2016 Volunteer Services Annual Report

Overview
We actively seek and value volunteers with diverse perspectives and life experiences. Our staff work with each volunteer to find the best match – a position that addresses the individual’s reasons for wanting to volunteer and allows us to enhance the services we provide. We partner with many schools, businesses & community organizations. We have active individual and group volunteers as well as student interns.

Facts & Figures
- 2,271 volunteers served 67,212 hrs. in roles throughout Courage Kenny Rehabilitation Institute
  - In this total, 110 volunteers served 6,377 hours in CKRI roles in Allina Health hospital settings and 48 non-medical student interns served 10,631 hours under contract with affiliated institutions
- 366 new volunteers were on-boarded at the Golden Valley, St. Croix and Northland locations during 2016

Total Hours: 67,212  Total Value**: $ 1,693,742.40
**2015 Independent Sector Value of Volunteer Time in MN = $ 25.20 / hr ▪ National Average = $ 23.56

CKRI Service Line Location Volunteer Count and Hours

<table>
<thead>
<tr>
<th>CKRI Service Line Location:</th>
<th>Count:</th>
<th>Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbott Northwestern Campus CKRI</td>
<td>21</td>
<td>878</td>
</tr>
<tr>
<td>Buffalo CKRI Campus</td>
<td>7</td>
<td>404</td>
</tr>
<tr>
<td>Burnsville CKRI Clinic</td>
<td>7</td>
<td>238</td>
</tr>
<tr>
<td>Cambridge Medical Center CKRI</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Forest Lake CKRI Clinic</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>District One, CKRI (Faribault)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Golden Valley CKRI (includes ANW golf and ANW &amp; United Peer Visitors)</td>
<td>1,455</td>
<td>46,305</td>
</tr>
<tr>
<td>Heritage Park CKRI</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mercy Campus CKRI</td>
<td>40</td>
<td>3,791</td>
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<tr>
<td>New Ulm Medical Center CKRI</td>
<td>6</td>
<td>440</td>
</tr>
<tr>
<td>Northland CKRI (Duluth)</td>
<td>520</td>
<td>6,439</td>
</tr>
<tr>
<td>Owatonna CKRI</td>
<td>16</td>
<td>306</td>
</tr>
<tr>
<td>Regina Campus CKRI (Hastings, MN)</td>
<td>3</td>
<td>114</td>
</tr>
<tr>
<td>St. Croix &amp; Early Childhood Family Center (Stillwater)</td>
<td>179</td>
<td>7,853</td>
</tr>
<tr>
<td>United Campus CKRI</td>
<td>17</td>
<td>444</td>
</tr>
</tbody>
</table>

TOTALS: 2,271 67,212

Volunteer Distribution

- Student Interns
- Hospitals
- Therapies
- Aquatics & Fitness
- Foundation
- Sports & Recreation
- Other*

*Other includes: Assistive Technology, Behavior Services, Cars for Courage, Connect with Courage Kenny, Groups, Guest Services, Independent Living Services, Mental Health, Transitional Rehabilitation Program, Vocational Services and Volunteer Services

Volunteer Satisfaction:
CKRI Volunteers managed by the Golden Valley, St. Croix and Northland sites have been surveyed annually since June 2013.

- 83.11% of volunteers strongly agreed to the question “I would recommend volunteering at CKRI”. This is an increase of 8% from 2015.
- 74.54% of volunteers strongly agreed to the question “My volunteering is valued and makes a difference”. This is an increase of 9.54% from 2015.
- 57.97% of volunteers strongly agreed to the question “I am well trained for the volunteer responsibilities I have”. This is an increase of 6.97% from 2015.

Volunteer Recognition:
Recognition includes formal and informal activities from the volunteer services team members and the staff who supervise volunteers.

Activities included:
- National Volunteer Recognition Week (April) Theme: “Those Who Freely Give.” An original poem created by Stevan Yasgara. Treats and pansies were given.
- Cards of thanks were sent during recognition week and the week of Thanksgiving
- Photo cards were sent to 20 sports and recreation teams
- Unique opportunities included; a book study, fly tying workshop, social hours and more...
Highlights & Accomplishments:

Integration & A3 Process Improvement:
- An A3 Plan to broaden CKRI Volunteer Services across the Allina Continuum was developed with team members from Mercy Hospital, Community Services, HR, Organizational Learning & Development, Sports and PT Clinics, and District One hospital.
- Three A3 projects involved staff across the Allina Health continuum; CKRI Specific training for volunteers (On-boarding & welcome to CKRI and Annual Required Competence Review), Expansion of volunteers into Sports and PT clinics (Edina & Bandana Square), A Standard CKRI Volunteer Satisfaction Survey & process was developed for CKRI volunteers across the Allina Health continuum.

