

Barrier Busting Action Plan

Summit Fast Track - Barrier Busting to Send Animals Home
UC Davis Koret Shelter Medicine Program

We recommend referencing this document as a starting point for your barrier-busting journey. The steps below are intended to guide you through an incremental change approach.

Step 1: Identify Your Starting Point

- What change(s) is your organization ready for?
- Where is your organization struggling most? Three broad categories to consider:
 - Reuniting pets with their families
 - Recruiting and/or onboarding foster caregivers
 - Recruiting adopters and/or facilitating adoptions

Step 2: Decide What Metrics You Will Collect

Below are examples of metrics to consider collecting:

- Zip codes where most RTO's are happening
- Identifiers (e.g., microchip or dog tag) that led to RTO
- Number of dogs/cats reunited with their family
- Number of waived RTO fees
- Number of field RTO's
- Zip codes where adopters and fosters are coming from
- Number of foster caregivers recruited
- Number of adoptions

Step 3: Set Goals and Progress Checkpoints

Consider setting SMART Goals and deciding when you will check in on the progress of your goals.

- SMART goals are **s**pecific, **m**easurable, **a**chievable, **r**ealistic, and **t**ime-bound
 - **Example:** *Starting in June 2023, increase RTO of large dogs found in the 91790 zip code from 10 dogs per month to 15 dogs per month*
- Who will be responsible for collecting/entering data?
- When and where will the data be tracked?
- Who will be responsible for conducting and reporting on the progress of your goals?

Step 4: Create Communication and Training Plans

- Which stakeholders or staff members will be responsible for carrying out your action plan?
- How will you communicate the changes to them?
- What training, resources and tools will you provide?
- Who can stakeholders and staff members turn to for questions, feedback or concerns?

Step 5: Addressing Challenges or Roadblocks without Adding More Barriers

Without fixating on “what-ifs,” consider how you will address one-off adverse situations, challenges you might encounter or roadblocks that might prevent progress without adding more barriers.

Some recommendations for addressing challenges without adding more barriers:

- Give your team the space to debrief when an adverse situation comes up
- Lean on data to confirm whether the situation was a one-off
- Consider whether you have the tools or resources to address or prevent the challenges or roadblocks

Barrier Busting Fast Track Information

[Proven Barrier-Busting Strategies That Send Animals Home - Fast Track for Spring 2023 Shelter Summit](#) meeting and office hours are recordings available on [Maddie's University](#)

You'll find content referenced throughout the Fast Track in the [Resources tab](#)

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