



**VOLUNTARIOS
ITINERANTES**

2017 REPORT

What we've done

What we want to do: 2018-2020 strategy

- Presentation
- Board and founding members
- Evaluation of goals set in 2017
- Activities carried out in 2017
 - Fairs in Barcelona
 - Food drive
 - Visits to new shelters
 - Main project: Animals Sense Sostre
 - Volunteers
 - Means of communication
- Balance on December 31, 2017
- Operating account on December 31, 2017
- 2018 Budget.
- Strategic plan for 2018-2020

PRESENTATION

In September of 2016, Voluntarios Itinerantes began its journey in an unstable environment: the shelter where we collaborated in Òdena was about to close its door and more than 100 dogs still needed to find families. We overcame this challenge, finding a home for almost all of the dogs, and taking responsibility for those that still hadn't been adopted. After this experience, 2017 has been a year in which we've grown stronger as an association dedicated to helping different shelters. We've become an entity that responds to two different but complementary realities: shelters need help many people are willing to contribute but lack the necessary knowledge, organization, and logistics to do so. Voluntarios Itinerantes has spent the last year training volunteers in every way possible, and our growth in the recent months has been truly surprising.

MEMBERS OF THE BOARD AND FULL MEMBERS

The board of directors has not changed in the last year: the original four members are the same, each one in the same role. All their duties are laid out in full in our statutes, which can be found on our website: www.voluntariositinerantes.org:

- President: Jaime Mateu.
- Vice-president: Francesc Ribes.
- Secretary: Marta Morera.
- Treasurer: Jordi Pastor.

These four positions are occupied by full members, according to the rights and responsibilities defined in articles 5 and 6 of our statutes. As of January 1, 2018, the following persons are Voluntarios Itinerantes full members and, therefore, have the right to vote in the General Assembly which will take place in the first trimester of the year:

Mónica Caicedo Sánchez

Elisabeth Kossman
Juan Lozano Cámara
Jaime Mateu Pérez.
Marta Morera Rius
Robin Motheral
Jordi Pastor García
Francisco Javier Rauet Creus
Francesc Ribes Gegúndez
Luis Ródenas Balaña
María Tur Sesé
Víctor Villanueva Carmena

EVALUATION OF GOALS SET 2017

In the previous report, we set a series of goals that have guided our actions throughout the year.

Find families for all dogs in our care as of January 1, 2017 and guarantee the best possible quality of life until this moment comes.

When the Òdena shelter close at the end of 2016, 18 dogs still had not been adopted, therefore, Voluntarios Itinerantes decided to take responsibility for their cost of living and to continue working to find them a home. We would like to report that all dogs were adopted by January 1, 2018, but we haven't reached this goal. However, we are confident we will be able to achieve it this year.

In 2017, 14 of the 18 dogs were adopted, one lives in a permanent foster home, another passed away due to a heart condition while in foster care and two (Doctor and Fresca) continue to live at the residence while we try to find them a permanent home.

Start to collaborate with another shelter where we can participate in new projects

This is the goal we have clearly reached. Our collaboration with Animals Sense Sostre began in February of 2017 and our relationship with this shelter has grown continuously stronger.

Continue expanding the association's contacts and promoting our activities so that more people learn about us and join us.

We have contacted and visited new shelters, we have participated in fairs organized by CAAC of Barcelona, and we have organized a food drive. More information on these activities can be found in «Activities carried out in 2017».

Start a new sponsorship campaign to cover the cost of our dogs.

We started the campaign and had moderate success: we reached 6 sponsors who have helped to cover the cost of the residence and behaviour training for some of the dogs.

Maintain and strengthen the contacts made with European shelters as a result of the #los97deÒdena campaign because we believe that responsible adoption in countries like Holland, Germany, Sweden, or Belgium is a good solution to help our shelters.

In 2017, some of our dogs were adopted in Holland, Germany, and Sweden. Every month we are in touch with the director of a Swedish association who travels regularly to Animals Sense Sostre and, thanks to her help, some of our more difficult dogs have found a home.

