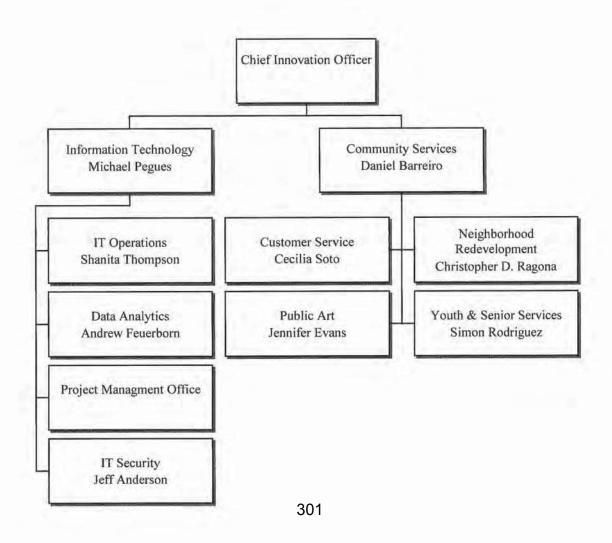
CITY OF AURORA, ILLINOIS ORGANIZATION CHART INNOVATION & CORE SERVICES DEPARTMENT



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Innovation & Core Services Administration

Mission

To pursue and support innovation designed to enhance the delivery of public services, resulting in our elevated role as a strategic driver of the region. This is accomplished by working in partnership with city departments and divisions, community residents, and stakeholders.

Major Functions

- 1. Introduce and coordinate initiatives to improve city processes, procedures, and policies.
- 2. Institute new partnerships that, when leveraged, bring new programs and services to the city.
- 3. Ensure that management audits are conducted to identify opportunities to institute innovative efficiencies.
- Identify and pursue new funding sources to support Innovation Department-led initiatives.
- 5. Develop opportunities to leverage data to improve the government decision-making process.
- Manage the Community Services and Information Technology Divisions, Thrive Collaborative Center (TCC), and the City of Lights Financial Empowerment Center (FEC).
- 7. Manage the Aurora Youth Council, Aurora Education Commission, and the Interfaith Community Liaison Team.

Budget Summary

<u>Expenditures</u>	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	317,728	349,211	407,295
Other Non-Capital	21,063	50,930	55,380
Capital			
Total	338,791	400,141	462,675

Budget Summary - Thrive Non-Profit Center

<u>Expenditures</u>	2019 Actual	2020 Original <u>Budget</u>	2021 Budget
Salary & Benefits		48,367	27,800
Other Non-Capital	428	41,820	42,329
Capital	3		
Total	428	90,187	70,129

Innovation & Core Services Administration

Budget Summary - Financial Empowerment Center

<u>Expenditures</u>	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	-	21,125	43,397
Other Non-Capital		251,500	236,755
Capital			
Total	-	272,625	280,152

Staffing

Full-Time Positions	2019	2020	2021
Chief Innovation Officer	1	1	0
Program Manager	0	1	1
Project Assistant	1	1	1
Subtotal - Full-Time Positions	2	3	2
Seasonal Positions			
College Intern	2	2	2
Subtotal - Seasonal Positions	2	2	2
TOTAL	4	5	4

Note: A College Intern is being allocated to the TCC and the Program Manager is allocated to the Innovation & Core Services Administration Division, the FEC, and the TCC.

Short-Term Goals (2021)

- 1. Receive the AARP's Livable Community designation.
- 2. Establish a Sister Cities Program.
- 3. Offer additional workforce development training for young adults.

Long-Term Goals (2022 and Beyond)

- 1. Research and implement strategies to enhance the delivery of public services (Ongoing).
- 2. Develop and leverage partnerships that will maximize investments in city programs, projects, and infrastructure. (Ongoing).

- Launched the Thrive Collaborative Center and the City of Lights Financial Empowerment Center initiatives.
- Provided a strategic planning framework for the 2020 Census Complete Count program.
- Developed and executed a strategic priorities plan for senior services.
- Supported the Data & Analytics Subdivision in the development of the next phase of the open data portal.
- Worked with an external firm to develop a plan for a citywide race, equity, and inclusion assessment.
- Secured FEC funding and support for the 2021 budget year.
- Secured a Bloomberg Philanthropies Grant to provide innovation training to various city staff members.

Innovation & Core Services Administration

- Worked with the Economic Development Division to create and execute a relief fund for businesses impacted by the COVID-19 pandemic.
- Worked with the Neighborhood Redevelopment Subdivision to create and execute a rent relief program for Aurora families impacted by COVID-19.
- Created and launched a microbusiness training program at the Thrive Collaborative Center to support businesses impacted by COVID-19.
- Created and launched the Community Connections Group, a collaboration of interfaith leaders and social service agencies to help increase myriad services available to residents impacted by COVID-19.

2019 Major Accomplishments

- Launched a free Information Technology training course for residents 18 years of age or older.
- Improved the city's quality of life by offering capacity-building opportunities to local nonprofit agencies and residents.
- Supported small business growth by providing workforce development programs.
- Impacted government efficiency by increasing the adoption of mechanisms designed to improve planning and broad stakeholder communication processes.
- Promoted the use of technology by underserved and low income communities by supporting increased access to technology and creating community awareness and education programs.
- Supported the Information Technology Division in launching an open data portal by developing the appropriate policies.

- Created a business registration program.
- Conducted a senior services survey/needs assessment.
- Launched the Mayor's Office Street Team to increase volunteerism at city events and activities.
- · Facilitate an interfaith community forum.
- Worked with the Economic Development Division to launch an Opportunity Zone program to increase economic development projects in the lower income areas of the city.
- Partnered with the Northern Illinois Food Bank to increase the distribution of free summer meals to area youth at Garfield Park and McCarty Park.

Performance Measures

Refer to the divisions and subdivisions of the Innovation & Cores Services Department for performance measures: Community Services, Customer Service, Neighborhood Redevelopment, Public Art, Grand Army of the Republic, Youth & Senior Services, Information Technology, Data & Analytics, PMO Office, and IT Security.

Budget Highlights

In light of the COVID-19 pandemic during 2020, the 2021 budget will permit the Innovation & Core Services Administration Division to maintain the service level of the prior year.

PREPARED 10/16/20, 13:40:20 PROGRAM GM601L EXPENSE ACCOU	BUDGET PREPARATI			202	1-LEVEL III	PAGE 32
ACCOUNT NUMBER ACCOUNT DESCRIE	TION 2018	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1301-419.10-01 FULL-TIME/REGUL 101-1301-419.10-07 PART-TIME/SEASC 101-1301-419.10-52 SUPPLEMENT-OTHE 101-1301-419.10-55 SUPPLEMENT-Y/E * SALARIES	NAL 0	196,913 4,305 588 22,163 223,969	159,048 19,335 2,413 0 180,796	224,729 5,684 0 20,600 251,013	232,776 5,668 3,000 22,800 264,244	8,047 16- 3,000 2,200 13,231
101-1301-419.20-01 EMPLOYEE HEALTH 101-1301-419.20-04 RETIREE HEALTH 101-1301-419.20-10 FICA/SOCIAL SEC 101-1301-419.20-11 FICA/MEDICARE 101-1301-419.20-12 PENSION/IMRF 101-1301-419.20-20 CLOTHING	TNSURANCE	30,173 6,108 12,062 3,182 25,907	22,244 283 10,908 2,625 21,991 478	29,658 1,133 13,218 3,575 33,053 250	68,359 1,292 13,692 3,831 34,624 300	38,701 159 474 256 1,571 50
LEVEL TEXT 21L3 NEW STAFF		TEXT AM	300 300			
101-1301-419.20-37 INSURANCE/WORKE 101-1301-419.20-43 TERMINATION BEN * EMPLOYEE BENEFITS	RS COMP 0 0 EFITS 40,980	12,000 4,327 93,759	9,000 3,983 71,512	12,000 5,311 98,198	12,000 8,953 143,051	3,642 44,853
101-1301-419.32-20 CONTRACTED SERV 101-1301-419.32-80 CONSULTING FEES	ICES 0	2,785	3,010	10,000	10,000	0
LEVEL TEXT 21L3 2020 DP - OUTREACH & 2021: \$7,500 2022: \$7,500 2023: \$7,500 2024: \$7,500	PROMOTION OF INITIATIVES		4T 7,500			
* PROFESSIONAL FEES	0	2,785	6,010	17,500	17,500	0
101-1301-419.40-40 LIABILITY INSUF * INSURANCE	ANCE 0	8,000 8,000	6,003 6,003	8,000 8,000	8,000	0
101-1301-419.42-01 EDUCATION/TRAIN	ING 7,343	6,078	2,036	7,500	8,000	500
LEVEL TEXT 21L3 A. HOLLOWAY CITY LAB NATIONAL LEAGUE OF CI SXSW BEA RODRIGUEZ-FRANSEN			500 L,500 B,000 B,000			
101-1301-419.42-03 TRAVEL/MEETINGS	775	233	35	1,000	1,500	500

PREPARED 1 PROGRAM GM	0/16/20, 13:40:20 601L EXPENSE ACCOUNTS	BUDGET PREPARAT FOR FISCAL			202	1-LEVEL III	PAGE 33
ACCOUNT NU	MBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
LEVEL 21L3	TEXT ADRIENNE HOLLOWAY BEA RODRIGUEZ-FRANSEN			MT 1,000 500 1,500			
* TRA	VEL & PROFESS DVLPMT	8,118	6,311	2,071	8,500	9,500	1,000
101-1301-4	19.44-04 TELEPHONE-MOBILE	869	861	892	1,080	840	240-
LEVEL TEXT 21L3 **IT COM** 10/12/20		TEXT A	MT				
21L3	CELL PHONE CHARGES \$50 X 12 IPAD CHARGES \$20 X 12			600			
	D. CROSS			240 840			
* COM	MUNICATION CHARGES	869	861	892	1,080	840	240-
	19.45-01 DUES 19.45-02 SUBSCRIPTIONS	260	250 1,085	1,733 21,824	3,500 1,500	3,500 22,000	20,500
LEVEL 21L3	TEXT AIRTABLE WIX ADOBE CREATIVE CLOUD MAILCHIMP ENGAGEMENTHQ ZOOM WEBINAR GODADDY			MT 240 600 150 340 0,000 630 40 2,000			
101-1301-4 101-1301-4 101-1301-4 101-1301-4 101-1301-4	19.45-03 POSTAGE 19.45-04 U.P.S./FED EX 19.45-07 COPIER COSTS 19.45-18 PROMO MATERIALS/SERVICES 19.45-98 BUDGET CONTING/RECISION 19.45-99 OTHER ER SERVICES & CHARGES	37 7 16 0 0 0 320	33 9 133 206 0 0	204 0 21 302 0 383 24,467	450 500 300 1,500 0 0 7,750	450 500 350 1,500 12,810- 0 15,490	0 50 50 12,810- 7,740
101-1301-4 101-1301-4 101-1301-4	19.61-01 OFFICE-DIRECT 19.61-02 OFFICE-CENTRAL STORES 19.61-41 FURNITURE/FIXTURES 19.61-80 OTHER PLIES-GENERAL	915 36 0 47 998	385 0 175 830 1,390	196 0 3,494 1,913 5,603	1,000 500 5,600 1,000 8,100	1,500 550 1,000 1,000 4,050	500 50 4,600- 0 4,050-
** INN	OVATION&CORE SVC-ADM	257,582	338,791	297,354	400,141	462,675	62,534

