



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

Will Be Held

**Wednesday, March 18, 2015 at 5:30 p.m.**

Civil Rights Commission Office  
50 2nd Avenue Bridge, 4th 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 February Meeting
- V. Action Items
  - Acceptance of Educational Outreach and Customer Service Performance Standards
- VI. Report from Chair
  - State of Equity Report
  - Regional Performance Assessments
  - April Fair Housing Month Celebration and Open House
- VII. Committee Reports
  - Outreach and Education
  - Marion Civil Rights Commission Liaison
- VIII. Mission Moment – Case Processing Standards Update
- IX. Director’s Report
- 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.**

**CEDAR RAPIDS CIVIL RIGHTS COMMISSION (CRCRC)**  
**MEETING MINUTES**  
**January 21, 2015 5:30 p.m.**  
Civil Rights Commission  
50 2<sup>nd</sup> Avenue Bridge  
Cedar Rapids, IA 52401

**Commissioners Present:** Mr. Keith Rippy, Chair  
Dr. Emily Bowman  
Mr. Leland Freie  
Ms. Paulette Hall  
Ms. Laura O’Leary  
Ms. Ashley Reynolds  
Dr. Ruth White  
Mr. Keith Wiggins

**Commissioners Absent:** Ms. Tamara Cronin  
Ms. Salma Igram, Vice Chair  
Mr. Robin Tucker

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

**Guests:** Susie Weinacht

**I. Call to Order**

Commissioner Rippy, Chair, called the meeting to order at 5:35 p.m.

**II. Roll Call/Introductions**

Commissioners, staff and guests introduced themselves.

**III. Public Response**

No public present.

**IV. Approval of Minutes from January Meeting**

Commissioner O’Leary moved to approve the January Meeting minutes. Commissioner Hall seconded the motion, which was unanimously approved.

Commissioner White arrived at 5:40 p.m.

**V. Action Items**

*Tapia V. Collins Public Hearing Results*

Commissioner Rippy stated the Administrative Law Judge ruled in favor of the Respondent and is requesting the Commission pay the legal bills. LaSheila Yates, Executive Director, stated the cost is \$2,200 and staff is waiting on a response for the City Attorney’s office.

Stefanie Munsterman-Robinson, Senior Investigator, stated the \$2,200 includes the cost of the judge and the recorder. Typically whoever loses the case pays the fees.

Commissioner Reynolds asked why credit reports pulled by the credit union were not included in the public hearing. Ms. Munsterman-Robinson stated the judge ruled them to be inadmissible along with a few other items.

Commissioner Hall stated this ruling should not prevent the Commission from taking other cases to public hearing.

Commissioner O'Leary moved to approve the ruling of the Public Hearing for Tapia V. Collins. Commissioner Wiggins seconded the motion, which was unanimously approved.

#### *Acceptance of 2014 Annual Report*

Ms. Yates stated this is a content review as staff is still reviewing the report for grammatical errors. Ms. Yates stated the 2014 Annual Report will be presented to the City's Public Safety Committee and also to City Council. Ms. Yates provided a PowerPoint presentation outlining the roles of the Commission, staff, Commissioners and contents of the annual report.

Commissioner Freie moved to approve the 2014 Annual Report pending grammatical review and corrections. Commissioner Hall seconded the motion, which was unanimously approved.

## VI. **Report from Chair**

### *State of Equity*

Commissioner Rippy stated he and LaSheila met with Al Rowe to discuss the 2014 State of Equity report. Commissioner Rippy stated Mr. Rowe will meet with the Commission for a work session on March 10<sup>th</sup> from 4:00 to 7:00 p.m.

### *Regional Performance Assessments*

Ms. Yates stated staff pulled information from other regions and used the information to set investigation standards. Commissioner Rippy stated the information shows other regions do not have Commissions as large as Cedar Rapids. Commissioner Rippy stated work will be done to get the Commission down to nine members to align with the number of members on City Council.

## VII. **Committee Reports**

### *Finance*

Ms. Yates stated the Finance Committee met last week and had a Finance 101 with Casey Drew, Finance Director and Ronda Jones, our Budget Analyst. Commissioner Hall stated the training was very useful and provided good information.

### *Outreach and Education*

Johnny Alcivar-Zuniga, Outreach Coordinator, stated the Outreach and Education Committee will meet next week. Mr. Alcivar-Zuniga stated the Commission's commercial will be filmed on Friday at 10:00 a.m. Also, two Donna the Dolphin events will take place on March 6<sup>th</sup> at the Cedar Rapids Library that will follow with a poster contest workshop.

### *Development and Personnel*

Commissioner O'Leary stated eight out of eleven commissioners and five staff members submitted a review of the Executive Director, LaSheila. The Committee met with LaSheila earlier this week and provided her six month performance review and it went really well. The next performance review will be completed in September.

*Marion Civil Rights Commission Liaison*

Bret Nilles, Marion Commissioner, stated the February meeting was very productive as the Rules of Practice and Committee Charters were approved. Elections for Chair and Vice Chair were held and remain Steve Moshier as Chair and Joe Stutler as Vice Chair. Mr. Nilles also stated the Commission will be holding their Meet & Greet event on March 4<sup>th</sup> following the Commission meeting. Mr. Nilles also stated staff provided Education Training at the February meeting.

Commissioner Wiggins left the meeting at 6:20 p.m.

