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President's Message

By NACA President Rob Leinberger

The world of animal care and control professionals is often a reactionary one. A member of the community calls to report a loose dog and the animal control officer responds. The dog is picked up and brought to the shelter. It's a common occurrence throughout the nation, one of many types of situations we handle on a daily basis. I have responded to many loose dog situations throughout my career. Once on scene, what do you do? Is the dog picked up and brought straight to the animal shelter, or do you check for tags or a microchip and speak to people in the neighborhood? The proactive animal control professional will do their utmost to return the animal safely to the owner rather than having to take the animal to the shelter. And if you locate the owner and return the dog, are they given a short warning or ticket, or do you offer solutions to prevent the problem from happening again?

How fitting it is then for the theme of this edition of the *NACA News* to be called "Be the Solution"?

What about you? Are you and your agency proactive? Or do you simply react to everything that comes your way? Does your agency offer spay/neuter incentives or programs? How about a rabies vaccination and microchip clinic?

In my department, the animal control officers can sell dog

and cat licenses directly to pet owners in the community. Rather than issue a ticket, the officer can provide the license on the spot, thus helping the pet owner and our city in a one-stop-shopping experience. It's both positive and proactive. We already work hard in our daily activities as animal care and control professionals. Why not work smarter?

Does your agency have programs in place to help reduce shelter intake and promote responsible pet ownership? Maybe you have a local Boy Scout or Girl Scout troop that can build dog houses to distribute throughout the community to pet owners in need. Or you might consider a Little Free Library outside of your shelter that offers resources in responsible pet ownership. This past winter, we had bales of hay donated to our department. These were distributed throughout the community for pet owners that needed a little extra help with their outside pets during some of the extra cold days of winter. Thinking outside of the box to improve the lives of pets and people will go a long way in being proactive.

We are about five months away from some great training and networking opportunities! The National Animal Care & Control Association and the Virginia Animal Control Association have teamed up for what will be an amazing conference at The Founders Inn, October 18-20, 2017, in Virginia Beach, Virginia. We have a great agenda that will guarantee an exciting and educationally charged experience. I hope to see everyone there! ❖



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Read the story behind this photo on page 24.

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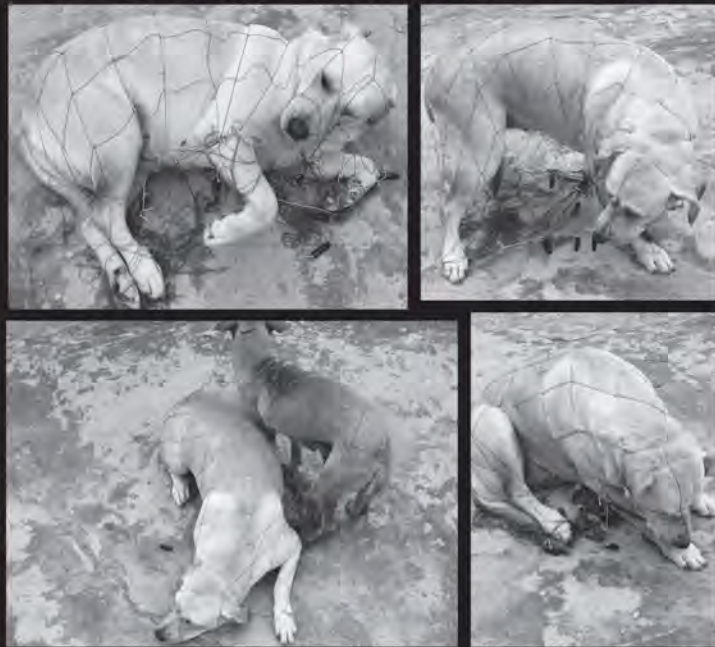
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Proactive Community Animal Care and Control

By NACA Board Member Todd Stosuy

Far too often animal control officers find themselves dealing with people who love their animals but don't have the financial means to provide some of the basic care such as flea medication, proper shelter or vaccines. Over the years, animal control agencies have penalized underprivileged owners who try to do their best for their animals with fines that result in the animals being surrendered to the animal shelter. At the Santa Cruz County Animal Shelter we try and take a different approach in helping underprivileged owners who love their animals keep their pets for life.

Miclo and Spyke, Chihuahua terrier mixes, were two such dogs. The dogs lived with separate families in a small run down home in an underprivileged section of Santa Cruz County. The families had extreme affection for the dogs, providing them with love and attention, but they couldn't afford to provide proper dog houses. They did the best they could, with one house being made from scrap materials and the second a dog crate. Unfortunately, the houses did not provide the dogs with proper protection from all the elements. Additionally, in trying

to do the right thing by keeping the dogs from "running loose," the owners had the two dogs chained, a violation of California law and an unsuitable form of containment.

When our agency was made aware of these dogs, and the family who loved them and was doing the best they could with limited financial means, we stepped in by providing free dog houses, free trolley systems, stainless steel water bowls, flea medication, and information on low-cost vaccination clinics. Officer Carlos Montes went to the house and with the help of the family's children, built two dog houses and installed trolley systems. These dogs, who are part of the family, are now afforded a much more comfortable life. While we as an agency promote dogs living indoors, we know this is not feasible for all families.

The Santa Cruz County Animal Shelter is an open-admission, government-run animal care and control facility serving the county of Santa Cruz and the cities of Watsonville, Santa Cruz, and Scotts Valley in California. We are a facility that has taken a progressive approach toward our role in the community, and aim

