“Initiate Managed Intake Approach”

Presented by:

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Executive Director

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Director of Operations & Outreach

www.staffordanimalshelter.org
Meet the shelter’s staff!

6 Full Time Employees including Executive Director, Director of Ops & Outreach, Customer Service, Grants & Admin, Certified Vet Tech & Animal Care Supervisor

5 Part Time Animal Care Techs, a Facilities Manager & Contracted Veterinarian 1 day a week.
Facility built in 1999. Remodel completed January 2019 to include surrender/counseling room and new lobby.
Stafford Animal Shelter
Annual Budget & Revenue Sources

$615,000
• Animal care
• Facility, utilities, maintenance
• Payroll & benefits
• Administration

• Private individual donations & large gifts
• Fundraising events
• Business Partnerships
• Grants
• Adoption & surrender fees
• Contracted services for stray boarding & reclaim admin.
• Operating on a $100k+ loss

(Implemented 5 year plan to work towards sustainably including cultivating new endowment candidates)
Project For Stafford Animal Shelter with University of Wisconsin Fellowship

Initiate Managed Intake Approach

GOALS

- STREAMLINE ADOPTION PROCESS
- SHORTEN LENGTH OF STAY
- REDUCE COST OF CARE
- REDUCE STRESS ON EMPLOYEES & ANIMALS
Intake & Vaccinations

• Trained all staff to administer vaccinations and perform brief intake exam to move animals through the system faster and protect herd health.
• Created new intake rooms (separate intake rooms for cats & dogs). Room contains vaccines, supplies, scales, Wood’s lamp and iPads for PetPoint entry. (Provided by Maddie’s Fund Grant)
• Gave all staff access to PetPoint and Google Docs to enter information immediately including photos.
Intake & Vaccinations
Before & After

Before

Dogs

After

Cats
Eliminated Quarantine

- Eliminated previous mandatory 7 day quarantine period for surrenders
- All animals who are current on vaccinations or not symptomatic are immediately moved to adoption floor after intake
- Strays are also immediately moved to adoption floor for public viewing and volunteer socialization.
- Implemented pre-adopt program to accept applications for animals still on stray hold. (We have a 5 day stray hold).
- Implemented Foster2Adopt program so animals awaiting surgery can go home with adopters until surgery (we only have Vet once / week)
- Created signage & contracts to explain status of each animal to public
Eliminated Quarantine & Created Signage
Foster 2 Adopt Program

6/1/2018 to 6/1/2019

Adoptions: 748

of total adoptions: 133
adopted through Foster2Adopt
Surrenders

- Made surrender information & resources easier to find on our website.
- Require public to schedule surrenders
- Owner must complete animal profile / history form online, email us & staff then contacts them to counsel
- If surrender is unavoidable, staff schedules
- Incentivize surrenders by discounting fee if they make prior arrangements. (ex. $75 with no appointment, $25 if they schedule with staff)
- Staff uses dry erase calendar in common area to communicate intakes
New Family Room allows for privacy during surrenders as well as Adoption Counseling & Dog Introductions.
Offer Alternatives to Surrender

- Created new webpage & trained staff to educate public on alternatives to surrender
- Examples: behavior modifications, rehoming through personal network
- Offer temporary crisis boarding (flood, fires, domestic violence)
- Free food bank & pet supplies
- Low Income Vet Assistance Fund
- Senior Vet Assistance Fund
Reduce # of Strays

- We fundraised to purchase a tag engraving machine for our lobby & encourage all adopters (and reclaims) to use ID tags.
- Partnered with local volunteers to create a “Lost Pet” Facebook group
- Encourage finders to keep strays in their homes & network to find owners. We will microchip scan, photograph & check lost logs to try & reunite pets before we intake at shelter.
Stray & Community Cats

- Educate the public on community cats
- Healthy, well-fed friendly cats are rarely stray & reclaim rates are very low. It’s best to leave a cat where it was found & observe behavior. We will take if truly lost & a concern for the finder.
Stray & Community Cats

- No longer accept trapped cats from public.
- Educate public on benefits of maintaining healthy community cats.
- If cat is too fractious to handle, we will spay/neuter & rerelease with landowner permission.
- If rerelease is not an option, they will be adopted out through our Barn Cat program.

