



Community Village Lawrence

Monthly Progress Report

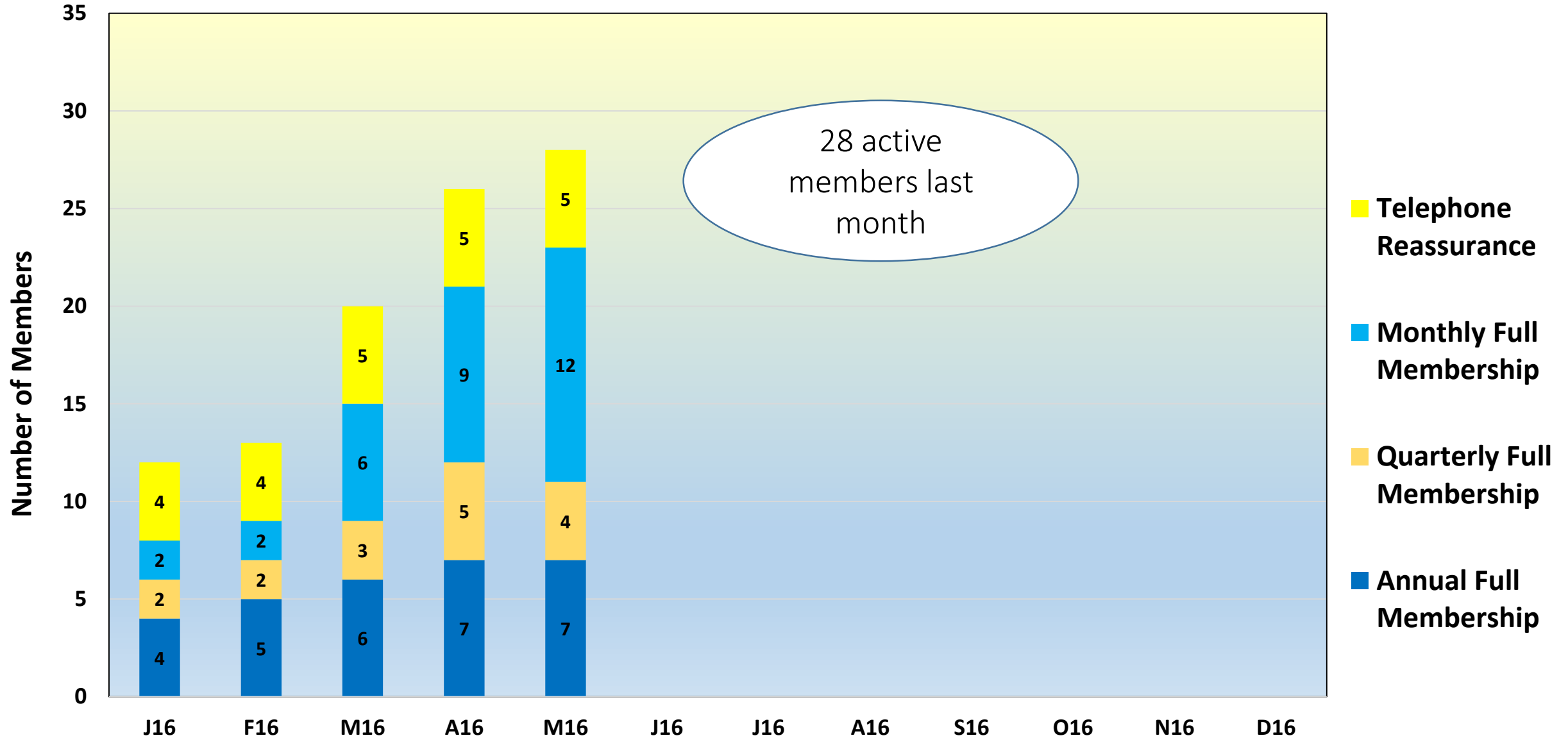
May 2016

John Hodge

Monthly Summary - May 2016

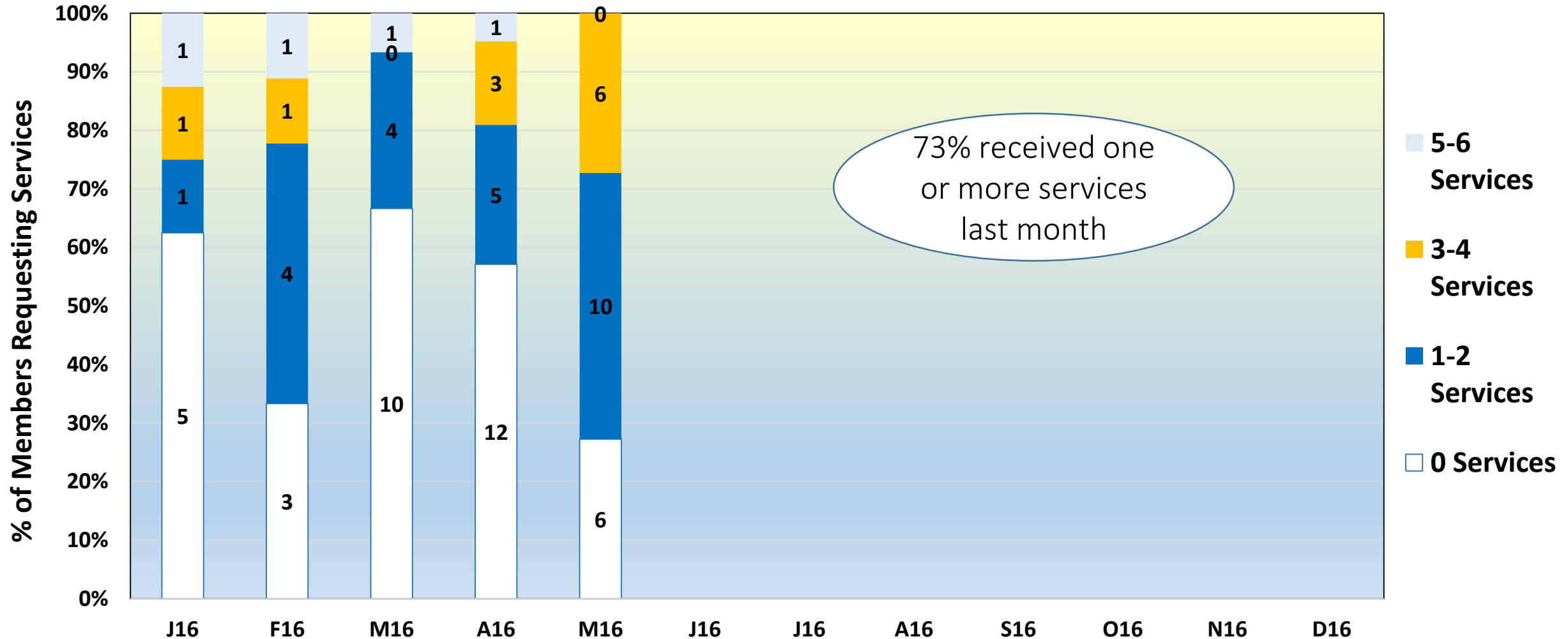
- 2 full memberships gained
 - YTD 23 full memberships + 5 telephone reassurance
- 16 members received services (excl tele reassr)
- 32 services provided (excl tele reassr)
 - 14 home support, 11 home repair, 7 transport
 - 4 requests cancelled by member
 - 2 service requests unfulfilled by CVL
 - 4.97 service rating for month, 4.97 YTD
- 5 vetted volunteers gained
 - YTD 40 vetted volunteers
- 20 volunteers were used to provide services (incl tele Reassr)
 - 2 PSP used
- 73 volunteer hours
 - 64 for services, 9 for administrative

