



CHANDLER
arizona

**DIVERSITY, EQUITY
& INCLUSION**

Year-End Report 2024



INTRODUCTION

The City of Chandler's Diversity, Equity & Inclusion Division proudly presents the 2024 Year-End Report, showcasing the significant progress achieved over the past year.

Rooted in a tradition of collaboration and inclusivity, the DEI team has driven impactful initiatives, cultivated meaningful connections, and implemented programs that underscore a steadfast commitment to fostering a welcoming environment for all. This report highlights compelling stories and data that illustrate advancements in DEI efforts, demonstrating the dedication of #TeamChandler to continuous growth and establishing new benchmarks within the city, state, and beyond.

AWARDS & RECOGNITIONS

2024 ICMA Local Government Excellence Award in Community Equity and Inclusion

Awarded to the Chandler DEI Team for outstanding efforts in advancing diversity, equity, and inclusion within the community through the Diversity Strategic Plan.

National Diversity Council Top Latino Leader Award

Presented to Niki Tapia, DEI Officer, in recognition of her exceptional leadership and contributions to promoting diversity and equity.

ELGL 100 Top Influencers in Local Government

Adrianna Erickson, DEI Program Coordinator, was named one of the top 100 influencers in local government by Engaging Local Government Leaders (ELGL) for her impactful leadership and contributions to the field.

Chandler City Lifestyle's Woman of Chandler 2024

CC Cantabrana, DEI Management Assistant, was honored as a Woman of Chandler 2024 for her dedication to the Chandler community.

ICMA | 2024 LOCAL GOVERNMENT EXCELLENCE AWARDS

CONGRATULATIONS TO OUR WINNERS

PROGRAM EXCELLENCE

COMMUNITY EQUITY & INCLUSION | 50,000 AND GREATER POPULATION



Chandler's Diversity, Equity and Inclusion Division and Strategic Plan

Chandler, Arizona, USA

INSTANT LANGUAGE ASSISTANT TRANSLATION

Following a successful pilot program in 2024, the council approved the program's expansion in 2025 to improve communication and accessibility for residents. These devices, supporting over 200 languages, were strategically deployed in high-traffic areas and provided to field staff as portable tools, enabling efficient, real-time language assistance for in-person and community-based services. Each device integrates HIPAA-compliant AI, preset phrases, and access to live interpreters, allowing them to assist individuals with language barriers, mobility challenges, and other accessibility needs.



ILA-Pro Roll-Out Locations

- Aquatic Centers and Pools
- City Court
- Center for the Arts
- Museum
- Law
- Utility Services Counter
- Housing
- Community Development
- Police
- City Clerk/Passports
- Human Resources
- City Hall Front Desk
- Community Center
- Senior Center
- Chandler Library DT
- Sunset Library
- Tumbleweed Recreation Center

