

Program Report to the Board of Trustees

Quarter 1: July-September 2020

Date: 9/9/2020

Program Updates

1. Summer Program- in July/August we began Phase 3 of re-open which allowed participants with leaders to return.
 - a. We served 30 TR participants and 15 community riders per week (budgeted for no program over summer)
 - b. We implemented a weekly unmounted program for Safe Futures per a collaborative grant we were awarded.
2. Summer Camp- Due to group size requirements set forth by OEC, we were only able to serve a maximum of 7 campers per week. We strategically prioritized campers who were the least resource intensive to minimize numbers and filtered others to participate in community riding lessons instead. We passed our annual inspection with flying colors.
 - a. Inclusive summer camp- 5 weeks with 3-7 campers each week
 - b. Horse Sense- served 7 campers (2 spots for Safe Futures)
 - c. Vet Kids- served 6 campers
3. Academic Program- in Phase 4, program will run Monday-Saturday. Lessons have a maximum of 4 participants and a mandatory 15 minute break between each lesson. We are also running only one activity at a time. This has decreased our number of weekly lessons from 65 last year to 50 this year. We elected to not offer a winter intersession and have a 31-week semester instead of a 30 week in effort to make up revenue.
 - a. End of Academic Semester 19-20, we had 197 lesson spots filled and 30 unfilled. At present date for Academic 20-21 we have 109 lesson spots filled and 4 unfilled (budgeted for 111). At start of Academic 19-20 we had 160 weekly participants. When we progress to phase 5, we can revisit adding 5th riders to select classes, with consideration to volunteer resource.
 - b. 27% of all lesson spots in 19-20 were school groups. Only 7% of lesson spots in 20-21 are school groups (Region 18 is the only district returning, and their numbers were cut nearly in half due to parental discomfort with school return).
 - c. The percentage of participants requesting financial aid remained consistent from 19-20 to 20-21, though approximately 50% requested an increase in aid as compared to last year.
4. Collaborations-
 - a. V.E.T.S- MOU draft has been submitted to their team, scheduled to begin pilot program October 6th. Will run for 6 weeks at no cost, 6-8 participants. We will attempt to collaboratively grant fund future programming.
 - b. SARA H Inc.- Received grant funding for job exploration/coaching- in process of scheduling 2 groups of 4 participants to come once per week
 - c. Norwich Vet Center- not yet serving individuals in person, will begin reaching out to counselors about potential return 1x per week, 2 hour sessions.
 - d. Safe Futures- 4 field trips in the process of scheduling for academic 20-21.

- e. Lawrence and Memorial- we were unable to do My Horse and Me camp over the summer so we are in process of scheduling 3 rotations in the morning during the academic semester.
5. Program Engagement Efforts
 - a. Hosted the annual awards ceremony and open house on August 27th- small turnout due to significant weather concerns, but a good time was had by all!
 - b. Hosted virtual re-open process review for both participants and volunteers- small number in attendance, but both were recorded and shared in relevant newsletters. Those who did attend had great questions.
 6. Inquiries, Assessments, & Wait List
 - a. 19 New inquiries this quarter
 - b. 2 new TR participants, 9 new community riders enrolled for summer, 12 new TR participants enrolled for Academic.
 - c. 2 Assessments completed in August, 6 completed in September, 1 first day assessment scheduled at start of program.
 - d. Though all previous participants have been contacted (some repeatedly), there is still an extensive list of individuals who are not currently scheduled. The majority of these individuals have not responded to multiple survey requests, emails, phone calls, etc. There are about 25 individuals who are not comfortable returning at this time. There are currently 4 previous participants who would like a spot in program but we have not been able to coordinate a mutually agreeable time.

Volunteer Updates

1. Summer Volunteers- feeders and leaders only- minimized repeat lessons as much as possible.
 - a. 28 leader spots, 6 permanent openings.
2. Program Volunteers- return of all volunteer roles during Phase 4. Surveyed and followed up with all previous program volunteers. 95 are NOT comfortable returning in any capacity.
 - a. 142 program (leader, sidewalker, ABW, header) spots, 22 permanent openings. Q1 19-20 had 275 program spots with 27 permanent openings.
3. Volunteer Training- began offering appropriate portions of trainings virtually to decrease time in-person/on-site. First in-person training was August 17th. As of 9/9/2020 the below trainings were completed in Q1:
 - a. General Orientation- 3 virtual- 12 unique volunteers
 - b. Sidewalker 6 virtual, 4 in person- 18 unique volunteers
 - c. Horse Handler 1 virtual, 3 in-person- 10 unique volunteers
4. Volunteer Assignments- Horse Handlers continue to be the biggest need- in one of the volunteer newsletters this quarter, we rolled out target skills for each level of horse handler. Our expectation is that this will encourage people to focus on specific skills/areas for growth and subsequently engage in more targeted training to build those skills and advance their level. In the sub list, we have begun including horse names so that volunteers know for which spots they are an appropriate match. This will increase efficiency so that volunteers can self-select appropriate matches for substituting.

Risk Management: Q1

1. There were 5 low/moderate level Risk Management reports in Quarter 1:
 - a. Participant allergic reaction
 - b. Rider Fall
 - c. Volunteer stung by wasp
 - d. Loose horse
 - e. Volunteer Fall

Safety council meeting to discuss TBD.