



## APRIL 2016 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	23
Number training programs/ presentations conducted	2	43
Number of attendees at training programs/ presentations	89	962
Number of request for attendance at community events	1	27
Number of community events participated in	1	41
Number of Social Media fans	2328	2366
• Facebook		
• Twitter	362	365
Percent of customers rating training programs/presentations satisfactory or better	0	100%
Percent of increased knowledge or understanding of Civil Rights local ordinance	0	21%
Rating for overall customer service experience – Outreach	0/0	5/5

**Training programs/presentations requested:**

- Safe CR Rental Business training - April 19, 2016
- NAACP general knowledge presentation - April 21, 2016
- Mediation (second presentation) - April 22, 2016
- Kirkwood trucking Anti-Harassment training - May 17, 2016
- Law Day - May 25, 2016



**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	JA	None	March 2, 2016	6	NA	NA
• Intrinsic Bias to Coe College students	JG/SB	None	March 23, 2016	22	NA	NA
• Fair Housing training to Kelley Property Mgt.	BW	None	March 24, 2016	5	NA	NA
• Fair Housing training to Five Seasons Mobile Home Court	JG/BG	None	April 6, 2016	6	NA	NA
• Fair Lending presented by John Marshall Law School	BW	LO	April 8, 2016	50	NA	NA

**Attendance at community events:**

<b>Event</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>	<b>Area</b>
ARC March	JA/JG	None	April 2, 2016	Outreach

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

<b>Boards/Meetings/Others</b>	<b>Staff</b>	<b>Commissioners</b>	<b>Date</b>
• Continuum of Care Committee	BW	None	February 29, 2016
• City of CR Diversity Planning Committee	LY	None	March 1, 2016
• Marion Civil Rights Commission Meeting	LY	RT	March 2, 2016
• Diversity Initiatives Committee	LY/AA/BW	None	March 3, 2016
• Meet Jairo Munoz to discuss emerging Latino/Hispanic Committee	LY	None	March 8, 2016
• Immigrant Concerns Committee	BW	None	March 9, 2016



Civil Rights Commission

• City Employee Diversity & Equity Committee	LY	None	March 10, 2016
• CSI class at Kirkwood Community College	LY	None	March 11, 2016
• HUD Region VII FHAP conference	LY	None	March 15-17, 2016
• City Council meeting to reduce Commission size	LY	KR	March 22, 2016
• City Employee Diversity & Equity Committee	LY	None	March 23, 2016
• Implicit Bias for City Directors	LY	None	March 23, 2016
• CR Diversity Planning meeting	LY	None	March 23, 2016
• Civil Service Commission meeting	LY	None	March 23, 2016
• SET Committee Law Enforcement & Public Safety subcommittee meeting	LY	None	March 24, 2016
• City Employee Diversity & Equity Committee	LY	None	March 28, 2016
• Continuum of Care Committee	BW	None	March 28, 2016
• Section 3 program discussion with Housing Division	LY/AA	None	March 29, 2016
• Facilitated training discussion with Linn County	LY	None	March 31, 2016
• City Diversity Initiative Listening Tour with City Clerk	LY	None	March 31, 2016
• United Way Health Solutions	LY	None	April 1, 2016
• SET Housing task force committee meeting	LY	None	April 6, 2016
• Marion Civil Rights Commission “Know your Rights” Train the Trainer	LY	None	April 6, 2016
• SET Communities task force committee meeting	LY	None	April 7, 2016
• ERGC Research Committee	LY	None	April 7, 2016
• Attend Butterfly Brunch	LY	None	April 9, 2016
• United Way LEP training	LY	None	April 11, 2016
• Law Day Planning Committee	LY	None	April 11, 2016
• City Council Meeting to accept Fair Housing proclamation	LY/JG	None	April 12, 2016
• CR Police recruitment strategies meeting	LY	None	April 13, 2016



**Upcoming events and opportunities:**

<b>Event</b>	<b>Time</b>	<b>Location</b>	<b>Date</b>
• Mediation Training	9am-noon	CRPD Community Room	April 22, 2016
• Law Day	TBD	CRCRC office	May 25, 2016
• Farmer's Market (Citizen Appreciation Day)	7:30am-Noon	Green Square Park	June 4, 2016
• PrideFest	Noon-6pm	Club Basix	June 4, 2016
• Tanager Fest- Donna the Dolphin	4:30-6:30pm	Rockwell Sports Complex	June 4, 2016
• Asian Festival	1:30-10pm	McGrath Amphitheatre	June 11, 2016
• Juneteenth	11am-4:00pm	Viola Gibson Park	June 18, 2016
• ADA celebration	4:00PM?	Kernels Stadium	July 23, 2016
• Public Accommodations/ADA presented by Great Plains ADA Center	10:00am-noon	Whipple Auditorium/ CR Public Library	August 29, 2016
• Veteran's Stand Down	TBD	Kernels Stadium	Sept. 9, 2016
• Festival Latino	2:00-7:00pm	May's Island	Sept. 18, 2016