ACTIVITIES CARRIED OUT IN 2017

Fairs in Barcelona

For the second year in a row, Voluntarios Itinerantes participated in the “**Animal Fair**”, which takes place during the La Mercè festival in September, as well as the “**Adoption is Better**” fair in December. Both events are organized by the City of Barcelona through the CAACB and are held in Plaza Catalunya. Overall, our presence at the Animal Fair was very positive. From an economic standpoint, it wasn't very lucrative (the sale of merchandise is not permitted) but we did make many useful contacts. This year, in particular, we received a large number of people interested in volunteering or becoming members. Throughout the day we attended to everyone who approached our stand and gave out information on who we are and what we do. There was a great deal of interest in general in our activities and a lot of willingness to collaborate. At the “Adoption is Better” fair we were able to see our merchandising products, but the results were minimal. This could be due to the date (Friday, December 22nd, just before Christmas). Overall, it was a good opportunity to spread the word about our project and make new contacts. We were also able to participate in the presentation of dogs in adoption from Animals Sense Sostre as well as foster dogs from the Pataners shop in Barcelona, who had recently begun to collaborate with us.

The animal fairs are an excellent way to spread the word about our association, our values and objectives, and to find followers, volunteers, sponsors or members. However, organizing these events is very time consuming and it is difficult to predict their monetary success. We want to continue growing in this way but will analyse the usefulness of each event before deciding whether to participate as our resources are limited.

Food drive

In 2017, we organized our first food drive and, taking into account the excellent results, we will surely organize another one. Given that we collaborate with the Animals Sense Sostre shelter, located in Vallirana, we decided to organize the food drive at the Mercadona supermarket in this town, both for its location and space as well as their willingness to collaborate. Our goal was to collect of 1,000 kilos of food and we more than reached it with 1,500 kilos of dog food and 400 kilos of cat food. The collection was divided among Animals Sense Sostre and other association in the area. We didn't only collect dry food as some people donated cans, cheese, sausages for medication and necessary cleaning products. We also received amount donating amounting to 145€. This money will help to buy products from Mercadona which we displayed at our stand and the rest was used at the end of the day to buy any products that hadn't been donated.

Visits to new shelters

This year, in addition to our regular outings to Animals Sense Sostre, we've visited two new shelters to offer our help from time to time and evaluate whether we want to establish a more regular presence over time.

In May, we visited the **ADE shelter (Association for the Defense of Horses)**, where we spent a different kind of day carrying out activities we don't habitually do. The shelter has horses that live in a semi-free area, a group of rescued farm animals and a few dogs rescued in the area. 24 volunteers participated and upon our arrival everything was perfectly organized. After a brief explanation about their activities, we split into groups and began working: cleaning stalls and fenced areas, brushing horses, removing rocks from the area...this occupied our entire morning. The overall feeling from the volunteers and shelter employees was very positive. It was a different experience and we hope to do it again in the future.

The **Tàrrega** shelter was the first entity to contact us through social media in order to establish contact and see if what ways we could help them. At the beginning of October, the members of the board visited the shelter to get to know them and evaluate

their needs. On our first visit we agreed that the best way to help them would be walking the dogs and taking quality pictures for their website. On our second visit in December with a group of volunteers we completed two tasks: a list of dogs who needed pictures and walking groups. Throughout the morning we enjoyed a new area to walk some very excited dogs. These visits to Tàrraga will continue throughout 2018, most likely once a month.

Main project: Animals Sense Sostre

In 2017, we have dedicated the most time and effort to **Animals Sense Sostre (ASS)** in Vallirana. Our collaboration with them began because they share the same space as the residence where the remaining dogs from Òdena are living, and through the year our relationship has grown stronger.

During the first few months of the year we got to know the shelter, the dogs, the different areas, the work dynamics, walking routines, etc. At ASS there are 3 different zones which allows us to divide into smaller groups to optimize resources and carry out many activities at once. Once we felt capable of managing any of the three areas ourselves, we focused on increasing the number of walks each week. We don't aim to walk every dog at the shelter (there are almost 180) but we have been able to work with those who don't normally get out and are therefore more stressed. The objective of increasing the number of walks is to reduce anxiety in the dogs, get them used to walking and observe their behaviour outside the cages. There are many dogs that just months ago had never (or almost never) been on a walk and now get to go out every Sunday.

