

2022

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Internal Actions

Pursue feedback from employees on Diversity, Equity, and Inclusion

- DEI Manager met with 10% of City staff, including the Directors Leadership Team and teams from every department.
- City completed its first Employee Inclusion Survey. Fifty-one percent of staff responded (the highest participation rate of any employee survey observed to date).
- City Manager and DEI Manager shared the survey results through 18 Town Halls in late October and early November, and results were also posted on the City's intranet.

- Continue to serve as a resource for employees.
- In conjunction with department directors, take action to further build trust in the organization. (Specifically, strengthen the work environment to allow for contrary opinions and to share ideas and perspectives openly.)
- Utilize survey data to identify training opportunities.
- Ongoing: Survey employees, at least annually, to identify areas for improvement and measure impact of programs.

Improving DEI through updated recruitment, engagement, and retention strategies

- Emerging Leaders project on improving employee engagement within the organization.
- Began Metropolitan Mayors Caucus/UIC project focused on employee retention (DEI Manager/Police Chief).
- Analysis of historic recruitment and retention data began.

- Emerging leaders project complete Q2. Implementation plan for improving employee engagement developed from project recommendations.
- Project and retention recommendations complete in Q1. Implementation plan for improving employee retention developed from project recommendations.
- Review of recruitment practices with HR to identify and remove barriers to

		inclusion (interview/hiring panel training anticipated).
Expanding employee awareness through increased DEI education and training		<ul style="list-style-type: none"> • Implement training opportunities guided by survey results. Planned topics include living our core values, bias, fostering inclusion and belonging, and microaggressions.
Evaluation of City services		<ul style="list-style-type: none"> • Evaluate citizen survey responses to ensure a high level of service to all residents. • Begin review of procurement practices to provide increased access.
<i>External Actions (join with community partners)</i>		
Increase DEI engagement and awareness and build community	<ul style="list-style-type: none"> • Embrace Naperville event series: First event with an inclusion focus held on 11/10/22 with more than 125 participants representing more than 50 organizations. • Created initial DEI pages on City website. 	<ul style="list-style-type: none"> • Event #2: partnership with Kidsmatter and CYT in a Naperville Kindness Campaign culminating with an event in February 2023 and a downtown banner campaign in March 2023. • Event #3: partnership with the Naperville Library for an Asian American Pacific Islander-focused event in May 2023. • Event #4: in conjunction with the school districts, North Central College and COD, host a Youth Forum in spring/summer 2023.

		<ul style="list-style-type: none"> • Add board and commission demographic data to website. • Develop demographic story maps for City website. • Begin work with Police Chief on evaluation of a Diversity Advisory Council.
Build partnerships with other community organizations to improve DEI within the community	Ongoing	<ul style="list-style-type: none"> • Continue to expand the City's partnerships and connect groups in the community. Leverage opportunities to partner on activities and events as they arise.
Serve on and leverage other organizations' DEI boards and committees	<ul style="list-style-type: none"> • KidsMatter Collaborative Youth Team, Naperville Chamber of Commerce DEI Committee, MMC DEI Committee, D204 Strategic Planning Committee 	Ongoing
Serve as a resource for training or guest speaker on DEI	<ul style="list-style-type: none"> • Loaves and Fishes, NILA, North Central College, Naperville Neighbors United, KidsMatter, Rotary, Islamic Center of Naperville 	Ongoing
Engage Naperville's Youth on DEI	<ul style="list-style-type: none"> • Youth INclusion Ambassador group created. Ambassadors led the 2022 Inclusion Banner Program. 	<ul style="list-style-type: none"> • Participate in event with KidsMatter and CYT in February 2023. • Serve a leading role in development of Youth Forum.

<i>Human Rights and Fair Housing Commission (Human Rights component)</i>		
Provide a forum and process for investigation of violation of the City's Human Rights and Fair Housing Ordinance	<ul style="list-style-type: none"> • Commission expanded and trained, complaint process reviewed and updated in 2021. 	<ul style="list-style-type: none"> • Investigate and process complaints as they arise.
	<ul style="list-style-type: none"> • Began updating outdated HRFHC website page. 	<ul style="list-style-type: none"> • Continue to update HRFHC website page to provide the appropriate level of resources.