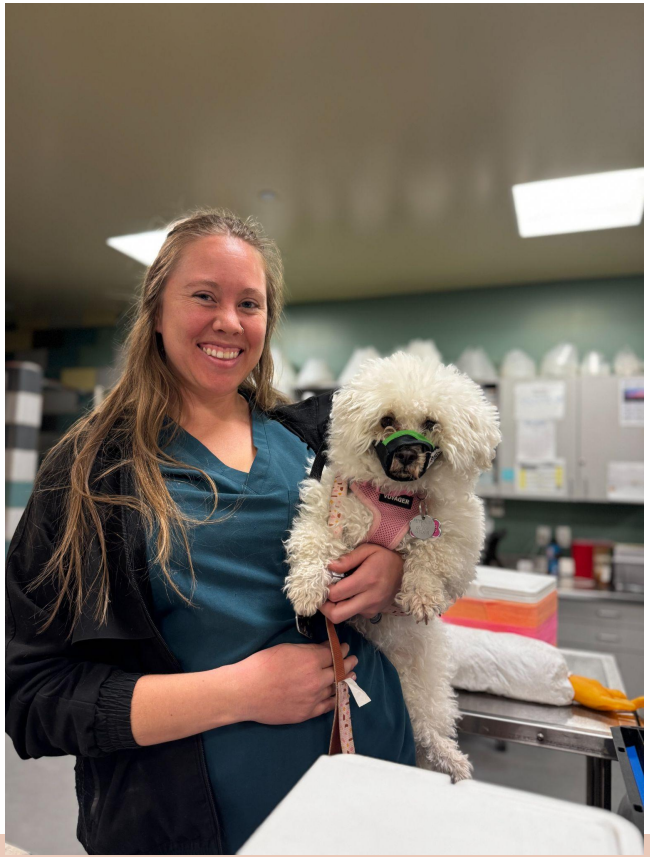
Outcomes Consulting and Riverside County DAS

Overview and Timeline of Work



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Why It Matters

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Part 1: Our Scope of Work

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RCDAS Faces Complex Challenges and High Intakes

- *Southern California leads the nation in shelter intakes, with Riverside County ranking among the top four largest sheltering systems out of nearly 14,000 shelters and rescues nationwide.*
- *An average of 82 animals enter RCDAS shelters per day, every day.*
- *Every seven minutes the shelter is open, a new lost or homeless pet arrives.*
- *An estimated 97% of the community's pets do not interface with RCDAS in a given year.*

Outcomes Consulting worked with RCDAS in 2023/2024

- Increase focus on live outcomes.
- Prioritize data transparency and visibility of animals.
- Provide more services at intake.
- Expand foster, volunteer, and adoption programs.
- Expedite movement of animals.
- Build community pet programs based on data.
- Improve customer service and change hours.
- Increase kennel enrichment and exercise.

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Example: Dog Management Recommendations

- Create a dog flow manager position.
- Create a medical isolation area to house sick and exposed dogs.
- Place beds in all dog kennels.
- Replace intake cages with freestanding kennels.
- House dogs based on behavioral needs, age, health, etc.
- Recruit volunteers for specific dog populations - fearful, small, senior, pairs, playgroup, etc.
- Implement playgroups for assessment and to reduce kennel stress behaviors and use to market dogs.
- Update kennel card design to better market dogs.