On the other hand, we have helped in the organization of the shelter. We have organized the warehouse so that everything is visible and easily accessible, we have made improvements to all three zones, provided basic products (food, bleach, other cleaning products...) and kept them organized. Overall, these small improvements make everyday tasks much easier.

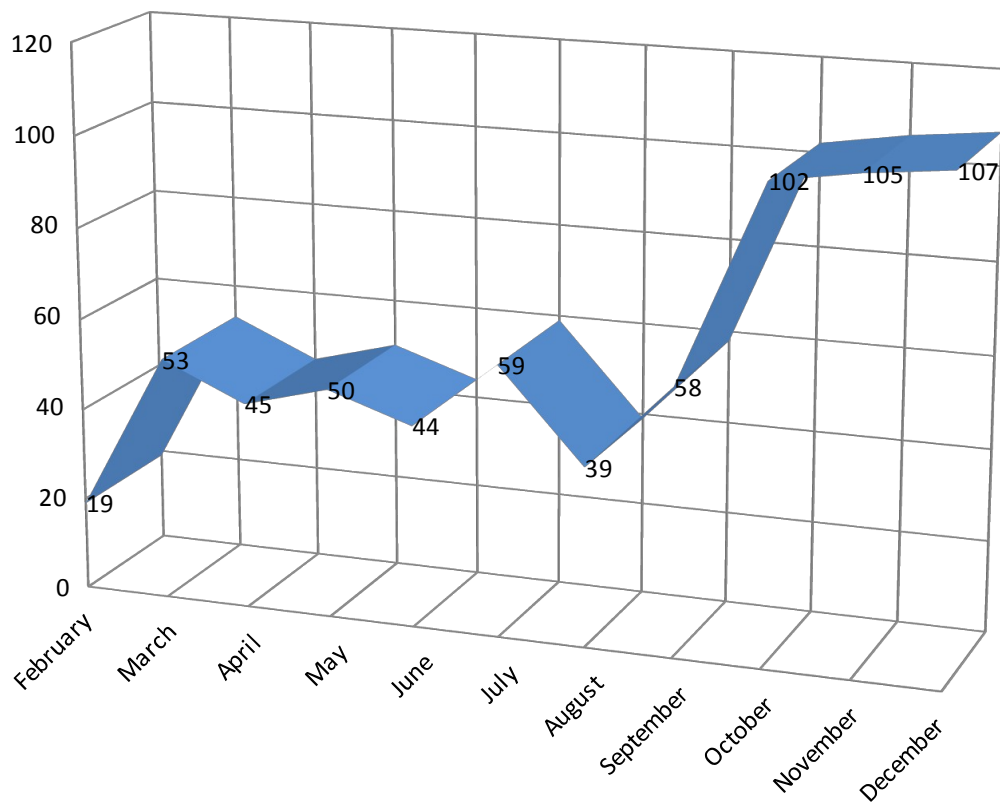
We have also made repairs on the doors, fences and communal areas to increase security. We've tried to meet all the workers' needs, following a level of protocols based on the dogs' security and wellbeing.

This year, our goal has been for the work we do every Sunday to serve two purposes: improve the quality of life of shelter animals and simplify daily tasks to dedicate more time to caring for the animals. In 2018, we will continue increasing our collaboration in all aspects.

Volunteers

As in every non-profit, our greatest capital is our volunteers. At least 103 volunteers have participated in our activities in 2017. Their profiles could not be more varied: many were born in other countries (USA, Sweden, Germany, Venezuela, Argentina, Hungary...); our youngest volunteer is 8 and the old is 71; many are students, others are working; women make up the majority (57%) and all are committed to ensuring the wellbeing of animals.

Their level of collaboration in Voluntarios Itinerantes' activities has grown over the past months and we hope this rhythm continues in 2018. The following graph shows the total volunteer participation by month since we began our collaboration with Animals Sense Sostre.



