



**NOTICE OF MEETING**  
The Regular Meeting of the  
**CEDAR RAPIDS CIVIL RIGHTS COMMISSION**

Will Be Held

**Wednesday, December 17, 2014 at 5:30 p.m.**

Civil Rights Commission Office  
50 2<sup>nd</sup> Avenue Bridge, 4<sup>th</sup> Floor, Cedar Rapids, IA

**A G E N D A**

- I. Call to Order
- II. Roll Call – Introductions
- III. Public Response
- IV. Approval of Minutes November Meeting
- V. Report from Chair
  - Veterans Memorial Building Office Space
  - State of Equity
- VI. Closed Session

**The Commission may go into closed session to discuss the filing of one or more complaints, information gathered during investigation of such complaints, and attempts to eliminate such alleged discrimination pursuant to Iowa Code Sections 21.5(1)(a) and 216.15(5) (2012).**
- VII. Committee Reports
  - Marion Civil Rights Commission Liaison
- VIII. Director’s Report
- IX. New Business
  - Commissioner Training
- X. Adjournment

**NOTICE: Any person needing visual/audio assistance or language interpretation should contact Civil Rights at 319-286-5036 at least 48 hours prior to the meeting.**

Civil Rights Commission

50 2<sup>nd</sup> Avenue Bridge • Cedar Rapids, Iowa 52401 • 319-286-5036 • Fax 319-286-5136

**CEDAR RAPIDS CIVIL RIGHTS COMMISSION (CRCRC)**

**MEETING MINUTES**

**October 19, 2014 5:30 p.m.**

Civil Rights Commission

425 Second Street SE

Cedar Rapids, IA 52401

**Commissioners Present:** Mr. Keith Rippy, Chair  
Ms. Tamara Cronin  
Mr. Leland Freie  
Ms. Paulette Hall  
Ms. Salma Igram  
Ms. Laura O'Leary  
Ms. Ashley Reynolds  
Mr. Robin Tucker  
Dr. Ruth White

**Commissioners Absent:** Dr. Emily Bowman  
Mr. Keith Wiggins

**Staff Present:** Ms. LaSheila Yates, Executive Director  
Ms. Stefanie Munsterman-Robinson, Senior Investigator  
Ms. Janet Abejo, Investigator  
Ms. Elizabeth Macias, Investigator  
Ms. Virginia Sipes, Investigator  
Mr. Johnny Alcivar-Zuniga, Outreach Coordinator  
Ms. Alicia Abernathey, Administrative Assistant

**Guests:** Kevin Platz, Mari Davis

**I. Call to Order**

Commissioner Rippy, Chair, called the meeting to order at 5:31 p.m.

**II. Roll Call/Introductions**

Commissioners, staff and guests introduced themselves.

**III. Public Response**

No member of the public had any comments.

**IV. Approval of Minutes from October Special Meeting**

Commissioner Tucker moved to approve the October Special Meeting minutes. Commissioner Hall seconded the motion, which was unanimously approved.

**V. Action Items**

*Vice Chair Selection*

Commissioner Rippy, Chair, stated with Commissioner Gay's resignation the commission needs to select a new Vice Chair. Commissioner Rippy nominated Commissioner Igram and asked if there were any other nominations. With no other nominations, Commissioner Rippy called for a motion.

Commissioner Freie moved to elect Commissioner Igram to Vice Chair. Commissioner Tucker seconded the motion, which was unanimously approved.

### *Rules of Practice*

Commissioner Rippy stated the Rules of Practice have been reviewed at several meetings and the commission needs to formally approve the Rules of Practice. Commissioner Tucker asked what the major changes were. Virginia Sipes, Investigator, stated major changes include revised framework to compliment Chapter 69, inclusion of the CRCRC revised Mission and Vision statement and clarification of the Roles and Responsibilities of the Executive Director.

The commission thanked Ms. Sipes for her hard work on the Rules of Practice.

Commissioner Hall moved to approve the Rules of Practice. Commissioner O'Leary seconded the motion, which was unanimously approved.

### *Committee Charter Revision*

Ms. Sipes stated the charter was reviewed in July and changes were made to include the Executive Director having a vote in membership.

Commissioner Igram moved to approve the revised Charter. Commissioner White seconded the motion, which was unanimously approved.

