



November 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	2	15
Number training programs/ presentations conducted	3	37
Number of attendees at training programs/ presentations	27	814
Number of request for attendance at community events	1	25
Number of community events participated in	1	39
Number of Social Media fans	2286	2281
<ul style="list-style-type: none"> • Facebook • Twitter 	344	345
Percent of customers rating training programs/presentations satisfactory or better	0	100%
Percent of increased knowledge or understanding of Civil Rights local ordinance	21%	21%
Rating for overall customer service experience – Outreach	5/5	5/5

Training programs/presentations requested:

- General knowledge presentation to Immigrant Concerns Committee March 2016



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• Foundation 2 Staff	JS	LF	Nov. 18, 2015	8	4.6	20%
• City New Hire Orientation	JA	NA	Dec. 2, 2015	13	N/A	N/A
• Leadership for Five Seasons	BW/JS	NA	Dec. 11, 2015	6	4.7	39%

Attendance at community events:

Event	Staff	Commissioners	Date
• Cedar Rapids Police Academy Graduation	LY/BW/JG	NA	Dec. 11, 2015

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

Boards/Meetings/Others	Staff	Commissioners	Date
• Diversity Initiatives Committee Meeting	BW/AA	NA	Nov. 17, 2015
• Continuum of Care Meeting	BW	NA	Nov. 30, 2015
• State of Equity (Education) & Chief Diversity Officer Meeting with CRCSD Superintendent Dr. Buck, Fire Chief English, and CRCSD staff to explore introducing Middle & High School students to fire protection careers	LY	NA	Dec. 1, 2015
• Safe CR 22A discussion & policy review	LY	NA	Dec. 1, 2015
• PUSH Advisory Board & Leadership Circle Joint Meeting	LY	NA	Dec. 3, 2015
• United Way Health Solutions Tea Meeting	LY	NA	Dec. 4, 2015
• Public Safety & Youth Services Committee Meeting	LY	NA	Dec. 7, 2015
• ASAC Board Meeting	LY	NA	Dec. 10, 2015

Upcoming events and opportunities:

Event	Time	Location	Date
• Movie Night “Selma”	1:00 PM - 4:30 PM	CR Public Library	Jan. 17, 2015
• Mediation Seminar	10:00 AM – 12:00 PM	CRPD Community Room	Feb. 9, 2015