Welcome to the 2017 Know Your Chicago Symposium!

Founded in 1948 by Mary Ward Wolkonsky, Know Your Chicago strives to foster understanding of and appreciation for the diverse forces and institutions shaping this great city and to encourage civic participation.

As the official beginning to the 69th annual Tour season, the Symposium brings together distinguished speakers who address important issues related to the five tour topics. This year’s Tours focus on US Veterans and the realities they face upon their return home, homelessness in Chicago and the available services to homeless individuals, the past and future of the Chicago River, emergency services and response in the City of Chicago, and the changing business of retail in the digital age.

We trust you will find today’s speakers interesting and thought-provoking, and we look forward to learning with you this season.

ORDER OF EVENTS

Welcome
Gay-Young Cho, Chair, Know Your Chicago
Daniel Diermeier, Provost, The University of Chicago

Retail Revolution
Eric T. Anderson, Hartmarx Professor of Marketing and Director of the Center for Global Marketing Practice, Northwestern University
This talk corresponds with Tour 6—The Business of Retail: Bricks, Clicks, Today’s New Mix.

Homeless in Chicago: Milestones and Challenges
Lisa Morrison Buter, Commissioner of the Chicago Department of Family and Support Services
This talk corresponds with Tour 2—Homeless in Chicago: Not By Choice.

Reconnecting Chicago with Our Great Rivers
MarySue Barrett, President, Metropolitan Planning Council
This talk corresponds with Tour 3—Reversing a Reputation: The Chicago River.

Break for Lunch

Up to the Challenge: Our Veterans Rebuild Their Lives
Erica Jeffries, Director of Illinois Veterans Association
Special Message from Tammy Duckworth, United States Senator for Illinois
This talk corresponds with Tour 1—The Journey Home: Our Veterans Return.

Security, Risk, and Resilience: Preparing for Crisis
Joshua Barnos, Deputy Division Director for Recovery at US Department of Health and Human Services
This talk corresponds with Tour 4—They’ve Got Your Back: Planning for Catastrophes.
Eric T. Anderson is Hartman Professor and former chair of the Marketing Department at Northwestern University, Kellogg School of Management, and director of the Center for Global Marketing Practice. Professor Anderson’s research interests include innovation, pricing strategy, new products, retailing, and channel management. His recent research has impacted both management practice and academic theory. Anderson’s articles have been published in scholarly journals, including three articles in Harvard Business Review and an article in MIT’s Sloan Management Review. His 2014 paper on “deceptive product reviews” won the Paul E. Green award for the best paper in the Journal of Marketing Research. Anderson holds a BS in electrical engineering from Northwestern University, an MS in engineering-economic systems from Stanford University, and a PhD in management science from MIT.

Morrison Butler holds a BS degree from Indiana University and pursued postgraduate studies at Northwestern University’s Kellogg Graduate School of Management and the University of Chicago.

Lisa Morrison Butler was appointed commissioner of the Chicago Department of Family and Support Services (DFSS) in August 2015. DFSS works with community partners to connect Chicago residents and families with resources that build stability, support their well-being, and empower them to thrive. DFSS assists more than 300,000 residents annually. Prior to her role at DFSS, Morrison Butler was the executive director at City Year Chicago. City Year partners with at-risk schools to help students reach their potential and graduate high school. During her tenure, she grew the youth service corps from 60 to more than 200 members serving annually and increased by ten-fold the number of at-risk Chicago Public School students that City Year Chicago serves.

Mary Sue Barrett is an expert on designing effective urban solutions through collaboration with government, businesses, and communities. President of the Metropolitan Planning Council, she works to solve Chicago’s planning and development challenges. Barrett served as chief of policy for Mayor Richard M. Daley and counts among her accomplishments the city’s early implementation of community policing and its successful bid to host the 1996 Democratic National Convention. Barrett led transition committees for Mayor Emanuel and of community policing and its successful bid to host the 1996 Democratic National Convention. Barrett held a BS in electrical engineering from Northwestern University, an MS in engineering-economic systems from Stanford University, and a PhD in management science from MIT.

Joshua Barnes serves as the acting director of the Recovery Division in the Department of Health and Human Services, assistant secretary for preparedness and response. In that capacity, he leads the policy development, preparedness, and post-disaster implementation of the Health and Social Services Recovery Support Function.

Erica Jeffries leads the Illinois Department of Veterans’ Affairs (IDVA). An Army veteran, Jeffries is responsible for nearly 1,300 employees of the IDVA, managing a budget of approximately $150 million. She leads a team of professionals that serves more than 720,000 veterans through 70 veteran service offices in Illinois.

Jeffries joined the Illinois leadership from Exelis Inc., where she served as the chief inclusion and diversity officer for more than 10,000 Exelis employees worldwide.

