



2020 Annual Report

RTC Services

Promoting Employment,
Community Connections, &
Independence in Life



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Director's Note



The year 2020 presented with many challenges for RTC. However, this also turned into many new opportunities! RTC's programs closed their doors by March 18. Staff were sent home to work, and we had to learn to do things a new way. Thanks to a great partnership with the Logan County Board of DD, RTC staff were able to make immediate adjustments and remote services were up and running by April 1! We were able to engage in virtual classes over Zoom, make home-deliveries and visits, talk with people on the phone and through text – anything to help keep people connected.

“ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH.” – HELLEN KELLER

Employment services continued to support our essential workers who were still going to work every day. Staff were able to provide job seeking skills training and summer work services over Zoom.

Our transportation services never stopped! We quickly had to find new ways to provide this service and keep people safe. Even transportation was presented with new opportunities to deliver groceries to Logan County residents and assist with meal delivery through Meals on Wheels.

Our relationships with other local agencies strengthened during this time. RTC worked very closely with the Logan County Board of DD, CRSI, United Way and the Logan County Chamber. Our state partnerships with ODOT, DODD, and OPRA were also critical in helping survive through the pandemic.

We are grateful to our staff for being so responsive and being able to make major adjustments so quickly. We are also appreciative of the flexibility of the individuals we support and their families.

MANAGERS

Tonya Reed, Executive Director
Tina Burrey, Finance Director
Dave Glenn, HR Manager
Nancy Evans-Donley, Vocational Services Manager
Christy McGill, Habilitation Program Manager
Abby Miller, Employment Services Supervisor
Russ Foust, Transit Director
Katja Walker, Transportation Supervisor
Helen Manns, Production Manager
Aaron Atherton, Habilitation Supervisor

BOARD MEMBERS

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Matt Oldiges, Vice-President
Wes Easton, Fiscal and Audit Chair
Mindy Daring, Secretary
Susan Givler
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Lee Wallace
Ben Kennedy
Jeff Martin
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2022

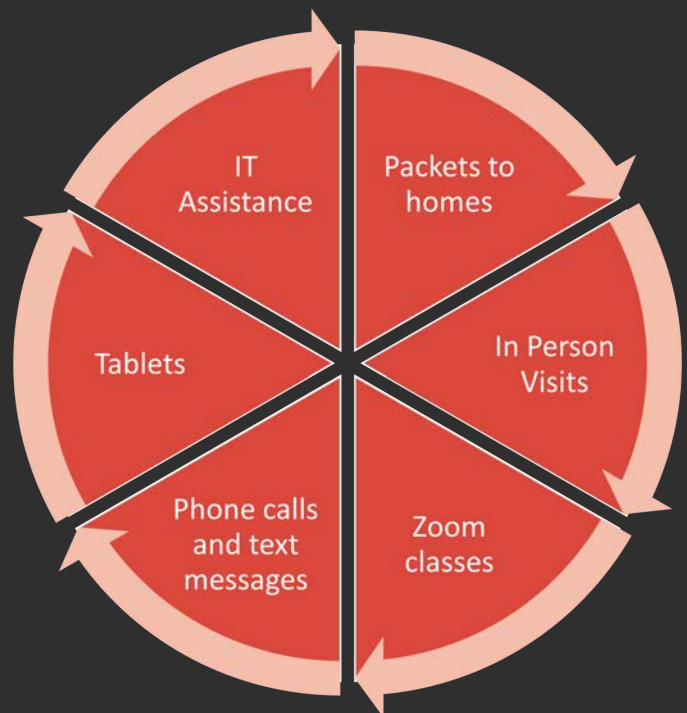
2020

2020 REVIEW

2020 was a unique year for all of us. RTC was excited as we were set to celebrate 50 years of service to our community and specifically to individuals with developmental disabilities. However, all of our worlds were turned upside down by the coronavirus. We quickly had to adapt to our new "normal" to continue to support those we have the privilege of working with.