**VIII. Mission Moment – Commissioner Training**

Ms. Yates stated she would like the Cedar Rapids Civil Rights Commission to be the best Commission in the region. Ms. Yates provided a PowerPoint presentation outlining the scope of services, Commission powers, Commissioner roles, City Council liaison roles, staff roles and defined conflicts of interest.

Commissioner Reynolds left the meeting at 6:41 p.m.

Commissioners and staff broke up into groups and discussed various conflicts of interest scenarios. The scenarios were then shared with the overall group.

Commissioner White left the meeting at 6:55 p.m.

**IX. Director's Report**

Ms. Yates reported on the following:

- An investigator resigned from her position and the position has been posted to the City's website until March 6<sup>th</sup>.
- Staff is now reading Crucial Conversations and will be discussing at monthly lunches.
- Staff is working to secure funds for an AmeriCorp Vista position.
- Staff is currently working to transfer 24 aged cases to the Iowa Civil Rights Commission.

**X. Adjournment**

The meeting adjourned at 7:07 p.m.

The next meeting will be held on March 18, 2015 at 5:30 p.m. at the Commission Office, 50 2<sup>nd</sup> Avenue Bridge.

*Respectfully submitted by Alicia Abernathy*



Cedar Rapids Civil Rights Commission  
50 2<sup>nd</sup> Avenue Bridge, 7<sup>th</sup> Floor  
Cedar Rapids, IA 52401  
Telephone: (319) 286-5036  
FAX: (319) 286-5136

**To:** Cedar Rapids Civil Rights Commission  
**From:** Johnny Alcívar-Zúñiga, Outreach and Education Coordinator and Alicia Abernathey, Administrative Assistant  
**Subject:** Outreach and Education and Customer Service Performance Standards  
**Date:** March 18, 2015

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The purpose of this memo is to provide the Cedar Rapids Civil Rights Commission (“CRCRC”) with recommended Performance Standards for outreach and education activities and customer service aspects pursuant to the Commission’s mission. It is also pursuant to the departmental goals of high quality customer service and technical assistance plus strategic and well planned educational outreach and trainings.

**Issue:**

The Commission is in the process of adopting Performance Standards for the CRCRC’s outreach and education activities and customer service provided to the public, in addition to measuring the knowledge gained through the provision of these services.

**Background:**

One of the pillars of the CRCRC, as stated in the local ordinance, is to serve “. . .as a source of information. . .” for the community, and to provide “. . .active assistance to prevent and eliminate the effects of discriminatory acts and/or discriminatory practices.” To fulfill this obligation, the CRCRC is invested in providing strategic and well planned educational outreach and training. The CRCRC actively seeks to educate the community regarding the local Civil Rights laws. The CRCRC also seeks to provide high quality customer service in the areas of intakes, investigations and outreach and education. Accordingly, as good stewards of our resources, it is necessary to track the overall effectiveness of our efforts. As a result, we can analyze the outcomes of our efforts and dynamically adjust our services if needed. These recommended goals are in line with the Iowa Civil Rights Commission’s outreach performance measures.

**Recommended Outreach and Education Performance Standards:**

- 50% of customers rating presentations and events as satisfactory or better.
- 15% of increased knowledge in customers after trainings.

**Recommended Customer Service Performance Standards:**

- Average Overall Experience rating of 2.5 for intakes, investigations and outreach and education.

**Outreach and Education Work Plan:**

October 8, 2014	Created a Pre/Post-test for usage at trainings.
October 9, 2014	Pre/Post-test used at Know Your Rights/Fair Housing Clientele Training w/ MOU partner.
December 16, 2014	Pre/Post-test used at Fair Housing Staff Training w/ MOU partner.
January 14, 2015	Pre/Post-test used at Fair Housing Staff Training w/ MOU partner.
February 9, 2015	Pre/Post-test used at Fair Housing Clientele Training w/ MOU partner.
February 20, 2015	Data analysis and cross reference with ICRC Outreach Performance Standards.
February 26, 2015	Presentation, review, and recommendations by the Outreach & Education Committee.
March 18, 2015	Review and possible acceptance by Commission.
March 19 – July 1	Continue usage of Pre/Post-test at CRCRC trainings and track results.
Annually	Review standards for possible amendments.

**Customer Service Work Plan:**

January 15, 2015	Reached out to the City Manager’s Office inquiring about the Customer Service Survey Card process.
January 23, 2015	Worked with CopyWorks to create Customer Service Cards.
February 3, 2015	Ordered 500 Customer Service Cards from CopyWorks.
February 10, 2015	First batch of Customer Service Cards sent to Complainants and Respondents.
March 10, 2015	Second batch of Customer Service Cards sent to Complainants and Respondents.
March 18, 2015	Review and possible acceptance by Commission.
March 19 – July 1	Send Customer Service Cards the first Friday of each month and track responses.
Annually	Review standards for possible amendments.