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Our Team of Experts

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FUNDRAISING & DEVELOPMENT

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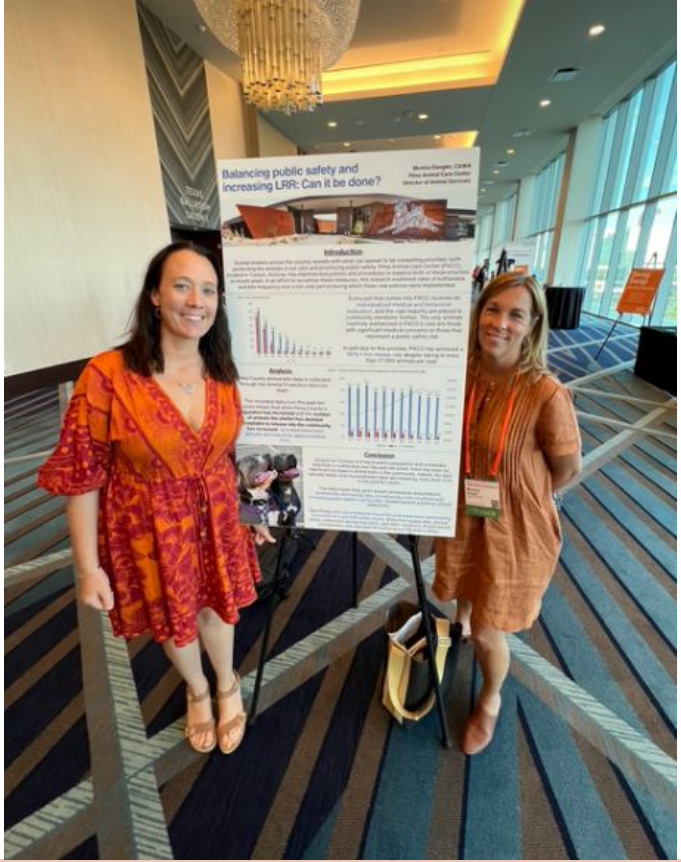
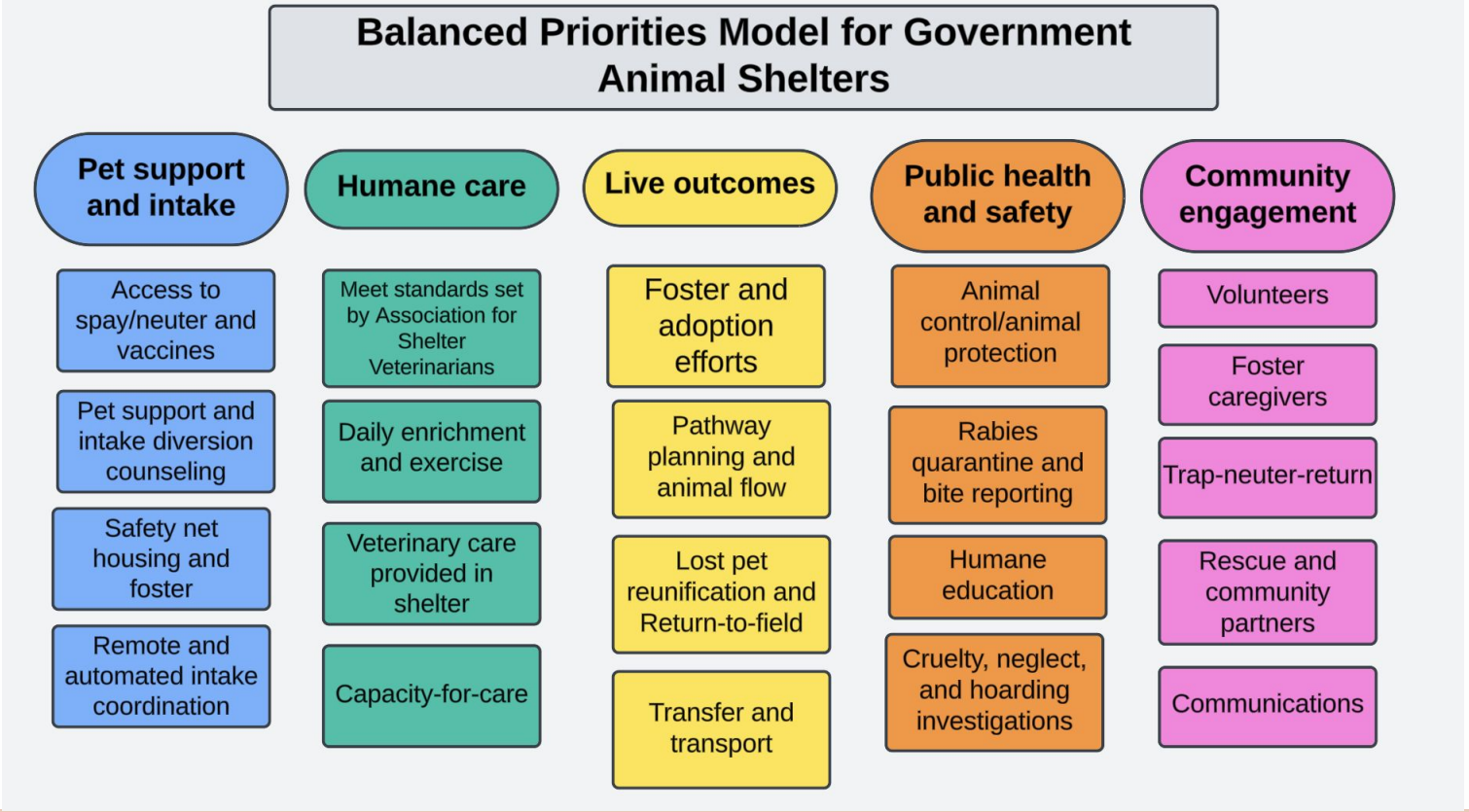
Our Role

- **Collaborate.** We work alongside County leadership, the RCDAS Director and staff members, and other stakeholders to steward positive change.
- **Learn.** We engage with volunteers, adopters, advocates, rescues, and community pet groups to learn about the greatest needs.
- **Respond.** We provide recommendations to and receive direction from the Board of Supervisors ad hoc committee.
- **Support.** We support positive change by creating and implementing best practice programs and policies.
- **Advise.** We use research, proven best practices, and data to inform and guide the strategic direction of RCDAS.
- **Train and Teach.** At the direction of senior staff, we provide teaching and training in live outcomes, pet support, marketing, adoption counseling, foster and volunteer programs.

What We Cannot/Do Not Do

- Direct the leadership of RCDAS
- Direct the operations of the shelters
- Determine the budget
- Hire and fire staff
- Change ordinances or laws
- Provide legal advice
- Replace staff




Balanced Priorities Model for Government Animal Shelters
Pet support and intake
Access to spay/neuter and vaccines
Pet support and intake diversion counseling
Safety net housing and foster
Remote and automated intake coordination
Humane care
Meet standards set by Association for Shelter Veterinarians
Daily enrichment and exercise
Veterinary care provided in shelter
Capacity-for-care
Live outcomes
Foster and adoption efforts
Pathway planning and animal flow
Lost pet reunification and Return-to-field
Transfer and transport
Public health and safety
Animal control/animal protection
Rabies quarantine and bite reporting
Humane education
Cruelty, neglect, and hoarding investigations
Community engagement
Volunteers
Foster caregivers
Trap-neuter-return
Rescue and community partners
Communications

The Five Elements of the Balanced Priorities Model for Government Animal Services

Pet support and intake to provide every person and pet with the help they need the most

Humane care for every animal that enters the shelter through the duration of their stay

Live outcomes focus to ensure every pet has a fair chance at a live outcome

Public health and safety to keep people and animals safe, provide community pet support services, and to prevent and respond to cruelty, neglect, and public safety threats

Community engagement to welcome everyone to be part of the solution and make it easy for them to help.