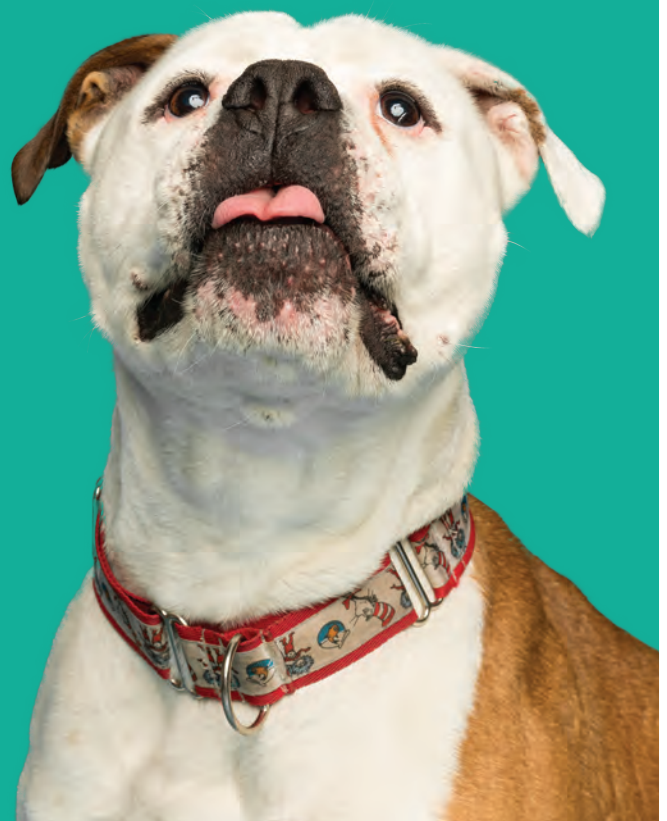
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to embody what we hope is a model for animal care and control in the 21st century. Our motto is "Open Door, Open Heart: Serving Santa Cruz County's Neediest Animals." We want the public to know that we'll take in any animal, whether it is sick, injured, aggressive, or otherwise non-adoptable. We understand the reality of euthanasia in government-run shelters, but we also take pride in being proactive. By understanding and addressing the needs of our community, we hope to gradually reduce the need for euthanasia.

We offer numerous outreach and adoption events at the shelter and within the community. We have an innovative low-cost spay/neuter program that also serves as a revenue generator, and we promote our services and programs and the great work we do through local media outlets and social media on a daily basis. Our officers conduct preventative patrols and "boots on the ground" intervention through a door-to-door program in which animal control officers visit neighborhoods with high numbers of service calls and animal impounds (statistics that result in increased euthanasia rates). This proactive approach is designed to help resolve issues before they arise, keeping animals in their homes and out of the shelter.

We have found that in some areas people have a negative opinion of law enforcement and won't open their doors to us—but they will open their doors to people who appear to be there to help. So when we go door-to-door, we don't wear our usual law enforcement uniforms. Instead we wear less intimidating outfits:

a basic Santa Cruz County Animal Shelter t-shirt, duty belts with our protective equipment and radio (kept on for our officers' safety), and badges concealed in our pockets. This approach has proven effective in outreach to traditionally underserved parts of our community.

During our home visits, officers provide information on the importance of spay/neuter, free enrichment toys for backyard dogs, free dog houses, and free trolley systems for chained dogs. Most importantly, officers answer questions that people have, offering education on providing a more enriching and satisfying life with their companion animals. The officers try to resolve basic neglect issues with education and without enforcement. If they do stumble upon an egregious cruelty/neglect issue, the officer handles it as a normal investigation. Mainly though, our role is to be a "boots on the ground" community resource.

We also provide children with free "Junior Animal Control Officer" badge stickers, free animal shelter temporary tattoos, and educational coloring books with animal and animal control officer themes. We think connecting with children and providing them with educational resources is important for the long-term success of positive animal ownership in the community. With the success of this program, officers have started handling their daily calls with a more community-centered approach, working with owners to resolve problems. Each animal control vehicle has a compartment filled with flea medication, backyard dog

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enrichment toys, collars, leashes, and other items officers routinely provide free of charge to those in need. Additionally, through a generous grant from the ASPCA, we have more than 200 dog houses and 300 trolley systems to give to owners and animals.

One of our spay/neuter programs, Planned Pethood, allows us to offer high quality, low cost spay/neuter services to any city or county resident for their dog, cat, or rabbit. The amount charged each resident is enough to cover the veterinarian's fees, as well as supplies and materials for the surgeries. The program is also a revenue generator for us. That's because all animals who go through the program also receive a low cost rabies vaccination (for dogs and cats), a low cost microchip and a license (for dogs) at the owner's expense. We charge \$25 for the microchip (including registration), \$10 for the rabies vaccination, and \$29 for the dog license. This way, every animal that leaves the shelter is in full compliance with the law.

Not only does this program provide a revenue stream at the front end, it helps in the long term by preventing new animals from being born. Since more animals are microchipped and licensed, we can return animals found while we're in the field to the owners at that time rather than bringing them back to the shelter and clogging up the shelter system, and we can lessen quarantine times for animals with current rabies vaccinations. Most importantly though, we can cut down the overall number of animals coming through the shelter.

Every year, we hold a Healthy Dogs Free Shots Fair in an area where we have noticed a lack of compliance with animal vaccination regulations. We not only provide free rabies, distemper, and parvo vaccinations, we also give out dog food, leashes and collars. At the same event, we talk to residents about the importance of enrichment activities for backyard dogs, assist with low income spay/neuter services, and are present to listen and answer questions.

We also had an animal control officer spend the day attending the event with our animal care staff. He was ecstatic to be engaged one-on-one with the community. The officer was able to discuss issues with animal owners, talk about things he has seen in his career, and help provide appropriate resources and knowledge to resolve potential problems.

Through a partnership with YouthSERVE, a nonprofit dedicated to connecting youth with rewarding community service projects across Santa Cruz County, we have been able to welcome in nearly two dozen volunteer youth between the ages of 13 to 17 who do not have a parent or guardian in their household able to volunteer with them. Helping them make a positive difference in the lives of our animals – and often seeing the animals make a positive impact on them – is tremendously important to the development of empathetic and engaged citizens. This partnership allows young people to walk the walk, and see what they do truly matters!

We also work with Shelter Art Foundation, a wide-reaching 501(c)(3) that teaches photography skills to animal shelter volunteers. The program provides hands-on workshops, continuing mentoring and support, manages an active Facebook site where volunteers from all over the county share images and ideas, and also lends photographic equipment to shelter teams until they can fundraise for their own. Since Shelter Art Foundation came to teach at Santa Cruz County Animal Shelter, the way the public sees the shelter and our animals has improved dramatically. We have three trained volunteer teams who come in several times a week to do portrait shots of our adoptable pets. We use not only the portrait shots (where the animals look cute and posed), but also make extensive use of the outtakes, when a photo catches the pet doing something silly. These are great conversation starters on Facebook and lighten the mood in shelter fliers. In our own ads, we've been able to transition from using stock photographs of whatever charming pets we could find online to showcasing our own shelter pets.

