**Past Recordings on Maddie’s Pet Forum**

<https://forum.maddiesfund.org/communityconversations>

**This meeting:**   
Find this meeting’s recording on Maddie’s Pet Forum later today

<https://maddies.fund/shelterrescuesupportcall101821>

Box link of file recording:

<https://maddiesfund.box.com/s/h98ai0j14v4cq9w6zan8lz6mig3bl3o0>

**Friday meeting registration page**

<https://maddies.fund/Register_AWLeadershipRoundup>

**Monday meeting registration link (for shelter staff and committed volunteers)**<https://maddies.fund/Register_ShelterRescueSupport>

**Agenda**

* **Welcome – Bobby Mann**

[bobby.mann@americanpetsalive.org](mailto:bobby.mann@americanpetsalive.org)

**QOTD: If you weren’t in Animal Welfare, what would you be doing?**

* **Mary's Motivation –**

**Don’t miss Maddie’s® Candid Conversation with Allison Cardona**  
Wednesday, October 20 at 12pm PT / 3pm ET

Register here: <https://maddiesfund-org.zoom.us/meeting/register/tZEtde6qrjIiGNCqbbGZK0bMtE1M6691oRv6>

**Positive Marketing for Maximum Impact webcast -  HeARTs Speak’s Caitlin Quinn on October 19 at 12:00 PM PT/ 3:00 PM ET**

<https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

**Survey: Bullying and Harassment in Animal Welfare**

<https://docs.google.com/forms/d/e/1FAIpQLSfXMcWG-7bARa2meeDUaLbAGgvfuDOzQrCBGNEyJwvN8gHG9Q/viewform>

**ASPCA Access to Veterinary Care Survey**

<https://www.surveymonkey.com/r/AVCquestions>

Respondents who submit their questions by November 5th will have a chance to win one of five Amazon gift cards worth $75

**Community Cats podcasts! Sign up at www.communitycatspodcast.com**

**Fundraising Day**

<https://www.communitycatspodcast.com/product/fundraising-day-conference-sponsorship/>

**Diversity Day**

<https://www.communitycatspodcast.com/product/diversity-day-conference-october-17-2021-sponsorship/>

* **National Updates**

**Open Arms Challenge HUDDLES** Recurring meetings every Tuesday and Thursday starting Tuesday Oct 5 through Thursday Nov 11 (no meeting 11/2)

Registration link for all meetings: <https://maddiesfund-org.zoom.us/meeting/register/tZckduupqjsoGNGtPuk2fatmO_acogXGlPx7>

**November 19 – applications due for Best Friends Annual Conference July 7-9, Raleigh, NC**

<https://bestfriends.org/events/best-friends-national-conference/speaking-proposals>

**HASS new Job-alikes**

<https://hass-net.americanpetsalive.org/job-alikes>

* **Session One:**[Dallas Pets Alive!](https://dallaspetsalive.org/), [Spay Neuter Network](https://spayneuternet.org/) and [Dallas Animal Services](https://dallascityhall.com/departments/dallas-animal-services/Pages/default.aspx)  will be joining us to highlight their use of [Doobert’s](https://www.doobert.com/) Companion Case Management (CCM) module.   
    
  Every organization needs some sort of case management tool but until now, there was nothing specifically built for animal welfare, with advanced functionality like two-way texting and automated workflows.  Thanks to the team at [Doobert](https://www.doobert.com/), and through an amazing partnership with [Dallas Pets Alive](https://dallaspetsalive.org/), [Spay Neuter Network](https://spayneuternet.org/), and support from the [Rees-Jones Foundation](https://www.rees-jonesfoundation.org/), these solutions are available today.  Doobert's Companion Case Management (CCM) module not only does the basics like mapping and tracking cases, but you can add and assign tasks, send and receive text messages with clients, and even set automatic workflows that will follow up, send reminders, and even surveys on your life-saving work.  Join us in this session and we'll show you how to scale your case management through a real-time demo from the Dallas Pets Alive and Spay Neuter Network team for how they're using CCM to streamline their operations and build on their shelter prevention programs.

