



April 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	3	8
Number training programs/ presentations conducted	11	21
Number of attendees at training programs/ presentations	337	525
Number of request for attendance at community events	6	19
Number of community events participated in	5	25
Number of Social Media fans		
• Facebook	+13	2,261
• Twitter	+8	327
Key Performance Measure(s):		
Percent of customers rating training programs/presentations satisfactory or better	N/A	86%
Percent of increased knowledge or understanding of Civil Rights local ordinance	N/A	14%
Rating for overall customer service experience – Outreach	N/A	4.8/5

Training programs/presentations requested:

- Donna the Dolphin Show St. Paul UMC – May 13th, 2015
- City Rental Business Training – May 19th, 2015
- Donna the Dolphin Appearance Tanager Place – June 6th, 2015



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• Tanager Place – MOU Clientele Training	SMR/EM	N/A	April 2 nd	50	N/A	17%
• Landlords of Linn County Fair Housing Training	LY/JAZ	LO	April 9 th	50	N/A	N/A
• YPN – MOU Clientele Training	JAA	N/A	April 9 th	15	4.5/5	6%
• Oak Hill Neighborhood Association Meeting	JAZ	EB	April 13 th	20	N/A	N/A
• CRCRC Open House	LY/JAA/AAA/JAZ	8/10	April 15 th	30	N/A	N/A
• CR Area Association of Realtors Fair Housing Training	LY/JAZ	RT	April 16 th	120	N/A	N/A
• YPN – MOU Clientele Training	JAZ	N/A	April 16 th	15	4.2/5	19%
• CMC – MOU Clientele Trainings	JAZ	N/A	April 17 th /23 rd	2	N/A	N/A
• Theater Cedar Rapids Talkback – Clybourne Park	JAZ/JAA/LY	N/A	April 19 th	15	N/A	N/A
• Annual Report Presentation City Council Meeting	JAZ	KR/LF	April 28 th	N/A	N/A	N/A
• CRCRC Poster Contest Awards Ceremony	JAZ/AAA	LF/AR	April 30 th	20	N/A	N/A



Attendance at community events:

Event	Staff	Commissioners	Date	Area
• The Arc Fundraising Walk – Donna Appearance	LY/JAA/AAA	N/A	March 28 th	Outreach
• YPN Volunteer Ceremony	JAZ	N/A	April 24 th	Outreach
• Big Brother Big Sister Big Magic Breakfast	JAZ	N/A	April 29 th	Outreach
• CMC Fundraising Event – Donna Appearance	AAA/JAZ	N/A	May 2 nd	Outreach
• Bridges Out of Poverty Training at Four Oaks	LY	N/A	May 5 th	Outreach

Attendance at boards, meetings, and others:

Boards/Meetings/Others	Staff	Commissioners	Date
• Diversity Initiatives: Local Government Agencies Meeting	LY/JAA	N/A	March 27 th
• Continuum of Care Linn County Meeting	JAZ	N/A	March 30 th
• West Side Neighborhood Group	JAZ	N/A	April 1 st
• Eastern Iowa Fatherhood Alliance Meeting	JAZ	N/A	April 7 th
• Immigrant Concerns Meeting	JAZ	N/A	April 8 th
• State of Indiana's 2015 Fair Housing Conference	LY	N/A	April 13 th /14 th
• Meeting w/ Theater CR Rep. Emma Drtina	JAA/JAZ	N/A	April 16 th
• Festival Latino Planning Committee Meeting	JAZ/EM	N/A	April 20 th
• Diversity Initiatives: Local Government Agencies Meeting	LY/JAA	N/A	April 24 th
• Continuum of Care Linn County Meeting	JAZ	N/A	April 27 th
• Meeting w/Cedar Rapids School District Board Chair, Superintendent, and Deputy Superintendent	LY	KR/RW	April 28 th
• Public Safety and Youth Services Committee Meeting	LY	KR	May 4 th

Upcoming events and opportunities:

	Time	Location	Date
• Know Your Neighbor Wellington Heights Block Party	5pm – 7pm	361 17 th St. SE	May 15 th
• Cedar Rapids PrideFest	12pm – 6pm	3916 1 st Ave. NE	May 30 th
• Cedar Rapids Farmers Market	8am – 12pm	Downtown CR	June 6 th
• Festival Latino Cedar Rapids	2pm – 7pm	Mays Island Plaza Park	July 12 th
• Asian Culture Festival	TBD	McGrath Amphitheatre	July 25 th
• Americans with Disabilities Act Celebration	TBD	Veterans Memorial Stadium	July 25 th



The Arc Event-March 28th



CRAAR Fair Housing Training-April 16th



Fair Housing Poster Contest Awards-April 30th



Catherine McAuley Center Event-May 2nd