


Managed Admission:
Giving shelter cats their best chance at a great outcome
#ManagedAdmit



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What are you doing now?



- How's that working for you?
- Don't we owe it to cats to try different ways to save their lives?
- We must challenge our fears of the unknown, or cats will suffer for it.
- Most of us in the NE have long since licked the "dog problem."
- There is no excuse not to try everything we can to save cats' lives!
- Also no excuse for spending more time and money on less successful policies and procedures.

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Managed Admissions



By managing admissions you control the population in your shelter which allows you to control disease, adoptions, length of stay, upper respiratory disease, unnecessary euthanasia, and much more.




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August 2009 - Why We Started MA

- Every cage in the building filled
- Overflow cages in almost every room
- Upper respiratory out of control
- 75 “overflow” cats living in multi-purpose room
- Panluekopenia strikes
- Cats were dying! 39 of the 75 cats in the multi-purpose room died.
- Something needed to be done!

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My Opinion:

DYING WHILE IN THE CARE OF AN ANIMAL SHELTER IS FAR WORSE THAN THE POTENTIAL OF BEING ABANDONED BY AN OWNER. IN FACT THIS IS UNACCEPTABLE PRACTICE IF THERE ARE OTHER CHOICES.

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Concerns:

















- Daily arguments with people
- Cats dumped at admissions
- Bad press
- Cats in boxes outside our doors
- Many more reports of cats abandoned

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Surprise!!!!




- The public supports our saving lives
- No increase in argumentative people
- No increase in the number of animals dumped
- No significant decrease in total number of cats admitted to Erie County agencies






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Creating a Waiting List
















- Initially we just put people's names on a list and called when we had room
- We prepared for negative feedback
- In the first year the waiting list at one time had over 600 cats on it
- By February though the list was empty – No wait time was needed



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It took only about two weeks for the public to catch on and begin calling to make appointments




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Helping People Keep Their Cats

For those on the waiting list:

- We offer to sterilize their cat(s)
- We provide free food
- We provide access to vaccines and affordable medical care
- We provide behavior advice



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Results:

- In our first year 8% of “waiters” chose to keep their cats. That amounted to over 70 cats not being admitted at all!

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First Year

- 62% of cats on the list were admitted
- 8% of cats with appointments to be admitted did not show up
- 8% were kept
- 12% of owners successfully rehomed the cat on their own
- Unknown outcome for 10%



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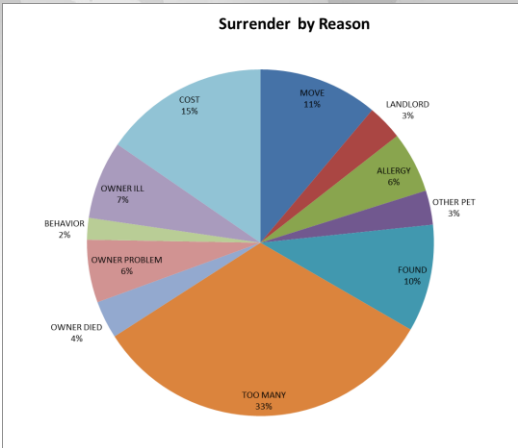
Today



- Waiting list maxed at 301
- 280 cats and kittens sterilized and kept in 2014
- One person, 16 hours a week handles the waiting list
- Owners are contacted on a regular basis
- Public continues to be supportive
- Honest communication with the owners is the key
- 1877 cats on list from 789 homes


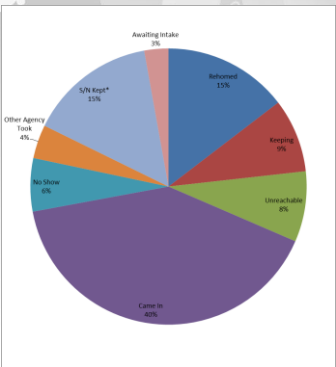
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Surrender By Reason