PREPARED 10/16/20, PROGRAM GM601L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATI FOR FISCAL			2021	-LEVEL III	PAGE 38
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1303-419.10-01 101-1303-419.10-07 * SALARIES	FULL-TIME/REGULAR PART-TIME/SEASONAL	0 0	0 0 0	0 0	35,400 5,683 41,083	17,927 5,668 23,595	17,473- 15- 17,488-
101-1303-419.20-10 101-1303-419.20-11 101-1303-419.20-12 * EMPLOYEE BE	PENSION/IMRF	0 0 0	0 0 0	0 0 0	2,552 632 4,100 7,284	1,463 342 2,400 4,205	1,089- 290- 1,700- 3,079-
101-1303-419.34-01 101-1303-419.34-02 * UTILITY SER	BILLING-WATER CHARGES BILLING-SEWERAGE CHARGES VICES	0 0 0	0 0 0	0 0 0	800 200 1,000	1,000 200 1,200	200 0 200
101-1303-419.36-01 101-1303-419.36-03 101-1303-419.36-15 * CLEANING SE	JANITORIAL MOWING/LAWN-WEED	0 0 0	0 0 0 0	1,400 1,600 0 3,000	4,000 20,600 1,000 25,600	4,000 20,600 2,000 26,600	1,000 1,000
101-1303-419.38-14 101-1303-419.38-15 101-1303-419.38-34 101-1303-419.38-40 101-1303-419.38-41	LANDSCAPING	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0	29,097 990 14 1,000 125 5,107 36,333	720 600 300 4,000 1,000 2,500 9,120	720 600 300 4,000 1,500 2,500 9,620	500 500
101-1303-419.45-98	DR/CR CARD DISC. & FEES BUDGET CONTING/RECISION CES & CHARGES	0 0 0	0 0	270 0 270	0 0 0	3,691- 3,191-	500 3,691- 3,191-
101-1303-419.61-01 101-1303-419.61-80		0	0	420 748	1,000	3,000	2,000
LEVEL TEXT 21L3 HYBRI	D MEETING/TRAINING ROOM		TEXT A	MT 3,000 3,000			
* SUPPLIES-GE	NERAL	0	0	1,168	1,400	3,400	2,000
101-1303-419.62-01 101-1303-419.62-04 * SUPPLIES-EN	ELECTRICITY-GEN'L	0 0 0	0 0	3,067 3,343 6,410	1,500 2,000 3,500	1,500 2,000 3,500	0
101-1303-419.65-05 * SUPPLIES-RE	BUILDING & GROUNDS	0	428 428	936 936	1,200	1,200	0
** THRIVE NONP	PROFIT CENTER	0	428	48,117	90,187	70,129	20,058-

PREPARED 10/16/20, PROGRAM GM601L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATION WORKSHEET E ACCOUNTS FOR FISCAL YEAR 2021		202	2021-LEVEL III		
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1304-419.10-01 * SALARIES	FULL-TIME/REGULAR	0	0	0	17,700 17,700	35,853 35,853	18,153 18,153
101-1304-419,20-10 101-1304-419,20-11 101-1304-419,20-12 * EMPLOYEE BEN	PENSION/IMRF	0 0 0	0000	0 0 0	1,100 275 2,050 3,425	2,223 520 4,801 7,544	1,123 245 2,751 4,119
101-1304-419.32-20 101-1304-419.32-99 * PROFESSIONAL		0 0 0	0 0 0	48,812 276 49,088	239,500 2,000 241,500	239,500 2,000 241,500	0 0
101-1304-419.45-98 * OTHER SERVIC	BUDGET CONTING/RECISION ES & CHARGES	0	0	0	0	14,745- 14,745-	14,745- 14,745-
101-1304-419.50-88 * OTHER SC-SPE	S.POTHER CIAL PROGRAMS	0	0	0	2,000	2,000	0
101-1304-419.61-01 * SUPPLIES-GEN		0	0	153 153	2,300	2,300	0
101-1304-419.64-12 101-1304-419.64-13 * SUPPLIES-COM	PRINTERS	0	0 0	0 52 52	3,200 2,500 5,700	3,200 2,500 5,700	0 0
** FINANCIAL EM	POWERMENT CTR	0	0	49,293	272,625	280,152	7,527

Community Services Division

Mission

To position Aurora as a premiere community for people to live, work, and play; and enhance the quality of life for Aurora residents by leveraging resources through collaboration, providing excellent customer service, stabilizing and revitalizing neighborhoods, providing programs for youth and seniors, and providing an expanded formal public art presence.

Major Functions

- Manage the Customer Service, Neighborhood Redevelopment, Public Art, Grand Army of the Republic (GAR), and Youth & Senior Services Subdivisions.
- 2. Administer the gaming tax fund-supported grants.
- 3. Administer the city's Neighborhood Festival Fund Program.
- 4. Serve as the city liaison for various community partnership initiatives.
- 5. Research and apply for grants for city departments.
- Serve as the Mass Care/Shelter Coordinator in the event of a disaster.
- Manage the Neighborhood Group Support Program in conjunction with the Mayor's Office, the Police Department, and the Aldermen's Office.
- 8. Assist the Innovation & Core Services Administration Division with the research, development, and implementation of new programs.

Budget Summary

Expenditures	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	506,732	567,292	560,333
Other Non-Capital	156,023	274,690	127,728
Capital			•
Total	662,755	841,982	688,061

Staffing

Full-Time Positions	2019	2020	2021
Chief Community Services Officer	1	1	1
Executive Secretary	1	1	1
Grant Writer	1	1	1
Subtotal - Full-Time Positions	3	3	3
Part-Time Positions			
Project Assistant	1	1	1
Senior Citizen & Disability Services			
Coordinator	0	1	1
Subtotal - Part-Time Positions	1	2	2
TOTAL	4	5	5

Community Services Division

Short-Term Goals (2021)

- 1. Overhaul the Quality of Life grant program.
- 2. Develop and implement a comprehensive civic engagement plan.
- 3. Establish a senior outreach program to help residents navigate available resources.
- 4. Plan and host a senior summit.
- Work with the Emergency Management Division to coordinate and hold a mass shelter drill involving staff, partner agencies, and residents.
- 6. Work with community partners to update the intergovernmental agreements for emergency shelter sites.

Long-Term Goals (2022 and Beyond)

- 1. Develop a Neighborhood Group Academy to help strengthen neighborhood groups (2022).
- 2. Reduce the number of census tracts that are low-moderate income through neighborhood revitalization strategies (2030).

2020 Major Accomplishments

- Completed the GAR Museum's lower level remodeling project funded by an Illinois Department of Natural Resources grant.
- Implemented new software to automate grant administration and reporting.
- Assisted with the coordination and staging of a pop-up food pantry in partnership with local non-profits and city departments to provide meals for over 800 families during the COVID-19 pandemic.

- Restructured four back to school events to drive through formats that resulted in the distribution of 4,000 school supply kits.
- Assisted with an alternative housing plan and logistics for temporary shelter in response to the COVID-19 pandemic.
- Assisted the neighborhood groups with holding virtual meetings to continue civic engagement during the COVID-19 pandemic.
- Assisted with the coordination and support of the Aurora Complete Count Committee, census grant administration, education, outreach, and engagement resulting in a 73% self-response rate.
- Assisted with the planning and staging of a virtual National Night Out event, bring the community together with over 100 participants.

- Received recognition from the Cities of Service as one of the ten finalists for the 2019 Engaged Cities Award for the Neighborhood Group Support Team initiative.
- Received the Governor's Hometown Award for the outstanding success of the National Night Out 2018.
- Received three grants to support the 2020 census education and outreach efforts.
- Coordinated the renovation of the GAR Museum's lower level.
- Assisted with the establishment and support of the city's Complete Count Committee for the 2020 Census.
- Assisted with developing and launching a Financial Empowerment Center.
- Assisted with the development and implementation of the Public Art Division's programs, policies, and procedures.
- Assisted with the 2020-2024 Comprehensive Plan and the updated Neighborhood Revitalization Strategy Area Plan.

Community Services Division

- Worked with the Central Services Division to relocate the Community Services Administration, Neighborhood Redevelopment, and Youth & Senior Services offices to the City Hall building.
- Assisted the American Red Cross with the location and operation of a temporary resource center to assist victims and families of the Henry Pratt Inc. shooting incident.

Performance Measures

			2020	
	2019	2020	Estimated	2021
Measure	Actual	Budget	Actual	Budget
Grant Applications Submitted	50	40	40	50
Grants Received	19	15	10	15
Value of Grants Received	\$1,895,000	\$1,000,000	\$200,000	\$500,000
Departmental Presentations to the Public	31	20	10	30
Staff Hours Devoted to Emergency Preparedness	94	100	40	100
Grant Applications Reviewed	38	45	40	50
Neighborhood Festivals Supported	29	25	2	25
Neighborhood Festival Attendance	52,000	50,000	700	50,000
City Hall Tours Conducted	5	7	1	5
Community Events Participation	37	40	10	40
National Night Out Events	41	40	1	40
Neighborhood Connection Events	8	10	0	5
New Neighborhood Groups Established	1	2	0	2

Note: Due to the impact of COVID-19, several performance measures fell short of the 2020 targets.

Budget Highlights

In light of the COVID-19 pandemic during 2020, the 2021 budget will permit the Community Services Division to maintain the service level of the prior year.

PREPARED 10/16/20, 13:40 PROGRAM GM601L EXP	:20 BUDG	GET PREPARATION FOR FISCAL			2021	L-LEVEL III	PAGE 34	4
ACCOUNT NUMBER ACCOU	INT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE	
101-1302-419.10-01 FULL- 101-1302-419.10-06 PART- 101-1302-419.10-07 PART- 101-1302-419.10-50 SUPPI 101-1302-419.10-55 SUPPI 101-1302-419.10-55 SUPPI 101-1302-419.10-70 LONGE * SALARIES	TIME/REGULAR TIME/SEASONAL JEMENT-VACTN BUY BACK JEMENT-OTHER JEMENT-Y/E PAYOUT	278,975 31,928 868 8,900 55 17,135 580 338,441	289,054 31,885 0 9,122 15 17,574 608 348,258	227,927 26,522 0 9,122 16 0 521 264,108	298,246 61,062 9,100 18,700 649 387,757	295,348 68,317 0 12,200 15,890 670 392,425	2,898 7,255 0 3,100 2,810 4,668	1
101-1302-419.20-01 EMPLO 101-1302-419.20-04 RETIR 101-1302-419.20-10 FICA/ 101-1302-419.20-11 FICA/ 101-1302-419.20-12 PENSI 101-1302-419.20-20 CLOTE	EE HEALTH INSURANCE SOCIAL SECURITY MEDICARE ON/IMRF	51,205 12,443 17,585 4,798 43,744 617	60,347 15,661 18,285 4,920 40,670 100	55,609 2,219 15,345 3,725 35,971 298	74,145 8,876 20,434 5,523 50,091 500	68,359 5,855 21,177 5,530 52,546 500	5,786- 3,021- 743 7 2,455 0	
LEVEL TEXT 21L3 CITY ATTIRE	FOR COMMUNITY SERVICES S	TAFF - 4	TEXT AM	1T 500 500				
101-1302-419.20-37 INSUF 101-1302-419.20-43 TERMI * EMPLOYEE BENEFITS	NATION BENEFITS	12,000 3,606 145,998	12,000 6,491 158,474	9,000 5,974 128,141	12,000 7,966 179,535	12,000 8,953 174,920	0 987 4,615-	
101-1302-419.32-20 CONTE	ACTED SERVICES	45,538	49,939	11,441	53,000	53,000	0	
LEVEL TEXT 21L3 NEIGHBORHOO	D GROUP SUPPORT (ONGOING)		MT 3,000 3,000				
* PROFESSIONAL FEES		45,538	49,939	11,441	53,000	53,000	0	
101-1302-419.38-15 EQUI	PMENT-COPIER	4,036	4,145	1,954	4,200	4,200	0	
	COPIER COST FROM 1330 AND PRIOR YEAR ACTUAL COSTS	D 1370	1	MT 3,000 1,200 1,200				
101-1302-419.38-99 OTHER	r e	0	1,329	0	400	400	0	
	Y CENTRAL SERVICES ASKS FO	OR AN ACCOUNT	TEXT AM	400 400				
* REPAIRS & MTCE. S	BERVICES	4,036	5,474	1,954	4,600	4,600	0	

