

COVID-19 Outreach and Engagement Report

Assessment, Exemption and Appeals Seminars: March-October 2020

The Outreach and Engagement Division of the Cook County Assessor's Office (CCAO) began 2020 with a series of seminars and events focused on two key initiatives:

- Ensuring all residential property owners receive their tax bill exemptions through in-person, public seminars by the Outreach team
- Explaining the methodology, and vision of the office for 2020 through public appearances by Assessor Fritz Kaegi (City Club of Chicago, CBRE, and local media)

The COVID-19 crisis led to closure of County offices to the public during the second week of March. On March 27th, the Assessor's Office began video outreach presentations to the public and was the first countywide office to do so. The following is a quantitative look at the impact of video seminars conducted by the CCAO between March and October 31st.



45% of video outreach seminars during this time were focused on the south and west suburbs. 20% of video outreach seminars during this time were conducted in Spanish. According to the American Community Survey, 21% of the people in Cook County are native Spanish speakers.

The above data does not include Zoom-based meetings conducted by the Assessor and other members of his leadership team with local community groups, elected officials, and others. A full accounting of these 2020 meetings will be available in an updated CCAO Visitors' Log in mid-November.