using community expertise to lead, inform, and conduct engagement practices. This can include using culturally and linguistically tailored outreach, community advisory boards, etc.

Summary of Strategies Status

Ongoing	Timeline Notes	Status
Equity Readiness Assessments with Depts.	Ongoing 2024-2025	On track
Air Quality Monitoring	Ongoing 2024-2025	On track
Identify and address barriers to Get FoCo usage to boost participation	Ongoing 2024-2025	On track
Equity Indicators Dashboard Data Analysis Update	Q2-Q3 2025	On track
Planned/Underway	Timeline Notes	
Complete and Implement Human Services and Homelessness Priorities Platform	Q3-Q4 2024; utilize in 2025 funding process	On track
Continue seeking resolution on Oil and Gas compliance issues and initiating State assessment of underutilized wells and aging pipeline system	Oct. 2024: Well closure ordered by State; reclamation in progress	Complete
Budget/Council Contingent	Timeline Notes	
Immigration Legal Fund, Eviction Legal Fund, Mobile Home Parks program, Community Consultants program	Budget Offer 2025/2026 to continue programs	Funded
1FTE Equity Office Underserved Communities Engagement and Outreach	Budget Offer 2025/2026 to expand program	Unfunded
Human Services Program Funds	Continuing Enhancement Budget Offer 2025/2026 - \$150k (not ongoing budget offer)	Unfunded
1FTE Healthy Homes Navigator and Direct Household Support	Budget Offer to enhance program	Funded

Staff continues to provide many programs that support increased access and removing obstacles and barriers. Identified obstacles and barriers include cost/affordability, language, transportation,

communication and outreach, documentation and fear, digital divide, and difficult processes. As noted above, several programs are highlighted and monitored within the scope of this Council priority including:

- Translation and Interpretation Services
- Human Services Program funding
- Eviction Legal Fund
- Immigration Legal Fund
- Community Consultants Program
- Mobile Home Parks Program
- Equity Readiness Assessments
- Get FoCo Program
 - Grocery Rebate Program
 - Reduced-rate Connexion
 - Reduced-rate Recreation
 - Spin Access
 - The Gardens on Spring Creek Access
- Digital Inclusion Program
- Utilities Affordability Programs
- Air Quality and Healthy Homes Program

In addition to the programs specifically called out within this priority, it is important to acknowledge several other Council-funded programs/projects provided by the City that support this Council priority including (this may not be an exhaustive list):

- Adaptive Recreation, Reduced Fee Scholarships, and Behavioral Support Specialist
- Universal Preschool
- Multicultural Business and Entrepreneurship Center (MBEC)
- NoCoBiz Connect (Equitable Business Support and Recognition)
- Conflict Transformation Works
- Rental Housing Program
- Municipal Court Specialized Services
- Homeless Outreach and Proactive Engagement (HOPE) Police Team
- ADA Bus Stop Improvements
- Transit Security and Mental Health Collaboration
- Cultural Community Programs
- Dial-A-Ride

Strategy 1: Expand human services funding; align with top community needs

Beginning in 2024, staff has worked to develop the Human Services and Homelessness Priorities Platform which is a blueprint for how the Social Sustainability Department delivers resources, programming, and partnership toward human services and homelessness in Fort Collins. It will influence staff work plans as well as the competitive grant funding process. It underscores and recognizes the adversities experienced by residents with disproportionately impacted identities. It will be reviewed and adapted annually to respond to changing community conditions and to measure success. To see the Human Services and Homelessness Priorities Platform, please visit this link:

<https://www.fcgov.com/socialsustainability/documents>.

Human Services Priorities:

- Caregiving
- Prevention
- Intervention
- Food Security
- Financial Stability and Opportunity

Homelessness Priorities:

- Sheltering
- Supportive Services
- Prevention

One primary barrier for this strategy is adequate funding to make deeper impact. While the Priorities Platforms helps narrow the focus to enable deeper impact, unfortunately, the amount of funding available has decreased. There is no longer ARPA (American Rescue Plan Act) or other recovery funds available, and there has been a reduction to the Human Services Program funding. While there is a reduction in funding, there has not been a reduction in community needs.