Active Membership

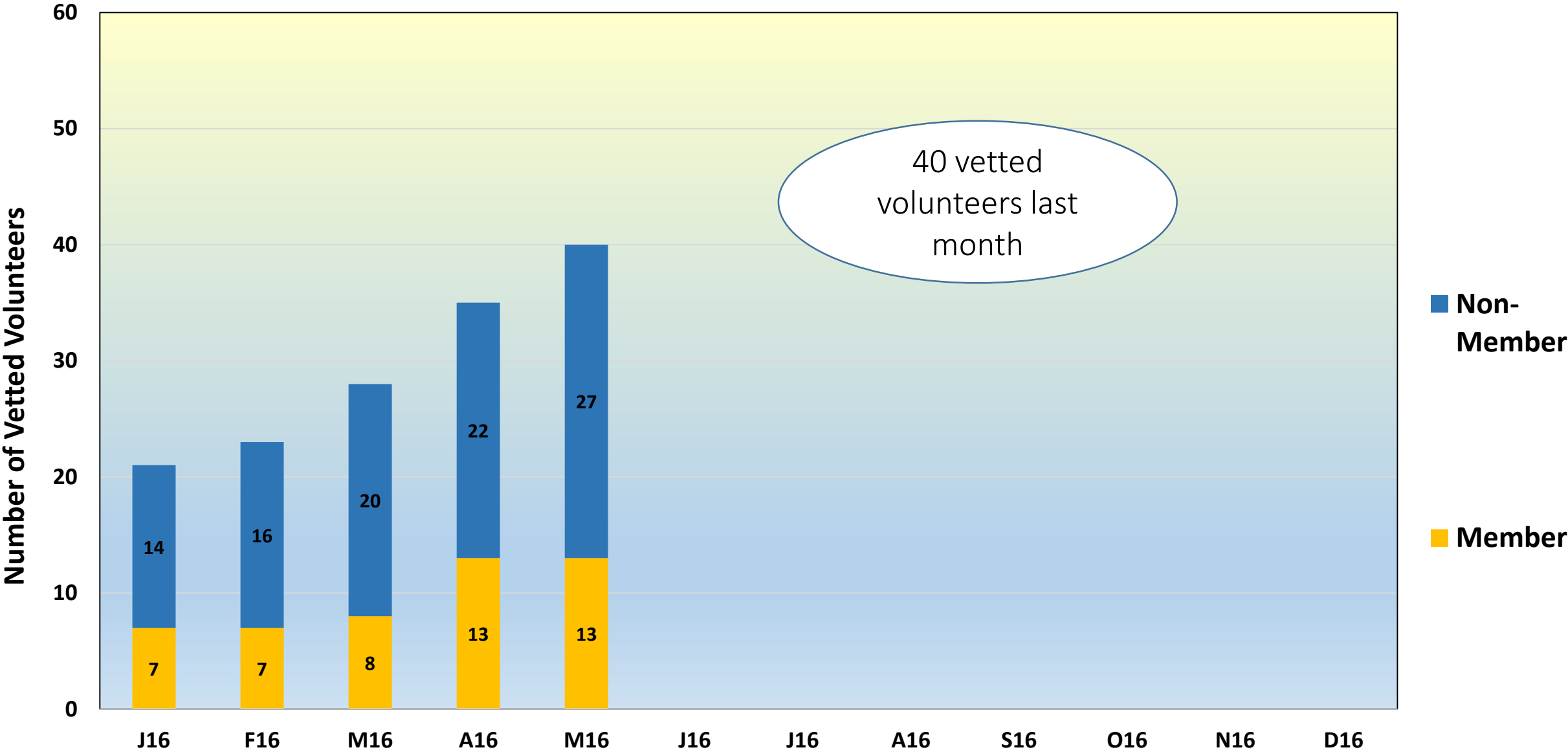


% of Active Members Receiving Services

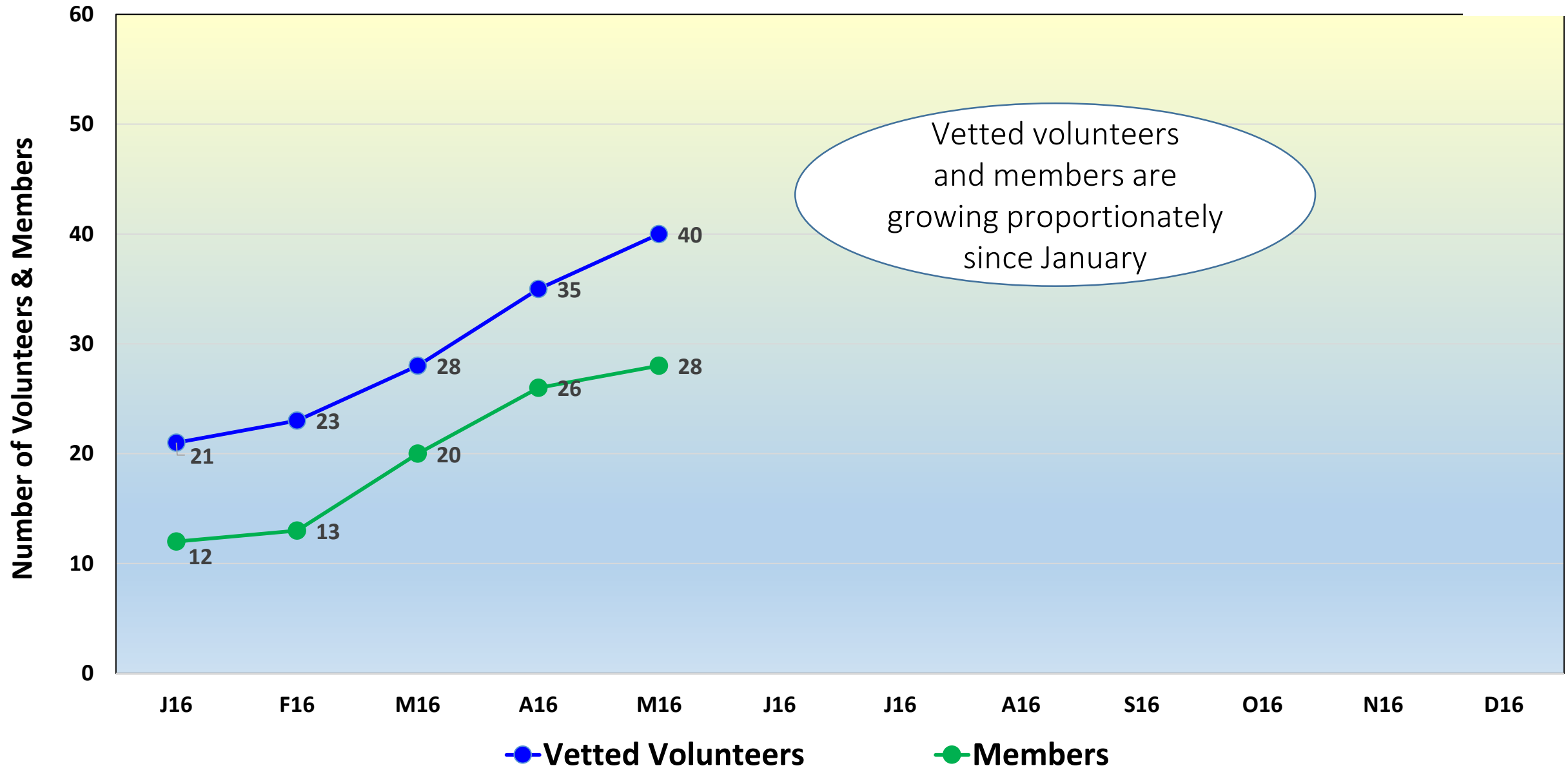
Transportation, Support, Repair
(excl Tele Reassr members / service)