The CRCRC Staff respectfully recommends the Commission’s adoption of these Performance Standards. As measurements begin to be tracked, the Performance Standards may be reviewed annually to evaluate whether revisions may be needed

# Strategic and well-planned educational outreach and trainings

Report Date

03/11/15

Sponsor	LaSheila Yates	Project Financials	Budget		Funding Source 1	Funding Source 2	Funding Source 3
Project Lead	Johnny Alcivar-Zuniga	Status	Actual		\$ 40,500.00		
Project Schedule	Start 08/20/14 Complete 08/31/15	Rating	Overall		The replenishment of outreach materials is currently under way. Additional focus on Fair Housing Media Contest before March 30th deadline.		
Objective - what will be accomplished	Scope - what is/ is not included	Client					
Value Proposition - why is this important	Key Milestones - what are the next major tasks to be completed	Monthly Project Status Summary					

Objective - what will be accomplished	Scope - what is/ is not included	Key Successes
Provide high-quality and far-reaching outreach and educational events to community organizations, businesses and government agencies in Cedar Rapids and Marion. Expand awareness of the CRCRC and our efforts in accordance to the outreach plan. Assess the logistics, the quality and the impact of events to track progress and potential continuity.	Trainings on Fair Housing, Know Your Rights, Complaint Process, Anti-Discrimination/Harrasment, and additional topics. Translated outreach material. Draft Annual Outreach Plan which includes additional events, such as summits, Roll of the Dice, contests, etc. Submit Outreach Plan to HUD each fiscal year in addition to Quarterly Reports.	<ol style="list-style-type: none"> <li>In October 2014, the Education and Outreach Plan was accepted by the Education and Outreach Committee.</li> <li>In November 2014, the CRCRC under Project Lead Johnny Alcivar-Zuniga conducted a "Fair Housing Movie Night" event in partnership with the Cedar Rapids Public Library .</li> <li>In November 2014, the CRCRC under Project Lead Stefanie Munsterman-Robinson successfully conducted a "Roll of the Dice" event in partnership with Mt. Mercy University.</li> <li>In February 2015, a Train-the-Trainer Folder for Commissioner Outreach was completed. This Folder will guide Commissioners as they conduct outreach activities on behalf of the CRCRC.</li> <li>In March 2015, a TV commercial about the CRCRC began playing on CBS 2/FOX 28 as part of the Fair Housing Advertising Campaign until May 2015.</li> </ol>

Value Proposition - why is this important	Current Barriers
Increase awareness and education in the Cedar Rapids and Marion communities.	<ol style="list-style-type: none"> <li>Registering participants for Fair Housing Media Contest</li> <li></li> <li></li> </ol>

Milestone	Start Date	End Date	
Develop Outreach Plan	08/31/14	10/14/14	4
Improving internal communication	10/29/14	Ongoing	
Explore and identify other trainings that exist in the community	10/29/14	Ongoing	5
Update list of staff connections and involvement in community organizations	10/29/14	Ongoing	
Fair Housing Media Contest	10/29/14	04/30/15	
Assist partners in the completion of MOU required trainings and objectives	11/05/14	05/29/15	1
Marion Roll of the Dice event planning and conduction	11/05/14	05/31/15	
Fair Housing Adversting Campaign	02/01/15	05/31/15	2
Commissioner trainings to conduct outreach	02/17/15	05/31/15	
Commissioner-led presentations at Neighborhood Association Meetings	04/01/15	08/01/15	3
Transition plan for temporary positions	05/01/15	08/15/15	
Develop Outreach Plan FY16	06/01/15	09/01/15	4
			5

Metrics - how are we demonstrating & communicating performance			
Metric	Target	Actual	
1	Pre and Post Trainings Assessments	>100	48
2	Number of trainees	>150	108
3	Number of attendees	>300	188
4	Percentage of knowledge increase	>15%	15%
5	Percentage of awareness increase	>25%	55%

# High Quality Customer Service and Technical Assistance

Report Date

03/11/15

Sponsor	LaSheila Yates		Project Financials	Budget		Monthly Project Status Summary
Project Lead	Alicia Abernathy		Actual			
Project Start	09/01/14	Status	Overall		Customer satisfaction survey cards are being distributed and staff is gathering feedback in the areas of Intake, Investigation and Education and Outreach.	
Project Complete	08/31/15	Rating	Schedule			
			Deliverable			
			Financial			
			Client			

Objective - what will be accomplished	Scope - what is/ is not included	Key Successes
Provide high quality customer service and technical assistance	Communication with Commissioners, Commissioner training, regular committee meetings, provide agendas in advance, List of Commissioner's connections, list of Commissioner's strengths/interests, Performance Goals for Intake process, Revise Intake Form, re-evaluate CRCRC app, Review Commissioner query for review of cases	1 Staff is keeping track of intakes received, intakes sent out, non-jurisdictional intakes & inquiries not in protected class.
		2 The intake forms were revised, made into fillable forms and complainants can now submit the pdf intake form through email.
		3 Staff is sending out customer service surveys and keeping track of the responses received.
		4
		5

Value Proposition - why is this important	Current Barriers
Provide high quality customer service	1 Getting in touch with commissioners
	2 Dual filing with HUD

Key Milestones - what are the next major tasks to be completed			
Milestone	Staff Assistance	Start Date	End Date
Provide Commissioner training - Upon request	Lead - Johnny / Stefanie		Ongoing
Provide agenda's in advance		10/13/14	Ongoing
List of Commissioner's connections in community		Spring 2015	
List of Commissioner's strengths / interests		Spring 2015	
Commissioner's feel voiced	Lead - LaSheila	9/1/2014	Ongoing

Performance Goals for Intake process		Fall 2015		Action Plan to Resolve Barriers	
Revise Intake Form		12/11/14	01/09/15		1 Determine preferred contact method for each commissioner
CRCRC App	Lead - Elizabeth	12/11/14	06/01/15		2
Commissioner Query for review of cases		Fall 2015			3
					4
				5	