### *Investigation Performance Goals*

Janet Abejo, Investigator, stated the CRCRC has the opportunity to create a performance standard regarding the timeline for investigations of housing and non-housing cases. Ms. Abejo stated from FY12 to FY14 five staff members have transitioned out of the commission including two Executive Directors, two full-time positions and one part-time temporary position. From FY12 to FY14 there has been a 60% increase in cases filed with the CRCRC. 80% or more of the cases received are non-housing cases. Ms. Abejo stated a performance standard regarding the timeline for non-housing investigations has not been established or upheld. Conversely, the commission is held to a performance standard of investigating at least 50% of housing cases within 100 days, pursuant to a contractual relationship with HUD. A current contract with Iowa Civil Rights Commission currently governs how much the CRCRC is reimbursed for non-housing cases. Ms. Abejo stated staff reached out to similar agencies to determine what other agencies set for performance goals. Similar agencies performance goals range from 180 to 300 days for completion of non-housing cases. Other factors were determined as well including number of staff, average caseloads and roles and responsibilities.

Commissioner Reynolds arrived at 5:45 p.m.

Ms. Abejo stated CRCRC has many program accomplishments including 60% increase in cases received, completion of Lean Process for Investigation procedures in 2014, development of Standard Operating Procedures in 2014 and creation of investigation workflow for non-housing and housing cases in 2014. Ms. Abejo stated there have also been barriers as there is a current backlog of cases with some being as old as 2 ½ years, relocation of the office and no direct contract with Equal Employment Opportunity Commission. Ms. Abejo identified other barriers such as the transition period of gaining new staff members as five out of seven staff members have been with the commission less than six months and the reduction in staff in July 2015 due to expiration of grant funds.

Ms. Abejo stated staff recommends the commission adopt and uphold performance standards of 85% of all non-housing investigations are closed within 300 days from date of filing for all cases

received on or after July 1, 2015 and 50% of all housing investigations are closed within 100 days from date of filing, effective immediately. Ms. Abejo identified the work plan and next steps.

Commissioner Igram asked when the clock starts for cases. Ms. Abejo stated non-housing cases start on the date the Charge of Discrimination is signed and housing cases start on the date HUD dual files.

Commissioner Cronin moved to approve the investigation performance standards. Commissioner Hall seconded the motion.

Commissioner Igram stated the start date should be determined by when the CRCRC receives the signed Charge of Discrimination as some people may sign the document and not send it in right away. Stefanie Munsterman-Robinson, Investigator, stated HUD sets the date for housing cases and it is not negotiable but the start date for non-housing cases is up to the commission.

Commissioner Igram moved to approve the investigation performance standards with the start date being the date the Charge of Discrimination is received for non-housing cases. Commissioner Freie seconded the motion, which was unanimously approved.

## VI. **Report from Chair**

### *Veterans Memorial Building Office Space*

Commissioner Rippy stated the CRCRC office will be relocation November 24<sup>th</sup> to the Veteran's Memorial Building.

### *State of Equity*

Commissioner Rippy stated the CRCRC has retained the services of Al Rowe for the State of Equity and Mr. Rowe will meet with staff prior to meeting with the commission. LaSheila Yates, Executive Director, stated Mr. Rowe will meet with staff on December 9<sup>th</sup> and December 18<sup>th</sup>.

Commissioner Freie left the meeting at 6:15 p.m.

### *Friends Committee*

Commissioner Rippy stated discussions have been held regarding stepping away from the Friends Committee due to conflicts of interest. Commissioner Hall stated there was a time when money was needed for outreach and the CRCRC went to the Friends Committee for help. Commissioner Hall stated if the Friends Committee will no longer be utilized the CRCRC needs to locate an alternative funding source for outreach activities. Ms. Yates stated staff is documenting the cost of current outreach events in order to make a case to amend the budget for future funding.

Commissioner White left the meeting at 6:22 p.m.

Commissioner Cronin stated funding for outreach activities needs to be discussed and the Outreach and Education Committee can look into funding sources.

Commissioner Hall moved to disband the Friends Committee. Commissioner Cronin seconded the motion, which was unanimously approved.

