ASPCA Case Study from LBi Software

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COLLECTING AND ANALYZING SHELTER INFORMATION FROM SELECT COMMUNITIES TO IMPROVE OVERALL ANIMAL WELFARE.

The Business Challenge

The Challenge

The ASPCA had been tracking a variety of information from its Partner Communities using a multi-tab spreadsheet per community and year. The information was collected using survey responses each month from various agencies within each community. The spreadsheets were updated monthly via a series of manual copy/paste operations from output retrieved from a third-party survey web site.

This process had a number of limitations and challenges, primarily:

- Relatively minor changes had become increasingly difficult due to each community having its own spreadsheet copy
- It was not easy to perform ad-hoc analysis or reporting of the collected data
- The spreadsheets did not support any high-level analysis that would span or compare different communities
- The wide variety of formulas and data checking incorporated into various spreadsheet tabs was becoming unwieldy
- There were no parameterized reports that could be easily accessed by users throughout the ASPCA
- The current solution lacked flexibility to easily track and report on newly identified metrics

It was clear that the ASPCA needed a new system that could collect information in a flexible way to make reporting and analysis available to a range of audiences within the organization.

create a comprehensive browser-based solution that allows users to **enter, review and approve** *survey responses.*

The Solution

Animal Stats Dashboard is a comprehensive browser-based solution that provides the ability to enter, review and approve survey responses. It also incorporates a variety of parameterized reports and is configurable via a number of administrative utilities.
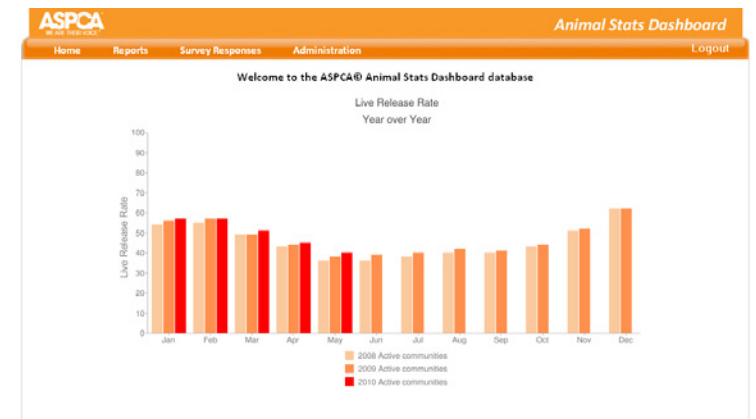
The Animal Stats Dashboard provides trend charting

The application consists of two major components: the management dashboard and the data entry site. The data entry site is accessible to end users in all of the participating communities as well as to ASPCA users. This site allows each animal rescue/shelter/adoption agency to answer monthly surveys that track key animal welfare information. It also allows these users to review, modify, print and monitor the status of their own responses.

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The management dashboard site is accessible only to ASPCA personnel and provides the application's reporting and system management. Select authorized ASPCA users are able to establish a master list of survey questions, configure specific surveys, and manage community and individual agency infor-mation and status. They also use this site to review and approve each agency's monthly survey responses. A larger set of ASPCA users can access the system to run a variety of reports providing monthly, quarterly and year over year analysis that is used in furthering the organization's mission to prevent cruelty to animals throughout the United States.

The Benefits

With the Animal Stats Dashboard, the ASPCA has been able to streamline its data collection and reporting process. Monthly results are now collected and available for analysis as soon as the information is available from the field. Previously, this was only the start of a process that involved a large number of manual steps, spreadsheet manipulation and the increasingly likely possibility of data entry error.

The dashboard solution incorporates a single centralized database that allows for ad-hoc reporting. This database also provides a single reference point for all of the animal stats information and is easily maintained and backed up.

The Animal Stats Dashboard provides a flexible framework that will support ASPCA's current and future initiatives (e.g. ASPCA $100k Challenge - http://challenge.aspcapro.org/).

ASPCA
WE ARE THEIR VOICE.™

Animal Stats Dashboard

Home   Reports   Survey Responses   Administration   Logout

Validation of response for Miami-Dade ASD, Miami-Dade County, April 2010

Balancing Information

Balance Number	Total	Dogs	Puppies	Neonate Canines	Total Canines	Cats	Kittens	Neonate Felines	Total Felines
Inventory Balance Check	-5763	-2327	-670	-116	-3113	-1596	-575	-479	-2650

Current Response

Question	Community	12M Average	Apr 2009	Mar 2010	Response
response date					2010-05-20
responder name					Sarah...
responder phone number					(305)...
responder email address					SPIZA...
permanent dog/puppy cages	646	133.58	0	229	229
permanent cat/kitten cages	205	36.17	0	62	62
active foster homes	78	1.5	0	2	10
dogs in the shelter	509	126.08	0	193	217
dogs in foster care	7	0.33	0	0	0
puppies in the shelter	141	10.83	0	17	46
puppies in foster care	17	0.25	0	1	5
neonate canines in the shelter	35	5.25	0	3	9
neonate canines in foster care	0	0.67	0	0	0
cats in the shelter	128	17.75	0	28	49
cats in foster care	573	0	0	0	0
kittens in the shelter	160	12.33	0	14	65
kittens in foster care	3	0.17	0	1	1
neonate felines in the shelter	52	0.58	0	1	17
neonate felines in foster care	8	0	0	0	4
dogs taken in from all sources	2516	766.42	0	1227	1237
dogs taken in from owner surrender	765	221.67	0	359	376
dogs taken in from stray	1612	510.42	0	814	802
dogs taken in from transfer from non-partner	6	0	0	0	0
dogs taken in from transfer from partner	14	0	0	0	0
dogs taken in from returns within 30 days of adoption	65	17.92	0	27	32
dogs taken in from other sources	54	16.42	0	27	27

Current Response Status: Submitted (Approved Response exists for this survey)

Approve   Reject   Return to Search

Animal Stats Dashboard Survey Response Management

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About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution designed to put the power in the hands of the employee. In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

LBi Software is headquartered in Woodbury, N.Y., and is online at LBiSoftware.com.

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