The programs highlighted in this article are just a few of the numerous proactive ways we are engaging our community to properly care for their animals. They're all part of what we believe is needed for animal control to be a true community-based program, one that helps both people and animals.

Todd Stosuy is the field services manager of Santa Cruz County Animal Shelter in California, and was the president of the National Animal Care & Control Association from 2011 to 2015. For more information, contact Stosuy at Todd.Stosuy@santacruzcounty.us. ❖



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Be the Solution by Altering the Problem

By NACA Member Michael Gregory

Located in Middle Tennessee, Rutherford County Pet Adoption and Welfare Services (PAWS) serves an ever growing population of 300,000. Due to significant and continued growth, PAWS has sought to focus our activities on decreasing shelter intake through the use of spay and neuter initiatives.

First, a little background: In 2012, PAWS began performing surgeries in-house for all pets adopted from the facility. While performing surgeries in-house had significant benefits, it was not meant to be focused on decreasing our intake of animals. Our intake numbers had remained relatively flat (8,200-9,000) for several years. While the population growth had not necessarily resulted in increases in our intakes, we were not satisfied with stagnant intake numbers and sought out-of-the-box methods to achieve results.

Initially we started out small and determined ways we could take existing funding and better utilize it. We had been the recipient of Tennessee's Animal Friendly Grant for several years. The funds had been used to bring in a

mobile clinic for surgeries to low income citizens. Based on PAWS having additional surgery capacity and the ability to purchase our supplies on bid pricing, the decision was made to start performing these surgeries in-house so that we got more bang for our buck.

We also researched what breeds we saw most at intake. As with many shelters, this was bully breeds, resulting in one of every five dogs entering the shelter. We sought and received grant funding to start our PITSNIP (PAWS Initiative To Spay/Neuter Intact Pit Bulls). This grant allowed us to utilize our existing surgical capacity to spay or neuter any bully breed or mix breed bully and included a rabies vaccination and microchip. As our goal was just focused on reducing intakes to the shelter, we were able to provide these services to any resident of Rutherford County, regardless of income.

As PITSNIP numbers started to wane, we were able to transition existing grant funds to focus on cats in a specific area of Rutherford County and this was the start

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of our CATSNIP program. Again, this program's sole focus was on reducing intake numbers. As such, we were also able to offer this service free of charge to residents of the targeted area.

As a result of these efforts, we saw our intakes go down nearly 700 animals the first year and 600 animals the next. While happy with these numbers, our grant funding expired and we were again at a crossroads on how we were going to continue to make an impact. It just so happened that this crossroad came at a time when we were undergoing a review to update our rules and regulations. Our county had a license program in place since at least 1978, with the fee being \$2 per animal since that time. As part of the updates, we proposed increasing the fee to \$5 per animal (still very low) with the additional \$3 per animal being earmarked for programs at PAWS. The programs we sought were to hire a public relations specialist to promote the positivity at the department and to provide funding for 1,000 spay/neuter surgeries for our residents. The idea was implemented with unanimous support. Funding the program in this manner also enabled us to have this as a recurring request in our budget, providing long-term funding and a more permanent program.

In the fall of 2015, we began PAWS public surgery pro-

gram. Since our focus remained again on solely decreasing intake numbers, we set this program up to provide the surgeries, along with a rabies vaccination, free of charge to any resident of our county. As we rolled out the program, we knew that demand would most likely outpace our available surgery capacity and we wanted to have a significant impact quickly. Due to this, we started by only performing spay surgeries for the first several months and then added neuter surgeries in 2016. The impact on our intake numbers has been positive even though we have only been doing the program for around 18 months – a decrease of almost 1,000 animals last fiscal year alone. On a side note, the number one reason that citizens state for not having done the surgery prior is due to cost and this is even with a low-cost spay and neuter clinic being open in Rutherford County for many years.

While we have had much success with our surgical programs, we would be remiss if we did not touch on some of the challenges we faced during this process to assist others with avoiding some of the same pitfalls.

- For the PITSNIP program, it appears that our calculated number of the population of Pit Bulls in our area was too high, resulting in not meeting our anticipated number of surgeries.

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- We found reaching our target areas on PITSNIP and CATSNIP to be more difficult than we originally thought and in hindsight we needed to budget additional funds to marketing.
- The popularity of the PAWS Public Surgery program has far exceeded demand and resulted in a long waiting list for a surgery appointment. We are currently seeking a part-time veterinarian to assist with shortening the list. We have also sought out several grant opportunities to provide additional surgical capacity.

Even with the successes we have had with our surgical programs, PAWS is still seeking ways to perform additional surgeries. We recently gained approval to start a trial program for Trap/Neuter/Release and are working toward

implementation. With the support of our veterinarian, Dr. Debrina Dills, we also try to be cost conscious so that we stretch our budget to the max, thus freeing up additional funds for added surgeries.

However small or large your organization, I would encourage you to brainstorm any ideas on how to move your organization forward with spay/neuter initiatives, however crazy they may seem.

Michael Gregory has been involved in animal control since 2004 and is the director of Rutherford County PAWS. His passion for this field is directed toward spay and neuter efforts and how it positively affects every other aspect of animal control. He can be reached at michaelgregory@rutherfordcountyttn.gov. ❖



PAWS veterinary staff celebrates completing 3,347 surgeries during 2016. Pictured are (from left) Dr. Debrina Dills, veterinarian and Tiffany Blackburn, vet assistant.

Cat-tastrophe! Solving Cat Overpopulation Sites

By NACA Member Beth Gammie

One of the most challenging situations for animal control agencies to deal with is the one that almost everyone has: outdoor sites where the cat population is growing out of control.

Behind restaurant dumpsters, around businesses, in city parks, or on private property, you have all seen these situations with increasing numbers of kittens running around, adult cats hunkered down, and clearly sick cats suffering. Complaint calls to your agency to "Do something!" are regular.

Sometimes these situations seem hopeless. Simply removing and euthanizing the cats – no easy feat in itself – doesn't work because other cats will simply move into the territory and begin multiplying. Doing this almost ensures the uproar from animal-lovers, rescue groups, and the general public, and can paint your agency as anti-cat or hostile to animals.

