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

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

**This meeting:**

<https://forum.maddiesfund.org/communities/community-home/digestviewer/viewthread?MessageKey=aece5df7-953e-46d5-8933-9514922c14ea&CommunityKey=afce7f7a-fd5a-431e-9f2a-aaedc46a03d6&tab=digestviewer#bmaece5df7-953e-46d5-8933-9514922c14ea>

Box link of file recording:

<https://maddiesfund.box.com/s/ptkycvvjtyvt29xcti94f6ptyt0okaim>

**Friday meeting registration page**

<https://us02web.zoom.us/meeting/register/tZEud-2orzMrHtLTuNo0GbrSNeCQlQkdWKAp>

**Monday meeting registration link (for shelter staff and committed volunteers)**<https://us02web.zoom.us/meeting/register/tZUqc-6spj0jHtES3GWxrpaG6L3HcbMh_dCu>

**Agenda -  *Pethealth Data: The Next Phase for Animal Welfare & Safety Net Fostering***

* **Welcome – Kristen Hassen, Director, American Pets Alive! -**
Kristen.hassen@americanpetsalive.org

**QOTD – What is your best advice in 4 words? (Inspired by Sark)**

* **Mary's Motivation –** Data tells a story. We all have to be willing to repeat and share in those stories to be a part of the collective narrative that we want to put forward about our industry. If you don’t have a system to track your data, get one! If you get stuck, there are so many other people already doing it who can help. You don’t have to do it in a vacuum!
* **Steve Zeidman, Senior VP, Software Solutions at Pethealth -- Pethealth data: The Next Phase for Animal Welfare**
* **Dr. Lisa Gunter, PhD, MA, CBCC-KA – Safety Net Foster Program research**

***215 attendees***

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

**HASS blog post by Arin Greenwood: “Steal This Idea: Ruff Haven’s Emergency Fostering Program”:** [**https://www.humananimalsupportservices.org/blog/ruff-havens-emergency-fostering-program/**](https://www.humananimalsupportservices.org/blog/ruff-havens-emergency-fostering-program/)

**Best Friends Organization Staffing Survey:**

[**https://app.smartsheet.com/b/form/d8cc22f00e624fa292ade792c32dda35**](https://app.smartsheet.com/b/form/d8cc22f00e624fa292ade792c32dda35)

**Don’t Forget the Pets:**

[**https://dontforgetthepets.org/**](https://dontforgetthepets.org/)

**HASS Press Release: “The Coming Eviction Crisis Will Affect Pets, Too”:**

[**https://www.humananimalsupportservices.org/press-release/the-coming-eviction-crisis-will-affect-pets-too/**](https://www.humananimalsupportservices.org/press-release/the-coming-eviction-crisis-will-affect-pets-too/)

**NACA Board member applications are still being accepted for anyone interested in joining the board of directors!!** [**https://www.nacanet.org/elections/**](https://www.nacanet.org/elections/)

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

[**https://forum.maddiesfund.org/communityconversations**](https://forum.maddiesfund.org/communityconversations)

**RedRover:**

[**https://redrover.org/**](https://redrover.org/)

**Riverside County Department of Animal Services has a new Deputy Director of Operations position available:** [**https://www.governmentjobs.com/careers/riverside/jobs/3170351/deputy-director-of-operations-animal-services?keywords=deputy%20director%20of%20operations&pagetype=jobOpportunitiesJobs**](https://www.governmentjobs.com/careers/riverside/jobs/3170351/deputy-director-of-operations-animal-services?keywords=deputy%20director%20of%20operations&pagetype=jobOpportunitiesJobs)

**SARK post “Best advice you can give in 4 words...”:** <https://www.facebook.com/PlanetSARK/posts/362916445191132>

***Steve Zeidman: Pethealth Data: The Next Phase for Animal Welfare***

Steve Zeidman’s Latest Blog - “The Next Phase for Animal Welfare”: <https://www.petpoint.com/zblog>

***Lisa Gunter: Safety Net Foster Program Research***

Dr. Lisa Gunter, PhD, MA, CBCC-KA: <https://www.lisamgunter.com/about>

**Continue this discussion on Maddie’s Pet Forum** <https://forum.maddiesfund.org/communities/community-home/digestviewer/viewthread?MessageKey=aece5df7-953e-46d5-8933-9514922c14ea&CommunityKey=afce7f7a-fd5a-431e-9f2a-aaedc46a03d6&tab=digestviewer#bmaece5df7-953e-46d5-8933-9514922c14ea>

