



Best Friends

National Conference

SAVE THEM ALL

presented by 

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Sessions recorded LIVE at The Hilton Anatole • July 24 - 27, 2019 • Dallas, Texas USA

Pre-conference Workshops

- 19BF-PRE1 **Partners in the Work: Engaging Volunteers to Help Achieve Your Mission** (Chris Boortz, Kimberly Elman, Pat Guerrero)
- 19BF-PRE2 **Calling All ACOs: Be Outstanding in Your Field** (Richard Angelo, Michelle, Dossou, Scott Giacoppo, Ed Jamison, Andrea Peterson, Timothy Poorman, Dr. Karen Hill Sheppard)
- 19BF-PRE3 **Developing a Reliable Stream of Revenue Through Individual Giving** (Barbara Camick, Kelly Cramer, Sharon Krinsky Davis, Carly Dy-Buncio, Andrea Grane, Amy Starnes, Patricia Tolbert)
- 19BF-PRE4 **Cat Lovers Unite: Get with the (Community Cat) Program** (Danielle Bays, Liz Finch, Scott Giacoppo, Destiny Haney, Bethany Heins, Bryan Kortis, Kirstie James, Karen Little, Peter Wolf)
- 19BF-PRE5 **Dogs Playing for Life: Play groups at Dallas Animal Services** (Marian Cannell, Tucker Eurman, Patricia Hawkins, Ed Jamison, Aimee Sadler)
- 19BF-PRE6 **Foster is the Future: Building a Robust Foster Pet Program** (Margo Butler, Kelly Duer, Kristen Hassen-Auerbach, Dr. Sheila D'Arpino Segurson)
- 19BF-PRE7 **Animal Welfare Technology Summit** (Angie Embree)

