

Approved 3/9/2017

1. Call to Order

Mr. Gillaspie called the meeting to order at 4:00 pm.

A. Roll Call

Present:

Suzanne Droubie

Dan Eckstrom

Barry Gillaspie

Christy Holliger

Pat Hubbard

Jose Ocano (Non-Voting)

Gail Smith

Andrew Squire (late)

Absent:

Tamara Barrick

Erin O'Donnell

Rhonda Pina

Kristin Almquist

B. Pledge of Allegiance

Mr. Gillaspie led the Pledge of Allegiance.

2. Adoption of January 12, 2017 Meeting Minutes

A motion was made and seconded to approve the minutes be adopted as written (Eckstrom/Holliger). The motion carried unanimously (6-0).

3. Call to Audience

There were no speakers at this call to the audience.

4. Old Business

A. Data Summary – Questions/Comments

Chairman Gillaspie asked the committee if they looked at the Data Summary and if there were any questions or comments about it. Mr. Gillaspie questions regarding the Data Summary were about the transfers to other agencies, as there were a total of 37 in January of 2017 and 170 during the same period in 2016. Mr. Ocano said the Humane Society is focusing their efforts on other Counties; such as Pinal County where animals are viewed to be at greater risk. The hope is

that the new Rescue Coordinator can deal with these issues and encourage other agencies to pull more animals locally.

B. Standard Operating Procedures (SOP)

Chairman Gillaspie asked the committee to review the SOPs handed out at that January meeting. He asked the committee for their input and prioritize the SOPs that they wanted updated.

Mr. Gillaspie's list of priorities were bedding and laundry procedures and dispensing of medications. Ms. Holliger's priorities were hygiene and cleaning issues, animal welfare assessment (rounds), and medical reporting. Ms. Hubbard stated that utilizing bedding in animal kennels is not in line with best practices and that no animals should leave the shelter without being spayed or neutered. Chairman Gillaspie would like the six SOP items finalized and presented at the June 2017 meeting. Mr. Ocano said that would not be a problem as they are currently being worked on.

Chairman Gillaspie made a motion to have the six finalized SOP's be presented at the June 2017 meeting. Ms. Hubbard seconded the motion.

5. New Business

A. PACC – Volunteer Program Report

Mr. Ocano introduced Gina Hansen, Volunteer Program Coordinator to the committee. Ms. Hansen presented to the committee an overview of the PACC Volunteer Program. There are 1,240 volunteers - whose ages range from 10 and up. The volunteers work in the shelter, clinic, offsite, development, enforcement and outreach. Currently there are 36 volunteer positions available. Current opportunities include, dog walker/socializer, decompression program, walker board, enrichment, doggie showcase, day pass/sleepover, gym dog, foster care, groomer, cat care/socializer, mentors, adoptions counselors, offsite adoption support, special events assistant, greeter, driver/pet chaperone, clinic assistant, dog recovery, cat recovery, office support, development/Marketing assistant, outreach, massage/Reiki, photographer, donation/supply pick-up,

Future opportunities that will be utilized over time are dog training assistant, licensing, adoption assistants, "closer", education & outreach, admissions, volunteer department support, pet support, rescue/foster care support, and clinic support.

The volunteers are provided with training. Training requirements includes an orientation, dog handling, cat care/socialization, foster care, adoptions, outreach/education, mentoring, and ongoing educational and training opportunities. Volunteer hours are tracked and there is a recognition program in place.

Ms. Hansen also explained what a Service Enterprise is and why PACC decided to go after this designation. A Service Enterprise lets an organization leverage their volunteers and their skills across all levels of the organization to successfully deliver on its social mission. PACC would become a nationally certified organization whose commitment to and proficiency in appropriately leveraging the time and skills of volunteers to meet the social mission of the organization. To achieve this designation, the JJ Fixler Group and Pat Guerrero with Best Friends are providing PACC with 16 hours of training and 10 hours of individual mentoring to help PACC become a certified Service Enterprise by building a framework that helps transform the organization and builds effective, sustainable and comprehensive volunteer engagement strategies.

The ongoing benefits of achieving this designation will provide PACC the opportunity to assess how well they are doing as well as better understand what areas of the volunteer program need improvement.

Ms. Hansen also let the committee know about the Volunteer Program Assessment Survey (VPA). This survey is a great tool to measure the volunteer program. It was developed out of the George Mason University and funding is provided by HSUS. VPA is an online survey that measures a number of key individual and organization outcomes. VPA consultants' work with clients to guide them through the survey process, support the survey collection, create aggregated results reports and interpret the survey results. PACC is currently waiting to receive the results of the survey.