Programs & Projects:
- Developed, trained & launched Peer Visitor Volunteer programs to support our clients & their families at Abbott Northwestern & United hospitals and on our Golden Valley & St. Croix campuses. 18 Spinal Cord Injury Peer Visitor Volunteers, 9 Brain Injury Peer Visitor Volunteers and piloted 1 Stroke Peer Visitor volunteer in the Transitional Rehab. Program (TRP) in Golden Valley.
- Eucharist Minister Volunteer role was developed and launched in May to provide communion to Catholic clients in TRP upon request.
- 4 Master Gardeners from U of M Extension Program led, advised and maintained gardens and grounds on the St. Croix campus.
- 160 Cummins Power Generation, Inc. Engineers & employees volunteered 1,052 hours and adapted 960 toys and assistive technology devices for our clients.
- Over 5,000 CKRI volunteer records (paper and electronic database) housed on the Northland, Golden Valley and St. Croix campuses were audited and updated to ensure all current compliance requirements are met.

Communication & Technology:
- A VicMobile™ training video was created by a volunteer in the Assistive Technology Department at the Golden Valley campus for use by any CKRI volunteer wishing to report their volunteer hours using their SmartPhones. This technology was piloted by Peer Visitor and other select volunteers & student interns who report they enjoy the ease of using it.
- REMIND™ a free text messaging app was used to communicate program information to Sports and Rec. volunteers.
- WuFoo™ on-line forms and documents were utilized to register over 300 returning Alpine Ski & Snowboard volunteers. SignUp Genius™ an electronic scheduling tool was utilized to register and manage volunteers for special events and Sports & Recreation tournaments.

Events:
Volunteers support numerous events throughout the year at many locations. With the events combined, over 800 volunteers served more than 3,700 hours. By partnering with Sports and Recreation, volunteers helped introduce new sports to youth and adults. By teaming with the Courage Kenny Foundation, volunteers helped raise funds to support programing.

Events included:
- Ski-A-Thon to raise money for the adaptive ski program
- Courage Kenny Cup Alpine Ski benefit race raised over $16,000
- Duluth: Arrowhead Youth Games, Grandma’s Marathon, dog sledding, Mono-ski Madness tournament, annual fishing tournament, Shoot For Fun, & the United Way chili cook off
- Twin Cities Metro & St. Croix Area: Adaptive waterski clinics (partnership with River Rats), Courage Kenny Country Championships (Track & field, archery & swimming), annual power soccer camp, annual No Boundaries Sports Camp, Jr. Wheelchair Softball, Courage Kenny Classic Wheelchair Basketball tournament, Annual Holiday Party for St. Croix pediatric clients and special events with our Transitional Rehabilitation Program

Contact Information:
Golden Valley - Main Office, 612-775-2728, CKRIvolunteerservice@allina.com
St. Croix - Lisa Gacek, 651-241-3370, lisa.gacek@allina.com
Northland - Lisa Lauzon, 218-726-4763, ext 3, lisa.lauzon@allina.com

Connect with Courage Kenny Committee:
(12 volunteers served 341 hours)
An action oriented group of volunteers who use their leadership skills to support the Institute’s mission, vision & goals in partnership with Volunteer Services & the CKRI Foundation.
- Tours: 18 tours were given to 219 people; 101 New CKRI Employees, 10 Medical students, 10 College students, 92 High School students and 16 individuals from corporations (42 hours)
- Community Outreach: Hosted 2 tables at Celebration of Courage Kenny Luncheon
- Recognition: Committee members wrote news articles spotlighting individual volunteers and created an accounting process to track donated items and expenses used for volunteer recognition throughout the year.
- Sustainability: Updated the Committee Charter. Three new committee members joined. Recruited new tour guides, updated the walking tour script and developed a plan for training and mentoring new tour guides in 2017.
- EMPOWER Scholarship: Two - $1,500 college scholarships were awarded; 29 students applied. Created a new fund for donations to the scholarship program in addition to the endowment. No donation dollars received in 2016. (73 hours)