What Our Contract Covers

- **This is a two-year contract that runs from January 2025 through December 2026.**
- **Planning period from October 2024 through January 2025.**
- **10+ consultants and subject matter experts who have demonstrated success.**
- **On-site and remote support for the following:**
  - Animal sheltering operations
  - Live outcomes
  - Marketing and communications
  - Community pet services
  - Pet support
  - Strategic planning

“What are the specifics of what the contract includes?”

- Executive leadership
- Strategic communications leadership
- Project management
- Data analysis and reporting
- Fundraising and development expertise
- University of Florida Shelter Medicine medical and pathway-planning
- Animal arts shelter right-sizing assessment
- Short-term dog foster expansion expertise

Who We Work With

- **Dr. Julie Levy,** Endowed Distinguished Professor of Shelter Medicine Education at the University of Florida Shelter Medicine Program
- **Dr. Lisa Gunter, PhD, MA, CBCC-KA** , Assistant Professor at Virginia Tech Animal Behavior & Welfare Group
- **Heather Lewis**, Principal at Animal Arts
- **Diana Dawson** of Insights for Design, LLC

DAS Ad Hoc Committee

- **Who is part of the Committee?**
  - County representatives, RCDAS leadership, Outcomes team members, and members of the public.
- **What is the committee's purpose?**
  - Oversee the continuous improvement of animal services in Riverside County through collaboration, response, and advisement.

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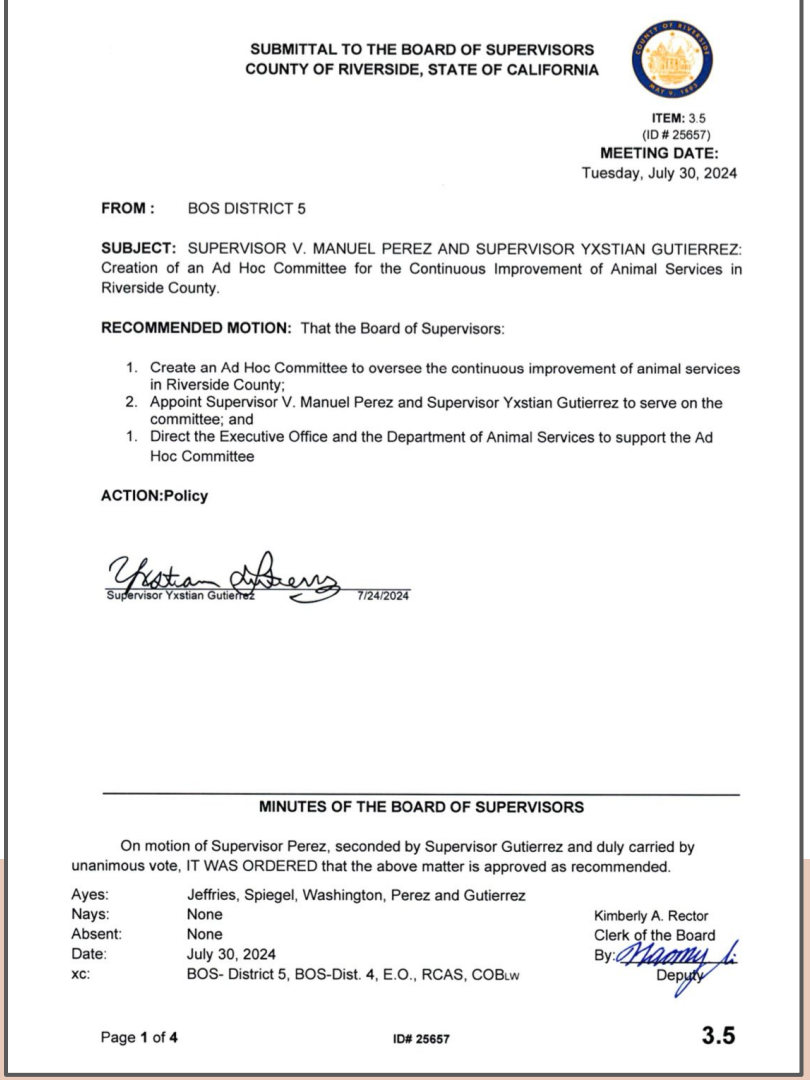

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

ITEM: 3.5
(ID # 25657)
MEETING DATE:
Tuesday, July 30, 2024

FROM : BOS DISTRICT 5

SUBJECT: SUPERVISOR V. MANUEL PEREZ AND SUPERVISOR YXSTIAN GUTIERREZ: Creation of an Ad Hoc Committee for the Continuous Improvement of Animal Services in Riverside County.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Create an Ad Hoc Committee to oversee the continuous improvement of animal services in Riverside County;
2. Appoint Supervisor V. Manuel Perez and Supervisor Yxstian Gutierrez to serve on the committee; and
1. Direct the Executive Office and the Department of Animal Services to support the Ad Hoc Committee

ACTION:Policy

Supervisor Yxstian Gutierrez 7/24/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes:	Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays:	None
Absent:	None
Date:	July 30, 2024
xc:	BOS- District 5, BOS-Dist. 4, E.O., RCAS, COBLw

Kimberly A. Rector
Clerk of the Board
By: Deputy

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Our Commitment to You

- Monthly progress reports showing what we've accomplished and what's next.
- Data reports showing how we've helped move the needle on critical initiatives like spay and neuter and foster care.
- Specific, measurable goals, objectives, and key performance indicators.
- Responsiveness to feedback and requests for more information.
- Regular, proactive communication.

