**July 2019**

**Executive Directors Report**

**Building Update**

Intermountain Healthcare declined donating the property. The Friends of RRCI board is planning a fundraising event on November 6th.

**Utah Department of Transportation Wheelchair Accessible Van**

Surprise! The van has arrived! We have received $4,000 toward to purchase and are anticipating commitments coming through for $6,000 more. The $10,000 has been paid for through RRCI unrestricted funds. It is anticipated that the majority of the funds will be raised to reimburse the account.

**Media Support Volunteer**

Unfortunately, this person has been unresponsive to this commitment.

**Unite Us**

RRCI has been invited to participate in a Washington County web based community referral system. Brenda Marshall has taken an interest in the program and will be reporting on it at the board meeting.

**Executive Director Health**

Surgery went well. The follow up with the surgeon was positive. I don’t have to go back to Phoenix until December, 2019. 20 radiation treatments begin in August. My energy is increasing.

**Consumer Surveys**

2nd Quarter Report

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2nd Quarter report (April, May, June 2019) |  |  |  |  |  |
| 1. My life is better because of RRCI | Yes | NO |   |   |   |
|   | 25 | 5 |   |   |   |
|   |   |   |   |   |   |
| 2. I feel I have a general idea about the | YES | NO | N/A |   |   |
| mission and services offered by RRCI | 28 | 1 | 1 |   |   |
|   |   |   |   |   |   |
|   |   |   |   |   |   |
| 3.How well did our staff perform the service | excellent  | good | poor | n/a |   |
| a. Return your phone call promptly? | 23 | 3 | 1 | 1 |   |
| b. Arrived for appointments on time? | 23 | 3 |   | 2 |   |
| c.Were courteous and respectful ? | 27 | 1 | 1 |   |   |
| d. Helped you find answers to your question? | 22 | 5 |   |   |   |
|   |   |   |   |   |   |
|   |   |   |   |   |   |
| 4. Staff contacted me: | In person  | Phone | Both |   |   |
|   | 4 | 12 | 18 |   |   |
|   |   |   |   |   |   |
| 5. Your visit with staff lasted about: | 5-10 min. | 30 min. | 1 hour | Over 1 hour |   |
|   |   | 7 | 2 | 2 |   |
|   |   |   |   |   |   |
| 6. That amount of time was: | About right | To short | To long |   |   |
|   | 28 | 2 |   |   |   |
|   |   |   |   |   |   |
| 7. Did staff help you identify independent goals? | Yes | No |   |   |   |
|   | 23 | 3 |   |   |   |
|   |   |   |   |   |   |
| 8. I have been with RRCI | 3 Months | 4 mo-1yr | More 1yr. Years |   |   |
|   |   | 11 | 15 | 6 |   |
|  |  |  |  |  |  |
| Which of the following describes what you learned about independent living since starting with RRCI? |
| a. What staff does to help a person with a disability or family member | YES | NO |  |
| b. RRCI and community services and how they may be helpful. |  |  |  |  |
| c. How RRCI may be able to help with assistive technology. |  | 23 |  |  |
| d. What the Client Assistance Program is and how I can access it if I need it. | 17 |  |  |
| e. General ideas for home safety and mobility. |  |  | 13 |  |  |
| f. When I can meet with peer support groups or participate in community  | 15 |  |  |
| integration activities. |  |  | 11 |  |  |
| g. Staff can conduct an assessment of my assistive technology needs. | 12 |  |  |
| h. RRCI works with other service providers to help consumers find addition | 18 |  |  |

Written Comments:

MAY 2019 WRITTEN ANSWERS TO QUESTION

QUESTION #9. HOW DID STAFF HELP YOU THE MOST?

* Setting me up with state library and talking books. Sending Jerry Nealy for

Computer help and Bard. Showing new magnification items and

Proving info on where to get them.

* The magnifier on loan helps me be able to live more independently.
* Made my life more secure happier.
* Jill is always kind
* Answering questions, locating the equipment and using it.
* Push me to set goals and find ways to achieve them and find ways to help others with disabilities to be more independent.
* Getting my daughter, a Bruno chair for our van that goes up and down.
* Helped me get a and hospital bed

QUESTION #10. HOW CAN RRCI IMPROVE OUR SERVICES TO HELP YOU MORE EFFECTIVELY?

* Just stay in touch
* Fortunately, my husband acts as driver and seeing eye dog for me so I’m pretty well off in

Those departments. Renae is always helpful when I need help. For me personally

RRCI staff doesn’t need improving

* Just stay in touch.
* Just do the same great job you are doing.
* More activities in Hurricane area
* Not sure
* Maybe the big areas with more resource can help find ways for our smaller area to get more resources.
* I hope they get more funds to help more of their disabled people for their assistive technology.
* Would like to know I am in a rest home now not sure what I can get.

QUESTION #11. PLEASE SHARE ANY OTHER THOUGHTS YOU MAY HAVE ABOUT YOUR EXPERIENCE WITH RRCI AND STAFF?

* It’s a lot of help.
* Thanks for being there for us. You are a blessing
* A great happy experience.
* None
* They’re all good and nice people.
* I am glad it is there when people need help. I am in a care center.

150 White sage avenue, Delta, Utah

JUNE 2019 WRITTEN ANSWERS TO QUESTIONS.

#9 How DID STAFF HELP YOU THE MOST?

* RRCI was very helpful unfortunately the wheelchair and cushion

Were returned due to client unable to fit properly and comfortable.

* Getting a bath lift (the one our daughter had before she passed away)
* Audio books and machine from blind library
* RESPECTFUL attitude on every level or concern or need.
* By letting me know of available equipment if I need it. Like wheelchair and shower chair
* Getting an extra wide wheelchair to use
* Got my ramp and lift chair.
* They have been very helpful in making me aware of St. George Housing and

Guiding me through the steps that made I possible for me to receive assistance

With housing!!

* With mobility
* By talking about things that are hard for me

#10. HOW CAN RRCI IMPROVE OUR SERVICES TO HELP YOU MORE EFFECTIVELY?

* Don’t know
* I know it can be hard to cover such a large area. Have more community involvement and

Or activities.

* Maybe a brochure on all of the service so I can ask for help in other areas.

Also, Housing—having a list of realtors that can help find handicap accessible housing.

* You’re perfect.
* Nothing

#11. Please share any other thoughts you may have about your experiences with RRCI and staff.

* Staff was awesome prompt 5-star staff.
* Thank you all.
* It has been very nice to see Myrna Hennefer tracking where I am and how I have been

And asking if there is anything, she can do to help

* Maribel is the only staff I’ve had contact with. She has always been respectful.

Just wish you had more staff so you could reach out to more communities!

I thought my membership was on temporarily on hold.