Vetted Volunteers

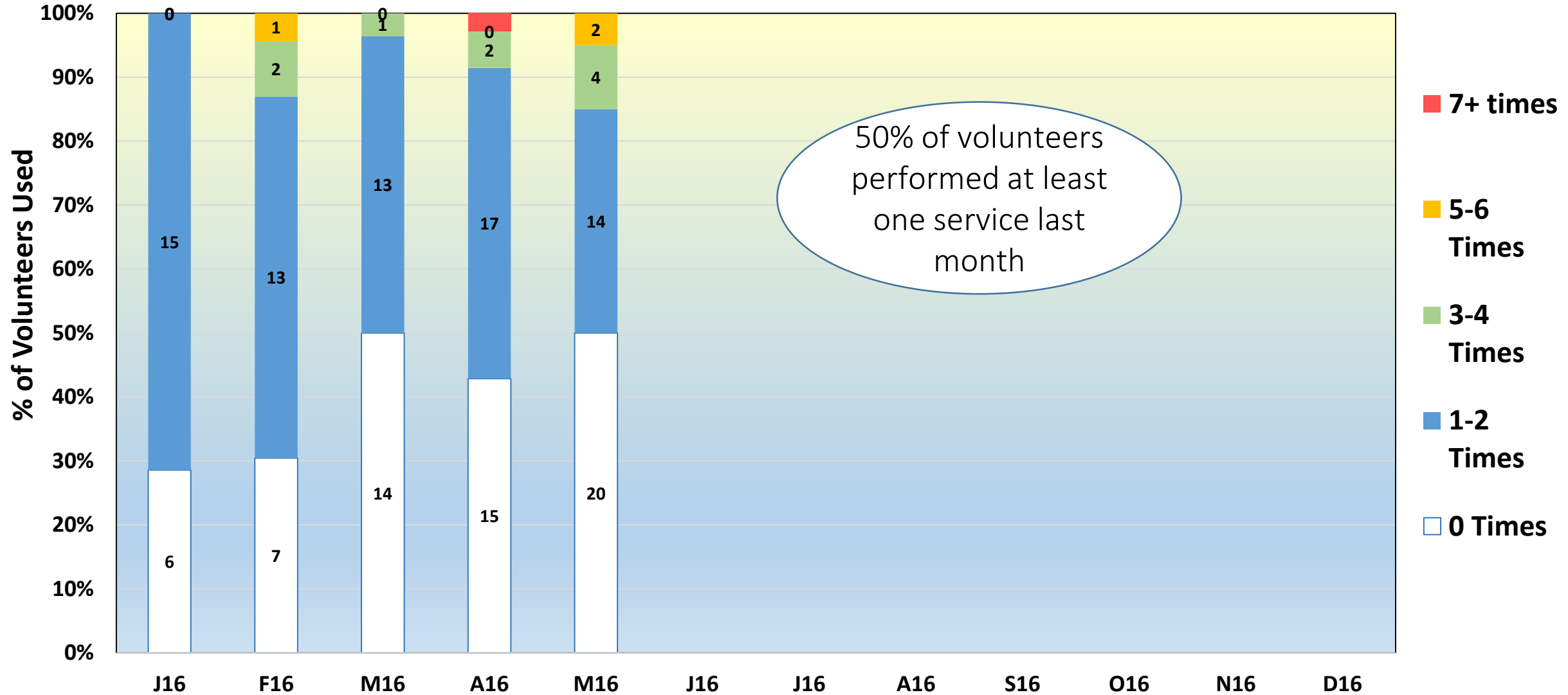


Vetted Volunteers and Active Members



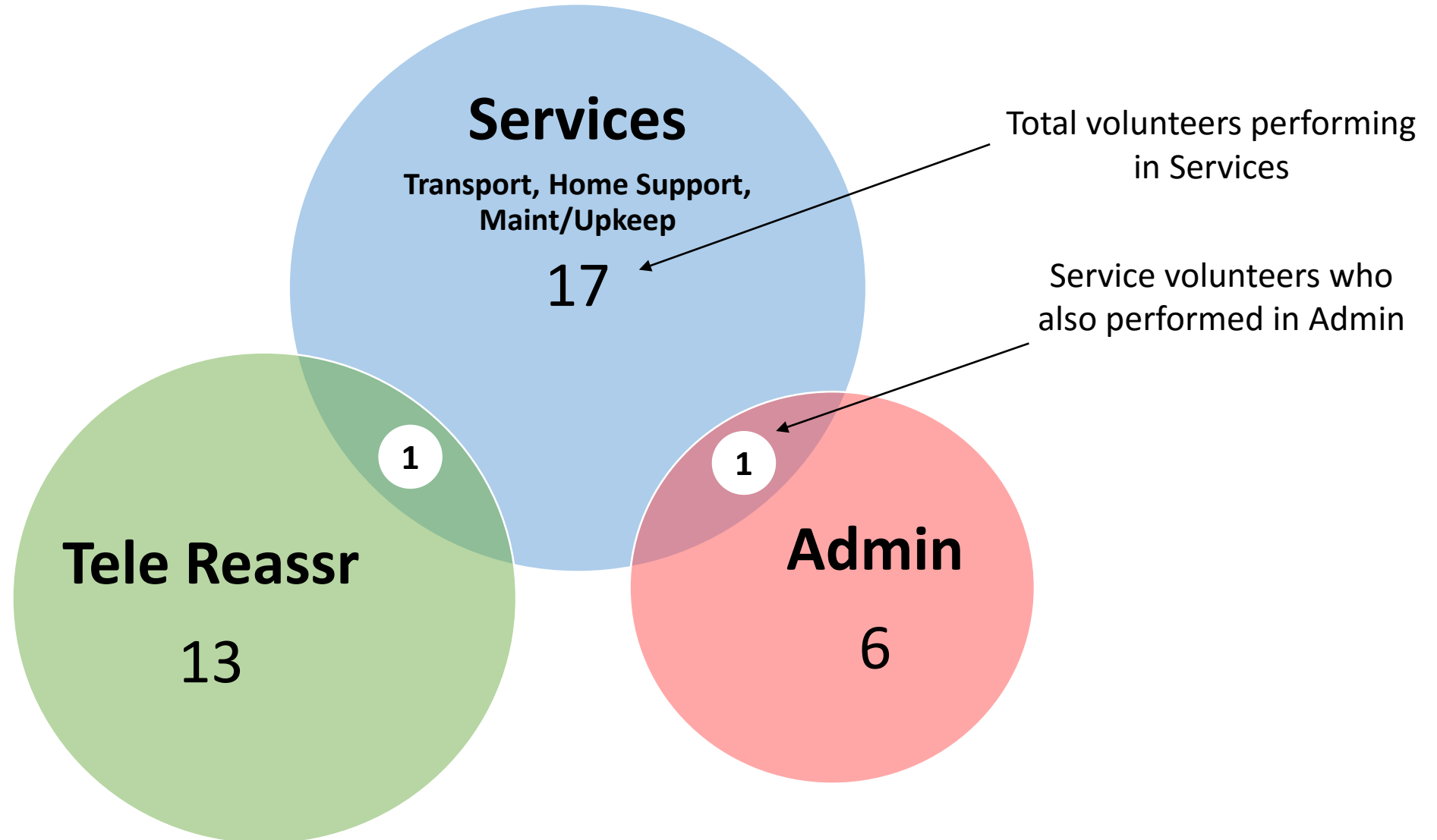
% of Volunteers Used for All Member Services