## VII. **Committee Reports**

### *Finance*

Commissioner Igram stated the Finance Committee met earlier this evening to discuss the first quarter of the FY15 budget and the commission is doing well with the budget. Commissioner

Igram stated the 28E Agreement was discussed and the CRCRC receives \$5,000 annually from Marion for setup costs but additional amounts can be billed for staff attending meetings, administrative meeting preparation, investigations and outreach.

#### *Outreach and Education*

Commissioner Cronin stated the Outreach and Education Committee has an Action Plan for upcoming months but the committee would like to do more and are looking into ways to do so.

Ms. Munsterman-Robinson stated Roll of the Dice event was held November 18<sup>th</sup> with approximately 70 people in attendance and was a great turnout. Johnny Alcivar-Zuniga, Outreach Coordinator, stated the movie night on November 6<sup>th</sup> was successful with 24 people in attendance.

#### *Personnel Committee*

Commissioner Igram reported that the committee has not met at this time.

Commissioner Reynolds was introduced to the commission and she provided some background about herself.

#### *Marion Civil Rights Commission Liaison*

Commissioner Tucker stated the Marion Civil Rights Commission has trainings at each of their monthly meetings to bring everyone up to speed. Bret Nilles, Marion Commissioner, stated Marion is working to have a commission that is consistent with the CRCRC. One difference between Marion and Cedar Rapids is that Marion has source of income as a protected class.

Commissioner Cronin left the meeting at 6:46 p.m.

### **VIII. Director's Report**

Ms. Yates reported on the following:

- There have been continued discussions regarding the State of Equity report and a meeting was held with the Cedar Rapids Community School District. The school district will be adopting an equity plan to address some of the report's findings.
- The next Annual Report will be published in February and will need updated bios from each commissioner. Staff will be contacting the commission in upcoming months to provide a bio.
- The next Newsletter will be published in January.

### **IX. New Business**

#### *Commissioner Training*

Ms. Yates stated Commissioner Freie requested the agenda item but due to his absence will not be discussed.

### **X. Adjournment**

Commissioner Tucker moved to adjourn the meeting at 6:57 p.m. Commissioner Igram seconded the motion, which was unanimously approved.

The next meeting will be held on December 17, 2014 at 5:30 p.m. at the Commission Office, 50 2<sup>nd</sup> Avenue Bridge.

*Respectfully submitted by Alicia Abernathey*

# Cedar Rapids Civil Rights Commission

## Public Hearing Process

*“If the Commission determines that probable cause exists to believe that a discriminatory practice has occurred and conciliation attempts have failed, the Commission shall provide an opportunity for a hearing on the record with respect to the complaint issued under this Chapter. Hearings shall be conducted in accordance with the provisions of this section and the rules promulgated by the Commission.”*

City of Cedar Rapids Civil Rights Ordinance, 69.14 Administrative Hearing

### WHAT DOES THIS MEAN?

#### Pathway to a Public Hearing

- The Investigator has completed his or her investigation and has determined that probable cause (PC) exists to believe that a discriminatory practice has occurred.
- The Executive Director has reviewed the Investigator’s case analysis and agrees with the PC finding.
- An individual Commissioner has reviewed the Investigator’s case analysis and also agrees with the PC finding.
- The Respondent and Complainant are notified of the PC finding.
- Commission’s Conciliator attempts to resolve matter with Respondent and Complainant through Conciliation.
- Conciliation attempts fail.
- Commission’s Conciliator recommend to the Commission that the complaint be heard on record before an Administrative Law Judge in an Administrative/ Public Hearing.
- The Commission will discuss the case and recommendation during a closed session at a Commission meeting.
- The actual vote to send the case to Public Hearing will occur during the Commission’s open session.

