



DECEMBER 2015 / JANUARY 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	17
Number training programs/ presentations conducted	2	39
Number of attendees at training programs/ presentations	4	818
Number of request for attendance at community events	1	26
Number of community events participated in	1	40
Number of Social Media fans	2281	2309
• Facebook		
• Twitter	345	356
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	5/5	5/5

Training programs/presentations requested:

- General knowledge presentation to Immigrant Concerns Committee April 13, 2016
- General knowledge presentation to PFLAG March 10, 2016



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• City new hire orientation	JG	None	Jan. 6, 2016	4	NA	NA
• “Selma” movie night for MLK Day & diversity public employment job fair (City, Linn Co. & CR Schools)	JA/BW/JG/JS/AA/SB	LF/RW/SI	Jan. 17, 2016	30+ for movie/ 40+ for job fair	NA	NA

Attendance at community events:

Event	Staff	Commissioners	Date	Area
• African American Museum MLK Day event	JG	NA	Jan. 18, 2016	Outreach

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

Boards/Meetings/Others	Staff	Commissioners	Date
• City Council Meeting	LY	LF	Dec. 15, 2015
• City employee ADA training	LY/JG/BW/AA/JS	NA	Dec. 16, 2015
• Staff training on Mental Health (provided by CRPD)	LY/JG/BW/JA/AA/JS/SB	NA	Dec. 18, 2015
• City employee “Teamwork & Initiatives” training	JG/BW/JA/AA/JS/SB	NA	Jan. 14, 2016
• EEOC Diverse Discrimination in Iowa City	JG/JS/SB	NA	Jan. 22, 2016
• National Fair Housing Training Academy Week 1 (Online)	JG/BW	NA	January 2016

Upcoming events and opportunities:

Event	Time	Location	Date
• Mediation	10am-12pm	CRPD Community Room	Feb. 9, 2016
• Fair housing & Lending Practices	10am-12pm	CR library	April 8, 2016