

**CEDAR RAPIDS CIVIL RIGHTS COMMISSION (CRCRC)**  
**MEETING MINUTES**  
**March 18, 2015 5:30 p.m.**  
Civil Rights Commission  
50 2<sup>nd</sup> Avenue Bridge  
Cedar Rapids, IA 52401

**Commissioners Present:** Mr. Keith Rippy, Chair  
Dr. Emily Bowman  
Mr. Leland Freie  
Ms. Laura O’Leary  
Ms. Ashley Reynolds  
Mr. Robin Tucker  
Dr. Ruth White

**Commissioners Absent:** Ms. Paulette Hall  
Ms. Salma Igram, Vice Chair  
Mr. Keith Wiggins

**Staff Present:** Ms. LaSheila Yates, Executive Director  
Ms. Stefanie Munsterman-Robinson, Senior Investigator  
Mr. Johnny Alcivar-Zuniga, Outreach Coordinator  
Ms. Alicia Abernathey, Administrative Assistant

**Guests:** Bret Nilles, Kiran Sood, Linda Topinka, Ciuin Ferrin, Mr. Garrett

**I. Call to Order**

Commissioner Rippy, Chair, called the meeting to order at 5:35 p.m.

**II. Roll Call/Introductions**

Commissioners, staff and guests introduced themselves.

**III. Public Response**

Ciuin Ferrin, O Porrajmos Education Society, stated she is the Educational Director and she works to education the public to bring the Romany and non-Romany communities together. Ms. Ferrin stated an event will be held at the University of Iowa on April 8<sup>th</sup> at 7:00 p.m. and everyone is invited to attend. The event will feature authors, performers, etc.

Commissioner Reynolds arrived at 5:37 p.m.

**IV. Approval of Minutes from February Meeting**

Commissioner O’Leary requested the date be changed and Bret Nilles be added to the guests list. Commissioner O’Leary moved to approve the minutes as corrected. Commissioner Bowman seconded the motion, which was unanimously approved.

Commissioner White arrived at 5:42 p.m.

**V. Action Items**

*Acceptance of Educational Outreach and Customer Service Performance Standards*

Johnny Alcivar-Zuniga, Outreach Coordinator, stated the commission actively seeks to education the community regarding local Civil Rights laws and target the provision of high quality customer

service. It is necessary to track the overall effectiveness of our efforts and analyze the outcomes from our efforts.

Alicia Abernathey, Administrative Assistant, stated some accomplishments of 2014 include hiring a new Education and Outreach Coordinator, hiring a new Administrative Assistant, approval of the Outreach and Education Action Plan, development of departmental goals and the revising and digitalization of the intake form. Ms. Abernathey stated current barriers include not having current measurements of success, lack of mechanisms for customer feedback and the reduction in staff that will take place due to grant funds expiring.

Mr. Alcivar-Zuniga stated staff recommends setting Outreach and Education performance standards as 50% of customer rating presentations and events as satisfactory or better and 15% of increased knowledge in customers after trainings.

Ms. Abernathey stated the customer service performance standards are based on a scale of one to five with five being the highest. The current survey cards used to track success have multiple categories for scoring but a performance standard will only be set for the overall experience category. Ms. Abernathey stated staff recommends setting the Customer Service performance standard as an average overall experience rating of 2.5 for intakes, investigations, and outreach and education.

Mr. Alcivar-Zuniga stated staff will continue to use the current tools to track and evaluate results and the performance standards will go into effect on July 1, 2015.

Commissioner O'Leary asked why they wouldn't go into effect before July 1<sup>st</sup>. Mr. Alcivar-Zuniga stated the timeline is in line with the Investigation standards previously approved. The timeline will also allow for staff to collect more data to ensure the standards are sufficient before implementation.

Commissioner Freie stated he liked that the standards were set at 50% as it is a reachable initiative. Commissioner Bowman asked if the card could say something other than customer. Ms. Abernathey stated the customer wording is universal for all City survey cards.

Commissioner Freie moved to approve the outreach and education performance standards and the customer service performance standards. Commissioner Reynolds seconded the motion, which was unanimously approved.

## VI. **Report from Chair**

### *State of Equity*

Commissioner Rippy stated a handout was provided for Commissioner to review prior to the working session meeting. Commissioner Rippy stated staff is working to reschedule the meeting. Ms. Abernathey stated two dates in April are being considered for the meeting including April 8<sup>th</sup> and April 21<sup>st</sup> and would be the same time slot of 4:00 p.m. to 7:00 p.m. Ms. Abernathey stated if everyone is comfortable with using Doodle she will send a Doodle email asking everyone which date works best for them. Commissioner Bowman stated she would be able to attend on Wednesday but would be arriving after 4:30 p.m.