Within the group, there are some 40 volunteers who participate on a regular basis by attending almost all the events we organize. Apart from this fixed group, attendance varies depending on the time each volunteer can dedicate to Voluntarios Itinerantes. We refer to these person as “volunteers on reserve”, those who may not participate for weeks or months at a time but do collaborate on some special occasions.

At any rate, the most valuable part of our group of volunteers is their level of commitment, respect, and enthusiasm.

Means of communication

We currently use the following means of communication to spread the word about our activities: website and Facebook, Instagram, and Twitter accounts. In addition, we have Flickr and Youtube account as a means of video and photo storage.

The website continues to be a space for general information which is easily accessible to all users, although we are currently in the process of reorganization to include new content.

Facebook serves its purpose to spread the word about our activities and, on some occasions, we use its promotion tools to reach specific targets who might be interested in our activities (fairs, food drives, etc.).

On Facebook we have almost 2,000 following and on Twitter we are still getting started. Instagram is the social network that has grown the most in the recent months, with over 3,000 followers. In 2018 we hope to reach more followers which will lead to more volunteers.

BALANCE ON DECEMBER 31, 2017

Assets	
Banks	2,706.60 €
Net equity and liabilities	
Yearly revenue	-762.62 €
Equity (2016 balance)	3,469.22 €

The balance as shown in assets on 12/31/2017 is 2,706.60€ as a result of 2016's positive yearly revenue.

The following table shows our yearly expenses in detail, which surpassed earning by 762.62€ (see operating account).

In 2017, revenue came mainly from members and sponsor fees, making up almost 80%, as well as private donations at the beginning of the year and specific campaigns such as the summer anti-parasite campaign or merchandising sales.

The most significant expenses this year come from payments to the residence, where the dogs not adopted from Òdena were taken at the end of 2017. We started the year with seven dogs at the residence and now there are two. The second most significant expense comes from veterinary fees for both the dogs at the residence as well as those in foster care. Below you can find expenses from the purchase of materials used at the shelters where we have collaborated. We expect this to be our main expense in 2018, as you can see in the attached budget.

	Revenue and expenses	% revenue
REVENUE	15,626.00 €	100%
Adoptions	300.00 €	1.92%
Member fees	12,371.00 €	79.17%
Donations	2,955.00 €	18.91%
EXPENSES	16,388.62 €	104.88%
Materials	998.22 €	6.39%
Residence	9,584.95 €	61.34%
Veterinarian	4,550.84 €	29.12%
Management	260.04 €	1.66%
<i>Merchandising</i>	595.32 €	3.81%
Bank fees	399.25 €	2.56%

2017 RESULTS

REVENUE

	P&L 2017	BUDGET 2017	DIFFERENCE
Adoptions	300.00 €	450.00 €	-150.00 €
	300.00 €	450.00 €	-150.00 €
Fees	12,371.00 €	12,730.00 €	-779.00 €
Member fees	11,730.00 €	12,030.00 €	-300.00 €
Sponsor fees	875.00 €	830.00 €	45.00 €
Invoices	-360.00 €	-130.00 €	-230.00 €
Teaming	126.00 €	420.00 €	-294.00 €
Donations	2,955.00 €	3,431.00 €	-56.00 €
Calendars	367.00 €	692.00 €	-325.00 €
Merchandising	600.00 €		600.00 €
Nexgard	284.00 €	414.00 €	-130.00 €
Others	1,704.00 €	1,905.00 €	-201.00 €
Total revenue	15,626.00 €	16,611.00 €	-985.00 €

EXPENSES

	P&L 2017	BUDGET 2017	DIFFERENCE
60. Purchases	-1,656.79 €	-2,615.56 €	958.77 €
600. Materials			
Shelter materials	- €	-100.00 €	100.00 €
Cleaning materials	-357.63 €	-350.00 €	-7.63 €
Building material	-50.27 €	-300.00 €	249.73 €
Tools	-590.32 €	-300.00 €	-290.32 €
601. Primary materials			
Anti-parasite	-147.49 €	-482.49 €	335.00 €
Food	-306.61 €	-355.02 €	48.41 €
Medication	-204.47 €	-728.05 €	523.58 €
62. External services	-14,731.74 €	-15,552.60 €	820.86 €
Residence	-9,584.95 €	-8,552.28 €	-1,032.67 €

