



JUNE/JULY 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
Activities:		
Number training programs/presentations requested	2	30
Number training programs/ presentations conducted	6	55
Number of attendees at training programs/ presentations	166	1293
Number of request for attendance at community events	0	41
Number of community events participated in	4	45
Number of Social Media fans	2366	2364
<ul style="list-style-type: none"> • Facebook • Twitter 	365	371
Percent of customers rating training programs/presentations satisfactory or better	84%	89%
Percent of increased knowledge or understanding of Civil Rights local ordinance	25%	22%
Rating for overall customer service experience – Outreach	4/5	4/5

Training programs/presentations requested:

- ASAC Staff various dates through summer



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• City of CR New Hire Orientation	JG	N/A	June 6 th	10	N/A	N/A
• Skogman Staff Training	JG, BW, BG	N/A	June 9 th	57	4.2	20%
• Cedar Valley Community Support Services Staff Training	BW	N/A	June 16 th	28	4.6	10%
• New Commissioner Orientation – Marion	JG	N/A	June 16 th	N/A	N/A	N/A
• Skogman Staff Training	JG	N/A	June 23 rd	63	4.3	10%
• City of CR New Hire Orientation	BW	N/A	July 6 th	21	N/A	N/A
• New Commissioner Orientation	JG	ET	July 15 th	N/A	N/A	N/A
• City of CR New Hire Orientation	JA	N/A	August 3 rd	12	N/A	N/A

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

Boards/Meetings/Others	Staff	Commissioners	Date
• How to Deliver Exceptional Customer Service Training	AA	N/A	June 7 th
• Asian Cultural Festival	LY, BG	LF, AR	June 11 th
• Juneteenth	JG, AA, BG	AR	June 18 th
• World Refugee Day	JG, JA, AA, BG, BW	N/A	June 20 th
• Tour of Iowa City Human Rights Commission	JG, JA, BW	SI, LO	June 21 st
• Marion Civil Rights Commission meeting	LY	N/A	July 7 th
• Cedar Rapids Employee Diversity Planning Committee meeting	LY	N/A	July 7 th
• Cedar Rapids Employer Branding meeting	LY	N/A	July 7 th
• City of Cedar Rapids Career Day Planning meeting	LY	N/A	July 11 th
• SET Task Force meeting	LY	N/A	July 11 th
• Diversity Speaker Series Planning meeting	LY	N/A	July 11 th
• Public Safety & Youth Services Committee meeting – City Diversity Initiatives Update Presentation	LY	N/A	July 11 th



• CR Employee Diversity, Equity & Inclusion Team meeting	LY	N/A	July 12 th
• City Council meeting	LY, JG	N/A	July 12 th
• Initial meeting with Iowa Women Lead Change CEO Diane Ramsey regarding EPIC Corporate Challenge	LY	N/A	July 14 th
• Iowa Immigrants Entrepreneur Summit in Davenport	LY	N/A	July 19 th
• Knee to Knee Diversity Conversation	LY	N/A	July 19 th
• Website ADA Training	AA	N/A	July 20 th
• SET Task Force Committee Meeting	JA	N/A	July 21 st
• Presentation at the Iowa's Mosaic Diversity Conference	LY	N/A	July 21 st
• A Community Update and Breakfast – TotalChild	LY	N/A	July 22 nd
• Initial meeting with CR Fire Battalion Chief Andy Olesen to discuss diversity recruitment efforts	LY	N/A	July 22 nd
• Poverty Simulation hosted by Iowa Legal Aid	JG	N/A	July 22 nd
• ADA Celebration	BG	SI	July 23 rd
• Certified Public Management Session – Drake University	LY	N/A	July 25 – 27 th
• Reentry Simulation Event	JG, AA, BW, BG	LF	July 26 th
• Creating Futures Lunch and Learn	JA	N/A	July 26 th
• Juvenile Detention & Diversion Advisory Committee	LY	N/A	July 29 th
• Iowans Struggle for Racial Justice	JA	N/A	July 29 th
• DARE Summer Reading Program	JA, BW	N/A	July 30 th
• Iowa League of Iowa Human and Civil Rights Agencies meeting	LY	N/A	August 1 st
• Hosted City of Cedar Rapids site tour for the City of Des Moines Human and Civil Rights Commission Executive Director Joshua Barr	LY	N/A	August 2 nd
• CR Employee Diversity, Equity & Inclusion Team meeting	LY	N/A	August 2 nd
• CRPD Recruitment Strategies meeting	LY	N/A	August 2 nd
• Second meeting with CR Fire Battalion Chief Andy Olesen to discuss diversity recruitment efforts	LY	N/A	August 3 rd
• Marion Civil Rights Commission meeting	LY	N/A	August 3 rd



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| • City Council meeting – FY17 Work Plan Presentation | LY | SI | August 9 th |
| • Workforce Re-entry Efforts: Meeting with Sixth Judicial District
Department of Correctional Services for the State of Iowa | LY | N/A | August 10 th |
| • Meeting with Joni Ernst Legislative staff to share information about the
services provided by the CRCRC | LY | N/A | August 10 th |
| • SET Task Force Meeting | LY | N/A | August 11 th |
| • Meeting with Kirkwood Community College International Program
staff to discuss 2017 Community Wide Cultural Expo/Fair | LY | N/A | August 11 th |

Upcoming events and opportunities:

Event	Time	Location	Date
• Public Accommodations & the ADA: Rights and Responsibilities of the Business Owner	10:00 AM – 12:00 PM	Whipple Auditorium/ CR Public Library	August 29, 2016
• Veteran’s Stand Down	12:00 – 2:00 PM	Kernels Stadium	September 9, 2016
• Festival Latino	2:00 – 7:00 PM	May’s Island	September 18, 2016
• “Legacies” Diversity Speaker Series	6:30 – 7:30 PM	Whipple Auditorium, CR Public Library	September 22, 2016