### *Regional Performance Assessments*

Commissioner Rippy stated a spreadsheet was included in the packet and he would like each Commissioner to review the document prior to the next meeting. At the next meeting the Commission will talk about what should be done to be more in line with other commissions.

Commissioner Rippy stated steps will also be taken to reduce the commission down to nine members instead of eleven. Commissioner Rippy announced Commissioner Tammy Cronin has resigned from her position as commissioner. Commissioner Rippy stated a resolution will be brought to the April meeting for approval by the commission and will go to City Council in April or May.

Commissioner White asked what the rationale was for reducing the number of commissioners. Commissioner Rippy stated the Mayor would like to reduce the size and reducing the size will align this commission with other commissions throughout Iowa. It is also hard to find people to join the commission and the commission should not be larger than City Council.

#### *April Fair Housing Month Celebration and Open House*

Commissioner Rippy stated an open house will be held prior to the April meeting and will start at 5:00 p.m. At 5:30 p.m. the commission will welcome the public and the Mayor will read a Proclamation. The commission meeting will then start at 6:00 p.m.

Commissioner Rippy stated four Cedar Rapids Commissioners attended the Marion Meet & Greet including Commissioner O'Leary, Commissioner Freie, Commissioner Tucker and himself.

## VII. **Committee Reports**

Commissioner Rippy stated with Commissioner Cronin resigning from the commission he would like to appoint Commissioner Bowman as the new Outreach and Education Committee Chair and add Commissioner Freie back to the committee. Commissioner Rippy stated he will assist with the Development and Personnel Committee.

#### *Outreach and Education*

Commissioner Bowman stated the performance measures that were approved today were previewed with the committee and approved. Two out of three Train-the-Trainer presentations were provided. The third presentation will be provided at the next meeting. The hope of the presentations is to train commissioners to provide trainings when Mr. Alcivar-Zuniga's position is completed. Commissioner Bowman stated the committee also reviewed the Civil Rights commercial that has already started airing and discussion took place regarding future commercials containing other languages.

Commissioner Reynolds stated as part of the Train-the-Trainer presentations there was a request for examples to be included in the training documents so commissioners are fully prepared for presentations and are able to provide examples for the topic at hand.

#### *Marion Civil Rights Commission Liaison*

Commissioner Tucker stated the Marion Commission held a short meeting this month to allow more time for their Meet & Greet that followed. The Marion Commission also has a new commissioner.

Bret Nilles, Marion Commissioner, stated there was a good turnout at the Meet & Greet event and good discussions took place.

## VIII. **Mission Moment – Case Processing Standards Update**

Stefanie Munsterman-Robinson, Senior Investigator, stated the presentation was not an action item but rather an update on the work that has been done since the investigation performance standards were approved. Ms. Munsterman-Robinson provided a presentation outlining the background of

the performance standards, the connection with the Commission's Mission and the City's Vision, key outcomes, project management matrix and next steps.

Commissioner Reynolds asked in regards to key outcomes if the EnerGov system would be confidential. Ms. Munsterman-Robinson stated staff has worked with the IT Department to ensure our information is confidential. The IT Department is writing a code for the EnerGov system that will ensure anyone outside of the Civil Rights Commission staff does not have access to the information.

Commissioner White left the meeting at 6:19 p.m.

**IX. Director's Report**

LaSheila Yates, Executive Director, stated staff transferred 24 aged cases to the Iowa Civil Rights Commission. This decreased the average number of days cases are open and allows for more timely investigations of the remaining cases. All involved parties were notified of the transfer and no Marion cases were involved in the transfer.

Ms. Yates stated staff is moving forward with changes to the Smartphone App and will meet with Victory Enterprises in the near future for further discussions. Ms. Yates stated the IT Department is absorbing the cost for changes so there will be no cost to the Commission.

Commissioner Bowman stated the Outreach and Education Report included in the packet was reviewed at the Outreach and Education Committee and it was suggested it be shared with the full commission. Mr. Alcivar-Zuniga stated staff is tracking their outreach efforts each month and compiling the information into the report. The report outlines specifics of the events.

**X. Adjournment**

Commissioner Tucker moved to adjourn the meeting at 6:27 p.m. Commissioner Freie seconded the motion, which was unanimously approved.

The next meeting will be held on April 15, 2015 at 6:00 p.m. at the Commission Office, 50 2<sup>nd</sup> Avenue Bridge.

*Respectfully submitted by Alicia Abernathy*