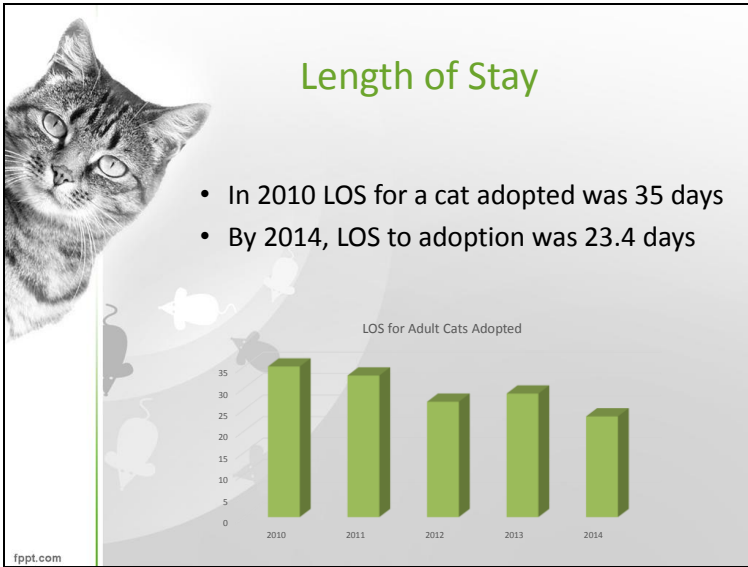
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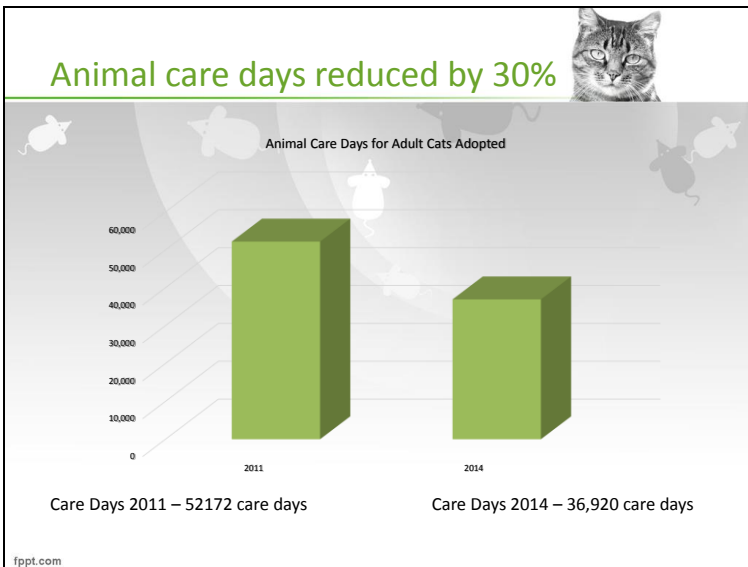
Outcomes for Cats on Waiting List

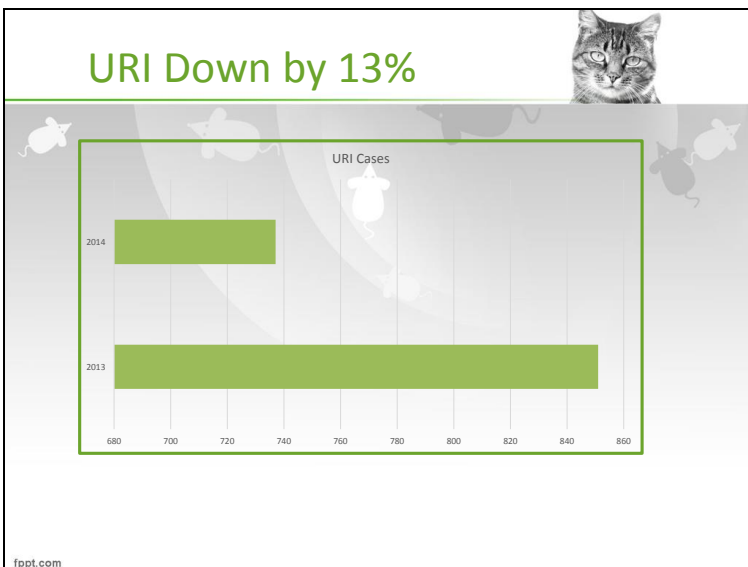



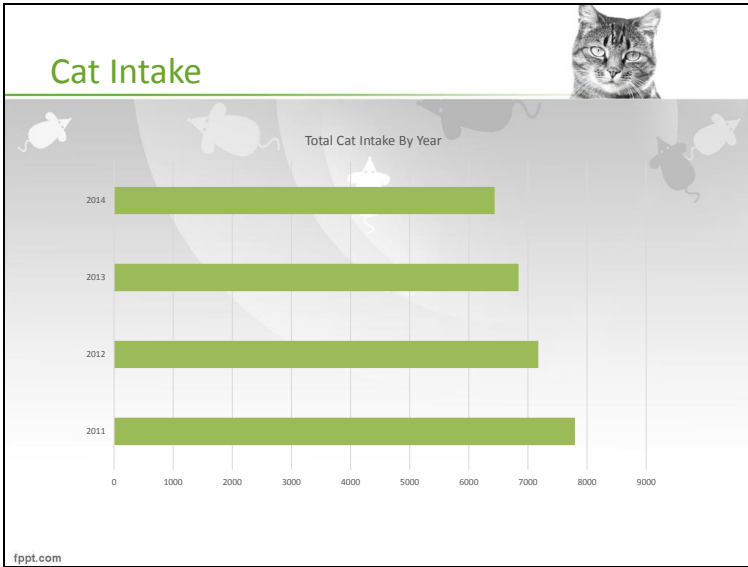
Rehomed	274
Keeping	162
Unreachable	155
Came In	762
No Show	117
Other Agency Took	74
S/N Kept*	280
Awaiting Intake	53
	1877