By Frequency (Vetted, excl Admin and Paid Service Providers)



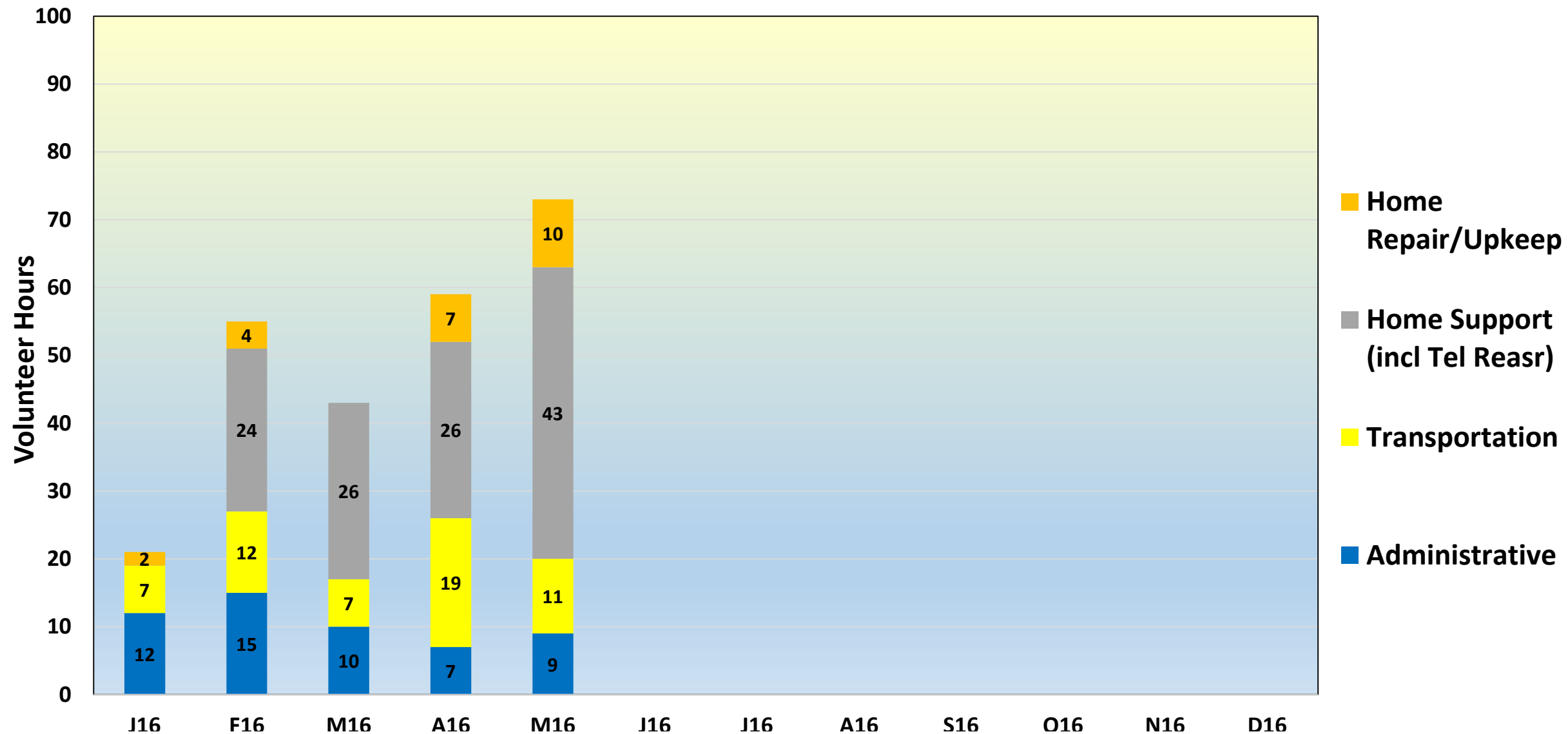
3 Volunteer Areas Are Essentially Segregated