* **Session Two:** [Mia Navedo-Williams](https://www.linkedin.com/in/michellenavedo), Best Friends Communications Manager for Multicultural Initiatives will be sharing survey results from the Latine/Latinx/Hispanic community and also showcasing the amazing communications strategies [Best Friends](https://support.bestfriends.org/site/SPageNavigator/es_us/inicio.html?_ga=2.54949675.1032865685.1633119188-1485485023.1590772754) is implementing to increase adoptions/fostering/sterilization.

***137 attendees***

***List of resources referenced during today’s call***

**Kids: Raining v. Drizzling video** <https://www.youtube.com/watch?v=9tbln4TdtTI>

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**Oct 19 Positive Marketing for Maximum Impact webinar** <https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

**ASPCA Access to Veterinary Care Survey**

[**https://www.surveymonkey.com/r/AVCquestions**](https://www.surveymonkey.com/r/AVCquestions)

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**HASS new Job-alikes**

<https://hass-net.americanpetsalive.org/job-alikes>

**Leslie Sans, Executive Director, Dallas Pets Alive!**<https://dallaspetsalive.org/>  
[**leslie@dallaspetsalive.org**](mailto:leslie@dallaspetsalive.org)

**Andra Adams, Vice President of Animal Operations, Dallas Pets Alive!** <https://dallaspetsalive.org/>

[**andraa@dallaspetsalive.org**](mailto:andraa@dallaspetsalive.org)

**Chris Roy, Founder, Doobert**

**Doobert’s Companion Case Management (CCM) module** <https://www.doobert.com/>

[chris@doobert.com](mailto:chris@doobert.com)

**Sarah McGoldrick, Community Engagement Manager, Spay Neuter Network**  
<https://spayneuternet.org/>

[**sarah.mcgoldrick@spayneuternetwork.org**](mailto:sarah.mcgoldrick@spayneuternetwork.org)

**Mia Navedo-Williams,** Best Friends Communications Manager for Multicultural Initiatives <https://www.linkedin.com/in/michellenavedo>

**Mia was on The Best Friends Podcast recently!** <https://network.bestfriends.org/tools-and-information/best-friends-podcast/best-friends-podcast-ep-82>

Los Gatos de Tu Comunidad video <https://www.youtube.com/watch?v=71cJrPlR3qo>

**Best Friends en Espanol**

<https://support.bestfriends.org/site/SPageNavigator/es_us/inicio.html?_ga=2.54949675.1032865685.1633119188-1485485023.1590772754>

**Best Friends Multicultural Initiatives**

<https://network.bestfriends.org/tools-and-information/programs-spotlight/diversity-equity-and-inclusion-our-mission>

              

**CHAT SESSION**

07:58:00 From Mary (she/her) @ Maddie's Fund to Everyone:

Sunny in Oakland right now

07:59:10 From Alison Gibson to Everyone:

**Kids video Raining v Drizzling** <https://www.youtube.com/watch?v=9tbln4TdtTI>

***Bobby asks: What job would you have if you were not in animal welfare?***

07:59:17 From Mary (she/her) @ Maddie's Fund to Everyone:

Poser hipster

07:59:20 From Hilary Shurtleff to Everyone: **Kids video Raining v Drizzling**

<https://www.youtube.com/watch?v=9tbln4TdtTI>

07:59:36 From Jess Roper to Everyone:

Teaching

07:59:39 From Andrea Giorgio to Everyone:

Social worker

07:59:48 From Sarah Aguilar to Everyone:

bartending

07:59:56 From Cheryl Jones to Everyone:

Lawyer

07:59:57 From Josh Fiala to Everyone:

invest and make millions in the stock market

08:00:01 From Gilberto Gandra to Everyone:

Professional Karaoke Host

08:00:26 From Dyanna Uchiek to Everyone:

Patient Advocacy Attorney

08:02:06 From Hilary Shurtleff to Everyone:

Probably restart my unofficial nonprofit from high school - I am human like you!

08:02:19 From Sharon Fletcher to Everyone:

she has multiple crowns

08:02:19 From Kay Stout to Everyone:

Accompany a singer - - would love to have been Tony Bennet's accompanist

08:02:26 From Jackie Roach to Everyone:

Running a business - and refereeing football games

08:02:27 From Allison Cardona to Everyone:

Documentary film maker

08:02:29 From Erika Leckington to Everyone:

Forensic Anthropologist.