Here are the grant funding amounts provided to nonprofit partners in 2024 and 2025 through the Human Services Program and Equity Grant Fund:

Funding Program	2024	2025
Human Services	\$920k (GF)	\$770k (GF)
Homelessness Response	\$1.1M (ARPA)	\$1M (GF)
CDBG Public Service (Sheltering/Prevention)	\$181k (HUD)	\$165k - \$180k (HUD)
Childcare and Social Services Recovery	\$603k (ARPA)	--
Equity Grant Fund	\$400k (ARPA)	--
TOTAL	\$3,204,000	\$1,935,000-\$1,950,000

While numbers and data help show impact of these programs, we also want to incorporate some real-life human stories to better explain how these programs impact people in Fort Collins.

Elderhaus Adult Day Program: Joe had been caring for his wife, Jane, who has advanced Alzheimer's, in his home with limited supports. Joe was exhausted, and Jane continued to become more and more restless and agitated. After learning about Elderhaus, Joe decided to bring Jane one day each week. After the very first day, Joe saw a change in Jane. She came home exhausted and content. Within a month, Joe added a second day for Jane to attend. Joe recently shared that their lives have changed for the better. "I have more time than I know what to do with! Jane is so much more relaxed, her agitation decreased – and while she can no longer speak – she knows where she is going when we pull into the Elderhaus driveway – and I get to see that smile that has been absent for years."

Meals on Wheels: "To Meals on Wheels, The gift bag was such a nice surprise. There were so many interesting things in it. It was fun opening it and very much appreciated. We like the food we receive. There is nice variety. Merry Christmas!"

Boys and Girls Club and The Food Bank: "Dear workers at the Food Bank, First, I want to say I really appreciate you guys getting together all the food we eat. Sometimes I don't have home lunch or my mom didn't go grocery shopping, but I can rely on the food at school. I really appreciate you guys."

Strategy 2: Embed equity throughout City services, programming and operations; monitor progress

The Office of Equity and Inclusion shares responsibility with all departments to embed equity considerations to all aspects of equity work, from data-informed analysis to using shared language and definitions. It is vital that the City has a shared understanding of what equity is, why it is important, and how everyday decision-making can work toward providing supportive experiences for all community members.

The 2023-2026 Equity and Inclusion Plan guides how the City develops work to implement the shared vision toward building a more inclusive and equitable Fort Collins. Listed below are the three prioritized goals identified to embed equity in all stages of project planning and all relevant activities implemented to advance inclusion, diversity, equity, and accessibility for the City of Fort Collins community and staff. (2024 Equity Inclusion Impact Report and Digital Inclusion Annual Report attached)

Goal 1: Commitment and Common Language

- Employee Education and Training
- Employee Resource Groups
- Accessibility and Compliance Work
- Equal Employment Opportunity Education
- Inclusive Language Guide and Module

Goal 2: Inclusive and Equitable Engagement

- Digital Inclusion – Get FoCo
- ADA Compliance
- Cultural Events and Engagement
- Proclamations and Community Receptions
- Event Sponsorships
- Community Connectors

- ARPA Equity Grant Fund
- Boards and Commissions

Goal 3: Data Accountability

- Equity Readiness Assessments
- Equity Indicators Update
- Equity Office Intake Form – Data Collection
- Web and Digital Accessibility Compliance

A human impact story to share here includes kudos to Eric Patton in Transfort and Jan Reece in the Equity and Inclusion Office for their work with a community member to address ADA issues on City buses and bus stops.

