



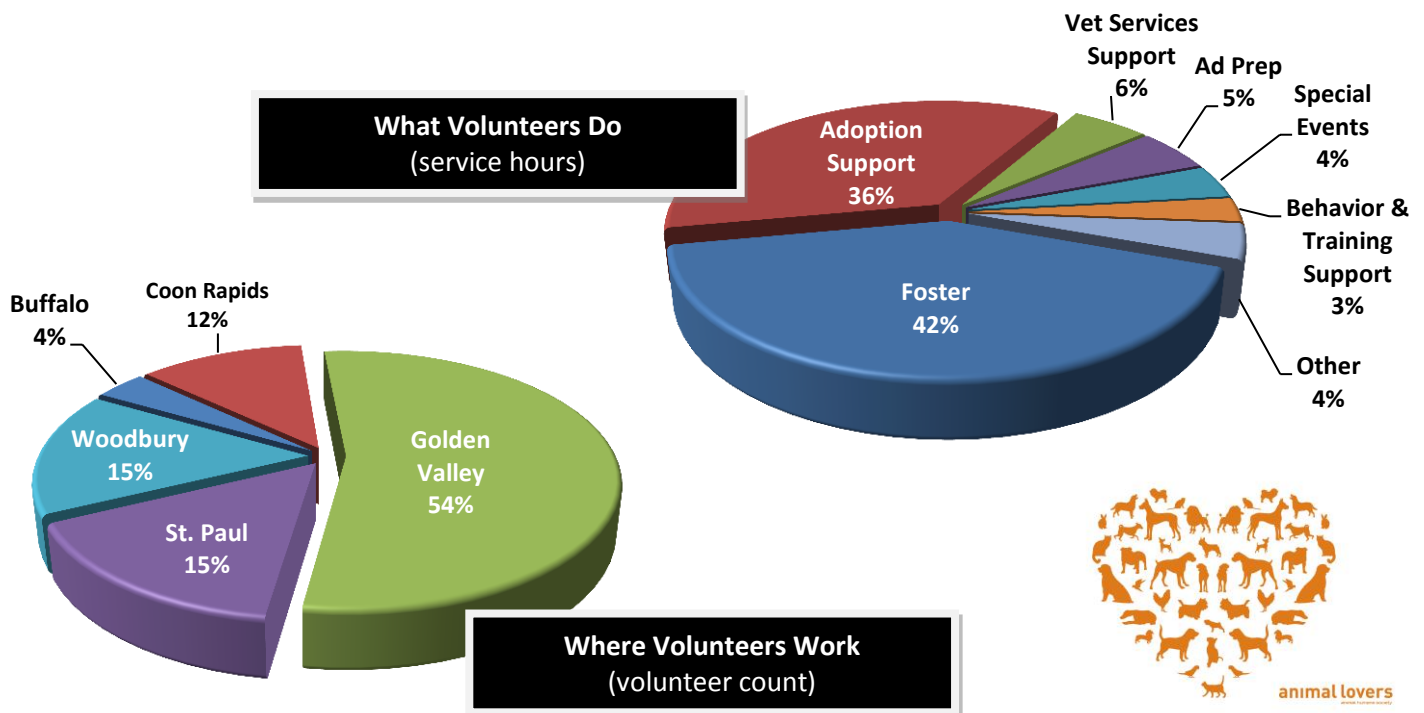
Volunteer Services Overview

Fiscal 2011 (July 2010 – June 2011)

Updated July 12, 2011

	FY10 Jul 09 - Jun 10	FY11 Jul 10 - Jun 11	+/- LY
Total Unique Volunteers	1,404	1,653	249
Total Volunteer Hours	165,484	116,764	(48,720)
Average Role per Volunteer	1.4	1.4	(0.0)
Average Hours per Volunteer	118	71	(47)
Average Length of Service per Volunteer	3 years	2 years	-
Greatest Number of Hours by a Single Volunteer	1,603	1,491	-
Greatest Length of Service by a Single Volunteer	28 years	29 years	-
Estimated Value of Volunteer Contributions (@ \$15.45)	\$2,480,027	\$1,804,007	(\$676,020)

Notes: The drop in service hours from FY10 to FY11 is primarily explained through the Foster Program. The Mission Meow program ran in 2010, but was cancelled in 2011. Other foster hours are also down as we have streamlined the program over the past 2-3 years. The drop in average hours per volunteer can also be explained by the decline in the foster program, where individual volunteers often log the most service hours.



Volunteer Fun Facts

1. For the first time, **Walk for Animals** volunteer registration was handled online. 403 people applied online to work the event and 396 of them were hired. 739 staff hours went into engaging volunteers for 1,628 hours for Walk event support.
2. 13% of AHS volunteers are working with our **Foster Program**, but they account for 42% of the volunteer service hours for the organization. In the last year, 299 foster volunteers worked with 2,051 animals.
3. On average, each **Site Coordinator** is responsible for 285 volunteers. In actuality, that number ranges from 53 to 677, depending on the site.
4. Only 51% of **volunteer service hours** are specific to site operations. The other 49% is for “organizational” volunteers. These volunteers are often physically found at Golden Valley, but support organizational efforts through Behavior and Training, Development, Education, Foster, Kindest Cut, Marketing, Special Events and Wildlife.
5. In fiscal 2011, Volunteer Services brought in more than \$20,000 through its application fees. We had 2,447 **applications submitted**. 677 of those became active volunteers – or 28%. Each of the 677 new volunteers had an in-person interview with a Volunteer Services team member.
6. Many volunteers work more than one role – a few superstars have as many as 10! In the last year, each volunteer worked an average of 1.4 **volunteer roles** with the organization.
7. In fiscal 2011, 83 volunteers worked more than 6,000 hours with animals in our adoption preparation program – known as **Ad Prep**. This program currently focuses on shy and fearful dogs, using techniques developed by our Behavior and Training experts to help dogs come out of their shells and find their forever homes. 579 dogs made it to the adoption floor with Ad Prep’s help.
8. More than 42,000 volunteer service hours are recorded in Adoption Support. That’s 36% of our overall volunteer service. To train in the volunteers, we work with 35 **Mentor Volunteers** who contributed 1,043 hours to oversee the initial training of those entering into Adoption Support.
9. In fiscal 2011, we identified new “**Hero**” **levels of volunteer service**. It’s those who have contributed at certain levels. In fiscal 2011, we had 159 volunteers who have been volunteering for five or more years; 26 volunteers who contributed over 500 hours in a single year; and 44 volunteers who have contributed over 2,500 hours in their lifetime of service with us.
10. In 2011, the Volunteer Services team made some updates to the **Volunteer Connections newsletter** – most notably adding a weekly section answering your questions and a bi-weekly profile of a volunteer. So far we’ve answered 17 of your questions and profiled 8 of you!