We are excited to share with you a recap of many of the ways we were able to continue offering our services, as well as how we were able to celebrate our 50th anniversary in the midst of a global pandemic.

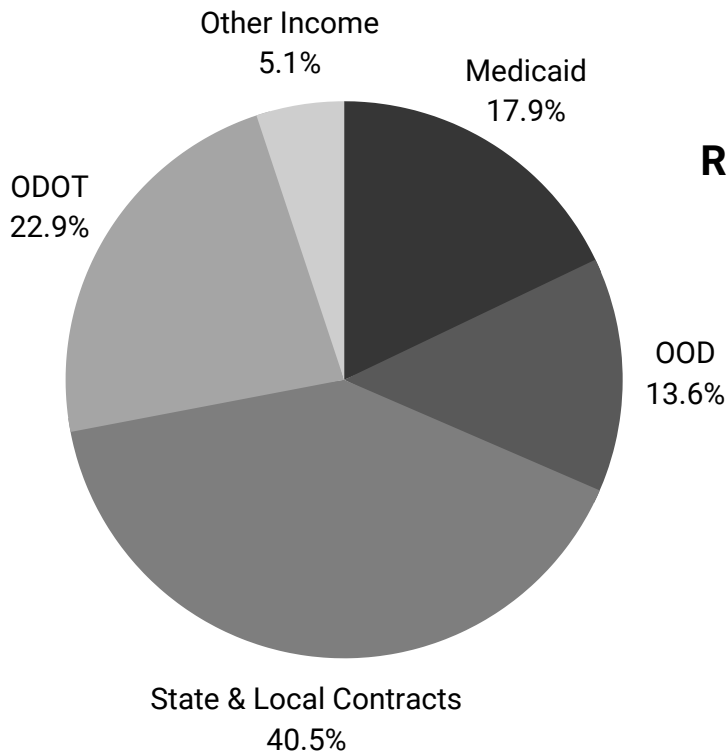
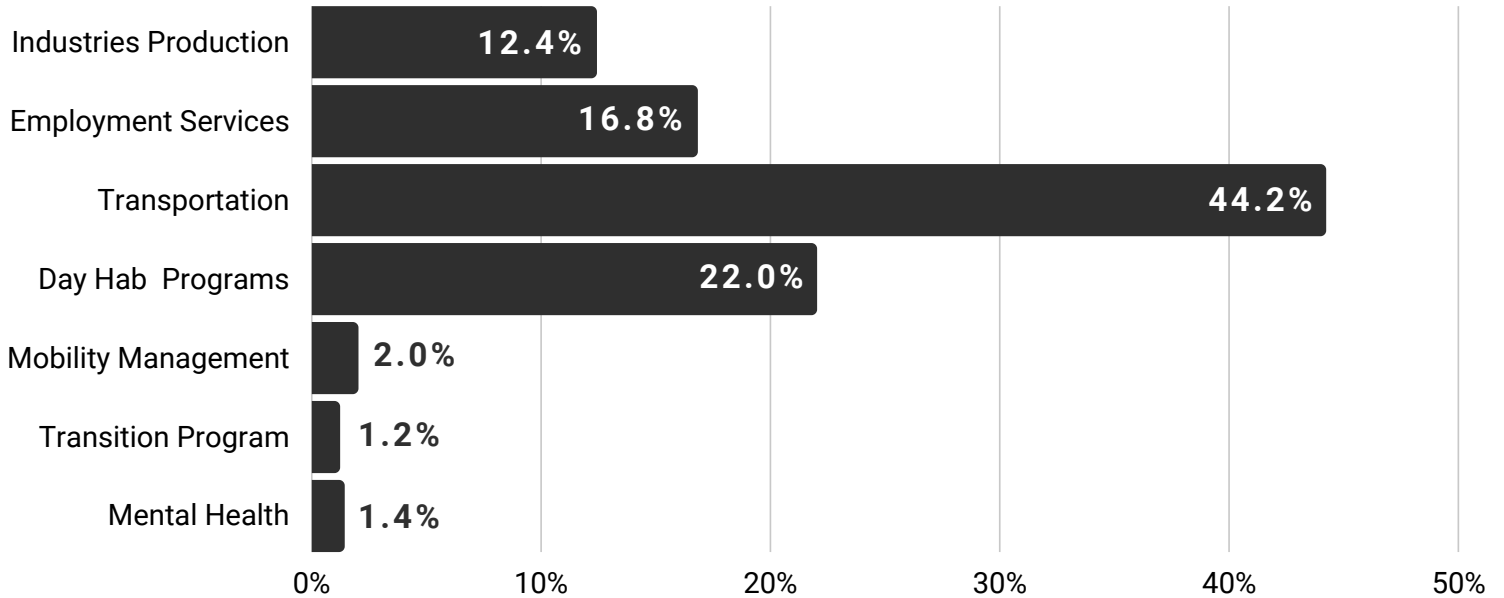
COVID RESPONSE FOR DD INDIVIDUALS SUPPORTED