Lastly, Ms. Hansen explained to the committee what the future goals of the PACC Volunteer program include. She told the committee that by enhancing the program, the benefits would increase for our pets, customers, volunteers and staff. She said they intend to continue working to become a Certified Service Enterprise. Ms. Hansen outlined PACC's long-term goal for the Program. These include plans to continue with outreach and involve volunteers in recruitment, training, and retaining a diverse group of volunteers; involve volunteers in outreach; involve volunteers in teaching Humane Education; provide adequate and proficient training; provide tools needed to perform duties; hire a volunteer staff assistant to help grow the volunteer program; boost staff and volunteer relations; increase staff buy in; and improve communications.

B. PACC – Proposed budget 2017-2018

Dr. Garcia introduced Dr. Donald Gates, Program Manager-Business Operation to the committee. Dr. Gates presented to the committee an overview of the PACC budget process and year to date update. The timeline for the budget begins in October and between October and December, Central Finance distributes the base budget worksheets. In January, Departments submit their budgets to Central Finance. In April, County Administrator sends the recommended budget to the Board of Supervisors. In May, a tentative budget goes to the Board of Supervisor and the final budget is voted for adoption in June. The new budget goes into effect July 1. He provided them with some background on the process beginning in 1980 when the Arizona Constitution

amended prescribing expenditure limitation for counties to control spending and limit future increases to inflation and population adjustment. These provisions allow counties to authorize expenditures in excess of the limitation which are necessitated by a disaster or if approved by a two-thirds majority of the governing body and a majority of qualified voters. Included in the presentation was a list of budget terms and a sample of PACC's base budget worksheet. A list all of Funds, including the Funds used by most of the County, the specific ones used by the Health Department and the Funds used only by PACC, were included. A breakdown of the combined Health/PACC FY2017 Expense/Revenue budget, which shows total expenses of \$38,188,199 and total revenues of \$21,190,372, was included along with Health/PACC FY2018 Expense/Revenue budget, which shows total expenses of \$37,165,866 and total revenues of \$21,108,634.

The committee expressed concerns over unused funds from donations and bequest reverting to the PACC revenue fund. Discussion regarding these unused funds and concerns raised by the committee that these funds are not being used for the expressed purposes intended.

Mr. Ocano handed out to committee PACC's Expense Budget detail. The expense budget compares the 2016/2017 actual budget to the adopted FY2017 budget. It further compares the 2017 Revised Budget to the FY 2018 requested. In addition, a column for any special notes is included. Mr. Ocano said that the column the committee should focus on the most is the FY2018 requested. The breakdown helps every PACC department know what their budget is and helps set their goals for the year.

Ms. Droubie asked if PACC can an additional a column in the budget detail, which shows the percent difference between FY2017 and FY2018. Mr. Ocano said he would add the column and have it ready for the March meeting.

6. Announcements

A. Management Report

Mr. Ocano briefed the committee on the several hoarding cases that they had over the last week that brought 140 cats into the facility. It has been very challenging as they are still battling disease at the shelter but because it was cats instead of dogs, they were not exposed. Currently the cats are being assessed to see what is best for them. PACC will be utilizing the Community Cat Program to provide the best chance at a live outcome. The cats are also kept in a separate room to limit disease exposure to other healthy cats.

B. Committee

None

C. Chair (Gillaspie)

Chairman Gillaspie asked Mr. Ocano about a contingency plan for future outbreaks. Mr. Ocano informed the committee that a plan has not be finalized as discussion with the Jurisdictional partners is continuing. Mr. Squire informed the committee that this is a good question and the right time to discuss this with the partners and he will get back to the committee with an answer.

D. Volunteer Representative (Holliger)

Christy Holliger said that they are still dealing with the respiratory illnesses and there are still a lot of dogs in quarantine. She feels that the continued illness is closely tied to kennel cleaning and the high turnover within the inmate programs along with the following of the procedures that govern it.

On a positive note, a third full-time adoption staff has started and has helped relieve pressure off the adoption volunteers.

7. Future Agenda Items

Chairman Gillaspie said some items he would like to see on next agenda would be new breed naming for animals, hygiene and cleaning of the facility and a general explanation of the Marana RFP for Animal Care Services.

8. Call to Audience

Jane Schwerin, President of People for Animals in the Prevention of Cruelty and Neglect spoke to the committee. She would like the committee to write a letter to the Board of Supervisors asking them to allocate more money in the PACC budget to hire additional Field Officers.

9. Adjournment

The meeting adjourned at 6:00 p.m.