

MCAS Community Advisory Committee

Notes from Meeting on June 9, 2014

In attendance: **CAC:** Kara Kerpan, Megan Mautemps, Marci Jo Carlton, Tonia Wagner, Aaron Ray, Jeff Gosda, Lee Minami, **MCAS:** Ann Potter, Mike Oswald, Michael Grimmet (DCS Ombudsman), Gail Wilson
Other: Sue Dicile, facilitator

The meeting convened at 6:30pm.

Introductions and Announcements

- Marci Jo noted that she has heard a concern that not all animals brought to the shelter are put up for adoption.
- Aaron noted that he was asked about an Oregon Live article that mentioned MCAS' success with live release rates for cats. He requested information about how live release rates were improved and information on how to access the article.
- Mike announced that there is now a page for the CAC on the MCAS website. All CAC agendas and meeting notes will be posted there.

Approval of May meeting notes was deferred to the next meeting.

Adoption Review Process

- Mike Oswald noted increasing adoption rates is a primary opportunity. He walked through a process improvement process, currently being worked on, to streamline and decrease time required for the adoption process. He highlighted the following:
 - Creation of a separate intake function and intake area.
 - Ways of fast-tracking returned animals back to adoption.
 - Different tracks for different placement situations to speed the process, as opposed to the current state in which all animals go through the same process.
 - Better service at point of adoption, i.e. someone to help customers through the process.
 - MCAS is considering computer systems that help to match people and pets.
 - Under the proposed new process, time will be saved and capacity gained because:
 - Priorities will be established.
 - Jobs will be more focused and specialized, reducing interruptions.
 - Time will be reduced because fast-tracking will be used when possible.
 - Reducing wait time is a key area of focus.
 - More volunteers will be used in the process.
 - Data gathered nationwide on long-standing practices and assumptions – for example the prohibition against allowing adoption of animals to be given as gifts- is showing that many of these assumptions don't have the negative impacts attributed to them and result in unnecessary barriers.

The following approaches were contributed by CAC members:

- Set achievable goals. The "100% go home on adoption day" goal seems unrealistic. Consider making goals that are "stretch" but achievable.

- Maximize use of the website. Have an “Everything You Need to Complete an Adoption” list prominently displayed.
- Emphasize help with selecting a pet that is a good fit at the front end of the process.
- Consider elimination – or at least more judicious use of – the numerical rating system, or clarify the rating with guidance, outlining what would make a good home, or what the behavior of concern is specifically. An alternative would be to use a classification system that doesn’t suggest a hierarchy, as does the current 1 – 4 numerical system. The numerical system is pejorative, and puts animals out of consideration to people who might otherwise consider them.

Next Meeting

CAC members requested the following for the next meeting:

- Illustrate the comparison of the proposed process with the previous process.
- Provide a closer look at the adoption process from the perspective of the customer experience, e.g. review of the forms customers have to fill out.
- Review perceived obstacles. Provide any data available so the CAC has a means to evaluate the obstacles.

Request: Send materials for consideration, including process improvement flowcharts, in advance.

A July meeting was not originally scheduled, but CAC members requested that one be held. A poll of the group indicated that most but not all are available on July 14th. MCAS will confirm a July date.

The meeting adjourned at 8:00pm

Materials distributed before or at this meeting:

- *Agenda*
- *May meeting notes*
- *List of MCAS activities May – Dec 2014*