**September 2019**

**Executive Directors Report**

**Building Update**

The fundraising event is moving along nicely. Free breakfast, November 6th from 8-9 am at Bloomington County Club. RSVP required. Let Michael know.

**Updated Annual Budget**

DWS has been reviewing our reimbursement request for our July expenditures. This has resulted in our need to make a few corrections to the annual budget. The revenue hasn’t changed but expenses had to be distributed differently within the grants. You will find the corrected budget in the packet.

**Consumer Policy Manual**

Staff has reviewed and updated the Consumer Policy Manual. Please review the document in the packet. Once the board has reviewed and approved, staff will implement the changes.

**FAQ Conflict of Interest**

The packet contains a document from ACL discussing federal policy regarding this.

**Social Services Block Grant (SSBG)**

Once again, RRCI applied for as was awarded the SSBG grant. In the past, we have been awarded about $6,000. This year, fewer agencies applied, so we were awarded $9,460. This may not happen again, but we will use the fund to the max. The funds are used toward consumer transportation services to RRCI activities.

**State Audit**

RRCI had a program audit by DWS/USOR on February 2019. We received a report regarding that monitoring visit. I provided a response to the report as required. Both documents are in the packet.

**Consumer Surveys**

August Written Comments:

#9. HOW DID STAFF HELP YOU THE MOST?

* By contacting us about events etc.
* Assessment about a chairlift
* To form a support group for low vision people
* DI vouchers for work clothes, and things for my apartment.
* Get sent monthly newsletter and calendar.
* Valerie helped me determine what goals I want to accomplish
* Provide council and assistance on getting services to assist possibility.
* Julie was a wonderful friend and she help me get a new bed. Which I enjoy.
* Help on DWS
* Getting me the things I need

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

* They do good.
* By looking for other resources to help clients.
* Just continue the support that they do.
* Keep up the good work
* Continue your current services.
* The service is wonderful and very awesome sweet.
* Good people
* They can’t improve

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

* Very helpful
* We are grateful for the assistance and help we received.
* I love it, experience is sweet. I trust Julie Goodrich.
* Miss you all---Love
* Great