***Blogs/books/conferences/podcasts/events***

**AAWA Fall Conference in New Orleans, November 17-19, 2021:** [**https://theaawa.org/page/events**](https://theaawa.org/page/events)

**Adisa workshop: The Future of Volunteers in Sheltering gathering Monday, 8/2, 2-4pm ET —** [**www.adisagroup.com/workshops**](http://www.adisagroup.com/workshops)

**Book recommendation by Kristen: “Evicted: Poverty and Profit in the American City”:**

[**https://www.goodreads.com/book/show/25852784-evicted**](https://www.goodreads.com/book/show/25852784-evicted)

              

**CHAT SESSION**

00:36:23 Kim Domerofski (she/her): Good morning! This call is being recorded. **Find the recording link and a copy of the resources from this chat within 24 hours on Maddie’s Pet Forum:** <https://forum.maddiesfund.org/communities/community-home/digestviewer/viewthread?MessageKey=aece5df7-953e-46d5-8933-9514922c14ea&CommunityKey=afce7f7a-fd5a-431e-9f2a-aaedc46a03d6&tab=digestviewer#bmaece5df7-953e-46d5-8933-9514922c14ea>

00:36:57 kristen hassen: **Book Recommendation: “Evicted: Poverty and Profit in the American City”:** <https://www.goodreads.com/book/show/25852784-evicted>

**Kristen’s Question of the week: What is your best life advice in 4 words?**

00:37:33 Becky Tegze: Breath

00:37:37 Nora Vondrell: Listen more, talk less

00:37:41 Michael Bricker: Keep your head up.

00:37:44 Joy Smith: Never say Never

00:37:46 Tom Colvin: Never stop learning

00:37:52 Johanna Humbert: Follow your dreams, girl!

00:37:54 Tammi Barrick: Know yourself

00:37:56 Sara Price: Just take another step

00:37:56 Mary (she/her) @ Maddie's Fund: Operate from the strength of your convictions

00:37:57 Katherine Shenar: Don’t give up

00:37:57 Emily Thorner: Live in present moment.

00:37:59 Michelle Quigley: Don't sweat the smallstuff

00:38:00 Bobby Mann: Drink lots of water

00:38:00 Jerrica Owen: Breath in breath out

00:38:01 cait daly: don't take it personally

00:38:05 Gina Knepp: You are not the center of the universe.

00:38:06 Rebecca Marsh: Step by step

00:38:09 Rob LaRoy: Always be prepared

00:38:11 Kathleen Leary: Don't ever depend on anyone to take care of you but you!

00:38:12 Jill Dyche: Go get 'em, Tiger!

00:38:19 Joyce Briggs: Its not about you

00:38:19 Laura Maloney: Being fully present to whomever you’re with.

00:38:22 Mary (she/her) @ Maddie's Fund: I love listen more, talk less. That’s great advice – thanks

00:38:22 Maria Anselmo: Don't forget to sleep

00:38:23 LESLIE DALZELL: Just Keep Swimming

00:38:23 Kay Stout: Listen more, speak less

00:38:44 Shayla Donnelly: Other people’s opinions of you are none of your business.

00:39:09 Geraldine D'Silva: It could have been worse

00:39:17 BJ Andersen: Love yourself, help others

00:40:07 Joyce Briggs: Bring joy, bring inspiration

00:40:27 Andrea Peterson: Life's tough, you're tougher.

00:41:24 Mary (she/her) @ Maddie's Fund: Joyce, that’s beautiful

00:42:07 Irene Chansawang: Hi! I'm Irene from Maddie's Fund. Excited to hear Lisa Gunter's updates re: the ASU foster study today!

00:42:28 Donna Duffau: Hello, I am Donna Duffau from Lewis Clark Animal Shelter in Lewiston, Idaho. So glad to be able to attend today.

00:43:34 Emily Thorner: Hi! I am the new CFO/Chief Technology Officer at the BC SPCA in Vancouver, Canada. New to AW and very excited to peer network and talk data!

00:43:57 Kathy Duncan: Welcome Emily from a fellow Canadian!!!

00:44:02 Kathleen Olson: Welcome, Emily.

00:44:08 Kim Domerofski (she/her): **AAWA Fall Conference in New Orleans, November 17-19, 2021:**  <https://theaawa.org/page/events>

00:44:29 Kim Domerofski (she/her): **Best Friends Organization Staffing Survey:**

<https://app.smartsheet.com/b/form/d8cc22f00e624fa292ade792c32dda35>

00:44:42 Mary (she/her) @ Maddie's Fund: Do we know how many people work in animal welfare in paid and unpaid positions?

