

SCOPE OF SERVICES
Gerry Fusco Consulting

Contractor shall be responsible for all aspects of the day to day operations at BARC as allowed by law and will be supported in his efforts by the Director and staff identified below.

Contractor's Responsibilities	City Responsibilities	August	September	October	November	December	January
Organizational Structure: Reorganization							
Goal: Reorganize BARC to get the right people with the right skill sets	Provide staff support from HR to handle HR processing (posting, referrals, interview assistance, processing for hire, etc.) Assist with recruitment activities as mutually agreed upon and within budget						
Make recommendations to the Director to hire Chief Vet	Noel Pinnock, Tony Harris, Valda						
Make recommendations to the Director to hire New Animal Care Technicians	"						
Make recommendations to the Director to hire Shelter Supervisor	"						
Make recommendations to the Director to hire Rescue Coordinator	"						
Make recommendations to the Director to hire Bureau Chief	"						
Make recommendations to the Director to hire Staff Veterinarian	"						
Organizational Structure: Organizational & Staff Development							
Goal: Develop managers and supervisors to increase skills and abilities to effectively lead staff to meet performance standards and achieve unit objectives	The Brooks Group						
Develop and Implement a Leadership Development plan for Division Manager	Assistance from Noel Pinnock						
Implement development plan for 1st Line Supervisors	Assistance from Noel Pinnock						
Assist managers/supervisors in setting short-term priorities							
Facilitate development of a shared vision, values, goals and objectives for the BARC work unit	Director						
Implement activities to transform culture to demonstrate values in action through performance of daily duties	Chief Vet, Lajeane Thompson, Bureau Chief						

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Programs & Services: Veterinary Services	City Responsibilities	August	September	October	November	December	January
Goal: Improve quality of veterinary services Develop/revise protocols and for new practice standards for veterinary services including the following							
Assessments	Dr. Groeminger, Chief Vet, Vet Techs						
Euthanasia	"						
Adoptability	"						
Veterinary service documentation in Chameleon	Chief Vet, IT support, contract inventory						
Treatment guidelines	Manager, IT support						
Surgery	Dr. Groeminger						
Isolation	"						
Do projection for costs associated with new standard of practice	"						
Programs & Services: Placement Services							
Goal: Reduce the euthanasia rate	Support from Danielle Joseph-White and Jamie Moody						
Objective: INCREASE LIVE RELEASES							
A. Increase Adoptions							
Develop a marketing plan to promote the adoption program	Chatauqua Allen						
Implement short term plan to advertise adoptions	"						
Set weekly targets for number of adoptions							
Set target for off site adoption events							
Produce weekly progress reports for adoption activities	Chatauqua Allen						
Negotiate and finalize adoption agreements with humane organizations for Director's signature							
B. Increase Fosters							
Increase the number of active foster homes	Chatauqua Allen, other Marketing resources to be determined						
Assess level of support (treatment, supplies, etc.) needed by foster homes	"						
Do projection on costs associated with foster support	"						
Secure resource for fundraising for foster support							
Set weekly targets for number of fosters							
Produce weekly progress reports for adoption activities	Chatauqua Allen						

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C. Increase releases to rescue groups							
Increase the number of active rescue groups	TBD - perhaps Earl Travis						
Assess level of support (treatment, supplies, etc.) needed by rescue groups	"						
Do projection on costs associated with foster support	"						
Secure resource for fundraising for foster support	"						
Recommend changes to ordinance to support expansion of rescue groups	TBD						
Set weekly targets for transfers to rescue							
Produce weekly progress reports for adoption activities	Chataqua Allen						
II. Objective: DECREASE KENNEL INTAKE							
Complete contract with Adopt a Cat	Lajeane Thompson / Earl Travis						
Coordinate implementation of Adopt a Cat services	"						
Develop policy/practices to reduce over the counter intake	"						
Develop program to provide support for owners to retain pets	"						
Develop weekly report to monitor over the counter intake	"						
Programs and Services: Shelter Services							
Goal: Provide high quality, humane care to animals housed at BARC							
1. Objective: Eliminate mistaken euthanasia	Dr Groemmeingerger, Lajeane Thompson. Karen Roman						
Develop a fail-safe process flow diagram and set of procedures	Karen Roman						
Implement procedures	Lajeane Thompson						
Develop and implement compliance monitoring system	Barbara McGill						
II. Objective: Reduce to zero the number of puppies who die in the drains in the North Kennel	Lajeane Thompson						
Install grate sections to fill in gaps in cages	Vernon Hunt						
Set up space for pregnant dogs, nursing mothers & puppies	Vernon Hunt						
Implement monitoring system to check compliance with housing policy	Barbara McGill						

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III. Objective: 95% of animals are vaccinated within 24 hours of intake	Chief Vet, Dr. Groemminger						
Develop system to monitor compliance with establish protocol	"						
Improve processes that support vaccination compliance	"						
IV. Objective: Reduce the number of puppies who die within 30 days of adoption	"						
Establish puppy ward in South Kennel	Vernon Hunt						
Install mobile building	"						
Establish system to monitor compliance with puppy housing and care protocols	Barbara McGill						
V. Objective: Establish minimum standards of care for shelter operations	Dr. Groemminger						
Develop standards with input from stakeholders	"						
Create documents with standards and criteria	Karen Roman						
Develop quality improvement process for monitoring quality	Karen Roman						
Programs and Services: Volunteer Program							
Goal: Enhance and improve BARC services through the effective use of volunteers	Danielle Joseph-White						
Develop a clear set of on site roles and responsibilities for volunteers and establish a clear defined supervisory reporting structure							
Increase the number of active BARC volunteers	Danielle Joseph-White						
Public Relations: Marketing & Community Outreach							
Goal: Improve the public image of BARC	Chatauqua Allen						
Develop promotional materials to increase public awareness about BARC services	Chatauqua Allen						
Develop effective communication mechanisms and media to mitigate the effects of negative comments and reports about BARC	Chatauqua Allen						
Promote community efforts via mass media channels	Press Corp; Kathy Barton, Frank Michel, etc						

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Develop an educational campaign to promote responsible pet ownership	Earl Travis, Volunteers, Vets						
Infrastructure							
Generate monthly reports that are useful for evaluation and planning	Vernon Hunt						
Assist department leadership in development of a long term strategic plan to drive design of new facilities	"						