- *A visually impaired community member, but not blind, was riding city buses and noticed that the bus stops are not announced. Eric has provided training to bus drivers, so all stops are announced which benefits all riders.*
- *The community member also pointed out that bus stop signage placement was too high for folks who may use wheelchairs. Transfort is working on adjusting the heights so all persons can easily access bus schedules at stops.*
- *Eric and Jan worked on these issues together and brought updates to the Disability Advisory Board.*
- *The community member provided a glowing review on the great customer service that Eric and Jan have provided him and praised their ongoing, clear and kind communication and ability to be receptive to his living experience as a person with blindness. He is extremely grateful for all the work Eric and Jan have been able to put in place so quickly. Thanks for your thoughtful service, Eric and Jan!*

Strategy 3: Address Environmental Concerns including Air Quality and Oil and Gas Policies

Environmental concerns effect disproportionately impacted communities including young, elderly, and people with respiratory/cardiovascular conditions regardless of location. For this reason, both air quality monitoring and oil and gas policy are included in this Council Priority. Highlights include:

- **Ongoing Monitoring:** The City collaborates with the Larimer County Department of Health and Environment (LCDHE), and the Colorado Department of Public Health and Environment (CDPHE) to monitor regulatory pollutants of concern, such as ozone and particulate matter.
- **Implementation of an EPA Air Toxics Grant:** In a collaborative effort with Larimer County and Colorado State University, the City is in year 2 of a 3-year grant focused on environmental justice concerns related to toxic air pollutions. This has included formation of an Air Quality – Monitoring Advisory Committee, which includes diverse representation from across the County. Implementation has included responsive monitoring and coordination with County staff for responses (e.g., for odors detected at a gas station near homes). Engagement efforts have included workshops and an air quality and art exhibit at the CSU Gregory Allicar Museum of Art, which included community art pieces created using particle pollution.
- **Cessation of Oil and Gas Operations:** As of October 2024, there are no active oil and gas operations in Fort Collins, due to a settlement following a number of violations of environmental regulations. Equipment still exists on site, and the City is working with Larimer County and the Colorado Energy and Carbon Management Commission (now owners of the wells) to track and potentially expedite final reclamation activities.

Healthy Homes Program:

The Healthy Homes Program provides bilingual indoor air quality assessments and weatherization and furnace inspections/cleanings. Resources are provided including smoke alarms, fire extinguishers, Carbon Monoxide alarms, portable air cleaners, doormats, and radon test kits. Many home projects provided improved the health, safety, and climate resiliency of participants' houses.

In 2024:

60 indoor air quality assessments provided:

- 16 participants were Spanish-speaking households, 44 were English-speaking households
- 23 were in mobile home parks
- 33 also received furnace inspections and cleanings
- 28 also received weatherization work

35 smoke alarms, **48** fire extinguishers, **27** CO alarms, **46** portable air cleaners, **44** doormats, and over **570** radon test kits provided.

Home projects that improved the health, safety, and climate resiliency of participants' homes, including the following:

- 9 furnace repairs or replacements (many of these furnaces were an immediate health and safety issue)
- 3 roof repairs
- 3 installations of oven hood vents
- 2 bathroom fan installations
- 2 insulation projects
- Additional projects such as duct cleaning, wall repairs, door repairs/replacements, fixing electrical hazards, floor repairs, rubbish removal, water heater replacement, humidifier repair, and air conditioning installation

Presentations and events that reached over **400** community members with information on radon, fire safety, and other Healthy Homes topics. Interpretation was provided at all events.

Half of the Healthy Homes participants responded to a feedback survey which demonstrates some of the human impacts because of the program:

- **90%** said that their knowledge of indoor air contaminants improved
- **70%** said that their overall health in their home improved
- **74%** said that their home's indoor air quality improved
- **93%** would recommend the program to a friend

Many of the home projects completed addressed severe safety issues such as exposed wiring, holes in roofs or floors, or carbon monoxide leaks. Relationships and coordination strengthened between the Healthy Homes team and partners, including internal departments (Neighborhood Services, Utilities), and external organizations (Poudre Fire Authority, Poudre School District).