ILA-Roam Roll-Out Locations

- DEI
- Digital Media
- Code Enforcement
- Special Events
- Water Conservation

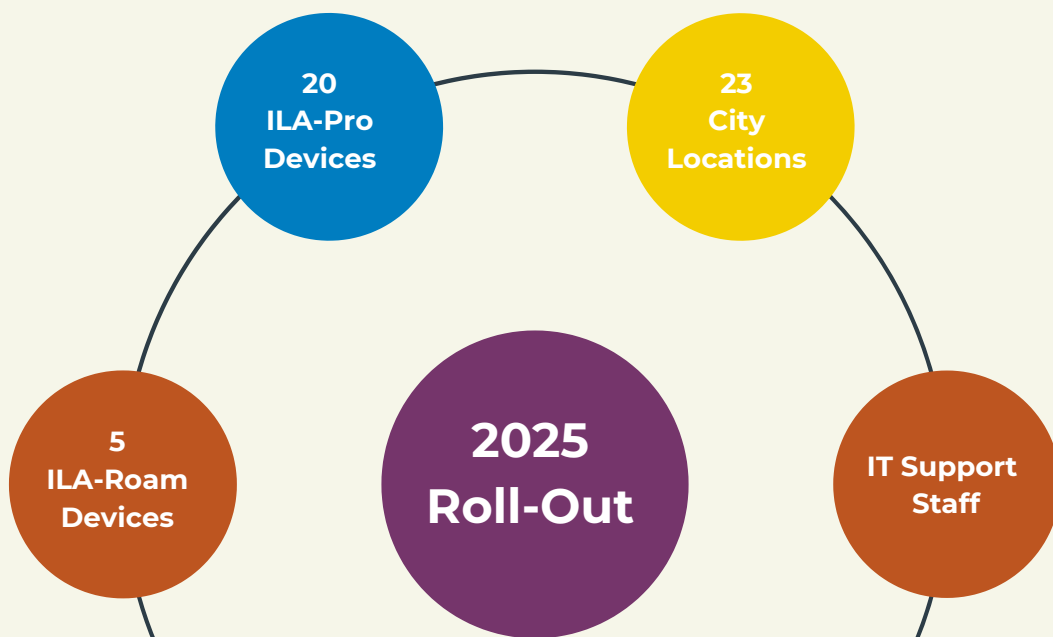
2024 Pilot Stats

560 Face-to-Face Interactions

Average Interactions: **4:15** mins

Top Languages Used:

- Spanish
- English
- Vietnamese



THE HIVE @ SAN MARCOS



Institute for Digital
Inclusion Acceleration



AZCEND



DIVERSITY, EQUITY
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What is a Hive?

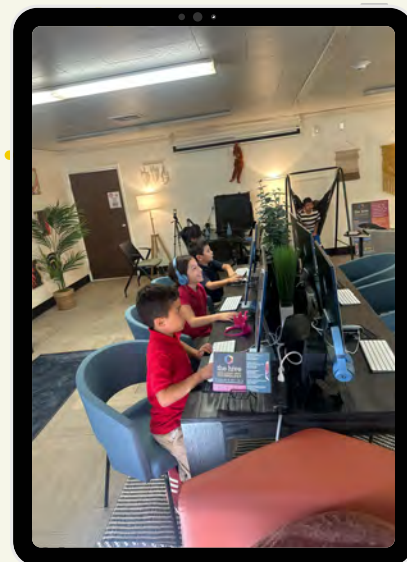
In 2024, the City partnered with IDIA, CUSD, and AZCEND to create the HIVE at San Marcos, a welcoming space for exploring technology and accessing digital training. This resource center cultivates confidence in online engagement and extends support to community hubs, senior centers, affordable housing, and shelters, ensuring accessibility for all residents.



542 Visitors
Since Opening November 1

Visit Purposes

- **Skill Development:** Many visitors come to learn new skills, including 3D printing, VR, robotics, podcasting, or coding.
- **Technological Exploration:** Visitors engage in technological play or tinkering, including activities with Spheros, VR, and other devices.
- **Digital Navigation and Support:** Visitors can regularly meet with Digital Navigators for guidance, tech support for personal devices, or assistance in finding resources or services.





CHANDLER NON-PROFIT COALITION

In partnership with For Our City – Chandler, the Chandler Non-Profit Coalition (CNPC) was reintroduced and serves as a centralized hub for non-profit organizations in Chandler to connect, collaborate, and learn from one another. Its mission is to strengthen the local non-profit sector, enhance collective impact, and build a more connected and thriving community.



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CORE FUNCTIONS OF THE CNPC

- Networking opportunities
- Capacity building through training sessions & guest speakers
- Resource sharing to enhance awareness of services available
- Advocacy for policies and resources that support non-profit growth and sustainability
- Collaboration to address critical community needs

2024

5 meetings held

**Over 20 nonprofits
represented**

**Basecamp
Software**

**Information
Sharing**



"Connectivity and collaboration are the heart of what we do. When we're all together, we get the chance to share ideas and learn from each other—something we rarely have time for while focused on serving through our individual nonprofits."

-Trinity Donovan, AZCEND

DEI INTERNAL SPEAKER SERIES

2024

The DEI Internal Speaker Series is an opportunity to amplify diverse voices and perspectives and give Chandler employees an opportunity to listen and learn. We're not just listening to stories, we're creating a more inclusive and collaborative culture that is grounded in understanding and empathy.

13 Classes
377 Employees

**Classes with the Highest
Employee Participation**



Sierra Place

ASL educator Sierra Place shared her journey with hearing loss, her passion for American Sign Language, and strategies for inclusive communication with the Deaf/hard of hearing community.

