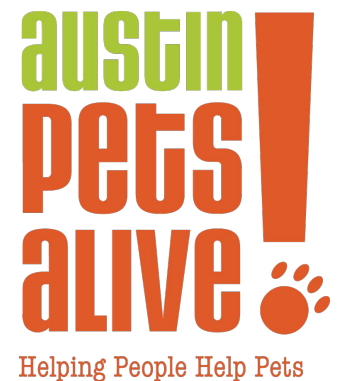


# AUSTIN PETS ALIVE!

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## DOG FOSTER PROGRAM



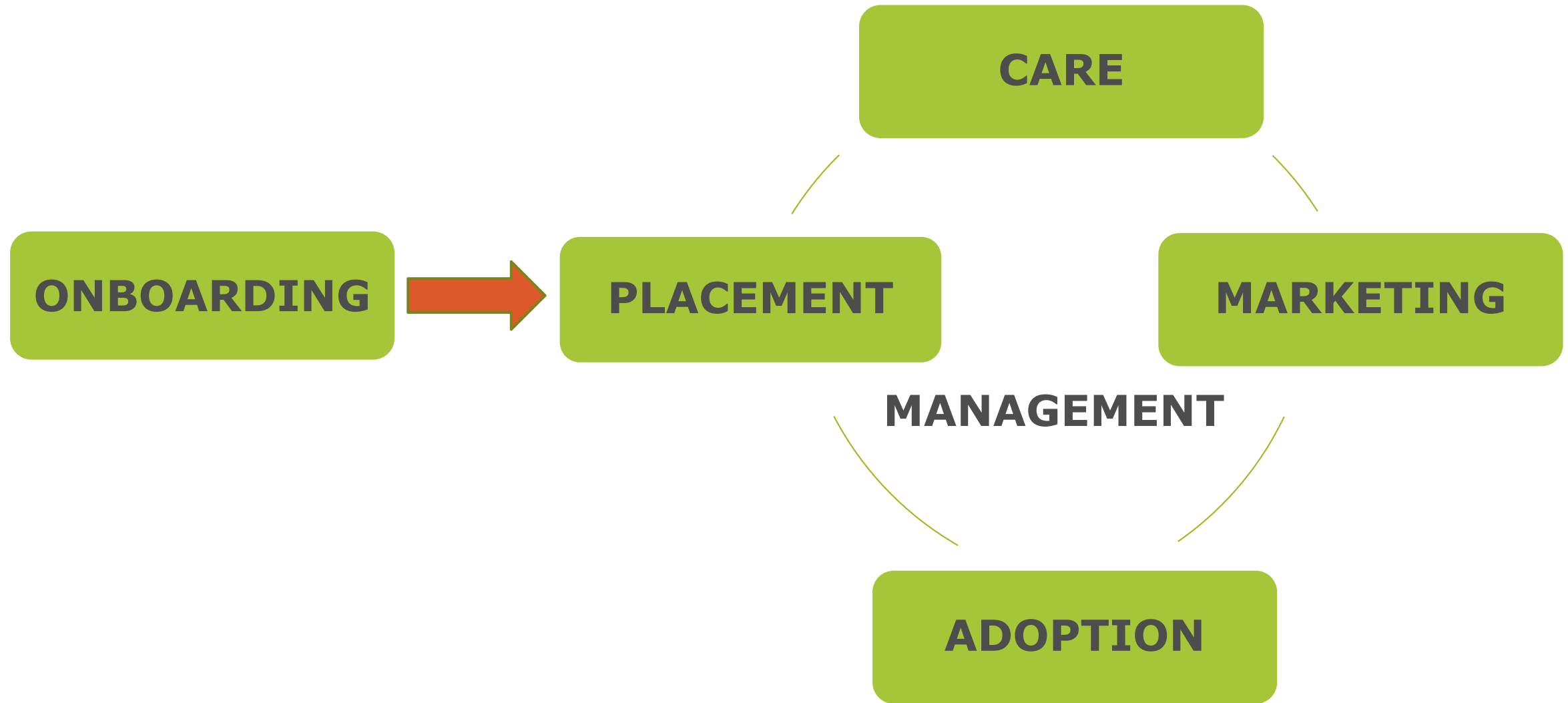
# OVERVIEW

We are a team of approximately 60 individuals, 5 teams, 4 full-time staff, and 3 part-time staff. Almost everyone on the Dog Foster Team is a volunteer who does the work in addition to their responsibilities with life, work, and family.

As of the end of 2018, we are averaging 547 dogs in foster per month. This is a 15.75% increase compared to 2017.

2,304 dogs were adopted from foster in 2018 resulting in approximately \$345,682 in adoption fees.

