**October 2022**

 **Executive Directors Report**

**ED Remote Transition:**

Transitioning to working remotely has been quite a process. It was very important to me that everything be covered. We have put our IL Supervisor Tim on the bank account as a temporary check signer. I will still be aware of all that is being signed, and we’ll still have a board member do approvals and sign off on anything over $700 as usual, but this will assure that bills get paid on time. We will also purchase a travel printer/scanner so I can sign documents as needed.

**The dissolution of the Friends of RRCI:**

We have effectively dissolved the Friends 501(c)3. All accounts have been liquidated and RRCI has received a check for $22,928.56 marked restricted to be used for building development. Though this funding entity was not able to complete its full mission, it is a great boost to be able to have these funds to help point us in the right direction for future progress toward obtaining a permanent home for RRCI.

**Strategic Plan Update:**

I was able to update the strategic plan for the board’s review as discussed in last month's board meeting. I used the notes from our strategic planning meeting and incorporated action items and accountability contact points. (see attached plan)

Consumer Survey reports prepared by Sharrie Mora

OCTOBER 2022 CONSUMERS COMMENTS TO QUESTION 11,12,13.

QUESTION 11—HOW DID STAFF HELP YOU THE MOST?

* Getting my hearing aids.
* Helped with products that I need a Travis communication board (Go Talk 20) Thanks for assistance in purchasing!
* Bed Cane
* Being kind and patience with me..
* DI voucher last year was very helpful. Activity for Halloween is also our favorite.
* Knowledge and understanding disability and help provided.

QUESTION 12---HOW CAN RRCI IMPROVE OUR SERVICES TOT HELP YOU MORE EFFECTIVELY?

* Tell us how we can continue to get our house taxes paid for because my husband is low vision.
* Instead of letting someone just come to RRCI activities for months, offer to meet them to conduct an assessment of their assistive technology needs or help the further.
* More information on what and where to get things to help with vision loss-Things to ask retinal specialist.
* Always letting me be a part of this organization,
* None right now. Able to walk, sit longer, stronger now. Recovered much faster with your help.
* Not sure

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

* Thank you for your concern.
* Grateful for your help with information and support.
* Tell your interns to reach out to new people. I was at the meeting for ADA celebration and I had 3 female interns and they didn’t introduce themselves. No interaction either. Very rude!!!
* No follow ups. Best of support groups would be nice. I had to do all my own research. Lots of magnifiers out there that are better than the ones offered.
* Been with you a good many years. Thanks so much for all your help. Travis now has a VOICE.
* Great staff and services.
* Your awesome. Gratefully your friend.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 3 Qt. report July,Aut. Sept. 2022 |  sent |  returned |  moved | DIED |   |
|   | 1151 | 21 | 2 |   |   |
| 1.MY LIFE IS BETTER BECAUSE OF RRCI |   | YES | NO | UNSURE |   |
|   |   | 14 | 1 |   |   |
| 2. UNDERSTAND RRCI'S MISSION? |   | YES | NO |   |   |
|   |   | 12 | 2 |   |   |
| 3.How well did our staff perform the following? |   | EXCEL | GOOD | POOR | NA |
| A.STAFF RETURNED CALL |   | 8 | 3 | 2 | 2 |
| B. STAFF ARRIVED ON TIME |   | 10 | 3 | 1 | 2 |
| C. STAFF WAS COURTOUS/RESPECTFUL |   | 14 | 3 |   |   |
| D.STAFF HELPED FIND ANSWERS |   | 12 | 2 | 1 |   |
|   |   |   |   |   |   |
| 3. STAFF CONTACTED ME BY |   | PHONE | PERSON | BOTH |   |
|   |   |   | 6 | 11 |   |
| 4.YOUR VISIT WITH STAFF LASTED ABOUT: |   | 5-10 MIN | 30 MINUTE | 1 HR | MORE 1 HR |
|   |   | 5 | 6 | 3 |   |
| 5. THAT AMOUNT OF TIME WAS: |   | TO LONG | JUST RIGHT  | SHORT |   |
|   |   | 1 | 14 | 2 |   |
| 6. GOALS IDENTIFIED |   | YES | NO | UNSURE |   |
|   |   | 11 | 3 | 3 |   |
| 7. I HAVE BEEN WITH RRCI |   | 3mo. | 1yr | over 1 yr | years |
|   |   | 2 | 2 | 5 | 8 |
| 8. MORE AWARE OF DISABILITIES ISSUES |   | YES | NO | n/s |   |
|   |   | 14 | 3 |   |   |
| 9.PARTICIPATE IN COMMUNITY ACTIVITIES |   | YES | NO |   |   |
|   |   | 14 | 4 |   |   |
| 10. WHAT I LEARNED ABOUT IL'S |   | YES | NO | N/A |   |
| A. WHAT STAFF DOES |   | 12 |   |   |   |
| B. RRCI AND COMMUNITY ASSISTANTS |   | 14 |   |   |   |
|  C. ASSISTIVE TECH. |   | 10 |   |   |   |
| D. CAP . (CLIENT ASSISTANACE PROGRAM) |   | 6 |   |   |   |
| E. GENERAL IDEAS FOR HOME AND SAFTY |   | 8 |   |   |   |
| F. SUPPORT GROUPS/ACTIVITIES |   | 9 |   |   |   |
| G. ASSITIVE ASSESSMENT |   | 9 |   |   |   |
| H. COLLABORATION/ OTHER PROVIDERS |   | 11 |   |   |   |
|   |   |   |   |   |   |