

Stakeholder Meeting Framework

Hosted By: MYPAGE.PET & Animal Control & Enforcement Training Academy

Purpose: *The system is broken. How can we fix it?*

Cadence: Monthly

Location: Zoom

Audience: Rescuers, Animal Control Officers, Shelter Staff, Vet Staff, Advocates, Policy Influencers from the Coastal Bend Region

1. Meeting Agenda (Monthly Stakeholder Roundtable)

A. Welcome & Opening Remarks (5 minutes)

- Host introduction
- Purpose reminder: collaborative problem identification and solution-building
- Review of MOU expectations (respect, no arguing, constructive dialogue)

B. Stakeholder Introductions (10–15 minutes)

Each attendee shares:

- Name & role
- Organization/ or What part of the system they interact with
- One sentence about the biggest issue they personally see

C. Root Cause Roundtable (Unlimited)

Format: Each participant gets **3-5 minutes** uninterrupted to explain:

- The issue they see
- Why they believe it exists
- What upstream failures contribute to it
- How it impacts animals, staff, or the community

Facilitator Role:

- Capture each issue in the *Problem Tree*
- Ask clarifying questions only after the speaker finishes
- Prevent cross-talk or debate

D. Open Discussion (Facilitated — not free-for-all)

This is where collaboration begins.

- “What patterns are we seeing across roles?”
- “Where do our experiences overlap?”
- “What root causes appear in multiple stories?”
- “What issues seem to stem from the same upstream problem?”
- “Who here is already working on a solution to one of these?”

E. Solution Exploration (20–30 minutes)

- What solutions could address the root causes?
- What solutions could be implemented immediately?
- What solutions require long-term planning or legislative change?
- What solutions require cross-agency cooperation?

Facilitator records all solutions.

Categories:

- Immediate fixes
- Long-term structural changes
- Policy or legislative needs
- Training or education gaps
- Communication improvements
- Cross-agency collaboration opportunities

F. Collaboration Mapping (10–20 minutes)

This is where you identify:

- Who is already working on what
- Who wants to collaborate
- Who has resources
- Who has influence
- Who has lived experience
- Who has credibility in their sector

G. Closing Remarks (5 minutes)

- Share the compiled notes
- Invite people to join working groups voluntarily
- Confirm next meeting date
- Reinforce the MOU expectations
- Open floor for final comments (1 minute per person)

2. Memorandum of Understanding (MOU)

A shared agreement for all participants in the Stakeholder Meeting Series.

Purpose of the MOU

To ensure a respectful, productive, and safe environment where diverse voices in animal welfare can collaborate without hostility or judgment and to clearly communicate that the information shared in these meetings will contribute to a formal case study documenting systemic issues and community-driven solutions.

MOU Guidelines

1. Respectful Communication

- No arguing, yelling, or hostile behavior
- No rude remarks, sarcasm, or belittling
- No interrupting while someone is speaking
- Listen to understand, not to respond

2. Constructive Participation

- Critique systems, not people
- Offer solutions when presenting problems
- Ask clarifying questions respectfully
- Avoid blame-based language

3. Equal Voice for All Participants

- Everyone receives equal time to speak
- No dominating the conversation
- No side conversations during someone's turn

4. Confidentiality & Safety

- Personal stories shared in the meeting stay in the meeting
- No sharing or posting meeting content without consent
- Recording is permitted only for official meeting notes and case study documentation
- No identifying information will be used in the case study unless explicitly approved

5. Professional Conduct

- Arrive on time
- Keep cameras on when possible
- Use mute when not speaking
- Follow facilitator instructions

6. Commitment to Collaboration

- Assume good intent
- Focus on solutions
- Support cross-agency cooperation
- Recognize that everyone is here because they care about animals

3. Root Cause Map & Solution Map

We will be building a **living document** that grows each month.

Root Cause Map

- Policy failures
- Leadership gaps
- Training deficiencies
- Public misunderstanding
- Resource shortages
- Enforcement limitations
- Shelter/rescue coordination issues
- Toxic workplace culture
- Burnout & compassion fatigue
- Lack of accountability

Solution Map

- Training programs
- Legislative changes
- Community education
- Inter-agency communication channels
- Shared resources
- Standardized protocols
- Mental health support
- Public outreach
- Cross-agency partnerships