Doing nothing isn't a viable option either. Complaint calls continue, people get more upset, cats reproduce, and pretty soon a problem site of 30 cats reaches 100, and then even more.

So, what can you do?

Here's what worked in a seemingly impossible situation in Bucks County, Pennsylvania, in which approximately 500 cats were living and breeding in a county park. Local and national animal welfare groups worked together to humanely create a solution that immediately reduced the population in the park by two thirds, get the park on track (with natural attrition) for zero cats in 5-7 years, and create tremendous goodwill between the county, cat rescue groups, the wildlife community, and animal control.

Core Creek Park, in Bucks County, is a beautiful county park of approximately 1,200 acres. It is a prime spot for recreation in the county, and includes hiking trails, walking paths, a lake, forested areas, and a dog park. It was clear for many years that the cat population was out of control – cats lay on the bike paths preventing people from using them, a foul smell came from the colony areas, and the park was littered with junk housing for the cats. Sick and injured cats were visible to park-goers. The situation angered folks who wanted to use the park, and distressed others who saw the immense suffer-

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ing of the cats. Complaints to the park managers and county increased.

Denise Bash, from Animal Lifeline (a Pennsylvania animal welfare group) was distressed by the cats' suffering and the county's failure to humanely solve this problem. She led the effort to help the cats, local government, the colony feeders, and the park users. First, Denise included all the interested parties in helping create a plan; and second, she made a realistic operational plan to get the job done.

Creating a realistic solution everyone can live with

Denise reached out to all the interested parties to create a solution everyone could accept—county government, park law enforcement, cat lovers and rescue groups, the general public, wildlife advocates, and the colony feeders.

This was no small effort. Each constituency had their own valid interests that sometimes conflicted. The county and park law enforcement needed to eliminate the nuisance conditions in the park so residents could enjoy it; cat lovers and rescue groups wanted to see the cats cared for; wildlife advocates wanted to see the birds and wildlife protected from the cat population; and the colony feeders wanted to continue to care for "their" cats.

To come up with a solution, it was crucial for all the different parties to understand and accept that the other groups
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had legitimate interests and needs. This only came through meetings, discussions, and conversations. Denise provided a lot of education about community cats to the non-cat groups to explain how a simple “round up” and euthanasia of the cats in the park would not work. At the same time, the cat groups came to understand that the park goers, the county, and park law enforcement had legitimate needs in reducing the number of cats at the park and cleaning up the sites.

During planning it was crucial for Denise and others to understand what the concerns were behind parties’ positions and look for ways to address those concerns. Sometimes the position a side took (“no cats at the park”) was the only way they saw to address their concerns (nuisance conditions in the park) without knowing that their round-up solution would not work (because other cats would just move in).

By knowing what another side cared about and needed, ways opened up to provide a solution in a way that didn’t conflict with another’s interests. So, for example, it became clear that the county’s position of “no cats in the park” reflected their interests: we need to remedy the nuisance in the park,

this cat population is untenable, and we would like there to be almost no cats living there. Cat groups could work with that! They knew that if you reach 80-90 percent spay/neuter rates, then the population declines through natural attrition. The county compromised on the “now” part of no cats, and could live with a declining population at the park over the years, if the nuisance part was addressed now.

Over several months, a realistic solution was created: all the cats would be trapped and spayed/neutered; friendly or adoptable cats would be placed into rescue groups, providing an immediate reduction in the cat population; ferals or others that couldn’t live in homes would be placed into barn homes or “working cat” programs. If there were more unadoptable or feral cats than barn homes available, the county agreed to their release back into to the park after spay/neuter, vaccination, and ear tip.

Other crucial components of the plan:

- a regulated feeding program
- removing the “junk” cat shelters and replacing them with attractive wooden houses
- gently moving the colonies away from heavy traffic areas



- maintenance trapping to sterilize any new cats
- a medical fund to provide treatment to injured and sick cats at the park
- increased efforts by park police to crack down on cat “dumping”

Making it happen

Once a solution was created, Denise made an operational plan to address all the parts—how do you trap, spay/neuter, and place an estimated 300 cats? Denise broke the plan down to its component parts: trapping, sheltering, spay/neuter and medical, placement, and aftercare. This was the only way to make this operation manageable. She enlisted a lead for each of these teams, whose only job was to manage its own part, from figuring out



supplies to volunteers and the myriad details to make it work. The leads coordinated with each other on timing and capacity.

The large number of cats, and the need to place as many as possible meant this could not be a standard TNR operation. Since we needed to trap all (or nearly all) the cats, we needed an extended period of trapping of 10 days. In addition, they created “Kitten Patrols” – teams of volunteers who would walk the colony areas to look and listen for litters of kittens (and

(continued on page 16)

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(continued from page 15)
moms) to remove and take directly to foster.

The need for placement meant we needed to have some time with the cats post-surgery to assess their friendliness. We set up a temporary shelter to house the cats after they were altered. This also aided the trapping efforts. Cats weren't released back into the park before the trapping was concluded.

Animal groups were enlisted to help in this lifesaving effort. Animal Lifeline volunteers and local animal control officers made up the trapping team, and had over 25 volunteer trappers who trapped over the 10-day period. RedRover, a national animal welfare organization, set up and staffed the temporary shelter in a county warehouse. The International Fund for Animal Welfare transported the cats to and from the spay/neuter clinics at the Pennsylvania SPCA in Philadelphia. Rescue Purrfect, in Bucks County, performed spay/neuter surgeries, and helped place cats in their foster network. The Cat Shack provided a large grant to help fund the surgeries. Many cat rescue groups, including Cat Tales, stepped up to take cats and kittens into their programs.

The hours were exhausting, but the operation succeeded beyond our wildest dreams. The county, cat groups, media, animal control agencies, and the general public were thrilled.

Approximately 247 cats were trapped, and another 100 kittens and moms were picked up by the "Kitten Patrols." Add in the 110 cats and kittens that were picked up in the months prior to the operation, and about 457 cats were removed from the park. The friendly cats were placed with rescues, and some ferals were put into barn cat programs – with only 157 spayed/neutered cats returned to the park. Through natural attrition we expect the population to decrease over the next 5-7 years.



