**January 2020**

**Executive Directors Report**

**Building Update**

It looks like the 501c3 is in the process of being reinstated by the IRS for the Friends organization. The property discussion is still on the table. It isn’t no, yet. So that’s a good thing.

**Census Grants**

$10,500 Awarded Please see letters in board packet.

I’ll explain during board meeting.

Very exciting.

**Consumer Surveys**

November Written Comments:

9. How did staff help you the most?

* \_\_\_ is awesome! When ever I have questions if she doesn’t know she finds out.

Like with my Lift chair. She is very knowledgeable about things I have asked questions

 that I Didn’t know the way to go about getting or who to call, she told me what

I needed to do and know.

* Get signed up with Utah Library for the Blind.
* Is there anyplace that can help with food.
* You have help me so much with \_\_\_\_. I really appreciate you for that
* You have also helped by given my lift chair, it’s great! Thank you.
* Life skills, teamwork, hygiene, how to work with others.
* Meeting others in community with similar problems
* Very aware with personal needs
* I needed a walker they were able to get me one that I could sit down on when I get tired.

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

* Don’t have any idea, I have never had any problems with RRCI.
* You have been great—my partner got a scooter from you.

 She has now passed on. I’m disabled also. How can I get new batteries,

For the buggy, as I sure could use it or can I get a new one?

* Keep up the good work.
* Can’t think of anything.
* They are doing a good job already.
* Help with emergency/fire exits for me to use.

11. Please share any other thoughts you may have about your experience with RRCI and staff?

* As I have said. Anyone whom I have interacted with have been great. The man who

Delivered my chair was awesome also. The one who fitted me for my chair was also awesome.

Thank you RRCI for all the help you have given, both \_\_\_\_ and I. You have been a great group of

People. P.S. My phone number has changed. Thank you.

* The activities have increased my social life and given me something fun to do.

I like being with all the different special needs people. The camp out was awesome too.

December 2019

#9. How did staff help you the most?

* Respite
* With an IEP and group activities
* Lift chair, beautiful, wonderful 4-wheel scooter, great silver walker with butterflies

On it. Free round trips to activities of choice.

* I don’t know
* Providing social interaction with others who accept me unconditionally
* They were good at helping me get hearing aids.

#10 How can RRCI improve our services to help you mor effectively?

* Not sure.
* Programs and services are great. I am so blessed to have them

In my life. As far as I’m concerned—All is well

* I don’t know
* Keep it going the way it is.
* Get the Hearing aids.

#11. Please share any other thoughts you may have about your experience

 With RRCI and staff?

* Helpful and supportive.
* Kind and friendly staff. Very helpful.
* THANK YOU Y’ALL!! I wish staff had lighter caseload!! (wish I was lighter too).
* Thank you for your help.
* I, Patty, appreciate that you are a support system- You’ve helped me

Navigate service in a new area. Thanks!

* Husband worked for your company for 3 years before he got sick and died.

Have had a good experience since then.

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| --- | --- | --- | --- | --- | --- |
| 4th QUARTER REPORT--Oct., Nov, Dec. 2019 | 130 sent | 29 returned | 4 moved |   |   |
|   |   |   |   |   |   |
| 1.MY LIFE IS BETTER BECAUSE OF RRCI |   | YES | NO | UNSURE |   |
|   |   | 25 |   |   |   |
|   |   |   |   |   |   |
| 2. UNDERSTAND RRCI'S MISSION? |   | YES | NO |   |   |
|   |   | 25 |   |   |   |
|   |   |   |   |   |   |
| 3.How well did our staff perform the following? |   | EXCEL | GOOD | POOR | NA |
| A.STAFF RETURNED CALL |   | 18 | 6 |   | 4 |
| B. STAFF ARRIVED ON TIME |   | 20 | 2 |   | 3 |
| C. STAFF WAS COURTOUS/RESPECTFUL |   | 25 | 1 | 1 |   |
| D.STAFF HELPED FIND ANSWERS |   | 21 | 5 | 1 |   |
|   |   |   |   |   |   |
| 4. STAFF CONTACTED ME BY |   | PHONE | PERSON | BOTH |   |
|   |   | 6 | 4 | 17 |   |
|   |   |   |   |   | MORE 1 HR |
| 5.YOUR VISIT WITH STAFF LASTED ABOUT: |   | 5-10 MIN | 30 MINUTE | 1 HR |   |
|   |   |   | 8 | 6 |   |
|   |   |   |   |   |   |
| 6. THAT AMOUNT OF TIME WAS: |   | TO LONG | JUST RIGHT  |   |   |
|   |   |   | 25 |   |   |
|   |   |   |   |   |   |
| 7. GOALS IDENTIFIED |   | YES | NO | UNSURE |   |
|   |   | 8 | 3 | 4 |   |
|   |   |   |   |   |   |
| 8. WHAT I LEARNED ABOUT IL'S |   | CHECK ALL THAT APPLY |   |   | N/A |
| A. WHAT STAFF DOES |   | 18 |   |   |   |
| B. RRCI AND COMMUNITY ASSISTANTS |   | 16 |   |   |   |
|  C. ASSISTIVE TECH. |   | 17 |   |   |   |
| D. CAP . (CLIENT ASSISTANACE PROGRAM) |   | 12 |   |   |   |
| E. GENERAL IDEAS FOR HOME AND SAFTY |   | 14 |   |   |   |
| F. SUPPORT GROUPS/ACTIVITIES |   | 10 |   |   |   |
| G. ASSITIVE ASSESSMENT |   | 9 |   |   |   |
| H. COLLABORATION/ OTHER PROVIDERS |   | 14 |   |   |   |
|  |  |  |  |  |  |