# THE DOG FOSTER CYCLE



# ONBOARDING

**Team:** Dog Foster Onboarding

**Staffing:** All volunteer (3)

**Responsibilities:**

- Handles “foster@” general program inquiries from members of the public and fosters
- Processes foster applications
- Onboards new fosters by creating their Shelterluv profile and adding them to our spreadsheet and google group
- Sends initial team communication to fosters containing our welcome materials, including the Dog Foster Handbook
- Follows up with new fosters who have not promptly taken a dog within a week of their acceptance into the program
- Follows up with new or inexperienced fosters who have recently taken a dog to answer questions or address concerns

# PLACEMENT

**Team:** Dog Foster Placement

**Staffing:** 1 full-time staff, 1 full-time staff, and 9 volunteers

**Responsibilities:**

- Handles rescue requests for dogs that need foster through rescuedog@
- Works with Medical and Behavior teams on specific needs for each dog, including any TLAC dogs needing foster
- Prepares and updates foster pleas (emails & Trello board)
- Markets dogs who need foster on social media (Facebook & Instagram)
- Matches fosters with dogs (both through proactive targeting and handling foster responses to pleas)
- Sends initial team communication to fosters detailing placement expectations and including general and case-specific resources
- Creates records, including entering medical information, for incoming foster dogs
- Arranges and physically coordinates transport, drop off, intake exams, and pick up of each foster dog
- Handles certain aspects of TLAC foster dog placement (sometimes all aspects), including matchmaking, foster consults, making sure behavior & medical consults are received, gathering supplies, and ultimate send off
- Handles sitter requests for dogs already in foster to keep as many dogs out of shelter as possible
- Handles rehoming requires - either to a new foster or a shelter surrender
- Recruits new fosters through various means, not limited to events and social media (i.e. ACC initiative)
- Creates and updates specialized foster groups (i.e. medical fosters, behavior fosters, bottle/tube baby fosters, etc.)
- Creates/updates records, including entering medical information, for incoming PASS and returned dogs and tracks required forms and intake exams
- Handles the universe of questions, comments, & complaints from fosters wanting to be matched with a dog, fosters newly-placed with a dog, and fosters seeking alternative arrangements for their dog, including funneling these to other appropriate teams (i.e. Behavior Team, Dog Foster Care Team, etc.)

# CARE

**Team:** Dog Foster Care

**Staffing:** 1 part-time staff; mostly volunteer (16)

**Responsibilities:**

- Primary contact for fosters regarding the care of their foster dog (i.e. general care, medical, feeding)
- Sends initial team communication to fosters detailing their foster dog's medical status and needs and including general and case-specific resources
- Schedules vaccination and basic care appointments
- Tracks deadlines for vaccinations and preventatives and sends overdue notices, proactively attempting to schedule an appointment/get the dog to the wellness clinic before an overdue notice is needed
- Advises on and schedules checks for non-emergent medical issues to their best ability before kicking the issue up to the Medical Team
- Refers emergent medical issues to the Medical Team
- Schedules spay/neuter surgeries and tracks when dogs are eligible for surgery based on age, vaccinations, and disease-label
- Schedules intake exams for PASS and returned dogs
- Monitors Distemper Angels and APA! Bottle and Tube Baby mentor groups (Google Groups)
- Monitors disease labels and schedules clearance exams, as well as alerts Medical Team to worsening symptoms
- Monitors medical consult and medical pre-adopt labels
- Oversees content of Dog-Foster-Team-developed Distemper, Ringworm, Sarcoptic Mange, and maternity & bottle/tube baby resources
- Helps to coordinate Heartworm treatment, if needed or sponsored while in foster
- Handles the universe of questions, comments, and complaints from fosters about the care of their foster dog, including funneling these to other appropriate teams (i.e. Behavior Team, Medical Team, etc.)

# MARKETING

**Team:** Dog Foster Advocate and Dog Foster Profile Volunteers

**Staffing:** 1 full-time staff and 2 volunteers

**Responsibilities:**

- Ensures available foster dogs have complete and attractive online profiles (photos, videos, bios)
- Enters and updates dog, cat, child, and home scores for foster dogs based on fosters' bio questionnaire answers and Behavior Team recommendations
- Markets foster dogs for adoption on social media (Facebook & Instagram), with a special emphasis on long stay/harder-to-place dogs
- Matches shelter dogs to potential fosters; matches foster dogs to potential adopters
- Arranges alternative exposure opportunities for dogs who cannot attend traditional events, like the APA! Thrift Store
- Provides DF staff assistance to Building B through advocacy and matchmaking

**Team:** Dog Foster Events

**Staffing:** All volunteer (2)

**Responsibilities:**

- Develops list of foster dogs who can attend traditional events and invites them weekly (working on a new attribute initiative in order to pull an invite report straight from Shelterluv)
- Handles logistical aspects of events including choosing prime opportunities, hauling supplies & materials to and from, set up, and break down
- Manages foster dog attendance and processes foster dog adoptions at events
- Handles opportunities for foster-team-run events, resulting in an average of 2 events per month