Metrics - how are we demonstrating & communicating performance			
	Metric	Target	Actual
1	Intakes Received	N/A	19
2	Customer Service - Intake (Scale 1 to 5)	>2.5	5
3	Customer Service - Investigations (Scale 1 to 5)	>2.5	2.75
4	Customer Service - Education & Outreach (Scale 1 to 5)	>2.5	5
5			

Investigation Performance Standards					Report Date	03/12/15
Sponsor	LaSheila Yates		Project Financials	Budget \$ -	Funding Source 1	NA
Project Lead	Stefanie Munsterman-Robinson		Actual \$ -	Overall <b>G</b>	Funding Source 2	NA
Project Schedule	Start	11/19/14	Status Rating	Schedule <b>G</b>	Funding Source 3	NA
	Complete	07/01/15		Deliverable <b>G</b>		
				Financial <b>NA</b>		
				Client <b>G</b>		
Objective – what will be accomplished			Scope – what is/ is not included		Key Successes	
85% of non-housing investigations* closed within 300 days from date of filing as of July 1, 2015. (* cases filed after 7/1/15)			Mediations and non-jurisdictional inquiries are not included.		1	Completion of research that support recommendations.
50% of all housing investigations closed within 100 days from date of filing, effective immediately.			The "Clock starts" for non-housing cases upon receipt of signed charge from Complainant and stops when the Commissioner has agreed with the findings of the Investigator.		2	Recommendations approved by the Commission.
			The "Clock starts" for housing cases upon dual-filing status from HUD and stops when the Commissioner has agreed with the findings of the Investigator.		3	Evaluation of Investigation process conducted.
					4	
					5	
					6	
					7	
					8	
Value Proposition – why is this important						
To ensure quality investigations and good customer service to our community.						
Current Barriers						
1 Number of aged cases still in investigation process.						
Key Milestones – what are the next major tasks to be completed						
2 Lack of formal Knowledge Management System for Investigators/Intake Specialist/Education Outreach Coordinator						
3 Need for robust case management/data storage system.						
4 Loss of one Investigator						
5 Lack of auditing plan/SOP's						
6						
7						
8						
Action Plan to Resolve Barriers						
1 Continue to support and work with staff to reduce the number of aged cases in investigation process.						
2 Create SOP's for Public Hearing process (SMR/JAA)						
3 Update current SOP's to match processes (AAA)						
4 Create SOP for Administrative Closure processes (SMR/JAA)						
5 Create SOP for Appeals processes (SMR)						
6 Develop KM System with Staff/meeting held 3/5/15 to discuss needs						
7 Working with IT to develop robust case managementsystem (Energov)						
8 Working with Commissioner Wiggins to develop auditing plan/SOP's (SMR)						
9 ED working with HR for Investigator hiring						
10						
Metrics – how are we demonstrating & communicating performance						
Metric Target Actual						
1	Average days for non-housing cases	85 % at <300	Average days: 335			
2	Average days for non-housing cases	50% at < 100	50% at < 100 days			