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Adoptions Increase

Adoptions as a percentage of intake (adult cats) up 8% from 2011-2014

Animal Humane Society

Buffalo – Coon Rapids – Golden Valley – St. Paul - Woodbury

- In June 2009 UC Davis did an evaluation of our 5 shelters and made recommendations on improvements.
- Bound for Home
 - Enrichment
 - Rounds
 - Housing Modifications
 - **Feline Evaluation Process**
 - Subsidized Spay/Neuter
 - **Surrender By Appointment**

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Managed Admissions



- Why move to managed admissions?
 - Better partnership with the community
 - This is a community problem—not an AHS problem
 - An opportunity to provide resources to help them keep pet and intervene before “bond” is broken
- Still an open admission shelter.
- We do not turn animals away for health or behavior reasons.
- We may not be able to help you today but we will help you.

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Appointment Process

- What does it look like?
 - Evaluation Rooms:
 - Each site has 1-4 evaluation rooms
 - Feline appointments are 35 min.
 - Canine appointments are 45 min.
 - Critter appointments are 35 min.
 - Equipped to do exam, behavior evaluation and data entry
 - 1 vet tech does feline and critter appointments
 - 1 vet tech and 1 behavior tech do canine appointments

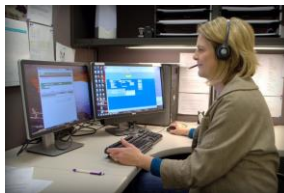


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Scheduling an Appointment

- Animal Admissions Center
 - Centralized Call Center at our largest location
 - Take all calls for appointments and schedule for all five sites
- Average 4,600 calls/month
- Wait Times
 - Winter months – 2-3 days
 - Summer 2-3 weeks



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Scheduling an Appointment

Initial Call

- Making an Appointment
 - Conversation with owner on why they want to surrender pet.
 - Offer resources to assist with behavior or medical problems.
 - Giving options they may not have considered or knew were available to help them keep their pet.



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Scheduling an Appointment

Making an Appointment

- If surrender through AHS is the best option an appointment is scheduled
 - Asked to go on-line and complete animal profile and get vet records before appointment.
- If pet is clearly not adoptable, offer other resources or euthanasia appointment.



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Appointment Process

Actual Appointment

- Intake Evaluation teams admit animal
- Client comes into room for initial conversation and profile review
- Behavior Evaluation and Physical Exam are done—client is not present
- Client comes back into room for evaluation results



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How Do We Handle?



- Strays:
 - We continued to take strays
 - Encourage appointments but will accept as walk ins.
- Fosters:
 - Returns and re-checks are scheduled by admission center.
- Wildlife:
 - Do not require an appointment but call center can advise when to come in and lets the site know.
- Euthanasia requests:
 - Scheduled by call center staff or accommodate walk-ins.

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How Do We Handle?



- Walk-Ins:
 - Initially
 - Explain new process and encourage making an appointment.
 - If they could/would not make appointment we would accommodate.
 - After 6 months
 - No longer accommodate owner surrender walk in, unless the animal or owner is in dire straights.
 - Strays still accepted as walk ins.

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Managed Admission Results

■ Statistics

- Intakes dropped from 34,500 to 24,500
- Feline intakes dropped from 20,000 to 12,000
- Feline Adoption rate increased from 50.7% to 71.7%
 - Jan 2015 - 83%
- Feline Live Release rate increased from 54.0% to 76.0%
 - Jan 2015 - 93%
- Felines Euthanized for URI dropped from 1279 (6.4%) to only 52 (0.4%)
- Adult cat length of stay dropped from 31.3 days to 11.0 days



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Call Center Stats

- Call Center
 - 12% no show rate.
 - 23% cancellation rate
 - Make reminder and follow up calls



Jan-Dec 2011 stats	AHS total	
	2011	2010
Surrendered animals	25604	34497
Statistics from call center		
Referred to Behavior Hotline	358	
Chose to explore alternative options	4331	
Undecided/no appt made	1865	
Statistics from follow-up calls		
Decided to Keep Animal	1007	
Found New Home For	986	
Took to Vet	88	
Took to AC/other shelter/rescue	128	
Located Owner	166	
Totals	34533	34497
Difference	0.1%	

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Managed Admissions

- Community impact
 - We wanted to ensure we were not pushing the problem on to local animal controls and rescues
 - Tried to get incoming statistics prior to change and then quarterly so we could monitor what was happening in community
 - Most groups didn't have stats to share but our local animal controls did see a slight increase in feline numbers
 - We started taking felines from them weekly as we had room in the shelter.



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Managed Admissions

- Internal Benefits
 - For the first time our wards are not filled to capacity
 - Our animals are healthier/happier = more adoptions!
 - We are able to do more for the animals in our care and place animals that once were euthanized.
- Community Benefits
 - By making this change we have the opportunity to help more animals in the community from other shelters that are still full!



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