#### Pre-Hearing Procedures

- Refer case to City Attorney for assignment to assistant city attorney (ACA)
- Respondent and Complainant notified that case will be going to public hearing.
- Commission Conciliator and Investigator review case with ACA
- Issue notice of hearing (Must be at least 20 days prior to the scheduled date of a public hearing)
- Select Administrative Law Judge (ALJ)
- Arrange time, place, and means of recording
- Identify parties, attorneys, and witnesses
- ACA and respondent exchange discovery documents

#### Hearing

- ALJ opens
- Complainant-opening statement
- Respondent-opening statement
- Complainant’s evidence
- Respondent’s evidence
- Rebuttal, if any
- Complainant’s closing statement
- Respondent’s closing statement
- ALJ adjourns

#### Decision

- ALJ will make final decision within 60 days after the end of the hearing unless it is impracticable to do so
  - If ALJ finds that respondent did engage in a discriminatory practice, an order for appropriate relief will be issued, which may include actual damages suffered by the aggrieved person or injunctive or other equitable relief such as monetary damages, fines, and penalties.
- Any party may file an application for rehearing, stating the specific grounds thereof and the relief sought, within 20 days after the issuance of any final decision

## OPEN MEETINGS AND PUBLIC RECORDS

*Chapter 21 of the Code of Iowa governs the conduct of meetings held by public bodies. Chapter 22 of the Code of Iowa governs the release of public records.*

### AGENDA

- Agendas must fully disclose intended business of the forum at least 24 hours in advance of the scheduled meeting.

### CLOSED SESSIONS

- Section 21.5 of the Code of Iowa defines when a meeting may be closed from the public.
- The conditions for closure are very narrow and a vote must be held in public to go in to a closed session.
- During the closed session, minutes must be maintained along with a tape recording of the meeting while in closed session.
- These minutes and the tape are confidential records unless otherwise ordered by a court.
- Final action (vote) taken by a governmental body must be taken in an open session of the body.

### A CLOSED SESSION MAY BE HELD:

- When a public body will be evaluating the professional performance of a candidate or an employee and that person asks for a closed session.
- To review or discuss records which are required or authorized by state or federal law to be kept confidential or to be kept confidential as a condition for that governmental body's possession or continued receipt of federal funds.
- Where litigation is imminent where its disclosure would be likely to prejudice or disadvantage the position of the governmental body in that litigation.
- Attorney Client Privilege - Attorney client privilege applies in certain situations to protect communications between public agencies or public officials and their lawyers; however, privilege does not extend to all communications between agencies or officials and government attorneys.
- Municipal Civil Rights Commissions - Where Iowa Code section 216.19 requires cities to “maintain an independent local civil rights agency or commission consistent with commission rules adopted pursuant to chapter 17A” and local civil rights commissions cooperate with the Iowa Civil Rights Commission in the investigation and prosecution of civil rights actions so that these commissions largely pattern their procedures after the state commission and chapter 17A, the local proceeding amounts to “a contested case conducted according to the provisions of chapter 17A” and may close to deliberate under Iowa Code section 21.5(1)(f). *Botsko v. Davenport Civil Rights Com'n*, 774 N.W.2d 841 (Iowa 2009) 7.
- To discuss the purchase or sale of particular real estate only where premature disclosure could be reasonably expected to increase the price the governmental body would have to pay for that property or reduce the price the governmental body would receive for that property.

# **Cedar Rapids Civil Rights Commission**

## **Director's Report**

December 17, 2014

### **STAFF UPDATES**

- Education & Outreach Coordinator, Johnny Alcívar-Zúñiga, is scheduled to attend the Developing Intercultural Skills for Diversity and Inclusion Training in Dubuque, IA on December 19th. Information obtained from this course will be used as a guide for the CRCRC train-the-trainer program for the Outreach and Education Committee, in preparation for spring 2015 outreach initiatives.
- Staff Projects – Enclosed you will find a list of staff projects and tasks. Starting January 2015, a Mission Moment will be added to the Commission's agenda. During the Mission Moment, a staff member will have five minutes to highlight a project that they are working. We will rotate between staff members each month. Mission Moment will highlight the following:
  - Project Description
  - How does the project connect with the Commission's Mission/Vision?
  - How does the project connect with the City's vision?
  - Key outcomes and accomplishments:
  - How is success measured?
  - Next steps/work plan?

### **CASES AND INTAKES**

For reporting period November 2013-December 10, 2014, 50 cases were filed with the Cedar Rapids Civil Rights Commission. Of those 50, 32 (64%) were employment, 15 (30%) housing, 3 (6%) public accommodation, 0 education, and 0 credit.

A total of 37 cases were closed by the Cedar Rapids Civil Rights Commission during the same reporting period. Of those 37, 21 (57%) were employment, 12 (32%) housing, 0 public accommodation, 4 (11%) education, and 0 credit.

