

Shelter Operations

**Using Best Practice to maximise
organisational resources and
efficiency**

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Cat Protection Society of Victoria

A little about me:

- ▶ 18 yrs in Human Resources
- ▶ 2008 BVMS Murdoch Uni, Perth WA
- ▶ 2016-UF Graduate Cert in Shelter Medicine
- ▶ 2017 – Fellowship in Shelter Medicine - UW/ UC Davis
- ▶ Worked, volunteered & visited shelters in
Australia, UK, Greece, Italy, Spain, USA

Motto: Make a difference & Shape the Future



Cat Protection Society of Victoria

- ▶ Cat only shelter
- ▶ Started 1947
- ▶ Not for profit, open admission
- ▶ Permit 300 cats on site
- ▶ 2 Council contracts
- ▶ Current annual intake $\approx 1,500/\text{yr}$
- ▶ Rehome $\approx 95\%$
- ▶ Euthanasia $\approx 5\%$ –ill health & temperament only



Best Practice– what is it??

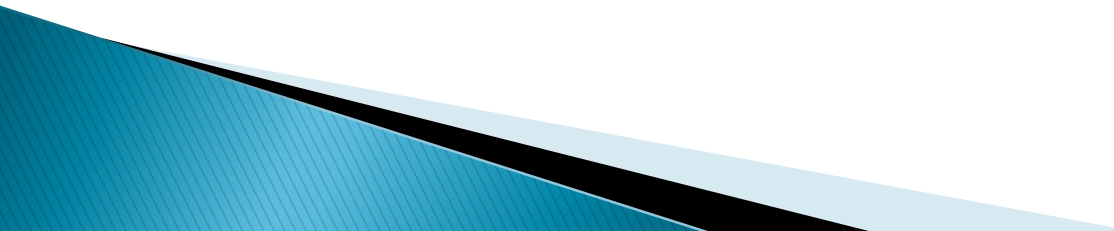
- ▶ Using programmes, procedures & partnerships to increase lifesaving
- ▶ Maximising opportunities for animals in your care.... essentially

↑ Live release rate

↓ Intake



It's about knowing....

- Capacity for care
 - Length of Stay (LOS)
 - Barriers
 - Data – know what you are dealing with
- 

Cats & Kittens on Site

	2016		
	Jan	Feb	March
Intake	122	120	97
Adoptions	108	71	73
Plus previous month	139	+ 153	+202
Total Onsite	153	202	226



C4C

- ▶ \approx 220 on site
- ▶ Rampant URI & kitten diarrhoea
- ▶ Meeting our C4C???



What we did.....

1. Assessed our C4C
2. Length of Stay (LOS)
3. Barrier = Adoption Rate
 - introduced pathways



Fast Trackers



Seniors



C4C

- ▶ Determined ideal 'Maximum number'
= 66 cats (226)
- ▶ Million Cat Challenge – 5 initiatives



C4C

Managed Admission
Removing adoption barriers
Alternatives to Intake
Return to field

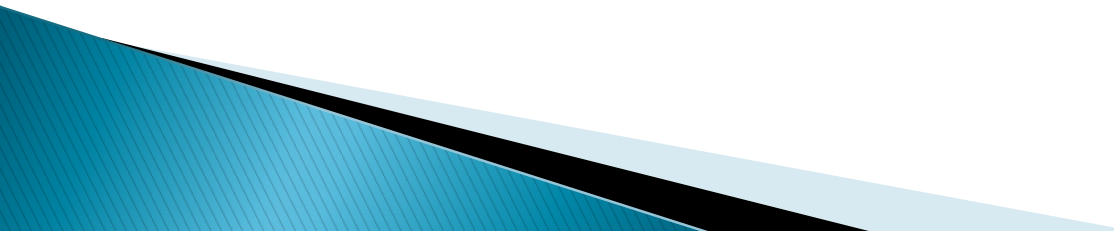
Managed Admission

- ▶ Reduced on site numbers = ↓ ↓ Stress
 - ▶ Housing – portals/ hide spots
 - ▶ Surrendered fractious cat – owner (reclaim)
 - ▶ Snip ‘n’ Chip programme – desex & microchip
 - Surrender kittens, desex mum free
 - ▶ Health care card discount – 25%
 - ▶ Council voucher – 25%
- = 50% discount

Managed Admission cont

- ▶ Provide special diets at cost
- ▶ Consultant Behaviourist
- ▶ Available adoption pens determined surgery rate
- ▶ Council programme –
Free desexing, microchipping & registration

Managed Admission cont....

