



# Adoption Initiative

Minneapolis Animal Care & Control

*Working with residents to create safe and healthy communities*

# Purpose of the Initiative

- All adoptable animals are available to the general public
- Improve the health and well-being of animals in our care
- Evaluate and facilitate timely and successful placements
- Improve efficiency and effectiveness in moving animals through the shelter

# A Successful Project will Result in...

- Healthier animals
- Animals staying LESS time at MACC
- Unplaceable animals not being transferred
- More animals adopted to the public vs. transferred to rescues
- MACC balancing “Control” functions with “Care” functions – handling, enrichment, training, feeding, vaccinations, and animal flow balanced with public safety and public health priorities

# Project Phases

- Visioning & Internal Planning
- Project Charter
- Community Engagement
- Five MACC Teams
- Software Consultant
- Policies & Procedures
- Training – Staff and Volunteers
- **Feedback Loop with Focus Group Participants**
- **Report Back to Council (HECE)**
- Marketing
- Implementation

# Community Engagement

- Focus Group Meetings (N=17)
- December 2013 to March 2014
- Engaged 152 participants
- Stakeholders / Interested Parties
  - Adopters
  - Donors
  - Volunteers
  - Board Members
  - Rescue Groups
  - Shelters in MN
  - Pit Bull Owners
  - Community Members
  - Chicken Owners
  - Reptile Owners
  - AHS
  - CMAC / FMACC

# Community Suggestions

- Talk with adopters in the lobby
- Same day adoptions
- Remove barriers to adoption
- Educate pit bull adopters on insurance
- Match a person and pet based on lifestyle and activity level

# Community Suggestions (cont.)

- Training is key for power breed owners (and all new pet owners)
- Unprovoked human aggressive animals should not be adopted.
- Work on Marketing...MACC isn't known as an Adoption Center
- Develop a Facebook Page for MACC

# New Elements of the Program

- Animal Intake Exam
- Computer Automated Reports for Greater Efficiencies in Animal Flow
- Volunteers as Adoption Counselors
- Behavioral Evaluation for Canines

# Animal Intake Exam

- All animals will receive a physical exam
- Vaccinations will be given sooner
- Hired a new position for these duties

# Volunteer Adoption Counselors

- New volunteers recruited (N=25)
- Conversations with prospective adopters
- Increased customer service
- Better match the animals with humans
- Direct people to resources
- Call adopters following the adoption

# Computer Automated Reports

- Animals in need of “something”...
  - Vaccinations
  - Intake Exams
  - Behavioral Evaluations
  - Microchips
  - Rabies
  - Spay/Neuter Surgery
- Result: Greater efficiencies in animal flow

# Behavioral Evaluations

- We conduct the BE to protect the public
- The goal of the BE is to identify dogs with an increased risk of biting under normal circumstances
- The purpose of the BE is to assess dogs against a known standard of acceptable behavior
- Our BE is also used to get to know the dog better in order to facilitate better adoption matches

# Quotes from Focus Groups

- *“Life sucks living life with an aggressive dog!”*  
– Resident, Ward 7
- *“Please do NOT adopt out aggressive dogs to the public”* – Resident, Ward 3
- *“You cannot adopt out dogs that have bitten someone before”* – Resident, Ward 1

# Victims (2013 data)

- Children are the most likely victims
- 413 of Bites / Incidents
  - 59 Serious Bites
- 313 Declarations



# Quotes from Focus Groups

- *“My pit bull dog is a wonderful member of our family and I cannot wait for others to feel the love of these dogs!”* – Rescue Partner
- *“Rottweilers and pit bulls are fabulous pets. Thanks for adopting them to the public”* – Resident, Ward 11
- *“My lug head pit bull thinks she is a lap dog.”* – Resident, Ward 7



# Standards of Care

- MN Board of Veterinary Medicine
- Guidelines for Standards of Care in Animal Shelters (2010)
- National Animal Control Association
- MN Statute
- Minneapolis Ordinance

# Behavioral Evaluation Team

- Dr. Terri A. Derr
- 33 years experience as a DVM
- 13 years experience in shelter medicine and behavior
- Special interests in animal behavior and animal sheltering
- Owns Veterinary Behavior Options
- Presentations at Veterinary Conferences
  - ACVB and MVC, as well as regional and local

# Behavioral Evaluation

MACC will be using a modified Assess-a-Pet behavior evaluation (similar to what the Animal Humane Society uses at their shelter).

This evaluation has been used in the industry the longest and has evolved as more information about it has been developed.

# Let's Look at the Tests...

- Proposed MACC Behavior Assessment
- Head Pat, Touch Sensitivity, and Tooth Evaluation
- Food Bowl Evaluation

# MACC has Experienced Staff

- Our staff encompasses 148 years of experience in Animal Control Functions / Animal Handling
- Over 40 years management experience
- Nearly 60 years veterinary experience

# Pets served everyday...