Again, while numbers and data help show impact of these programs, we also want to incorporate some real-life human stories to better explain how these programs impact people in Fort Collins. To watch a 15-minute video showing more information and human impacts about the Healthy Homes Program please go to this link: <https://www.youtube.com/watch?v=z-zvS0-aXnY>

Quote from participant: *"I am incredibly pleased with this program. I learned so much about indoor air quality from the Healthy Homes team, and thanks to Arus, I also found that our stove/oven is putting off too much carbon monoxide upon startup. Addressing the issues that both teams pointed out has helped me health-wise, and I feel more confident in being able to assess and fix any other air-quality issues in the future."*

Many home projects addressed severe safety issues. In Winter, a family residing in a mobile home received a furnace inspection which revealed leaking carbon monoxide and required an immediate shut down. The furnace needed repair, but a roofing issue prevented thermal regulation of the home. Healthy Homes coordinated temporary heating and the repairs of the roof and furnace, and the family had a warmer, safer home just in time for the frigid January weather.

Strategy 4: Continue and expand programs that provide direct support to vulnerable populations

The Mobile Home Park (MHP) Residents' Rights Team presented challenges and opportunities for additional local and state-level policy and MHP enforcement at a recent City Council Work Session and will be returning with another Work Session later this year to share details about potential options for consideration.

The ongoing Mobile Home Park Program continues to be impactful by:

- Keeping residents in their homes with home improvement projects
- Supporting housing quality and aging in place with educational workshops
- Connecting neighbors by funding mini-grant projects

In 2024, the City's mobile home park program:

- Repaired **37** mobile homes with roofing, flooring, deck/handrail, electrical, and plumbing projects
- Hosted and assisted with **5** resource fairs and community events
- Taught **350** senior and primary Spanish speaking mobile home park residents do-it-yourself skills like plumbing and power tool use

A couple of human impact stories from the Mobile Home Park program include:

One resident needed a new electrical panel and upgrades to transition their stove from gas to electric. He had been using a countertop "hot plate" while saving money for the work and new stove. The electrical work was under budget, so he received a new stove from the grant too. For the first time, this grant recipient was able to cook a "proper holiday dinner" as a result of having updated electrical lines and a stove. *"I am so happy and appreciative! Thank you so much, City of Fort Collins!"*

Another resident had been walking over large gaps in their subflooring, supported primarily by only carpeting in front of their door and in their bedrooms. Some of the flooring was also in rough shape because of the older carpet and accumulated household belongings putting added pressure on the flooring. This resident said he got a new job, not having to be as concerned with saving money to clean out of the home and get flooring repairs done. His roommate now also has higher quality housing.

Immigration Legal Fund:

Each of the three service providers for the Immigration Legal Fund has a unique delivery model. One employs a full-time attorney and paralegal, another pays for scholarships to private attorneys who charge low-bono rates, and the final nonprofit maintains a network of attorneys across Colorado who volunteer their time as well as a permanent stable of immigration attorneys working exclusively for the organization. The organizations coordinate *Know Your Rights* trainings, resource fairs, and *Ask A Lawyer* clinics to provide a spectrum of legal support from self-advocacy through full representation for the life cycle of the cases.

In 2024, the Immigration Legal Fund helped with the following:

- **8** new work authorizations
- **245** people reached through education and self-advocacy sessions
- **33** asylum cases supported
- **18** crime, trafficking, and domestic violence visas processed
- **21** Special Immigrant Juvenile Status cases
- **103** cases actively managed

Immigration Legal Fund Human Impact Story:

Bob*, who is a US citizen, is petitioning for his wife, Joy*, to become a lawful permanent resident. They have been married and living abroad for over 20 years working for several non-governmental organizations and non-profits fighting human trafficking in developing countries. They traveled to Fort Collins this summer with one of their two children for a work-mandated sabbatical to the US. They had intended to stay for only several months, but when they arrived in Fort Collins to stay with Bob's parents, they discovered that both of his parents were in poor physical health and now require full time care. They have a salary that is sufficient for living in a developing country, but don't have the many thousands of dollars to pay for a private immigration attorney and USCIS fees. They are now working with the **Immigration Legal Fund** to prepare Joy's petition and leveraging grant funding from the Women's Foundation of Colorado for filing fees. The family continues to fight trafficking from their new home in Fort Collins.