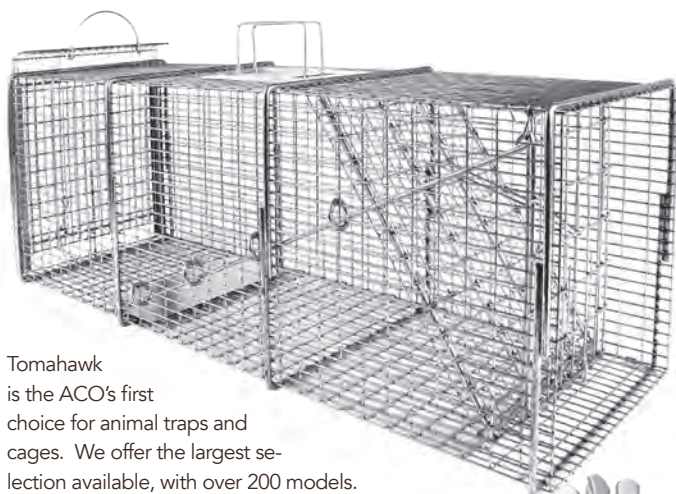
It is possible to solve a seemingly impossible cat situation. We encourage you to try, and we created a how-to manual to help, based on the approach we used at Core Creek Park. This approach can be scaled-up or down to suit your own situation. It includes guidance, forms, and other resources to humanely solve cat overpopulation sites.

Beth Gammie is the director of field services for RedRover, a national animal welfare organization headquartered in Sacramento. She leads the RedRover Responders program that provides emergency animal sheltering in natural disasters and large-scale cruelty seizures. She led the team of RedRover volunteers at the Core Creek Park operation. ❖

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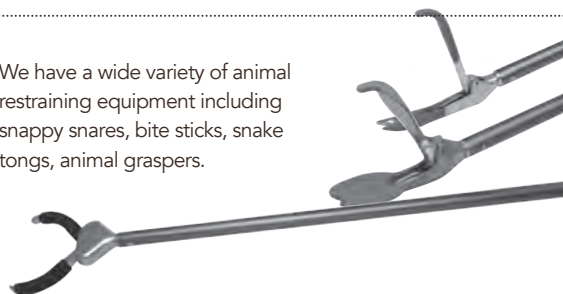
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New Solutions to Old Problems

By NACA Board Member Adam Ricci

The landscape of animal welfare is changing at a fast rate across this country. Every year, new and innovative programs are created to improve the lives of pets in the community and in the shelter environment. Many of these programs may currently exist within your local shelter. As live release rates continue to climb toward the goal of being a “no kill” nation, the focus is shifting toward animal control and how field response can aid in this progress. This progression is based on the very basic need of finding new solutions to old problems.

Working for the Pima Animal Care Center (PACC) in Pima County, Arizona, I feel fortunate to work under José Ocaño, an extremely progressive municipal shelter director. Over the last five years, the amount of change that has occurred on the medical and sheltering side of our operation has drastically improved our live release rates and the overall care provided for our pets. With so many programs having so much success, our focus has now started to move to the animal control function of our organization.

One major component to establishing a new approach or culture within a department is to make sure that your department

illustrates how you want the community to perceive your organization. The first change PACC looked at for their animal control function was renaming the department. The department had been referred to as “Enforcement” and has since been renamed “Field Services.” While this change may seem small at first, its cultural impact will be large. Our new Field Services name reflects our desire to truly serve our community’s people and pets and be a caring part of Pima Animal Care Center.

As a whole, Enforcement sounded highly punitive and promoted a limited scope of the work and services our department provided for the community.

So what does the new name of Field Services do for PACC? For one, it does not change the fact that our Field Services officers must enforce the law – but it does change how the department can be marketed to the community, and it allows us to develop new innovative programs that are aligned with the overall direction of our organization.

Community Action Team

The development of our Field Services Community Action Team is one of our latest approaches to dealing with



Community Action Team Officer Rene Valdez participates in a reading education week at a local elementary school. The book read by Officer Valdez was animal related and was a huge success with these kids. Photo: Pima Animal Care Center

community-related pet issues. The focus of our team is to work within a designated community to provide directed patrols to ensure public safety and provide education to the citizens in those neighborhoods. Initially, the team is assigned to an area to address common complaints of dogs at large and focus on education as the primary component before later patrol ramp up in the enforcement aspect of the response. The team also performs further community outreach, such as providing presentations to homeowners' association meetings, safety presentations for area schools, and assisting at numerous community events.

Field Return to Owner

PACC recently received a grant from the ASPCA to start
(continued on page 20)



Pet Support Center Staff Member Cynthia Stella works to assist community members with their needs. Photo: Pima Animal Care Center

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(continued from page 19)

a robust Field Return to Owner Pilot Program. The focus of this program is to help Field Services officers return lost pets directly to their owners without the need for the pet to come in to the shelter. Under our previous "Enforcement" philosophy, officers did not always attempt to identify owners in the field, and so the owners had to travel to the shelter in order to redeem their dog. But every dog who is brought in to the shelter utilizes resources in the areas of staffing, medical costs and food, and ties up yet another kennel. Our team has only done a partial run of this program, anticipating a full launch at the start of April. Already, in the first two months of 2017, our Field Services team has already returned more pets to their owners than the entire previous year!

Pet Retention

Field Services also has a unique ability to identify resource needs in the community. Pima County has a large issue with stray dogs and leash law complaints. Field Services is able to identify issues associated with the containment of these dogs, and thanks to additional support from the ASPCA, we have started a Keep Families Together Fund and are now able to provide additional resources in the area of Pet Retention. Members of the Community Action Team, bolstered by help from volunteers, are able to respond directly in to the community to provide assistance with fencing, shelters, food, and other pet care supplies. Many times an officer will respond

to a complaint and find one requirement not provided, but the owner otherwise is a good pet owner. These resources will aid in bringing the owner into compliance and prevent yet another pet coming in to the shelter. The costs associated with helping the owner are far less than the costs the shelter will incur from providing medical care and housing until the pet is adopted.

Pet Support

In late 2016, thanks to a generous grant from PetSmart Charities, Pima Animal Care started a Pet Support Center. PACC's Pet Support Center is a new phone bank in which staff members connect members of the community with resources in order to reduce the number of pets being surrendered to the shelter. When people must part with their pets or admit a stray, the phone bank staffers schedule admission appointments. The staffers also connect our Field Services team with people in the community who need our help the most.