Financial Statement

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EXPENSES BY PROGRAM



REVENUE BY SOURCE



ZOOMING THROUGH THE YEAR

Before 2020, many of us had never heard of the program Zoom. But after March 2020, we talk about and use it almost daily. Zoom is a video conferencing application that allows us to connect with individuals we are supporting even if we cannot actually be together in person.

Since March of 2020, we have traveled to the Galapagos Islands, went to the Cincinnati Zoo to visit Fiona the Hippo, and attended popular game shows such as Who Wants to be a Millionaire and Family Feud. We have learned how to cook homemade food in a cup in the microwave and how to communicate in a variety of ways, but most importantly we have learned how to support one another virtually through leveraging the power of online video conferencing.

While we are very glad to be back in person, we have learned many things during this pandemic; one of which is how creative, exciting, and educational remote learning can really be. We are proud of our staff and those we support who endured many changes and difficulties, but embraced the possibilities while learning new skills!

DELIVERING SMILES WEEK AFTER WEEK

HOME DELIVERIES BECAME ANOTHER OUTLET TO ENGAGE INDIVIDUALS

Throughout the year, RTC staff made regular deliveries to individuals' homes. These visits would include supplies for Zoom classes, fun activities to do on their own or with their families, and always included a smile.

Some individuals were able to participate in many of our Zoom activities, but others were not. This provided an opportunity for those unable to attend to still have supplies and activities to help pass the time and engage their creativity at home.

For some individuals, this was their only contact with anyone outside of their immediate family. We heard many reports of how much these weekly touches meant to those who were receiving items.

