Towards Integrated Care

A NEW MODEL FOR PRESERVING THE HUMAN-ANIMAL BOND
Introductions

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Limited Admission Non-profit Shelter

- ~3500 Annual Intake; Dogs and Cats Only
- Intake: 55% Transfer In, 28% Stray, 16% Owner Surrender
- 96% Live Release Rate

Three campuses

- Shelter and Full-Service Veterinary Clinic in Oakland, CA
- Spay/Neuter Center in Oakland, CA
- Shelter and Education Center in Dublin, CA

Other Operational Programs:

- Full Service Veterinary Clinic, AAHA Accredited
- HQHV Spay/Neuter Center with Vaccine Clinics
- Humane Education (4 FTE)
- Behavior and Training – Internal and External (4 FTE + Dog Trainers)
- Humane Advocacy (1 FTE)
- Volunteer Services (2 FTE)
- Foster/Medical Support (4 FTE)
Our Vision

The East Bay SPCA is recognized as the leading resource in the East Bay community for improving animal welfare and enriching the human-animal bond.
Barriers to Care for Pet Owners

- Income limitations
  - Food insecurity
  - Inability to pay for vet bills or preventative care

- Mental Health
  - Substance abuse/addiction
  - Domestic Violence

- Housing Insecurity
  - Lack of affordable housing
  - Not pet friendly
  - Breed restrictions
Humane Advocacy At The East Bay SPCA

- Pet Food Pantry
- Free vaccine clinics through community partners
- Medical Fund
- Discounted Spay & Neuter
- Hold for Home
Medical Fund:
How it works

We offer financial assistance once a year to help pay for costs of a veterinary expense to pet owners who financially qualify.

Owners are required to contribute financially.

We reach out to other organizations to help cover costs when needed.

Payment plan options: CareCredit and Varidi.
Bacon & Brianna

• Medical Fund recipient
• Humane Advocacy assisted with over 50% of surgery cost
• Rescue organization contributed ~25%
• Owner contributed ~20%
Pet Retention Programs And Services

**Poverty/ Income Limitations**
- Financial Assistance for Vet Care
- Pet Food Pantry
- Free & Low-Cost Vaccines and Spay/Neuter

**Housing Insecurity**
- Emergency surrender

**Mental Illness/ Substance Abuse/ Addiction/ Domestic Violence**
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Where are the gaps?

Case Management

Poverty/Income limitations
- Financial Assistance for Vet Care
- Pet Food Pantry
- Free & Low-Cost Vaccines and Spay/Neuter

Housing Insecurity
- Emergency surrender
- Temporary shelter for pets

Mental Illness/Substance Abuse/Addiction/Domestic Violence
- Temporary shelter for pets
Hold for Home:

How it works

- Owner must be working with a social service agency
- The program is free to pet owners and referring agencies
- We can board for up to 30 days
- If pet is unaltered and not up to date with vaccines, we will provide these services
Jesse Jane & Phillip

- First Hold for Home client
- Owner did not want to obtain medical care for himself until securing boarding for his dog
- Coordinated visits with owner at hospital
- Ultimately owner was able to receive care and did not have to surrender
Case Management for Integrated Care

- Partnering
- Referral system
- Education

Human Welfare

- Veteran services
- Recovery programs
- Mental health programs
- Housing programs
- Human health services

Animal Welfare

- Private shelters
- Animal control agencies
- Behavior and Training
- Veterinary medicine
- Animal rescues
PARTNERING

• We partner with other organizations who work with clients we cannot reach ourselves

• Two rescues we collaborate with provide free vaccine clinics for cats and dogs twice a month

• We provide free vaccines and vouchers to help supply their clinics

• We prioritize medical referrals after free clinics
REFERRAL SYSTEM

• Linking clients to additional resources offers more support to clients

• Learning about other services, and how to link clients, means one organization does not have to provide every service

• We cannot assist client with every need, but we can be part of the solution when we are part of a community of resources
EDUCATION

- Animal welfare increases awareness for social services on components of animal care
- Social services informs animal welfare on how to navigate human wellness
Coming together:
Free spay/neuter through social services

Homeless Outreach Spay/Neuter Collaborative is a group of human social services and animal welfare agencies whose goal is to provide free spay/neuter to homeless pet owners who are also interested in accessing care for themselves.

Services for owners include information on accessing:

- Housing case management
- Medical care
- Food assistance
- Mental health and wellness services
- Recovery services
Humane Advocacy Within The Organization
How did we get here?

• This is the culmination of 12 years of work in the field developing our offerings

• When our program started, our organization did not have Behavior & Training or Humane Education departments

• The program originated as a partnership with animal control

• The pitch to the board involved explaining the importance of this community resource and an evaluation of the cost of providing one-time help vs. the cost of sheltering and re-adopting an animal
Low-barrier ways to start your own program

- Pet Food Pantry
- Reach out to local trainers to ask for donated services
- Evaluate and expand your own return policy
- Fundraise to offer a free vaccine/microchip clinic
- Create a list of other pet resources in your area, such as pet-friendly domestic violence shelters
- Offer basic pet retention counseling and provide donated management tools (crates, baby gates, toys, harnesses, etc.)
Additional Resources

- 211
- Pets of the Homeless
- Community Standdowns
- RedRover (lists pet-friendly DV shelters)
- Local food banks
- Department of Social Services
What about other communities?

• What barriers do owners face in caring for their pets in your community?
• What agencies in your community help with these barriers?
• What else is needed in your community to help keep pets in homes?
• Identify people, agencies, and resources that can help meet this need.
Thank You!

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