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Early Wins

- Updated euthanasia protocol to include pre-euthanasia sedation.
- Ad Hoc Committee is meeting monthly with community members participating.
- Improving communications with the public about spay/neuter, vaccine, and microchips available for owned pets.
- Piloting new dog foster programs.
- Sharing monthly data reports.
- Established bi-weekly volunteer briefings.
- Revamping the shelter dog field trip pilot program.

Part 2: RCDAS Data Snapshot

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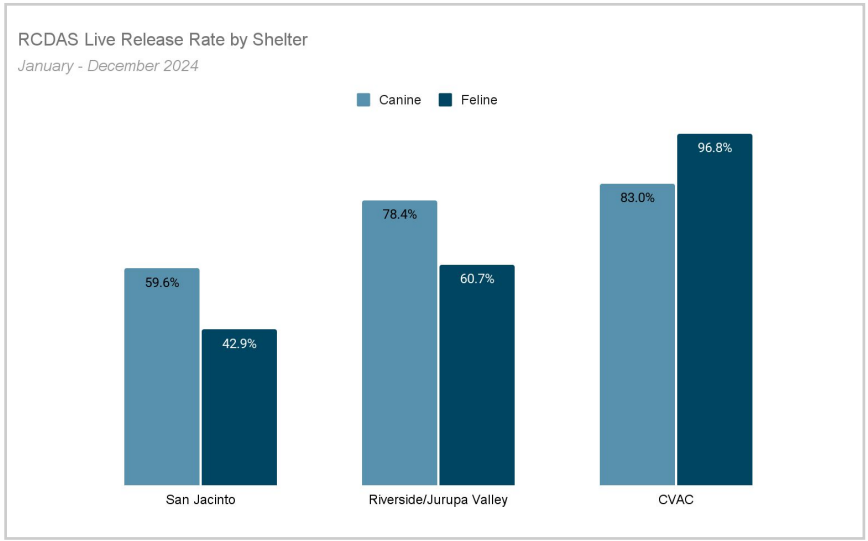
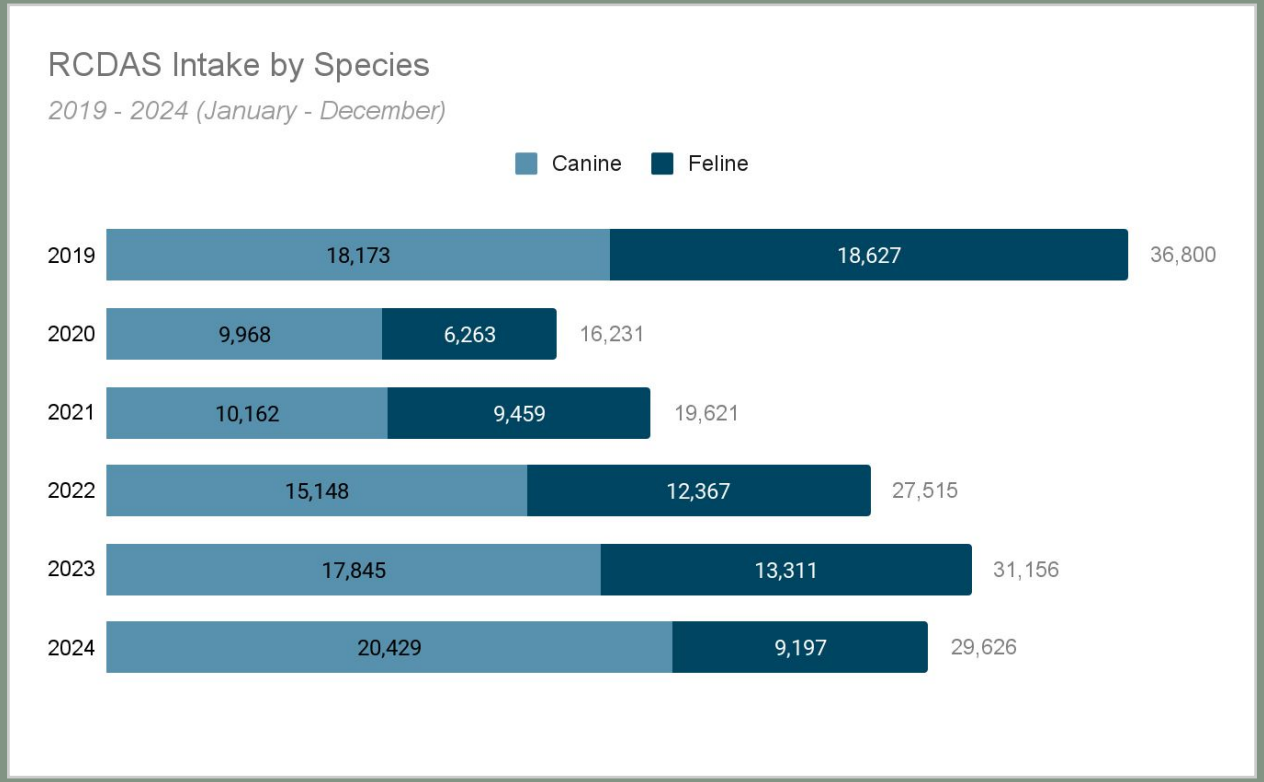
What We Have Learned from the Data



In reviewing 6+ years of data, we've learned:

- Dog intake is increasing significantly.
- Transport has decreased substantially.
- Cat euthanasia has decreased while dog euthanasia has increased or remained flat.
- The Riverside and San Jacinto campuses take in around 75% of the animals.
- More spay/neuter, community cat, and owned pet services are needed.
- For dogs, adults make up the majority of non-live outcomes. For cats, it's young kittens.