A SPECIAL LCBDD GRANT IN 2020 ALLOWED RTC TO OFFER MANY ADDITIONAL SERVICES



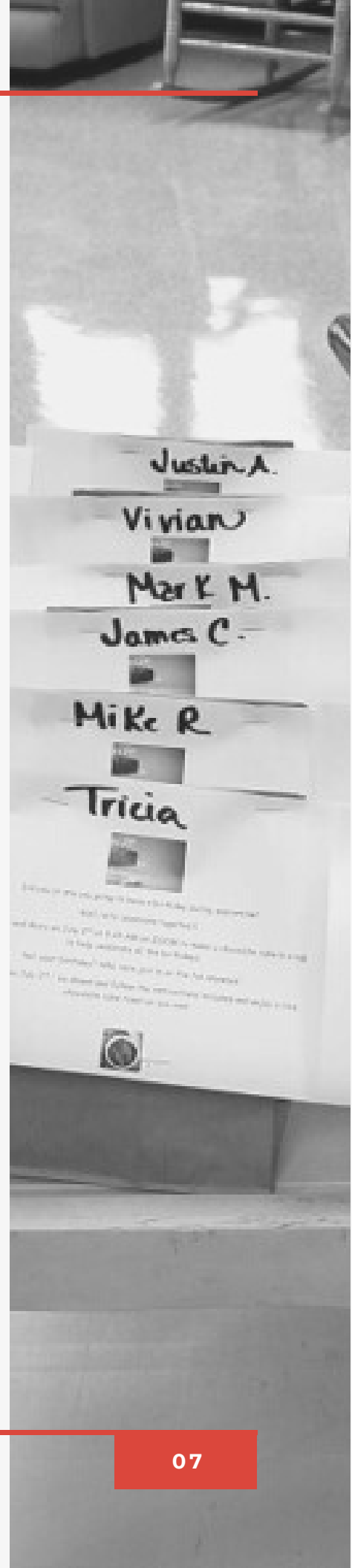
95 individuals were served



1,445 different contacts



10 tablets deployed



GROCERY DELIVERY



The pandemic brought with it several new challenges and opportunities. We were proud to be able to serve one of those needs with a special partnership between RTC Transportation, the United Way of Logan County, and our Logan County Mobility Manager. The partnership allowed us to offer free grocery pickup and delivery to Logan County residents 60 years and older.

The United Way provided grant money for the service, our Logan County Mobility Manager, Tam Blakely, coordinated efforts, and our RTC drivers would pickup and deliver the groceries for those who qualified.

We provided around 300 grocery deliveries in Logan County.

WORKING THROUGH IT ALL

ESSENTIAL WORKERS CONTINUED WORKING THROUGHOUT THE PANDEMIC AND WE SUPPORTED THEM ALONG THE WAY



Not only were our services considered essential services throughout the pandemic, but many we supported were also essential employees that continued to work. From grocery stores to rest areas, restaurants to home improvement locations, we had 16 individuals we support continuing to work all throughout the Covid-19 Health Crisis.

Many of our other Employment Services continued with modifications made for the Covid-19 restrictions. These services included a virtual Summer Youth Work Experience, remote services for employment that used technology to teach skills we normally would do in person, Job Seeking Skills Training, as well as Job Development.



CORONACATION

During the pandemic, along with the rest of the world, our staff and those we support were asked to shelter in place. Many of the individuals we support have developmental disabilities which made this unexpected break from routine a bit more interesting. For several of these individuals, consistency was key in their normal lives, so the extended break from “normal” brought on several new challenges. Our team was resourceful and went into problem solving mode immediately. With our in-house programs forced to temporarily shut down and there already being a shortage of direct support professionals (DSPs), one of the many solutions was a new unique partnership with CRSI that allowed our staff to go into local CRSI group homes to support individuals who would normally have come to our buildings during the day.

We had 7 staff going into 5 group homes (houses where individuals with developmental disabilities live together with full-time staff present). Staff helped individuals with creative projects, skill development, and social skills. Since we were all stuck in the same place, staff used technology to help individuals visit many exciting destinations including several zoos, the Georgia Aquarium, many national parks and forests, safaris, and more. We also celebrated “Coronacation” helping individuals understand why they couldn’t go back to work by likening it to time off work for Christmas vacation or other breaks.

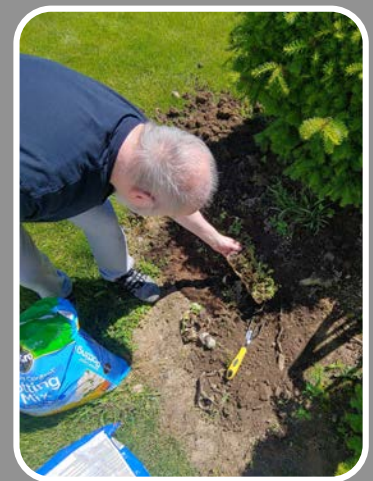


CORONACATION

In the group homes, themed weeks became a very popular way to help pass the time. Some of those themes included Disney week, various holiday themed weeks, and even superhero week where we learned about wearing masks like many of our favorite superheroes. Many other educational projects took place in the homes as well to teach about the spread of germs and the importance of social distancing to help prevent the spread of germs.



