MCAS Community Advisory Committee
Notes from Meeting on July 14, 2014

In attendance: CAC: Karol Dietrich, Linda Caradine, Jeff Gosda, Kara Kerpan, Lee Minami, Aaron Ray, MCAS: Ann Potter, Mike Oswald, Gail Wilson, Other: Sue Diciple, facilitator

Minutes from the June 9, 2014 meeting were approved.

Discussion: Dogs in hot cars
- If the animal is in distress, we are the agency that responds.
  - If it is at a business, we ask that the person go inside and have them make an announcement about the animal.
- Most police officers in Multnomah County will respond to these calls and they have a better emergency response system.
- If we need to break into a car to retrieve a distressed animal then the police need to be present.

A closer look at the Adoption Review Process (continued from the June 9th meeting)
- How can we improve the current process?
  - The Animal Care staff will change their schedules so that they can do adoption interviews all the way to closing time.
- What are the obstacles to the current adoption process?
  - Mike Oswald reviewed the Adoption Process Improvement LEAN Project (supplemental material that was e-mailed to CAC members) and pointed out key areas of challenge and potential future actions for improvement.
  - It was noted that it will take time to acclimatize staff to the transition from the old to the new process.
- It was noted the new approach seeks to balance concern about home qualification with a sense of urgency about getting animals out of the shelter and in a home faster.
The new approach signals a transition from an approach based on enforcement to one based on tools and education ("empowerment"). The facilitator asked whether CAC members can support the transition to the new approach. **CAC members, present, expressed unanimous support.**

- CAC members contributed the following suggestions:
  - Track reasons for adoption returns.
  - In lieu of providing pre-emptive information, consider a hotline that provides the information in real-time, for adopters as well as for those considering giving up their pets. ("Crisis intervention").
  - Consider adding a phrase to the adoption agreements noting that the adopter agrees to communicate with MCAS on how the adoption went, especially with dogs with aggression issues.
  - Consider an incentive for spay/neuter follow-up.
  - Consider a different set of counselors, which have received some extra training, for animals with behavior issues.
  - Realize that MCAS staff will require education on the "people skills" required, as the interview can no longer be based on a "one size fits all" approach.
  - Implementing the new approach is more than operational change. It is culture change.
  - The level of support offered in the adoption process can be a differentiator among animal service providers.

**Next Meetings:**

The next meeting of the CAC will be held on September 8th.
A tour of the shelter for CAC members will be held on August 11th.