

Program Committee Meeting
Minutes from 6/5/18

In attendance: Megan, Kitty, Laura, Jackie, Maria, Jane & Patti was on Speaker phone.

Survey: General Feedback

People were open to completing

Low response

- Survey results do not provide valid data
- Previous years did not yield statistically reliable data, however had better participation

Survey was available through email, online, linked to the participant newsletter survey, in person and was open for a little over 4 weeks

Committee agreed that one time annually is appropriate

- Agreement to increase response rate before looking at doing twice annually

Stand out feedback from results:

Affordability commented on often (similar to previous years)

- Discussion around how to help participants perceive this as a more valuable service?
 - Shared that increasing services per participant (i.e. include ELP and riding) is not cost effective (re: equine and staff resources)
 - Use “fun facts” (like those on signs for Benefit events when entering driveway) on the sidelines of billing forms to provide context for cost

Communication about goals

- Participant parent commented that progress did not carry through semesters (end on semester trotting and begin the next ‘back to basics’ which made experience boring and decreased motivation for rider)
- Discussion that addressing the effective communication of goals is a consistent dialogue with HH instructional staff
 - Goals should be discussed in the first few weeks of a semester and then re-visited throughout
 - Goals are not confidential and should also be being shared with volunteers (some confusion as IEP goals are confidential but many parents are willing to share)
- TRAIN (a collaborative, research effort between centers focusing on tracking progress and goals) feedback showed positive impact of “Participant Centered TR” (the result of improved goal communication which increased progress of participants)
 - Individuals from the TRAIN group will be coming to HH to provide instructional staff with training in relation to Participant Centered TR. Megan helps this will bring new energy and excitement to the goals discussion for staff.
- Brainstorming:

- Website Revamp discussed as possible method of improving goal communication
 - Allow participants to send messages directly to Megan or Instructor re: goals & progress
- Have an iPad in lounge whose sole purpose is to provide messaging back and forth from participant to Instructor
- Back-up Instructor takes class first 15 minutes allowing Instructor to discuss goals with participant parents (has been utilized in the past)
- Megan expressed wanting to increase school group engagement through a “Open House” model event (see below), discussed that it could be built off of to provide opportunity for Instructors to discuss goals with participants/parents

General Suggestions for Survey improvement:

Color code the lines (alternate white/gray shading) so that lines are easier to track

Committee available for two-week timeframe

Ask the Volunteer Committee to fill in gaps where Program Committee cannot assist

Offer a raffle or other type of incentive for completion

Provide more than one iPad

School group participation was high (8 out of 11 responded, but only complete 1 survey per group)

- Possibility of having school group teachers send home to parents to increase participation numbers
- May need to provide Spanish and Portuguese translations for this to be effective

Attendance issues for School groups:

Idea of hosting an “Open House” night

- Invite parents, families, and teachers of groups
- Utilize to set expectations around attendance, dress, basic goal communication, and benefits of services
- Provide refreshments, have Instructors available and offer related literature (i.e. goals for new riders to help new teachers understand)
- Possibility to roll into Open Barn?
- Committee agreed it should be an evening versus a weekend date

Equus Effect (Veterans Program)

Program is plateauing and doesn't fill every session

- Not just an HH issue

Volunteers are actively engaged in brainstorming (outreach to several organizations, over-subscribe slightly, etc.)

Suggestions being explored:

- Possibility to partner with other centers which would open up new development opportunities as well
- Engage veterans who have already attended to assist HH staff during recruitment

- Megan has success with filling children of veterans...possibility to send EE info through these contacts who already have a positive experience with HH

Objectives:

- Increase number of graduates by 30% each year
- Increase number of graduates who volunteer to two individuals by 2019
- Pilot graduates mentoring new veterans coming through the program
- Having a second tier for people who want to return to the program a second time

THANK YOU COMMITTEE MEMBERS for your one year of service!!! Megan will reach out individually to discuss your interest in participating another year.

Thank you to Laura for taking the minutes!