623. Independent professionals

Veterinary expenses	-2,942.18 €	-2,613.00 €	-329.18 €
Licenses		-200.00 €	200.00 €
Ethologist	-950.00 €	-1,250.00 €	300.00 €

624. Transport

Van rental/gasoline		-300.00 €	300.00 €
Various transports		-400.00 €	400.00 €

626. Bank fees

Invoices	-39.93 €	-30.25 €	-9.68 €
Invoice commission	-317.13 €	-369.07 €	51.94 €
Bank commission	-42.19 €	-112.00 €	69.81 €

Association management fees

Association fees	-21.00 €		-21.00 €
VI stamps	-41.00 €		-41.00 €
Fair materials	-17.75 €		-17.75 €

627. Public relations

Merchandising	-595.32 €	-1,636.00 €	1,040.68 €
Website	-180.29 €	-90.00 €	-90.29 €

Total expenses	-16,388.53 €	-18,168.16 €	1,779.63 €
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TOTAL	-762.53 €	-1,557.16 €	794.63 €
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2018 BUDGET

REVENUE

	Total
Adoptions	300.00 €
	300.00 €
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Fees	13,120.00 €
Member fees	12,720.00 €
Sponsor fees	400.00 €
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Donations	2.062.00 €
Calendars	400.00 €
Teaming	712.00 €
Merchandising	750.00 €
Others	200.00 €
Total revenue	15,482.00 €

EXPENSES

	Total
60. Purchases	-5.880.00 €
600. Materials	
Shelter materials	-4.000.00 €
Building/cleaning materials	-280.00 €
Food	-600.00 €
VI award	-750.00 €
601. Primary materials	
Anti-parasite, medication	-250.00 €
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62. External services	-5,506.56 €
Residence	-3,425.00 €
623. Independent professionals	
Veterinary expenses	-300.00 €
Licenses	
Ethologist	-500.00 €
626. Bank expenses	
Invoices	-43.56 €
Invoice commission	-210.00 €
Bank commission	-48.00 €

627. Publicity, propaganda and PR	
Merchandising	-500.00 €
Volunteer day	-500.00 €
Website	-180.00 €
Total expenses	-11,586.56 €

RESULT	3,895.44 €
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2018-2020 STRATEGIC PLAN

WHERE ARE WE GOING?

WHAT PATH ARE WE TAKING?

HOW ARE WE GOING TO DO IT?

The future of our association is divided into three paths than can take place at once or individually, and we may not be able to do all of them as much as we would like. These three future paths are:

- To train volunteers
- To audit shelters
- To connect shelters

Regarding the first path, there's no doubt that we are already doing this in our day-to-day. We have become an association that trains its volunteers. Most new volunteers do not have previous experience and we are the ones to train and guide them. At first, we wanted to be more volunteer managers, but now it's clear that we are also trainers and we want to continue on this path.

Our function as shelter auditors is still in the initial phase. First, we need to learn more about shelter management in all aspects to be capable of auditing a shelter. However, it's true that we know how to recognize that things that are not being done well and our opinion is taken into account at the shelters where we collaborate. We are able to see things that need to be repaired, improved, and/or set up. To be able to carry out a real audit, we need a much more developed model in which the points of evaluation are clear and know what the parameters of «correct/incorrect» should be.

To be connectors between shelters is something that should come about naturally, but we should always keep it in mid as part of our vision for new shelters and

collaborations if we really want it to work. The idea is to share knowledge among shelter, exchange necessary materials, promote contacts, etc. This is not an easy job.

CHALLENGES AND OBJECTIVES

Below you can find the objectives that are more quantifiable.

1. Members. We finished 2017 with 83 members and want to continue growing by 2 members a month on average in order to surpass 100 members in 2018, 125 in 2019, and 150 in 2020. This means a positive increase of 2 members per month, taking into account that a member may leave so it would be better to reach at least 3.