- ▶ Introduced surrender appointments
 - appointed 'Intake counsellors'
 - ▶ Foster Care programme
 - Surrender to Foster – esp kittens/queen
 - Foster to adopt
 - ▶ Alternate adoption pathways
 - Seniors for Seniors, FIV, Skin conditions
 - Conditional Adoptions
- 

Cats & Kittens on site

	2016			2017		
	Jan	Feb	March	Jan	Feb	March
Intake	122	120	97	107	116	126
Adoptions	108	71	73	125	105	78
Plus previous month	139	+153	+202	+55	+37	+48
Total on site	153	202	226	37	48	69

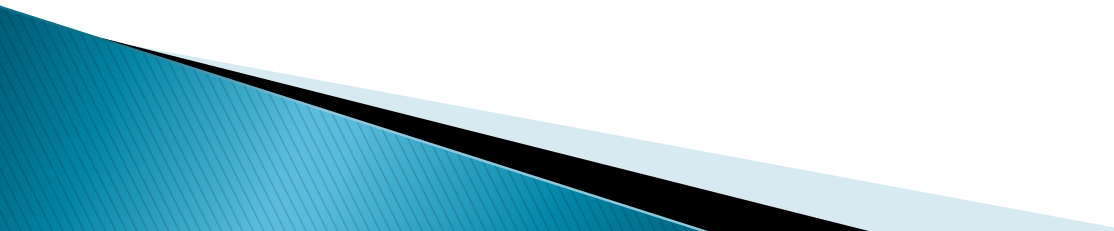
All these little things led to...

- ▶ ↓ LOS
- ▶ Only cat flu – incoming animals
- ▶ Ran out of cats/kittens mid kitten season
 - Able to transfer 50 (334)cats in!
 - Staff buy in

Importance of Data

Know your numbers

How much does each animal cost your organisation....

- a. From initial call?
 - b. Catch / Arrival?
 - c. Redirect/House ?
 - d. Re-home?
- 

Importance of Data

	Av no. of cats on site	No. of vaccines	Total vax \$	food & KH \$/day	vet \$/day/ cat	Meds \$/day	daily cost	Days in Month	Total \$/ Month
Jan-16	153	2.00	20.00	6.00	3.50	5.63	15	31	74,798
Feb-16	202	2.00	20.00	6.00	3.50	5.63	15	29	88,602
Mar-16	226	2.00	20.00	6.00	3.50	5.63	15	31	105,966
Apr-16	120	2.00	20.00	6.00	3.50	5.25	15	30	53,100
May-16	92	1.00	10.00	6.00	3.50	5.25	15	31	42,067

Cost \$364,533

	Av no. of cats on site	Total vax \$	food & KH \$/day	Vet \$/day/ cat	Meds \$/day	Daily cost	Days in Month	Total \$/ Month
Jan-17	37	10.00	6.00	-	-	6.00	31	7,252
Feb-17	48	10.00	6.00	-	-	6.00	28	8,544
Mar-17	69	10.00	6.00	-	-	6.00	31	13,524
Apr-17	54	10.00	6.00	-	-	6.00	30	10,260
May-17	42	10.00	6.00	-	-	6.00	31	8,232

\$ 47,812

\$364,533

- \$ 47,812

Saving \$316,721

In Summary – What Worked

- ▶ #1 – ↓ number of animals on site!!

Know Your Maximum No. eg 66

- ▶ Data – know your costs
- ▶ Managed Admission– Appointments
 - Surrender Counsellors
 - Snip ‘n’ chip
- ▶ Adoption Pathways

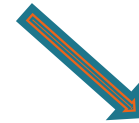
5 months – saved \$316,721



Saving 10K Cat Challenge



MCC – Save
1,000,000
in 5 yrs



Achieved in 4 yrs

- ▶ Australian initiative 10,000 in 3 Yrs
- ▶ Interested??

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Thank you!

Remember to continue to strive to

**Make a difference
&
Shape the Future**

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