Human Library Experience

This interactive event, a favorite among employees, celebrates the diverse cultures and experiences of Team Chandler through personal stories shared by "human books." In 20-minute sessions, attendees rotate between three speakers, advance meaningful connections and reinforcing Chandler's core values of diversity, communication, and respect.



Andres Chavez

Andres Chavez, Executive Director of the National Chavez Center, spoke to Chandler employees about the enduring legacy of his grandfather, Cesar Chavez. Through his presentation, he highlighted Cesar's core beliefs and values, offering insight into how they continue to inspire and impact communities today.

What DEI topics would you like to see covered at a future Speaker Series?

- *Immigration*
- *Microaggressions*
- *Women in Leadership*

DEI PRODUCED EVENTS



19,589

Total Attendance for all DEI Produced Programs/Events



43

Total number of DEI Produced Programs/Events

*includes mini-grant funded events

Chandler Contigo

Latinos Leaders Week

- 6 Sites • 22 Speakers • 350 Students

Other Contigo Events

- Dia de Fiesta! KickOff Event
- Contigo Movie Night: Spare Parts
- 25th Annual Mariachi and Folklorico Festival
- Chandler A to Z Museum Exhibit
- Deities of the South
- Sunset Library Fiesta
- Shoebox Ofrenda for Families



Diwali

Since 2022, Chandler has hosted an annual Diwali Festival of Lights celebration, a vibrant event showcasing the richness of Indian culture. This free, community-centered event featured captivating performances, arts and crafts, face painting, and henna.



Asian American Community Connection

In 2024, the DEI Division introduced a new format for Asian American Community Connections, designed to educate and engage with Chandler's large and diverse Asian community. This event supported meaningful conversations, creating opportunities to listen, learn, and build stronger connections within the community.

- 90 attendees
- 10 presenters



More DEI Produced Events in 2024

- Dr. MLK Jr. Awards
- 29th Annual Multicultural Festival
- Regional Unity Walk
- Women's Empowerment Luncheon
- Student Assembly with Andres Chavez
- Breakthrough Mental Health Conference
- Juneteenth - Culture Music in the Park

DIVERSITY EDUCATION MINI-GRANTS

The Diversity Education Mini-Grants offer up to \$1,000 and are available to teachers, schools, nonprofit organizations, and community groups to provide services to Chandler residents or students. Each proposal must support DEI programs for youth ages 5-18, aligning with the city's DEI mission.



**\$20,000
BUDGET**

**27
GRANTS
FUNDED**

**9,469
STUDENTS
REACHED**



CLTA-AZ Mandarin Classes

Chinese Language Teachers Association -AZ offered mini-culture workshops to public schools with Mandarin programs from K-12. It served as part of the Lunar New Year celebrations. With the input from the mini-culture workshops, students had a speech contest about how much they know about Lunar Culture.



ACP High School STEAM Carnival for All

The STEAM Carnival at ACP High School welcomed over 800 youth and families to celebrate diversity through Science, Technology, Engineering, Arts, and Math. Attendees enjoyed hands-on activities like water-rocket launches, blood splatter labs, and reptile exhibits, with interactive booths from school clubs, departments, and organizations like the Arizona Science Center.



San Marcos Elementary Fall Festival

San Marcos Elementary's Fall Festival drew over 300 attendees to celebrate culture, connection, and technology. Highlights included a lowrider show, resource tables, a community altar, a Diwali tribute, and the grand opening of The HIVE tech hub. The HIVE donated iPads to 25 students, while the Salvation Army Chandler Corps served food.

EVENT PILOT SPONSORSHIP

This innovative initiative offers funding opportunities for new or emerging events that emphasize, educate, or expand on various dimensions of Diversity, Equity, and Inclusion (DEI). We are particularly interested in events that present fresh perspectives or address aspects of DEI that have not been previously highlighted by the City of Chandler or its DEI Legacy partners.

\$2,500
Funding Each



**South Chandler Self-Help
Teengage**



**Archwood Exchange
Buy Black Market**



**Arizona Korean
Association
Korean Festival**

LEGACY FUNDING & PARTNERSHIPS

A legacy partner is a long-term collaborator recognized for their foundational role and lasting contributions to the success and sustainability of a project or initiative. On November 16, Chandler Pride, one of our legacy partners, hosted their most successful event to date, bringing together the community in a vibrant celebration of diversity, inclusion, and support.



