



MEMORANDUM

Date: November 21, 2019

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

From: C.H. Huckelberry
County Administrator 

Re: **October 2019 Pima Animal Care Center Report**

Attached please find the most recent update from the Pima Animal Care Center (PACC) which will be shared with the PACC Advisory Committee at their November meeting. The highlights include:

- PACC took in 1,809 pets in October, including 599 cats and kittens and 1091 dogs and puppies. This was the highest intake month of 2019. Animal Protection Services responded to 2,123 calls for service, including 210 complaints regarding cruelty or neglect.
- The Friends of PACC received a \$25,000 grant from Petco Foundation to hold a community-wide adoption event with both Hermitage and the Humane Society of Arizona participating. The *'Tucson Shelters United'* adoption event held in October, resulted in 400 pets finding their new homes.
- PACC community cats team trapped 208 cats for spay and neuter surgeries at 26 locations and members of the public trapped more than 400 cats and utilized free spay and neuter services available to community cats.
- Lastly, PACC participated in numerous outreach events throughout Pima County. The largest was a free vaccine clinic at Donna R. Liggins Recreation Center, which served 415 pets.

CHH/lab

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, Deputy County Administrator & Chief Medical Officer, Health and
Community Services
Kristen Hassen, Director, Pima Animal Care Center

October 2019 Director's Report for Pima Animal Care Center



Animal Center News

- PACC took in 1,809 pets this month, an increase of 300 over 2018 and achieved an overall live release rate of 92%. This includes 599 cats and kittens, 1091 dogs and puppies, and 119 pets of other species.
- 1,609 pets were adopted and 216 pets were returned to their owners.
- As of October 31, there were 437 dogs on site at PACC and 276 cats which was a 1.5% decrease from last year. There were 307 dogs in foster care and 606 cats and kittens in foster.
- More than 415 pets were served at a [free vaccine clinic](#) held at Donna R. Liggins Recreation Center. 300 families were lined up for service before the clinic started. PACC is planning numerous other clinics throughout the rest of the year, focused on providing vaccines, microchips and licenses in high intake areas of Pima County.
- PACC completed its workplace expectations poster after soliciting input from staff and volunteers. This document clearly outlines standards to be followed by staff and volunteers at PACC.
- PACC, in collaboration with Hermitage No Kill Cat Sanctuary and Shelter and the Humane Society of Southern Arizona, held [Tucson's first-ever, tri-shelter adoption event](#), sponsored by a grant from Petco Foundation. This event helped more than 400 pets find their new families. PACC had themes for each day of the event, like Foster Friday, Trunk or Treat, and a Pancake Breakfast.
- PACC continues to have the most viewed webpage in the county with nearly 60,000 unique page views of adoptable pets each month.

- PACC held a [“5 Bucks a Cluck” adoption special](#) for 60 chickens that were taken in through the managed intake program.
- PACC welcomed District 1 Supervisor Ally Miller for a tour and visit at PACC.
- PACC leadership attended PAAW’s bi-annual conference, meeting with animal welfare organizations from around the county and learning about opportunities to build a pet-friendly community.

Volunteer, Foster, and Rescue

- 705 volunteers completed 8,198 hours of volunteer service and 182 people applied to volunteer at PACC.
- Volunteer trainings were held for dog handling, cat care, and shelter software, adoption counseling training, mentoring, dog enrichment and playgroup support.
- PACC volunteers ran their first play groups this month. Volunteers will play a crucial role in PACC growth the play group program.
- PACC’s Rescue Coordinator, Elizabeth Cardarelli, is participating in a 5-week transportation course through American Pets Alive! The goal of her participation is to create a high-volume transport program.
- PACC’s foster team is participating in a trial of GivePulse, a foster/volunteer management software, to help streamline volunteer and foster management. The software trial will begin in December.
- PACC held separate cat and dog town hall meetings for volunteers and staff to determine what challenges are being faced and what some possible solutions may be. These meetings were attended by the director and leadership staff.
- 11 volunteers are participating in two new PACC committees, the Volunteer Communications Task Force and Volunteer On-Boarding Committee, dedicated to help improve communications within PACC and improve the volunteer on-boarding process to build a larger, more high-functioning volunteer program.
- PACC is working with volunteers to create a new volunteer team to assist with marketing and behavior modification of dogs with the most urgent needs.
- 20 volunteers are participating in the creation of a Behavior Intervention Team whose focus is to work with dogs that need behavior help in order to keep from declining in-shelter.
- 212 pets were transferred to rescue partners, including 31 cats and 89 dogs.
- 549 pets went to foster homes, including 60 adult cats, 56 adult dogs, and 307 animals with medical needs.
- 252 pets were adopted directly from foster homes without having to return to the shelter.
- 53 dogs got out for a total of 48 day trips and 43 “Pawjama Parties”.
- 63 fosters took the new online dog foster orientation.
- 23 animal shelter staff and volunteers from across the country attended a week-long Maddie’s Fund Adult Dog Foster Apprenticeship.
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Personnel