	<u>Cedar Rapids</u>	<u>Davenport, IA</u>	<u>Sioux City, IA</u>	<u>Iowa City, IA</u>	<u>Waterloo</u>	<u>Council Bluffs, IA</u>	<u>Dubuque, IA</u>	<u>Des Moines, IA</u>	<u>ICRC</u>
<b>Population</b>	128,429 (2013)	102,157 (2013)	82,459 (2013)	71,591 (2013)	68,366 (2013)	62,115 (2012)	58,253 (2013)	207,510 (2013)	207,510 (2013)
<b>Total # Staff Members</b>	7 (5 FT, 2 Temp)	7 (5 FT, 1 PT, 1 Temp)	5 (3 FT, 2 Temp)	2 (2 FT)	4 (3 FT, 1 PT Temp)	1 (FT)	5 (5 FT)	5 (3 FT, 2 Temp)	29 Total
<b>Total # of Commissioners</b>	11	7	11	9	9	9	9	7	7
<b>Commissioner term</b>	3 years	2 years	3 years	3 years	3 years	3 years	3 years	3 years	4 years
<b>Annual Report</b>	Yes	Yes	No.	No.	No.	No.	Yes.	No.	Yes.
<b>1. Do Commissioners participate in education/outreach?</b>	Yes, somewhat. (Tabling, etc.)	Yes, somewhat.	Yes	Yes.	Yes, somewhat.	Yes, somewhat.	Yes.	Yes, somewhat.	No.
<b>2. Do Commissioners participate in investigation of cases?</b>	No.	No.	No.	No.	No.	No.	No.	No.	No.
<b>3. Staff make-up. (i.e. 1 Admin, 2 investigators, 3 support staff)</b>	1 Director; 1 Senior Investigator/ Compliance Manager, 2 Investigators; 1 Admin/Intake Specialist; 1 Edu & Outreach Coordinator (Temp); 1 Investigator/Investigation Support Staff (Temp).	1 Director; 1 Investigative Paralegal; 1 Housing Analyst; 1 Secretary; 1 Mediation Coordinator(PT), 1 Outreach Coordinator, 1 Fair Housing Attorney.	1 Director; 1 Human Rights Investigator; 1 Administrative Secretary; 2 AmeriCorps VISTA.	1 Director; 1 Investigator; 0 Admin/Support Staff.	1 Director; 1 Administrative Secretary; 1 Human Rights Specialist; 1 PT Assistant.	1 Director (Part of City Attorney's Office).	1 Director; 1 Human Relations Specialist; 1 Intake Specialist, 1 Assistant City Attorney; 1 Training & Workforce Development Coordinator; 1 Community Engagement Coordinator.	1 Director; 1 Senior Human Relations Specialist, 2 AmeriCorps VISTAs, 1 Legal Counsel	1 Director; 8 Investigators; 10 Screeners; 1 Compliance; 3 Admin Support; 1 Assistant Attorney General; 1 Housing Supervisor; 1 Intake Manager; 1 Housing Intake Analyst; 1 Testing
<b>4. Who conducts investigations?</b>	Investigators only	Investigators only. Temporary volunteer provides assistance.	Director and Investigator	Director and Investigator.	Director and Investigator. Investigator (Human Rights Specialist) conducts all non-housing cases, Director conducts all housing cases. Also temporary,PT staff assists Investigator w/ case work.	Director only.	Assistant City Attorney.	Investigator only (Human Relations Specialist).	Investigators "(Civil Rights Specialists)". See Note Below.
<b>5. Who performs education and outreach?</b>	Investigators. However, currently have Temporary Education and Outreach Coordinator.	Investigators. However, currently have a Temporary Education and Outreach Coordinator.	Director conducts most outreach. Temp support staff assist with scheduling and other logistics.	Director and Investigator.	Director and Investigator.	Director.	Human Relations Specialist is in charge of building connections with underrepresented groups in the community.	Designated staff member for outreach.	Director, Designated Staff Member (Don Grove), and CSRs.
<b>6. Support staff for investigations?</b>	Not currently.	No.	No.	No.	Yes. 1 PT Assistant for non-housing cases.	No.	Intake Specialist assists with scheduling mediations. Paralegal keeps files and schedules interviews. Director reviews challenges to administrative closure and requests for re-opening.	No.	Yes.
<b>7. Average caseload per investigator.</b>	15-20 (Approx 70 current cases).	Investigative Paralegal - 88/yr.; Housing Analyst - 28 over last 3 years.	15-20 (32-40 current cases).	15-20 (Approx. 40 current cases).	159 non-housing cases between PT Assistant and Investigator.	12-15.	20-25 (26 cases filed in FY12).	20-25 (40-50 cases/yr).	10-15 cases at a time.
<b>8. Required Case Deadline/Average Days Old.</b>	~350 Ave Days Old	270 Goal.	N/A - None.	192 Average.	N/A. Stated they hope to be in position where cases are kept to 18 months old (547.5 days old). NOTE: New Contract w/ EEOC is based on how they've performed in the past. Starting new contract October 1st. They based numbers on May 2013-April 2014 and how many cases closed in that time period. Estimated they could close 70 cases/yr, divided by 4. Each quarter, goal is to close 17 employment cases. To their knowledge they do not received a decreased reward if cases are over a certain amount of days old.	6-8 months Average (180 - 250 Days Old).	278 Average w/ outliers (180 Day Target).	Within a year (365 days).	300 Maximum

	<u>Cedar Rapids</u>	<u>Davenport, IA</u>	<u>Sioux City, IA</u>	<u>Iowa City, IA</u>	<u>Waterloo</u>	<u>Council Bluffs, IA</u>	<u>Dubuque, IA</u>	<u>Des Moines, IA</u>	<u>ICRC</u>
<b>9. Additional Contracts w/ other cities?</b>	Yes, Marion	No.	No.	No.	No, but considering coverage of Cedar Falls.	No.	No.	No.	N/A
<b>10. Calculation of Aged Cases.</b>	Investigation Days Only.	Investigation Days Only (not including conciliation, PH).	Investigation Days Only.	All, until close (including PH, Conciliation).	No response.	Investigation Days Only.	Investigation and Conciliation Only (not including PH).	All, until close.	All, until close.
<b>Notes:</b>	N/A		Mentioned they also currently have a backlog due to staff changes. Cases 2-3 years old.  Karen Mackey - Human Rights Director; Sharon Holder - Human Rights Investigator ;Tracey Wilmes - Administrative Secretary; Susan Moore - AmeriCorps VISTA; Don Dew - AmeriCorps VISTA  Since the ICRC pays a "finder fee" of sorts, we actively encourage people from other communities in Iowa to file with us.		Rebecca Johnson, worked at Human Rights Commission 17 years. Also addressing a backlog of cases. Received EEOC Contract to be FEPA approximately 2 years ago. Stated they were working towards partnering/covering Cedar Falls. NOTES (Investigation): Getting contract w/ EEOC helped. Closures averaged only 30-40 closures/year. Last year our number was 84, dropped down to 52, ended up closing 54 cases. Matter of knowing what your goal is and getting it done. Having temp person to help. It does help. I honestly don't take phone calls Tues and Thurs, Appt only. Every once in blue moon, help somebody on Tuesday. Admin keeps track of position statements and open statements. Gave PT Assistant oldest cases. No testing, due to lack of time, currently no need.				NOTE (Investigations): CSRs also conduct the screening analysis; conduct our mediations and conciliations and represent the Commission at public hearings. For Commissioners, no more than 4 members allowed to the same political party.
<b>Contact Name:</b>	Janet Abejo, Investigator	Michelle Neels Scheper, fjf@ci.davenport.ia.us	K. Mackey, kmackey@sioux-city.org	Stefanie Bowers, Stefanie-Bowers@iowa-city.org	Rebecca Johnson, rebecca.johnson@waterloo-ia.org	Graham Jura, gjura@councilbluffs-ia.gov	Kelly Larson, Kl Larson@cityofdubuque.org	Rudy Simms, rusimms@dmgov.org; Mikel Johnson, Mikel J. Johnson mijohnson@dmgov.org	Don Grove, Don.Grove@iowa.gov, Diane Sisler, d.515-281-0338,
<b>Contact Info:</b>	(319) 286-5632	(563) 326-7888	(712) 279-6986	(319) 356-5022, General	(319) 291-4441	(712) 328-4618	(563) 589-4190	(515) 283-4284, General	Grove; 515-281-0302, Sisler