PREPARED 10 PROGRAM GM6	/16/20, 13:40:20 001L EXPENSE ACCOUNTS	BUDGET PREPARATI			2021	-LEVEL III	PAGE	35
ACCOUNT NUM	MBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2 CHANG	
101-1302-41 * RENT	.9.39-50 EQUIPMENT-OTHER CALS/LEASES	93 93	0	0	200 200	200 200		0
101-1302-41 * INSU	9.40-40 LIABILITY INSURANCE TRANCE	9,000	8,000	6,003 6,003	8,000 8,000	8,000		0
101-1302-41	.9.42-01 EDUCATION/TRAINING	168	700	100	2,700	2,700		0
LEVEL	TEXT		TEXT A	MT				
21L3	D. HAKALA SKILLPATH ADMIN. ASST. CONFERE	ENCE		200				
	J. RUSSELL VARIOUS GRANT WRITING D.BARREIRO			500				
	ICMA CONFERENCE - TBD	OT TMENUNDY	3	2,000				
	IN 2019, 2 CONFERENCES WERE COME	PLIMENTARY.	1.3	2,700				
101-1302-41	9.42-03 TRAVEL/MEETINGS	648	273	118	500	500		0
LEVEL 21L3	TEXT TRAVEL WAS RESTRICTED IN 2020		TEXT A	MT 500 500				
101-1302-41	.9.42-07 MILEAGE	256	122	10	400	400		0
LEVEL 21L3	TEXT TRAVEL WAS RESTRICTED IN 2020		TEXT A	MT 400 400				
* TRAY	VEL & PROFESS DVLPMT	1,072	1,095	228	3,600	3,600		0
101-1302-43	9.44-04 TELEPHONE-MOBILE	1,402	1,233	1,552	1,440	3,192	1,	752
LEVEL 21L3	TEXT **IT COM** 5/28/20 CELL PHONE CHARGES \$50 X 12		TEXT A	MT				
	D. HAKALA K. GARCIA IPAD CHARGES \$20 X 12			600 600				
	D. BARREIRO MIFI \$46 X 12			240				
	K. GARCIA SURFACE LAPTOPS \$20 X 12 X 5 (CF	Ensus)		552 1,200 3,192				
* COM	MUNICATION CHARGES	1,402	1,233	1,552	1,440	3,192	1,	752

PREPARED 10/ PROGRAM GM60	16/20, 13:40:20 1L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	-LEVEL III	PAGE 36
ACCOUNT NUMB	ER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1302-419	.45-01 DUES	688	245	45	350	350	0
LEVEL 21L3	TEXT COMPANEROS EN SALUD COMMUNITY RESOURCE TEAM KIWANIS CLUB		TEXT A	MT 100 50 200 350			
101-1302-419	.45-02 SUBSCRIPTIONS	129	65	0	23,000	3,000	20,000-
LEVEL 21L3	TEXT SUBSCRIPTIONS TO GRANT FUNDING	SERVICE	TEXT A	MT 3,000 3,000			
101-1302-419	.45-03 POSTAGE .45-04 U.P.S./FED EX .45-07 COPIER COSTS .45-12 ADVERTISING/PUBLICATION .45-18 PROMO MATERIALS/SERVICES	54 6 0 0	34 22 2,528 159 2,205	71 42 2,436 0 0	400 0 0 0 0 2,000	400 0 0 0 2,000	0 0 0 0
LEVEL 21L3	TEXT ITEMS FOR THE 40 PLUS EVENTS THE IN EACH YEAR. EVENTS WERE DRAW IN 2020 DUE TO COVID-19.	HAT CSD PARTICIPATES		MT 2,000			
101-1302-419	.45-22 NOTARY REGISTRATE/STAMP .45-98 BUDGET CONTING/RECISION SERVICES & CHARGES	54 0 931	0 0 5,258	0 0 2,594	0 0 25,750	36,214- 30,464-	36,214- 56,214-
101-1302-419 101-1302-419	.50-50 GRANT/OTHER .50-60 S.PNEIGHBORHOOD FESTS	0	498 19,475	528 2,147	22,500	22,500	0
LEVEL 21L3	TEXT ONLY A FEW EVENTS WERE HELD IN THIS PROGRAM SUPPORTS A WIDE VA THE COMMUNITY. THESE EVENTS BE AND HELP CELEBRATE THE CITY'S	ARIETY OF EVENTS IN		MT 2,500			
101-1302-419 101-1302-419	.50-66 S.POTHER EVENT/PROGRAM .50-88 S.POTHER	41,465	35 61,041	107,299	150,800	58,300	92,500-
LEVEL 21L3	TEXT UNPLANNED EVENTS CITYWIDE EVENTS -CLEANUP, WALK MICRO BUSINESS SUPPORT EVENTS QUARTERLY NEIGHBORHOOD GROUP ME	YOUR DOG, ETC		MT 1,700 1,400 4,000 1,200			

PREPARED 10/2 PROGRAM GM60	16/20, 13:40:20 1L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			202	1-LEVEL III	PAGE 37
ACCOUNT NUMB	ER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
	WINNING CIVIC ENGAGEMENT PROGRAM HOMETOWN AWARDS AND 1 TOP TEN MO	S AND MINI GRANTS UPPORTS AN AWARD M. 2 GOVERNORS		50,000			
	WORLD WIDE,		- 1	58,300			
* OTHER	SC-SPECIAL PROGRAMS	41,465	81,049	109,974	173,300	80,800	92,500-
101-1302-419	.61-01 OFFICE-DIRECT .61-02 OFFICE-CENTRAL STORES .61-09 CUSTOM PRINTING	26- 338 1,362	1,676 180 665	561 144 17	1,600 600 1,000	1,600 600 1,000	0
LEVEL 21L3	TEXT CUSTOM PRINTING COSTS FOR PARTN	ERSHIP INITIATIVES	TEXT A	AMT 1,000 1,000			
101-1302-419	.61-40 EXPENDABLE TOOLS/EQUIPMNT	0	367	0	400	400	Ö
LEVEL 21L3	TEXT GLOVES AND PICKERS FOR CLEANUP	EVENTS	TEXT 2	AMT 400 400			
101-1302-419 * SUPPL	.61-80 OTHER IES-GENERAL	453 2,127	1,075	452 1,174	1,200	1,200	0
101-1302-419 * SUPPL	.62-40 FUEL IES-ENERGY	80 80	12 12	0	0	0	0
** COMMU	NITY SERVICES	590,183	662,755	527,169	841,982	695,073	146,909-

Customer Service Subdivision

Mission

To provide a courteous, prompt, and precise response to the informational and service needs of the city's residents, businesses, and visitors.

Major Functions

- Maintain a centralized customer contact center, utilizing leadingedge telecommunications technology and highly trained personnel.
- Provide appropriate responses to informational or service requests from city customers via telephone, web submissions, mobile applications, mail, FAX, and in person.
- 3. Develop and maintain an appropriate standard for customer contacts for all city divisions.
- Track requests and complaints to assure they receive a prompt and complete response.
- Analyze data to identify issues generating high volumes of customer contact and recommend policy or process improvements to address them.
- Initiate and properly assign requests for information received pursuant to the Freedom of information Act.
- Conduct front counter operations including processing water bill payments, receipt of pet registrations and fees, as well as the sale of waste stickers and special trash bags for senior citizens.
- 8. Maintain the facility's schedule of conference rooms, post meeting notices, and complete work orders for the meeting room setup.

Budget Summary

	2019	2020 Original	2021
Expenditures	Actual	Budget	Budget
Salary & Benefits	576,011	581,170	564,824
Other Non-Capital	(6,780)	(7,376)	(32,806)
Capital		141	-
Total	569,231	573,794	532,018

Staffing

Full-Time Positions	2019	2020	2021
Customer Relations Manager	1	1	1
Customer Relations Specialist	1	1	1
Subtotal - Full-Time Positions	2	2	2
Part-Time Positions			
Customer Relations Assistant	4	4	4
Subtotal - Part-Time Positions	4	4	4
TOTAL	6	6	6

Short-Term Goals (2021)

1. Continue to promote the online portal and mobile application for customer service requests.

- 2. Work with the citywide departments and divisions to improve coordinated responses to citizen requests.
- 3. Research and create automated monthly reports of requests for service by ward for the aldermen.

Long-Term Goals (2022 and Beyond)

- Provide additional communication opportunities for the residents by offering text messaging and live chats through the city's webpage (2022).
- Expand the hours of operation at the customer service call center to accommodate anticipated increases in demand (Ongoing).

2020 Major Accomplishments

- Migrated to a new customer resource management software to allow multiple departments to work on one platform.
- Continued to research new communication opportunities and technologies for citizen outreach.
- Transitioned to remote services and seamlessly served the citizens during the COVID-19 pandemic.
- Worked with the Information Technology Division to schedule the rotation of the information telephone line to the division's staff members who were working remotely during the COVID-19 pandemic.
- Provided COVID-19 testing site information and requests for facial masks to over 400 phone customers.
- Provided information to over 200 phone customers regarding rent and mortgage assistance due to hardships related to COVID-19.

- Responded to and referred over 100 phone customers to local food pantries and mobile food pantry drive through events for food assistance.
- Worked with the Central Services Division to prepare the Customer Service Center for reopening within the guidelines of the Centers for Disease Control including the installation of Plexiglas dividers where necessary, 6 foot distancing stickers at the walk-in counter, reconfiguration of the furniture in the conference rooms, and hand sanitizing stations at every entrance to the building.

- Worked with a multiple department team to migrate the current customer resource management software to a single group platform.
- Promoted the city's information telephone line, mobile application, and on-line portal through the Customer Service team's attendance at over 30 community events.

Customer Service Subdivision

Performance Measures

			2020	
	2019	2020	Estimated	2021
Measure	Actual	Budget	Actual	Budget
Abandoned Call Rate Reduction	6.99%	7.00%	25%	7%
Phone Inquiries/Complaints Received	36,617	38,000	38,000	38,000
Phone Inquiries/Complaints Per Customer Service Division Staff	6,103	6,334	6,300	6,300
Internet-Filed Inquiries / Complaints / Requests for Service Received	3,291	2,000	2,400	2,600
Requests for Service Received by Customer Service	7,908	6,900	6,000	6,000
Requests for Service Received Citywide	13,742	11,000	10,000	10,500
Requests for Service and Information Received by Email	3,436	3,000	3,500	3,500
Mobile App Submissions	1,105	1,300	900	950
Freedom of Information Act Requests Processed	5,096	4,700	5,000	5,200
Water Bill Payments Accepted	2,225	2,400		2,000
Yard Waste Stickers Sold	2,135	2,300		2,000
Senior Bags Sold	181	160	80	150
Conference Room Rentals	424	350	90	50
Pet Registrations Processed	15	20	10	10

Note: Due to the impact of COVID-19, the performance measures involving customer contact fell short of the 2020 targets.

Budget Highlights

In light of the COVID-19 pandemic during 2020, the 2021 budget will permit the Customer Service Subdivision to maintain the service level of the prior year.