Eventually, we were able to start getting out and about with the individuals in the homes. This led to several activities in the park, picnics, and walks. As our day programs were able to open back up our staff returned to help setup, prepare, and then support individuals as they came back to our programming inside RTC facilities including many from the group homes.



T-SHIRT DESIGN CONTEST

As we celebrated our 50th anniversary in 2020, we invited our friends and families to join in on the celebration with a t-shirt design contest to commemorate this milestone. The contest was announced on social media, via our website, in our programs, and over Zoom remote services. We had dozens of entries from persons served and their families. It was a wonderful adventure to see all the different ideas and interpretations for how we could celebrate such a momentous occasion through a t-shirt design.

Ultimately, the winner chosen by our panel was a collaborative effort from staff and persons served through a weekly Zoom remote services class. The individuals worked together through many different ideas and ultimately settled on the winning design which featured the number 50 in block letters with our different programs and services scattered throughout the numbers, as seen here.



ALL STAFF & ASSOCIATES RECEIVED A T-SHIRT



OTHER HIGHLIGHTS

2020 brought with it several changes to how we operate and some changes will remain with us moving forward. Here are a few other items we want to point out from 2020.



01 — "We are RTC" Facebook Group

One of the new methods of communication during 2020 was our private Facebook group "We Are RTC." This group was created specifically for RTC staff, persons served, and their immediate families. We share lots of updates, pictures, and conversation!



02 — Meals on Wheels

We have several groups that help deliver Meals on Wheels in our community. This volunteer opportunity for our associates has been utilized for many years. During 2020, we stepped up even more during the height of the pandemic, and RTC Transportation assisted in delivering meals in our community.



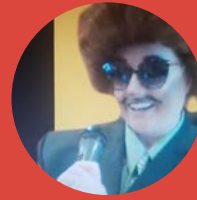
03 — Instant Replay Closure

Our used sporting goods store, Instant Replay, was unfortunately forced to close down in 2020. Our Art Studio program that was formerly housed at Union Station moved into the space once occupied by Instant Replay at our 334 E. Columbus Ave. location.

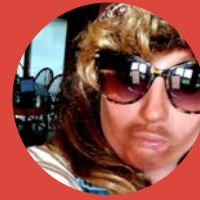
TRIVIA NIGHTS

HOSTED BY: CHRISTY MCGILL

From kitchen tables to couches across several counties: friends, families, people served, SSAs, and staff members from RTC were able to connect with one another through ZOOM during the COVID pandemic to enjoy three separate trivia night events. RTC was able to host two RTC's Name that Tune events and one frightfully fun Halloween trivia game that was held in place of our typical Halloween dance. It included a costume contest, spooky trivia questions, and of course lots of fun!



CHRISTY MCGILL
NAME THAT TUNE



CHRIS DIRT
NAME THAT TUNE 2.0



POP ART
HALLOWEEN TRIVIA NIGHT &
COSTUME CONTEST

The game shows were a huge success with each having a game show host in full costume, break out rooms, and creative power points with graphics, sounds, and effects. The competition was fierce and so was the battle between the two teams. Audience members laughed and joined in on the fun of watching. It was an amazing experience to see how many people could connect, laugh, and spend time together just enjoying each other's company in this lonely time of the pandemic.



MAKING MASKS FUN!

As masks became a regular part of our lives, we worked with our individuals to help them acclimate to this change. Together we learned how to properly wear and wash masks, talked about the importance of wearing masks, practiced wearing different masks to find what would work best for each person, and we also delivered masks to those who needed them.