2. Teaming. We finished 2017 with 37 teamers. We honestly thought that the number of teamers would grow more quickly than it has. We need for more volunteers to become teamers (those who aren't already members) and start encouraging volunteers to be teamers in the Volunteers Plan. It wouldn't be a requirement, but we would make it clear that it's very important, for example, to cover the cost of transport, insurance, etc. We should also have one person in charge of teaming growth. Our objectives for the future are to reach 75 teamers in 2018, 100 in 2019 and 150 in 2020.

3. Fairs. We currently participate in two fairs, both organized by the CAACB. We should continue to have a presence at both and try to add a new one each year, deciding which ones will become part of our fixed list. We have to keep researching and trying out new ones to see which are the most interesting for us.

4. VI. Award. The VI award consists of dedicating a part of our funds (money and volunteer time) to a shelter that presents a specific project we believe find interesting and are able to take on. Taking into account our current economic situation, we propose making an announcement after Easter. 2018 would be our pilot Project and, if it works

and the results are positive (as is our economic growth), we would give out 2 awards in 2019 and 3 in 2020.

5. Food drives/activities at shopping centres. We propose holding a yearly food drive for each of the shelters where we collaborate. We want to see if it's possible to organize drives for VI that we could store and give out when necessary, but currently this would be difficult to do. From our point of view, we should organize drives at shopping centres as VI and, at the supermarkets, in the name of the local shelters.

6. Collaboration at shelters. Considering that this will continually increase (the condition is not to leave a shelter to attend to another one, but to continue adding new shelters), we think it's possible to collaborate with 4 shelters in 2018, 6 in 2019 and 8 in 2020. We are talking about collaboration, not long-term projects.

7. Followers on social networks. Beyond simply growing our numbers of followers, we should evaluate the quality of these followers, the repercussions of our campaigns, who finds us through social networks, etc. We try to analyse the quality and not the quantity to know what benefits we receive from social networks in terms of notoriety and human and economic capital (new volunteers, members, donations, etc.)

8. Accumulate and share knowledge. Every day we learn more about shelter management and its problems. We are also connectors with everything related to animal wellbeing. Spreading the word is something we are working on. The objective for 2018 should be to start publishing the newsletter again to inform members and followers about our activities, and post blog articles related to these topics. If we accomplish this objective, we can have a foundation of content to use as another type of support in 2019 or 2020. For example, a book.

9. **Volunteers.** This is undoubtedly the main aspect of the association and that which we have more experience evaluation. We propose the following numbers:

- Number of volunteers who attend on a regular basis.
 - 75 monthly average for 2018.
 - 100 monthly average for 2019.
 - 125 monthly average for 2020.

Volunteer growth follows the logic that we will collaborate with more shelters and have an increasing number of volunteers.

- Number of volunteers who participate in at least 1 activity per year.
 - End 2018 with 125 volunteers.
 - End 2019 with 150 volunteers.
 - End 2020 with 200 volunteers.

To achieve this, we will need to carefully control attendance.

The goal is not simply to have more volunteers, the challenge is for them to be better equipped. We should be capable of:

- Finding volunteers «a la carte»: if, for example, we need volunteers with skills in *community manager*, we should be able to find them.
- Elaborate work commissions throughout 2018, considering the profiles of our volunteers, or create them according to our needs and later find volunteers.
- Create a channel of direct communication with volunteers so they are able to share their ideas/knowledge. We are currently working with a Facebook group for more active volunteers.

- Recognize their collaboration: hold a yearly volunteer day during the first months of the year. In 2018, we will do the pilot project and learn from it for 2019. In any case, the volunteers need a day of recognition.
- Train our volunteers in specific aspects, through courses or classes. To do this, we need to increase our contacts with dog trainers and/or entities that can share knowledge and experience.
- Form volunteer groups at different shelters that are operative and capable of growing on their own. At the shelters where we've collaborated long-term, there needs to be a dynamic for making the number of volunteers grow.
- Develop protocols for new volunteers to make their adaptation to the group go as smoothly and quickly as possible.