**September 2021**

 **Executive Directors Report**

**Auditing:**

The financial audit conducted by Stephen Jackson, CPA Audit Manager with Hafen, Buckner, Everett & Graff, PC is complete and will be presented by Steven Quinn at this board meeting. Please see the included board documents for a copy of the report.

**Diversity and Inclusion**:

I have had the opportunity to participate in intensive sessions hosted by the Disability Employment TA Center and DETAC’s RISE eLearning Community. This course titled Walking the Walk, was designed for non-profit leaders to learn more about how to create more divers and inclusive environments within their organizations. I’ve learned a lot so far and am looking forward to continuing these classes. It’s been a very worthwhile endeavor.

**Donor Development and Networking:**

We’re still in a full press to fellowship our donors and establish connections in the community. Staff have been able to run a few booths for large networking events for youth and seniors these past weeks. I was excited to make connections with both the City of St. George and the Five County Association of Governments representatives over the CDBG programs. I’ll be attending some trainings to see if this might be an option for us. (For the funding of a new building.)

**Training opportunities:**

This month some staff and even one of the board members will have the opportunity to participate in the annual APRIL Conference that is being held virtually this week. APRIL stands for Association of Programs for Rural Independent Living. Confusing since the conferences are almost always held in October!

**See Consumer Survey Reports on next pages:**

**Consumer Survey and 3rd Quarter Report: Prepared by Sharrie Mora**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 3rd QUARTER REPORTJULY, AUG.SEPT |  sent |  returned |  moved |   |   |
|  | **111** | **33** | **2 DIED** |  |  |
| **1.MY LIFE IS BETTER BECAUSE OF RRCI** |  | **YES** | **NO** | **UNSURE** |  |
|  |  |  |  |  |  |
| **2. UNDERSTAND RRCI'S MISSION?** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **3.How well did our staff perform the following?** |  | **EXCEL** | **GOOD** | **POOR** | **NA** |
| **A.STAFF RETURNED CALL** |  | **22** | **5** |  | **5** |
| **B. STAFF ARRIVED ON TIME** |  | **15** | **6** |  | **5** |
| **C. STAFF WAS COURTOUS/RESPECTFUL** |  | **26** | **3** |  | **1** |
| **D.STAFF HELPED FIND ANSWERS** |  | **15** | **7** |  |  |
|  |  |  |  |  |  |
| **3. STAFF CONTACTED ME BY** |  | **PHONE** | **PERSON** | **BOTH** |  |
|  |  | **8** | **1** | **22** |  |
| **4.YOUR VISIT WITH STAFF LASTED ABOUT:** |  | **5-10 MIN** | **30 MINUTE** | **1 HR** | **MORE 1 HR** |
|  |  | **14** | **7** | **6** | **3** |
| **5. THAT AMOUNT OF TIME WAS:** |  | **TO LONG** | **JUST RIGHT**  | **SHORT** |  |
|  |  | **1** | **29** | **1** |  |
| **6. GOALS IDENTIFIED** |  | **YES** | **NO** | **UNSURE** |  |
|  |  | **26** | **2** | **5** |  |
| **7. I HAVE BEEN WITH RRCI** |  | **3mo.** | **1yr** | **over 1 yr** | **years** |
|  |  | **1** | **4** | **12** | **12** |
| **8. MORE AWARE OF DISABILITIES ISSUES** |  | **YES** | **NO** |  |  |
|  |  | **7** | **3** |  |  |
| **9.PARTICIPATE IN COMMUNITY ACTIVITIES** |  | **YES** | **NO** |  |  |
|  |  | **8** | **2** |  |  |
| **10. WHAT I LEARNED ABOUT IL'S** |  | **YES** | **NO** | **N/A** |  |
| **A. WHAT STAFF DOES** |  | **22** |  |  |  |
| **B. RRCI AND COMMUNITY ASSISTANTS** |  | **27** |  |  |  |
|  **C. ASSISTIVE TECH.** |  | **18** |  |  |  |
| **D. CAP . (CLIENT ASSISTANACE PROGRAM)** |  | **16** |  |  |  |
| **E. GENERAL IDEAS FOR HOME AND SAFTY** |  | **15** |  |  |  |
| **F. SUPPORT GROUPS/ACTIVITIES** |  | **16** |  |  |  |
| **G. ASSITIVE ASSESSMENT** |  | **8** |  |  |  |
| **H. COLLABORATION/ OTHER PROVIDERS** |  | **15** |  |  |  |
|  |  |  |  |  |  |
| **11. HOW DID STAFF HELP YOU THE MOST?** |  |  |  |  |  |
|  |  |  |  |  |  |
| **12. HOW CAN RRCI IMPROVE SERVICES ?** |  |  |  |  |  |
|   |   |   |   |   |   |
| **13.SHARE THOUGHTS OTHER THOUGHT ABOUT** |   |   |   |   |   |
| **YOUR EXPERIENCE WITH RRCI** |   |   |   |   |   |

**SEPTEMBER 2021 CONSUMERS WRITEN COMMENTS TO QUESTIONS**

**11. HOW DID STAFF HELP YOU THE MOST?**

* **How to see how I left people around me.**
* **Informed us of technolog available in telephone**
* **Community service person with dad**
* **Help with equipment and outreach services**
* **Find a good job coach**
* **Valerie help with the main shopping**
* **Helped me get a new wheelchair.**
* **GETTING EQUIPMENT**
* **At the very least being a safety net of sorts.**
* **Getting me out of apt. and socializing when possible zoom meeting on laptop.**
* **Lift chair and railing for back stairway**

**12. HOW CAN RRCI IMPROVE OUR SERVICES TO HELP YOU MORE?**

* **Think RRCi is doing amighty fine job**
* **Keep in contact to find out my needs. I need a shower chair and a lift seat on my toilet. Xx**
* **I just want to be sure I have something to rely on if something happens to my mom.**
* **Call me more. Check in on me.**
* **New rep. xxx**

**13.PLEASE SHARE ANY OTHER THOUGHTS YOU MAY HAVE ABOUT YOUR EXPERIENCE WITH RRCI AND STAFF.**

* **It’s fun.**
* **RRCI is part of family now**
* **Pretty good for the most part.**
* **Good, outstanding, excellent**
* **My last name is spelled Todack and I’d prefer my birth name “Verushka”**

**To be used on any official documents; Eko is just a nickname.**

* **Excellent people. Very friendly and skilled and helpful.**
* **When does it end???**