

Spring 2023

# SHELTER SUMMIT

+ FAST TRACKS

## Fast Track – Live Meeting 2

4/19/23

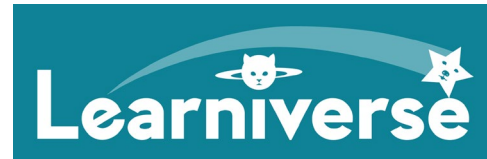
### Proven Barrier-Busting Strategies That Send Animals Home

Fewer barriers, more live outcomes.

#### TRACK COACHES:

**LEAD COACH:** Nadia Oseguera, California Program Manager at the UC Davis Koret Shelter Medicine Program

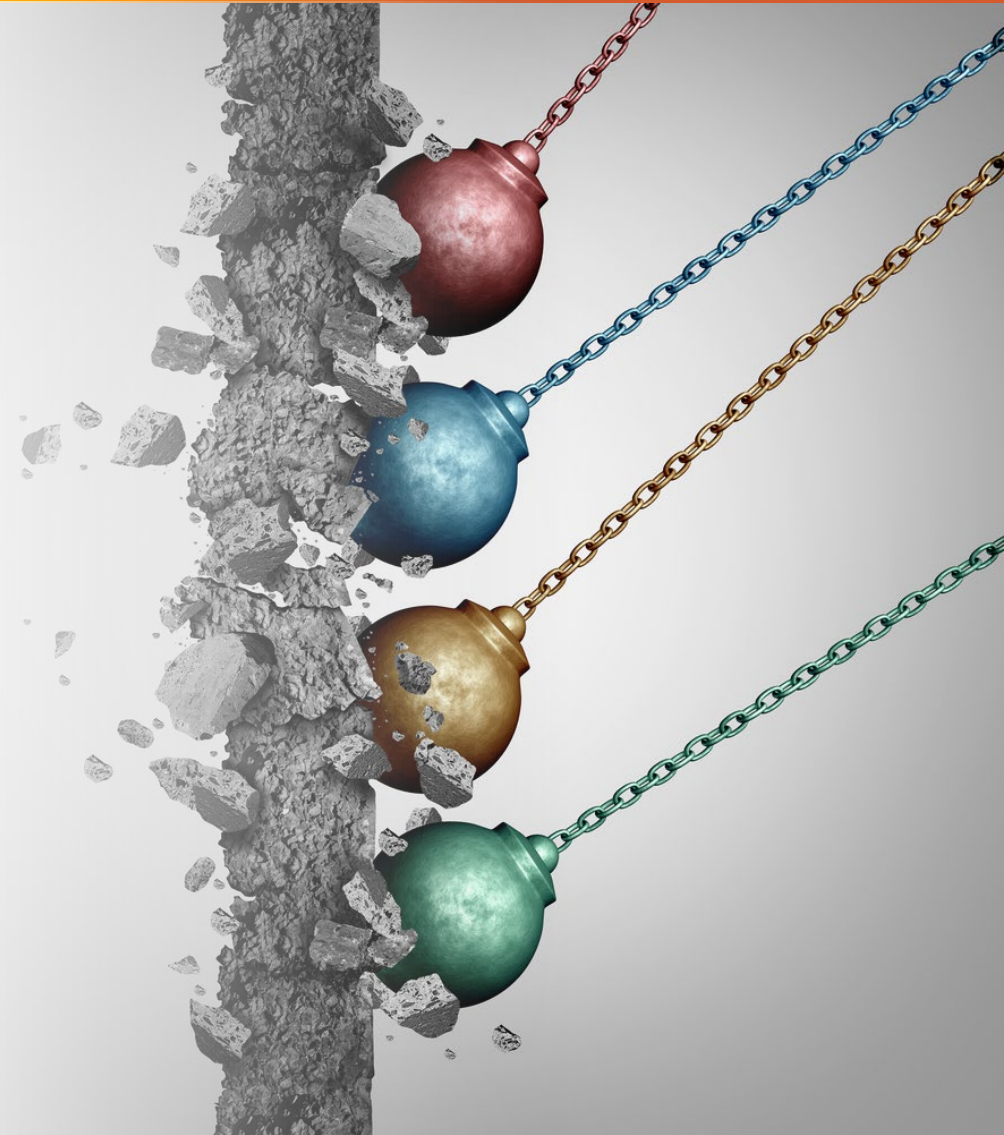
**CO-COACH:** Allison Cardona, California State Director at the UC Davis Koret Shelter Medicine Program



