**October 2018**

**Executive Directors Report**

**Fingerprint BCI Audit**

The company that RRCI uses for mandatory fingerprinting audited the procedures and policies surrounding this relationship. You will find the audit results and the response in the packet.

**APRIL Conference**

Five staff members attended the Association of Programs for Rural Independent Living (APRIL) annual conference in Denver. Barb and Brenda presented a session on Values Based Leadership that seemed to be well received. It is anticipated that the evaluations will be in next month’s board packet.

**Health Insurance**

We are meeting with health insurance representatives to determine the best, most cost effective product for staff needing insurance. RRCI pays an ‘age banded’ rate for each participant. Depending on their insurance selection and if they need family coverage, staff may need to contribute to the rate.

**Strategic Goals**

Strategic Goals

1. New Building Progress: Marketing staff is launching campaign this week

2. Expand youth program in rural areas- Solid numbers will be available at the board meeting.

3. Increase number of consumers by 24 each month: new consumers March 42, April 26, May 41, June 33, July 25, August 24, September 41

4. Expand services in underserved areas- Time for a new strategic goal. Maybe something around the capital campaign that the board can be responsible for.

**Consumer Surveys**

September 2018

Question #9. How did staff help you the most?

* Help get her out with other people
* Short term use of a scooter (kneel on one knee, scoot with other foot

(a knee scooter)

* They gave me a job. They educated me
* They gave me a ramp
* Always helpful with support and supply needs when needed
* Provided me with very needed equipment including a walker and power reclining chair.
* Telephone provided did not work. Tried to help get hearing aids, maybe next year.
* Seeing to my physical needs, also checking on me after.

Question #10. How can RRCI improve our services to help you more effectively?

* Doing fine now
* Nothing. Doing great job!
* Can’t think of anything
* Everything is fine right now
* Newer equipment.
* I don’t know very happy with what I’ve received

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

* She likes it
* Staff and facility were convenient, clean, friendly, helpful.
* Nothing. I’ve enjoyed my time with the staff at RRCI
* You have all been very helpful and appreciate you staying in touch!
* Very nice people
* I just think the staff really cares about people

Q3-Quantified Survey Results