DDEDARDO 10	1/15/20 12-40-20	DUDGES DDSDADAS	TON MODERALIDES				2020	
PROGRAM GM6	0/16/20, 13:40:20 001L EXPENSE ACCOUNTS	BUDGET PREPARAT FOR FISCAL			202	1-LEVEL III	PAGE 4	10
ACCOUNT NUM	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE)
101-1314-41 101-1314-41 101-1314-41 101-1314-41	9.10-01 FULL-TIME/REGULAR 9.10-06 PART-TIME/REGULAR 9.10-07 PART-TIME/SEASONAL 9.10-10 PRIOR YEAR RETRO 9.10-50 SUPPLEMENT-VACTN BUY BA 9.10-52 SUPPLEMENT-OTHER	171,678 166,905 4,817 699- CK 3,745 6,478	178,135 177,778 0 0 6,105 6,245	143,654 146,190 0 5,448 4,454	185,326 173,830 0 4,100 5,480	187,725 175,061 0 0 5,800 5,480	2,399 1,231 0 1,700	0
LEVEL 21L3	TEXT LANGUAGE TRANSLATION - 3 EMPL LANGUAGE TRANSLATION - 1 EXEC	OYEES UTIVE		MT 4,680 800 5,480				
101-1314-41	9.10-55 SUPPLEMENT-Y/E PAYOUT 9.10-70 LONGEVITY PAY RRIES	8,958 1,646 363,528	5,994 1,795 376,052	1,552 301,298	8,600 1,835 379,171	6,590 1,844 382,500	2,010 3,329	9
101-1314-41 101-1314-41 101-1314-41 101-1314-41 101-1314-41 101-1314-41	9.20-01 EMPLOYEE HEALTH INSURAN 9.20-04 RETIREE HEALTH INSURANC 9.20-10 FICA/SOCIAL SECURITY 9.20-11 FICA/MEDICARE 9.20-12 PENSION/IMF 9.20-22 DUES-HEALTH/FITNESS 9.20-37 INSURANCE/WORKERS COMP 9.20-43 TERMINATION BENEFITS OYEE BENEFITS		90,520 21,728 21,955 5,135 43,694 12,000 4,327 199,959	66,731 3,962 17,609 4,118 41,037 9,000 3,983 146,440	88,974 15,847 22,211 5,194 51,662 800 12,000 5,311 201,999	82,031 8,676 22,379 5,234 51,218 800 12,000 5,968 188,306	6,943 7,168 40 444 0 657	1-
	9.34-02 BILLING-SEWERAGE CHARGE ITY SERVICES	S 18	21 21	0	100	100 100	0	
101-1314-41	9.38-15 EQUIPMENT-COPIER 9.38-88 CENTRAL GAR./MAINTENANC NIRS & MTCE. SERVICES	E 384 0 384	275 475 750	123 0 123	200 0 200	200 300 500	300 300)
	9.40-40 LIABILITY INSURANCE TRANCE	9,000 9,000	8,000	6,003	8,000 8,000	8,000 8,000	0	
101-1314-41	9.42-01 EDUCATION/TRAINING	4,438	6,469	1,249	6,500	6,500	0)
LEVEL 21L3	TEXT TWO ANNUAL CONFERENCES - ASSO GOVERNMENT CONTACT CENTER PRO ICMI CONTACT CENTER EXPO	CIATION OF FESSIONALS AND		MT 6,500 6,500				
	9.42-03 TRAVEL/MEETINGS EL & PROFESS DVLPMT	0 4,438	6,469	1,249	100	100 6,600	0	
	9.44-04 TELEPHONE-MOBILE	0	0	1,215	0	3,600	3,600	

PREPARE	ED 10/16/ M GM601L	20, 13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL Y			2021	-LEVEL III	PAGE 41
ACCOUNT	T NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
LEV 21L	L3 ** CE	XT IT COM** 5/28/20 LL PHONE CHARGES \$50 X 12 C. SOTO L. MOLINA R. CARRASCO P. PHETTEPLACE D. GARDNER E. CORRAL		TEXT A	600 600 600 600 600 600 600 3,600			
	COMMUNIC	ATION CHARGES	0	0.	1,215	O	3,600	3,600
101-131	14-419.45	-03 POSTAGE	67	100	18	100	100	0
LEV 211	VEL TE	XT LCOME PACKET		TEXT A	MT 100 100			
101-131	14-419.45	-04 U.P.S./FED EX -07 COPIER COSTS -18 PROMO MATERIALS/SERVICES	0 0 2,873	0 10 3,723	0 0 0	200 0 4,000	200 0 4,000	0 0
LEV 211	L3 PU	XT RCHASE OF ITEMS TO HELP PROMO NUMBER AND CITY WEBSITE. IT AT EVENTS AND TO ORGANIZATION PRESENTATIONS ABOUT THE CITY	EMS ARE DISTRIBUTED NS DURING		MT 4,000 4,000			
101-131	14-419.45	-22 NOTARY REGISTRATE/STAMP -98 BUDGET CONTING/RECISION RVICES & CHARGES	0 0 2,940	0 0 3,833	0 0 18	100 0 4,400	28,000- 23,700-	100- 28,000- 28,100-
101-131 101-131 101-131	14-419.61 14-419.61 14-419.61 14-419.61	-01 OFFICE-DIRECT -02 OFFICE-CENTRAL STORES -10 BOOKS/PERIODICALS/VIDEOS -79 COFFEE -80 OTHER -GENERAL	669 126 0 93 1,458 2,346	579 0 0 0 672 1,251	0 72 0 0 494 566	600 400 500 100 1,800 3,400	600 400 500 100 1,800 3,400	0 0 0 0
101-131	14-419.62 SUPPLIES		21 21	0	0	100	100	0
101-131 *	14-419.89	-01 PROPRIETARY FUNDS RATIVE SERVICES	20,348- 20,348-	27,104- 27,104-	22,632- 22,632-	30,176- 30,176-	31,406- 31,406-	1,230- 1,230-

PREPARED 10/16/20, PROGRAM GM601L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARAT: FOR FISCAL			202	1-LEVEL III	PAGE 42
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
** CUSTOMER SE	ERVICE	568,620	569,231	434,280	573,794	538,000	35,794-

Neighborhood Redevelopment Subdivision

Mission

To give policy guidance, plan, fund, and implement economic development, infrastructure, and human service programs and projects that eliminate blighted conditions, facilitate affordable housing development, and assist residents who live at or below 80% of the area median income.

Major Functions

- Administer the Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), Emergency Solutions Grant (ESG) entitlement, and Section 108 funding from the U.S. Department of Housing and Urban Development (HUD).
- Seek and administer dynamic partnerships to identify and address community stabilization needs through the completion of public programs and capital projects.
- 3. Proactively seek federal, state, and local funding programs for community development as they become available.
- 4. Provide policy support at the federal, state, and local levels on community stabilization and development issues.
- Collaborate with housing developers, nonprofit agencies, residents, business owners, elected officials, and other community partners to address community development and housing needs for low and moderate income citizens.

Budget Summary

Expenditures	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	497,834	509,215	528,633
Other Non-Capital	(216,237)	(264,615)	(282,141)
Capital			
Total	281,597	244,600	246,492

Staffing

2019	2020	2021
1	1	1
1	1	1
1	1	1
3	3	3
1	1	1
1	1	1
4	4	4
	2019 1 1 3 1 1 1 1 4	2019 2020 1 1 1 1 3 3 1 1 1 1 1 1 1 1 4 4

Short-Term Goals (2021)

 Continue to focus on COVID-19 assistance projects for non-profit agencies, businesses, and residents for short term and long term recovery efforts.

Neighborhood Redevelopment Subdivision

- 2. Restructure the Homeownership Expo to provide educational workshops throughout the year in a smaller group setting.
- 3. Partner with housing developers to utilize HOME funding to create or preserve affordable rental housing.
- Launched efforts to implement the second year of the 2020-2024 Consolidated Plan.

Long-Term Goals (2022 and Beyond)

- 1. Implement the recommendations of the city's expanded Neighborhood Revitalization Strategy Area (Ongoing).
- Implement programs and projects in support of economic development for low to moderate income businesses including workforce development (Ongoing).
- 3. Maintain an efficient and comprehensive neighborhood and social service base in an era of declining resources (Ongoing).
- 4. Implement the 2020-2024 Consolidated Plan's goals and objectives (Ongoing).
- 5. Explore the utilization of HOME funds to create a tenant based rental assistance program (Ongoing).

2020 Major Accomplishments

- Developed a new Community Housing Development Organization to create or preserve affordable housing.
- Created the Standing Together with Aurora Business Local Emergency Fund (STABLE) to assist approximately 80 businesses that were affected by the COVID-19 global pandemic.

- Created an emergency rent program to assist approximately 300 residents with past due rent to prevent homelessness.
- Launched efforts to implement the first year of the 2020-2024 Consolidated Plan.
- Provided federal funding to non-profit agencies in response to COVID-19 to promote social distancing and aid in the effort to respond, prevent, and recover from the global pandemic.
- Closed out the ESG program due to funding reductions and monitored the subrecipients to ensure program success.

- Researched and developed a planning process to expand the Neighborhood Revitalization Strategy Area to increase economic development initiatives.
- Leveraged a \$35 million investment in the downtown for the renovation of two vacant historic properties to house the Aurora Arts Center consisting of artist housing, a restaurant, and a school of performing arts.
- Continued to host homebuyer and subrecipient training events and workshops including the sixth annual Homebuyer Expo.
- Overhauled the Citizen Participation Plan to increase efficiency and reduce the time needed to complete amendments to the Consolidated Action Plan.
- Worked with The Neighbor Project agency to overhaul the Safety First Program to increase the number of households assisted, increase the awards per household, and adjust the homeowner agreement for the purpose of recapture.
- Created a pilot program to address the replacement of lead pipes in low income households.

Neighborhood Redevelopment Subdivision

- Created the HUD required 2020-2024 Consolidated Plan to implement new goals and objectives for federal funding over the next five years.
- Created an ESG program plan to assist residents that are homeless or on the verge of homelessness.
- Completed the final year of the 2015-2019 Consolidated Plan with priorities to create and expand affordable housing, assist special population groups, and expand economic development initiatives.

Performance Measures

<u>Measure</u>	2019 Actual	2020 Budget	2020 Estimated Actual	2021 Budget
Citizen Outreach Events Hosted	3	3	0	3
Local Non-Profits Funded	10	11	15	10
Businesses Assisted with Section 108 Loans	1	3	N/A	N/A
Jobs Created with CDBG and/or Section 108 Loans	15	15	80	5
HOME Program Units Redeveloped/Created	0	10	0	3
Down Payment Program Homeowners Assisted	18	20	18	20
Emergency Single Family Rehabilitations	N/A	N/A	15	30

Note: A forgivable loan program was established in 2020 to assist businesses that were negatively impacted by COVID-19. In addition, several of the performance measures fell short of the 2020 targets as a result of the pandemic.

Budget Highlights

In light of the COVID-19 pandemic during the 2020 budget, the 2021 budget will permit the Neighborhood Redevelopment Division to continue to focus on recovery efforts and assist non-profit agencies, businesses, and residents.