**Cedar Rapids Civil Rights Commission**  
**Director's Report**  
 March 18, 2015

**STAFF UPDATES**

- The Civil Rights Investigator position job posting closed on March 06, 2015. LaSheila will continue to work with the City's Human Resources Department on the recruitment efforts.
- Staff is currently reading the book *Crucial Conversations: Tool for Talking when the Stakes are High*. The team will read two chapters per month and discuss as a group during a monthly lunch and learn.
- On February 28<sup>th</sup>, LaSheila participated in a Police Ride Along with the Cedar Rapids Police Department. After receiving request for comments from the public regarding policing, she saw this as an opportunity to learn about police and approaches to public safety. She will provide a short reflective article in the forthcoming quarterly newsletter.
- LaSheila presented the 2014 Civil Rights Commission Annual Report to City Council Public Safety and Youth Services Committee on March 2<sup>nd</sup>. Chairperson Rippey was also in attendance and provided comments. LaSheila is tentatively scheduled to present the report at the March 24<sup>th</sup> City Council meeting.

**CASES AND INTAKES**

- **Transfer of Aged Cases to the Iowa Civil Rights Commission**

Due to several consecutive organizational changes, the Cedar Rapids Civil Rights Commission is in the process of addressing a backlog of cases. During this time of transition, in order to provide timely closure of aged cases, we have partnered with the Iowa Civil Rights Commission. On February 20<sup>th</sup>, the Commission transferred 24 cases that are between 250 and 1,000 days old to the Iowa Civil Rights Commission. The Cedar Rapids Civil Rights Commission notified all involved parties of these actions through mail. Please note that none of the case transferred were for the Marion Commission.

To save cost on postage, LaSheila hand delivered each case file, including all collected case file information and documentation. Starting February 20<sup>th</sup>, all future notifications regarding cases will be from the Iowa Civil Rights Commission. Complaints will continue to have options for Mediation and a Right-to-Sue through the Iowa Civil Rights Commission. This was a very difficult decision for our agency, but it was certainly made with the best interest of the involved parties in mind.

- **Cases Filed and Closed from February 2014 – February 2015**

<b>Cases Filed</b>		
February 2014 - February 2015		
<b>Area</b>	<b>Count</b>	<b>Percent</b>
<b>Employment</b>	31	69%
<b>Housing</b>	13	29%
<b>Public Accommodation</b>	1	2%
<b>Education</b>	0	0%
<b>Credit</b>	0	0%
<b>Total</b>	45	100%

Cases Closed		
February 2014 - February 2015		
Area	Count	Percent
Employment	42	67%
Housing	13	21%
Public Accommodation	3	5%
Education	4	6%
Credit	1	1%
<b>Total</b>	<b>63</b>	<b>100%</b>

## INFORMATIONAL ITEMS

- **Investigation Performance Standards Update**

*Project Lead: Stefanie*

- Staff reviewed the prototype on February 12, 2015 and met with IT on February 20, 2015 to provide feedback. IT stated they should be able to provide a pilot within 1-2 months and then they will work on building the reports and templates as needed by the CRCRC staff. The launch of EnerGov for case processing will tentatively be July 1, 2015.
- It was determined that a Knowledge Management (KM) system is necessary for the CRCRC. Stefanie met with a Rockwell Collins KM professional for best practices and resources. Stefanie met with IT to determine possibilities of supporting this. IT stated they will be able to create a KM storage system. Staff members met on March 6, 2015 to discuss needs and design. Stefanie will continue to work with IT and staff to develop this system. The launch of the KM system will coincide with the launch of the Energov system and will tentatively be July 1, 2015.

- **Marion Civil Rights Commission**

*Project Lead: LaSheila*

- The Marion Civil Rights Commission hosted a Meet & Greet Social on Wednesday, March 4<sup>th</sup> at Lowe Park Arts & Environment Center located at 4500 N. 10th Street, Marion. There were approximately 20 members of the public in attendance.

- **2014 Fair Housing Cooperative Agreements and MOUs**

*Project Lead: Stefanie*

- Training for Tanager Place staff will be scheduled in April 2015. Expected completion date for MOU projects is May 31, 2015.

- **2014 State of Equity Report**

*Project Lead: LaSheila*

- The State of Equity Report work session scheduled for March 10<sup>th</sup> from 4:00 pm to 7:00 pm was postponed. Staff will be rescheduling this meeting in the near future.
- On February 27, 2015, LaSheila Yates met with Linn County government Human Resources staff to follow-up the 2014 State of Equity Report and discuss next steps for holding quarterly meetings with public sector HR professionals. (Employment in Public Service).

- **CRCRC's Smart Phone Application Redesign**

*Project Lead: Elizabeth*

The Finance Department and Victory Enterprises are currently working on finalizing a new contract. Further discussions with Victory Enterprises, IT, and CRCRC staff will occur to discuss the cost of the app changes and future sustainable development of the application.

- **Language Access Protocols**

Project Lead: Stefanie

Staff is in the process of updating our current brochures to ensure their accuracy prior to translation. Brochures are to be completed by March 20, 2015.

