Maddie's Million Pet Challenge
University of Florida Shelter Medicine Program
Operational Consult
Hernando County Animal Services
August 2024

Prior to Onsite

- Research of the Florida State Statutes
- Local ordinances
- Historical statistical trends
- Record keeping
- Written standard operating procedures
- Website and social media
- Virtual meetings with leaders and staff.

Onsite

In order to learn more about the processes in place from the point of intake to outcome, MMPC consultants along with 2 veterinary interns and 6 veterinary students

- Toured the campus
- Met with individual staff
- Met with leadership team

Replacement of County Record System

The most important recommendation:

Replacement of the county record system with a commercially available shelter software program.

Several other recommendations depend on this for reliable, accurate, retrievable, and searchable medical record keeping. Accurate records are essential for measuring shelter performance.

Stay within Capacity for Care

Using minimum practices provided by the ASV Guidelines for Standards of Care in Animal Shelters, which is the industry standard creating. These recommendations include:

- not exceeding the housing capacity for dogs which is 58 dogs;
- upgrade the cat housing to meet the minimum floor space of 8 square feet per cat provided by double-compartment housing
- not exceeding the housing capacity for cats which is currently 20 cages that meet minimum standards

<u>Population Management Strategies</u>

Stay within the capacity for care for housing dogs and cats depends on effective population management strategies that were detailed in the report, including:

- update the shelter website to feature all pets available for adoption, new admissions of lost pets to facilitate owner reunification, and the volunteers' Instagram posts
- update the shelter Facebook site with engaging pictures, videos, and descriptions of pets
- extend the shelter's hours to be more conducive with public availability to visit the shelter. Consider being open 7 days per week
- recruit more volunteers using an easier on-board process
- recruit more foster homes using an easier on-board process
- establish a population management rounds team to ensure there is an active plan of action for each pet to minimize length of stay
- remove all barriers to adoption or foster placement such as requiring meet and greets for all family members and other pets, requiring proof of landlord permission and home ownership, veterinarian references, adoption applications longer than one page
- add welcoming signage directing the public to the shelter

Current Shelter Initiatives

- Animal Shelter & Rescue Management Software
- Enrichment/Outreach Coordinator
- Integrations with Shelter Software to website
- Clerk's office website update/overhaul project
- Increase utilization of volunteers & Trustees from DOC
- Updated hours open to public for enhanced adoption opportunities
- Enrichment Enhancements
- Updated protocols per suggestions by UF
- Reviewing the cat kennels
- Temporarily improved kennel until CIP project can be completed FY 25
- Enhance field strategies
- Adopt A Kennel Program
- Update Lobby layout

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Hernando County Animal Resource Center

Hours

Sunday: Closed
Monday: Closed
Tuesday: 12p – 6p
Wednesday: 12p – 6p
Thursday: 12p – 6p
Friday: 12p – 6p
Saturday: 10a – 3p