DECISION PACKAGE (NON-CIP)	FY 202	21	COST BREAKDOWN BY ACCOUNT (LAST FOUR NUMBERS)						
Department/Division Number and Name:	Budget Year:	2021	PERSONNI	EL (10, 20 ACC	OUNTS)		COST		
1330 Neighborhood Redevelopment	Priority No:	1	Acct No				0		
Submitted By:	Strategic Plan Ta	ask No:	Acct No				0		
Chris Ragona			Acct No				0		
Decision Package Name:			Acct No			- 1	0		
Change of Neighborhood Redevelopment D	ivision Name		Acct No				0		
Description of Decision Package:			Acct No				0		
Request to change Neighborhood Redevelop	ment to Community	y	SERVICES	/CHARGES (30	, 40, 50 A	CCOUNTS)			
Development Division. The name change w			Acct No				0		
the division has taken on over the last sever		Acct No				0			
work on economic development, housing, an	nd community devel	lopment	Acct No						
revitalization efforts throughout the city.			Acct No				0		
Benefits of Decision Package:		SUPPLIES	(60 ACCOUNT	S)					
This name change will improve on the actua	and	Acct No				0			
offered by the division and further guide the	ested	Acct No							
parties who are looking into community rev	italization efforts.		Acet No			0			
			Acct No				0		
			Acct No				0		
Impact of Not Approving the Decision Pack	age:		CAPITAL O	OUTLAY (70 A	TLAY (70 ACCOUNTS)				
A minimal impact is expected if this decision		proved.	Acct No				0		
			Acct No				0		
			Acct No				0		
			Acct No				0		
			Total Cost				0		
YEAR	2021	2022	20	23 20	24	2025	Total		
Annual Cost	0	0	(0	0	0	0		
Funding Sources									
	0	0	(0	0.	0	0		
Mayor's Office Use Only	Approved		Dis	sapproved	T	Pending			
Comments	- spprored			- Proton		T			
Comments									

PREPARED 10 PROGRAM GM6	/16/20, 13:40:20 OIL EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL Y			202	1-LEVEL III	PAGE 43
ACCOUNT NUM	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1330-46	3.10-01 FULL-TIME/REGULAR 3.10-06 PART-TIME/REGULAR 3.10-55 SUPPLEMENT-Y/E PAYOUT RIES	191,965 63,240 13,607 268,812	257,334 64,785 21,373 343,492	209,517 50,389 0 259,906	270,542 64,892 12,000 347,434	280,203 64,715 31,400 376,318	9,661 177- 19,400 28,884
101-1330-46 101-1330-46 101-1330-46 101-1330-46	3.20-01 EMPLOYEE HEALTH INSURANCE 3.20-04 RETIREE HEALTH INSURANCE 3.20-10 FICA/SOCIAL SECURITY 3.20-11 FICA/MEDICARE 3.20-12 PENSION/IMRF 3.20-20 CLOTHING	68,273 10,398 17,236 4,031 36,762	60,347 9,709 20,722 4,846 40,227	44,487 2,315 15,573 3,642 35,399 415	59,316 9,260 21,005 4,913 47,321	54,688 4,661 22,618 5,290 50,389 400	4,628- 4,599- 1,613 377 3,068 400
LEVEL 21L3	TEXT EACH EMPLOYEE RECEIVES \$100 FOR	CLOTHING WITH THE	TEXT	AMT 400			
	AURORA LOGO			400			
101-1330-46	3.20-37 INSURANCE/WORKERS COMP 3.20-43 TERMINATION BENEFITS OYEE BENEFITS	12,000 3,606 152,306	12,000 6,491 154,342	9,000 5,974 116,805	12,000 7,966 161,781	12,000 8,953 158,999	0 987 2,782-
101-1330-46	3.32-43 INTERPRETER	1,301	0	0	1,000	1,000	0
LEVEL 21L3	TEXT TRANSLATION OF NRD FORMS/CONTRA	CTS INTO SPANISH	TEXT	AMT 1,000 1,000			
101-1330-46	53.32-61 CONSULTING-STUDIES	0	28,100	0	20,000	20,000	0
LEVEL 21L3	TEXT CONSULTING FEE FOR AFFH OR POSS UPDATE FOR ANALYSIS OF IMPEDIME DETERMINED BY HUD THE 2020 ELECTION WILL HAVE A S	NTS TO BE		AMT 20,000			
	REQUIREMENTS FOR A FAIR HOUSING	STUDY IN 2021		20,000			
101-1330-46	53.32-99 OTHER	15,166	12,150	12,150	13,000	13,000	0
LEVEL 21L3	TEXT CONSULTANT FEE FOR KANE CNTY CO CONTRACT SPLIT WITH CITY OF E	NTINUUM OF CARE LGIN & KANE COUNTY		13,000			
4 550	PROGRAMM FREE	15 457	40,250	13,000	34,000	34,000	0
	FESSIONAL FEES	16,467	1000	12.0		F100	
101-1330-46 * RENT	33.39-50 EQUIPMENT-OTHER FALS/LEASES	231 231	555 555	416 416	500 500	500 500	0

P	REPARED 10/ PROGRAM GM60	16/20, 1L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL Y			2021	-LEVEL III	PAGE	44
A	CCOUNT NUMB	ER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-20 CHANG	
1 *	.01-1330-463 INSUR		LIABILITY INSURANCE	9,000	8,000 8,000	6,003 6,003	8,000 8,000	8,000 8,000		0
1	01-1330-463	.42-01	EDUCATION/TRAINING	992	945	893	6,000	6,000		o
	LEVEL 21L3	HUD EN HUD PR NACCED NATION	TCAGO TRAININGS VIRONMENTAL REVIEW TRAI OGRAM SPECIFIC TRAINING YEAR END CONFERENCE - IAL DEVELOPMENT COUNCIL RAINING OPPORTUNITIES	- 2 STAFF MEMBERS 1 STAFF MEMBERS	4	MT 200 200 400 1,800 3,200 200 6,000				
1	101-1330-463	.42-03	TRAVEL/MEETINGS	120	124	35	200	200		0
	LEVEL TEXT 21L3 PARKING AND TRAIN PASSES FOR TR PROFESSIONAL DEVELOPMENT		TRAVEL AND	TEXT A	200					
						200				
1	.01-1330-463	.42-07	MILEAGE	373	501	131	1,000	1,000		0
	LEVEL 21L3	MILEAG 2021 E	TAFF UP TO COVER ESTIMA E REIMBURSEMENT EXPECTED TO HAVE ADDITION O STAY AT ORDER			MT 1,000 1,000				
	TRAVE	L & PRO	FESS DVLPMT	1,485	1,570	1,059	7,200	7,200		0
1	101-1330-463	.44-04	TELEPHONE-MOBILE	376	764	743	840	1,032	1	192
	LEVEL 21L3	TEXT **IT C	OM** 5/28/20		TEXT A	MT				
		C. R	HONE CHARGES \$50 X 12 AGONA HARGES \$36 X 12			600				
			AGONA 12		-	432 1,032				
4	COMMU	NICATIO	N CHARGES	376	764	743	840	1,032	1	.92
1	101-1330-463	.45-01	DUES	475	925	0	1,545	1,000	5	45-
	LEVEL	TEXT			TEXT AM	MT				

PREPARED 10, PROGRAM GM6	/16/20, 13:40:20 DIL EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL Y			2021	-LEVEL III	PAGE 45
ACCOUNT NUM	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
21L3	ANNUAL FEE FOR NATIONAL ASSOC COMMUNITY AND ECONOMIC DEVELO CDFA VIRTUAL TRAINING AND DUE	OPMENT (NACCED)		500 500 1,000			
101-1330-46	3.45-03 POSTAGE 3.45-04 U.P.S./FED EX 3.45-07 COPIER COSTS 3.45-11 RECORDING FEES	70 42 70 857	250 20 0 4,193	121 0 80 858	500 100 600 2,800	500 100 500 2,800	100- 0
LEVEL 21L3	TEXT LIENS, MORTGAGES AND/OR DEEDS CDBG AND HOME PROGRAMS AND RECORDING FEE APPROXMIATELY NON-REAL ESTATE DOCUMENT [I DOWN PAYMENT ASSISTANCE ESTIM HOME IMPROVEMENT INCENTIVE PR SAFETY FIRST @35 LIENS; RECORDING FEE (APPROXIMATELY REAL ESTATE DOCUMENT FOR TH \$1.00 PER ADDITIONAL PAGE) MISC. HOME DIRECT PROJECT AND	ESTIMATED AT: (\$47 PER RECORDED FIRST 4 PAGES] MATE @30 LIENS ROGRAM @5 LIENS \$57 PER RECORDED HE FIRST 4 PAGES AND		420 235 1,645 200 300 2,800			
101-1330-46	3.45-12 ADVERTISING/PUBLICATION	1,660	2,367	3,863	4,000	3,500	500-
LEVEL 21L3	TEXT ENVIRONMENTAL REVIEW PUBLIC N CITIZEN PARTICIPATION, CAPER, 2021 MAY REQUIRE ADDITIONAL A REQUIRE PUBLICATION IN ENGLIS NEWSPAPERS	FOR 2020 PROJECTS AMENDMENTS WHICH		3,500			
101-1330-46	3.45-98 BUDGET CONTING/RECISION 3.45-99 OTHER R SERVICES & CHARGES	0 0 3,174	0 125 7,880	3,500 0 0 4,922	0 0 9,545	12,973- 0 4,573-	12,973- 0 14,118-

11,231

LEVEL TEXT

21L3 AURORA HOMEOWNERSHIP EXPO*
STEPS TO HOMEOWNERSHIP SUPPORT
REALTOR/BANKER HOMEOWNERSHIP EVENT SUPPORT
*EXPENSES MAY BE OFFSET DEPENDING UPON # OF
SPONSORSHIPS IN REVENUE ACCOUNT 101-1330-341-50.99
ESTIMATED TO BE \$10,000 IN SPONSORSHIPS BASED ON
2019 HOME EXPO SPONSORSHIPS RECEIVED

101-1330-463.50-66 S.P.-OTHER EVENT/PROGRAM

14,340

TEXT AMT

5,000 500 500 13,500

1,200

7,500-

6,000

PRE	PARED 10/ GRAM GM60	16/20, 1L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	1-LEVEL III	PAGE 46
ACC	OUNT NUMB	ER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
		2020 TARGE AS SM	HOME EXPO CANCELLED, PLANS TED EVENTS IN 2021, BUDGET ALLER PILOTS EXPLORED IN 2	NING FOR SMALLER T TO BE REDUCED 2021		5,000			
*	OTHER	SC-SP	ECIAL PROGRAMS	11,231	14,340	1,200	13,500	6,000	7,500-
	-1330-463	.61-01	OFFICE-DIRECT OFFICE-CENTRAL STORES	1,433	895 48	440 70	1,000	1,000	100-
	LEVEL 21L3	TEXT	R PAPER		TEXT A	700 700			
101	-1330-463	.61-09	CUSTOM PRINTING	0	1,688	73	1,000	1,000	0
	LEVEL 21L3	PROVI	ROCHURES, HANDOUTS FOR PUB DE BREAKDOWN OF SUCCESS ST ITIES ED TO COVID, WILL RESUME I	TORIES AND ELIGIBLE	TEXT A	MT 1,000			
						1,000			
	-1330-463			377 2,170	688 177 3,496	131 78 792	1,000 0 3,800	1,000 0 3,700	0 0 100-
101	-1330-463	.89-02	FEDERAL BLOCK GRANT FUNDS	291,832-	293,092-	13,269-	342,000-	338,000-	4,000
	LEVEL 21L3	TEXT	TTING ACCOUNT - FUNDS 213	C 221 OF TECH 90	TEXT A	TM			
	21113	213	-1330-801.43-89 ILL UPDATE UPON COMPLETION		62	2,000-			
		**MAK	E SURE THAT GRAND TOTAL EX			5,000- B,000-			
*	ADMIN	ISTRAT	IVE SERVICES	291,832-	293,092-	13,269-	342,000-	338,000-	4,000
**	NEIGH	BORHOO	D REDEVELOPMNT	173,420	281,597	390,727	244,600	253,176	8,576

Mission

To present public art in all its forms, provide a formal art presence for the residents, and enhance the city's image throughout the region with respect to the visual arts.

