

Course Completion Requirements

The following are *required to be considered as having completed the Instructor-Lead Course and to receive the Certificate of Completion.

- Completion of online coursework and materials
- Attendance at 4 (of 5) virtual classes
- Final Project submission
- Completion of the Evaluation Survey

Virtual Classes and Pre-Coursework

The sooner online courses and materials are completed, the more you will get out of the virtual classes with the instructor and fellow students. Participation in virtual classes is an important part of the learning in this opportunity. There are (5) 60-min virtual (Zoom) classes, including time for Q&A. Students who miss more than one virtual class will be dropped from the course.

To complete before Class 1:

- Required: Supported Self-Rehoming self-paced course
- Optional:
 - Webcast: Supported Self-Rehoming Without Surrendering: Setting Up Supportive Services with Safety and Success
 - HASS Toolkit page
 - Rehoming Programs: Safe options for your staff and community

Class 1

- Facilitator introduction
- Class overview
 - Topics to be covered
 - What to expect
 - Final project
- What is Supported Self-Rehoming?
 - General overview
 - SSR WG HASS outline reference
- Benefits of Supported Self-Rehoming
- Components of Successful Supported Self-Rehoming
 - Technology
 - Case management
 - Buy-in (Internal and External)
- Group Discussion - Get to know each other - What do you currently offer for rehoming support?

To complete before Class 2:

- Begin work on Step 1 of Final Project

Class 2

Maddie's Fund® Instructor-Led Online Course
Rehoming: Keeping Pets in Homes and Out of Shelters
DRAFT AGENDA



- Guest Speaker: Lucy Fernandez
- Getting Started: Tech Basics
 - Program Management for SSR and Pet Support Services
 - External tech solutions
 - Comparison / At a glance
 - Other options
 - Internal tech solutions
 - Website
 - Social Media
 - Webpage sample: Austin Pets Alive! | P.A.S.S. Positive Alternatives to Shelter/Facebook group
- Technology continued: Evaluating and Expanding Current Operations
 - How-To: Practical steps to setting up a PASS page
 - Social media only
 - Social media and website integration
 - How-to: Integration of existing rehoming tech solutions
 - Accessibility outside of the US
 - Demonstration from South Africa
- Group discussion - Technology solutions and limitations

To complete before Class 3:

- Begin work on Step 2 of Final Project

Class 3

- Guest Speaker: Kaycey Adair
- Case Management
 - The basics
 - How to start using case management practices
- Data Tracking for Case Management
 - Doobert
 - SAMPLE: Proactive Approach Utilizing Doobert
 - Doobert SOP
 - Type of data being tracked and why
 - Creating coalitions with other local organizations to holistically provide support
 - Sample Form
 - SAMPLE: Statistics from tech solutions like Rehome by Adopt-a-Pet
 - SAMPLE: Direct data tracking through an established website
- Journey Mapping from the Pet Owner Perspective
 - Remote website-based inquiry (from template).
 - In-person shelter interventions
 - Web-based with unique security issues (South Africa)

Maddie's Fund® Instructor-Led Online Course
Rehoming: Keeping Pets in Homes and Out of Shelters
DRAFT AGENDA



- Group Discussion: Case Management - Journey Mapping from the Pet Owner Perspective
 - Discuss real-life examples from the group

To complete before Class 4:

- Begin work on Step 3 of Final Project

Class 4

- Buy-In (Internal)
 - How programming can positively impact organizations
 - Staff and volunteer roles
 - The best person to have in these roles
 - Bias and deconstructing preconceptions
 - Common rehoming myths
 - Sample Job Descriptions
 - Pet Support Coordinator Roles (HASS)
 - PASS Coordinator Role
 - Sample SOPs
 - Facebook moderating
 - Inbox templates
 - Staff and volunteer training
 - Conversational Interviewing
 - Proactive approach
 - Pre-work (Form, Email, Other outreach)
 - Examples
- Advanced Operations and Support
 - Considerations
 - Planning a pilot program
 - Applications
 - Meet and greet support
 - Pet owner follow up/adoption follow up
 - Tangible support with writing bios/taking photos
 - Pet Emergency Sheet: PDF I DOC
- Large Group Discussion
 - Implementation logistics and challenges
 - Evaluating program success

To complete before Class 5:

- Begin work on Step 4 of Final Project

Class 5

- Buy - In (External) Public-Facing Communications
 - Why consistent and clear communications are important

Maddie's Fund® Instructor-Led Online Course
Rehoming: Keeping Pets in Homes and Out of Shelters
DRAFT AGENDA



- Overall impact in support
 - Community member benefits
 - Marketing and Communications Templates
 - The importance of collaboration with other entities
 - Knowing what exists in your larger ecosystem
- Large Group Discussion - Review
 - Final Thoughts and Questions
- Final Project Q&A
- Reminder to Complete Evaluation Survey

Final Project

The final project will demonstrate a comprehensive understanding of what you've learned and the ability to implement or improve programs.