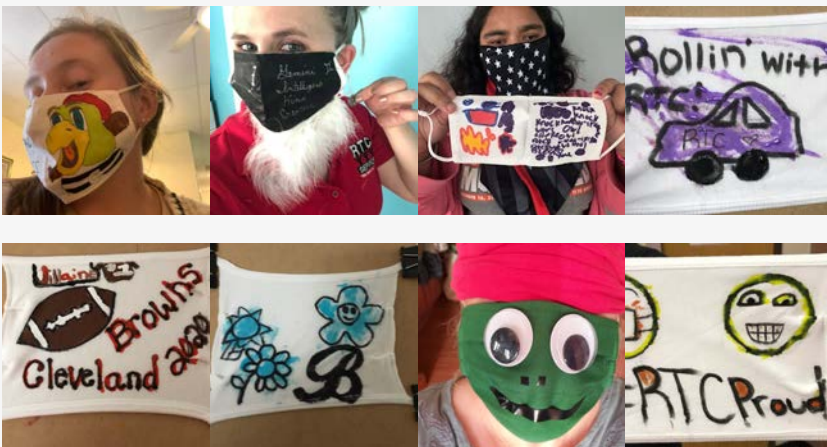
Another fun way we helped build community and bring joy despite the pandemic was through a mask design contest. Both individuals in our day programs and those who were still at home were able to participate. We dropped off supplies to those who needed them and set up categories for the contest.



WINNERS:

- PAT - FUNNY
- MICHAEL - RTC-SPIRIT
- TOMMY - CREATIVE
- MORGAN - SPORTS

When masks were returned, our judges selected the top 3 for each category and then put the contest to a vote in our private "We Are RTC" group. There staff, persons served, and their family members were able to help us vote on a winner for each category. The winners were then announced on our Facebook page, and each received a gift card of their choosing.



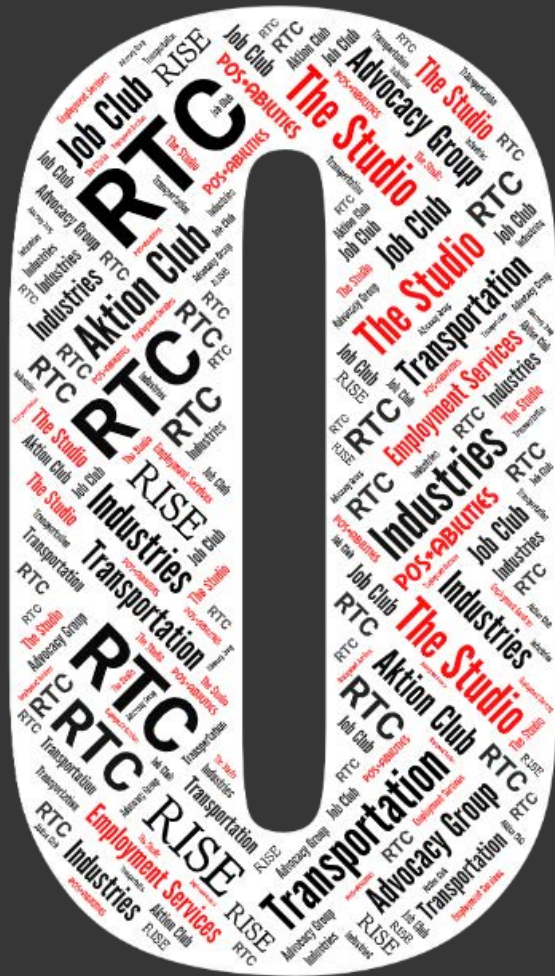
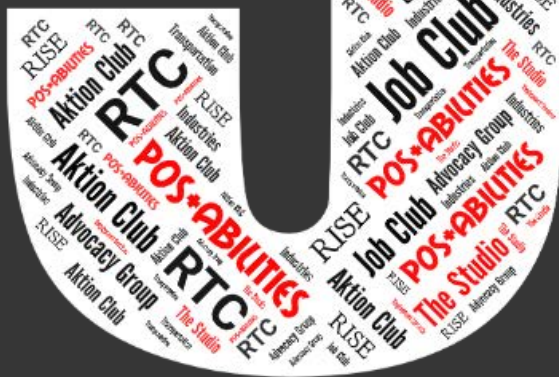
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CELEBRATING



YEARS OF SERVICE



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