*Names changed to protect confidentiality

Eviction Legal Fund:

Eviction Legal Fund (ELF) service providers work with tenants and landlords in conflict to proactively address housing instability. The three organizations in the ELF offer specialty programs and support for populations at higher risk for eviction like seniors, mobile home park residents, and renters who speak a primary language other than English.

In 2024, the Eviction Legal Fund helped with the following:

- Attorneys represented **136** clients in non-court appearances
- **366** renters reached through Know Your Rights trainings
- **1,119** people received educational materials
- **49** eviction mediation and housing hotline volunteers trained
- **1,101** renters served
- **108** landlords served

Community Consultants:

Community Consultants is an equity-centered program that hires community members with lived experience to develop and implement solutions that strengthen engagement and strategic planning efforts for 40-60 hours of consulting on specific projects. In 2024, Neighborhood Services Community Consultants worked on two projects: Mobile Home Energy Efficiency Upgrade outreach and Mobile Home Park Code Enforcement education.

Amy Perea and Alvaro Acevedo worked with Utilities Energy Services staff to promote the Colorado's Affordable Residential Energy ("CARE") program to provide free in-home energy assessments and offer free appliance replacements for big ticket items like furnaces or stoves as well as smaller energy efficiency upgrades. Our Community Consultants hosted a series of events for mobile home park residents, became residential subject matter experts who answer questions from community members outside of the events,

and assisted with filling out program applications in English or Spanish. Having these consultants work in neighborhoods they are from built instant trust and credibility for the program and helped build relationships with the City. Their outreach also resulted in over **90** CARE applications.

Eva Perez assisted with the Mobile Home Improvement grant administration, scheduling, and bilingual customer support. She also hosted grant applicant outreach, resource fairs, and assisted with marketing events and grant opportunities to residents in her mobile home park.

Debbie Bradberry from North College Mobile Home Park performed Code Enforcement educational assessments in the 55+ neighborhood, providing important information to shape recommendations for City Council and changes to local policy. Some resources were offered to residents to assist them with voluntary compliance.

Get FoCo Program and Digital Inclusion:

For many people in Fort Collins, gaps in economic and educational opportunity exist between those who have access to digital devices, skills, and the Internet, and those who do not. This is the digital divide. The City is committed to reducing this digital divide and increasing access to fast and reliable internet and digital literacy through the Digital Inclusion Program.

Get FoCo is an all-in-one online platform for accessing the City's income-qualified programs. By collecting City programs under one umbrella, the application process is simplified and has increased access through the standardization of requirements, the cross-promotion of programs, and increasing the convenience simplicity of applying.

To ensure equitable access, the City offers in-person and phone appointments in English and Spanish at multiple locations. The City also partners with organizations such as the Partnership for Age-Friendly Communities, Poudre School District, and Poudre Libraries, among others, that have trained staff to help residents with the Get FoCo application.

Get FoCo now offers access to **5** different programs for income-qualified residents:

- **Grocery Tax Rebate** – **3,150** applications processed with **\$578k** in rebates provided in 2024.
- **Reduced-rate Recreation** – 2,444 households applied in 2024
- **Reduced-rate Connexion** – **970** households received Connexion broadband services
- **Spin Access** – 765 households applied in 2024
- **The Gardens on Spring Creek Access** – nearly **300** applications in less than 3 months

At the end of 2024, Get FoCo has approved **3,184** households and **970** are receiving Connexion broadband services.

To ensure equitable access to digital services and the skills needs, the City's Digital Inclusion program partners with local organizations committed to promoting digital equity in Fort Collins. Some examples include:

- Poudre School District – *Digital Equity Liaison* – supported over **300** families and offered support and training to more than **50** PSD staff members.
- Partnership for Age-Friendly Communities – *Tech Buddy* – Volunteers offer support to older adults at Poudre Libraries, the Senior Center, Senior Apartment complexes, coffee shops, and 1:1 in people's homes.
- Poudre Libraries – *Old Town Library* – In partnership with the Occupational Therapy Department at Colorado State University, Old Town Library launched an OT program for patrons experiencing homelessness. During the **480** hours offered, they assisted **112** individuals receive support learning

how to check out laptops and use them to create resumes, search and apply for jobs, create email, look up bus schedules, access online banking, and more.

