**August 2022**

 **Executive Directors Report**

**Strategic planning:**

A big thank you to all for coming to the strategic planning meeting last month. I think it was a wonderful success! Was so great to finally be able to meet all together in person to discuss ideas and vision for RRCI’s future. I think we’ve got a great board with lots of experience and wisdom to share. I have included the notes from that meeting in the board documents for review. We’ll be addressing the action points in our next few board meetings.

**Community Connections/ Networking:**

We are a part of Unite Us, a web-based program that connects multiple health and human service organizations for better networking and service sharing referrals. Unite Us has recently opened to include more of our service area so we’ll be doing more extensive trainings over the next couple of weeks so staff can utilize the program more efficiently. Being part of this network helps RRCI’s services become better known in the HHS community.

**Annual RRCI Campout:**

We will be having our consumer campout in Pine Valley August 24th-25th. It’s always a fun time. Board members are welcome to join us. There will be a Dutch oven dinner in the evening along with a merry little skit for campfire entertainment. And of course, there will be smores!

**Scholarships:**

We were able to get out to both schools to present the scholarship checks. Was wonderful to connect with the grateful students and a nice photo op. For next year I’d like to propose combining the scholarship presentation with our annual ADA celebration. Let’s open it up to the public and do it up big! I think this would be a great opportunity to educate the public about RRCI, put more pomp into the scholarship presentation and maybe be a good way to get a few donations to boot.

**State Goals:**

Every year we set goals as an IL center for our state funding. This year almost all goals have a consumer feedback element for reporting. This makes sense since we are a consumer led organization. We need to know if our programs are improving the lives of those with disabilities and if there is anything more that we should be doing. With this in mind, we have been researching the best way to take multiple types of surveys in multiple types of situations. We want to ensure that we are asking the most impactful questions in the most effective way.

**Second Quarter Consumer Survey Report – Prepared by Sharrie**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2 qt. report APRIL. MAY, JUNE 2022 |  sent |  returned |  moved | DIED |   |
|   | 120 | 38 | 10 |   |   |
| 1.MY LIFE IS BETTER BECAUSE OF RRCI |   | YES | NO | UNSURE |   |
|   |   | 32 |   |   |   |
| 2. UNDERSTAND RRCI'S MISSION? |   | YES | NO |   |   |
|   |   | 40 |   |   |   |
| 3.How well did our staff perform the following? |   | EXCEL | GOOD | POOR | NA |
| A.STAFF RETURNED CALL |   | 23 | 6 | 1 | 3 |
| B. STAFF ARRIVED ON TIME |   | 29 | 5 |   | 3 |
| C. STAFF WAS COURTOUS/RESPECTFUL |   | 32 | 1 |   | 2 |
| D.STAFF HELPED FIND ANSWERS |   | 32 | 2 |   | 1 |
|   |   |   |   |   |   |
| 3. STAFF CONTACTED ME BY |   | PHONE | PERSON | BOTH |   |
|   |   | 8 | 3 | 24 |   |
| 4.YOUR VISIT WITH STAFF LASTED ABOUT: |   | 5-10 MIN | 30 MINUTE | 1 HR | MORE 1 HR |
|   |   | 18 | 10 | 8 |   |
| 5. THAT AMOUNT OF TIME WAS: |   | TO LONG | JUST RIGHT  | SHORT |   |
|   |   |   | 30 |   |   |
| 6. GOALS IDENTIFIED |   | YES | NO | UNSURE |   |
|   |   | 25 | 1 | 6 |   |
| 7. I HAVE BEEN WITH RRCI |   | 3mo. | 1yr | over 1 yr | years |
|   |   | 4 | 6 | 4 | 21 |
| 8. MORE AWARE OF DISABILITIES ISSUES |   | YES | NO | n/s |   |
|   |   | 23 |   |   |   |
| 9.PARTICIPATE IN COMMUNITY ACTIVITIES |   | YES | NO |   |   |
|   |   | 20 | 65 |   |   |
| 10. WHAT I LEARNED ABOUT IL'S |   | YES | NO | N/A |   |
| A. WHAT STAFF DOES |   | 28 |   |   |   |
| B. RRCI AND COMMUNITY ASSISTANTS |   | 27 |   |   |   |
|  C. ASSISTIVE TECH. |   | 27 |   |   |   |
| D. CAP . (CLIENT ASSISTANACE PROGRAM) |   | 25 |   |   |   |
| E. GENERAL IDEAS FOR HOME AND SAFTY |   | 21 |   |   |   |
| F. SUPPORT GROUPS/ACTIVITIES |   | 23 |   |   |   |
| G. ASSITIVE ASSESSMENT |   | 21 |   |   |   |
| H. COLLABORATION/ OTHER PROVIDERS |   | 24 |   |   |   |

JUNE 2022===CONSUMERS COMMENTS FOR QUESTIONS 11-13

QUESTION #11==HOW DID STAFF HELP YOU THE MOST?

* Getting a ride.
* With ideas on what equipment and also with learning to use laptop.
* Helpful with everything I have asked for
* Loaned us a transport chair for several months , until we got a Nitro-Duet..
* Got help getting much needed hearing aids.
* Gave me ideas and resources but many did not call back.
* Being there if I need someone to answer my question.
* Use of aids for different situations
* Walker and meetings.
* Never had any dealing with your group
* I need another interview o find these out again.
* My hearing aids.
* Just knowing you are there to help.
* Helped me get a lift chair.
* Helping with services needed.
* Safety in the bathroom
* Chair has helped my body feel better.

Question #12 How can RRCI improve our services?

They are always there for us all !

* Would love to know how RRCI might be able to assist Robin.
* Make sure I can take my walker.
* Help me find a place to live or may be homeless by Aug. 30th.
* They are doing a great job.
* Keep up the good work.
* Pick up for day activity occasionally in Veyo-Brookside Please
* They are amazing.
* Need transportation to get to store
* Friendship with staff, They are awesome
* Stay in contact.

 Question 13 YOUR EXPERIENCE WITH RRCI AND STAFF.

* They are nice and helpful.
* Longer programs/activities
* Thanks to God we have RRCI.
* Doing a great Job. Thanks for the help and for being so nice and there for us.
* People nice. U.S.Gov. has limited resources to help people.
* They work very hard to help get what you need.
* RRCI was interested in helping Sun River Residents over 55 by bringing presentation, information, and clinics to our community!
* Lets hope this covid is now over and we can get active again for concerts, plays etc. after 4:30 pm and on weekends.
* The staff takes care of business.
* Great people.