



Partnership Goals:

The goal of this partnership is to improve and sustain a save rate of at least 85% throughout the term of this agreement. This initiative aims to support sustainable lifesaving for both dogs and cats, resulting in a projected dog and cat save rate of **85% or higher**. The partnership will include, but is not limited to, shelter operations and lifesaving programs.

How We Can Support You: *(funding, training, supplies)*

Best Friends can provide staff, training, and support to implement or level up programming that is designed to increase save rate for both cats and dogs in the shelter. This training and support would be offered to City of Mission Animal Shelter through ongoing virtual and in-person support at no cost to the shelter.

Section 1. Identification of Recipient, Grant Amount and Term

Full Legal Name of Recipient Organization: City of Mission Animal Shelter (“Recipient”)

A grant of **\$4,500** will be distributed in the following manner:

- Payment #1 (Paid within thirty (30) days of the Effective Date): **\$1,500**
- Payment #2 (Paid after month 2): **\$1,500**
- Payment #3 (Paid after month 3): **\$1,500**

Best Friends will provide Recipient with a bonus of **\$1,500** in unrestricted grant funding if Recipient achieves month 3 goals.

Recipient acknowledges that Best Friends and its representatives have made no actual or implied promise of funding except for the amount specified in this Agreement.

Best Friends will not be obligated to provide any support (financial or otherwise) to Recipient if the offer expires and is automatically revoked.

Section 2. Goals of Project and Use of Grant Funds

The purpose of the funding is to provide City of Mission Animal Shelter with \$4,500 for the implementation and utilization of lifesaving programming that results in increased live outcomes for cats and dogs.

- \$4,500 to support enhanced disease prevention, sanitation practices, and population management within the shelter. Funding will strengthen existing efforts to maintain safe animal flow, reduce illness, and ensure timely medical care for animals in custody.

First 30 Days (Month 1)

Focus: Building Foundations and Training

Disease and Sanitation

- All appropriate shelter & field staff to attend virtual/in-person training series provided by Best Friends on disease and sanitation.
- Review disease and sanitation protocols with Best Friends Regional Team.
- Introduce a basic intake process that incorporates health observations to support disease prevention and guide appropriate treatment planning when needed.
- Order supplies and resources needed for program implementation.

Pathway Planning and Daily Rounds

- All appropriate shelter & field staff to attend virtual/in-person training series provided by Best Friends on pathway planning and daily rounds.
- Identify staff leads who will participate in daily rounds process, including medical staff.
- Observe current animal movement, medical needs and decision-making practices to establish a baseline.

Data Collection and Record Keeping

- Shelter leadership participates in gap analysis of intake by type, subtype and outcomes.
- Assess current data entry and tracking practices for accuracy and consistency.
- Identify staff responsible for data entry and set up a daily review routine.
- Review current medical documentation practices (intake notes, treatments, observations).
- Begin developing standardized templates for intake/outcome tracking.

Next 30 Days (Day 31–60 / Month 2)

Focus: Implementation

Disease and Sanitation

- Implement key strategies to strengthen cleaning and medical protocols.
- Reinforce cross-contamination prevention and PPE protocols through on-the-floor coaching and observation checks. Emphasize identifying early signs of illness during daily tasks.
- Post visual cleaning and PPE protocol charts in all key work areas.
- Reinforcing basic intake, health observations and daily monitoring to ensure timely isolation and treatment when needed.

Pathway Planning and Daily Rounds

- Introduce and begin Daily Rounds with staff, medical and leadership participation.
- Train staff on the Pathway Planning and Daily Rounds process and documentation, including how to flag medical needs and treatment status during rounds.
- Use rounds to identify next steps for each animal and remove bottlenecks in flow (foster-needed, medical holds, etc.).
- Begin incorporating data insights into rounds discussions.

