

Spring 2023

# SHELTER SUMMIT

+ FAST TRACKS

## Fast Track - Live Meeting 1 3/30/23 Are You Staying Within Your Capacity for Care?

How being over C4C shows up in our daily work

### TRACK COACHES:

**LEAD COACH:** Cindy Karsten, DVM, DABVP (Shelter Medicine Practice)  
Director of Outreach at the UC Davis Koret Shelter Medicine Program

**CO-COACH:** Ivy Ruiz, Outreach Specialist at the UC Davis Koret Shelter Medicine Program



  
**Learniverse**

# Welcome to Capacity for Care



# Today's Agenda

1. Intros
2. Community Guidelines
3. Track agenda and office hours
4. Review C4C scorecard
5. Discovery
6. Close out with following meeting details and expectations



# Community Guidelines

- Stay present - stay curious
- Share the air
- Listen to understand
- What you learn leaves; what you say stays
- Perfection is not necessary, possible or desirable
- We all know something; none of us know everything
- We don't all start or end at the same place
- Remember the platinum Rule: Treat others as they wish to be treated
- See differences as additive, not contradictory
- Video on if possible
- We respect time - we will always start and end on time

➤ **Have Fun!**

# Overall Track Agenda

- ❖ 3/30/2023 - How being over C4C shows up in our daily work
- ❖ 4/20/2023 - Looking at data/simple calculations
- ❖ 5/4/2023 - LOS, barriers to moving animals through and out of the shelter
- ❖ 5/18/2023 - Thoughtful intake and where to go from here

# Office Hours

- 4/13/2023 - Thursday @ 9:00 AM
- 4/27/2023 - Thursday @ 9:00 AM
- 5/11/2023 - Thursday @ 1:00 PM
- 5/25/2023 - Thursday @ 9:00 AM



# KSMP's Vision

*A world where every person working in a shelter is able to provide animals with the right care, delivered in the right place and at the right time, to the right outcome.*

# A core value

*Every shelter provides a humane environment for people and animals and operates with deep respect for the diversity of human and animal experience.*







# What determines Capacity for Care?



Staff Training and Skill



Staffing Level



Humane Housing





Length of Stay



Outcomes & Outcome Rates



# Score Card Review - Housing

HOUSING	CARE AND CONDITIONS	HEALTH AND WELFARE	STAFFING
 <p>Mostly well within capacity with room to flex</p>	<p>Housing can be used as intended year-round (even during "kitten season")</p> <p>Housing is sufficient to accommodate occasional surges (e.g. hoarding cases, disaster response, 4th of July) while still meeting a variety of individual animal needs</p> <p><i>Example: There is space to move animals around based on specific needs (e.g. quiet areas for fearful animals, less stimulating housing for kennel reactive dogs; non-cage housing for cats that don't do well in cages)</i></p>		
 <p>Mostly at capacity</p>	<p>Housing can be used as intended most of the time and is sufficient to accommodate routine intake and a variety of individual animal needs, but occasional surges (e.g. hoarding cases, disaster response, 4th of July) exceed capacity</p> <p><i>Examples: In response to intake surge, euthanasia decisions or emergency transfer arrangements need to be made for animals that otherwise would be good candidates for adoption; and/or housing is used inappropriately (double compartment converted to single compartment; animals housed for &gt; a few hours in cages or areas not intended for that use etc.)</i></p>		

# Score Card Review - Housing



Over capacity in some areas

Housing, in general, is almost always used as intended, but there is insufficient housing available to meet individual animals' needs

*Example: Double compartment kennels are used as such and sick animals are moved to isolation as appropriate, but there are no quiet areas to move stressed/fearful or overstimulated animals*



Over capacity in most areas

Housing is generally used as intended but is often so full that urgent decisions have to be made in order to make room for new incoming animals and/or housing is occasionally used inappropriately

*Example: Euthanasia decisions need to be made for animals that otherwise would be good candidates for live release in order to make room for new intake.*