2024 RCDAS Intake by Species



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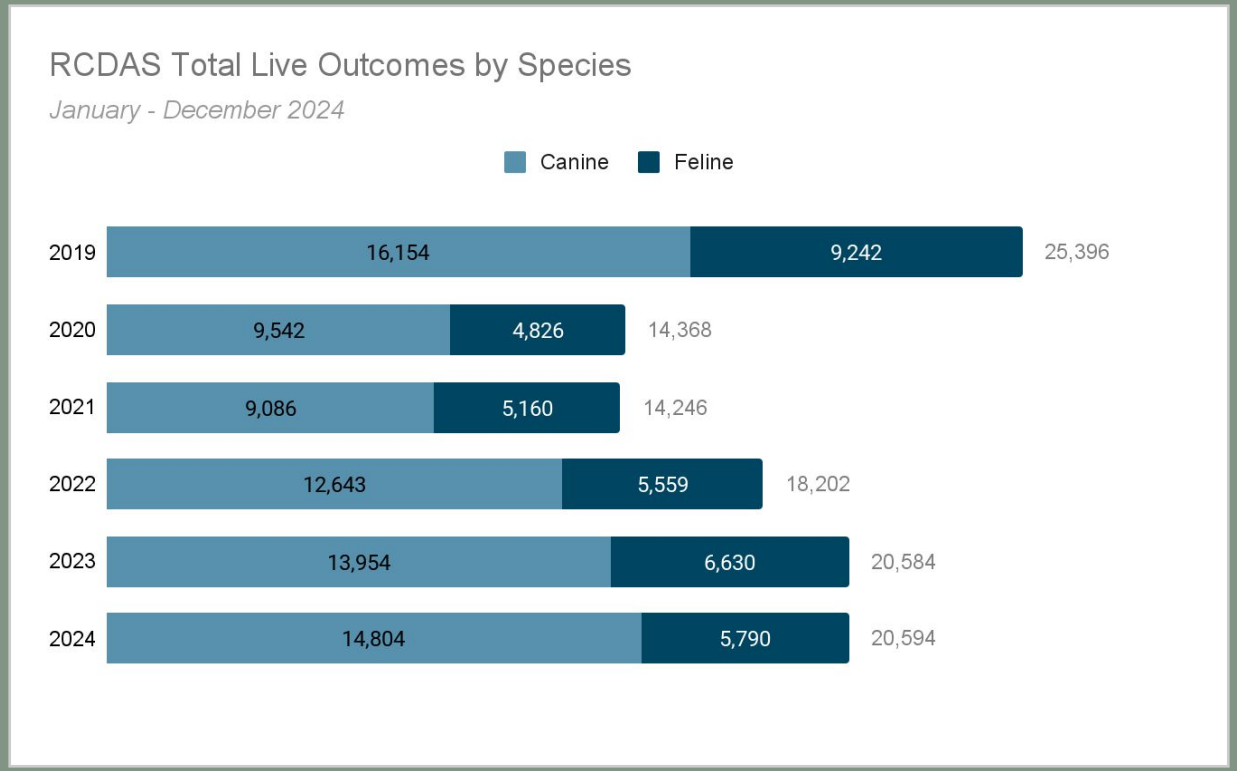
RCDAS: Total Live Animal Outcomes 2019-2024



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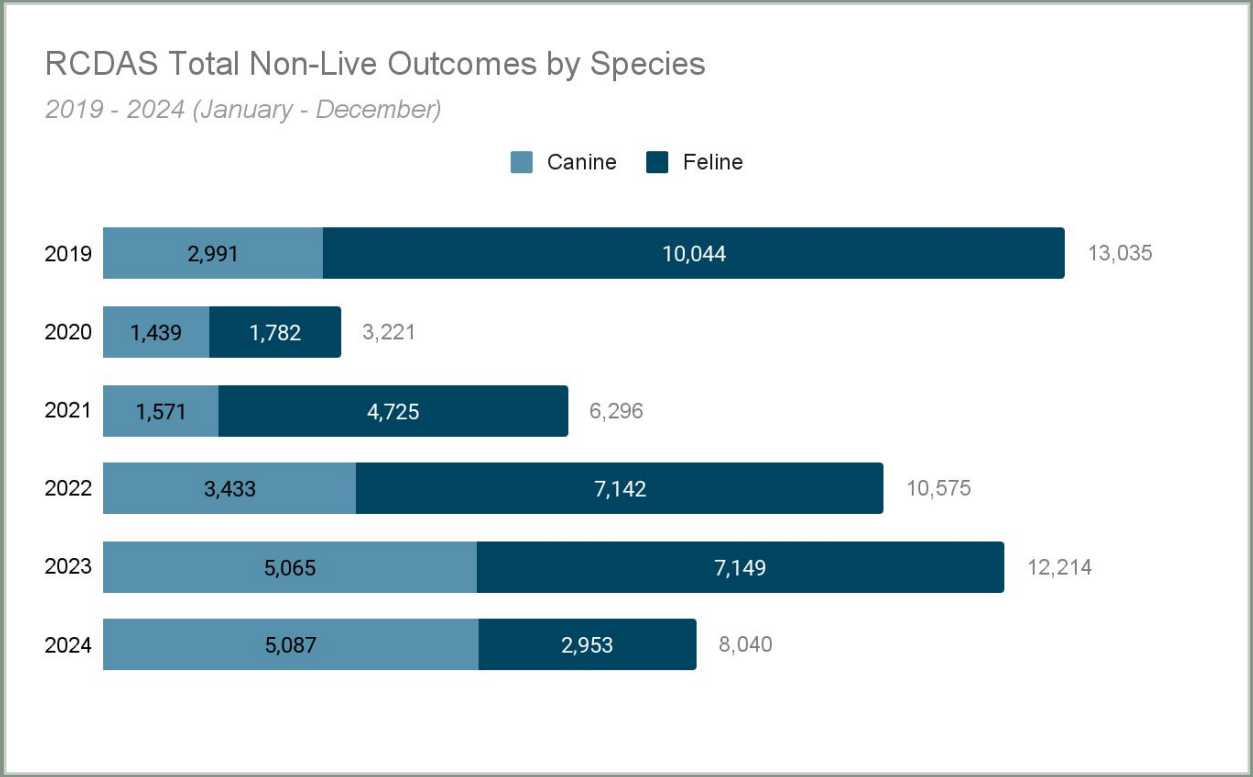
RCDAS: Total Non-Live Animal Outcomes 2019-2024