Data Collection and Record Keeping

- Implement the use of standardized data tracking methods (types, subtypes, memos, etc).
- Conduct biweekly data review meetings to confirm accuracy and identify trends.
- Ensure intake, outcome, and pathway notes are entered in real time.
- Begin analyzing data to identify areas of improvement in outcomes and animal flow.

Final 30 Days (Day 61–90 / Month 3)

Focus: SOP Development, Refinement, and Sustainability

Disease and Sanitation

- Develop and finalize Disease Control and Sanitation SOPs (cleaning, isolation, PPE, etc.).
- Assign clear accountability for daily, weekly, and monthly sanitation observation checks.

Pathway Planning and Daily Rounds

- Finalize Pathway Planning and Daily Rounds SOPs including daily scheduling, staff roles, and documentation standards.
- Assign long-term leads for rounds facilitation and follow-up tasks.
- Evaluate outcomes achieved through rounds and pathway planning since launch.
- Maintain daily rounds participation for all animals with clear next steps identified.
- Conduct weekly pathway planning reviews with leadership to monitor progress, address barriers, and ensure every animal has clear next steps.

Data Collection and Record Keeping

- Finalize Data Entry and Tracking SOP including intake/outcome entry, error checks, and data review schedule.
- Continue regular data audits to ensure accuracy.
- Train secondary staff to ensure data consistency in case of absences.

Performance and Sustainability Goals

- Demonstrate consistent sanitation and reduced cross-contamination.
- Maintain consistent daily rounds participation and actionable next steps for each animal.
- Achieve high accuracy and consistency in data entry and tracking, with routine reviews.
- Sustain a **minimum 85% save rate** for at least two consecutive months.

During the Grant Period, Recipient agrees to:

1. The recipient agrees to use proven strategies for comprehensive lifesaving programming.
2. The Recipient shall designate appropriate staff members who will be accountable for the success of the programs and ensure their participation in all required trainings, mentorship, and program-related activities.
3. City of Mission Animal Shelter will need to participate in the following training and mentorship within 90 days of the agreement at a time designated between Melissa Mercado, Juliana Cano and Steven Kotsatos:
 - **Disease and Sanitation:** This effort centers on establishing consistent, high-quality sanitation practices to promote a healthy shelter environment and reduce the spread of disease. Key actions include reviewing current cleaning procedures, ensuring staff have access to proper PPE and supplies, and implementing clear cleaning schedules and checklists for every area of the facility. Through ongoing mentorship, training, and accountability systems, the goal is to create a culture of prevention, where every staff member understands their role in maintaining cleanliness, monitoring animal health, and minimizing cross-contamination risks.
 - **Data Collection and Record Keeping:** Accurate data and organized record keeping are essential for making informed decisions and tracking progress toward lifesaving goals. This initiative focuses on strengthening systems for intake and outcome tracking, medical documentation, and daily population management. Actions include assessing current data entry practices, implementing consistent forms and digital tools, and training staff on the importance of timely and accurate data. By improving consistency and transparency, the shelter can better evaluate trends, identify needs, and demonstrate measurable impact to leadership, community partners, and funding sources.
 - **Pathway Planning and Daily Rounds:** This area emphasizes structured daily routines that ensure every animal has a clear, timely pathway to a positive outcome. The focus is on improving communication during daily rounds, aligning departments, and using pathway planning to identify barriers that delay adoption, transfer, or return-to-owner. Teams will review each animal's current status, behavior, and medical needs to determine next steps and prioritize action. Through collaboration between staff, volunteers, and leadership, the goal is to streamline operations, reduce length of stay, and ensure no animal is overlooked.
4. The recipient agrees to monthly follow-up calls (as needed) for the duration of the grant.
5. The recipient agrees to provide monthly data that reflects the number of animals serviced, type of service, by breed of animal (dog or cat), and identify if it was a shelter or public animal. A monthly shelter report produced by the current shelter software reflecting intake, outcomes and save rate must be submitted monthly to Melissa Mercado at melissa.mercado@bestfriends.org and Shelter Pet Data Alliance.