



---

# MEMORANDUM

---

Date: May 4, 2018

To: The Honorable Chairman and Members  
Pima County Board of Supervisors

From: C.H. Huckelberry  
County Administrator

A handwritten signature in black ink, appearing to read "CHH", is written over the printed name "C.H. Huckelberry".

Re: **April 2018 Pima Animal Care Center Monthly Report**

Since beginning her tenure with Pima County, Kristen Auerbach, the Director of the Pima Animal Care Center (PACC), has provided regular updates on the activities and accomplishments of this important unit. Attached please find the most recent update which will be shared with the PACC Advisory Committee at their May 10<sup>th</sup> meeting.

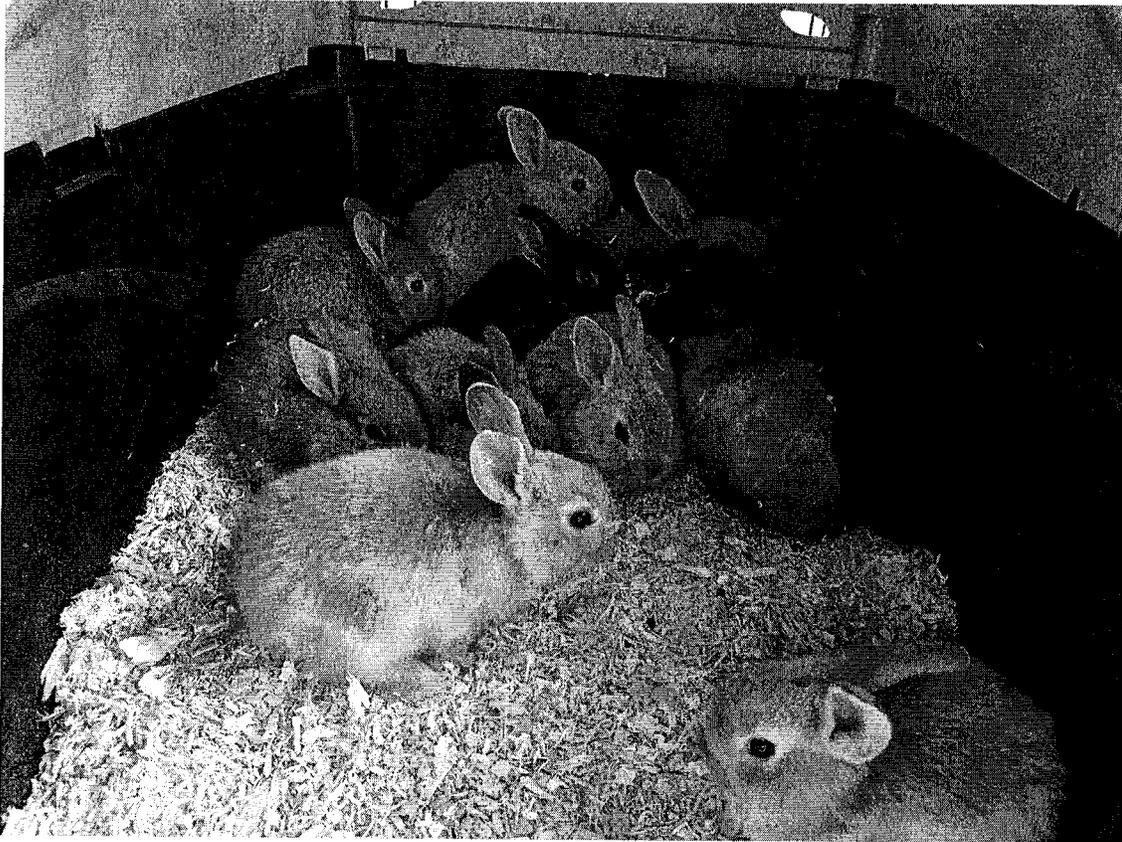
Most notable, I believe, is the substantial national and even international attention that both facility and our animal welfare team continue to receive. I am also pleased to report that Phase 2 of that building is on track and on budget. We anticipate finalizing the second phase early in the next fiscal year.

CHH/mp

Attachment

c: Jan Leshar, Chief Deputy County Administrator  
Francisco García, Assistant County Administrator  
Kristen Auerbach, Director, Pima Animal Care Center

## April 2018 Director's Report for Pima Animal Care Center



### Animal Center News

- PACC took in 1,298 pets, achieving a save rate of 91% compared to April 2017 when PACC took in 1,288 pets and achieved a save rate of 86%.
- At the beginning of May, PACC's daily population count was around 400 dogs and 150 cats and PACC expects to see populations peak in the next 60 days. Due to the ongoing construction project, PACC is asking for community support to ease overcrowding.  
<https://www.kgun9.com/news/local-news/pacc-offering-discount-adoption-fees-to-ease-overcrowding-at-extra-housing-facility>
- PACC participated in the Adopt Love, Adopt Local community adoption event, with 45 pets finding new homes.
- The second Maddie's Fund Foster Care apprenticeship will be held in May, with 15 attendees from around the nation participating in this four-day learning opportunity.
- Best Friends Animal Society Chief National Programs Officer Holly Sizemore visited PACC to tour and film leadership staff about community cat programs.
- A group of animal welfare leaders from Australia are traveling to Pima County to visit PACC in May to take a tour of the new facility and meet with shelter leadership.