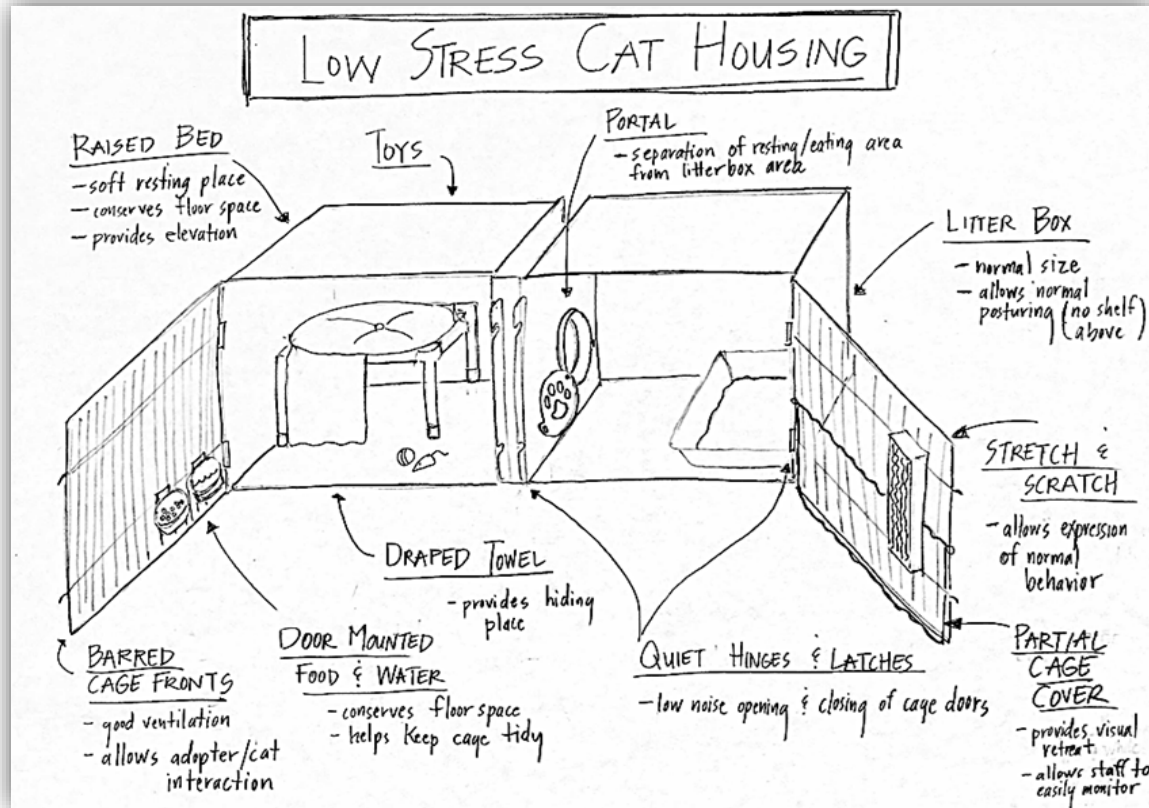


Capacity urgently exceeded

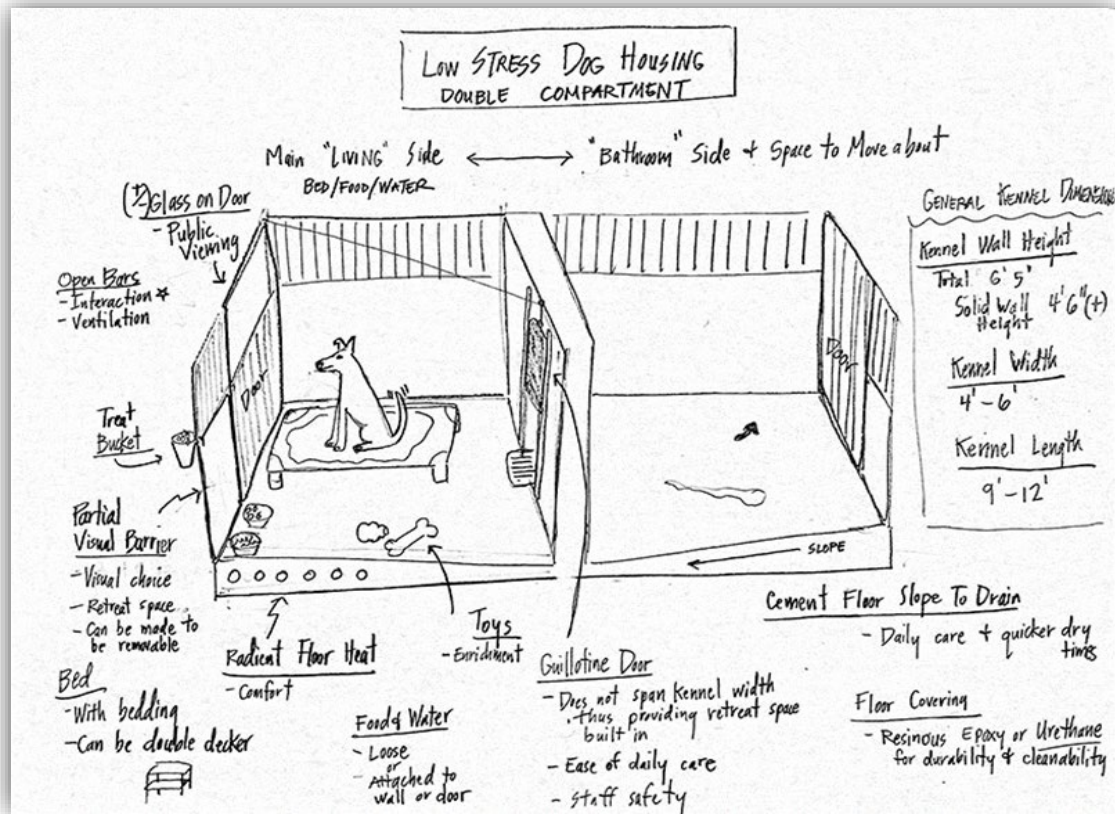
Inappropriate housing is often or always used for one or more species.

*Examples: Animals are housed for more than a few hours in carriers intended for short term use; sick animals remain in general housing due to lack of space in isolation; kennels intended for double compartment use are used as single compartment; multiple animals are co-housed due to housing shortage.*