In closing, for many decades animal control organizations have rounded up stray dogs and issued citations. Yet, these issues still exist in our communities. The solution does not lie in continuing the use of the same old methodologies but in looking at the core issues at play and finding new ways to address community issues and concerns. How you approach your community will also play a significant role in the success for these types of programs, as their support is integral for any long term change. ❖



Community Action Team Officer Adam Kirby with Director of Operations Jose Ocano, assist at a local spay and neuter event that fixes over 430 pets. Photo: Pima Animal Care Center



Packed house for a Homeowners Association Meeting for the Tucson Estates. PACC Field Services Manager Adam J. Ricci was a featured speaker alongside multiple presenters including the new elected Sheriff Mark Napier. Photo: Pima Animal Care Center



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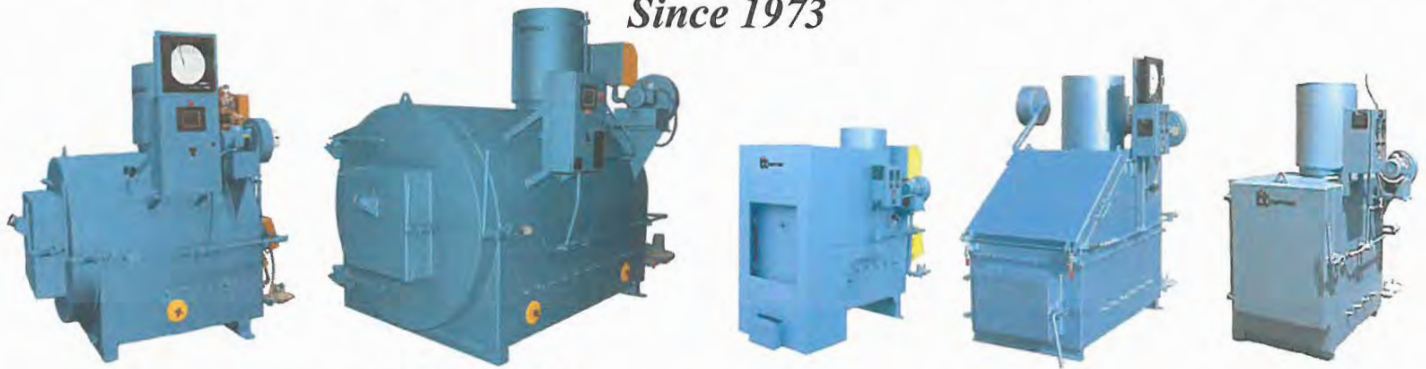
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In Memorium...

NACA has deep roots regarding the caring and training of all ACOs and shelter staff. When one of our own falls in the line of duty, a piece of NACA falls too. Those pieces are put back in place by individuals willing to stand up and begin an almost thankless job as an ACO or shelter staff member. We respect those who stand up, and we honor those who have fallen.

Alvis G. Carrington, 43, was shot in front of his home on May 31, 2016. He was pronounced dead at 12:12 a.m.

Officer Carrington worked with the Associated Humane Society- Newark branch for 16 years. Fellow Animal Control officers and staff at the shelter remembered Carrington as a family man and dedicated colleague.

The investigation is active and ongoing. Authorities have not disclosed a motive in Carrington's death.

Law enforcement sources with knowledge of the probe said the preliminary investigation suggested the killing was not random. So far, there are no arrests.

Officer Carrington leaves behind a wife and children.

NACA presented a memorial award to the Newark Branch in December of 2016. ❖



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McKamey Animal Center's Neighborhood Outreach Program

By NACA Member Jamie McAloon

Mckamey Animal Center's Neighborhood Outreach Program was created to provide a safety net for at-risk pet owners. This program brings the veterinarian to the people. By bringing veterinary care into the most underserved areas of Chattanooga, we are able to promote spaying and neutering to pets in those areas, as well as provide essential veterinary services. This program addresses basic human needs and social services by empowering people to better care for their pets. A person's physical and mental wellbeing is greatly influenced by the ability to own and care for pets.

In the United States, an estimated 23 million pets are in homes where their caretakers live at or below the poverty level. Over 80 percent of those animals are without access to veterinary care. In some Chattanooga neighborhoods, that rate is as high as 65 percent living in poverty. People in these households love their pets just as much as more



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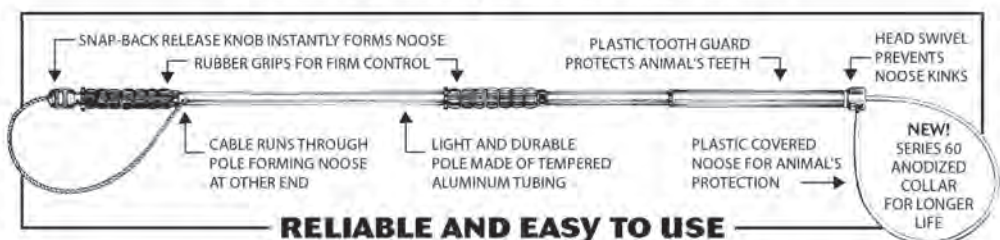
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affluent citizens, but face barriers when making the healthiest decisions for their pets. The lowest income households are isolated from critical services and resources. These include veterinary practices, animal welfare organizations, and even the most basic conveniences many people take for granted, such as grocery or pet supply stores. Many citizens rely on public transportation, which does not allow non-service animals, thus further reducing their access to necessary resources.

McKamey modeled their outreach program after the Neighborhood Outreach Program on HSUS's Pets for Life, a proven program for increasing spay/neuter, decreasing animal intake and decreasing animal control issues. We adopted that program's three prong approach: door-to-door outreach; community events/vaccination clinics; and spay/neuter access.

We focused on two specific neighborhoods in need. The neighborhoods were targeted because 65 percent of the population lived below the poverty level and had an average 31 percent unemployment rate. Most of the region is categorized as a food desert by the USDA. Within the target area, there are no veterinary offices, pet supply stores, or "big box" stores where pet supplies could be purchased.