00:44:59 Corey Price: was quick and easy to complete

00:45:30 Jerrica Owen CAWA, NACA: Good morning from **NACA! Board member applications are still being accepted for anyone interested in joining the board of directors!!** <https://www.nacanet.org/elections/>

00:46:08 **Jerrica Owen CAWA, NACA**: jowen@nacanet.org - please email me if you want more information or to chat about the board of directors for NACA

00:46:20 Betsy McFarland: **The Future of Volunteers in Sheltering gathering Monday 2-4pm ET** — [www.adisagroup.com/workshops](http://www.adisagroup.com/workshops)

00:47:20 Kim Domerofski (she/her): **HASS Press release “The Coming Eviction Crisis Will Affect Pets, Too”:** <https://www.humananimalsupportservices.org/press-release/the-coming-eviction-crisis-will-affect-pets-too/>

00:48:27 Julie Bank: We have a new position available. **Come join our team as the Deputy Director of Operations at Riverside County Department of Animal Services:** <https://www.governmentjobs.com/careers/riverside/jobs/3170351/deputy-director-of-operations-animal-services?keywords=deputy%20director%20of%20operations&pagetype=jobOpportunitiesJobs>

00:49:12 Kim Domerofski (she/her): **Latest blog from Steve Zeidman - “The Next Phase for Animal Welfare”:** <https://www.petpoint.com/zblog>

00:49:16 kristen hassen: **Book Recommendation: “Evicted: Poverty and Profit in the American City”:** <https://www.goodreads.com/book/show/25852784-evicted>

00:52:32 Mary (she/her) @ Maddie's Fund: 2020 data will be our “asterisk” year

00:53:01 Julie Levy: Yay Florida!!!

00:53:07 Annie Guion: so important to get the data to challenge our perceptions!

00:53:40 Nora Vondrell: I love the numbers! My mom always said there are three types of liars: liars, damn liars, and statisticians. :-)

00:54:05 Emily McCobb: That was a book-

00:54:05 Andrew Shawver: @Nora HAHaHHAHA!

00:55:59 kristen hassen: WOW

00:56:07 Johanna Humbert: This data does not look like our data in NW Indiana.

00:58:17 Annie Guion: steve, don’t think you showed cat intake?

00:59:51 Mandy Evans: Our adoption numbers are painfully down. Its brutal. Everyone's on vacation. Our fosters are out of town. It is significantly slowing our animal movement down.

01:02:18 kristen hassen: If you have questions please type them in the chat!

01:03:23 Kathy Duncan: But is the LOS not also part of the HASS premise? Dedicate the space in the shelter to those animals that need our care the most?

01:03:45 Kathy Duncan: So we would expect to see those animals likely staying longer?

01:04:15 Rob LaRoy: Our percentage of sick/injured animals has gone way up. This has lead to our LOS getting longer.

01:05:06 Andrew Rowan: Steve - the Petpoint numbers show that cat intake from Feb?march through August is much greater than cat outcomes and then from Sept thru January, cat outcomes are much higher than intake. It was a startling graph! That would mean that cats are staying much longer in shelters beginning around April/May.

01:05:34 kristen hassen: Andrew I am guessing that’s because kitten season

01:05:41 Nancy McKenney: A lot of our foster families are taking vacations now and unavailable..

01:05:47 kristen hassen: Means they stay in custody until they can be adopted which makes LOS really really long

01:06:03 Katherine Shenar (she/her): Why is transport down?

01:06:23 Johnny Jenkins: Transports essentially stopped in 2020 nationwide.

01:06:41 Sarah Chiles: As a receiving shelter we aren’t able to transfer in as many dogs b/c the ones we have aren’t being adopted.

01:06:59 Brad Shear: We've seen adoptions return to 2019 levels, but I've spoken to some other New England shelters who are seeing slowing adoptions

01:06:59 Brent Toellner: Yes Kristen, you can see it in national population numbers because shelter populations of cats in shelters increase for 3 or four months in spring and then slowly drop through January/February. Primarily kittens and neonates

01:06:59 Sarah Chiles: Lack of S/N services is also a HUGE issue in our area.

01:07:07 Ben Swan: Totally agree. I agree with Sarah.