# ADOPTION

- **Team:** Dog Foster Adoption
- **Staffing:** All volunteer (14)
- **Responsibilities:**
  - Handles all aspects of the foster dog adoption process other than the adoption interview
  - Sends initial team communication to fosters regarding the foster dog adoption process
  - Seeks feedback from fosters on meet and greets
  - Reviews foster dog adoption applications and flags potential issues/violations of our adoption policies and resolves them to the best of their ability before kicking the issue up to management
  - Schedules adoption interviews based on number of slots available at each adoption location
  - Handles the universe of questions, comments, and complaints from fosters about getting their foster dog adopted and potential adopters, including funneling these to other appropriate teams (i.e. Dog Foster Care Team, Behavior Team, Medical Team, etc.)
  - One particular volunteer sends thank you emails to fosters whose dogs were adopted and recognizes them on social media with a weekly photo album of adopted foster dogs



# MANAGEMENT

- **Team:** Dog Foster Manager
- **Staffing:** 1 full-time staff; 2 part-time staff
- **Responsibilities:**
  - Develops policies, protocols, job descriptions, and foster resources & communications
  - Tracks key performance indicators from all angles to identify gaps and potential areas of improvement
  - Develops and implements initiatives to close gaps and improve the program
  - Supervises staff and volunteers
  - Manages the program's document inventory
  - Ensures that teams and personnel execute their responsibilities
  - Ensures that all foster dogs are safe and receive the care they need
  - Handles higher-level customer service issues and more serious situations like lost dogs, dog bites, and dog fights
  - Handles large volume of cross-team communications
  - Manages our foster database of over 2,700 fosters
  - Manages Data Entry Volunteers who:
    - Track foster application data points to give an inside view into the foster base and their preferences
    - Track adoption application data for both foster and TLAC & TT adoptions

In addition to the above, each of these teams has a set of communications/canned emails they send to fosters and team protocols and spreadsheets that require constant updating. Team leads are also responsible for ensuring daily 8am-8pm coverage of team emails and recruiting, training, managing, and covering team volunteers.

# KEY PERFORMANCE INDICATORS

2018 and % Increase Over 2017 (January – July)

|  | 2018 Monthly Average | 2018 Total       | % Increase Over 2017 (January - July) |
|--|----------------------|------------------|---------------------------------------|
| Approved Dog Fosters                   | 2744                 | 3513             | 235.07%                               |
| Dog Fosters Added (Net)                | 154                  | 1850             | 76.12%                                |
| Active Dog Fosters (Monthly)           | 371                  | N/A              | 52.77%                                |
| Dogs in Foster (Monthly)               | 547                  | N/A              | 44.23%                                |
| Dogs Intaked                           | 223                  | 2678             | 43.35%                                |
| Transfers to New Fosters               | 49                   | 584              | 141.09%                               |
| <b>Dogs Placed (Intaked and TNFed)</b> | <b>272</b>           | <b>3262</b>      | <b>45.92%</b>                         |
| Shelter Surrenders                     | 25                   | 305              | 33.68%                                |
| <b>Dogs Adopted</b>                    | <b>192</b>           | <b>2304</b>      | <b>32.77%</b>                         |
| <b>Adoption Fees</b>                   | <b>\$28,807</b>      | <b>\$345,682</b> | <b>39.52%</b>                         |

# KEY PERFORMANCE INDICATORS

## A Closer Look at Intake Numbers:

|                                 | 2018 Monthly Average | 2018 Total | Percentage of the 2678 Total Intakes |
|---------------------------------|----------------------|------------|--------------------------------------|
| AAC                             | 24                   | 288        | 10.75%                               |
| Inside 5 County                 | 15                   | 183        | 6.83%                                |
| <b>Outside 5 County - Other</b> | <b>44</b>            | <b>530</b> | <b>19.79%</b>                        |
| Outside 5 County - Coastal      | 10                   | 120        | 4.48%                                |
| <b>TLAC/TT*</b>                 | 39                   | 472        | <b>17.63%</b>                        |
| Returns                         | 12                   | 143        | 5.34%                                |
| PASS                            | 14                   | 162        | 6.05%                                |
| BIC                             | 29                   | 343        | 12.81%                               |
| <b>Parvo</b>                    | <b>36</b>            | <b>437</b> | <b>16.32%</b>                        |

In July 2018, of the 56 TLAC/TT dogs placed, 43% (24) were behavior placements, 32% (18) were space placements, and 25% (14) were medical placements.

# POST-HARVEY TOP 10

1. Streamlined application process
2. [APA! Dog Foster Program Plea Board](#)
3. Foster Resources: [Dog Foster Resource Website](#), “Foster Consult,” Medical Lectures, Indestructible Crate Fundraiser
4. Distemper Angel and Bottle & Tube Baby Mentor Groups
5. Recruiting: Event presence; Flyers; [APA! Dog Foster Rack Card](#); “Ask Me About Foster” Buttons
6. Marketing: Social Media Presence; Long Stay Focus; Adoption Exposure Opportunities
7. Cross-Team Assistance: Behavior Dog Placements; Parvo Bulletin Board; “Medical Consult” Form; Distemper, Sarcoptic Mange, Ringworm, and Maternity Handouts; Adoption Application Data Tracking
8. Specialized Volunteer Personnel
9. Data Synchronicity & Data Tracking
10. Protocol Overhaul

# PAIN POINTS

- Cross-team communication/information sharing
- Lack of Human resources
- Staff turnover
- Emotional Fatigue