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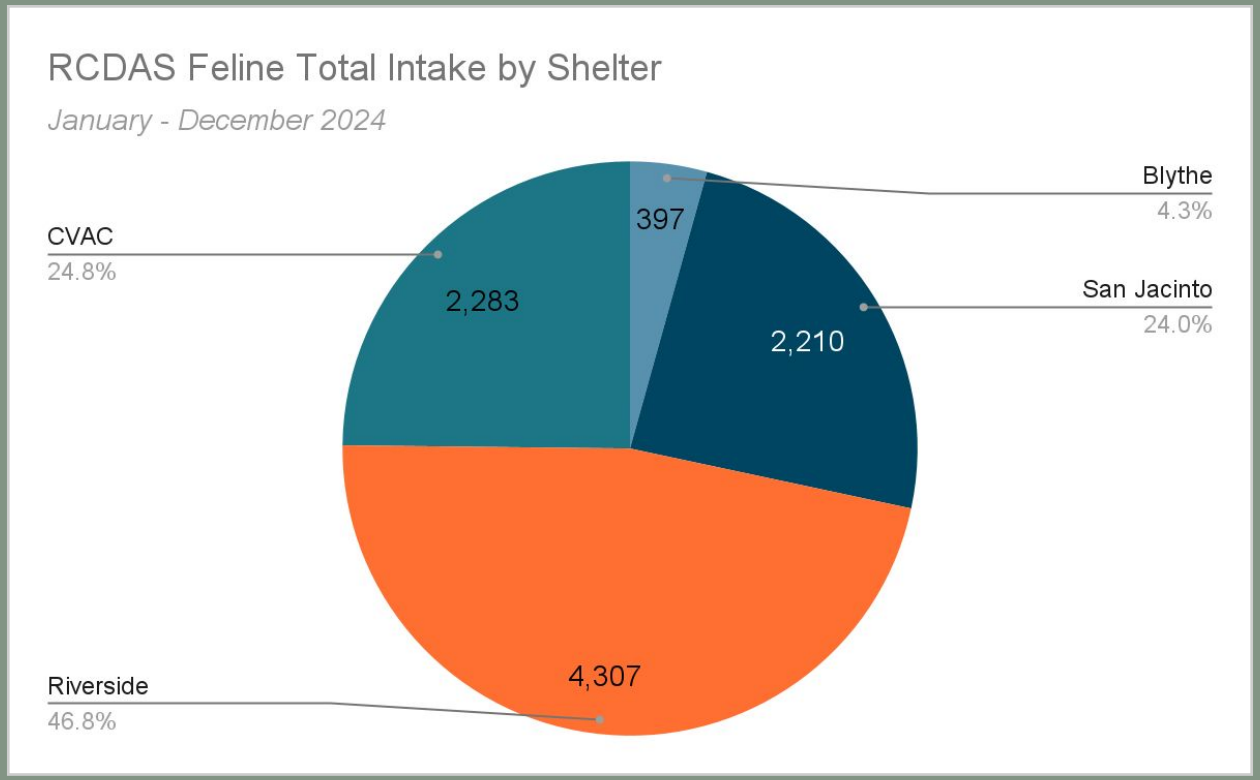
RCDAS Intake by Campus - CVAC takes in 25% of total intake



