**August 2021**

 **Executive Directors Report**

**New Fiscal Year Budget and other Financial Notes:**

The new 2021-2022 FY budget has been developed and approved by the state. It is now ready for review and board vote. It is included in the board packet and will be on the agenda for meeting.

Also on the agenda for Vote:

As required, RRCI staff members work on goals throughout the year. The completion of these goals constitutes the percentage of merit increase that they receive, if available, at the new FY year. Every staff member has worked hard throughout the past year despite all the many changes and challenges. They have not only seamlessly supported our consumers throughout the pandemic but have also worked diligently in their outreach efforts in the community. Due to the limits to our ongoing funding, we were only able to budget for an ongoing merit increase of 3% for this year. Since employees are hired at such low starting wages, this still does not bring many of them up to competitive rates of pay. With this in mind, along with the stressful toll of pandemic conditions, it is proposed that we offer an additional one-time merit increase of 2 x the individual earned merit rate to all eligible employees. We will be able to use residual Part C funds to finance this one-time increase. This will help us to both responsibly spend out remaining funds and support staff moral and retention.

**CARES Act funding**:

Due to the perseverance of pandemic conditions and the subsequent extension of the CARES Act funding timeline, we have shifted funding a bit. We were able to move the charges of some equipment previously billed to the CARES Act to regular state funding where, due to staff changes and lack of travel from the previous year, we had residual funds available. This was helpful to free up CARES Act money to continue to provide the much-needed mental health support through our partnerships with Hope Reigns and Crimson Counseling.

**Staff updates:**

We said goodbye to two staff members this month. Our much-loved, long-standing youth coordinator, Allison has moved on to her career as a school counselor at Dixie Middle school. We were sad to see her go but wish her well. We also lost one of our newest employees, Carla, who was hired for the Beaver/Millard County areas. She was just never able to connect with the position and her area, so she resigned from her position.

We have a new hire for our youth program. Laura Nelson joins us as Youth Support Specialist. She seems like she will be a wonderful addition to the team.

We have decided not to fill the coordinator position in the Beaver/Millard Counties just yet. Our IL Supervisor, Tim, will take over the area for the next few months to get files in order and make sure all the consumers in that area are up to date and taken care of.

**Diversity, inclusion, and people first language trainings:**

In an effort to ensure that we are ever mindful of using respectful language and always working to be open and inclusive of all, I have implemented ongoing staff goals and trainings highlighting these areas of focus. No step taken toward equity in the disability community is a wasted effort. We want to make sure that all feel welcome and respected at RRCI.

**New 211 emergency funding program:**

We are excited to have entered into an agreement to work with 211 in aiding consumers in emergency situations. This is a confidential financial assistance program created to provide one-time assistance to individual or families whose stability is threatened or has been disrupted by an unforeseen emergency/crisis situation.

**New assessable van awarded for Cedar City area in 2023:**

RRCI was approved for FTA funding for a new accessible van to be utilized in the Cedar City area. This will be a great asset as we continue to grow that area. Funding has been approved but will not be released until sometime in 2023.

**Training opportunities:**

Last month, several staff members and I had the opportunity to participate in the NICL (National Council on Independent Living) conference that ran online for two weeks. There were a variety of classes offered each day that trained in individual and systems advocacy and other topics. It was a great way for us to stay up to date on what other centers across the country are doing and to learn processes that we can apply to improve our services.

Other online conferences coming up:

September 21st – 23rd is the annual UNA (Utah Nonprofits Association) conference.

October 18th – 22nd will be the annual APRIL (Association of Programs for Rural Independent Living) conference.

If any board member is interested in attending either of these two conferences, please let me know. I can send you more details, and get you signed up if you would like to attend.

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

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

JUNE 2021—WRITTEN ANSWERES FOR QUESTION

#9 HOW DID STAFF HELP YOU THE MOST?

* Helping get an electric wheelchair by provide vender information
* Being non-judgmental, show and interest in my needs.
* Keeping me informed what is going on. Help me get cab coupons and drivers coupons and books on tape.
* Friendly
* Helped me find and purchase products for a porch railing.

