**October 2020**

 **Executive Directors Report**

**Financial Management Training:**

Carol and I attended a weeklong financial virtual training meeting put on by IL-NET. I found it to be extremely useful. It was interactive, so all questions were addressed in real time, and very thorough. I learned a lot. After the training I found and reviewed what I believe to be our most current Fiscal Policies & Procedure Manual, (last updated in August of 2016.) We are still doing very well following the guidelines outlined in the manual, but I would like to propose that we update it again so that it’s more current, and so that we can add in some more stringent IT security procedures.

**Possible Areas of Focus for RRCI’s Strategic Plan:**

Outreach/ Community Connection – How can we be better known in all our communities?

* Every staff member will have some sort of individualized outreach goal for this year.
* Outreach area staff members have joined their area’s chamber of commerce.

Activities – How can we improve this valuable service we provide for our consumers?

* We are going to move up from two activities a month to four a month.
* Assignments have been made to IL staff members to work with the Community Integration specialist to help share the load of the increase.

Loan Bank/AT – How can we make this unique service something we can really be proud of?

* A budget has been created for AT so that it can be used to fix, clean, and/or dispose of items in the loan bank.
* Revisions have been made to current policies to allow for better tracking of equipment.
* Staff goals have focused around updating and getting new policy contracts implemented within the next two months. Continued tracking and follow-ups have been put into place.

**Friends of RRCI:**

The Friends are back! I met with Greg Bartholomew to reestablish our dedication to moving Barb’s vision for a new building forward. I was able to contact Rep. Lawry Snow to check back in and see where we’re at with the land donation. He confirmed that it was not off the table but had not been discussed any further. He will broach the subject again with the Traveller family and suggested presenting the additional option of getting a significantly reduced price with an extended term for sale so that we would have time to raise the funds to make the purchase.

**COVID-19 Pandemic**:

Latest reports from the Governor have not been encouraging. I feel it has become necessary to put more specific guidelines in place should anyone in the center actually test positive for COVID and plan for the possibility of any staff members who have come into contact with the exposed individual to quarantine.

The following guidelines found in the COVID-19 Business manual produced by the Utah Health Department, have been discussed with staff. “If an employee comes into close contact with someone who tested positive for COVID-19, he or she should quarantine for 14 days and monitor for symptoms. He or she should not go to work while quarantined, even if the employee doesn’t feel sick. It can take up to 14 days for someone to get sick with COVID-19 after he or she has been exposed to it. The employee should quarantine for 14 days after the last time he or she was in close contact with the person who tested positive.”

Quarantined staff will be able to work from home during their time in quarantine and can return to work after the fourteen days if they have remained symptom free. Should the “employee have symptoms of COVID-19 (fever, cough, shortness of breath, muscle aches, sore throat, or a decrease in their sense of smell or taste), he or she must isolate until fever-free and the symptoms have gotten better for at least 24 hours, and it has been at least 10 days since he or she first got sick. If the employee never had symptoms of COVID-19, he or she can stop isolation 10 days after testing positive.”

**CARES Act Funding:**

The conscious and responsible spending of the CARES Act funding continues to be a pressing and challenging task. The more meetings I attend to help clarify the ways we can spend this money the more confusing and frustrating the task becomes. However, one of the most pressing and easily qualifying uses for the CARES Act funding is to acquire and/or update our center’s IT equipment to accommodate the inevitable surge of online services we are now needing to tap in to and provide. This includes acquiring practical, and secure ways for employees to be able to work from home if/when needed. I have also been looking into ways we could help in the community in three important areas. Rural area food banks, PPE equipment for the Doctor’s Free Clinic, and Mental Health supports. Another option I’d like to pursue is the purchasing of 72-hour kits to be used and given to consumers who complete training in emergency preparedness.

**Phone calls with Paula McElwee**:

I have had the good fortune to be able to acquire one on one training call meetings with Paula McElwee. She is the IL-NET’s National Training & Technical Assistance Coordinator. This is an amazing opportunity since she really knows all when it comes to anything with-in the world of independent living. In our first session Paula was able to answer some questions I had about the CARES Act funding, Part C guidelines, and indirect vs direct clarifications. We will be continuing our weekly phone calls for the next little while, so I’d like to go over our policies a bit with her. Specifically, the financial policy and the new COVID policy; focusing on updating IT security requirements and work at home policies. She’ll be able to lend us insights as to what other centers are doing around the country.

(see consumer survey reports below)

**Consumer Survey Report**

SEPTEMBER 2020—ANSWERS TO WRITTEN QUESTION

#9. How did staff help you the most?

* Answered any questions.
* Got bars to help get up and charity to pull chair.
* Helped by getting hearing aids.
* What would best fit my disability.
* They have helped me with important equipment making it possible for me to come and go from my home to my appointments, and to even travel. Also equipment I needed to function here in my home.
* They helped by getting hearing aid for me.
* Getting a manual bariatric chair
* I only take advantage of the Senior Blind Program. Renae is always cheerful, helpful, and wiling to go the extra mile . She is great!
* I don’t know.
* By helping me with paperwork and making Dr. appointment etc.
* Obtain a mobility chair.

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

* THEY ARE FINE AS THEY ARE.
* I do not know what, because they are wonderful.
* I am satisfied with what they do now. Very nice caring people.Help navigate insurance needs. Care needs and keep me updated with your facility’s services.
* Do not change anything. I like the way it is.
* You are doing amazing work. Just keep on as usual. As they say” If it ain’t broke, don’t fix it”
* Grateful for everything that RRCI has done for me.
* Already top rate.
* They have done fine.

11. PLEASE SHARE ANY OTHER THOUGHT YOU MAY HAVE ABOUT YOUR EXPERIEINCE WITH RRCI AND STAFF?

* I am very grateful for the hearing aids they got me. Thank you.
* Friendly, they help you with anything they can.
* I am very thankful for the help I have received.
* I am very grateful for the hearing aids they got me. Thank you.
* Love working with Mrs. Hennefer.
* I am a lot happier.
* All is very much appreciated.
* Love Jill she is kind and is a wonderful person. I pray I might see

Everyone again. Miss seeing the group, hopeful this craziness with covid-19 ends.

**3rd Quarterly Consumer Survey Report**