### **INFORMATIONAL ITEMS**

- **Departmental Vision and Goals**
  - On December 8, 2014, staff members were assigned to serve lead for departmental goals. Assignments were based on interests and job fit. Staff assignments are as follows:
    - Strategic and Well Planned Educational Outreach – Johnny Alcívar-Zúñiga, Education & Outreach Coordinator
    - Timely Investigation of Cases and Completion of Projects – Stefanie Munsterman-Robinson, Senior Investigator
    - High Quality Customer Service and Technical Assistance – Alicia Abernathey, Administrative Assistant II
  - Each lead will put together a team to operationalize assigned departmental goals and discuss at the December 22<sup>nd</sup> staff meeting.

- **28E Agreement**

- The City of Cedar Rapids and City of Marion entered into a 28E Agreement on February 16, 2012 for the purpose of the CRCRC staff to perform staffing services for the Marion Commission pursuant to the agreement. Under the 28E Agreement, an initial \$5,000 is provided to CRCRC from the Marion Civil Rights Commission each year to cover the cost of initial setup. Such items include developing and amending the Rules of Practice, Standard Operating Procedures, and Commission Charters. Staff will also provide commissioner trainings as needed and warranted as part of the initial setup.
- The CRCRC will charge 125% of staff wages for additional staff work done in accordance with the 28E Agreement. Additional work includes but is not limited to the following: determination of complaints and investigation of cases, meeting attendance, meeting preparation, and educational outreach activities. The CRCRC currently has two temporary positions that are grant funded and Marion will not be billed for services provided by these positions.
- Below is the billing rate by position for CRCRC staff for FY15 (July 1, 2014 to June 30, 2015). The rates will be adjusted as needed to cover cost changes in wages.

<b>Position</b>	<b>Hourly Billable Rates</b>
Administrative Assistant	\$33.75
Investigator	\$41.25
Executive Director	\$57.50

- Due to the billings not having a prior period correction done and the fact that CRCRC was unable to bill or report on any activity thru September 2014, billing and tracking time began October 1, 2014. A draft billing covering the prior month's charges will be reviewed by the Marion Executive Committee before it is submitted to the City of Cedar Rapids Finance Department for final billing.

- **Move Process**

- On November 20<sup>th</sup>, the Executive Director was notified that the Vets Memorial Commission was not on track to meet the November 24<sup>th</sup> office move timeline. The Vets Commission staff ran into some challenges while trying to meet the deadline and the space will not be available until the first part of January. As a result, the Civil Rights Commission was provide with a temporary office space on the 2nd floor of the Vets Memorial Building. Staff is setup to greet customers that come to the office, answer phones, reply to emails, print, receive mail, and make copies. Staff also has access to individual computer work stations, 2 printers, and individual phones. Also, the files and office furniture is temporally housed on the 3rd floor of Vets Memorial. The files are locked in a secure location. Below is a detailed progress report:
  - Painting –Almost complete, with the exception of trim work
  - Carpet – Close to completion. Carpet is still being added the hallway, one of the rooms, and reception area.
  - Ceiling Title – Starting installing final ceiling tiles on 12/11/14

- Additional Items:
    - Signage has been ordered
    - Signage and doorknobs still need to be installed
- **2014 Fair Housing Cooperative Agreements and MOUs**
  - Meetings have been scheduled with Catherine McCauley, Tanager Place, and Waypoint to further discuss the 2014 Fair Housing Cooperative Agreements. Fair housing training has been scheduled with the Young Parents Network for December 16, 2014 and with Jane Boyd in January. Staff has developed report templates and has submitted them to the aforementioned organizations. Also, all parties connected with the agreements have been paid. Stefanie is serving as the lead for this project.
- **State of Equity**
  - On December 10<sup>th</sup>, Al Rowe, Associate Vice President, Institutional Effectiveness at Kirkwood Community College facilitated the first State of Equity Report session with staff. Staff had a general framework discussion related to strengths, opportunities, aspirations, and results of the report. The next meeting is scheduled for December 18<sup>th</sup>. LaSheila will continue to provide information at future commission meetings.

