

## April 2019 Director's Report for Pima Animal Care Center



### Animal Center News

- PACC took in 1,540 pets and achieved a live release rate of 88%. Kitten intake continues to be higher than previous years.
- 626 pets were adopted, 209 were transferred to rescue groups and 204 animals were returned to their owners.
- Pima County Risk Management completed their annual safety audit of PACC with extremely positive results and major improvements between 2018 and 2019.
- As PACC enters its busiest season, staff are conducting daily rounds with team members from six, functional areas walking through the facility to review individual animals and identify next steps to move each animal through the PACC system.
- PACC has started to hold half day, new staff orientations. 14 new employees attended one of these orientations in April and received their new employee-training manual.
- The Arizona Animal Welfare League visited and toured PACC to understand PACC's facility and operations as they prepare to add to their existing building to accommodate more pets.

- PACC is in the process of procuring a transport/adoptions vehicle to enable the shelter to do more off-site adoptions and to transport pets out of the immediate area to alleviate capacity issues.
- PACC participated in the [Adopt Love, Adopt Local](#) adoption event. 25 PACC pets were adopted in one day.
- The Maddie's Fund Executive Fellowships at PACC application period closed and interviews will be conducted in May, with fellows anticipated to begin in late June or early July.
- PACC made a public plea to the community for foster homes after the clinic became overwhelmed with sick and injured animals. Up to 100 pets were fostered as a result. <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=480650>
- PACC asked for foster support and extra precautions after an unusually early and [serious Parvo season](#). Parvovirus most commonly affects unvaccinated puppies so PACC is making efforts to get puppies out of PACC to foster or adoptive homes as quickly as possible.
- PACC's [homeless outreach efforts](#) were featured in the Arizona Daily Star.
- Warm temperatures returned in April and PACC shared [tips for keeping pets safe](#) in the heat.
- PACC team members Cynthia Franco and Elizabeth Cardarelli [transported 12 dogs](#) to the Best Friends Animal Sanctuary in Kanab, Utah. These dogs will live at the sanctuary until they find permanent, adoptive homes.
- Hundreds of kittens, many of them still needing to be bottle-fed, entered PACC in April. PACC is [seeking additional kitten fosters](#) to keep up with the number of kittens entering the shelter. 300 kittens went to foster homes in April.
- PACC is holding a [Cinco de Mayo adoption promotion](#) with \$5 adoptions on all pets.
- PACC is holding a [low-cost vaccine clinic](#) on May 4.
- The Friends of PACC joined the ['Fund the Shelters' challenge](#), a month-long campaign to raise money for shelter programs.
- The Friends of PACC participated in Arizona Gives Day, receiving more than \$25,000 in donations.
- PACC is partnering with the University of Arizona's College of Public Health to host graduate student internships this summer. Students will spend their summer term learning and working at PACC and helping to achieve PACC's lifesaving mission through pet support and outreach programs.
- PACC completed or is in the process of completing several feedback surveys, including a volunteer feedback survey, a foster feedback survey and a [Shelter Employee Engagement and Development Survey \(SEEDS\) offered](#) through the University of North Carolina.

### **PACC Staffing Update**

- PACC currently has between 15 and 18 vacancies, primarily entry-level positions. Due to this ongoing, high vacancy rate, PACC has gotten approval to hire up to eight temporary staff

members through an expedited hiring process to ensure PACC can achieve all operational objectives.

- Dr. Jessica Winters, formerly staff Veterinarian at El Paso Animal Services, joined the PACC team in April. A fourth vet has been selected and is completing the hiring process and is expected to start in June.
- Kerry Murray and Alaistra Harper have been selected as the two, Petco-funded Adoption Counselors. Jessica Reck transitioned to one of the two, full-time Community Cat Specialist positions.
- Jennifer Handlin started a new role as Lost and Found Specialist, with the goal of increasing PACC's return-to-owner rate and reuniting more lost pets with their families.
- Two Dispatchers, one Licensing Counselor, one Adoption Counselor and two Clinic Technicians have been selected and are undergoing the background process.
- PACC is currently hiring five Animal Protection Officers, five Clinic technicians, one Licensing Counselor and one Adoption Counselor as well as a part time position at the Ajo substation.

### **Field and Community Services**

- Animal protection responded to 1,804 calls for service including 247 priority 1 calls and 615 priority 2 calls.
- Officers took 245 bite reports and investigated 144 cases of cruelty and neglect.
- The pet support center received 4,208 calls last month and scheduled 135 appointments. They helped 35 pet owners through the Keeping Families Together grant.
- PACC staff and volunteers participated in 10 homeless outreach events, providing food and supplies.
- The Community Programs Outreach Manager attended meetings with the Pima County Housing Center and Tucson Public Housing to discuss pets in public housing.
- PACC staff met with the End Poverty Now group to discuss ways to connect human and animal services.
- PACC held a vaccine clinic and plans to hold three more vaccine clinics in high intake parts of Pima County.
- The community cat team trapped cats at 26 locations and responded to 385 calls. Members of the public borrowed 79 traps to do their own cat trapping.

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

- 420 volunteers gave 7,370 hours of service.
- 84 people submitted volunteer applications and there were two volunteer orientations held, with 49 people attending.
- Classes were held for volunteers on topics including dog handling, compassion fatigue, cat care, shelter software, adoption counseling, greeting, and enrichment and play groups.

- There were two community group walks with 30 volunteers assisting.
- The monthly volunteer meeting was attended by 25 people.
- 621 pets went to foster homes including 29 adult cats, 60 adult dogs and 442 pets with special medical needs.
- 102 animals were adopted from foster care.
- As of May 1, there are 766 pets in foster homes.
- 30 dogs went for Pawjama parties and day trips.
- PACC now has an online orientation for foster caregivers. 54 people watched this orientation video.