01:07:09 Johnny Jenkins: It was minimal, many transporters ceased operations

01:07:13 Sharon Fletcher: the public stepped up big time at the start of the pandemic because we asked them to.

01:07:31 Sharon Fletcher: Communication is key

01:07:31 Bill Ganley he/him San Diego Humane: amen @sharon

01:07:34 kristen hassen: Exactly Sharon

01:07:55 Christine Clisham: We are a rescue who rents space from our vet. We aren’t able to transfer to any rescues in urban areas because they are all full

01:07:58 Erica Schumacher: It would be helpful if all shelters recorded the animal’s condition (healthy/unhealthy) on entry. Then you should be able to run a report on LOS for each group to see what’s really going on in that particular shelter.

01:08:15 Kathy Duncan: A greed @Erica

01:08:54 Julie Bank: Does anyone out there have a joint lost and found on-line reporting system for the public that connects multiple agencies data (pictures and reports) who all have different databases?

01:08:56 Katherine Shenar (she/her): So the solutions are to increase foster, adoption promotions, increase transport…

01:09:10 Katherine Shenar (she/her): What are the stray numbers?

01:09:24 kristen hassen: Yes exactly. We need a national foster plea

01:09:33 Katherine Shenar (she/her): Return To Home data?

01:09:37 Gina Knepp: We should also all be focusing intently on return to home efforts.

01:09:37 kristen hassen: I think because it’s not a good time for people to adopt, relative to other times.

01:09:42 Melanie Sadek: I feel like I missed something. I believe I heard that intake isn't as high, adoptions are steady, but LOS is up. How does that come together?

01:09:43 Emily Wood: Yes, Katherine! How do we get more animals back home!!!

01:09:47 Michael Bricker: Great information Steve!

01:09:59 Katherine Shenar (she/her): Thanks Steve!!!!!

01:10:02 Nancy McKenney: Always good to hear and see you Steve

01:10:07 Brad Shear: Do the length of stay numbers include time in foster? I'm wondering if for some organizations time in foster could increase if they don't have capacity to bring those animals back in or access veterinary care

01:10:08 Nora Vondrell: Thank you Steve! So appreciative to have this information.

01:10:24 Katherine Shenar (she/her): @Brad - yes, I think animals in foster are impacting LoS

01:10:30 Kathy Duncan: Thanks so much Steve!! Always great to see the data broken down.

01:10:32 Sarah Chiles: Brad - great point!

01:10:32 Pollyanne McKillop: Thanks for the data, Steve. Lots to think about and research.

01:10:49 Sharon Fletcher: We are continue to be in a pandemic year

01:10:50 Brent Toellner: Steve -- thank you for continuing to be so generous with your data for the good of the industry

01:11:14 Beth Harrison: thank you Steve! good to see the numbers vs 19

01:11:21 Julie Levy: I wonder if 600,000 deaths due to COVID and the impact on those families decreased number of available homes?

01:11:37 Rebecca Marsh: Thank you Steve, so insightful

01:11:44 Kathy Duncan: I wonder how much the transfer #’s have dropped because the border with Canada has been closed?

01:11:55 Katherine Shenar (she/her): How do we solve the transport problem?

01:12:03 Erica Schumacher: We’ve also seen some “source” shelters finding ways to keep pets in their communities rather than transfer.

01:12:38 Sharon Fletcher: Thank you Steve!!

01:12:39 Kim Domerofski (she/her): **Dr. Lisa Gunter, PhD, MA, CBCC-KA:** <https://www.lisamgunter.com/about>

01:15:12 Emily Klehm: Hi!

01:16:14 kristen hassen: Sorry I always want to put an h in Lisa’s last name:)

01:17:05 kristen hassen: Katherine I think we need a truly national strategy for transport. I can’t figure out why it’s so hard. Palm Valley right now is so wildly sad. So many highly adoptable pets who just find themselves in the wrong place, in the wrong time.

01:18:05 Kay Amland: Do the pets stay in their home during the safety net program or go to a different foster home until the family can take them back?

01:18:17 Bill Ganley he/him San Diego Humane: 94.3% is awesome

01:18:37 Andrea Peterson: Lisa, we checked in with our Community Support teams this week and asked what the most rewarding part of their job was... and most said helping the Safety Net Foster pets and owners! :)

01:19:31 Stephanie Hicks: Is there a length of time or limit of fostering in the programs surveyed?

01:19:42 Danielle Harris: This has been such a game changer at Pacc!!

01:21:26 Stuart Earley: What are your criteria for denial?