Major Functions

- Oversee and maintain the David L. Pierce Art and History Center (the Pierce Center) and the Aurora Public Art Commission's (APAC) sculpture garden.
- 2. Maintain eight APAC-commissioned public sculptures.
- 3. Oversee outdoor public art projects.
- 4. Maintain the first and third floor galleries at the Pierce Center, as well as the exhibits in the Council Chambers at City Hall.
- 5. Develop, coordinate, and support mechanisms for community artist support and alliance initiatives.
- Network and collaborate with external partners, including but not limited to schools, art-related non-profit organizations in Aurora, as well as local and non-local artists and art administrators.
- Seek grants and donations to augment public funds for outdoor public art projects.
- Provide public art programs to promote public awareness of the positive value of diversity, using multi-disciplinary means of communication to encourage a deeper understanding and empathy between different groups.

Budget Summary

<u>Expenditures</u>	2019 Actual	2020 Original <u>Budget</u>	2021 Budget
Salary & Benefits	115,271	161,852	156,842
Other Non-Capital	41,768	47,900	38,423
Capital			
Total	157,039	209,752	195,265

Staffing

Full-Time Positions	2019	2020	2021
Director/Curator	1	1	1
Subtotal-Full-Time Positions		1	1
Part-Time Positions			
Assistant Director	1	1	1
Subtotal-Part-Time Positions	1	<u> </u>	1
TOTAL	2	2	2

Short-Term Goals (2021)

 Develop programs to increase networking and resource support for local artists. Public Art Subdivision 2021 Budget

Continue grant writing and fundraising efforts to support outdoor mural and sculpture projects.

3. Host Aurora's first public art festival to market downtown, support private businesses, and build an outdoor museum.

Long-Term Goals (2022 and Beyond)

- 1. Continue to increase the number of outdoor murals and sculptures to create a marketable outdoor art museum (2025).
- Continue to sponsor 6 formal exhibits and 15 events per year, including educational and performance programs in the Pierce Center (Ongoing).
- 3. Continue to support Aurora artists by expanding the local artist alliance (Ongoing).
- 4. Work with local artists to extend public art projects throughout the neighborhoods (Ongoing).

2020 Major Accomplishments

- Pivoted to virtual programming during the governor's Shelter In Place by providing a eight week virtual children's summer camp and a COVID safety poster design project.
- Partnered with the Youth & Senior Services Division and Communities in Schools to provide virtual art lessons and supply kits for children during the COVID-19 pandemic.
- Hosted 1 exhibit and 3 events at the Pierce Center.
- Coordinated with local artists to provide murals in the downtown after a large protest resulted in several damaged windows.

- Established a Local Artist Alliance to provide support and networking opportunities to emerging and established artists in the area.
- Coordinated a COVID-19 public service announcement lawn sign project to reduce the spread of the virus by encouraging the use of face masks.
- Restructured the last scheduled gallery event to an online artist presentation.
- Held a raffle for local children to submit artwork to be posted on the Public Art social media page.

- Displayed 1 art exhibit in the Council Chambers at City Hall.
- Developed and implemented the Public Art programs and procedures.
- Worked with Community Services and the Law Department to develop a public art policy document.
- Collaborated with the Economic Development Division in implementing the Downtown Master Plan.
- Developed a long-term Public Art Master Plan.
- · Hosted visiting celebrity artist Wendell Minor.
- Executed 1 wall mural in the downtown area.
- Earned Shaw Media's 2019 Best of the Fox Award for the Best Art Gallery category.

Public Art Subdivision 2021 Budget

Performance Measures

<u>Measure</u>	2019 Actual	2020 Budget	2020 Estimated Actual	2021 Budget
In Person Attendance at Public Art Functions	12,000	12,000	300	15,000
Virtual Attendance at Public Art Functions	N/A	N/A	20,500	500
Number of In Person Art Exhibits	14	14	2	14
Number of Virtual Art Exhibits	N/A	N/A	- 1	- 1
Number of In Person Events	40	40	3	40
Number of Virtual Events	N/A	N/A	40	5

Note: Due to the impact of COVID-19 and the shelter in place during 2020, several of the events were restructured to provide virtual participation.

Budget Highlights

In light of the COVID-19 pandemic during the 2020 budget, the 2021 budget will permit the Public Art Subdivision to maintain the service level of the prior year.

PREPARED 10/16/ PROGRAM GM601L	/20, 13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	-LEVEL III	PAGE 47
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1360-450.10	0-01 FULL-TIME/REGULAR 0-06 PART-TIME/REGULAR 0-07 PART-TIME/SEASONAL 0-55 SUPPLEMENT-Y/E PAYOUT	1,563 45,059 2,116 4,022 52,760	68,509 0 0 2,073 70,582	55,638 16,958 0 0 72,596	72,070 21,413 0 5,000 98,483	74,688 22,489 0 1,500 98,677	2,618 1,076 0 3,500-
101-1360-450.20 101-1360-450.20 101-1360-450.20 101-1360-450.20 101-1360-450.20 101-1360-450.20	0-01 EMPLOYEE HEALTH INSURANCE 0-04 RETIREE HEALTH INSURANCE 0-10 FICA/SOCIAL SECURITY 0-11 FICA/MEDICARE 0-12 PENSION/IMRF 0-37 INSURANCE/WORKERS COMP 0-43 TERMINATION BENEFITS E BENEFITS	17,068 3,712 3,052 714 5,826 12,000 42,372	15,087 4,350 4,077 953 8,222 12,000 0	22,244 344 4,241 992 7,578 9,000 1,991 46,390	29,658 1,375 5,822 1,362 10,497 12,000 2,655 63,369	27,344 418 5,782 1,352 10,202 12,000 2,984 60,082	2,314- 957- 40- 10- 295- 0 329 3,287-
101-1360-450.32	2-20 CONTRACTED SERVICES	18,140	15,960	9,240	18,000	18,000	0
21L3 II	EXT NDEPENDENT CONTRACTOR FOR THE CADDL MUSIC AND CULTURE EVENTS TO 220 AMOUNT LOWER DUE TO COVID OND PAUSE OF CONTRACT	THROUGHOUT COA		MT B,000 B,000			
101-1360-450.32	2-99 OTHER	1,861	200	0	2,000	2,000	O O
21L3 S7	EXT TIPENDS FOR ARTISTS/PERFORMERS, DR 12 EXHIBITS AND 20 COMMUNITY			MT 2,000 2,000			
* PROFESSI	IONAL FEES	20,001	16,160	9,240	20,000	20,000	0
101-1360-450.34 * UTILITY	4-02 BILLING-SEWERAGE CHARGES SERVICES	99 99	105 105	19 19	200 200	200 200	0
	8-15 EQUIPMENT-COPIER & MTCE. SERVICES	346 346	376 376	195 195	500 500	500 500	0
101-1360-450.35 * RENTALS		3,000 3,000	0	0	0	0	0
101-1360-450.40 * INSURANCE	0-40 LIABILITY INSURANCE CE	9,000	8,000	6,003 6,003	8,000 8,000	8,000	0
101-1360-450.42	2-01 EDUCATION/TRAINING	0	0	0	1,000	1,000	0
LEVEL TE	EXT		TEXT A	MT			

PREPARED 1 PROGRAM GM	0/16/20, 13:40:20 601L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	1-LEVEL III	PAGE 48
ACCOUNT NU	MBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
21L3	NATIONAL AND STATE CONFERENCES ARTS ANNUAL CONVENTION	- AMERICAN FOR THE		1,000 1,000			
	50.42-03 TRAVEL/MEETINGS 50.42-07 MILEAGE	510	0 184	0	500	0 500	0
LEVEL 21L3	TEXT MILEAGE FOR VISITS W/ POTENTIA	L CLIENTS, SPONSORS	TEXT AN	MT 500 500			
* TRA	VEL & PROFESS DVLPMT	510	184	O	1,500	1,500	0
101-1360-4	50.44-01 TELEPHONE	93	142	442	0	800	800
LEVEL 21L3	TEXT **IT COM** 5/28/20		TEXT AM	TM			
2,223	8925331 BUSLINE FOR ALARM & EL	EVATOR \$61 MONTHLY		800			
	50.44-04 TELEPHONE-MOBILE MUNICATION CHARGES	22- 71	142	0 442	0	800	800
101-1360-4	50.45-01 DUES 50.45-03 POSTAGE 50.45-12 ADVERTISING/PUBLICATION	367 2 237	0 0 3,854	0 0 168	2,000	2,000	0
LEVEL 21L3	TEXT SANDWICH BOARD SIGNS FOR 6 EXH 12 WINDOW SIGNS PER YEAR FOR E CONSTANT CONTACT EMAIL SERVICE LOWER IN 2020 DUE TO COVID AND	XHIBITS		MT 1,000 800 200 2,000			
101-1360-4 101-1360-4	50.45-87 DR/CR CARD DISC. & FEES 50.45-98 BUDGET CONTING/RECISION 50.45-99 OTHER ER SERVICES & CHARGES	49 0 433 1,088	0 0 0 0 3,854	0 0 0 168	2,000	10,277- 0 8,277-	10,277- 10,277-
101-1360-4	50.50-66 S.POTHER EVENT/PROGRAM	28,990	12,488	7,698	15,000	15,000	0
LEVEL 21L3	TEXT INSTALLING/MAINTAINING INDOOR STIPENDS, SUPPLIES, MARKETING, M	ISC FOR INDOOR		3,000			
	EVENTS SUPPORTING EXHIBITS/COM CATALOGS FOR DOCUMENTATION, MA	RKETING AND FUNDRAIS		7,000			
	100 BOOKS/EXHIBIT X 4, ESSÄYIS RECEPTION CATERING/12 EXHIBITS	(GREATLY REDUCED)		4,000 1,000			

PREPARED 10 PROGRAM GM	0/16/20, 13:40:20 601L EXPENSE ACCOUNTS	BUDGET PREPARAT: FOR FISCAL			202	1-LEVEL III	PAGE 49
ACCOUNT NU	MBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
			1	5,000			
* OTH	ER SC-SPECIAL PROGRAMS	28,990	12,488	7,698	15,000	15,000	0
	50.53-88 S.POTHER ER SC-SPECIAL PROGRAMS	3,231 3,231	0	0	0	0	0
101-1360-4	50.61-01 OFFICE-DIRECT	75	330	360	700	700	0
LEVEL 21L3	TEXT OFFICE SUPPLIES, PAPER FOR ADV	VERTISING POSTERS	TEXT A	MT 700 700			
	50.61-80 OTHER PLIES-GENERAL	687 762	129 459	292 652	700	700	0
** PUB	LIC ART	162,230	157,039	143,403	209,752	197,182	12,570-

Grand Army of the Republic Subdivision

Mission

To preserve, showcase, and interpret the artifacts of the Grand Army of the Republic (GAR) Post #20, America's military from 1861 through the present, and celebrate the history of the GAR through exhibits and programs.

Major Functions

- 1. Preserve the collection of over 3,500 artifacts, manuscripts, photographs, and historical documents detailing Aurora's and America's involvement in all military conflicts since 1861.
- Provide programs and services that support a variety of initiatives promoting public awareness of the positive value of diversity in Aurora. This includes working with educational institutions, youth groups, area not-for-profit organizations, city departments, and business organizations throughout the city.
- 3. Maintain and operate the GAR Memorial Hall and Military Museum.
- Seek private and corporate donations to augment public funds for the acquisition, installation, maintenance, and insurance of artifacts.
- Coordinate educational programs for history-focused organizations and school groups.
- Provide resources to historians researching the history of Aurora, America's involvement in military conflicts, and the Grand Army of the Republic.