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

* They are doing a great job.
* Hard to input as there has been such an impact with services, due to covide. Could have more activities on weekends and evenings so I could participate.
* I am happy with the program the way it is. It runs really, really good.
* I have no suggestions, as everything I needed was taken care of.

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

* Appreciated for their services and help.
* Services available is dependent on staff ability and willingness to provide and participate. I have been in two counties using RRI. So hard to answer some question or evaluate as both staff and county offered different services. Cedar City has been great so far. It’s been lacking in some services. Due to Covid which I understand But seems to be picking back up on personal contact activities. Now look forward to activities to come. Need more activities on weekends or night so more can join in.
* On a personal note; My husband passed away in Oct. “Renae” was at my door with a gift bag. That meant a lot to me.-Renae Is not only professional but she is very caring and loving.
* I was very pleased.

JULY 2021 WRITTEN ANSWERS TO QUESTIONS:

#9==HOW DID STAFF HELP YOU THE MOST?

* Helped my sons be social-gave social opportunities
* Helped me keep up to date on activities offered.
* Hearing aids
* Got wheelchair ramp and bathroom assistive devices, walker for my health conditions.
* Provide the proper tools for me
* Have fun
* Cheering me on and helping find other resources I need.
* They offer any help that I might need for myself. They let me know what activities are available and they offer life skills that I can use independently.

#10 ==HOW CAN RRCI IMPROVE OUR SERVICES TO HELP YOU MORE EFFECTIVELY?

* More activities
* So far,so good
* Sometimes the activities at RRCI don’t (can’t include people like myself due to disabilities I have) When food was on the schedule I could do this activity.
* They do a good job.
* More activities
* I don’t know you have helped me in so many ways and I love this program so much.
* Finding more ways to help our towns in the middle of no where.

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

* The staff are great at RRCI!
* Good job
* I have enjoyed so much working with Valerie. She cares and tries to find something to try to help me with my need. But if I could say something about her boss Vinh. He has a kind interaction but his helpfulness and follow through is poor. I know a lot of times its hard for him too Thank you for all your help to me.
* Staff is great; during Covid -19 they kept in touch, very important to me.
* All good.
* I love the staff they are always ready to help if need be. They also help us become more independent as we continue to learn from them.