Will work for food & a warm place to call home! “Mousers” available for adopters willing to care for them. Spay/neutered & fully vaccinated for reduced fee. Call shelter for details: 406-222-2111

staffordanimalshelter.org
We are the only shelter in Southwestern Montana that takes in all domesticated pets in our “Zoo”. This includes pocket pets, exotics, rabbits, ferrets, birds etc.

In order to bring more attention to our facility, adoptable pets & shorten the length of stay, we partnered with our Bozeman Pet Smart to successfully adopt out these animals.

New Adoption Partners

Adoptable pets are here from Stafford Animal Shelter
• Require transfers to be scheduled. We mainly transfer in from Indian Reservations.
• Only partner with Reservation Rescue partners that follow our protocols.
• Created “Transfer Report Card” that is required on intake documenting behavior & medical.
• Expanded our foster program for high risk puppy transfers to go directly into foster home.
• Created “drive-thru” boosters in parking lot
• Market foster puppies/kitten on social media to line up homes. Pups only need to visit the inside of the shelter for Spay/Neuter surgery.
It's Spring Break and our dogs are looking to party (with new families)! Adoption fees waived this week!
**Adoption Fees 2019:**

- Kittens (under 6 months): $80.00 or “2 for 1” on all kittens
- Adult Cats (6 months to 7 years): $50.00
- Senior Cats (8+ years): $40.00 or fee waived for senior adopters (60+)
- Barn Cats: $40.00
- Puppies (under 6 months): $150
- Adult Dogs (6 months to 7 years): $100
- Senior Dogs (8+ years): $40.00 or fee waived for senior adopters (60+)
- Rabbits: $40.00
- Pocket Pets (guinea pigs, rats, small birds, turtles, hamsters, etc..): $10.00
- Exotics – (large birds, reptiles etc...): Various
- "Kats4Kids" Program: Adoption Fee waived once per year per child

*(lowered cats, increased dogs, offer discounts, 2 for 1, waive fees throughout the year, donation based fees etc.)*
### HELPING MORE ANIMALS THROUGH MANAGED INTAKE

<table>
<thead>
<tr>
<th>Intake Type</th>
<th>6/1/17 to 5/31/18 Before Managed Intake</th>
<th>6/1/18 to 6/1/19 1st Year of Managed Intake</th>
<th>&quot;-/+&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Animals</td>
<td># of Animals</td>
<td># of Animals</td>
</tr>
<tr>
<td>Clinic</td>
<td>2</td>
<td>10</td>
<td>8</td>
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<tr>
<td>Owner Surrender</td>
<td>381</td>
<td>360</td>
<td>-21</td>
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<tr>
<td>Return</td>
<td>66</td>
<td>77</td>
<td>11</td>
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<tr>
<td>Seized / Custody</td>
<td>28</td>
<td>33</td>
<td>5</td>
</tr>
<tr>
<td>Service In</td>
<td>10</td>
<td>6</td>
<td>-4</td>
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<tr>
<td>Stray</td>
<td>426</td>
<td>433</td>
<td>7</td>
</tr>
<tr>
<td>Transfer In</td>
<td>83</td>
<td>214</td>
<td>131</td>
</tr>
<tr>
<td>Total</td>
<td>996</td>
<td>1133</td>
<td>137</td>
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### SAVING MONEY THROUGH MANAGED INTAKE

<table>
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<tr>
<th>Species</th>
<th>6/1/17 to 5/31/18 Before Managed Intake</th>
<th>6/1/18 to 6/1/19 1st Year of Managed Intake</th>
<th>&quot;-/+&quot;</th>
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</thead>
<tbody>
<tr>
<td></td>
<td># of Animals</td>
<td>Avg LOS</td>
<td># of Animals</td>
</tr>
<tr>
<td>Cats</td>
<td>386</td>
<td>46.9</td>
<td>411</td>
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<tr>
<td>Dogs</td>
<td>499</td>
<td>12.5</td>
<td>582</td>
</tr>
<tr>
<td>Zoo</td>
<td>113</td>
<td>40.9</td>
<td>140</td>
</tr>
</tbody>
</table>

57 of 582 dogs were long term stay dogs with LOS over the average.

Example
Cats LOS decreased = 10.7 days
Cost of Care / Day X $25
# of Cats X 411
Total Savings = $109,942
Questions / Comments?

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