Budget Summary

<u>Expenditures</u>	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	74,005	113,261	114,592
Other Non-Capital	15,807	21,600	15,740
Capital	45,803	742,500	41
Total	135,615	877,361	130,332

Staffing

Part-Time Positions	2019	2020	2021
GAR Curator	1	1	1
Museum Assistant	0	1	1
Subtotal-Part-Time Positions		2	2
Seasonal Positions			
Seasonal Worker II	2	0	0
Subtotal-Part-Time Positions	2	0	0
TOTAL	3	2	2

Grand Army of the Republic Subdivision

Short-Term Goals (2021)

- 1. Reopen the museum to the public.
- 2. Host the Service and Sacrifice: 100 Years of Aurora Excellence exhibit.
- 3. Partner with 6th and 7th graders in School District 129 to provide an educational program on the American Civil War.
- 4. Increase the hours of operation when compared to the previous year's operational level.
- Host quarterly programs to allow veterans and researchers to have an open dialogue with residents.

Long-Term Goals (2022 and Beyond)

- 1. Continue to expand the museums hours of operation to attract tourists to the downtown area (Ongoing).
- 2. Continue to mount GAR artifacts for exhibits at the David L. Pierce Center (Ongoing).
- 3. Mount and install four exhibits annually (Ongoing).
- 4. Establish an exhibit schedule that dictates topics and themes over a three year period (Ongoing).
- 5. Promote the use of the newly renovated lower level for use by at least four veteran's organizations (Ongoing).

2020 Major Accomplishments

 Implemented two educational programs by partnering with an Aurora school or school district.

- Was awarded a \$30,000 CARES Act Grant from the National Endowment for the Humanities to cover the cost of salaries and exhibits.
- · Completed the renovation of the GAR's lower level.
- Restored the original four portraits from 1878 in the Angel Room.
- Hosted educational programs for the general public on a variety of topics related to the GAR or military conflicts.
- Secured the return of a second and final city-owned civil war cannon.

2019 Major Accomplishments

- Mounted and installed the Snapshots: Aurora's Vietnam Veterans exhibit.
- Restored a 1918 memorial plaque to be reinstalled at the north entrance of the GAR.
- Secured the return of 1 of 2 city-owned civil war cannons.
- Increased the size of the collection by over 200 artifacts, documents, and photographs.
- Established a resource library for military historians and in-house research.
- Installed and exhibited three temporary exhibits throughout the year.
- Received a re-award of a previously frozen \$750,000 State of Illinois grant to complete the renovation of the lower level, north entrance stairs, and restoration of the Angel Room.

Grand Army of the Republic Subdivision

Performance Measures

<u>Measure</u>	2019 Actual	2020 Budget	2020 Estimated Actual	2021 Budget
Patrons	4,256	3,500	0	5,000
Off-site Exhibit Patrons	6,548	3,000	0	3,000
Museum Tours Patrons	1,985	400	0	600
Exhibits	4	3	0	4

Note: Due to the lower level construction for most of 2020 and the impact of COVID-19, the facility was not open to visitors.

Budget Highlights

In light of the COVID-19 pandemic during 2020, the 2021 budget will permit the Grand Army of the Republic Subdivision to maintain the service level of the prior year.

PREPARED 10, PROGRAM GM6	/16/20, 13:40:20 01L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	-LEVEL III	PAGE 50
ACCOUNT NUM	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1361-450	0.10-06 PART-TIME/REGULAR 0.10-07 PART-TIME/SEASONAL 0.10-31 OVERTIME/REGULAR 0.10-55 SUPPLEMENT-Y/E PAYOUT RIES	22,146 0 0 22,146	38,382 886 454 39,722	35,183 0 0 0 0 35,183	45,616 12,774 0 0 58,390	47,132 11,732 0 4,000 62,864	1,516 1,042- 0 4,000 4,474
101-1361-45 101-1361-45 101-1361-45 101-1361-45 101-1361-45 101-1361-45	0.20-01 EMPLOYEE HEALTH INSURANCE 0.20-04 RETIREE HEALTH INSURANCE 0.20-10 FICA/SOCIAL SECURITY 0.20-11 FICA/MEDICARE 0.20-12 PENSION/IMRF 0.20-37 INSURANCE/WORKERS COMP 0.20-43 TERMINATION BENEFITS OYEE BENEFITS	1,373 321 0 0 0 1,694	15,087 0 2,374 555 4,267 12,000 0 34,283	22,244 0 2,090 489 4,792 9,000 1,991 40,606	29,658 0 3,521 824 6,213 12,000 2,655 54,871	27,344 1,203 3,780 884 6,847 12,000 52,058	2,314- 1,203 259 60 634 0 2,655- 2,813-
101-1361-45 * PROF	0.32-20 CONTRACTED SERVICES ESSIONAL FEES	8,358 8,358	2,325	0	0	0	0
	0.40-40 LIABILITY INSURANCE RANCE	9,000	8,000	6,003 6,003	8,000	8,000	0
101-1361-45	0.45-02 SUBSCRIPTIONS	0	0	0	0	700	700
LEVEL 21L3	TEXT ILLINOIS ASSOCIATION OF MUSEUMS KANE DUPAGE REGION MUSEUM ASSOC PASTPERFECT ONLINE EXHIBIT HOST POTENTIAL INCREASE FOR 2021 MEM	IATION MEMBERSHIP ING PROGRAM	TEXT A	MT 50 130 475 45 700			
101-1361-45	0.45-03 POSTAGE	0	5	2	0	100	100
LEVEL 21L3	TEXT NEED FUNDING TO SEND OUT DONATILLETTERS , AND OTHER CORRESPONDE		TEXT A	MT 100 100			
101-1361-45	0.45-07 COPIER COSTS	0.	0	0	200	200	0
LEVEL 21L3	TEXT 2020 DP-G.A.R.BUILDING OPERATION YEARLY \$200	NS	TEXT A	MT 200 200			
101-1361-45	0.45-12 ADVERTISING/PUBLICATION	0	0	0	500	200	300-
LEVEL 21L3	TEXT FLYERS FOR GAR MUSEUM		TEXT A	MT 200			

PREPARED 10 PROGRAM GM6	/16/20, 13:40:20 01L EXPENSE ACCOUNTS	BUDGET PREPARATIO FOR FISCAL Y			2021	-LEVEL III	PAGE 51
ACCOUNT NUM	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
				200			
101-1361-45 * OTHE	0.45-98 BUDGET CONTING/RECISION R SERVICES & CHARGES	0	0 5	0 2	700	6,860- 5,660-	6,860- 6,360-
101-1361-45	0.50-66 S.POTHER EVENT/PROGRAM	500	4,385	49	7,000	7,500	500
LEVEL 21L3	TEXT TEMPORARY EXHIBITS 9/11 EXHIBIT SPEAKER COSTS FOR TRAVEL AND HOW HOLIDAY EVENT SUPPLIES DUE TO COVID-19 AND CONSTRUCTION BEEN CLOSED FOR ALL OF 2020. 20 A SPECIAL EVENTS BUDGET ABOVE	N, THE MUSEUM HAS		6,000 500 500 500			
				7,500			
* OTHE	R SC-SPECIAL PROGRAMS	500	4,385	49	7,000	7,500	500
101-1361-45	0.61-09 CUSTOM PRINTING	0	283	0	2,000	2,000	0
LEVEL 21L3	TEXT PRINTING OF BROCHURES FOR THE VINEW BROCHURES WILL BE PRINTED OF OF THE LOWER LEVEL IS COMPLETE. CALENDAR OF EVENTS, HOURS OF OPICONTACT INFORMATION, AND BACKGROGAR HALL NEW BROCHURES ON HOLD UNTIL IDNIGRANT COMPLETE, SLATED FOR EARLY CUSTOM EVENT PRINTING ON HOLD UNCOMPLETE	NCE RESTORATION WILL INCLUDE: ERATION, DUND OF R CONSTRUCTION Y 2021		MT 2,000 2,000			
101-1361-45	0.61-19 FLAGS/BANNERS/SIGNS	0	150	Ö	300	300	Q
LEVEL 21L3	TEXT NEW FLAGS AND SIGNS FOR G.A.R. I WAITING UNTIL CONSTRUCTION COMP AND MUSEUM IS REOPENED		TEXT A	MT 300 300			
101-1361-45	0.61-40 EXPENDABLE TOOLS/EQUIPMNT 0.61-41 FURNITURE/FIXTURES 0.61-64 PUBLIC ART MERCHANDISE	373 0	619 0 0	624 0 0	1,000	1,000	0
LEVEL 21L3	TEXT FOR MERCHANDISE THAT RELATES TO	OR PROMOTES	TEXT A	MT 400			

PREPARED 10/16/20, PROGRAM GM601L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATI FOR FISCAL			2023	-LEVEL III	PAGE 52
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
CLOTH POLO EXPEN		RS THE MUSEUM IS CTION AND COVID		150 50			
101-1361-450.61-80	OTHER	180	40	284	2,000	2,000	0
GENER	AL SUPPLIES - COLLECTION R AL SUPPLIES - OFFICE VAL MATERIALS	ООМ		MT 1,000 200 800 2,000			
* SUPPLIES-GE	NERAL	553	1,092	908	5,900	5,900	0
101-1361-465.73-42	GAR MUSEUM	0	45,803	219,388	742,500	0	742,500-
LEVEL TEXT	2020 CARRYOVER GAR INTERIO	P PENOVATION	TEXT A	MT			
	LAY-IMPROVMENT	0	45,803	219,388	742,500	0	742,500-
** PUBLIC ART-	GAR	42,251	135,615	302,139	877,361	130,662	746,699-

Youth & Senior Services Subdivision

Mission

To foster educational, recreational, developmental, leisure, and support programs through collaboration that offers positive and constructive activities resulting in beneficial services being provided to youth and seniors in the community.

Major Functions

- 1. Coordinate the presentation of opportunities for youth and seniors to realize full life needs and potential through mentoring, leadership development, highly effective habits, leisure, and social support.
- Assist with educational, recreational, prevention/intervention, and social programs and projects that encourage youth, family, and senior involvement.
- Facilitate high-quality organized sports, recreation, and leisure programs and activities that promote sportsmanship, character, and healthy living lifestyles in youth and seniors.

Budget Summary

<u>Expenditures</u>	2019 Actual	2020 Original Budget	2021 Budget
Salary & Benefits	139,217	177,018	155,537
Other Non-Capital	250,203	280,300	258,208
Capital		-	-
Total	389,420	457,318	413,745

Staffing

Full-Time Positions	2019	2020	2021
Youth Services Manager	1	1	1
Subtotal - Full-Time Positions	1	1	1
Part-Time Positions			
Youth Court Coordinator	1	1	1
Subtotal - Seasonal Positions	1	1	1
Seasonal Positions			
College Intern	1	1	1
Seasonal Youth Worker	1	0	0
Subtotal - Seasonal Positions	2	1	1
Temporary Positions			
Temporary Worker	0	1	1
Subtotal - Temporary Positions	0	1	1
TOTAL	4	4	4

Short-Term Goals (2021)

- 1. Seek grant funds for the purchase of a portable soccer field for youth programs and events.
- Expand the City of Lights tournaments to include elementary schools as well as new sports as needed.
- 3. Partner with other youth organizations to develop and house community centers in areas of need throughout the year.
- 4. Create an annual report to highlight major accomplishments.

Youth & Senior Services Subdivision

Long-Term Goals (2022 and Beyond)

- 1. Seek funding to increase services, activities, and programs (Ongoing).
- 2. Maintain school-business partnership relations in support of positive activities for students (Ongoing).
- 3. Organize and maintain the Youth Court Program (Ongoing).
- 4. Maintain a third-party administrator for the youth programs (Ongoing).
- 5. Continue to foster new collaborations for activities involving partnerships serving the city's youth (Ongoing).
- 6. Explore grant opportunities to assist in offsetting program costs (Ongoing).
- Collaborate with the middle schools to preview possible new competitions and improvements for the Sports Festival and City of Lights tournaments (Ongoing).
- 8. Continue to evaluate and seek programs to meet the needs of the city's youth (Ongoing).
- 9. Work with community partners to maintain the high school graduation rate above the state average (Ongoing).