## **OUTREACH AND EDUCATION**

- Promotional Material

Project Lead: Johnny

The CRCRC's promotional material needs to be replenished and updated due to the office move and previous logo usage. Working with our vendor Second Story Promotions, the CRCRC is in the process of obtaining pens, totes, and water bottles with the new logo and updated contact information. The objective is to have the material by the April Open House.

- 2014 Civil Rights Commission Annual Report

Project Lead: Alicia

The 2014 Civil Rights Commission Annual Report was adopted by the CRCRC at the February meeting. Staff has made hard copies available for the public and an electronic version is posted on the City's website.

- Fair Housing Advertising

Project Lead: Johnny

The CRCRC Fair Housing Month advertising campaign began on March 2<sup>nd</sup> and will end in May 2015. The commercial has also been posted on the CRCRC's social platforms. Staff has already received various phone calls as a result of the commercial which airs on CBS 2 and FOX 28.

- A Face for Fairness: Fair Housing for All - Video and Poster Contest (Spring 2015)

Project Lead: Johnny

In an effort to increase the enrollment of participants in the Fair Housing Media Contests, the CRCRC worked with the Water Department to include contest flyers in the utility bills for residents of the City of Cedar Rapids. The inserts started going out to households as of February 5<sup>th</sup> and continue to be mailed until the 30,000 flyers run out or until March 28, 2015. Additionally, in partnership with the Cedar Rapids Public Library, two Donna the Dolphin events were conducted on March 6<sup>th</sup> as a platform for a poster workshop which resulted in poster submissions.

Respectfully submitted by

LaSheila Yates  
Executive Director

Cedar Rapids Civil Rights Commission Case Report - March 12, 2015

Cases Filed February 2014 - February 2015		
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	5	3 Emp, 2 Hsg
January 2015	2	2 Emp
February 2015	2	1 Emp, 1 Hsg
<b>TOTAL FILED</b>	<b>45</b>	

Cases Closed February 2014 - February 2015		
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	3	2 Emp, 1 Hsg
October 2014	10	7 Emp, 2 Hsg, 1 Edu
November 2014	2	2 Hsg
December 2014	5	4 Emp, 1 Hsg
January 2015	1	1 Emp
February 2015	28	21 Emp, 1 Hsg, 2 Edu, 3 PA, 1 Cr (24 Transferred to ICRC)
<b>TOTAL CLOSED</b>	<b>63</b>	

Settlements February 2014 - February 2015		
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	1	\$ 300.00
November 2014	0	\$ -
December 2014	0	\$ -
January 2015	0	\$ -
February 2015	1	\$ 390.00
<b>TOTAL</b>	<b>4</b>	<b>\$ 2,204.00</b>

Case Assignments		
Munsterman-Robinson, S	15	12 Emp, 1 Hsg, 1 Edu, 1 Cr (1 Emp - Marion)
Abejo, Janet	10	6 Emp, 3 Hsg, 1 PA (2 Emp, 1 Hsg - Marion)
Macias, Elizabeth	4	4 Emp
<b>TOTAL ASSIGNED</b>	<b>29</b>	

Additional Case Status		
<b>Out w/Commissioners</b>	0	
<b>Public Hearing</b>	1	1 Hsg
<b>Conciliation in process</b>	2	1 Emp, 1 Hsg
<b>Intakes In Process</b>	8	3 Emp, 4 Hsg, 1 PA

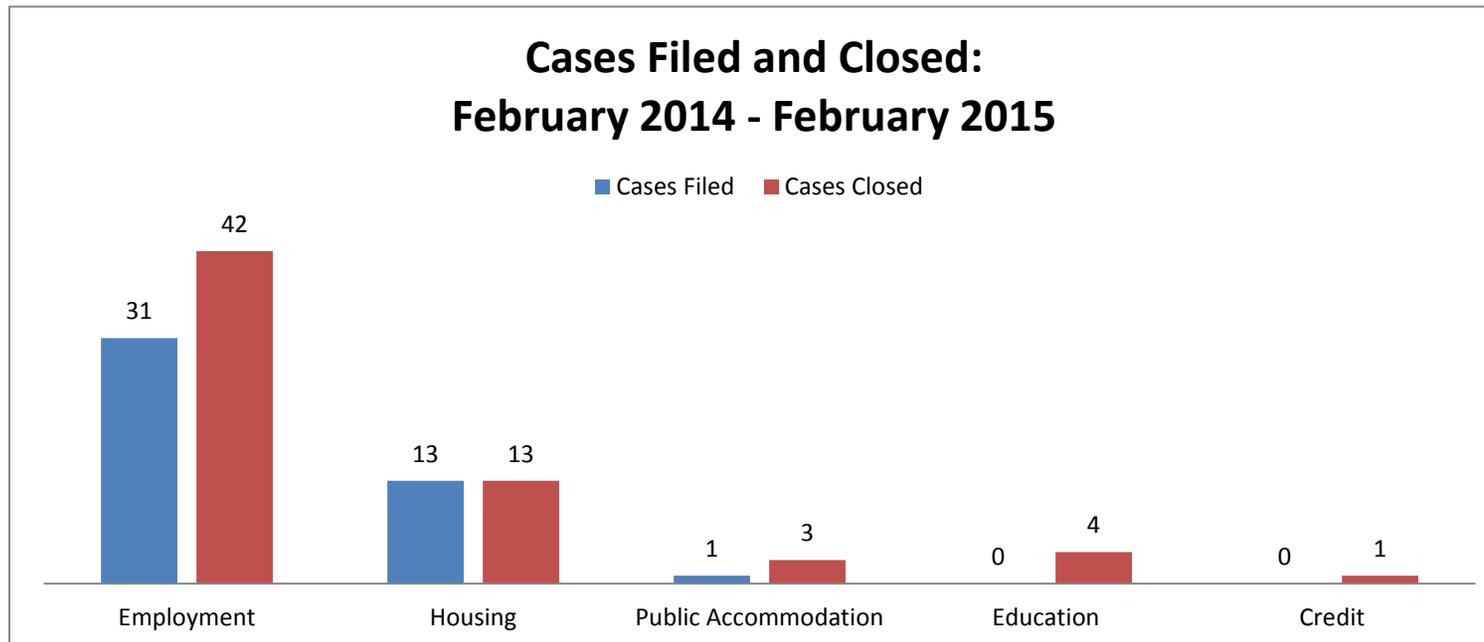
Average Days of Open Cases	Jan	Feb
Including Post PC Finding (i.e. Conciliation, Public Hearing)	394	225
Not including Post PC Finding	375	170



