

## Program Report to the Board of Trustees

Quarter 3: January- March 2021

Date: 4/13/2021

### Program Updates

1. Academic Program-
  - a. 133 participant spots filled
    - i. 30 ELP spots
    - ii. 12 drive spots
    - iii. 91 ride spots (8 community)
  - b. Since the start of the new year, we've added ELP spots to Montville Transition Academy, Region 18, and VETS. We've added a second ride and drive for two pre-existing participants and lost two community riders who went back to school.
  - c. Participant Leads:
    - i. We currently have 99 active (within the last 12 months) participant leads, 53 of whom have submitted no paperwork and 23 of whom have submitted partial paperwork. The leads page in Salesforce has been updated to increase accessibility to essential information like last date of modification, services of interest, and age/diagnosis. This will make follow up with active leads more efficient.
    - ii. We currently have 23 participants pending assessment – all paperwork submitted, but no appropriate spot based on characteristics and their availability.
    - iii. \*\*These are increased numbers from the previous quarter- likely in preparation for summertime programming and with increased comfort to participate in community activities
  - d. New Participant Onboarding:
    - i. 2 assessments completed this quarter- for riders who backfilled winter spots.
    - ii. 7 new participants this quarter (all ELP).
2. Summer 2021
  - a. The summer schedule has been drafted and is in review by program team.
  - b. There are currently 7 people on the waitlist who will be offered summer program spots
  - c. There are currently 110 EAS spots with assigned participants. We are looking to increase ELP offerings to those who would benefit but cannot afford additional services. We are also increasing group sizes back up to 5, but keeping breaks between lessons. Instructors feel the breaks are valuable for preparing volunteers meaningfully and interacting with parents/caregivers before/after lessons. We are minimizing offering duplicate services as much as possible.
  - d. Maximum summer camp attendees will be impacted by state guidelines from OEC for camps. We will have a limited number of campers with sidewalkers to maximize the number of campers we can serve. Traditional summer camp is full and great progress is already made with specialty camps (VetKids, Horse Sense, Immersion/MHM).
3. Collaborations-
  - a. V.E.T.S- second pilot program began 1 week late due to recruitment issues. Remaining 7 weeks have 3 participants instead of 4 and are co-taught with High Hopes PT instructor

Kim Severance and V.E.T.S. staff Thor Torgersen. No volunteer support is required for this program due to the small size. The program will conclude April 20<sup>th</sup>. High Hopes is in the process of scheduling a next steps meeting with V.E.T.S to discuss future collaborations.

- b. SARAH Inc.- additional grant funding was secured by High Hopes to continue the weekly groups until the end of the academic semester. We are in the process of including SARAH in the summer and 21-22 academic schedules.
  - c. Lyme Youth Service Bureau- hosted paddock tours and trail cleaning activity for second screen free weekend.
  - d. Safe Futures- all unmounted field trips in the 20-21 grant have been scheduled, postponing the mounted field trip as long as possible due to the helmet restriction. They have submitted a request for 21-22 grant funding to continue services at High Hopes.
  - e. Project Paws- Lisa Buckley reached back out as she felt her organization had really solidified their mission since our last discussion. We are working to schedule therapy dog attendance with our Region 18 group and potentially in the Reins of Empowerment group or with summer camps.
  - f. Lawrence and Memorial- They will not be able to return during the academic session, but Marie is working to get them scheduled for their normal "camp" times over the summer.
  - g. Montville Transition Academy- began their weekly job skills development program on March 9 and will continue until the end of the academic session. There are 4 individuals participating weekly in the fully unmounted program.
  - h. Norwich Youth and Family has confirmed interest in collaborative programming in Summer 2021 and Academic 21-22.
  - i. Dementia Friends/Laurette Klier- several staff members have become Dementia Friends Champions and are now able to host Dementia Friend trainings to the High Hopes community and beyond. Laurie Klier provided an introductory training to staff and select volunteers about working with the Memory Care population and will provide additional trainings moving forward.
  - j. Hosted a student from UConn for a tour and job shadow on 3/25/21.
  - k. New London Public Schools has confirmed their plan to return in fall 2021.
4. Program Engagement and Improvement Efforts
- a. As needed communications with program changes/reminders going out to all participants via Constant Contact or personal emails.
  - b. No continued interest in virtual class participation.
  - c. All previous participants were contacted regarding summertime participation to inquire about their interest in returning. There are several who are considering return over the summer, pending vaccination status.
  - d. Horse Show Days planning is underway. Invitations have been proofed, gifts will be High Hopes Notebooks and Ribbons, and award recipients have been identified. The team is working on the ribbon presenter list, decorations, and creating the pamphlet. CB is working with volunteer Sheila to make the teacup raffle more hands off while not decreasing sales. The baskets will be photographed and placed on tables so items are not touched repeatedly. We will utilize the same systems for the merchandise sales.

