

Form Name:	Commission Budget Recommendation Form
Submission Time:	April 24, 2020 10:46 am
Browser:	Chrome 81.0.4044.113 / OS X
IP Address:	75.40.73.65
Unique ID:	604048668
Location:	30.379600524902, -97.67569732666

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After question three, which questions from the flowchart are you prepared to answer?

Is there funding?
Which department holds the funding?
What are the impacts, and gaps?

Root Cause Analysis

Story: What did you hear from the community?

There is a need for the City of Austin to have a centralized office that handles all Civil Rights enforcements concerns for the City of Austin.

Problem: What is the problem you identify?

Currently, Civil Rights issues are divided among several departments and needs to be reorganized into one central department to improve efficiency and effectiveness.

How does the problem show up in your community? Who is most impacted by the problem?

This problem shows up in the delayed time it takes to address Civil Rights issues that directly impact African Americans, including employees of the City of Austin.

Is there funding to address the problem?

Yes

Do multiple departments administer these funds?

No

Which department holds the funding?

Human Resources

Considering all of the information you have or have not collected above, how do we solve for this problem?

Centralize the Civil Rights Enforcement Office into one department/division that would educate, collaborate and enforce the City of Austin's non-discriminatory ordinances".