



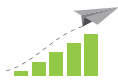
Customer Success Story

SAN FRANCISCO SPCA



Industry: Nonprofit

Sector: Employee Training



The Results

User Adoption

The SF SPCA has begun their journey from in-person training to eLearning with great success. Due to initial adoption, the SF SPCA expects to increase their user-base by 300% in the next few months.

Partnership

Litmos helps the SF SPCA continue its lifesaving work to help animals in need.

“We needed a training solution that would help give our employees the education and knowledge needed to continue to working toward our mission.”

Marcus Pon

Manager of Learning & Development

San Francisco SPCA Improves Their Employee Training, One Paw at a Time

“We imagine a community where every animal has a loving home, and where animals don’t need the support of San Francisco’s rescues and shelters. And we know how to get there.”

As the fourth oldest humane society in the U.S. and founders of the No-Kill Movement, the SF SPCA has always been at the forefront of animal welfare. As a result of the SF SPCA’s efforts, and those of their community partners, San Francisco has the lowest euthanasia rate of any major city in the United States. No adoptable dog or cat in San Francisco goes without a home, even if they have medical or other issues.

In 2014, the SF SPCA merged with Pets Unlimited, a like-minded animal welfare nonprofit in Pacific Heights. Pets Unlimited included a nonprofit veterinary hospital, which provided significant financial assistance to pet guardians in need, as well as a small adoption center. Both SF SPCA campuses, in the Mission and Pacific Heights, are now working toward the same shared goals.

The Challenge

Before partnering with Litmos, the SF SPCA’s training was event-based, meaning it was organic and documents were designed as needed. Their training lacked a long-term plan and the strategy – or lack thereof – was unsustainable. In particular, the process for training employees focused more on shadowing than formal training. As the organization began experiencing unprecedented growth, it became clear that it would need to implement new training systems and formalize the learning process.

The Solution

The SF SPCA chose Litmos to centralize all of their internal training and implement consistent methodologies and processes. They were pleased with the cost and usability, and felt that Litmos was the best solution to push valuable content and training out quickly. They now have a more sustainable way to create development paths. Furthermore, reporting functions now track compliance and provide information on data and trends.

“The animals always come first at the SF SPCA,” states Marcus Pon, Manager of Learning & Development. “We needed a training solution that would help give our employees the education and knowledge needed to continue working toward our mission.”