(continued on page 26)



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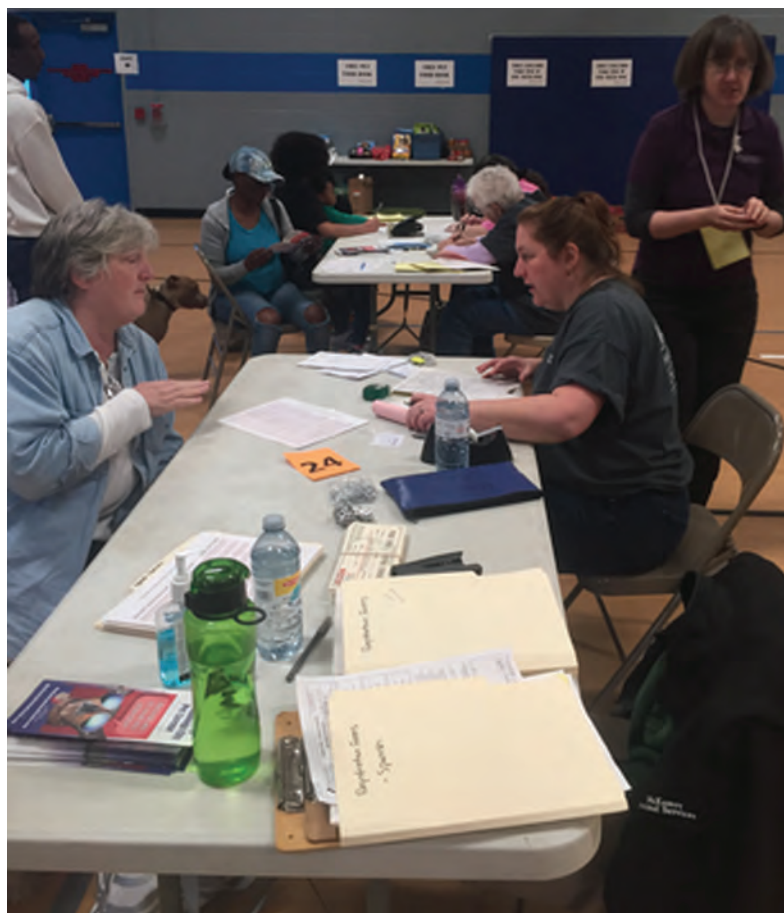
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(continued from page 25)

Door-to-door

Door-to-door outreach by staff and volunteers builds relationships with resident pet owners, sharing information regarding pet health and training. We provide pet food, collars, leashes, and other supplies, along with information about our various assistance programs. Focus is on educating people about spaying and neutering, with the goal of setting up surgical appointments at our clinic. Our staff issues vouchers for a free spay/neuter surgery when requested. An animal service officer performs door-to-door outreach three times a week, and when necessary arranges transportation for pets needing surgery in our clinic whose owners do not have transportation.

Free Clinic

The second part of our program is bi-monthly free vaccine clinics in these neighborhoods, often serving 60-100 pets per clinic. We have paid and volunteer staff at the clinics, including a veterinarian and several vet technicians, plus volunteers. Rabies shots, annual vaccines, and flea and worm treatment are offered. All pets are examined by the veterinarian. We also have pet care supplies and food available for the public. Participants are educated on the importance of spay/neuter and free vouchers are issued as appropriate.

Public Spay/Neuter

The third prong of McKamey's Neighborhood Outreach Program is to provide access to spay/neuter surgeries. This is done by offering free surgeries at our clinic for low-income residents of the City of Chattanooga. We have a "fund" set up to pay for these surgeries. That fund is currently supported by a grant from the Petco Foundation.

Since the launch of our program in 2015, we have provided hundreds of free surgeries to low-income residents. Virtually all of these recipients would not have otherwise altered their pets due to lack of resources. Education and differential license enforcement has played a huge role in getting animals scheduled with our clinic.

Vouchers are issued by our officers as they go door-to-door. They are also issued at our vaccine clinics and through our admissions department. By providing this service we are able to reduce pet overpopulation in the most underserved neighborhoods in our city and reduce pet relinquishments and chronic complaints from these areas.

McAloon is executive director of the McKamey Animal Center in Chattanooga, Tennessee, and a former NACA Board member. ❖



Microchip Program Drastically Reduces Shelter Numbers



By NACA Board Member Cindy Walden

In the City of Folsom we offer monthly low-cost rabies clinics with microchips and licensing available too. Rabies vaccines are available for \$5 and residents of the city are offered a FREE microchip with the purchase or renewal of a pet license at the clinic. Nonresidents can purchase microchips for \$20. Most often, every single animal that is brought to the clinic leaves with a microchip – very few owners refuse a free microchip with lifetime registration. This has proven to be very cost effective for the city, as we have seen a drastic decrease in intake numbers at the shelter. Most people who find lost pets now take them directly to a local vet to be scanned, resulting in many found pets being returned to their owners rather than to the shelter. Not only has this reduced the intake number at the shelter, it has also brought the animal lovers in the community closer together, and has an everlasting positive reflection on the Animal Services department. People love FREE.

Several years in a row we have done an all-day free rabies vaccination event with free microchips (with the purchase of a license) on a Saturday near the end of September in connection with World Rabies Day. We partner with neighboring jurisdictions and jointly advertise the all-day event. It is a HUGE success. If we had been able to do all of the documentation required, we would be holding a Guinness World Record for the most rabies vaccines in an 8-hour period. We all know we hold the record, and have had fantastic community support. Because it was the first attempt at such a record, the requirements were not really clear from the beginning. When it was all said and done, lots of animals were vaccinated and microchipped, but the documentation requirements were a little too difficult to meet at all the locations. Over all, the event was well received. Not only did it help sell a lot of new licenses to those who had not previously licensed their pets, but it also got them permanently microchipped. We were able to offer the free services by getting sponsors to cover the cost of the supplies and encouraging local vets and vet techs to volunteer for 4-hour shifts, though many chose to do the full 8-hour shifts. People love FREE.