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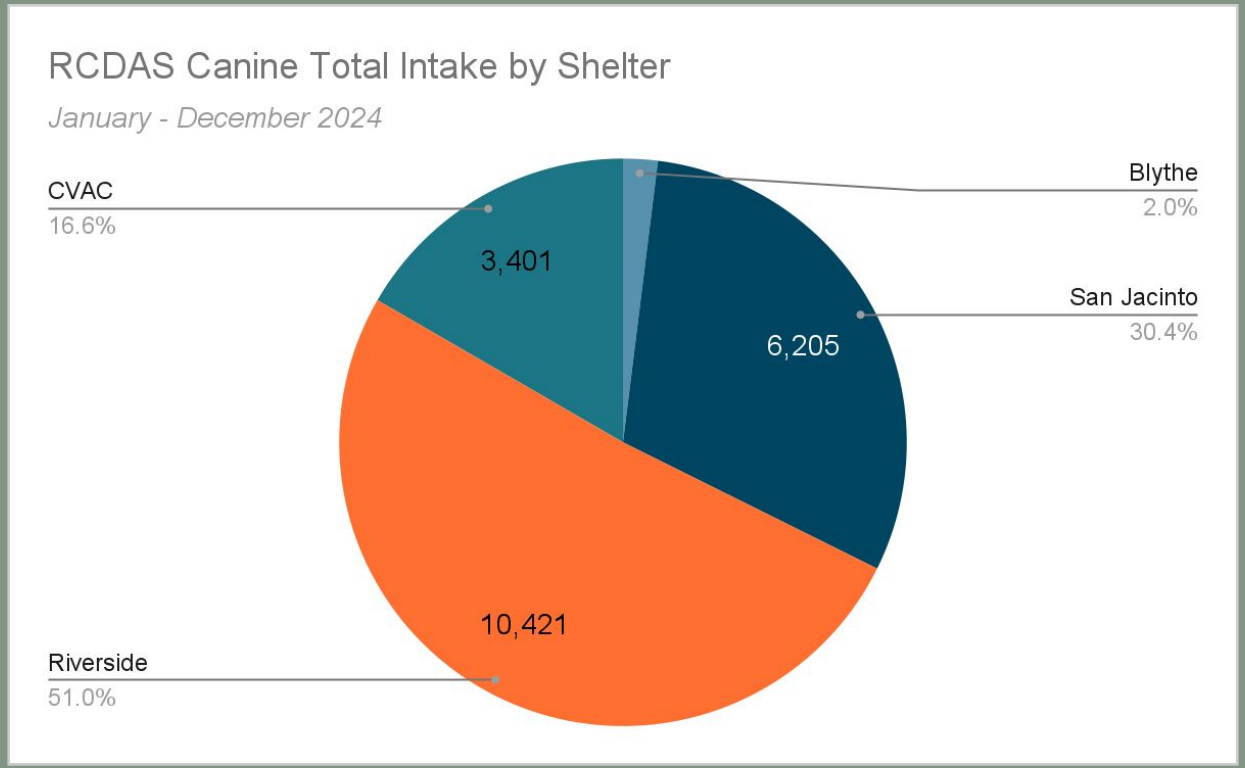
RCDAS took in about 20,000 dogs in 2024



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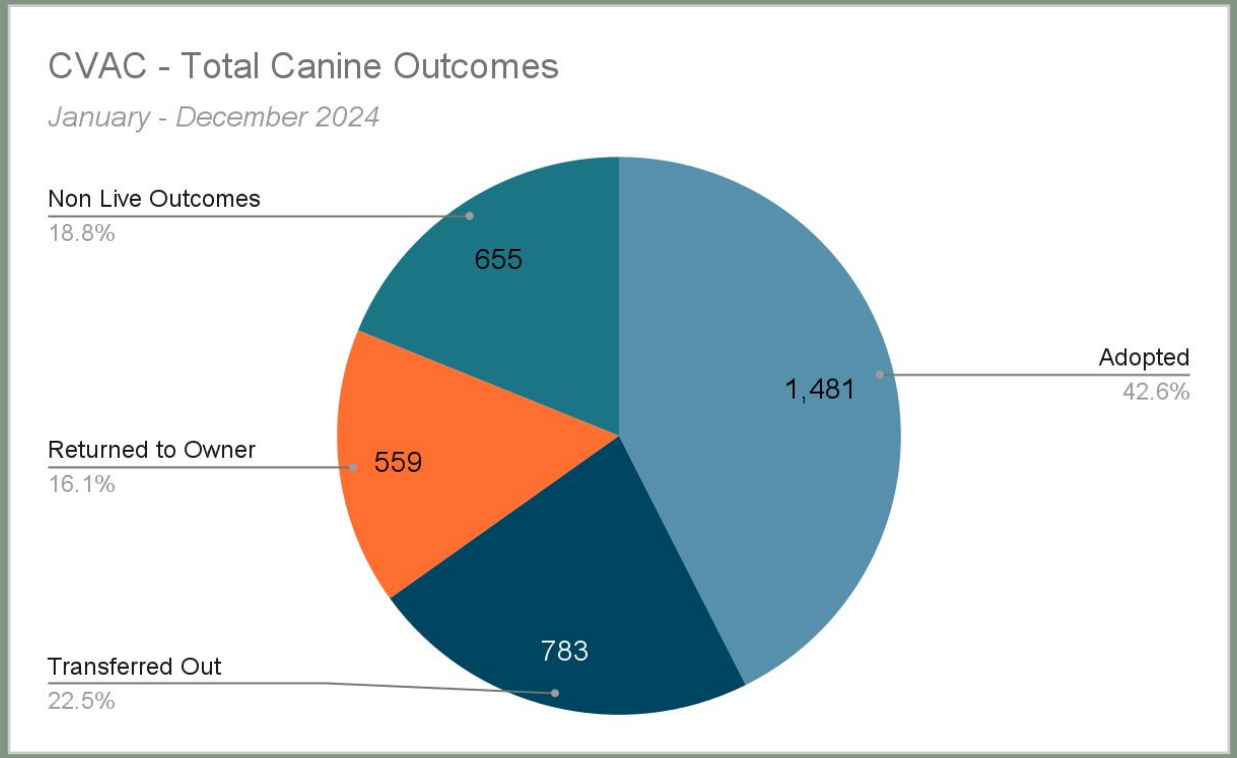
2024 CVAC Dog Outcomes by Type



Percentages reflect the percent of total outcomes NOT total intake.

