**March 2020**

**Executive Directors Report**

**Assistant to the Director**

In light of everything that has been going on with my health, with the COVID-19 Pandemic, etc, I felt it was important to RRCI to ensure that we had appropriate management coverage. Brenda Marshall had been overwhelmed by extra responsibilities without delegation of some authority. We have come up with a temporary title, “Assistant to the Director”

This description has been sent to the staff:  
I have been giving some thought about managing RRCI while I’m going through this health stuff. As you know, Brenda as been my legs. Making sure docs are signed and the ball keeps rolling. Sometimes there are everyday managerial things that just need a simple decision. This take extra responsibility for someone who is used to making sure we have supplies, wheels, human resources, etc. I know several of you who could help in this manner.  But I feel like Brenda and I have been working these things out together already.

As I delegate a little more work to Brenda and thereby more responsibility, I’d like to give her the(temporary?) title of Assistant to the Director. What this means:

* I will delegate responsibilities to Brenda where she will have decision-making authority.
  + What activities to suspend or cancel
  + Should you have staff meeting
  + Assign timesheet dates
  + And, other day to day decisions that don’t have long-term effect on the center
  + Remember, there isn’t anything in IL that is 911. So… breathe
* Brenda will be able to
  + Delegate some of her current responsibilities
  + Rally the staff for specific purposes
  + Continue to consult with me regarding center matters and act upon decisions discussed

Brenda and I both see this as a positive way to divide and conquer what it takes to manage RRCI for the interim.

**COVID-19 Pandemic**

I have looped Brenda in to the discussions with the five other directors in Utah regarding operating the organization during COVID-19. As directors, this is what we as directors have decided to do:

Week 1-March 22-27:

-RRCI will physically be closed to consumers and activities.

-Accommodations have been made for people with school and daycare issues to set up home offices so that they can stay in touch with consumers, vies secure documentation, etc. These circumstances are beyond their control and find it important to support them during this time.

-Similar accommodations have been made for our immunocompromised staff members.

-Staff is encourages to work 40 hours per week and use as little PTO as possible. Heaven forbid that someone would need the time off because they are ill but they expended it elsewhere. There are a lot of suggestions to make appropriate use of their time including file reviews and audits, regular phone contact with consumers with mental health concerns at this time, get online and take free classes. Research future activities, and so much more.

Week two-March 30-April27th

-Currently we are looking at this week to be the same as we one.

Week three and beyond- We will be taking a week at a time. So, this is up in the air right now. We are watching federal legislation regarding assistance with leave time. Little is being said about not profits, some is being said about it being a low interest loan instead of a grant. Anyhow, the President did sign off on it… but now it’s in the legislature.

**Building Update**

We are working on the timing to reach out to Representative Snow, again. You will be kept in the loop.

**New Youth Program Support**

We were able to hire a nicely qualified gentleman to work with Allison and the youth program. They are working out the balance of duties and we are hopeful for a positive team.

**Census 2020**

Believe it or not, even with all of the unrest surrounding the COVID-19, our staff has hit the ground running to support people with disabilities with equal access to the Census. Very creative.

**Consumer Surveys**

February Written Comments:

#9 How did staff help you the most?

* Rides to activities: great support and learning at activities.
* Being an excellent listener and then providing help for my

Immediate issue.

* Through a referral from local agency on aging, I was loaned use of a

Portable ramp for a wheelchair bound visitor. Much appreciated! I had no idea of your

Office until then.

* Provided “Merlin” magnifying machine
* Consumer just works with Players. I don’t think she really uses any other services.

Volunteer is great! Fantastic! I cannot say enough good about her. She goes above and

Beyond with this group. This has been a fun experience and group for her to participate

With. I appreciate all they all do for this consumer. Thanks!

* By getting the right equipment for my needs.
* By referring me to Social Workers/occupation worker, CNA’s etc. Mostly answering all questions.

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

* For now we are doing great.
* Keep Doing!!
* Assistive technology—I’ll need individual help.
* Check in with you more.
* It has been 2 years since needed help with you company. (great company)

Here alone/ health problem/no family.

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

* Maybe help with our digital stuff TV phones, computers.
* My local coordinator, was most helpful, courteous, and friendly.
* I’ve been too busy since fall caring for my sister with cancer to attend.

Meetings, but I will need some more help. The staff has been very kind and helpful.