### CASES FILED AND CLOSED: February 2014 - February 2015

For reporting period February 2014 – February 2015, **45 cases** were **filed** with the Cedar Rapids Civil Rights Commission. Of those 45, 31 (69%) were employment, 13 (29%) housing, 1 (2%) public accommodation, 0 education, and 0 credit.

A total of **63 cases** were **closed** by the Cedar Rapids Civil Rights Commission during the same reporting period. Of those 63, 42 (67%) were employment, 13 (21%) housing, 3 (5%) public accommodation, 4 (6%) education, and 1 (1%) credit. The chart below shows the areas for all cases filed and closed during this reporting period:





## February 2015 Monthly Outreach and Education Report

**Performance Goals:**

- 50% of customers rating presentations satisfactory or better.
- 15% of increased knowledge in customers after trainings.

**Outcomes:**

- Customers are satisfied with training programs/presentations
- Customers increased their knowledge of civil rights and the Commission

	Prior Month's Actuals	Year to Date
<b>Activities:</b>		
Number training programs/presentations requested	2	2
Number training programs/ presentations conducted	3	6
Number of attendees at training programs/ presentations	46	118
Number of request for attendance at community events	7	11
Number of community events participated in	9	15
Number of Social Media fans		
• Facebook	+5	2,233
• Twitter	+3	306
<b>Key Performance Measure(s):</b>		
Percent of customers rating training programs/presentations satisfactory or better		
Percent of increased knowledge or understanding of Civil Rights local ordinance		

**Training programs/presentations requested:**

- Landlords of Linn County – April 9<sup>th</sup>, 2015
- Cedar Rapids Association of Realtors – April 16<sup>th</sup>, 2015



**Training programs/presentations conducted:**

<b>Program/Presentation</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>	<b>Attendees</b>
• CMC – MOUs Clientele Training	SMR	n/a	February 9 <sup>th</sup>	18
• Immigrant Concerns Meeting	JAZ	n/a	February 11 <sup>th</sup>	16
• Donna the Dolphin Event	JAA/JAZ	n/a	February 12 <sup>th</sup>	12

**Attendance at community events:**

<b>Event</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>	<b>Area</b>
• Cedar Rapids Community School District Equity Walk	LY	n/a	January 20 <sup>th</sup>	State of Equity – Education
• City Housing & Community Consolidated Plan Input	LY	LF	January 21 <sup>st</sup> /22 <sup>nd</sup>	State of Equity – Housing
• Lunch w/Learn with Big Brother and Sister	LY	n/a	January 22 <sup>nd</sup>	State of Equity – Education
• EnvisionCR Comp. Plan Reception	LY/JAZ	n/a	January 27 <sup>th</sup>	Outreach
• Parks & Rec Accessible Playground press conference.	LY	n/a	January 27 <sup>th</sup>	Outreach
• Public forum for CR Community School District Superintendent search.	LY	LF/RW	January 29 <sup>th</sup>	State of Equity – Education
• University of Iowa – Social Work Agency Fair	JAZ	n/a	January 30 <sup>th</sup>	Outreach
• Gazette Writers Circle	LY	n/a	February 2 <sup>nd</sup>	Outreach
• Fatherhood Alliance Meeting	JAZ	n/a	February 10 <sup>th</sup>	Outreach
• Section 8 – Waiting List Opening	EM/AAA/JAA/JAZ	n/a	February 11 <sup>th</sup>	Outreach



**Attendance at boards, meetings, and others:**

Boards/Meetings/Others	Staff	Date
• Foundation 2 Board meeting	LY	January 20 <sup>th</sup>
• Meeting w/ Cedar Rapids Area Association of Realtors E.D. Kevin Platz to discuss presentation at Realtors April Fair	LY/JAZ	January 22 <sup>nd</sup>
• The Arc, Committee Meeting & Board of Directors	JAA	January 26 <sup>th</sup>
• Public Safety and Youth Services Committee Meeting	LY	February 2 <sup>nd</sup>
• KGAN interview regarding Closing the Racial Inequality Gap	LY	February 3 <sup>rd</sup>
• Linn County HR Dept. Meeting	LY	February 5 <sup>th</sup>
• City Council Meeting – Budget Discussion	LY	February 5 <sup>th</sup>