**August 2018**

**Executive Directors Report**

**Benefits Planning**

Brenda has completed the course work to provide benefits planning for people with disabilities. She has completed the 10 hour 100 question certification test. Her results will be available within the month.

**Strategic Goals**

Strategic Goals

1. New Building Progress: All video has been shot and is being edited for fundraising.

2. Expand youth program in rural areas- Beaver staff member has new goal of implementing youth program

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

4. Expand services in underserved areas- Beaver County: A part time staff member has been trained and has begun working in Beaver County. A desk and vehicle has been purchased and appointments made for internet and other needed items for the office.

**Staff Annual Reviews**

Annual reviews and merit increases have been conducted for all staff members.

Indirect Cost Training

Barb and Carol attended a training in SLC sponsored by DWS to better understand the requirement.

**Consumer Surveys**

*Please see Q2 2018 Survey Report in packet*

Written Replies:

June 2018

Question #9

How did staff help you the most?

* Showing that they cared.
* Very helpful in showing me devices that help me to function easier in every day living activities. They send me periodic lists of “helps” available
* Being understand showing kindness to my dog and cat.
* They helped me figure out how to work out problems.
* I have a hard time figuring out on my own
* Helped me get a walker.
* Technical stuff
* No assistance was available at time of need (over a year ago)
* Helped me meet peers with blindness using technology
* Hopefully I can get hearing aids
* Try to come up with solution (not sure will help) with shower
* They got us hearing aids and a trailer for my wheelchair

Question #10

How can RRCI improve our services to help you more effectively?

* At this time I am not yet in need of programs to help, but I’m aware that more help is there when I need it.
* It’s fine now
* Honestly not sure .love the staff talk me show caring.
* Being there when someone needs. Help with something they can’t figure out on their own.
* I have asked for help to get a wheelchair lift for my SUV since 2013 to present. I try to do it myself, I ask my doctors and other entities for help they just say “Oh, RRCI should do that”
* Explain the technical things slower. One by one. And one on one, one thing at a time in detail. They rushed through
* And taught too many things at a time. It was overwhelming.
* Help C.AT to expand hours
* Unsure
* They helped us very effectivety

Question #11

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

* Staff I’ve dealt with seemed anxious to be helpful
* Effectively wonderful and fun. Good works and friendship
* They are helpful kind and caring
* I very much need help to get a wheelchair lift. And I am just finally moving into a new place. A small Mobil home. Since the rent is higher than I can really afford, but (I’m been looking actively , for a new place since I had a threatening neighbor and had to move in May 2015. My lease is up end of June, places I’ve applied to have waiting lists of over 1 year. I took this place out of desperation. I had been on the St. George Housing list for years. My health kept getting worse, more diagnoses, pain, etc, and when my name came up I asked if help was available to find a place and was told I was on my own—no agencies had volunteers, etc. My back was shot. I have a nerve/muscle disease (like MS) looked on line, get out very little. Rents sky rocketed, ran out of Housing time
* extension, lost my funding, Just before major back surgery. I need help.
* This survey came to me sometime after the visit I do not remember a lot of what went on. Julie very courteous.
* We have had a very good experience with RRCI and staff

July 2018

July 2018 Consumers answers to written questions

QUESTION #9 How did staff help you the most?

• Got a falling apart push wheelchair

• Identifying my needs and getting them for me

• Getting out more

• Helped get hearing aids and learn about my computer

• Told us about classes that Ericka would enjoy. Set up special Olympic involvement for up coming bowling

• Finding community resources, support group meetings.

• Getting hearing test and hearing aids

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

• Wanted help getting a lift to transport his motorized wheelchair. Got told to go to home depot and purchase a cargo carrier w/ramp. Referred me to some one else.

• Regular contact

• None right now

• Consistent staff (too many changes in the past years)

• They do a good job

• Give more details on activities in the community. Explain better what the activity is and better directions on finding places.

• By getting different hearing aids because my hearing has changed

QUESTION #11

Share any other thought you may have about your experience with RRCI and staff.

• Rhonda has been very helpful and has been a pleasure to work with.

• The staff is real nice

• My thoughts of RRCI is all good.

• I am grateful for their help.

• Wish the classes were 2 hrs. instead of just 1 hr. Every staff member has been outstanding.

• Staff is very helpful in assisting consumers with creative solutions to problems.. I’ve never been eligible to receive

• assistance with AT services and I know of many others who haven’t either. Seems like that funding is not often available.

• They have all been very supportive talking loud when I can’t hear them and trying to get different hearing aids so I can hear because I live alone.