**September 2020**

**Executive Directors Report**

**Staff Changes:**

We have hired our new Center Manager! I changed the title from office manager to help encompass the wider scope of this position. In addition to some of the regular office management duties Ashley Jolly will be taking over some of the responsibility of our IT position as well. Brad McCarrel, our long-standing employee who has been handling our IT, will be moving away sometime in November. He and Ashley will work together to make sure she is informed about all the IT needs of the office and we will be contracting out some of the larger IT needs. We will miss Brad greatly, but I believe Ashley will be a fantastic, and competent, addition to the team.

**New Areas of Focus for RRCI:**

I have spent the last several weeks meeting individually with each member of staff. I wanted to get a pulse on how they were feeling about their jobs, office moral, and their overall thoughts about RRCI as a whole. This was a wonderful opportunity to really see what I could do to help empower them in their positions and get ideas for our center from “the boots on the ground.” These conversations, coupled with my own thoughts for the center, brought out three main areas of focus. More community connection, more activities, and stronger loan bank.

Here are my talking points from our last staff meeting to give a little insight into what we’re discussing and working on as a collective team:

* More service related. Less push on getting consumers and more focus on serving our consumers. How can we help? What can we do more of? Let’s error on the side of doing too much then doing too little.
* Monthly half day bonus goals will be service focused or tied to something we need to work on (like better loan bank tracking)
* At weekly staff meetings – let’s get out of the habit of just reporting what we do and focus more on sharing. (resources, ideas, successes, thank you’s to other staff members, etc.)
* Outreach/ Community Connection – let’s get involved! (Every staff member will have some sort of individualized outreach goal for this year) The more entities that know of us the more consumers we will get, and the more we can do to help. When anyone in our area thinks of disabilities, I want them to think of RRCI.
* More activities – we are going to move up from two activities a month to four a month, so how can we work together to make this happen?
* Loan Bank/AT – how can we work together to resolve problem areas and make loan bank a real asset that we can be proud of?

We had some amazing discussions, and staff members had great ideas. All seemed to be on board with the new direction of focus.

**COVID-19 Pandemic**:

We are continuing to apply all the standard COVID precautions. I am so impressed with the staff’s wiliness to comply with these restrictions despite personal views. I’m also proud of this team for doing all they can to help make sure our consumers and those of the staff who are part of the “vulnerable population” feel protected. With the exception of one, we are all back to our offices and running our programs full speed ahead.

**CARES Act Funding:**

We are still in the process of looking for other organizations that we can partner with to help utilize this funding. I now have a staff member assigned specifically to this endeavor so we should be making better progress in the coming months. We have to be very careful about how we word the MOU’s with the partnering entities to make sure we are in compliance for reporting.

**Consumer Survey Report**

AUGUST 2020====WRITTEN ANSWERS TO QUESTION ON SURVEY

# 9 HOW DID STAFF HELP YOU THE MOST?

• Kris was in touch with you about a year ago about help with a railing for our stairs. No one ever followed up or provided such services. A friend built one for us.

• Support and education.

• With dental visits and payments lowered

#10. JOW CAN RRCI IMPROVE SERVICES TO HELP YOU MORE?

• Because of Covid services are limited

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

• Renae is very kind and very helpful. Thank you!