**October 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. The following dignitaries have confirmed attendance: Mayor Pike, Senator Ipson, Representative Snow, County Commissioner Almquist.

**Owning the Bus!**

RRCI received the bus in 2013 through a grant to Utah Department of Transportation. UDOT paid for 80% of the vehicle and RRCI paid for 20%. We have been waiting for UDOT to release the title of the bus… and the time has come! We will still use their recommended maintenance schedule. However, we will no longer need to be subject to their rigorous reporting. Yay!

**Pre-ETS Program Review**

RRCI underwent a review of the Youth Pre-Employment program. The one that demands all of the extraneous paperwork. You will find the review in the board packet. I have not responded. But they are easy corrections.

**Exploring Switching 401k Plan Provider**

You will find a cost comparison in your packet regarding switching from MassMutual to Mutual of America. The main reason to consider the switch is that Mutual of America provides a real person to help staff with their investment options and MassMutual does not. Please consider these notes from the provider while considering the review:

As a bundled provider, please see a couple bullets points below:

* Our team of ***salaried, noncommissioned*** representatives will meet with you and your employees on a regular basis and whenever the need arises—not just

when your plan is established, but for as long as we are your retirement plan service provider.

* **Your Service Manager** will assist you with the day-to-day administration of the plan, handling transactions for plan participants (*e.g.*, withdrawing money,

changing profile information), government reporting, compliance issues and audit support.

* **we waive the monthly charges, as well as the forfeiture processing fee** if, on the last day of a given month, the total of participants’ account balances held under the contract equals or exceeds $1 million (found on page 17 within proposal).
  + we do this automatically, you do not have to request
* ability to **build relationship with your retirement team**
  + non 800 number to call as you will be working with one team while not being directed to a call center

In regards to the fee comparison, you see how we compared the total fund and assets expenses for RRCI 401K plan

* we used the net expense ratio plus the 1% separate acct charge for total fund fee from Mass Mutual
* attached you will see our total fund and asset based plan expenses

**Title VI Plan**

The Title VI plan is required by UDOT when they hold title on agency vehicles. Currently, they hold title on the bus and the new van that is being used in Hurricane. We are currently applying for a van to be used in Cedar City. The plan requires updating every three years. You will find the recently approved plan in the board packet. Basically, the plan is to ensure that RRCI does not discriminate in the use of UDOT property.

**Cedar City Office Space**

A new space opened in the building in Cedar City. We are negotiating the rate. This one might work! More information to follow.

**Consumer Surveys**

September Written Comments:

#9 HOW DID RRCI STAFF HELP YOU THE MOST?

* Information and assistance, especially with technology
* Gave me time to discuss what is going on in my life and how independent living might be able to help. I was given suggestions of how IL staff might be able to help me accomplish my goals. Also, having an outreach office in Hurricane has been very helpful.
* Let me know there is help, other than Medicare if you just know where to go and who to ask.
* Answer question, provide schedules by mail, calls to see how I am doing.
* Technology services, mini courses, refer me to get 20-20 pens magnifier.
* I am grateful for the activities and reminders and phone call and learning skills to live on my own independently.
* Helped me get hearing aids. I heard crickets and frogs for the first time in many many years

I am delighted.

* Find appliances to help limited vision, and offer home helper services
* Spent time listening to his needs and concerns and validating them. Told us about the

Older youth events (haven’t attended yet\_) Told us about Voc. Reh.

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

* Larger meeting rooms for events
* I am fine with my own situation but it would be helpful if the center was more widely known about. Many people have said that they were not aware of RRCI.
* They are great! So kind and caring.
* Wow!! They do everything already
* I don’t know. You have done a wonderful job helping me and others to learn life skills.
* Need/would like help with glasses
* Perhaps some items in section 8

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

* Renae is the one that helped connect me with Danielle who got me an SSP. Which is the

greatest thing that’s ever happened. (I swear I didn’t prompt him—Jenni)

* I enjoyed them coming to my home and they always called to make sure it was ok to come.
* Staff is always very helpful and willing to help any way they can. The additional satellite

offices are helpful to those who have a difficult time or cannot travel.

* I am really impressed with my IL. She is on top of everything. I don’t do computers,

so she calls or send info through the mail. I really appreciate her.

* I love RRCI. I’m grateful to the staff and to everyone who helped me over the years.

I know now that I can do things on my own without help and I hope one day to live on my own.

* IL is about the only person I worked with, but she is a wonderful person and very professional.
* Acoustics in meeting room were poor. I would not attend more in that room because I

Could understand only Renae.

* Allison was really friendly, related well with my son.

