



SEPTEMBER 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	32
Number of attendees at training programs/ presentations	60	716
Number of request for attendance at community events	1	24
Number of community events participated in	1	38
Number of Social Media fans	-1	2283
• Facebook		
• Twitter	9	342
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:

None



Training programs/presentations conducted

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
Donna the Dolphin at St. Paul's UMC	JAA/JLG	None	Sept. 24	40	N/A	N/A

Attendance at community events:

Event	Staff	Commissioners	Date	Area
• The Mead Flats Apartments Ribbon Cutting	LY	None	Sept. 29	Outreach

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

Boards/Meetings/Others	Staff	Commissioners	Date
• ASAC Board meeting	LY	None	Sept. 10
• Public Safety & Youth Services Committee meeting	LY	None	Sept. 14
• City Diversity Initiative Listening Tour; Police Chief Jerman	LY	None	Sept. 15
• Community Working Group meeting	LY	None	Sept. 15
• United Way of East Central Iowa Board Retreat	LY	None	Sept. 15
• Public Sector Employers Diversity Initiatives meeting	BAW	None	Sept. 16
• Gazette Editorial Board; State of Equity	LY	KR	Sept. 17
• Diversity Forum planning meeting	LY	None	Sept. 18
• City Council meeting; Disability Awareness Month proclamation	LY/JLG	LF	Sept. 22
• City Diversity Initiative Listening Tour, Fire Chief English	LY	None	Sept. 23
• Community Working Group meeting	LY	None	Sept. 24
• City Diversity Initiative Listening Tour, Building Services Director Ciabatti	LY	None	Sept. 25

- City Diversity Initiative Listening Tour, Public Works Director Winter LY None Sept. 30
- City Diversity & Equity Initiative Planning meeting LY None Sept. 30
- Community Working Group meeting LY None Oct. 1

Upcoming events and opportunities:

Event	Time	Location	Date
• Superhero Walk	10AM-11AM	Lowe Park	Oct. 17, 2015
• EEOC staff/commissioner training (<i>tentative</i>)	9AM-4:30PM	CRCRC	Nov. 5, 2015
• EEOC public training (<i>tentative</i>)	9AM-11AM	CRPD community room	Nov. 6, 2015



National Disability Employment Awareness Month Proclamation Acceptance