

# FY2021 Budget

Cook County Assessor's Office

October 2020



# FY2020 Highlights: Modernization

Ensuring continuity of services during COVID-19 through technology upgrades

- 100,000+ online appeal filings processed
- 1.07 million online and auto-renewal exemptions
- 48,550 calls via new call center
- 10,200+ email customer service requests
- New, award-winning website
- Phase 1 of Tyler Integrated P-Tax System

# FY2020 Highlights: *Shakman*

- **Employment Plan:** Implemented and filed
- **HR department:** Now fully staffed
- **Performance evaluations:** Conducted for the first time in 10 years
- **Employee handbook:** Updated and finalized

*No findings of unlawful political discrimination  
since taking office*

# FY2020 Highlights: Operations

- Rebuilding office capacity per IAAO audit
- 31 new hires with 26% in Valuations
- Ensuring hiring plan is *Shakman* compliant
- Equity expanded through digital / in-person Outreach
- Secured \$2.1 million in CARES ACT funding for COVID-19 operations

# FY2021 Priorities

1. On-time completion of City of Chicago triennial reassessment
  - 52% of all County assessments done in 2021
2. Building data quality and integrity
  - Fair, uniform assessments require better data
3. Public access during ongoing COVID-19 pandemic
  - Exemption renewals begin in January

# FY2021 Projects

- Auto renewal of homeowner exemptions
- Use of social media kits for remote constituent services
- Data science projects to build trust in initial assessments; reduce reliance on appeals
- Continued rollout of Tyler's iasWorld

# City Triennial Reassessment

## **Challenges:**

- Hiring and training in Valuations department
- IAAO Commercial Sales Ratio Study findings
- Market volatility due to COVID-19

## **Goals:**

- Timely completion of the City Reassessment
- Successful transition to Tyler's iasWorld
- Fairness, accuracy, and transparency in assessment and appeals

# Data Integrity

## **Challenges:**

- Data gaps lead to assessment disparities
- Data Modernization Bill
- Difficulty of field work due to COVID-19

## **Goals:**

- Launching Esri mobile field app
- Building out our new Data Integrity Unit
- Leveraging new GIS technology: Pushpin



# Reaching the public

## **Challenges:**

- Office closures due to COVID-19

## **Goals:**

- Continuing to find creative ways to conduct digital outreach events
- Ensuring our office remains accessible to the public through the pandemic

**Our office meets  
constituents  
where they are:**

**On Facebook,  
Zoom, and in  
socially distanced  
settings.**

