ADOPTIONS FLOW -- JOURNEY MAP

	Email Voicemail Answering phone	Greeting guests	Matchmaking Counseling Adopters	Adoptions (general)	Printing HX, disclose info Linking MC, Printing rabies + med	Filing adoption contracts	Surgery Schedule	Sending out fosters DFTDs/WWs	Animal pick-ups Going over post SX meds	Processing foster-to-adopts	Cleaning out rodent cages	Keeping cats social Answering questions on cat colony room	Enrichment Playgroups Meeting dogs/kennel	Kennel time	Waivers	Brining animals in and out of system	Cleaning the office Bringing supplies to room	Print adoption packets
TASK	Email / Voicemail / Answering phone	Greeting guests	Matchmaking / Counseling Adopters	Adoptions (general)	Printing HX, disclose info / Linking MC, Printing rabies + med	Filing adoption contracts	Surgery Schedule	Sending out fosters DFTDs/WWs	Animal pick-ups / Going over post SX meds	Processing foster-to-adopts	Cleaning out rodent cages	Keeping cats social / Answering questions on cat colony room	Enrichment / Playgroups / Meeting dogs/kennel	Kennel time	Waivers	Brining animals in and out of system	Cleaning the office / Bringing supplies to room	Print adoption packets
BARRIERS	Time / Info getting lost / Reply all / Emails response time + no holding animals	Repeating information / Public / Website information not up-do-date/lacking / Volume vs. customer service	Legal holds / Language Barriers / Information inconsistency / Vague notes / No privacy	Behavior notes / No documentation of process / No cut off time on adoptions, people come in late and want to spend time w animals / Gray areas	Technology not working / Chameleon	Time	Time / Scheduling for another department / Department priority of surgery sched	Getting dogs out of kennels / Fights in kennel / Time	Repeating info / High traffic times are consistent for all departments	Organization		Explaining working cats / Getting interrupted with answering questions about colony room cats / Taking people to break trailer cats	Weather / Not enough time to meet dogs / Getting dogs out of runs / Assistance/more ppl for playgroups	Kennel understaffed / Not enough time to meet dogs / Getting dogs out of runs / Re-evaluating behavior and keeping up to date	Sick animals and getting waivers for them / HW Status	Chameleon	Time / Organizing and finding things / Others dumping things in adoptions office	Coworker interruptions / Printers not working
CUSTOMER EXPERIENCE	Fear / False expectations	Don't know adoption process / Overwhelming	Education on breeds / Customers are alone for a lot of the time at the shelter	No holds on animals / Wait times / More edu on care	Wait times			Sometimes long wait for their DFTD dog		Unsure when it gets processed								
TOUCHPOINT																		
SOLUTION	**Organizing emails**	**Visual info to prompt guests w/out personal contact** / **Front check in --> use to gather data** / Give potential adopters cards with suggested dogs and locations	**Staggered Schedules** / List of dogs to meet every week / Quick lists -- for match-making / **Complete counseling in yard** / Tablets	Upgrading computers and printers, faster internet / Documentation of processes (more training) / **Utilizing whiteboards** / **Checklists**		**Filing cabinet**	**Go to quiet private location to complete**	More training on getting dogs out of runs	Call nurse/ communication tools with vet staff			Adoption counselor assigned to kennel should be taking them to trailer, also utilize volunteers for this	Training on meet and greets and dog behavior / **List of dogs to meet every week** / **Quick lists -- for match-making**	**Utilize animal profiles on kennel cards** / **Work with Meera to create vol to-dol list** / Kennel/staff training on filling out animal profiles / **Keep up with kennel staff favorites** / Digital kennel cards	**More structured tasks for volunteers** / **Work with Meera to create vol to-dol list**		**More structured tasks for volunteers** / **Work with Meera to create vol to-dol list**	**More structured tasks for volunteers** / **Work with Meera to create vol to-dol list** / **Go to quiet private location to complete**