

Animal Care & Control



AD HOC TASK FORCE

PROCESS & SERVICE SUBCOMMITTEE

November 12, 2014 from 3:45 pm – 5:15 pm

Members and staff introduced themselves.

Four members volunteered to serve as Chairperson. Jeff Schwartz announced that he has volunteered to serve as “Vice-Chair” on all of the subcommittees to help facilitate communication and manage the overlapping concerns impacting more than one subcommittee.

After statements from each of the candidates, a vote was taken by ballot and Cheryl Naumann was selected as Chair by majority vote.

The List of Issues from the initial kick-off meeting was reviewed. The Vice-Chair recommended that the members need to know all the steps in the process from when an animal enters the shelter to the time the animal leave.

ACTION ITEM: To develop a detailed process flowchart. The Chair & Vice-Chair have offered to assist lead staff on this project.

Another member requested that the traffic flow data for the past 12-months be reviewed.

ACTION ITEM: To prepare a report reflecting the number of animals and visitors by day and time of day to better understand the needs.

There was also a request to know how many are turned away for an inability to pay. This is not currently being tracked. There was discussion as to whether fees can be waived except for court orders. Members asked if there is a payment plan option and is this well communicated?

ACTION ITEM: To provide a list of those fees and hours of operation mandated by the BOS or statute.

ACTION ITEM: To prepare a report on how the animals leave the shelter for the past 12-months.

ACTION ITEM: To prepare a report reflecting the call volume statistics – the number of calls received, answered, abandoned, average wait time, highest and lowest volume days for the past 12-months.

Members asked about the effectiveness data of the Spay & Neuter programs – how is this measured?

ACTION ITEM: To gather industry information on this type of program. (Efforts by the Outreach & Marketing subcommittee maybe gathering info on this program).

A member asked that the bulleted List of Concerns be numbered so the concern may be easily referenced on the flowchart that is being developed.

ACTION ITEM: A reformatted list for each subcommittee will be prepared by Valerie Beckett.

A member asked how should the group respond if the detailed flowchart states “X – Y – Z” and those steps are not seen or observed? The Vice-Chair stated this should be reported to look at whether there needs to be more internal controls, Checks & Balances, to make sure procedures are being followed.

A member stated that the attitude and nature of the Task Force needs to be more positive and focus on how to make things better. The Executive Director of the Friends of MCACC shared that MCACC has been positively recognized for the work and has been used as a model for other communities to follow. MCACC has the second highest intake, just behind LA.

A member asked for Dr. Silva to give a presentation on his “Wish List” and his vision for the future of MCACC. Further, a member asked that Dr. Silva be present as much as possible to respond to questions or provide clarification when needed.

ACTION ITEM: To have Dr. Silva present this information to the subcommittee.

There was discussion about the assessment or evaluation protocols. The members want to know how decisions are made and who does what and why.

ACTION ITEM: To provide members with information on the SAFER assessment process.

ACTION ITEM: To provide members with copies of all the policies and procedures.

There was a comment that just because there is a written policy or procedure, it is up to the supervisory staff to make sure it is actually done / performed. A member stated there needs to be a review of internal controls.

ACTION ITEM: To provide members job / position descriptions and who does what jobs.

ACTION ITEM: To provide members with a list of acronyms for more clarity to understand the material on the processes that will be discussed and provided.

There was discussion on animals in which a vet will issue a medical date; however, the deadline isn't reviewed or changed even if the animal has been successfully treated. Another member stated that although an animal isn't showing signs of sickness, it may still carry the disease and that is why the deadline is not changed. Another member voiced that this could where a new policy could be developed and recommended.

ACTION ITEM: To provide members how the E-List is developed.

Members decided not to go through each item or concern raised at the initial kick-off meeting until the process flowchart is available.

A member asked why aren't the comments submitted to the CitizensForPets website visible to the public or at least to the members. Staff explained the site was not designed to promote conversations, but to have comments and suggestions sent to the Chairs of each subcommittee for review and consideration. Members decided that all the comments should be shared with all the members. Valerie Beckett stated that each week she would compile the comments into one PDF document email to all the members.

There was discussion that it may be a good idea to have a subgroup or a member assigned to review and categorize all the comments then to provide a brief overview to the subcommittee members at each meeting. This is to be further considered or explored at the next meeting.

A member asked about feeding schedules, especially for young animals, puppies and kittens. Puppies that are labeled as "resource guarding" maybe because they haven't had enough food.

ACTION ITEM: To provide members with the feeding schedules.

There was discussion on how recommendations are determined. It was explained that the final recommendations to be submitted to the Board of Supervisors are from the Task Force and therefore, consensus based. As members move through the process and recommendations begin to take shape, there will be in depth discussions on how recommendations should be structured or worded in order to achieve consensus.

With the holidays approaching, a survey will be sent to members to reschedule meeting set for the Wednesday (11/26/14) before Thanksgiving and Christmas Eve (12/24/14). Additional information on meeting dates will be sent via email to the members.

Next Action Items:

- Review available process flowchart information
- Review available information on policies and procedures
- Review available report information – Intake, Visitors / Traffic patterns, Fees, How animals leave shelters, Feeding Schedules, Job Descriptions, E-List criteria
- Review available information assessments and evaluations
- Presentation by Dr. Silva on “Wish List” and Vision
- Review comments summary by member
- Consider forming subgroups