## **OUTREACH AND EDUCATION**

- *Annual Plan – (February 2015)*
  - Alicia will be reaching out to Commissioners to gather information regarding the 2014 Annual Plan. The report will look similar to previous reports. It will include a section honoring the work of Tommy Tucker and Darryl Lipscomb with the Commission.
- *Quarterly Newsletter – (January 2015)*
  - The quarterly newsletter will mostly introduce staff and highlight the newly adopted performance goals.
- *Neighborhood Associations Outreach – (Spring and Summer 2015)*
  - Staff has setup one presentation with the Oak Hill Neighborhood Association for their April 13, 2015 meeting. Taylor Area Neighborhood Association has shown interested and is willing to include the Civil Rights Commission on their agenda once they have set up the meetings for April-June. Wellington Heights Neighborhood Association has also demonstrated a willingness to have the Commission present during one of their meetings but no meeting date has been set at this time. The Commission is currently two neighborhoods away from our initial goal for reaching out to neighborhood associations to conduct educational outreach presentations. Staff will reach out to all the neighborhoods again in January. Johnny is serving as the lead for this project.

- *A Face for Fairness: Fair Housing for All - Video and Poster Contest (Spring 2015)*
  - WE CREATE HERE <http://www.wecreatehere.net/fairhousing/> and the Cedar Rapids Civil Rights Commission partnered to launch a Video and Poster contest in order to gather community perspectives on the impact of Fair Housing on community pride, the economy and the wellbeing of people in the Cedar Rapids/Marion area. The contest was initially scheduled for Fall 2014 but has been extended to Spring 2015 to garner more participation and community involvement.

Respectfully submitted by

LaSheila Yates  
Executive Director

**CEDAR RAPIDS CIVIL RIGHTS COMMISSION**  
**STAFF PROJECTS**  
**12-11-14**

**Johnny**

- General Educational Outreach Coordination
- Translation of CRCRC documents with Stefanie
- Neighborhood Association Educational Outreach
- MOUs
- Roll of the Dice Facilitator
- Media Contest
- Train-the-trainer
- Marion Roll the Dice Event

**Janet**

- Investigations
- Meditations/Conciliations
- Training new investigators with Stefanie
- Assist with Marion Training
- Roll of the Dice Facilitator

**Virginia**

- Investigations
- Marion ROP
- CRCRC ROP
- CRCRC Charters
- Marion Charters
- Leadership Circle Coordination

**Elizabeth**

- Investigations
- Meditations/Conciliations
- Smart Phone app
- Roll of the Dice Facilitator

**Stefanie**

- Investigations
- Meditations/Conciliations
- MOUs Lead
- Training new investigators with Janet
- Lead Biweekly Investigator Meetings
- Marion Training Lead
- Cases Back Log Lead
- Roll the Dice Lead Facilitator
- Translation of CRCRC documents with Stefanie

**LaSheila**

- Finances
- Move Process
- CRCRC and Marion Meeting Support
- State of Equity follow-up
- Leadership Circle participation
- Staff training and evaluation
- Staff projects oversight and management
- Final review of case investigations
- City/Commission relations
- Commission/ Community relations
- Facilitator of Departmental Goals and Vision
- Diversity Focus Beyond Labels Project

