**September 2021**

**Executive Directors Report**

**Auditing:**

The financial audit conducted by Stephen Jackson, CPA Audit Manager with Hafen, Buckner, Everett & Graff, PC is in full swing and so far, going well. We will hopefully have that report finished up and ready for presentation at our next board meeting in October.

**Grant Award**:

I am excited to report that RRCI has been awarded a $15,000 grant from Intermountain Healthcare. The opportunity to apply for this grant was received through the work Greg and I did with Intermountain Healthcare while negotiating for land opportunities for the new building.

**Donor Development and Networking:**

I’ve been working on ways to reinvigorate our donors and do more resource development and donor management. I have had several networking opportunities with St. George city meetings and chamber functions, in the hope of finding a permanent residence for RRCI. Over the next few weeks and months, I’ll be focusing on building up awareness for RRCI and growing our network of support.

**Training opportunities:**

This month we will have the opportunity to participate in the annual UNA Conference that is being held virtually this week. It’s a wonderful way to reenergize and discover more ways to empower and serve.

All staff members participated in a mandatory sexual harassment training to ensure ongoing support and awareness. I find it’s always better to do our best to educate ourselves and avoid potential problems then to wait until there is an actual issue to address.

**See Consumer Survey Reports on next pages:**

**Consumer Survey Report: Prepared by Sharrie Mora**

AUGUST 2021 WRITTEN COMMENTS FROM CONSUMERS FOR;

QUESTION #11 HOW DID STAFF HELP YOU THE MOST?

* xGot me hearing aids, Is much appreciated
* Jill found out death of my brother . She sent love and pray to me for lost.
* xBrenda McKee was so helpful with getting hearing aides and hooking me up with workforce services. She is a very sweet helpful person.
* xHelped me get hearing aids, made a big improvement in my life.
* xGot me a lift chair so I can get up easier.
* Let me know of upcoming events.
* No activity currently. In the past, ramp entry to home. No VA hearing aids.
* I am almost blind, ordered reading items
* Cut the chase of the survey, my contacts with rrci were all exemplar.
* Planning activities to get me out on my own again. Assistive technology help.
* With transportation and socialization, learning about preparedness.

QUESTION #12 HOW CAN RRCI IMPROVE OUR SERVICES TO HELP YOU MORE EFFECTIVELY?

* I don’t see any improvement necessary. I received very excellent assistants.
* Everything you people do is wonderful. I love friendship and caring.
* I can’t think of anything. Staff does a great job.
* More assistive technology help. More ideas for home safety and mobility Tell me about Client Assistance Program (Dianne Grandbois -VE)
* I’m to far away.
* Have helpful compassionate people work there. You are already sick or beat down before you get there. Just trying to find help.(L. Richey-Mck)
* Visit a couple times a year to go over new items.

QUESTION #13 SHARE ANY OTHER THOUGHTS YOU MAY HAVE ABOUT YOUR EXPERIENCE WITH RRCI AND STAFF.

* I am going to give a acquaintance my workers # so she can get assistance the the sedation cost of having her bad teeth pulled (which no Medicare/ Medicaid disability will not pay. Thank you.
* Jill is very friendly and very sweet. I like working with her. I enjoy company. I hope and pray get together for other group meeting.
* Thanks again.
* Allison has been a great help in letting us know what is going on.
* Wonderful support.
* Im glad we have a bigger office in Cedar and I understand we will get a much needed larger vehicle.