



July 2015 Monthly Outreach and Education Report

Performance Goals:

- 50% of customers rating presentations satisfactory or better.
- 15% of increased knowledge in individuals after trainings.
- 2.5 or higher rating for overall customer service experience.

Outcomes:

- Individuals are satisfied with training programs/presentations and overall customer service.
- Individuals increase their knowledge about civil rights and the Commission.

	Prior Month's Actuals	Year to Date
Activities:		
Number training programs/presentations requested	1	10
Number training programs/ presentations conducted	1	27
Number of attendees at training programs/ presentations	11	621
Number of request for attendance at community events	0	20
Number of community events participated in	3	34
Number of Social Media fans	+23	2284
• Facebook		
• Twitter	+6	333
Percent of customers rating training programs/presentations satisfactory or better	0	86%
Percent of increased knowledge or understanding of Civil Rights local ordinance	0	14%
Rating for overall customer service experience – Outreach	4.8/5	4.8/5

Training programs/presentations requested:

- Cultural Competency-Cedar Rapids Regional Police Academy (basic recruit class)-September 9, 2015



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• City of CR New Hire Orientation	JAA/JG	None	July 8, 2015	11	N/A	N/A

Attendance at community events:

Event	Staff	Commissioners	Date	Area
• Congressman Rod Blum’s Veterans Fair & Job Expo	AAA/JAZ	N/A	June 30, 2015	Outreach
• Festival Latino	LY/JG	N/A	July 12, 2015	Outreach
• Vigil & March recognizing Gun Violence	LY	N/A	July 12, 2015	Outreach

Attendance at boards, meetings, and others: REPRESENTING THE CRCRC

Boards/Meetings/Others	Staff	Commissioners	Date
• Immigrant Concerns Meeting	JAZ/BAW	N/A	June 8, 2015
• CR Council Public Safety & Youth Services Committee Mtg.	LY	N/A	July 6, 2015
• United Way of East Central Iowa -Marketing Committee Mtg.	LY	N/A	July 8, 2015

Upcoming events and opportunities:

Event Name	Time	Location	Date
• Asian Culture Festival	12:00 PM-10:00 PM	McGrath Amphitheatre	July 25, 2015
• Americans with Disabilities Act Celebration	6:30 PM-9:00 PM	Veterans Memorial Stadium	July 25, 2015