08:02:56 From Alison Gibson to Everyone:

**To find adopters and fosters for pets who are more difficult to place, start with your language**

Caitlin Quinn, Director of Operations for HeARTsSpeak.

<https://chewonthis.maddiesfund.org/2021/10/to-find-adopters-and-fosters-for-pets-who-are-more-difficult-to-place-start-with-your-language/>

08:02:57 From Kevin Jantsch to Everyone:

stand up comedian or actor or twitch game streamer LOL

08:03:06 From Alison Gibson to Everyone:

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<https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

08:03:10 From Cailin Quinn to Everyone:

**Oh thank you Mary! Register here:** <https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

08:03:43 From Alison Gibson to Everyone:

**Community Cats podcasts! can sign up at www.communitycatspodcast.com**

Saturday Oct 16 Fundraising Day

<https://www.communitycatspodcast.com/product/fundraising-day-conference-sponsorship/>

Sunday Oct 17 Diversity Day

<https://www.communitycatspodcast.com/product/diversity-day-conference-october-17-2021-sponsorship/>

08:04:00 From Steve Marrero to Everyone:

Zoo Vet

08:04:34 From Alison Gibson to Everyone:

**Don’t miss Maddie’s® Candid Conversation with Allison Cardona**

Wednesday, October 20 at 12pm PT / 3pm ET

Register here: <https://maddiesfund-org.zoom.us/meeting/register/tZEtde6qrjIiGNCqbbGZK0bMtE1M6691oRv6>

08:04:37 From Bobby Mann to Everyone:

I CANNOT WAIT!!!! SO EXCITED!!!!

08:04:40 From Cailin Quinn to Everyone:

So excited for this candid convo!!

08:04:52 From Allison Cardona to Everyone:

Thank YOU!

08:05:08 From Alison Gibson to Everyone:

**ASPCA Access to Veterinary Care Survey**

<https://www.surveymonkey.com/r/AVCquestions>

Respondents who submit their questions by November 5th will have a chance to win one of five Amazon gift cards worth $75

08:05:18 From Alison Gibson to Everyone:

**Survey: Bullying and Harassment in Animal Welfare**

<https://docs.google.com/forms/d/e/1FAIpQLSfXMcWG-7bARa2meeDUaLbAGgvfuDOzQrCBGNEyJwvN8gHG9Q/viewform>

08:06:30 From Alison Gibson to Everyone:

**Open Arms Challenge HUDDLES** Recurring meetings every Tuesday and Thursday starting Tuesday Oct 5 through Thursday Nov 11 (no meeting 11/2)

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08:07:46 From Alison Gibson to Everyone:

**November 19 – applications due for Best Friends Annual Conference July 7-9, Raleigh, NC**

<https://bestfriends.org/events/best-friends-national-conference/speaking-proposals>

08:08:21 From Sharon Fletcher to Everyone:

Marketing & Communications is part of everyone’s job

08:08:26 From Alison Gibson to Everyone:

**Positive Marketing for Maximum Impact webcast - HeARTs Speak’s Caitlin Quinn on October 19 at 12:00 PM PT/ 3:00 PM ET**

<https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

08:08:38 From Cailin Quinn to Everyone:

**Register for Positive Marketing for Maximum Impact** <https://us06web.zoom.us/webinar/register/WN_4V2fWCj6SYSYoi5GAChBkw>

08:09:04 From Tammy Roberts to Everyone:

Thank you heartspeak we are using your templates here in South Africa 🇿🇦

08:09:16 From Jamie Case to Everyone:

<https://hass-net.americanpetsalive.org/job-alikes>

08:09:19 From Cailin Quinn to Everyone:

Thank you Tammy! That means so much!

08:10:24 From Dyanna Uchiek to Everyone:

Who's in charge of the managing the Animal Shelter Social Calendar! We are so lucky to have all of these opportunities available to us!!!!

