



FEBRUARY 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	3	20
Number training programs/ presentations conducted	2	41
Number of attendees at training programs/ presentations	55	873
Number of request for attendance at community events	0	26
Number of community events participated in	0	40
Number of Social Media fans	2309	2328
• Facebook		
• Twitter	356	362
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:

- Landlords of Linn County April 14, 2016
- Cedar Rapids Area Association of Realtors annual breakfast April 21, 2016
- Mediation (second presentation) April 22, 2016
- Law Day May 25, 2016



Training programs/presentations conducted:

Program/Presentation	Staff	Commissioners	Date	Attendees	Rating	Knowledge Gain
City of CR new hire orientation	JG	N/A	Feb. 3, 2016	8	NA	NA
Mediation	BW/JS/AA/SB	RW/LO	Feb. 9, 2016	47	NA	NA

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

Boards/Meetings/Others	Staff	Commissioners	Date
• Marion Civil Rights Commission Meeting	LY, AA	NA	Feb. 3, 2016
• Law Day initial planning committee meeting	LY	NA	Feb. 3, 2016
• City Council meeting- budget discussion	LY	KR	Feb. 4, 2016
• Rockwell Collins African American Professional Forum ERG	LY	NA	Feb. 5, 2016
• City of CR Diversity Planning Committee meeting	LY	NA	Feb. 5, 2016
• KCRG interview ref. Mediation training	LY/BW	NA	Feb. 8, 2016
• Planning meeting; public sector career day (CRCSD)	LY	NA	Feb. 8, 2016
• CRPD recruitment strategies meeting	LY	NA	Feb. 8, 2016
• Creative Corridor Regional Vision Strategy Steering Committee	LY	NA	Feb. 10, 2016
• Metro-wide Transit Study Stakeholder interview	LY	NA	Feb. 17, 2016
• Workplace Diversity discussion at Alliant Energy	LY	NA	Feb. 18, 2016
• Police Chief's Advisory Committee meeting	LY	NA	Feb. 18, 2016
• Marion Civil Rights Commission Special meeting	LY/AA/JA	NA	Feb. 22, 2016
• Diversity Dashboard update with CRCSD	LY	RW	Feb. 23, 2016
• City Council meeting	LY/JG	NA	Feb. 23, 2016
• Law Day 2016 planning committee meeting	LY	NA	Feb. 23, 2016
• ICRC Building and Design seminar	JA/JG	NA	Feb. 26, 2016
• NFHTA week 2 online training	JG/BW	NA	Month of February



Upcoming events and opportunities:

Event	Time	Location	Date
• Fair housing & lending practices training by JMLS	10am-12pm	CR library	April 8, 2016
• Immigrant Concerns general knowledge presentation	1-1:30pm	Catherine McAuley Ctr.	April 13, 2016
• Landlords of Linn County meeting	7pm	Longbranch	April 14, 2016
• Cedar Rapids Area Association of Realtors meeting	9-10:30am	TBD	April 21, 2016
• Mediation training	9am-noon	CRPD Community Room	April 22, 2016
• EEOC staff training	8am-4pm	CRCRC offices	May 11, 2016 (tentative)
• EEOC public outreach	10am-noon	TBD	May 12, 2016 (tentative)
• Law Day	TBD	CRCRC offices	May 25, 2016
• PrideFest	TBD	Club Basix	June 4, 2016
• Asian Festival	Noon-10pm	McGrath Amphitheatre	June 11, 2016
• Juneteenth	TBD	African American Museum	June 18, 2016
• ADA celebration	TBD	Kernels Stadium	July 23, 2016
• Veteran's Stand Down	TBD	Kernels Stadium	Sept. 9, 2016
• Festival Latino	TBD	Veteran's Memorial Park	Sept. 18, 2016