**August 2018**

**Executive Directors Report**

**Benefits Planning**

Brenda passed the written test for benefits planning. She is working through the practicum at this time.

**USOR Youth Pre-ETS Grant**

RRCI has been awarded $93,000 for two years to continue the youth transition program. There is a possibility of a one year continuation without having to reapply.

**Capital Campaign**

Video is complete. Marketing is gearing up.

**Strategic Goals**

Strategic Goals

1. New Building Progress: Marketing staff is working on

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

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**

August 2018

Question 9---How did staff help you the most?

* Providing social and learning activities
* Located and delivered lift chair, returned calls
* By calls and services like a auto lift chair when I broke my leg.
* Being supportive. Valarie is the best.
* Helped me very well
* Suggested ways to help
* Battery for mobile scooter

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

* Provide more activities for older clients
* Keep up the great work
* I am fine no needs

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

* Friendly, helpful
* Jill is very pleasant to work with
* Filled my needs and more
* Started working with Tim and he has done a great job. Received a couple of calls from Jill in Hurricane and am looking forward to meeting her in a couple of weeks.
* They are always encouraging and open to listen with an open mind to our needs mental or emotional