- Economic and Workforce Development – *Digital Roots* – program dedicated to help job seekers learn or grow digital skills – received over **200** requests for digital literacy support and **67** participants successfully completed the program and received a device. Thanks to their bilingual staff, **25%** of participants received help in Spanish and **21%** were over the age of 55.
- The Family Center – *Mi Voz and Family Support Services* – In 2025, device library for community members – accessed for First Aid and Mental Health Classes.
- Harmony Village Foundation – In 2025, nonprofit dedicated to supporting the residents of Harmony Village are online and able to help residents, especially those living with disabilities.
- Heartside Hill – The City’s Digital Inclusion program partnered with Connexion and CARE Housing to guarantee that the Heartside Hill low-income housing development will be equipped with the essential infrastructure for delivering complimentary Connexion services to its residents.

The City was awarded the status of **Digital Inclusion Trailblazer** by the National Digital Inclusion Alliance – a recognition reserved for local governments leading the way in the digital inclusion space.

Utilities Affordability Programs:

- **1,758** households have enrolled in the Utilities Income-Qualified Assistance Program (IQAP) as of January for the 2024-2025 season (November through April)
- **\$51,284** has been distributed to **168** households (at or below 80% of the area median income) through the Payment Assistance Fund, in partnership with Energy Outreach Colorado
- Launched on January 1, 2025, the Utilities Emergency Fund has distributed approximately **\$86,000** to **292** households (no income eligibility required)

New or Emerging Barriers

Recognizing an ever-evolving landscape, engagement continues with our community to understand new or emerging obstacles or barriers exist that impede access to services for underserved and disproportionately impacted communities.

The Resilient Housing Group meets to align work outcomes, share guidance, and discuss developments in creating climate-resilient, efficient, and safe homes in Fort Collins. This group creates an efficient and effective way to share plans and opportunities for collaboration and partnership (members include staff from Healthy Homes, Epic Homes, Rental Housing Program, and Mobile Home Park Program). Additionally, this group helps problem-solve unique situations of community members’ homes. For example, they might discuss the best approach to help someone with home energy efficiency issues as well as challenging landlord/tenant relationship. This is a main challenge as staff is seeing each participant’s situation requires a unique approach based on their needs, what they qualify for, and what they can/cannot access, in a resource landscape that is patchy and complex.

Staff works closely with community-led groups including Community Consultants and Community Connectors (volunteer educators) to learn from them about how the City’s programs impact them, helps identify ways to improve access and reduce barriers, bringing their experience as foundational to understand how the City can improve services as well as including them as residents serving our City. Staff has heard from immigrant community members that they feel their future is so uncertain in this country that they are not sure it is worth applying to programs and putting time, energy, and money into their home. Some folks in the immigrant community as well as long-term citizens from Communities of Color are reluctant to send children to school, attend worship services, or participate in any program associated with any government entity. Some service providers are rebranding events and programs and have developed safety protocols for participants. There is some evidence of ICE activity in Fort Collins, and nonprofit

partners are in close communication with Police Services and Larimer County Sheriff's Office about the activity and their concerns.

Additionally, seniors and families with young children are expressing concern about potential cuts to federal programs like Medicaid, Medicare, and Social Security as they depend on these programs for housing and healthcare.

NEXT STEPS

Staff will continue to provide programs to increase access and decrease barriers to the Fort Collins community while also listening to and bringing disproportionately impacted community members' experience as foundational in understanding where the City can increase accessibility and decrease obstacles.

ATTACHMENTS

1. 2024 Equity and Inclusion Impact Report
2. Digital Inclusion Annual Report 2024
3. Presentation