

Program Committee Minutes  
11/8/17

In attendance: Megan, Jane, Mac, Laurie, Jackie, Maria, and Vicki.  
Patti, Kitty, & Laura -we missed you.

Megan reported that fall program is going along well. Attendance is at about max now. May be able to add a few riders during the winter months. High Hopes is looking at adding a possible Advanced Level Instructor into the program. The program is lacking at this level. This was not in the budget but due to stress placed on current staff and the sacrifice of quality to the program it is a priority. Currently there is a Mom and 2 of her children riding together, which has been very positive. The veterans program continues to be a struggle with attendance. The Norwich Veterans register with 4 to 8 veterans but end up with one attending. The most recent session had to be cancelled. High Hopes will continue to reach out to other Veteran Organizations to form new relationships. The Veterans Kids program, which was a success, will be planned again for January. Lawrence & Memorial will also have a pilot program during down time in January. Volunteer needs seem to be strong. Subs are being scheduled in 3 week increments which seems to decrease call outs.

In regards to the improving the Multi-model communication strategy for program, Jackie informed all that currently High Hopes has a contract with Julia Belfour who is updating and reconstructing the web site. The plan is to incorporate some of the program communication needs into this model. Megan commented that it would be very helpful to be able to remind volunteers and participants of any news via texting or through the web site. Some examples of this are: reminder of schedule, cancellation, reminder to fill out paperwork etc. Laurie offered to speak with some individuals she knows about constant contact.

The participant survey is coming along nicely. Mac and Maria have worked at consolidating the current survey from 4 pages to 2 by removing some of the repetitive questions. They also changed “goals” to “expectations”. We hope to launch the survey in March or April. The

committee offered to assist with this. We also discussed emailing it out to participants. Megan has the revised survey and will review it before it is completed.

The Participant /Family resource page is starting to take shape. Vicki, Laurie and Jane thought it would be best to set the page up in 4 categories; Funding, Advocacy, Recreation/Social, and Transportation. Megan suggested and we all agreed, an additional category be added about Therapeutic Riding. Vicki went over the current agencies & organizations that we currently have. The idea is to have links on the web site to these agencies for users to go to and get information from. Discussion took place about providing families or participants personal support or tips that would help them if they needed to fill out forms or speak to an organization to ask for a donation. The development committee could offer some input regarding organizations to tap for sponsoring a riding. Another suggestion was, to place a form in the lounge asking individuals to let us know what resource have been most helpful to them.

We all discussed the current state and local budget restraints and how it has and might continue to affect High Hopes. The need for High Hopes to continue to reach out to schools and organizations is critical. Megan reviewed the list of places she has on the schedule to reach out to in the spring. The committee offered to support this effort by attending the visits with staff.

Meeting ended at 6:30 PM. It was a very productive meeting and I want to thank you all for your working toward completing our goals. Our next meeting will be in the winter of 2018. In the meantime lets meet individually to complete the remaining goals. If anyone has anything they would like to add please email the group.

Thank you and enjoy the holiday with your family & friends!

Jane