Cindy Walden is a NACA Board member and retired animal services officer with 20 years in the field. She is also a volunteer at FieldHaven Feline Center, and ASPCA FIR team. ❖

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Reducing Overpopulation

By NACA Member Kristin Munholand

The overpopulation of dogs and cats has been a continuous concern everywhere for decades. Angels for Animals works diligently to reduce the pet overpopulation problem. We are a 501c3 organization located in Canfield, Ohio, and operate as a high-volume, low-cost spay/neuter clinic and wellness facility as well as an animal shelter.

Angels for Animals provides a multitude of low-cost spay/neuter programs for dogs and cats. One of the programs that the community patiently awaits each year is our "Ban the Big Bellies" special, allowing pet owners to purchase vouchers for reduced cost spay/neuter services. We hold this program each February to help reduce the number of "big bellies" occurring during the spring and summer months. This program allows Angels for Animals to reduce our already low-cost spay/neuter fee to an incredible \$20 per cat or \$40 per dog. This year we began selling vouchers in the middle of January and sold out by the first week in February. We were able to alter over 350 animals through this promotion.

On a daily basis at Angels, we alter anywhere from 50-70 dogs and cats. In 2016, we were able to fix a total of 10,732 animals. We have an amazingly dedicated team that puts their hearts into their work, supported by a strong group of awesome volunteers who devote heart and soul to helping this shelter.

Donations to Angels for Animals support other special programs throughout the year as well, such as the "Show us the Mommy" program. This program allows us to spay a mother cat for \$25 and each kitten for just \$5! We also provide a program called "1-2-3 for 45." The "1-2-3 for 45" program allows us to alter two or three cats for only \$45. All of these programs are created to encourage the community to alter their pets and help us eliminate unwanted litters of puppies and kittens born each year. At Angels for Animals we see the aftermath of unwanted puppies and kittens in our shelter, so if we can prevent the problem and suffering before it even occurs, then that is what we strive to do. But Angels for Animals doesn't stop there. We also like to offer low-cost wellness clinics, which allow clients to receive yearly check-ups, vaccines, basic testing for heartworm, or FELV/FIV testing.

We're working hard to build our "Angel Wing," which will be an addition to our already existing medical facility building. This building will allow us to greatly expand our spay/neuter services, provide a full service veterinary care clinic to clients, and allow us to provide more for the sick and abandoned animals at our shelter. At Angels for Animals we work long and hard to continue to educate, raise money, and continuously expand! We can only do what we do with the help, donations, and support of the communities around us!

Kristin Munholand is Medical Manager for Angels for Animals. She can be reached at Kristin@angelsforanimals.org. ❖



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LONGMONT, CO	DECEMBER 4-8, 2017

NACHO MODULE B

LONGMONT, CO	JUNE 12-16, 2017
NASHVILLE, TN	SEPT. 11-15, 2017
CHICAGO, IL	SEPT. 18-22, 2017
KANNAPOLIS, NC	OCTOBER 16-20, 2017
LEESBURG, VA	NOVEMBER 13-17, 2017
LAS VEGAS, NV	Nov. 27 – DEC. 1, 2017

NACHO MODULE C

SANFORD, FL	NOVEMBER 6-10, 2017
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OKLAHOMA CITY, OK	AUGUST 7-11, 2017

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Who Ya Gonna Call? Cruelty Busters!

By NACA Member Phil Arkow

As anyone who has spent time in animal control knows, there is a frustrating lack of consistency in who investigates animal cruelty, abuse and neglect in any given community. It's difficult enough for NACA professionals to keep track of animal control, animal services, SPCA, humane society, police department, sheriff's office, dog warden, humane agent, humane law enforcement, and other agencies that might be involved. Factor in that many of these agencies can investigate stray animals but not cruelty, or dogs but not cats, or pets but not livestock, and that they may be based in Public Works or Fire Departments... and it's a mess.

And if it's hard enough for us to figure it out, imagine how user-unfriendly it is for someone outside the field – not to mention the fact that they usually think their local humane society or SPCA is a branch of HSUS or ASPCA. A lot of people give up, and the animals continue to suffer.

This ongoing challenge is taking on new urgency in the wake of legislation affecting cross-reporting of suspected animal abuse. We now have 35 states where veterinarians are mandated or permitted to report animal abuse, with immunity from civil and criminal liability, but we're still missing a key piece to the puzzle. Practitioners who finally work up the courage to report tell us regularly that they don't know who to call. We also have 12 states in which Child or Adult Protective Services are mandated or permitted to report animal abuse... and they don't know who to call, either.

Meanwhile, the FBI's new inclusion of four types of animal cruelty in the National Incident-Based Reporting System will finally begin to give us much-needed data about the type, incidence, and outcomes of cruelty investigations. But animal control and humane agencies that are not housed within law enforcement agencies are not allowed yet to submit their data. NACA's new User Manual and training programs will help ACOs understand the reporting process and to create Memoranda of Understanding with their local law enforcement agencies.

The challenge is daunting. The National LINK Coalition has embarked on a project that has never been attempted in the humane or animal control movements, but hey, we're not going to let that intimidate us. We're compiling a complete

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national list – county by county and city by city – of the agencies who investigate animal abuse.

We've completed 14 states so far and the results are revealing. In 2,530 counties and cities, 66 percent of the agencies that investigate animal abuse are Animal Control; 12 percent are Humane Society or SPCA. Police and sheriffs are the primary agency in only 21 percent of jurisdictions, and that is often by default because there are no viable humane or animal control agencies in those communities.

As one of the co-founders of NACA I'm hoping I can count on your help. NACA will shortly be sending out a brief Survey Monkey questionnaire in which we will ask you to list:

- the county(s) in your service area;
- the agency responsible for investigating animal cruelty either throughout that entire county or in the unincorporated regions outside city limits; and
- any cities or towns in that county where cruelty cases are handled by a separate agency, and the names of those agencies. (We are not asking for the names of individual ACOs or humane law enforcement officers – just the name of the organization.)

Once we have the database finished we'll post it online and make it freely available to anyone who can use it.

I know surveys are a bore, but this one has the opportunity to make a real difference and your brief participation can expedite the process dramatically. Thanks for your help, and please feel free to contact me if you have any questions or comments.

Phil Arkow is coordinator of the National Link Coalition. He can be reached at arkowpets@snip.net. ❖



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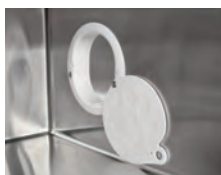
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