through March 2016 - will update quarterly – incl vetted & non-vetted



Volunteer Hours

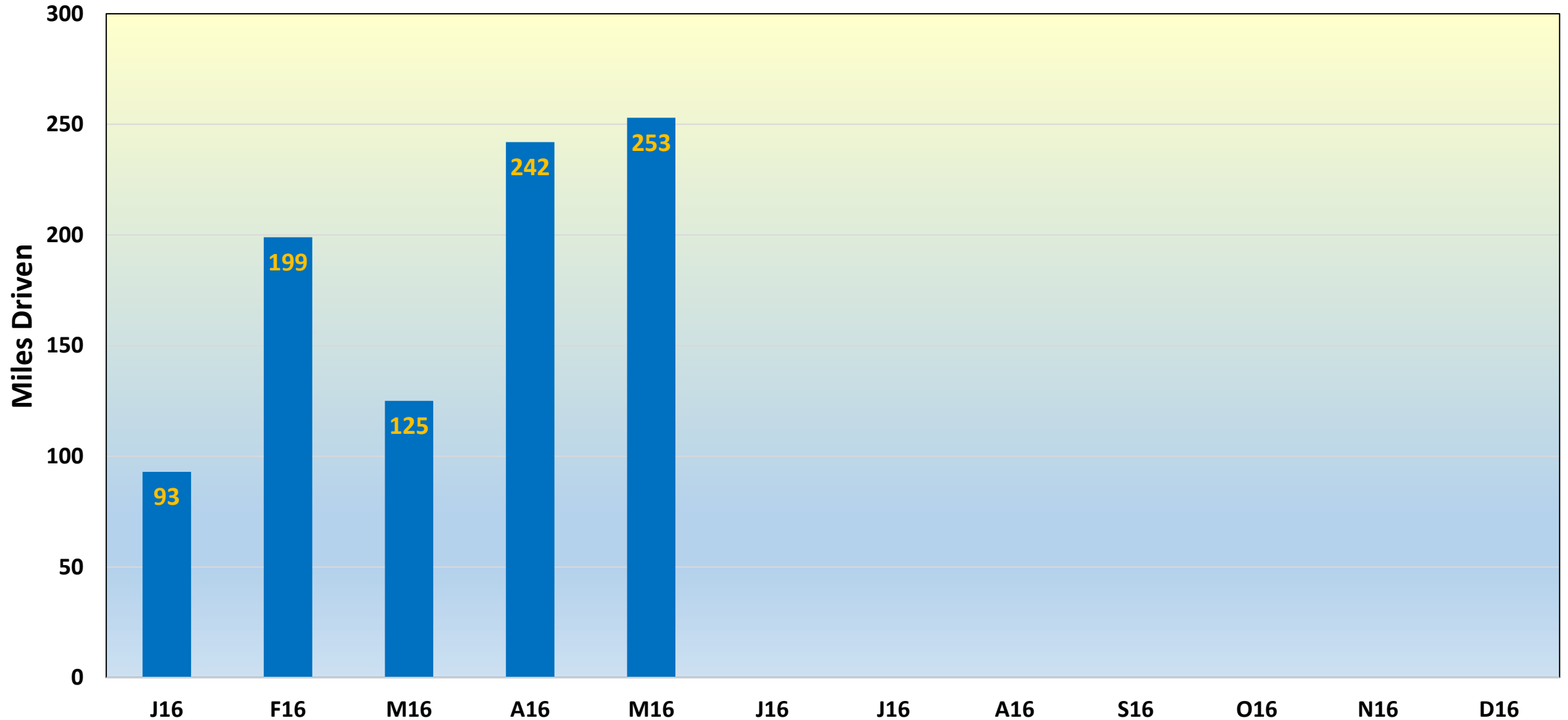
Member Services & Administrative



Volunteer Mileage