**Alicia**

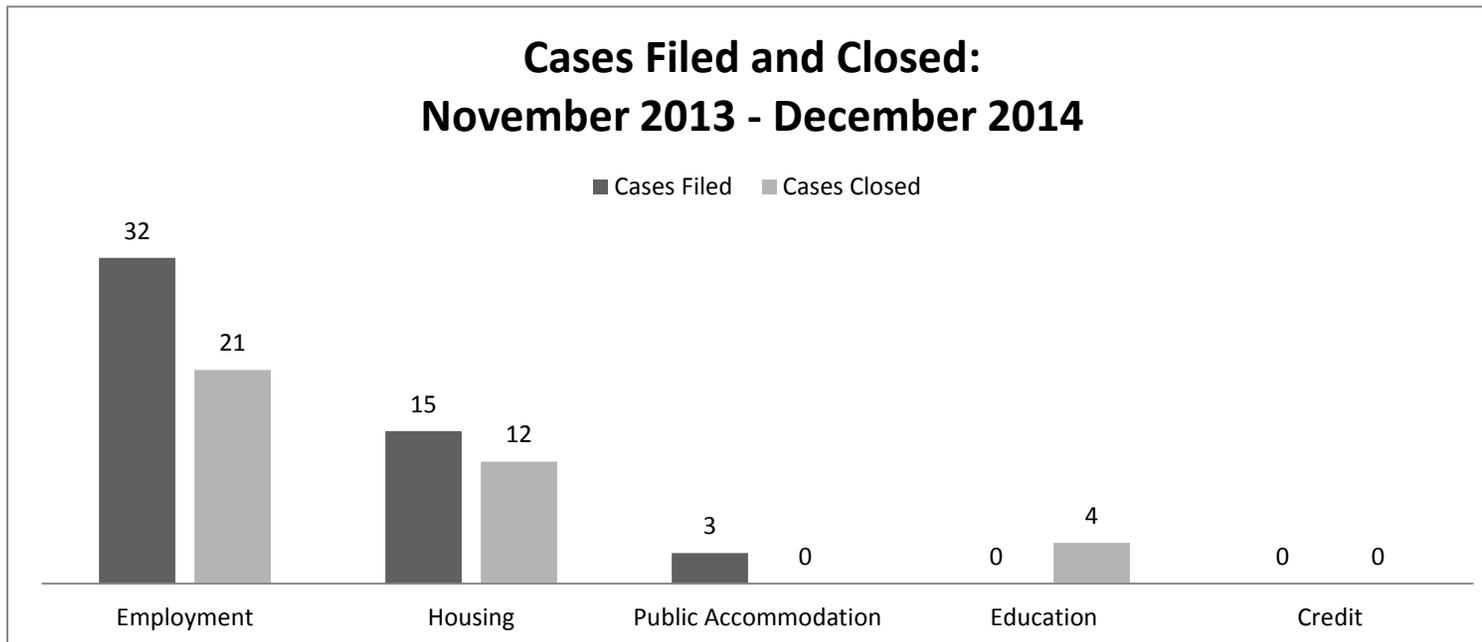
- Commission Meetings Prep – Marion and CRCRC
- Sub Committee Meetings Prep – Marion and CRCRC
- CRCRC Website
- Quarterly Newsletter
- Annual Report
- Intakes
- MOU Reports



### CASES FILED AND CLOSED: November 2013 - December 2014 (Dec 1-10)

For reporting period November 2013-December 10, 2014, **50 cases** were **filed** with the Cedar Rapids Civil Rights Commission. Of those 50, 32 (64%) were employment, 15 (30%) housing, 3 (6%) public accommodation, 0 education, and 0 credit.

A total of **37 cases** were **closed** by the Cedar Rapids Civil Rights Commission during the same reporting period. Of those 37, 21 (57%) were employment, 12 (32%) housing, 0 public accommodation, 4 (11%) education, and 0 credit. The chart below shows the areas for all cases filed and closed during this reporting period:





## Department Vision and Goals

### **Strategic and well planned educational outreach and training:**

- Communication – improving communication within office
  - Discuss during staff meeting (agenda item)
  - “good of the order”
  - Standardize communication with Education/Outreach Coordinator (i.e. excel sheet in shared drive)
- List of resources for training, who in community specializes or offers the training (Diversity Focus, Cedar Rapids Metro Economic Alliance)
- Identifying what training we can offer via our ordinance/vision
- List of staff connections and involvement to organizations in community to assist Education/Outreach Coordinator in organizing events and improve communication (create excel sheet with this information)
- Outreach at neighborhood associations (re-introducing the commission)
- Investing in Commissioners knowledge and development of what we do. (Schedule Commissioner trainings, like what has been done for Marion)
- Creation of Outreach Plan
- Transition Plan (IA communities on volunteerism, Public Allies VISTA program options)
- Post event evaluations (Surveys)

### **Timely investigation of cases and completion of projects:**

- Performance Goals:
  - non-housing cases closed within 300 days from date of filing
  - 50% of housing cases closed within 100 days
  - Effective July 1, 2015
  - Evaluate at end of FY
  - Monthly updates in case report
- Investigation Meetings (Bi-weekly) to check in on cases and discuss any issues (notify if any complex cases)
- Create tools and templates for investigation (i.e. 300 day plan for non-housing cases)
  - 60 day, 120 day letters to CP, RP to provide updates, mediation information, etc.
  - Re-evaluate EnerGov
  - Revise database to include address, phone #
- Keep track of date of finding, date of full closure (mediations, conciliation, PH)
- Separate list of closed cases