- PACC, Communications and IT have started the process to redesign the PACC website to make it more accessible and user-friendly.
- Support from PetSmart Charities is helping PACC provide care for cats and rabbits from 'hoarding' houses.
- PACC leadership attended a meeting with supporting partners of Old Pueblo Community Services to discuss how PACC can provide support to pets and their owners in need.
- The PACC Operations team participated in a two-hour performance planning and management training, conducted by Pima County Human Resources.

## Personnel

- A Communications Specialist position will be advertised in mid-May.
- Emily Kaleugher and Rebecca Bell were selected as Community Cat Caregivers and began their new roles in mid-April.
- Three Clinic Technicians and three Shelter Technicians have been selected and are currently undergoing the background process.
- Thanks to a grant from Petco Foundation, two full-time Adoption Counselor positions have been created and will be advertised mid-May.
- Long-time Clinic Technician Dawn Reeder was selected as the Clinic Coordinator and began her new role in late April.
- Officer Veronica Sanders was promoted to Investigator.
- Elsa Duarte began her role on the Pet Support Call Center team.
- Officer Mark Moore begins in Animal Protection in mid-May.
- PACC has several current openings including Shelter Technician (adoptions, clinic and shelter) and Dispatcher.
- Rachel Jones began in her role as Post-Placement Foster Coordinator in mid-April.
- Two candidates for the positions in Licensing are undergoing the background process.

## Field and Community Services

- Animal protection responded to 2,408 calls for service, including 948 priority one and two calls.
- Animal protection investigated 378 neglect and cruelty complaints and responded to 299 bite complaints.
- Animal protection impounded 39 cats after their owner passed away. Animal protection assisted a resident who had 250 rabbits. Working with rescue groups, all of the rabbits are being spayed and neutered and rehomed. <http://www.kvoa.com/story/38039743/rescued-bunnies-up-for-adoption>
- 16 pets were returned to their owner in field without having to be impounded.
- The following officers were recognized during Animal Protection Officer Appreciation Week
  - Cris Young – Officer of the Year

- Cynthia Stella – Community Support Person of the Year
- William Malmquist and Victor Velarde – Meritorious Service
- Veronica Sanders – Lifesaving Award
- The pet support center responded to 6,980 calls, scheduling 115 admissions appointments, offering medical assistance to 21 caregivers and offering grant-funding support for one rental deposit.

### **Veterinary Services**

- 311 cats and dogs were spayed or neutered at PACC.
- Vets conducted 136 specialty surgeries.
- PACC's fourth veterinarian position is expected to be filled mid-June, at the peak of the busy puppy and kitten season.

### **Volunteer, Foster and Rescue Programs**

- 65 cats and 65 dogs were transferred to rescue groups
- 239 cats and 194 dogs went to foster homes.
- 454 volunteers donated 7,680 hours of service.
- 109 people applied to be volunteers and 88 people attended new volunteer orientations.
- Volunteer Appreciation Week was celebrated April 15 to 21. The Friends of PACC hosted a volunteer appreciation party with 175 volunteers in attendance.
- Six dogs and 12 volunteers are participating in the first ever, Canine Fun Camp, led by Volunteer Maggie Winegarden. This is a six-week training program for long stay shelter dogs.
- Three, new specialty volunteer groups have been formed to address the unique needs and increase placement of dogs with behavioral challenges, senior and geriatric dogs and older cats and cats with medical issues.
- The monthly volunteer meeting was facilitated by Chief Veterinarian Jennifer Wilcox and included a tour of the new clinic as well as an information session about medical operations at PACC.
- The PACC Tales Reading to Pets program gained 20 new participants.
- Volunteer classes were held for dog and cat enrichment, playgroups, and level two dog handling.
- Every non-co-housed dog receives in-kennel enrichment on a daily basis.
- Playgroups are now happening five to six times each week with up to 10 dogs participating in playgroup. 180 dogs went to play group in April.

## Friends of PACC

- The Friends raised over \$30,000 on Arizona Gives Day and were awarded two prizes in the Mid-Size Organization Category.
- They participated in Adopt Love, Adopt Local, to share information about the role of the Friends.
- They held a Sunset Donor Reception at PACC.
- Due to critical medical needs in the PACC clinic, the Friends have hired several temporary technicians who assist with emergency and urgent medical needs of PACC pets.