Concurrent Sessions

- 19BF-1 **Deep in the Heart: On the Road to No-Kill 2025**
- 19BF-2 **Plan Ahead: Creating a Successful Fundraising Plan** (Sandy Rees)
- 19BF-3 **From the Ground Up: Building a Community Plan to Achieve No-Kill** (Bethany Heins & Stephanie Macgill)
- 19BF-4 **Get with the Program: Creating a Comprehensive Community Cat Program** (Liz Finch & Desiree Triste-Aragon)
- 19BF-5 **Depopulation Alternatives: Managing Canine Distemper Virus** (Dr. Erin Katrabe)
- 19BF-6 **Managed Chaos: Managing Pet Admissions from Every Angle** (Dr. Josh Fisher & Jill Mollohan)
- 19BF-7 **Mission Possible: Taking Volunteer Engagement to the Next Level** (Pat Guerrero)
- 19BF-8 **At Your Service: Standing Out and Saving Lives with Customer Service** (Kari Hartkorn & Marc Peralta)
- 19BF-9 **About Face: Transforming the Role of ACOs** (Dr. Karen Hill Sheppard)
- 19BF-10 **Innovation Showdown: Saving Pets' Lives with Big Ideas and Investments** (Katy Hansen, Ed Jamison, Susanne Kogut, Julie Lindy, Bobby Mann, Pam Siedler)
- 19BF-11 **Working to Save Them All: A Regional Approach (Part 1) Mountain Region** (Arlyn Bradshaw & Melissa Lipani)
- 19BF-12 **Working to Save Them All: A Regional Approach (Part 1) Pacific Region** (Kaylee Hawkins & José Ocaño)
- 19BF-13 **Working to Save Them All: A Regional Approach (Part 1) Great Plains Region** (Michelle Dossou, Bethany Heins, Mandi Wyman)
- 19BF-14 **Working to Save Them All: A Regional Approach (Part 1) South Central Region** (Whitney Bliton, Michael Bricker, Catherine Eldredge, Lee Ann Shenefiel, Holly Sizemore, Brent Toellner)
- 19BF-15 **Working to Save Them All: A Regional Approach (Part 1) Midwest Region** (Liz Stamper & Stacy Rogers)
- 19BF-16 **Working to Save Them All: A Regional Approach (Part 1) Southeast Region** (Lisa Barrett, Carrie Ducote, Emily Park)
- 19BF-17 **Working to Save Them All: A Regional Approach (Part 1) Mid-Atlantic Region** (Angela Rovetto & Makena Yarbrough)
- 19BF-18 **Working to Save Them All: A Regional Approach (Part 1) Northeast Region** (Linda Gage & Elizabeth Jensen)
- 19BF-19 **Working to Save Them All: A Regional Approach (Part 2) Mountain Region** (Arlyn Bradshaw & Melissa Lipani)
- 19BF-20 **Working to Save Them All: A Regional Approach (Part 2) Pacific Region** (Kaylee Hawkins & José Ocaño)
- 19BF-21 **Working to Save Them All: A Regional Approach (Part 2) Great Plains Region** (Michelle Dossou, Bethany Heins, Mandi Wyman)
- 19BF-22 **Working to Save Them All: A Regional Approach (Part 2) South Central Region** (Whitney Bliton, Michael Bricker, Catherine Eldredge, Lee Ann Shenefiel, Holly Sizemore, Brent Toellner)
- 19BF-23 **Working to Save Them All: A Regional Approach (Part 2) Midwest Region** (Liz Stamper & Stacy Rogers)
- 19BF-24 **Working to Save Them All: A Regional Approach (Part 2) Southeast Region** (Carrie Ducote & Kenny Lamberti)
- 19BF-25 **Working to Save Them All: A Regional Approach (Part 2) Mid-Atlantic Region** (Angela Rovetto & Makena Yarbrough)
- 19BF-26 **Working to Save Them All: A Regional Approach (Part 2) Northeast Region** (Linda Gage & Elizabeth Jensen)
- 19BF-27 **Strength in Numbers: Working Together to Achieve No-Kill**
- 19BF-28 **It Takes a Village: Cultivating a Community of Pet Fostering** (Kelly Duer)
- 19BF-29 **The Human Touch: Including People in the Animal Welfare Conversation** (James Evans & Kenny Lamberti)
- 19BF-30 **Proof Positive: Shifting the Municipal Mindset** (Audra Michael)
- 19BF-31 **The First 24 Hours and Beyond: Improving Behavior by Improving First Impressions** (Dr. Carley Faughn & Melissa Pezzuto)
- 19BF-32 **FeLV: Caring for and Rehoming Vulnerable Cats** (Monica Frenden & Dr. Julie Levy)
- 19BF-33 **Strength in Numbers: Using Coalitions to Empower Your Lifesaving Efforts** (Nadia Novik & Heather Owen)
- 19BF-34 **No Place Like Home: Reducing Pet Surrenders** (Andra Adams, Jordan Craig, Leslie Sans, Dr. Erin Shults)
- 19BF-35 **Make It Big: Attracting and Keeping Big Donors** (Tycey Williams)
- 19BF-36 **Less Is More: Caring for Community Cats and Kittens** (Dr. Heather Kennedy)
- 19BF-37 **Strut Your Money: Fundraising Strategies for Strut Your Mutt** (Jen Fick, Annie Laubernds, Kayla Sebo, Caitlin Watkins, moderated by Sandy Nelson)
- 19BF-38 **Can You Hear Me Now? Getting Legislators to Listen** (Richard Angelo, Lee Greenwood, Akisha Townsend-Eaton)
- 19BF-39 **A Matter of Trust: Working Toward Better Outcomes** (April Moore)
- 19BF-40 **Please Step Away from the Cat: Knowing When and When Not to Rescue** (Destiny Haney & Christie Rogero)
- 19BF-41 **Let's Get Digital: Creating Successful Online Campaigns** (Sue Citro, Heather Friedman, Bobby Mann, moderated by Amy Starnes)
- 19BF-42 **Get 'Em Home: Refreshing Your Dog and Cat Adoption Process (Part 1)** (Sue Cosby)
- 19BF-43 **All Aboard: Working Effectively with Your Board** (Denise Deisler & Lise Evertly)
- 19BF-44 **Listen Up: Communicating in a Crisis** (Makena Yarbrough)
- 19BF-45 **Where There's a Will: Running a No-Kill Organization Without Paid Staff** (Maureen Chin & Jay Garrett, Jr.)
- 19BF-46 **Advocacy to Action: Building a No-Kill Community** (Rebecca Guinn)
- 19BF-47 **Shake on It: Negotiating Animal Contracts** (Rebecca Huss)
- 19BF-48 **Get 'Em Home: Refreshing Your Dog and Cat Adoption Process (Part 2)** (Sue Cosby)
- 19BF-49 **Like Money in the Bank: Identifying Leadership Potential** (Denise Deisler, Tawny Hammond, Nikki Harris, Lee Ann Shenefiel, Makena Yarbrough)
- 19BF-50 **Tech Talk: Mastering Technology to Save More Lives** (Rachael Ziering)