# Humane Housing - Cats



# Humane Housing - Dogs



# Score Card – record your scores

## Capacity Score Chart

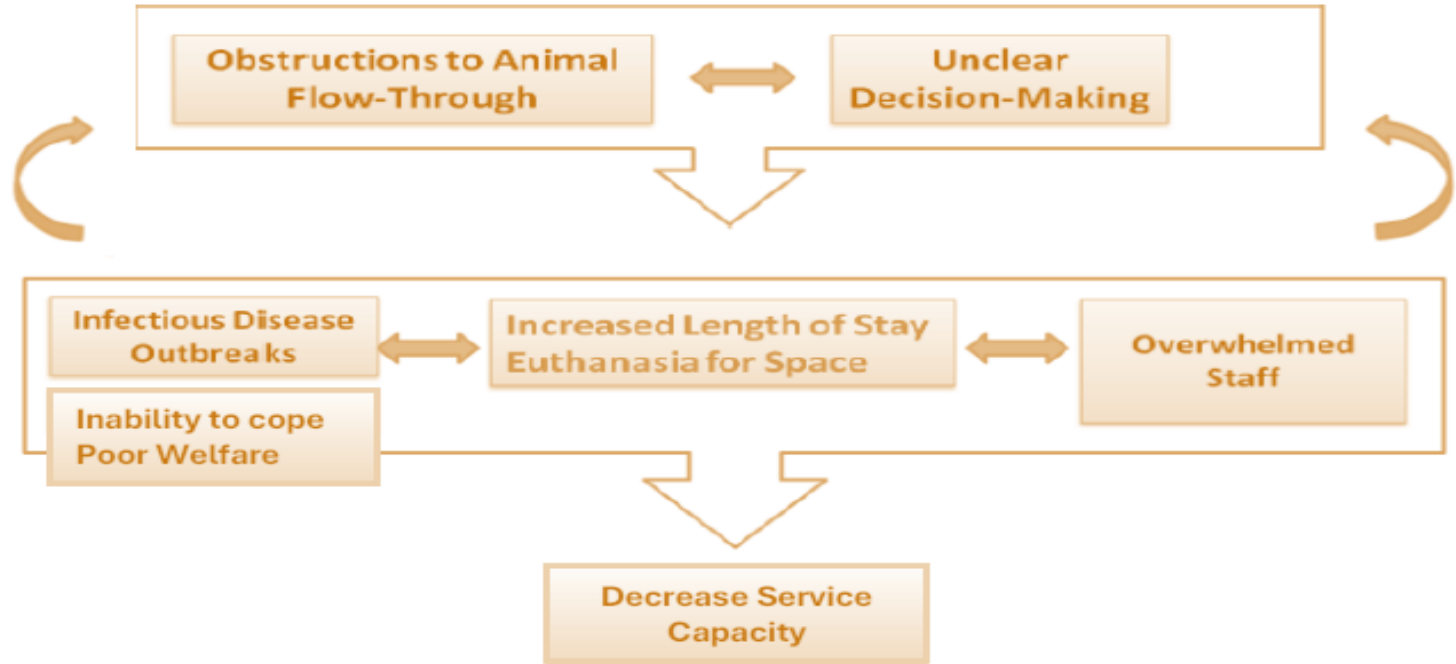
Use the Capacity Score Chart below to rate your shelter capacity in each of the four areas. Your response will be emailed to you once you are done.

[Sign in to Google](#) to save your progress. [Learn more](#)

\* Required

<https://docs.google.com/forms/d/e/1FAIpQLSd0coTUozwNikLSUDuu95zWBZYspHGZXZoic8qt4bd-XRNSXg/viewform>

# Orange/Red Zone



**What's Your  
Fire/Beacon?**



**Think-Write-  
Share**





# Shortening the Distance...

**Overwhelmed Staff**

**Increased Length of Stay**

**Inability to Cope  
Poor Welfare**

**Decreased Service Capacity**

**From this...**

**Euthanasia for Space**



**To THIS!**

# Incremental Change



# Number of Animals Housed And LOS



- More individuals waiting does not change the rate of outcome (in many cases it slows the rate...)
- For a given rate of outcomes, *length of time* waiting is determined by the *number* of individuals waiting
- Fewer better quality housing units means fewer individuals waiting -
  - ◆ Fewer housed at any one time can equal the same number overall

# Curiosity

True curiosity is not trying to understand something or someone with a preconceived goal or to try to control the outcome.

True curiosity requires the willingness to give up **EVERYTHING** we've ever known or believed.

- Acknowledging and accepting fears
- Allows deeper connection with others
- Gives you an ability to discover solutions to problems