08:10:25 From Maggie Tomecek to Everyone:

I'm new! Hi there

08:10:28 From Samantha Burgin to Everyone:

Im new to the meeting!

08:10:34 From Leah Backo to Everyone:

I'm new, from Dallas Animal Services!

08:10:37 From Kim Cline to Everyone:

New-ish :) I’m a volunteer with Community Cats Edmonton and ARTS Senior Animal Rescue

in Edmonton Canada

08:10:53 From Nickey Taylor to Everyone:

I'm new from KC Pet Project.

08:11:09 From tanya dominguez to Everyone:

hi first time here from Ramona Humane Society

08:11:19 From Christine Colvin to Everyone:

Hi! I'm Christine Colvin, new from Best Friends Animal Society, National Community Engagement Coordinator. :)

08:11:36 From Alison Gibson to Everyone:

Leslie Sans, Executive Director, Dallas Pets Alive!

<https://dallaspetsalive.org/>

08:12:11 From Bobby Mann to Everyone:

All of these new names! Love to have you all here!

08:12:51 From Guinnevere McMillion to Everyone:

I'm new again...I used to have a conflicting meeting at this time. I am with Pethealth and I cover the Southeast.

08:14:01 From Bobby Mann to Everyone:

If you have questions during the presentation, please drop them in the chat. Chris Roy is here to field questions after the presentation. Thanks!!

08:14:32 From Brandon K to Everyone:

I’m new! From both Vidaah - expanding access to veterinary care (www.vidaah.vet/foster for foster solutions) and from Ollie + Stace - pet portraits of your floof ([www.ollieandstace.com](http://www.ollieandstace.com))

08:15:54 From Alison Gibson to Everyone:

**Chris Roy, Founder, Doobert**

Doobert’s Companion Case Management (CCM) module <https://www.doobert.com/>

08:16:28 From Sharon Fletcher to Everyone:

**Register for the Open Arms Huddles**: <https://www.maddiesfund.org/open-arms-challenge-huddles.htm>

08:16:59 From Alison Gibson to Everyone:

**Andra Adams, Vice President of Animal Operations, Dallas Pets Alive!** <https://dallaspetsalive.org/>

08:18:56 From Bobby Mann to Everyone:

Please drop your questions in the chat. Thanks!

08:19:29 From Dyanna Uchiek to Everyone:

Amazing! This information is definitely what our intake diversion program is missing!

08:19:37 From Alison Gibson to Everyone:

**Sarah McGoldrick, Community Engagement Manager, Spay Neuter Network**

<https://spayneuternet.org/>

08:20:07 From Gilberto (he/him) to Everyone:

@ChrisRoy Lollypop Farm has been gathering data on this type of deferred intake for their PetPeeves hotline for a while. Could be a good one to chat with!

08:21:37 From Dyanna Uchiek to Everyone:

We just started taking a case management approach to surrender requests about 6 months ago, but have been struggling to track status and outcome information comprehensively.

08:23:19 From Josh Fiala to Everyone:

How is the initial information entered into the CCM? is it external facing or is it someone internally with one of the organizations on the platform?

08:24:09 From Chris Roy to Everyone:

Good question @Josh. YOU as the organization can initiate the case request or if you want something more automated, we can set that up like we did for SNN where we take an email and turn it into a case.

08:24:20 From Chris Roy to Everyone:

DPA and SNN have web site forms that generate a new case automatically.

08:24:43 From Dyanna Uchiek to Everyone:

Chris/Doobert - this work is brilliant

08:29:46 From Alison Gibson to Everyone:

The Open Arms Challenge is now open for registration! <https://maddiesfund-org.zoom.us/meeting/register/tZckduupqjsoGNGtPuk2fatmO_acogXGlPx7>

08:30:17 From Irene Chansawang to Everyone:

Open Arms registration's up now!

08:30:42 From Laura Van Wagner to Everyone:

How much does the program cost per month?

08:31:18 From Jackie Roach to Everyone:

this is great Chris - is there a dashboard so you have visibility to all tasks and make sure that everyone is following up and through?

08:31:20 From Dyanna Uchiek to Everyone:

FREE?!?! INCREDIBLE!!!

