



MAY 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	8	28
Number training programs/ presentations conducted	8	49
Number of attendees at training programs/ presentations	254	1127
Number of request for attendance at community events	0	27
Number of community events participated in	0	41
Number of Social Media fans		
• Facebook	2328	2366
• Twitter	362	365
Percent of customers rating training programs/presentations satisfactory or better	84%	84%
Percent of increased knowledge or understanding of Civil Rights local ordinance	29%	25%
Rating for overall customer service experience – Outreach	N/A	4/5

Training programs/presentations requested:

- ASAC Staff various dates through summer
- Skogman Realty June 1, 9, and 23, 2016
- Cedar Valley Community Support Services June 16, 2016



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
• SafeCR Rental Business training	BW	None	April 19, 2016	75	NA	NA
• NAACP general knowledge	JA/BG/SB	None	April 21, 2016	12	NA	NA
• Mediation	BW/SB	None	April 22, 2016	46	NA	NA
• Kirkwood truck class anti-harassment	BW	None	May 17, 2016	7	NA	NA
• ASAC staff training	JA/BW/BG	None	May 23, 2016	22	4	10%
• ASAC staff training	JA	None	May 24, 2016	14	4	55%
• Law Day	LY/BG	RW	May 25, 2016	25	NA	NA
• Skogman Realty	JG/BW	None	May 26, 2016	53	4	23%

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

Boards/Meetings/Others	Staff	Commissioners	Date
• Public Sector Career Day	LY	None	April 19, 2016
• SET Taskforce; Law Enforcement subcommittee	LY	None	April 21, 2016
• Conference call with IA FHAP agencies regarding HUD's guidance on Criminal Background Checks	LY	None	April, 25, 2016
• Continuum of Care Committee	BW/JG	None	April 25, 2016
• Roundtable discussion re-integration of formerly incarcerated persons into workforce	LY	None	April 26, 2016
• Cedar Rapids City Council meeting	LY	None	April 26, 2016
• CR Civil Service meeting	LY	None	April 26, 2016
• Creative Corridor Regional Vision Strategy Steering Committee	LY	None	April 27, 2016
• FBI National Academy Associates Conference	BW	None	April 27-29, 2016
• Big Brothers; Big Sisters Big Magic Breakfast	LY	None	April 28, 2016
• United Way Women's Leadership Initiative; United Way Garden Party	LY	None	April 28, 2016
• Linn County Juvenile Detention & Diversion Services; Juvenile Justice Advisory Board meeting	LY	None	April 29, 2016
• CR Employee Diversity, Equity & Inclusion Team	LY	None	May 3, 2016



• City of CR New Hire Orientation	BW	None	May 4, 2016
• CR Civil Service meeting; PD Candidate interviews	LY	None	May 4, 2016
• ERGC Research Committee meeting	LY	None	May 5, 2016
• Fair Housing Poster Contest award ceremony	LY/BW	EB	May 9, 2016
• Cedar Rapids City Council meeting	LY	None	May 10, 2016
• Fair Housing Poster Contest award ceremonies	LY/BW/JA	SI/EB	May 11, 2016
• City Manager City Update	LY/JG	None	May 12, 2016
• Planning Meeting: CR Employee Diversity, Equity & Inclusion Team	LY	None	May 12, 2016
• Fair Housing Poster Contest Award Ceremony	BW	SI	May 20, 2016
• Meeting to discuss partnering with CR Youth on virtual CRCRC history timeline for CRCRC website	LY/JA	None	May 24, 2016
• Cedar Rapids City Council meeting - Law Day Proclamation	LY/BW	LF	May 24, 2016
• Participated in Law Day activities	LY/JG/BG/JA/AA	RW	May 25, 2016
• Meeting with Sam Black 6 th Judicial District DOC; discuss barriers for re-entering persons seeking employment	LY	None	May 27, 2016

Upcoming events and opportunities:

Event	Time	Location	Date
• 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
• CR Library end of summer event	10am-noon	Green Square Park	July 30, 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	Noon-2pm	Kernels Stadium	Sept. 9, 2016
• Festival Latino	2:00-7:00pm	May's Island	Sept. 18, 2016