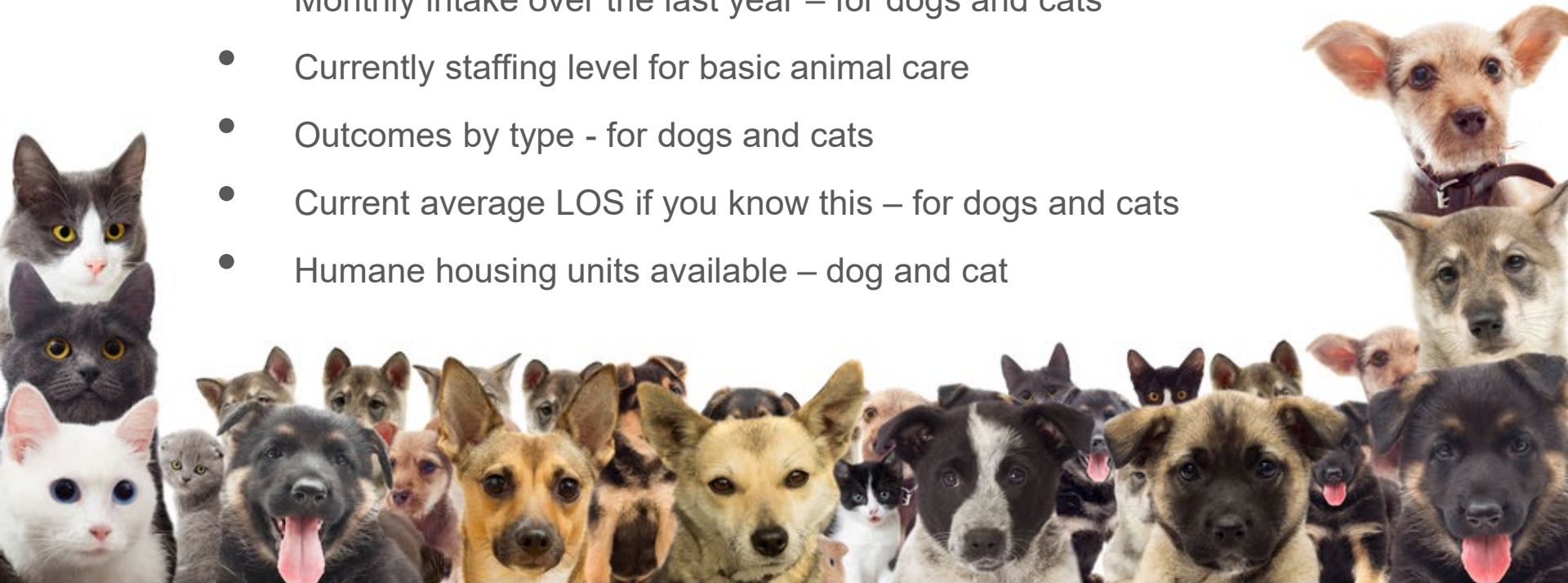
What's one thing that  
already has moved  
you closer to  
capacity for care?

**What's one thing that would shorten the distance between where you are now and where you want to be?**



# Data for next meeting

- Monthly intake over the last year – for dogs and cats
- Currently staffing level for basic animal care
- Outcomes by type - for dogs and cats
- Current average LOS if you know this – for dogs and cats
- Humane housing units available – dog and cat





# But wait...there's more.

- Want **more coaching** and help?
  - Consider applying to be in this Fast Track's "**Track Pack**"
  - [https://ucdavis.co1.qualtrics.com/jfe/form/SV\\_b9hldxtTKD20EbY](https://ucdavis.co1.qualtrics.com/jfe/form/SV_b9hldxtTKD20EbY)
- **Share info** on this Fast Track with your team (meeting registration link)
  - <https://sheltermedicine.zoom.us/j/92511111111>
- Check out our **other Fast Tracks** –
  - [www.sheltersummit.com](http://www.sheltersummit.com)
- Visit this Fast Track's **home base at Maddie's University** to access meeting schedules, meeting recordings, resources, slide decks, etc.
  - [https://university.maddiesfund.org/p/MMPC\\_Learniverse\\_Spring\\_2023\\_Shelter\\_Summit\\_Fast\\_Track\\_Capacity\\_For\\_Care](https://university.maddiesfund.org/p/MMPC_Learniverse_Spring_2023_Shelter_Summit_Fast_Track_Capacity_For_Care)



I WANT  
MORE



**Don't hesitate, reach out!**



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