### **High quality customer service and technical assistance:**

- Communication with Commissioners (what works best – phone, email, text, memos, etc.)
- Provide Commissioner training by request
- Regular committee meetings and providing agendas in advance
- List of Commissioner's connections in community
- List of Commissioner's strengths, interests, etc.
- Does each Commissioner feel voice is heard? (one on one meetings, clearly communicate/outline the process for concerns/questions, exit interviews?)
- Performance Goal for Intake process (# of days)
  - # of times to contact CP (at least 3x)
- Performance Goal for returning calls: within 48 hours
- Revise and Review Intake form
  - Remove SSN
  - Available online (review Dubuque's e-submittal process)
  - Preferred method of contact (phone, email, postal mail, etc)
- Re-evaluate CRCRC app
- Review Commissioner Query for review of cases

**Cedar Rapids Civil Rights Commission Case Report - December 10, 2014**

<b>Cases Filed November 2013 - December 2014</b>		
November 2013	4	3 Emp, 1 PA
December 2013	4	2 Emp, 1 Hsg, 1 PA
January 2014	5	2 Emp, 3 Hsg
February 2014	2	2 Emp
March 2014	3	3 Emp
April 2014	3	1 Emp, 2 Hsg
May 2014	6	5 Emp, 1 Hsg
June 2014	5	3 Emp, 2 Hsg
July 2014	10	6 Emp, 4 Hsg
August 2014	0	
September 2014	3	3 Emp
October 2014	4	2 Emp, 1 Hsg, 1 PA
November 2014	0	
December 2014 (Dec 1 - Dec 10)	1	1 Hsg
<b>TOTAL FILED</b>	<b>50</b>	

<b>Cases Closed November 2013 - December 2014</b>		
November 2013	4	2 Emp, 2 Hsg
December 2013	4	2 Hsg, 2 Edu
January 2014	1	1 Emp
February 2014	0	
March 2014	4	3 Emp, 1 Hsg
April 2014	2	1 Emp, 1 Hsg
May 2014	1	1 Hsg
June 2014	3	1 Emp, 2 Hsg
July 2014	4	2 Emp, 1 Hsg, 1 Edu
August 2014	0	
September 2014	1	1 Emp
October 2014	9	5 Emp, 3 Hsg, 1 Edu
November 2014	2	2 Hsg
December 2014 (Dec 1 - Dec 10)	2	2 Emp
<b>TOTAL CLOSED</b>	<b>37</b>	

<b>Settlements November 2013 - December 2014</b>		
November 2013	0	\$ -
December 2013	0	\$ -
January 2014	0	\$ -
February 2014	0	\$ -
March 2014	0	\$ -
April 2014	0	\$ -
May 2014	0	\$ -
June 2014	0	\$ -
July 2014	0	\$ -
August 2014	0	\$ -
September 2014	2	\$ 1,514.00
October 2014	0	\$ 300.00
November 2014	0	\$ -
December 2014 (Dec 1 - Dec 10)	0	\$ -
<b>TOTAL</b>	<b>2</b>	<b>\$0</b>

<b>Case Assignments</b>		
Munsterman-Robinson, S	13	1 Cr, 10 Emp, 1 Hsg, 1 PA
Abejo, Janet	15	1 Cr, 2 Edu, 9 Emp, 1 Hsg, 2 PA
Sipes, Virginia	18	18 Emp
Macias, Elizabeth	9	7 Emp, 1, Hsg, 1 PA
<b>TOTAL ASSIGNED</b>	<b>55</b>	

<b>Additional Case Status</b>		
<b>Out w/Commissioners</b>	1	1 Emp
<b>Public Hearing</b>	1	1 Credit - Held on 9/29/2014
<b>Conciliation in process</b>	1	1 Hsg
<b>Intakes In Process</b>	4	2 Hsg, 2 Emp

<b>Average Days of Open Cases</b>	<b>Nov</b>	<b>Dec</b>
Including Post PC Finding (i.e. Conciliation, Public Hearing)	<b>380</b>	<b>353</b>
Not including Post PC Finding	<b>369</b>	<b>335</b>