# Removing Barriers Week 2

## Live Meeting Agenda

- **Welcome/Intro** (5 mins )
- **Poll:** Goals for success (3 mins)
- **Presentation:** *Less Barriers, More Live Outcomes* by Allison & Nadia (15 mins)
- **Whiteboard Activity:** Reflect on outcomes processes & identify barriers (35 mins)
- **Meeting Wrap-Up** (2 mins)



# Week 2 Objectives

1. Identify and pilot one area from which you want to remove barriers
2. Assess/screen program (or area of focus) for barriers

**Suggestion:** Use **SMART** goal setting model



# SMART Goal Setting



# SMART Goal Setting

**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

**Specific:** Large dogs found in 91790

**Measurable:** Increase average by 5 dogs per month (from 10 to 15)

**Achievable:** Approximately 1 extra dog per week

**Realistic:** Within the scope of changes being implemented

**Time-bound:** Starting in June 2023 allows time to prep and gives a starting point



# Subsidizing RTO Fees to Increase Redemptions

**Los Angeles County** Department of Animal Care and Control

- Lots of **steps** and paperwork originally
- **RTO rate** was low and LOS high
- **Started small** – 1st time reclaims and survey
- **Doubled return to home** and became an established procedure



# Replacing the Adoption Application with a Questionnaire

**Los Angeles County** Department of Animal Care and Control

- **Separate process** for certain breeds
- **Survey** staff members and review data
- Consistency for all breeds and shift to **conversation based**
- **More equitable** and inclusive, still had to scan for additional barriers



# Assessing the Foster Onboarding Process for Barriers

**ASPCA** in partnership with **Los Angeles County**  
Department of Animal Care and Control

- Relatively **barrier-free** to start with
- Assessing onboarding from **outside-in**
- Implemented **incremental changes** and reassessed
- **9,000+ kittens and cats** and **1,000+ fosters** speaks for itself









**Nadia Oseguera**

noseguera@ucdavis.edu



**Allison Cardona**

ajcardona@ucdavis.edu

# NADIA'S NOTES: Reassessing the Foster Onboarding Process for Barriers

## ASPCA in partnership with Los Angeles County Department of Animal Care & Control

- **Baseline (where we started):** Relatively barrier-free to start with
  - Scheduled Zoom meetings once a quarter; people could RSVP months in advance. Must have joined and attended for the entire meeting.
  - Reasoning: How can we "prove" that people attended/absorbed info if they don't attend live?
- **Assessment (how we identified barriers):** Live attendance doesn't mean people will absorb 100% of info (evidenced by questions during fostering assignment); too much time goes by between RSVP and live meetings; times don't work for everyone (we lose fosters along the way); time consuming on staff (often working really long days to stay on for live trainings or working on day off)
- **Implementation (how/what we did):** Saw it worked for NYC counterparts; identified "need" to have vs "neat" to have in presentation.
  - First change was moving to on-demand platform (required creating an acct on ASPCA online, required a quiz with a passing score of 80%; platform was not very user friendly and designed for AW professionals). People were not completing the entire process or were not passing the quiz. BARRIER!
  - Moved training to landing page and still required quiz...people were still not passing quiz and someone's test taking abilities should not prohibit them from fostering.
  - Shifted quiz to "knowledge check" with an opp to ask questions
  - More changes were in the works: shorter videos, options to read (diff learning styles); more interaction along the way
- **Benefits to outcomes (what the benefits were and how we identified them):** More fosters! People could start fostering the same day. 9,000+ kittens and cats speaks for itself!
  - More realistic expectations from the team – we don't need people to know everything from the start...we just want them to know enough to decide if they want to help
  - Applied same concepts to other trainings (bottle baby and kitten socialization)
  - Age ranges from 1 day old to 16 years old
  - Implemented lessons learned to other training opportunities
  - Medical conditions ranged from URI to ringworm to scabies to panleukopenia...and more
  - Behavioral challenges ranged from undersocialized kittens to overstimulation to "singleton syndrome" to litter box issues