Chandler Pride Future Plans for 2025:

Plans to expand the board to enhance organizational capacity.

Chandler Sister Cities 2024 Updates:

- New Board of Directors
- New Branding
- Sister City Partnership Goals
 - Economic Development
 - Civic Relations & Education
 - Tourism & Artistic Cultural Ties



All Legacy Partners & Funded Events

- Chandler International Film Festival
- Lunar New Year Celebration by Arizona Art Academy
- South Chandler Self-Help Black History Month Program
- Chandler Men of Action Black History Month Awards Dinner
- Juneteenth Events - Miss Juneteenth
- Juneteenth Events - Culmination Event
- East Valley Jewish Community Center Music & Nosh
- CALLE de Arizona Mariachi & Folklorico Festival
- Miss Indian Arizona Scholarship Program
- Chandler-Tullamore Sister Cities Tea
- Sema Foundation Turkish Festival
- Chabad of the East Valley Holocaust Educational Event

Accomplishments Aligned with the DEI Strategic Plan

January - December 2024

1 **Communicate**

Create compelling messages and manage diverse opportunities for sharing DEI messaging. Create additional opportunities for dialogue that encourage all residents and employees to see the importance of DEI to their personal success, and the success of the city.

- The City approved funding for the deployment of 25 Instant Language Assistant devices to enhance communication and accessibility for residents.
- Celebrated diversity, communicated with residents, and highlighted pathways toward inclusion through 16 DEI-produced events, including the Multicultural Festival, Juneteenth, and Women's Empowerment Luncheon, reaching a total of 19,589 attendees.

2 **Connect**

Cultivate connections with organizations and individuals to encourage respect, drive collaboration, nurture healthy working relationships and promote knowledge-sharing.

- Revitalized the Chandler Nonprofit Coalition in partnership with For Our City - Chandler, facilitating collaboration among 20+ nonprofits through four meetings in 2024 and implementing Basecamp software for streamlined communication.
- Partnered with 55 schools in Chandler to engage 6,391 students through initiatives like Latino Leaders Week, Chavez Day Student Assembly, Creative Expression Competition, and other awards recognizing youth excellence, fostering inclusivity and creativity.
- The Chandler DEI Division and Human Relations Commission awarded 27 mini-grants totaling \$20,000, supporting DEI programs for youth ages 5-18 and impacting 9,469 residents.
- Funded three programs through the pilot DEI Event Sponsorship Program.

3 **Develop**

Strengthen recruitment and retention efforts, and establish pathways to advancement throughout all levels of the organization for diverse candidates.

- Hosted 13 Internal Speaker and Human Library Experience classes with 377 employee attendees.
- HR implemented unconscious bias training for 117 employees serving on interview panels and organized Diversity, Equity, & Inclusion training for 121 employees.
- In collaboration with the Assistant City Manager, HR Director, and DEI Officer, a comprehensive set of over 30 cultural competency questions was developed for various position levels, which HR now administers to support hiring managers.
- In 2025, city will launch certified Neurodiversity training and embed DEI principles into mandatory Supervisor 101 classes to foster inclusion and support for diverse teams.

4 **Innovate**

Advance the DEI mission to improve the consistency of desired outcomes by developing and/or strengthening policies and procedures while utilizing technology.

- Since November 1, the HIVE at San Marcos—created in partnership with IDIA, CUSD, and AZCEND—has welcomed over 500 visitors as a hub for technology exploration and digital training.

**Instant Language Assistant can also align with the Innovate objective.

5 **Assess**

Continually look for opportunities to re-evaluate and improve DEI's measurement of success through solicitation of feedback from both the community and the municipal organization.

- Advanced the DEI Strategic Plan by implementing programs and events that, together with community partners and legacy organizations, in total engaged 40,934 residents across over 65 events, contributing to progress across multiple goal areas.
- Coming in 2025, collaboration with IT will culminate in the launch of comprehensive contact and goal-tracking software to streamline the organization of community leaders and advance the city's award-winning DEI Strategic Plan.



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