



OCTOBER 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	0	13
Number training programs/ presentations conducted	2	34
Number of attendees at training programs/ presentations	71	787
Number of request for attendance at community events	1	25
Number of community events participated in	2	40
Number of Social Media fans	2283	2286
• Facebook		
• Twitter	342	344
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	5/5	5/5

Training programs/presentations requested:

- Training to update Foundation 2 staff- Nov. 18, 2015
- General knowledge presentation to Leadership of Five Seasons group- Dec. 11, 2015
- General knowledge presentation to Immigrant Concerns Committee- March 2016



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• Safe CR Fair Housing presentation	JLG/BAW	None	Oct. 20	65	N/A	N/A
• CR New Hire Orientation	BAW	N/A	Nov. 4	6	N/A	N/A

Attendance at community events:

Event	Staff	Commissioners	Date	Area
• Employee Resource Group Consortium	LY/BAW	LF	Oct. 7	Outreach
• Superhero Walk	JAA/JS	None	Oct. 17	Outreach

Attendance at boards, meetings, and others:

Boards/Meetings/Others	Staff	Commissioners	Date
• Continuum of Care meeting	BAW	None	Sept. 28
• Meet new Immigration Concerns Coordinator	BAW	None	Oct. 6
• ASAC Board meeting	LY	None	Oct. 8
• Diversity Initiative Listening Tour –Steve Herschner Utilities Director	LY	None	Oct. 9
• Diversity Initiatives Committee meeting	LY/AAA/BAW	None	Oct. 9
• Continuum of Care meeting	BAW	None	Oct. 26
• Public Safety & Youth City Council Committee meeting	BAW	None	Nov. 2



Upcoming events and opportunities:

	Time	Location	Date
• Foundation 2 staff training	12:30-1:00 PM	Foundation 2	Nov. 18
• Mediation staff training	9:00AM-12:00 PM	CRCRC office	Nov. 17
• Leadership of 5 Seasons visit	8:45-9:45 AM	CRCRC office	Dec. 11