Transportation, Home Repair, Home Support

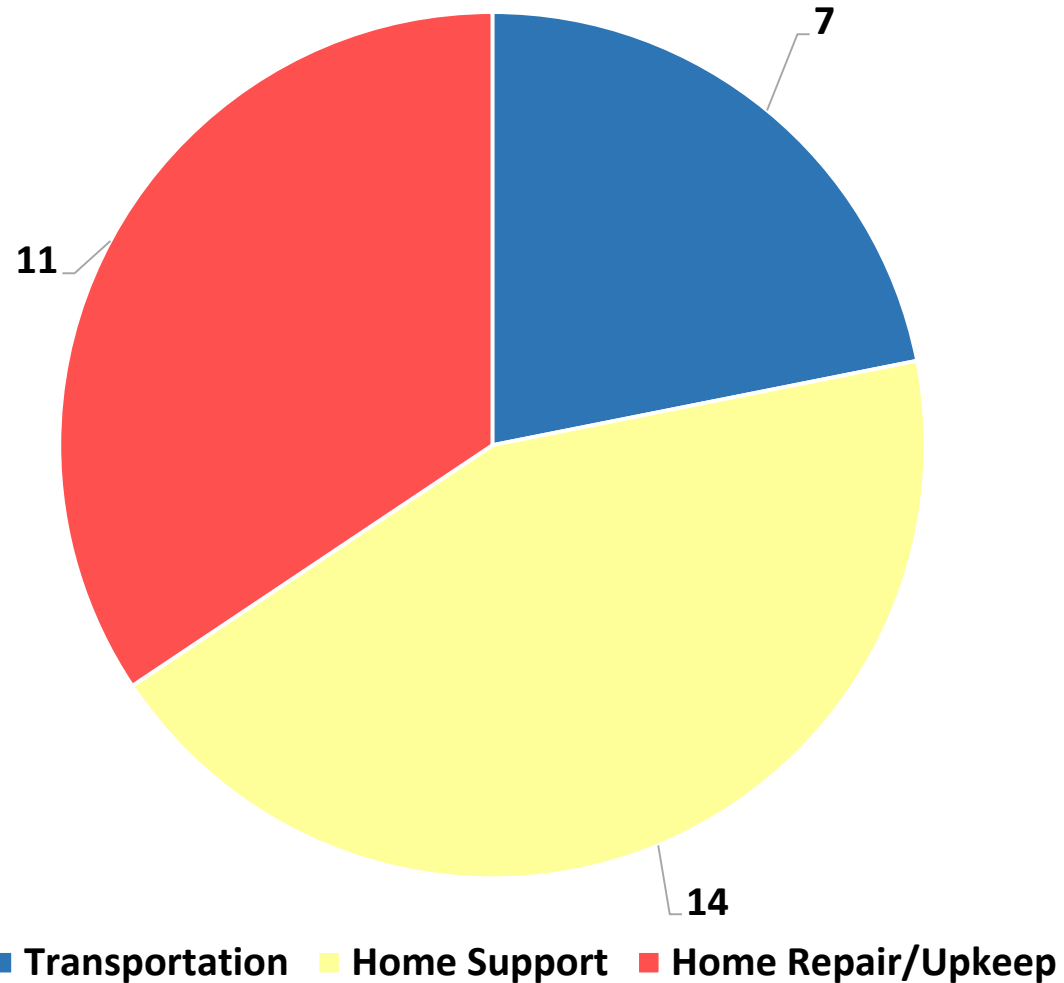


Services to Members by Category

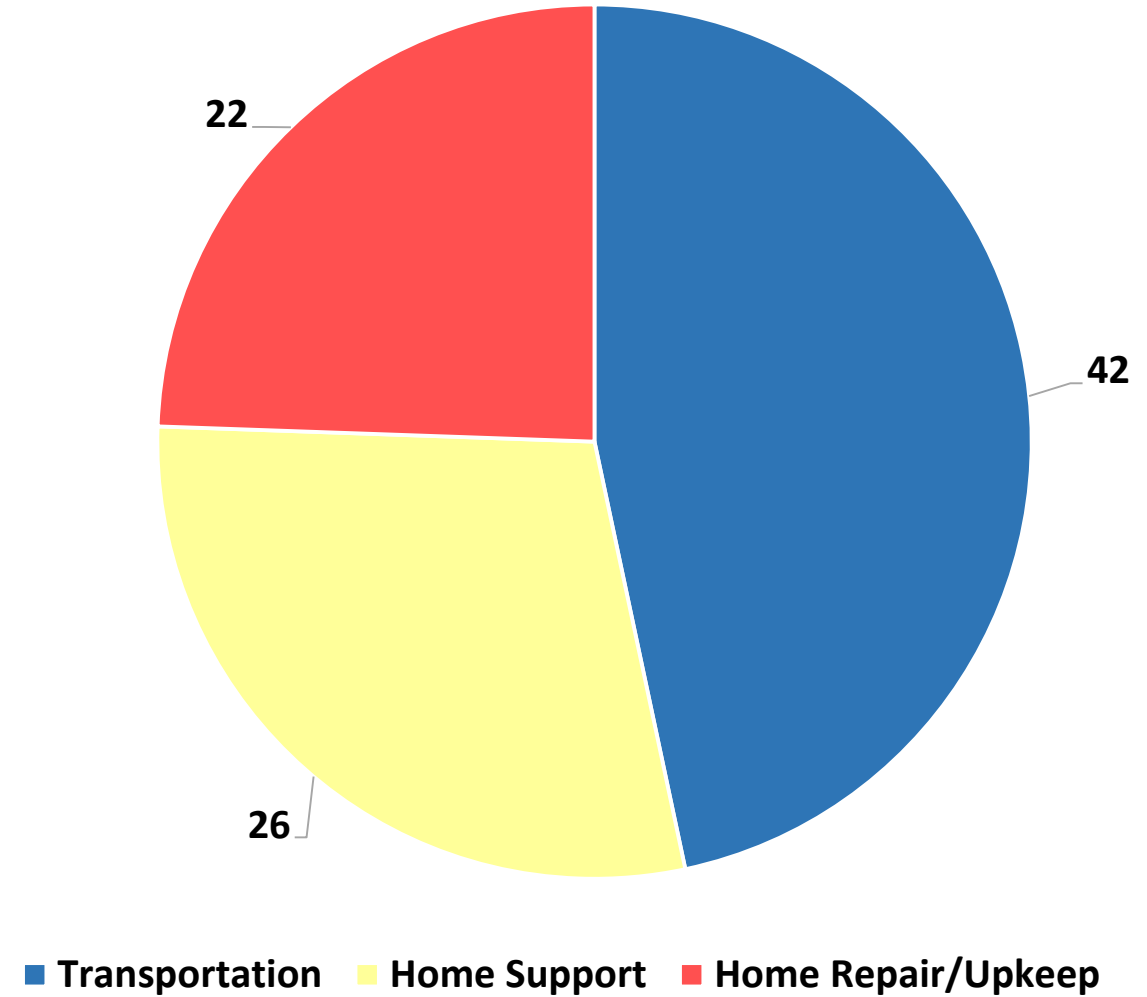
(excl Tele Reassr)