2020 Major Accomplishments

- Revised the summer camp program from in-person attendance to a virtual experience for 1,000 youth each week with activity kits and Facebook live demonstrations.
- Updated the division's website with new resources and content for youth and their families.
- Conducted a community needs assessment to identify gaps in programs for youth services and develop programs based on the results.

 Created an annual report to highlight the major accomplishments of the subdivision.

2019 Major Accomplishments

- Revised the Youth Court Program to positively impact more youth and achieve enhanced program outcomes.
- Developed partnerships that will lead to a stronger capacity to compete for competitive grants to better serve the city's youth.
- Planned and coordinated the 25th annual Aurora Sports Festival with over 1,300 program participants.
- Expanded the City of Lights Tournament by offering girls soccer and fifth grade cheerleading tournaments.
- Planned and coordinated the 6th and 7th Youth and Family Resource Fairs.

Youth & Senior Services Subdivision

Performance Measures

Measure	2019 Actual	2020 Budget	2020 Estimated Actual	2021 Budget
School/After-School Activities	6	7	4	9
School/After-School Participants	600	620	265	1,300
Prevention/Intervention Participants	60	70	39	170
Sports Programs	15	16	2	14
Sports Program Participants	4,460	4,200	280	4,500
Community Service Participants	40	30	0	40
Co-Sponsored Activities	10	10	4	10
Co-Sponsored Event Participants	5,848	4,100	5,600	6,000

Note: In addition, a third-party administrator coordinates an education summer camp, drama/music camp, science camp, and other youth development programs. Due to the impact of COVID-19, the performance measures fell short of the 2020 targets.

Budget Highlights

In light of the COVID-19 pandemic during the 2020 budget, the 2021 budget will permit the Youth & Senior Services Subdivision to maintain the service level of the prior year.

PR	EPARED 10/	/16/20,)1L	13:40:20 EXPENSE ACCOUNTS	BUDGET PREPARATI			202	1-LEVEL III	PAGE 53	
AC	COUNT NUME	BER	ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE	
10	1-1370-440 1-1370-440	0.10-07 0.10-09 0.10-55	FULL-TIME/REGULAR PART-TIME/SEASONAL PART-TIME/TEMPORARY SUPPLEMENT-Y/E PAYOUT	27,660 9,938 3,653 870 42,121	77,746 6,927 0 1,550 86,223	63,234 0 3,597 0 66,831	81,738 6,134 15,840 13,000 116,712	84,885 6,087 15,883 1,600 108,455	3,147 47- 43 11,400- 8,257-	
10 10 10 10	01-1370-440 01-1370-440 01-1370-440 01-1370-440 01-1370-440 01-1370-440	0.20-04 0.20-10 0.20-11 0.20-12 0.20-37	EMPLOYEE HEALTH INSURANCE RETIREE HEALTH INSURANCE FICA/SOCIAL SECURITY FICA/MEDICARE PENSION/IMRF INSURANCE/WORKERS COMP TERMINATION BENEFITS NEFITS	17,068 8,262 2,560 599 3,688 12,000 1,202 45,379	15,087 8,200 5,124 1,198 9,221 12,000 2,164 52,994	11,122 0 4,011 938 8,612 18,000 1,991 44,674	14,829 6,232 1,457 11,133 24,000 2,655 60,306	13,672 775 6,553 1,532 11,580 12,000 2,984 49,096	1,157- 775 321 75 447 12,000- 329 11,210-	
10	1-1370-440	32-20	CONTRACTED SERVICES	325,864	182,078	105,115	200,000	203,000	3,000	
	LEVEL 21L3	CIS	ESOLUTION NO. R14-088 SUMMER SCHOOL/AFTER SCHOOI G \$3000 FROM ACCOUNT 61-09 AMS AS NEEDED	PROGRAMS FOR ADD. SUMMER		MT 0,000 3,000 3,000				
*	PROFI	ESSIONA	L FEES	325,864	182,078	105,115	200,000	203,000	3,000	
10	01-1370-440 01-1370-440 REPA	0.38-01 0.38-88 IRS & M	EQUIPMENT CENTRAL GAR./MAINTENANCE TCE. SERVICES	8,047 8,087	5,504 5,504	2,814 2,814	8,200 8,200	7,100 7,100	1,100- 1,100-	
10	1-1370-440	0.39-03 0.39-50 ALS/LEA	AUTOS/VANS/TRUCKS EQUIPMENT-OTHER SES	93 93	0 0	473 0 473	0 0	0	0 0	
10		0.40-40 RANCE	LIABILITY INSURANCE	9,000	8,000 8,000	6,003 6,003	8,000	8,000	0	
10	01-1370-440	0.42-01	EDUCATION/TRAINING	.0	0	1,046	500	2,200	1,700	
	LEVEL 21L3	ANN GOV ADDIT	ON AGING UAL ADULT PROTECTION & ADVO ERNOR'S CONFERENCE ON AGING IONAL \$1700 FROM ACCOUNT 50 COURT CONFERENCE TRAINING	G & DISABILITY D-97 WILL COVER	TEXT A	250 250 1,700 2,200				
10	01-1370-440	0.42-03	TRAVEL/MEETINGS	0	23	0	100	100	0	

PREPARED 10/ PROGRAM GM60	16/20, 13:40:20 1L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE			2021	L-LEVEL III	PAGE 54
ACCOUNT NUMB	BER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1370-440 * TRAVE	0.42-12 FEES-TOLL RD BILLING/CHG EL & PROFESS DVLPMT	18 18	75 98	1,049	100 700	2,400	1,700
101-1370-440	0.44-04 TELEPHONE-MOBILE	185	599	655	600	1,284	684
LEVEL 21L3	TEXT **IT COM** 5/28/20 CELL PHONE CHARGES \$50 X 12 S. RODRIGUEZ NETWORK SERVICE FEES \$19 X 12 X	3	TEXT A	600 684 1,284			
* COMMU	UNICATION CHARGES	185	599	655	600	1,284	684
101-1370-440 101-1370-440 101-1370-440 101-1370-440	0.45-02 SUBSCRIPTIONS 0.45-03 POSTAGE 0.45-04 U.P.S./FED EX 0.45-07 COPIER COSTS 0.45-98 BUDGET CONTING/RECISION R SERVICES & CHARGES	0 1 5 0 0 6	0 1 0 510 511	384 0 0 0 0 0 384	100 200 0 0 0 300	100 200 0 0 21,776- 21,476-	0 0 0 0 21,776- 21,776-
101-1370-440	0.50-84 S.PYOUTH SPORTS	8,896	13,702	1,596	16,500	16,500	0
LEVEL 21L3	TEXT YS1001 - SUMMER FISHING EXPERIE YS1006 - COL BOYS BASKETBALL YS1007 - COL GIRLS BASKETBALL YS1008 - COL TRACK YS1009 - COL FALL TOURNAMENTS YS1010 - COL WINTER TOURNAMENTS COL GIRLS VOLLEYBALL AURORA YOUTH SPORTS/BASBALL-TRK BUDGET ADJUSTMENT ADDED COL GIRLS SOCCER. COSTS T INCREASED. 2020 ADD 3 COL ELEME	O HOST TOURNAMENTS		MT 2,000 2,000 4,000 4,000 4,000 1,000 1,000 1,000 1,000 1,000 6,500			
101-1370-440 101-1370-440	0.50-86 S.PSUMMER PROGRAMS 0.50-88 S.POTHER	6,362	2,857	5,094 2,185	4,000	4,000	0
LEVEL 21L3	TEXT SUPPORT OF SENIOR PROGRAMS IN C SENIOR SERVICE PROVIDER PARTNER FUNDS FOR SPONSORSHIP OF PARTNE	S		MT 1,000 3,000 4,000			
101-1370-440	0.50-90 S.PSCH/BUS PARTNERSHIP	0	4,992	0	7,000	7,000	0
LEVEL	TEXT		TEXT A	MT			

PREPARED 1 PROGRAM GM	0/16/20, 13:40:20 601L EXPENSE ACCOUNTS	BUDGET PREPARATION FOR FISCAL YE	WORKSHEET EAR 2021		202	1-LEVEL III	PAGE 55
ACCOUNT NU	MBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
21L3	BUDGET TO REMAIN \$5,000 FOR 2020 ADDING OUTDOOR ACTIVITIES	YOUTH RESOURCE FAIR ES IF WEATHER PERMITS		5,000 2,000 7,000			
101-1370-4	40.50-91 S.PSPORTS FESTIVAL	23,807	22,831	0	24,000	24,000	0
LEVEL 21L3	TEXT THIS WILL BE THE 26TH ANNUAL AT PHILLIPS PARK. THIS EVEN' STUDENTS FROM ALL AURORA MIDI ADJUSTMENT PER PRIOR YEAR CO: EVENT ADDED AND VENDOR COSTS	T IS FOR 7&8 GRADE DLE SCHOOL. STS. ONE ADDITIONAL		MT 2,000 2,000 4,000			
101-1370-4	40.50-97 S.PPREVENT/INTERVENT	ION 4,402	5,317	493	7,000	5,300	1,700-
LEVEL 21L3	TEXT YOUTH PROGRAM PARTNER ACTIVITYOUTH COURT PROGRAM SUPPORT YOUTH COURT PROGRAM RETREAT \$1700 WILL GO TO ACCOUNT 42. CONFERENCE TRAINING FOR 2021	& ENHANCEMENT ACTIVITI		MT 2,500 3,500 1,000 1,700- 5,300			
* OTH	ER SC-SPECIAL PROGRAMS	43,467	49,699	9,368	58,500	56,800	1,700-
101-1370-4 101-1370-4	40.61-01 OFFICE-DIRECT 40.61-09 CUSTOM PRINTING	26 3,049	505 1,818	80 75	3,000	500	3,000-
LEVEL 21L3	TEXT YOUTH RESOURCES BROCHURES 11 WONT USE PRINTING SERVICES N. DIGITAL RESOURCES INSTEAD, \$.	00@1,500.00 EACH ORDER EXT YEAR, WILL USE	TEXT A	MT 3,000			
	ACCOUNT 32.20 FOR ADD. SUMME	R PROGRAMS	15	3,000-			
	40.61-80 OTHER PLIES-GENERAL	736 3,811	817 3,140	974 1,129	3,500	500	3,000-
101-1370-4 * SUP	40.62-40 FUEL PLIES-ENERGY	478 478	562 562	140 140	500 500	600 600	100 100
101-1370-4 * SUP	40.65-01 EQUIPMENT PLIES-REPAIRS/MTCE	0	12 12	0	0	0	0
** YOU	TH & SENIOR SERVICES	478,509	389,420	238,635	457,318	415,759	41,559-

PREPARED 10/16/20, 13:40:20 PROGRAM GM601L EXPENSE ACCOUNTS	BUDGET PREPARATION WORKSHEET FOR FISCAL YEAR 2021		2021-LEVEL III			PAGE 56
ACCOUNT NUMBER ACCOUNT DESCRIPTION	2018 ACTUAL	2019 ACTUAL	2020 YEAR TO DATE	2020 ORIGINAL BUDGET	2021 BUDGET	2021-2020 CHANGE
101-1371-440.20-37 INSURANCE/WORKERS COMP * EMPLOYEE BENEFITS	12,000 12,000	12,000	0	0	0	0
101-1371-440.40-40 LIABILITY INSURANCE * INSURANCE	9,000 9,000	8,000	0	0	0	0
** YOUTH & SENIOR SRVS GRANT	21,000	20,000	0	0	0	Ō