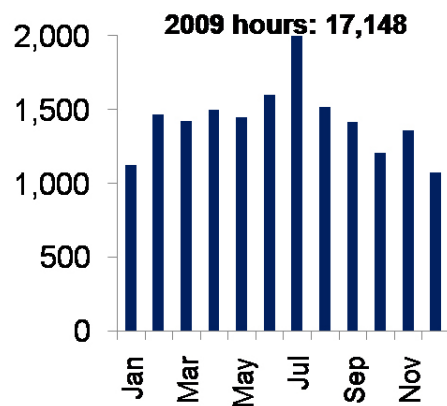
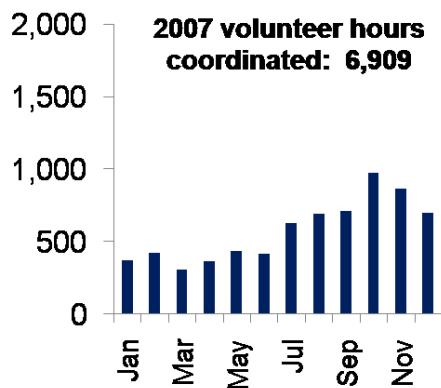


Stat of the Month

Indianapolis Animal Care and Control Volunteer Program

Problem/Challenge:

Indianapolis Animal Care & Control takes in over 17,000 surrendered, stray, abandoned and otherwise unwanted animals each year. Due to the high number of animals needing basic care, paid staff members do not have the opportunity to help socialize and bathe animals, photograph them for the Web site or take them to adoption events away from the shelter. To supplement current staff activities and to perform these additional tasks, IACC relies heavily on help from the community through the form of volunteers



Solutions:

- IACC provided more variety in the types of volunteer opportunities available
- IACC increased the number of adoption and education events away from the shelter to allow volunteers more options to fit their schedules
- IACC acquired t-shirts with IACC logo which were given to any volunteer who donated 20 or more hours in a one-year period
- IACC posted information about its volunteer program on volunteer-based Web sites, such as volunteermatch.org, christianvolunteering.org and serve.gov
- IACC joined "hands-on" network in 2010 to promote volunteer opportunities at shelter and to reward volunteers through the "Give a Day. Get a Disney Day." Program. Volunteers who complete selected activities will be rewarded with a free ticket to any Disney theme park in the United States

Results:

- Volunteers donated over 1,000 hours every month for the entire 2009 calendar year and a grand total of 17,148, a 56 percent increase over the 11,001 hours donated in 2008.
- If the city were to pay the volunteers for each hour of time donated, the city would have paid out an additional \$202,738.75 in salaries

Next Steps:

- IACC is utilizing software programs to create a scheduling system for volunteers. Volunteers will be able to communicate with each other so their fellow volunteers will know in advance what tasks need completing
- IACC is considering multiple volunteer orientation classes each month to better accommodate potential volunteers' schedules
- IACC is constantly expanding the types of unique opportunities available to its volunteer team and providing more, substantial training for each opportunity
- IACC is reaching out to new volunteers and their families through the "Give a Day. Get a Disney Day program"
- IACC is creating more internal awareness of its volunteer program by posting volunteer opportunities in the City of Indianapolis Newsletter each month

About IndyStat:

The IndyStat program was established to improve operational management of City-County departments and agencies. Additional information and past Stats of the Month can be found at www.indy.gov/Mayor/IndyStat.