May 2016

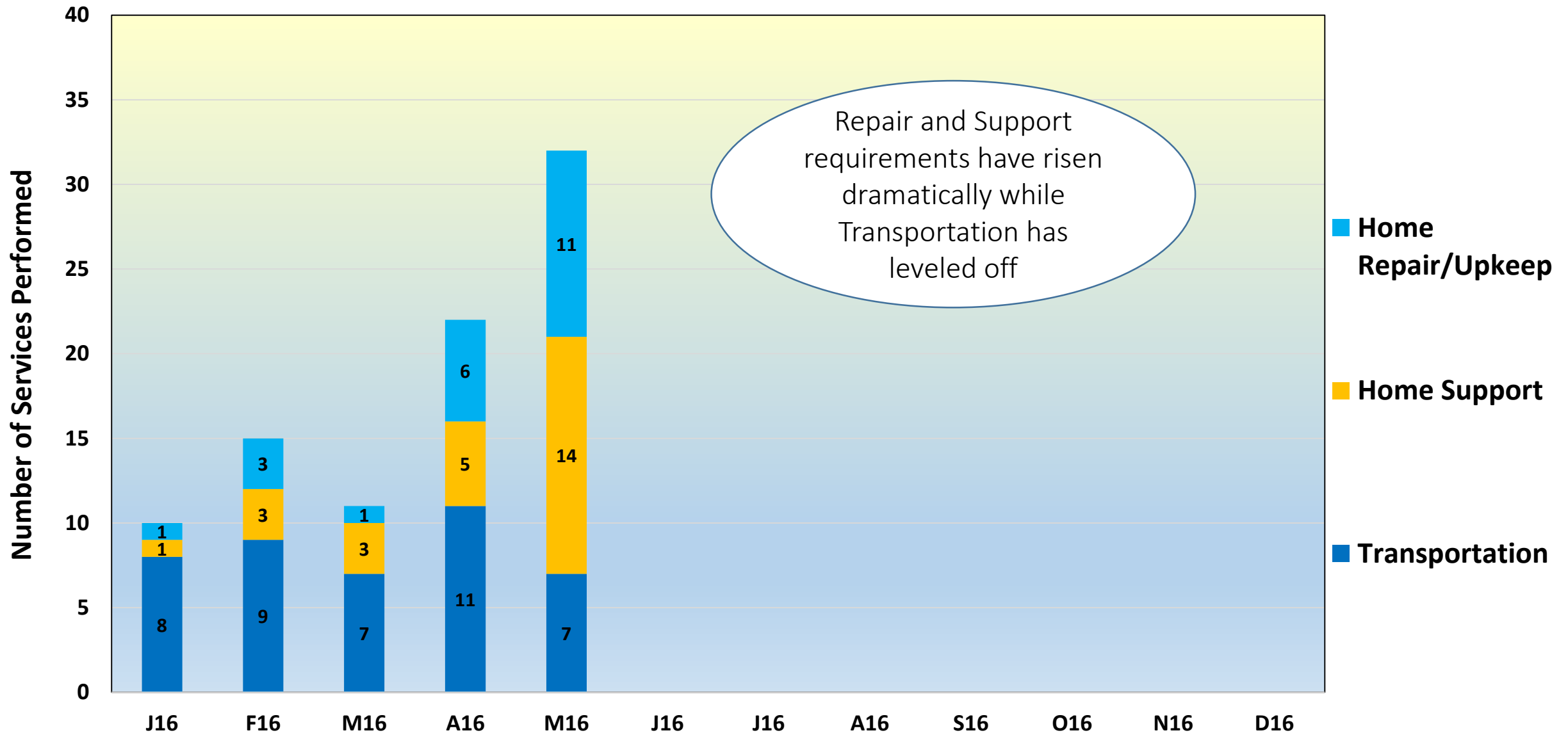


Year to Date 2016



Services to Members by Category

(excl Tele Reassr)