As a White House Fellow, she worked at the US Environmental Protection Agency where she focused on building domestic and international public-private partnerships. She also worked at Booz Allen Hamilton where she specialized in defense strategy and national security policy. After graduating from the US Military Academy at West Point, Jeffries served as an active duty Army aviation officer and US-60L helicopter pilot at Fort Hood, Texas.

Special Message from Tammy Duckworth to follow.
2017 TOUR SCHEDULE

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<tr>
<th>SYM</th>
<th>KNOW YOUR CHICAGO 2017 SYMPOSIUM</th>
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<tr>
<td>TOUR 1</td>
<td>THE JOURNEY HOME: OUR VETERANS RETURN</td>
<td>9/12 or 9/13</td>
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<td>TOUR 2</td>
<td>HOMELESS IN CHICAGO: NOT BY CHOICE</td>
<td>9/26 or 9/27</td>
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<td>TOUR 3</td>
<td>SOLD OUT REVERSING A REPUTATION: THE CHICAGO RIVER</td>
<td>10/10 or 10/11</td>
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<td>TOUR 4</td>
<td>SOLD OUT THEY’VE GOT YOUR BACK; PLANNING FOR CATASTROPHES (EXTENDED TOUR DAY)</td>
<td>10/24 or 10/25</td>
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<td>TOUR 5</td>
<td>SOLD OUT THE BUSINESS OF RETAIL: BRICKS, CLICKS, TODAY’S NEW MIX</td>
<td>11/1 or 11/2</td>
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<td>EVENT</td>
<td>SOLD OUT GEMS ON THE LAKE: SPIRITS, SPOOKS, AND SPIRITS</td>
<td>10/16</td>
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FOUNDRING MEMBER
Mary Ward Wolkonsky

CHAIR
Gay-Young Cho

Susan S. Aaron
Duffie Adelson
Shadi Bartsch-Zimmer†
Joan Blew
Judith S. Block*
Linda Celesia
Dee Dee Chesley
Jessie Childs
Mari H. Craven
Paula Epstein
Karen Frank
Kitty Freidheim
Mary Galvin
Denise Gardner
Louise Glasser
Maureen S. Hartigan
Dorothy Hawley
Julie Jacobson
Marian S. Jacobson
Sarah P. Jacks
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Colleen Karr
Donna LaPietra
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Judith Paine McBrien
Nancy McCracken
Gail McGinness
Maggie Meiners
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Penny Obenshain
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Jeanette P. Tamayo
Betty Von Gorkom
Bonnie Vickrey*
Joan Von Leesen
Claire Welser
Tracy S. Whitehead
Iris Wilkowsky
Linda Woloshin
Bobbi Zabel

*Former Chair
†Honorary Member

The University of Chicago Graham School of Continuing Liberal and Professional Studies has provided diverse educational programs for adults since the University’s founding in 1890. The partnership with Know Your Chicago is an example of its dedication to continuing education programs and civic awareness.

Learn more at graham.uchicago.edu.

learn more at knowyourchicago.org

OUR PARTNER

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OUR FOUNDER

Mary Ward Wolkonsky (1907-2002) was an extraordinary woman who made significant and lasting contributions to the educational and philanthropic world of Chicago. Throughout her life, she offered her talents in a multitude of ways, focusing particularly on issues and organizations that advanced the role of women.

Wolkonsky loved Chicago. In 1948, she founded Know Your Chicago, not only as a way to share her excitement about our city, but also to educate women for civic participation. Over its long history, Know Your Chicago has enabled thousands to experience the unique, the serious, the humorous, the beautiful, and, often, the little-known aspects of this wonderful city.

Born in Michigan, Wolkonsky moved to Chicago in 1939 and quickly became involved in the life of the city. Her remarkable intelligence, charm, and leadership abilities made her an asset to many of the area’s leading institutions, including the University of Chicago. This affiliation was a source of particular pride. She founded the Women’s Board of the University, served as its chairwoman for eight years, and was named a University trustee in 1975.

Music was one of Wolkonsky’s great interests. She was an excellent pianist, both classical and jazz; knew the lyrics of an amazing number of cabaret songs; and, even in her 90s, was always ready to put on her dancing shoes. She followed the careers of many of the great jazz ensembles of Chicago, often visiting the clubs where they played. This love of music led to her long involvement with the University of Chicago’s music program where she served as chairman of the Visiting Committee to the Department of Music and founded the Jazz Archive.

Wolkonsky also founded Bright New City, a series of lectures and seminars on the physical and cultural aspects of Chicago. She was a member of the Board of Directors of the Lyric Opera and was instrumental in creating its Women’s Board. She served on the boards of the Chicago Public Library Foundation, the Chicago Symphony, the Council on Foreign Relations, the Field Museum, the Chicago Art Institute, and Planned Parenthood. Her numerous awards and honors are a testament to her vision and character.