08:31:23 From Cailin Quinn to Everyone:

So amazing Chris, thanks for all you do

08:31:26 From Allison DuVal to Everyone:

so awesome!!

08:31:53 From Rebecca Stewart to Everyone:

Does this communicate with shelter software?

08:32:32 From Jillian Gomez to Everyone:

If the client came back, with the same say heartworm issue.. do you open the same case or create a new?

08:32:36 From Irene Chansawang to Everyone:

\*Registration for the Open Arms Challenge Zoom huddles is now open (not for the Challenge itself). Thanks!

08:32:38 From Allison Cardona to Everyone:

Chameleon?

08:32:39 From Alison Gibson to Everyone:

The Open Arms Challenge HUDDLES are open to all. The Challenge Grant is closed

08:33:19 From Jackie Roach to Everyone:

that's great! thank you

08:36:26 From Josh Fiala to Everyone:

Thank you Chris! Can't wait to reach out to learn more about this program!

08:36:33 From Chris Roy to Everyone:

[chris@doobert.com](mailto:chris@doobert.com)

08:36:38 From Alison Gibson to Everyone:

**Mia Navedo-Williams, Best Friends Communications Manager for Multicultural Initiatives** <https://www.linkedin.com/in/michellenavedo>

08:37:01 From Jamie Case to Everyone:

Hi Mia!!!! ❤️

08:37:26 From Jess Roper to Everyone:

Yay, Mia!

08:37:31 From Cailin Quinn to Everyone:

Thank you for being here, Mia — so excited for this!

08:38:29 From Sharon Fletcher to Everyone:

Hi Mia!!

08:39:30 From Jon Dunn to Everyone:

**Mia was on The Best Friends Podcast recently**! <https://network.bestfriends.org/tools-and-information/best-friends-podcast/best-friends-podcast-ep-82>

08:40:04 From Alison Gibson to Everyone:

**Best Friends Multicultural Initiatives**

<https://network.bestfriends.org/tools-and-information/programs-spotlight/diversity-equity-and-inclusion-our-mission>

08:40:28 From Alison Gibson to Everyone:

**Best Friends en Espanol**

<https://support.bestfriends.org/site/SPageNavigator/es_us/inicio.html?_ga=2.54949675.1032865685.1633119188-1485485023.1590772754>

08:41:33 From Leslie Sans to Everyone:

DPA and SNN are also available to help any group navigate how CCM can help your organization or community! Feel free to email us: [andraa@dallaspetsalive.org](mailto:andraa@dallaspetsalive.org)

or [sarah.mcgoldrick@spayneuternetwork.org](mailto:sarah.mcgoldrick@spayneuternetwork.org)

or [leslie@dallaspetsalive.org](mailto:leslie@dallaspetsalive.org)

08:41:49 From Alison Gibson to Everyone:

Thanks @Leslie!

08:48:32 From Allison Cardona to Everyone:

Love that

08:48:40 From Bobby Mann to Everyone:

SO AMAZING!

08:48:49 From Angie Everett to Everyone:

I like that idea!

08:49:02 From Courtney Wennerstrom to Everyone:

That is SO SMART!

08:49:22 From Allison Cardona to Everyone:

My mother is abuela to my pets - she treats them like her nietos

08:50:22 From Alison Gibson to Everyone:

@Allison ♥️♥️

08:53:35 From Cailin Quinn to Everyone:

I love this creativity and strategy, really incredible

08:56:55 From Allison Cardona to Everyone:

Incredible!

08:56:57 From Dyanna Uchiek to Everyone:

It was incredible and so enlightening - thank you Mia!

08:57:20 From Allison DuVal to Everyone:

great info. Thank You Mia!

08:59:44 From Alison Gibson to Everyone:

**Find this meeting’s recording on Maddie’s Pet Forum later today**

<https://maddies.fund/shelterrescuesupportcall101821>

08:59:56 From Rebecca Stewart to Everyone:

Where will the recording of this call?

09:00:01 From Teresa Johnson to Everyone:

Fantastic presentation!!

09:00:26 From Bobby Mann to Everyone:

**Recordings:** <https://www.maddiesfund.org/community-conversations.htm>

------------------------end-----------------------