**1st and 2nd Quarterly reports: prepared by Sharrie Mora**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1sr qt. report 2021 |  sent |  returned |  moved |   |   |
|  |  |  |  |  |  |
| **1.MY LIFE IS BETTER BECAUSE OF RRCI** |  | **YES** | **NO** | **UNSURE** |  |
|  |  |  |  |  |  |
| **2. UNDERSTAND RRCI'S MISSION?** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **3.How well did our staff perform the following?** |  | **EXCEL** | **GOOD** | **POOR** | **NA** |
| **A.STAFF RETURNED CALL** |  |  |  |  |  |
| **B. STAFF ARRIVED ON TIME** |  |  |  |  |  |
| **C. STAFF WAS COURTOUS/RESPECTFUL** |  |  |  |  |  |
| **D.STAFF HELPED FIND ANSWERS** |  |  |  |  |  |
|  |  |  |  |  |  |
| **3. STAFF CONTACTED ME BY** |  | **PHONE** | **PERSON** | **BOTH** |  |
|  |  |  |  |  |  |
| **4.YOUR VISIT WITH STAFF LASTED ABOUT:** |  | **5-10 MIN** | **30 MINUTE** | **1 HR** | **MORE 1 HR** |
|  |  |  |  |  |  |
| **5. THAT AMOUNT OF TIME WAS:** |  | **TO LONG** | **JUST RIGHT**  | **SHORT** |  |
|  |  |  |  |  |  |
| **6. GOALS IDENTIFIED** |  | **YES** | **NO** | **UNSURE** |  |
|  |  |  |  |  |  |
| **7. I HAVE BEEN WITH RRCI** |  | **3mo.** | **1yr** | **over 1 yr** | **years** |
|  |  |  |  |  |  |
| **8. MORE AWARE OF DISABILITIES ISSUES** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **9.PARTICIPATE IN COMMUNITY ACTIVITIES** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **10. WHAT I LEARNED ABOUT IL'S** |  | **YES** | **NO** | **N/A** |  |
| **A. WHAT STAFF DOES** |  |  |  |  |  |
| **B. RRCI AND COMMUNITY ASSISTANTS** |  |  |  |  |  |
|  **C. ASSISTIVE TECH.** |  |  |  |  |  |
| **D. CAP . (CLIENT ASSISTANACE PROGRAM)** |  |  |  |  |  |
| **E. GENERAL IDEAS FOR HOME AND SAFTY** |  |  |  |  |  |
| **F. SUPPORT GROUPS/ACTIVITIES** |  |  |  |  |  |
| **G. ASSITIVE ASSESSMENT** |  |  |  |  |  |
| **H. COLLABORATION/ OTHER PROVIDERS** |  |  |  |  |  |
|  |  |  |  |  |  |
| **11. HOW DID STAFF HELP YOU THE MOST?** |  |  |  |  |  |
|  |  |  |  |  |  |
| **12. HOW CAN RRCI IMPROVE SERVICES ?** |  |  |  |  |  |
|   |   |   |   |   |   |
| **13.SHARE THOUGHTS OTHER THOUGHT ABOUT** |   |   |   |   |   |
| **YOUR EXPERIENCE WITH RRCI** |   |   |   |   |   |
|   |   |   |   |   |   |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2nd qt. report 2021 |  sent |  returned |  moved |   |   |
|  | **117** | **23** | **1** |  |  |
| **1.MY LIFE IS BETTER BECAUSE OF RRCI** |  | **YES** | **NO** | **UNSURE** |  |
|  |  | **20** |  | **1** |  |
| **2. UNDERSTAND RRCI'S MISSION?** |  | **YES** | **NO** |  |  |
|  |  | **21** | **2** |  |  |
| **3.How well did our staff perform the following?** |  | **EXCEL** | **GOOD** | **POOR** | **NA** |
| **A.STAFF RETURNED CALL** |  | **15** | **2** |  | **3** |
| **B. STAFF ARRIVED ON TIME** |  | **19** | **2** |  | **2** |
| **C. STAFF WAS COURTOUS/RESPECTFUL** |  |  | **2** |  | **2** |
| **D.STAFF HELPED FIND ANSWERS** |  |  | **3** | **1** | **1** |
|  |  |  |  |  |  |
| **3. STAFF CONTACTED ME BY** |  | **PHONE** | **PERSON** | **BOTH** |  |
|  |  | **2** | **2** | **17** |  |
| **4.YOUR VISIT WITH STAFF LASTED ABOUT:** |  | **5-10 MIN** | **30 MINUTE** | **1 HR** | **MORE 1 HR** |
|  |  | **9** | **5** | **5** |  |
| **5. THAT AMOUNT OF TIME WAS:** |  | **TO LONG** | **JUST RIGHT**  | **SHORT** |  |
|  |  |  | **22** |  |  |
| **6. GOALS IDENTIFIED** |  | **YES** | **NO** | **UNSURE** |  |
|  |  | **9** | **7** | **3** |  |
| **7. I HAVE BEEN WITH RRCI** |  | **3mo.** | **1yr** | **over 1 yr** | **years** |
|  |  |  | **2** | **2** |  |
| **8. I AM MORE AWARE OF DISABILITIES** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **9.I HAVE PEARTICIPATED IN COMM. ACTIVITIES** |  | **YES** | **NO** |  |  |
|  |  |  |  |  |  |
| **10.WHAT HAVE YOU LEARNED ABOUT RRCI** |  | **YES** | **NO** | **N/A** |  |
| **A. WHAT STAFF DOES** |  | **13** |  |  |  |
| **B. RRCI AND COMMUNITY ASSISTANTS** |  | **15** |  |  |  |
|  **C. ASSISTIVE TECH.** |  | **9** |  |  |  |
| **D. CAP . (CLIENT ASSISTANACE PROGRAM)** |  | **8** |  |  |  |
| **E. GENERAL IDEAS FOR HOME AND SAFTY** |  | **9** |  |  |  |
| **F. SUPPORT GROUPS/ACTIVITIES** |  | **14** |  |  |  |
| **G. ASSITIVE ASSESSMENT** |  | **9** |  |  |  |
| **H. COLLABORATION/ OTHER PROVIDERS** |  | **12** |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |