**2019 - 2020 Leadership Team:** Leo Dubovoy & Caitlin Rodgers (Co-Directors), Emily Kimble (Training and Development Coordinator), Haylee Gans (Client Coordinator)

**2020 - 2021 Leadership Team:** Mike McGraw & Erin Lu (Co-Directors), Alex Veerasammy (Training and Development Coordinator), Alec Campbell (Client Coordinator)

**Faculty Advisor:** Dr. Reeshad Dalal

**Number of Active GMU VPA Consultants:** 23

**Number of Consultants trained for 2019-2020:** 15

**Total Number of GMU VPA Clients for 2019 - 2020:** 19 Completed, 5 Current

**Summer 2019 -** 4 Completed

*Gumbo Limbo Nature Center, Fredericksburg SPCA, Mitchell Farm Equine Retirement Inc., Montgomery County Animal Care and Adoption Center*

**Fall 2019 -** 8 Completed

*Faithful Friends Animal Society, For Animals Inc., Lee County Domestic Animal Services, Greater Androscoggin Humane Society, Surrey Animal Resource Center, Cat Angels, West Feliciana Humane Society, Animal Humane Society*

**Spring 2020 -** 7 Completed, 5 In Progress

**In Progress:** The Cat Protection Society of NSW Limited, Santa Fe Humane Society, Florida Keys SPCA, Santa Cruz Society for the Prevention of Cruelty to Animals, St Charles County PAC

**Completed:** Fieldhaven Feline Center, Humane Society International Canada, The Cat House, Larimer Humane Society, Minneapolis Animal Care and Control, Loggerhead Marine Life Center, Florida Oceanographic Society
Animal Shelters (n = 20):


Equine Retirement Sanctuary (n = 1):

Mitchell Farm Equine Retirement Inc.

Environmental Conservation Centers (n = 3):

Gumbo Limbo Nature Center, Loggerhead Marine Life Center, Florida Oceanographic Society

*Animal Shelters made up 83% of GMU VPA clients in 2020.

More Information about GMU VPA Clients 2019 - 2020

- GMU VPA has 5 currently active client projects.
- GMU provided services to 4 clients that reached out directly to our VPA Chapter (Gumbo Limbo Nature Center, Mitchell Farm Equine Retirement, Inc., Florida Oceanographic Society, Loggerhead Marinelife Center) and 20 clients that were referred from UNCC.
- 2 clients served this year were referred directly to GMU from previous years clients served by GMU consultants (Loggerhead Marinelife Center, Florida Oceanographic Society)
- GMU consultants served all new clients this year (none had previously participated in VPA) and GMU did not serve any local clients.
- 2 new potential clients reached out directly to GMU: American Heart Association, and Young Marines (a local client).
Accomplishments & Program Developments 2019 - 2020

• 33% increase over the number of clients we were able to help in 2018-2019.

• Acquired 1 very large and high potential impact client for 2020-2021 (American Heart Association).

• Significantly improved training for new consultants by incorporating training videos for every step of the VPA process, and creating a more thorough initial training day.

• Modified the shadowing system for new consultants based on their comfort level. New consultants can now take part in “Shadowing” or “Supervised Leading.” With Supervised Leading allowing those consultants who feel comfortable, to take the initiative on client communication and data analysis.

• Created a document for unresponsive clients containing a flow chart and email templates that will allow a quicker and more efficient resolution to those clients who stop engaging with our consultants.

• Worked closely with UNCC to provide feedback on automating future VPA processes.

Challenges 2019 - 2020

• COVID-19 caused delays in data collection for 3 clients in the Spring of 2020: Creating a lower number of volunteer responses, and extending the data collection process.

• A total of 3 clients had to be dropped due to unresponsiveness.