- e. The annual participant survey was sent out via survey monkey and at the time of this report there are 20 responses.
- f. Due to improvements in Salesforce, participant attendance can be inputted there wholly (no more paper attendance needed).
- g. The team has worked diligently to review texting through Salesforce options and has identified a program with amenable capabilities. This will increase communication among all staff and decrease more directed reach outs (e.g. Emily is the only POC for volunteers via text, which makes it difficult for her to be “off” from working).

## **Volunteer Updates**

### **1. Program Volunteers-**

- a. Permanent program openings: 11- mostly leader and Saturday spots
- b. There are feeder spots available several days of the week. With an increase in vaccination, several veteran office volunteers have elected to return. There are also several new office volunteers.

### **2. Volunteer Training-**

- a. Virtual Components: reworking of volunteer trainings to encourage online learning has been largely successful. General Orientation, Sidewalker, horse handler, and ELP trainings are either completely or partly online to minimize time on the property.
- b. Training Updates: began offering a farm tour pre training to better learn about the incoming volunteers and allow for in-person paperwork completion.
- c. Training Efficacy: We’ve created an electronic satisfaction survey to be completed post training completion to minimize paper use.
- d. Trainings offered this quarter:
  - i. General Orientation- 5 trainings, 30 total volunteers
  - ii. Sidewalker- 5 trainings (virtual and hands-on), 36 total volunteers
  - iii. Horse Handler- 2 trainings- 6 total volunteers
  - iv. Barn Assistant- 1 trainings, 6 total volunteers

### **3. Volunteer Assignments-**

- a. The volunteer roles survey is in use and has been moderately helpful in routing people to the most appropriate trainings. Given the limited spots available, we are trying to engage people meaningfully by assigning to their strengths and training for roles that will be appropriate for them.

### **4. Volunteer Engagement-**

- a. All volunteers were surveyed for their participation in our “thankful” project, which is being featured on social media and in our newsletters.
- b. We offered several directed volunteer trainings and have a schedule of additional trainings to be offered during spring/summer when the weather is more conducive to outdoor activities.
- c. All volunteers not active due to COVID are indicated as such in salesforce so they can be re-engaged as COVID impact diminishes.
- d. Volunteer appreciation week efforts are underway- cards were designed by Maris Wacs and will be given out in person to those on site or mailed to those not. Volunteer gift is a High Hopes notebook which will be given in person with cards. Emily worked with

Dreamscapes to create a social media plan which will include banners, profile picture frames, staff thankful messages, etc.

Risk Management: Q3

1. There were 10 Risk Management reports in Q3:
  - a. Horse stepped on foot x4
  - b. Horse trip/fall (rider did not fall)
  - c. Rider Fall
  - d. Loose horse
  - e. Volunteer Injury- Minor
  - f. Horse Bite
  - g. Arena Gate caught on tack

Safety council has reviewed all reports and the 2020 annual report has been filed and approved.