- 19BF-51 **From Here to There: Transporting Your Way to No-Kill** (Christy Anderson, Christina Arriaga, Adam Lamb, Ginny Sims, moderated by Elizabeth Oreck)
- 19BF-52 **What Funders Want: Delivering a Winning Grant Application** (Susanne Kogut, Mary Ipolitti-Smith, Shelly Thompson, Brent Toellner, moderated by Stephanie Macgill)
- 19BF-61 **Social Media: Breaking Through the Clutter** (Elizabeth Bennett & Emily Tolliver)
- 19BF-62 **Venmo Me the Money: Making Your Website Work for You** (Amy Starnes)
- 19BF-63 **Go, Team: Creating a Winning No-Kill Culture** (José Ocaño)
- 19BF-64 **The Write Stuff: Getting the Media to Share Your Story** (Katie Pemberton & Michelle Sathe)
- 19BF-65 **Good to Go: Understanding and Leveraging Your Transport Options** (Chris Roy)
- 19BF-66 **At Risk: Lifesaving Protocol for Large and Medium Dogs** (Kristen Hassen-Auerbach & Lee Ann Shenefiel)
- 19BF-67 **It's Raining Kittens: Navigating Kitten Season** (Ed Jamison & Stacy Rogers)
- 19BF-68 **Advanced Grants: How to Take Your Grant Program to the Next Level** (Aimee Gilbreath & Christi Metropole)
- 19BF-69 **You've Got Mail: Mastering the Art of Email Marketing** (Natalie Buxton)
- 19BF-70 **Winning the Day: Reducing Length of Stay in Your Shelter or Rescue Group** (Brent Toellner)
- 19BF-71 **Language Matters: Understanding and Leveraging No-Kill Terminology** (Elizabeth Doyle & Marc Peralta)
- 19BF-72 **Sustaining No-Kill: Reality, Challenges and Opportunities** (Tawny Hammond & Katie Trennepohl)
- 19BF-73 **All Systems Go: Getting What You Need from Your Shelter Management System** (Jill Dyche & Angie Embree)
- 19BF-74 **The Right Feline Fit: Placing Community Cats** (Marla Browne & Kaitlyn Simmons)
- 19BF-75 **To Their Health: Treating Parvo, Panleukopenia and Heartworm** (Dr. Jennifer Wilcox & Dr. Erin Katrife)
- 19BF-76 **Recipe for Lifesaving: Using 12 Ingredients to Reach and Exceed 90%** (Dr. Ellen Jefferson)
- 19BF-77 **Pleased to Meet You: Improving Introductions to Better Serve Dogs and the Community** (Dr. Lisa Gunter & Sherry Woodard)
- 19BF-78 **Fund Me: Fundraising on Facebook and Instagram** (Jessie Earl & Caitlin Watkins)
- 19BF-79 **Foster Is the Future: Building a Robust Foster Pet Program** (Kristen Hassen-Auerbach & Dr. Sheila D'Arpino Segurson)
- 19BF-80 **Looking Ahead: The Role of Rescue and Rescue Groups in Achieving No-Kill by 2025** (Christina Arriaga, Rebecca Guinn, Gina Knepp, Christi Metropole, Bobbi Yeo, moderated by Arlyn Bradshaw)
- 19BF-81 **Follow the Leader: Putting Great Ideas to Work** (Alexis Pugh)
- 19BF-82 **The Right Stuff: Taking Your Lifesaving Efforts to the Next Level** (Scott Giacoppo, Michelle Logan, Andrew Marsden)
- 19BF-83 **From Fearful to Friendly: Moving Cats Along the Adoption Path** (Molly DeVoss & Stephanie Stryker)
- 19BF-84 **Molly DeVoss, Stephanie Stryker** (Dr. Kimberly Boudwin & Dayna Villa)
- 19BF-85 **It's Time to Celebrate Animal Lifesaving Progress: Looking Back and Moving**

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