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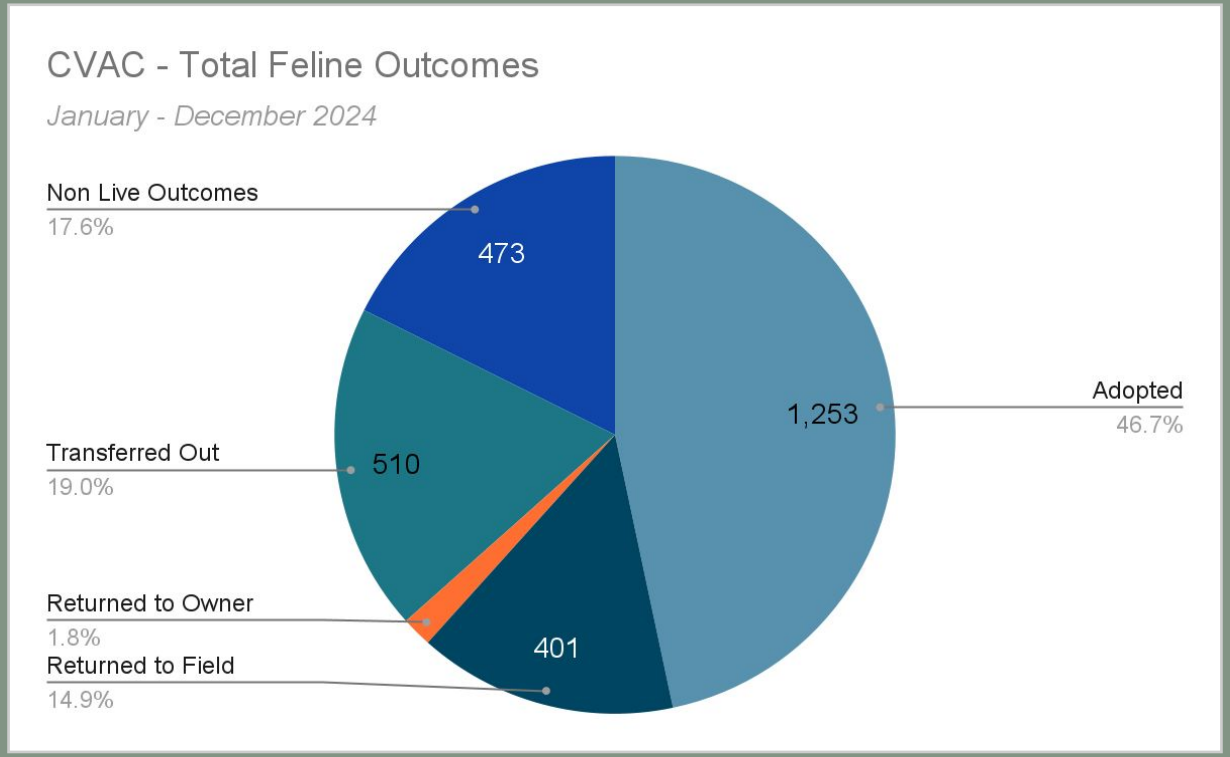
2024 CVAC Cat Outcomes by Type



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Part 3: What's Next

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Urgent Priorities: 30-60-90 Day Plan

- **A 30-60-90 day plan** was developed through the DAS Ad Hoc Committee meetings.
- The plan **guides urgent or high-priority tasks** for the Outcomes team and RCDAS in these categories:
  - Pet Support
  - Capacity
  - Intake
  - Communications
  - Foster

Urgent Priorities for February, March, and April

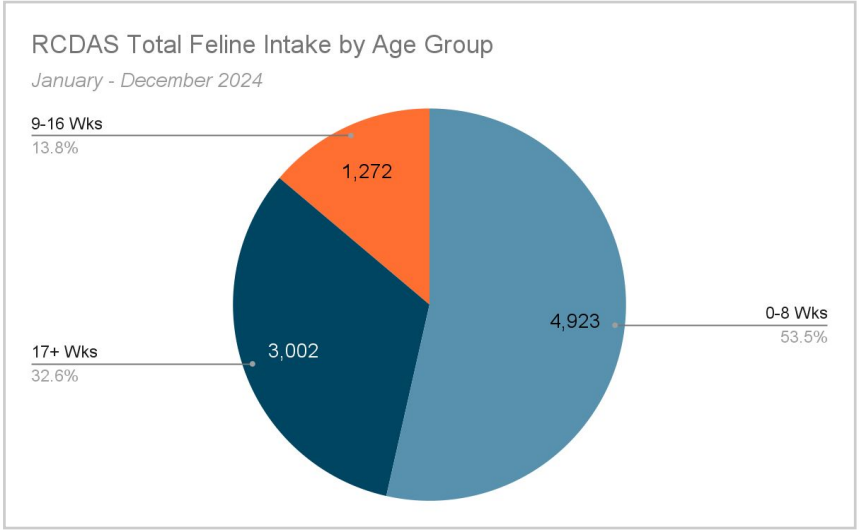
- Release 2024 Annual Report.
- Create a simplified public-facing monthly data report.
- Survey stakeholders to determine top priorities.
- Work with the ad hoc committee to resolve critical issues.
- Create daily population round action plans.
- Evaluate shelter operation hours and provide recommendations for ideal open public hours.

Urgent Priorities for February, March, and April

- Increase lost pet reunification.
- Evaluate and recommend improvements to foster program and matchmaking process.
- Ensure at-risk animals have a fair chance at a live outcome.
- Draft communications plan to market adoptable pets.
- Recommend improvements to shelter signage to increase adoption rates.
- Develop an updated at-risk animals protocol.

How We're Measuring Impact

- Number of new volunteers and monthly volunteer hours.
- The numbers of animals returned to their owners, adopted, or transferred.
- The number of new foster caregivers and animals placed in foster homes.
- The type and number of community owned pet services provided.
- The percentage of animals adopted or returned home.
- The number and types of feedback from constituents.



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Thank You

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