

## Program Report to the Board of Trustees

Quarter 1: July-September 2021

Date: 9/1/2021

### Program Updates

1. Summer 2021
  - a. 117 participant spots filled
    - i. 33 ELP + 6 EFP spots (4 veterans)
    - ii. 8 drive spots
    - iii. 70 ride spots (6 community)
    - iv. Groups served- SARAH Inc, Moya Family Therapy, Norwich Youth and Family Services
  - b. Camps filled as followed:
    - i. Weeks 1-5- 10 participants each
    - ii. Immersion- 9 participants
    - iii. My Horse and Me- 5 participants (one rotation instead of usual 2)
    - iv. Horse Sense- 8 participants
    - v. VetKids- 6 participants
  - c. Field Trips:
    - i. SARAH Seneca- unmounted with 4 participants
2. Academic 21-22
  - a. 169 participant spots filled
    - i. 44 ELP spots
    - ii. 13 drive spots
    - iii. 112 ride spots (1 community)
    - iv. Groups served- SARAH Inc, Region 18, New London Public Schools
  - b. Field Trips:
    - i. Equity Quest- up to 10 professionals
  - c. Waitlist
    - i. 56 individuals interested in therapeutic programming. 20 are brand new, remaining are previous participants
    - ii. 22 individuals interested in community riding program
  - d. Participant Leads:
    - i. We currently have 111 active (within the last 12 months) participant leads, 82 of whom have submitted no paperwork and 29 of whom have submitted partial paperwork.
    - ii. We currently have 20 participants pending assessment – all paperwork submitted, but no appropriate spot based on characteristics and their availability.
  - e. New Participant Onboarding- no assessments conducted this quarter. All new participants for summer program were assessed in Q4 20-21. 1 new participant on-boarded for Academic 21-22.
  - f. We are 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 (e.g. riding and driving lesson going on at once) as much as possible.

3. Collaborations-

- a. SARAH Inc.- confirmed for 2 groups of 4 for academic session. Grant funding is subsidizing about 2/3 of the cost.
- b. Safe Futures- 21-22 grant has been approved and all field trips for the fiscal year are in the process of being scheduled.
- c. Lawrence and Memorial- assisted with My Horse and Me and Immersion camps over summer.
- d. Norwich Youth and Family completed a 5-week summer program for 11 individuals. There was huge value to the participants, though significant difficulty with paperwork and coordination. Consider low cost program option next year, as opposed to fully subsidized.
- e. Region 18 returning with Thursday preschool group as well as 8 individual students.
- f. We fully subsidized an Equine Psychotherapy program in collaboration with Laura Moya. She provided the clients and coordinated the volunteers/curriculum. We provided facility and horses. There were 4 participants for 6 weeks.
- g. New London Public Schools is returning end of September with 20 participants per week. Each participant will have 1 hour ride and 1 hour ELP. Two rotations across the year instead of three should ease previous paperwork difficulties.
- h. Collaborated with LYSB to provide Connect.Learn.Play day- there were about 30 attendees from the community, with opportunity to speak with professionals, meet the horses, go for trail walks, get ice cream, pet therapy dogs, and ride adaptive bikes. Program Task Force had some great after action items to improve the event in future implementations.
- i. EquityQuest- DEI event scheduled for September. Working with Linda Ferraro to pilot the program at High Hopes.
- j. Channel 8 filmed and printed in The Day regarding our specialty camps.

4. Program Engagement and Improvement Efforts

- a. There is a lengthy waitlist for current programming, however a thoughtful letter was sent to all on the waitlist with rationale. Many individuals had personalized phone calls as well.
- b. Due to improvements in Salesforce, annual update forms were submitted almost entirely automatically. This allowed participants/their caregivers to see information currently inputted and update as necessary. This hugely reduced staff and volunteer resource for data entry.
- c. Beginning Fall 2021, participant progress notes will go directly into salesforce. This allows certain demographic information to pre-populate into the notes and also allows easier access and reporting capabilities for staff.

**Volunteer Updates**

1. Interviews for additional volunteer staff are underway. We've brought in 2 individuals already, but they were not good fits for the role. 2 additional interviews are scheduled for week of September 20<sup>th</sup>, with hope for split between horses/instructing/administrative. No currently considered applicants are already certified.

2. Program Volunteers- first week of program is underway- we currently have 24 permanent spots open (some of which are school groups that have not started yet). Horse handlers, feeders, and office volunteers are current needs (in that order).
3. Volunteer Training-
  - a. Most aspects of most trainings have returned to being wholly in person. Virtual served it's purpose while needed, but it is nice to get to know incoming volunteers in person.
  - b. Offered an advanced sidewalker training in August- topic was promoting participant independence. 7 attendees appreciated opportunity to practice skills hands on.
  - c. Trainings this quarter:
    - i. General Orientation- 20 attendees
    - ii. Sidewalker- 17 attendees (one more scheduled for September 21, not included in numbers)
    - iii. Horse Handler- 5 attendees
    - iv. Advanced SW- 7 attendees
4. Volunteer Engagement-
  - a. In preparation for academic schedule, all volunteers (active or inactive) were reached out to via e-blast, email, text/phone call. Some who returned for summer are reluctant to return for academic due to the delta variant. Most are OK to continue with the newly updated COVID guidelines.

#### Risk Management: Q1

1. There were 6 Risk Management reports in approved.Q4:
  - a. Horse step on foot x3
  - b. Participant medical issue (allergic reaction)
  - c. Volunteer trip/fall
  - d. Rider Fall