Active Pathway and Animals of Concern Meeting

Scope and Purpose

Scope: This procedure covers the process of identifying and enrollment of animals who need Active Pathway intervention, steps to take, and documentation of actions. It also includes the Animals of Concern Meeting.

Purpose: The purpose of the Active Pathway process is to take useful action proactively for animals at high risk of a long length of stay to expediate their outcome and prevent behavioral deterioration. Actions associated are pre-set to allow for independence and efficiency while reserving group time for inter-team collaboration.

Procedures

## Roles and Responsibilities

* Intake Staff, DVMs, Behavior Staff: Responsible for adding the memo and template when they add a condition to an animal that makes them a candidate for the active pathway process.
* Animal Pathway Coordinator: Responsible for ensuring that all animals who are at risk of a long length of stay are enrolled via an Active Pathway memo in PetPoint.
* Marketing Specialist, Behavior Program Manager, Adoption Program Manager, Intake Director, Lifesaver Supervisor, Intake Supervisor, Foster Care Manager, Shelter Care Manager, Shelter Care Director, Behavior Program Manager, Senior DVMs: Responsible for taking steps listed on matrix column associated with their team and documenting actions in Active Pathway Memo template. Also responsible for bringing related issues that involve multi-team collaboration to the *Animal Pathway* meeting where “Animals of Concern” are discussed.
* Ops SLT: responsible for ensuring that operations leadership are acting on their assigned tasks.
* All Staff: contact Animal Pathway Coordinator(s) to suggest animals who may benefit from an Active Pathway plan

## Equipment and Supplies Needed

PetPoint: Participants will use the *Active Pathway* animal memo to record actions and will need to run memo reports daily to track animals enrolled in the program. To find the appropriate report, go to the PetPoint Report Website and select: Animal: Inventory Memo and select the *Active Pathway* Memo Type.

Graphical user interface, application

Description automatically generated

Active Pathway Matrix: Participants will use the matrix to identify which steps to take for each animal enrolled based on their time enrolled.

Link to Matrix: [Active Pathway Matrix.xlsx](https://seattlehumane.sharepoint.com/:x:/r/sites/StandardOperatingProcedures/Shared%20Documents/Active%20Pathway%20Matrix.xlsx?d=w3417a375e7f04e9ab23c855762bb6944&csf=1&web=1&e=Mhvul6)

## Steps

Enrollment:

Criteria: There are two groups of animals who become enrolled- those that are likely to have a high LOS and those that have a reach a “high” LOS.

* Statistically Likely to have High LOS: Animals who are statistically likely to have a high LOS based on SH data (applies to adult animals)
  + Purple Handling Level dogs who are large (≥ 60 pounds)
  + Purple Handling Level dogs who are returns
  + Any Red handling Level
  + Any Yellow Handling Level
  + Dogs on Behavior Medication
  + Adult animals with Medical or Behavior Consultations required before adoption
  + Adult animals on Bite Quarantine
* Actually High LOS: Animals who already have a high LOS without a reasonable explanation such as medical treatment, underage, or SPOT program enrollment.
  + LOS on a visually available stage greater than 21 days

For animals that do not meet the criteria above, any staff can suggest that the animal be enrolled by emailing Animal Pathway Coordinator.

Some animals will meet the criteria above but do not need to be enrolled because they are likely to move quickly. These animals do not need an Active Pathway memo. If one was added but APCs determine the animal should not be enrolled, they will remove the template and add “Not Enrolled [date]” so it is clear that the animal was intentionally excluded from enrollment.

When to add the memo:

* At Intake: any intake team member should add an Active Pathway memo based on the criteria for Statistically Likely above.
* While in care: DVMs, Behavior Staff, or Animal Pathway Coordinators should add a memo based on either criterion above. APCs can also remove memos based on individual animal. A PetPoint custom report is available to support animal enrollment.

To enroll, Add and Active Pathway memo and add a template to the contents section.

Template:

Date Added: [Enter Date Enrolled]

Reason Added: [Enter Reason]

Added By: [Staff Name]

Week 1

Start: Monday, [xx/xx/xx]

- VS:

- ADP:

- MKT:

- SC:

- BEH:

- FOS:

- INT:

Ends: Sunday, [xx/xx/xx]

Animals of Concern Meeting Notes:

Week 2

Start: Monday, [xx/xx/xx]

- VS:

- ADP:

- MKT:

- SC:

- BEH:

- FOS:

- INT:

Ends: Sunday, [xx/xx/xx]

Animals of Concern Meeting Notes:

Week 3

Start: Monday, [xx/xx/xx]

- VS:

- ADP:

- MKT:

- SC:

- BEH:

- FOS:

- INT:

Ends: Sunday, [xx/xx/xx]

Animals of Concern Meeting Notes:

Instructions for memo use:

* Enroll at any time. Week 1 will always end on a Sunday at least 7 days from the start of Enrollment.
* To document actions, add date of completion and staff initials. Add details for any tasks that were not able to be completed. Example: “7/3 completed with exception of sending out Adopt Me vest. Scheduling p/u for next week. -AS”
* APCs to add Animals of Concern Notes after each meeting.

Actions and Documentation:

For teams to always have at least 7 days to accomplish week 1 tasks, enrollment can begin any day of the week but always ends on a Sunday at least 7 days away.

* + Example: if you are enrolling a dog on a Wednesday, week 1 lasts the remainder of that week and the entire next week. Weeks 2 and 3 will always be 7 days long.

Each team is responsible for tracking the animals enrolled, accomplishing or addressing the associated tasks on the Active Pathway Matrix and documenting these steps in the memo. The memo is a place for documentation, not communication. As such, teams will also be updating PetPoint in different areas as a part of their normal processes.

* + Example: For the Week 2 task “assess Office Foster Eligibility”, Behavior would enter “completed” in the “Beh” section of Week 2 in the memo. They would also enroll the animal in Office Foster per the normal enrollment process. Behavior would not write “Ok for office foster” without adding the other applicable PetPoint steps.

All documentation must be entered by EOD Sunday. Animal Pathway Coordinators will assess the memo report on Mondays, and flag animals for the Tuesday *Animal Pathway* meeting. One team’s failure to document can lead to confusion and delays for all teams so APCs will notify the Ops SLT member overseeing that team when steps are missed.

Animals of Concern Meeting Discussion

The meeting time should be used to discuss animals who have completed the three weeks of enrollment or workshop ideas that involve multi-team collaboration. Other animals discussed should be red handling level, potential NAC, or unstable. To request an animal be added to the meeting agenda contact Animal Pathway Coordinator.

Notes for animals enrolled should be added to the memo during or after the meeting.

Associated Forms and Reference Documents:

Data used to determine statistical likelihood of high LOS: [Medical and Behavioral Stats.docx](https://seattlehumane.sharepoint.com/:w:/r/sites/OperationsManagement/Shared%20Documents/Animal%20Pathway%20Planning/Active%20Pathway%20Process/Medical%20and%20Behavioral%20Stats.docx?d=w9876dfcc0d984177b0362f6d1e40c9fd&csf=1&web=1&e=d7gM1Z)

Version History

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| --- | --- | --- |
| Version | Effective Date | Description of Change |
| 00 | 8/25/2022 | New SOP |