- 85 PACC team members participated in an all-day staff training on workplace culture and general operations.
- Leadership from several PACC programs met to begin planning for the implementation of over-night clinic techs. These positions, created following the last fiscal year's budget process, will allow PACC to provide around-the-clock monitoring and care for medically vulnerable pets, including orphaned puppies and kittens and animals with illnesses or injuries.
- Clarissa Salazar and Jordan Hudgel began in their roles as animal care technicians.
- Kaitlyn Pappas was hired in our licensing department, bringing this team to full staffing.
- Two new animal care clinic technicians were selected and will begin working for PACC in November.
- PACC has seven temporary staff to provide additional support to behavior and enrichment, kitten care, intake and adoptions, as well as the clinic.
- PACC is currently recruiting animal care technicians for clinic, training and behavior, clinic receptionist, field investigation officer, and volunteer manager.

Field and Community Services

- The Pet Support Center received 5,546 calls for support and scheduled 748 appointments.
- PACC assisted 60 families with medical and other expenses using support from the Friends of PACC Keeping Families Together Fund.
- The community cat team trapped 208 cats for spay and neuter at 26 locations and responded to 435 calls for assistance. Members of the public borrowed 91 traps to complete their own cat trapping. In total, 610 cats were altered this month.
- Animal Protection responded to 2,123 calls for service including 620 stray animal complaints, 141 bite investigations, 120 police assists, and 210 calls about abandonment, cruelty or neglect.
- 5,667 altered dogs and 318 unaltered dogs received new licenses and 1,111 dog licenses were renewed.
- PACC Animal Protection [confiscated 85 animals](#), 67 birds and 18 small dogs, in a hoarding case.
- The Pup in Boots program served over 200 pet owners by providing 1600 pounds of pet food, 150 pairs of dog booties, leashes, collars, and other supplies.
- The Pup in Boots monthly clinic at Z Mansion served 22 pets with vaccines, microchips, and a basic vet exam.

Vet Services

- PACC vets spayed or neutered 879 pets and performed 144 specialty surgeries. Vets also saw 240 foster appointments.
- PACC Clinic treated 16 dogs with valley fever, 29 parvo positive puppies, and 10 dogs who had been hit by cars.

- PACC Clinic treated 66 cats and kittens with ringworm, 23 cats with Calicivirus and 8 diabetic cats.

Friends of PACC

- The Friends held a house party featuring PACC's four veterinarians, who spoke about clinic needs. PACC Volunteer Dr. Gail Smith and her husband Dr. Leonard Cohen, served as party hosts and made a \$10,000 gift to the Friends.
- Friends of PACC partnered with photographer Candice Eaton and artist Joe Pagac to create one-of-a-kind [2020 calendars](#) celebrating PACC's senior dogs. Calendars may be purchased online.
- El Tour De Tucson 70 riders signed up – more than double the number last year. Excess jerseys, helmet covers and other accessories will be for sale during the event.
- Giving Tuesday is December 3.

Workplace Expectations



Support a collaborative organization

- Practice 'we' thinking. We achieve goals together or not at all.
- No ego! Acknowledge the skills, contributions and various roles of others.
- Support, mentor and uplift those around you.
- Set others up for success by sharing information and helping each other.

Create and maintain a culture of safety

- Take responsibility to correct issues and communicate concerns.
- Know your limitations and seek help when needed.
- Model safe, humane and kind handling of all animals at all times.
- Be thorough, careful and precise in your work.

Be compassionate and respectful

- Respect each other, our community, our resources and the pets in our care.
- Practice self-care.
- Treat every animal as if its life and wellbeing are as important as your own pets at home.
- Acknowledge the emotional aspects of our work by expressing and hearing feelings.
- Say 'thank you,' and 'good job,' and 'I appreciate you.'

Commit to healthy communication

- Communicate directly or upwards rather than gossiping with others.
- Understand differences are not wrong. Work through conflict and challenging conversations.
- Provide accurate, thorough, objective documentation and feedback.
- Give people the benefit of the doubt. Trust most everyone has good intentions.

Achieve excellence through continual improvement

- Strive to constantly improve the customer service experience.
- Be self-reflective and willing to learn and improve professionally and personally.
- Actively look for opportunities to make things better for animals and people.
- Don't let the fact that nothing is perfect stop you from trying to always make things better.