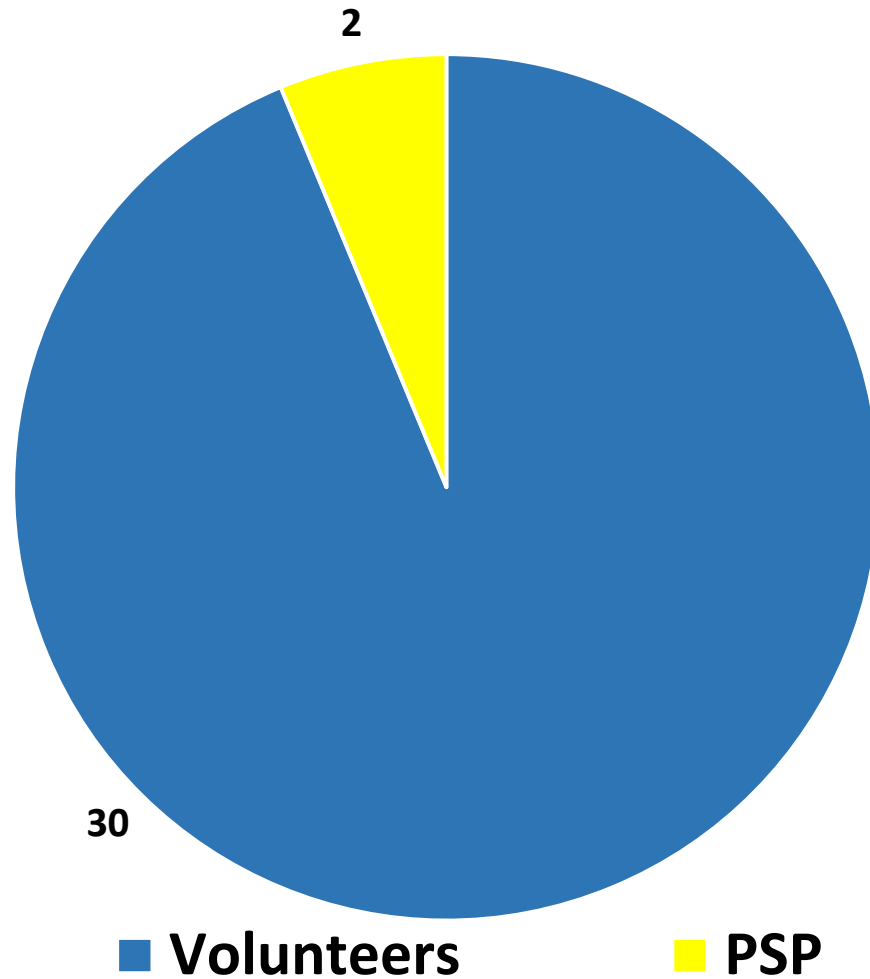


Services Performed By Volunteers vs PSP

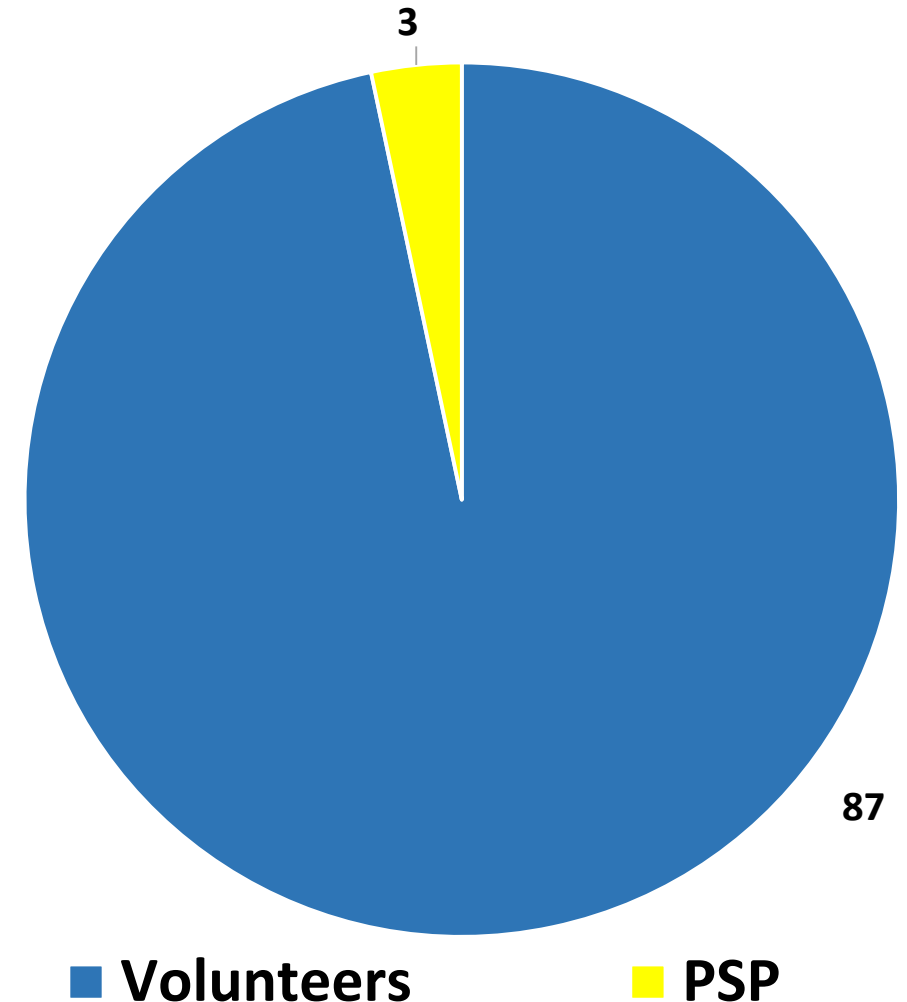
(excl Tele Reassr)



May 2016

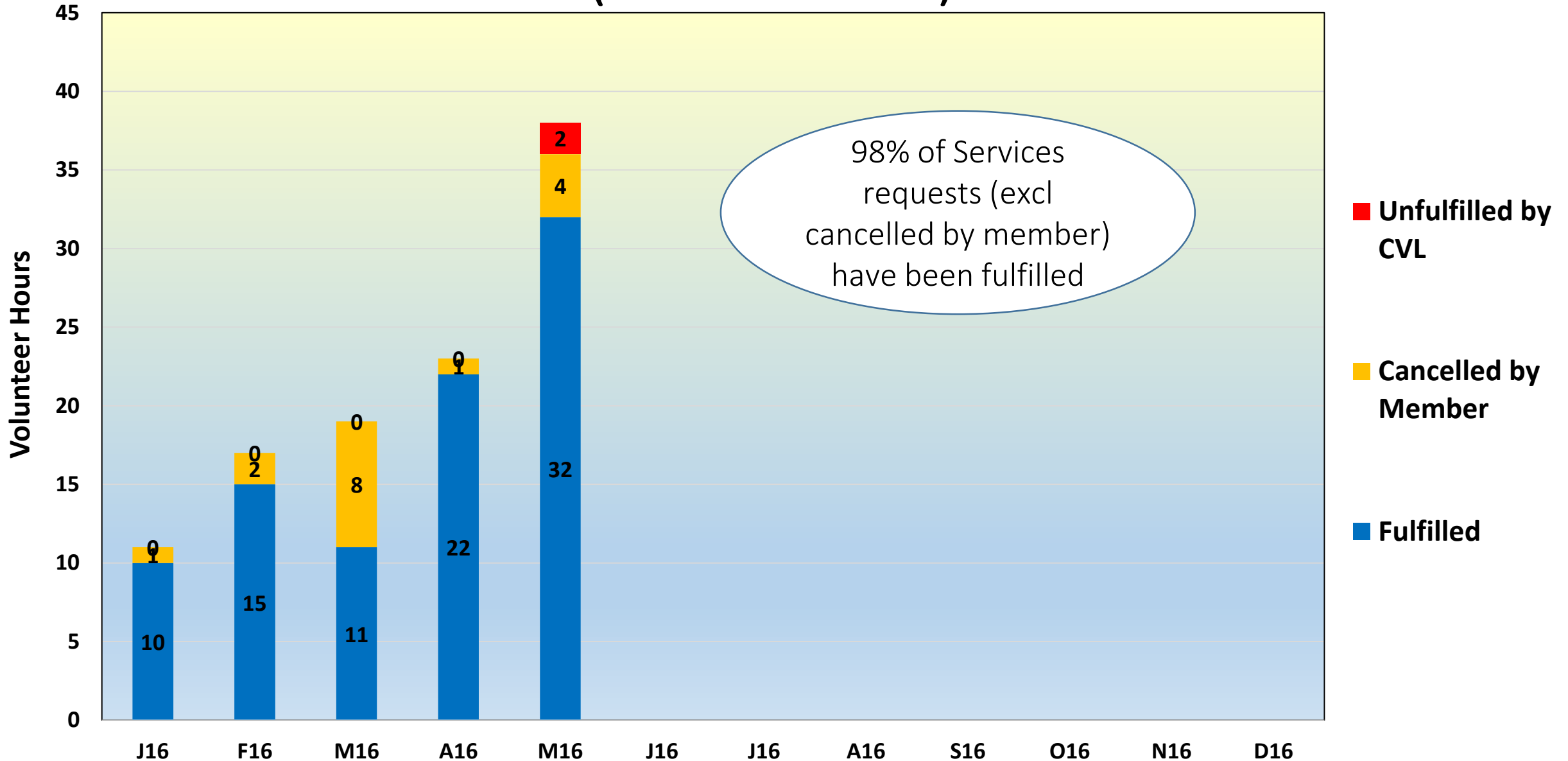


Year to Date 2016



Scheduled Services Fulfillment

(excl Tele Reassr)



Service Rating by Members (out of 5 stars)

(excl Cancelled, Unfulfilled & Tele Reassr)