01:22:01 Stephanie Hicks: Are you finding an issue in having to offer human support services to get to the 94%? …. Also.. sorry!! …. how is this data being collected? General shelter software?

01:22:04 Kim Domerofski (she/her): **Past Friday call recordings and shared resources can be found on Maddie’s Pet Forum:** <https://forum.maddiesfund.org/communityconversations>

01:23:39 Johnny Jenkins: Is there a demographic breakdown of owners, specifically by race and ethnicity (BIPOC)?

01:24:45 Stephanie Hicks: We have a safety net program and would be interested in how to catch data, as we aren’t.

01:27:04 kristen hassen: Arin Greenwood just wrote this great **profile of Ruff Haven, an organization entirely dedicated to safety net fostering:** <https://www.humananimalsupportservices.org/blog/ruff-havens-emergency-fostering-program/>

01:27:41 Augusta Farley: When you intake do you look at situations that indicate shorter stay, and select based on that? Many of our foster boarding clients who are unhoused (most in a cohabitation shelter or rehab facility) are here for many more months than your program, even years.

01:28:21 Julie Levy: Are you seeing municipal shelter starting these programs or mostly nonprofits?

01:29:26 Nancy McKenney: Municipal shelters also may tend to do “emergency boarding” for people who are arrested, hospitalized, etc.

01:29:47 Nancy McKenney: Um, boarding for the people’s pets, not the humans.

01:30:05 kristen hassen: **SARK post “Best advice you can give in 4 words...”:** <https://www.facebook.com/PlanetSARK/posts/362916445191132>

01:30:22 kristen hassen: Here’s the post that inspired today’s prompt. SOOOOO worth reading and SARK is just generally amazing

01:31:11 Kim Domerofski (she/her): **Continue this discussion & ask follow up questions on Maddie’s Pet Forum with Steve Zeidman and Dr. Gunter** <https://forum.maddiesfund.org/communities/community-home/digestviewer/viewthread?MessageKey=aece5df7-953e-46d5-8933-9514922c14ea&CommunityKey=afce7f7a-fd5a-431e-9f2a-aaedc46a03d6&tab=digestviewer#bmaece5df7-953e-46d5-8933-9514922c14ea>

01:31:12 Stephanie Hicks: Nancy.. yes.. we are partnered with our municipal shelter and often they take the pets in as “emergency” and then we are able to take out into our safety net program. It’s been a great partnership.

01:31:42 Nancy McKenney: Would be a nice national list of all the orgs doing an emergency pet safety net!

01:31:46 Stuart Earley: Great presentation and very inspiring. thank you.

01:32:04 kristen hassen: @Nancy Arin and I can put that together!

01:32:12 Arin Greenwood: yes!

01:32:13 Brad Shear: We've been doing this for many years and have never had a liability issue.

01:32:21 Stephanie Hicks: Again would be interested in data collection tools as we have provided for 4 years but struggle with data.

01:32:28 Amanda Gatten: Thanks, Lisa! KC Pet Project has LOVED working with you all!

01:32:50 Augusta Farley: How do you cover medical costs that come up occasionally?

01:32:56 Sarah Aguilar: **Don’t Forget The Pets:** <https://dontforgetthepets.org/>

01:33:07 Sarah Aguilar: **RedRover:** <https://redrover.org/>

01:33:13 Andrew Rowan: I did a Safety Net Foster back in 1979 when I was at the HSUS. The cleaning service came to me (I was in my office after hours) and said there was a woman at the front door with a cat who needed help. I went down to see her. She was entering a shelter but could not take her cat. The short story is I took the cat (in a carrier with an inch of syrupy liquid at the bottom) and took it back to my efficiency apartment (where no pets were allowed). I cleaned up the carrier and the cat and we spent the next three weeks together when the woman returned and asked for her cat back! So - a successful Safety Net foster but with no explicit standards or official sanctions.

01:33:14 Bobby Mann: Thank you!!!!!

01:33:38 Beth Harrison: thank you Lisa- great info!

01:33:44 Sara Price: Thanks Lisa!

01:34:03 Nora Vondrell: The SICSA Pet Adoption & Wellness Center is launching our 2nd Cohort for our Safe Pets Apprenticeship Program. Will provide an application link soon!

01:34:17 Shelly (she/her), Maddie's Fund: That’s awesome Andrew!

01:34:43 Bill Ganley he/him San Diego Humane: just got an urgent request to all of our staff from one of our shelter directors to help staff the adoptions desk this am!

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