



## August 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
<b>Activities:</b>		
Number training programs/presentations requested	3	13
Number training programs/ presentations conducted	3	30
Number of attendees at training programs/ presentations	35	656
Number of request for attendance at community events	3	23
Number of community events participated in	3	37
Number of Social Media fans		
• Facebook	+0	2284
• Twitter	+10	343
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	N/A	N/A

**Training programs/presentations requested:**

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



**Training programs/presentations conducted:**

<b>Program/Presentation</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>	<b>Attendees</b>	<b>Rating</b>	<b>Knowledge Gain</b>
• City of CR New Hire Orientation	BAW/JG	None	August 12, 2015	11	N/A	N/A
• City of CR New Hire Orientation	JA/BAW	None	Sept. 9, 2015	15	N/A	N/A
• Cultural Competency CR Regional Police Academy recruit class	BAW	None	Sept. 9, 2015	20	N/A	N/A

**Attendance at community events:**

<b>Event</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>	<b>Area</b>
• Asian Culture Festival	BAW	LF	July 25, 2015	Outreach
• American with Disabilities Act Celebration	LY	N/A	July 25, 2015	Outreach
• Vets Stand Down	AA/JG	N/A	Sept. 4, 2015	Outreach

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

<b>Boards/Meetings/Others</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>
• CR Council Public Safety & Youth Services Committee Mtg.	LY	N/A	August 3, 2015
• Linn County Juvenile Detention Board Mtg.	LY	N/A	August 7, 2015
• Big Brothers/Sisters Project to Reduce Ethnic Disparities Mtg.	LY	N/A	August 10, 2015
• ARC Project SEARCH graduation	JA	N/A	July 31, 2015
• ASAC Mtg.	LY	N/A	August 13, 2015
• ADA Advisory Committee Meeting	JA	N/A	August 13, 2015



- Mtg. with CR Assoc. of Realtors President LY N/A August 18, 2015
- Practices, procedures exchange visit with Davenport Civil Rights LY/JA/JG/BAW LF/SI/LO August 25, 2015
- CR Council Mtg. to present CRCRC Work Plan LY KR August 31, 2015
- HUD Fair Housing Conference in DC LY (other staff by Webinar) N/A August 31-Sept. 4, 2015

**Upcoming events and opportunities:**

<b>Event Name</b>	<b>Time</b>	<b>Location</b>	<b>Date</b>
• Donna the Dolphin	10AM & 1PM	St Paul's UMC	Sept. 24, 2015
• Superhero Walk (Families Helping Families)	10AM-11AM	Lowe Park, Marion	Oct. 17, 2015