



— **NATIONAL ANIMAL** —
CARE & CONTROL ASSOCIATION.

ANNUAL REPORT

2023

www.nacanet.org

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INTRODUCTION

The National Animal Care and Control Association (NACA) recognizes that today's animal field services officers provide a wide array of services to their communities. These services include saving pets in danger, protecting human health and safety, enforcing laws and ordinances, providing support and education to community members, disaster response, helping lost pets get home, and helping wildlife, livestock, and exotic animals, in addition to cats, dogs, and other pets.

NACA offers guidance and training on many of these crucial topics, and we are a leading voice in support of the community policing approach to animal control, in order to prevent the root causes that lead to cruelty, neglect, and public safety issues.

NACA understands the unique role that animal care and control professionals play in each community and is dedicated to ensuring its members have the resources, tools, and training necessary to perform this role safely and effectively.

Mission

The National Animal Care & Control Association is committed to setting the standard of professionalism in animal welfare and public safety through training, networking, and advocacy.

Vision

NACA envisions a world in which all animal care and control professionals are respected as essential public servants and receive consistent support, resources and training allowing them to effectively and compassionately achieve the highest quality of life for the animals and citizens in the community they serve.

Values

professionalism
dedication
leadership
integrity
innovation
diversity
accessibility
compassion

2024 BOARD OF DIRECTORS

DR. JOSH FISHER
PRESIDENT

Director of Animal Services
Charlotte-Mecklenburg Animal Care & Control
Charlotte, North Carolina
jfisher@nacanet.org | 704-591-1751
Elected 2022 | Term Expires 2025

SPENCER CONOVER
VICE PRESIDENT

Pasco County Animal Services
Land O Lakes, FL 34638
sconover@nacanet.org
Elected 2022 | Term Expires 2025

AUDRA MICHAEL
SECRETARY

Pinal County Animal Care & Control
Casa Grande, AZ 85194
amichael@nacanet.org
Elected 2020 | Term Expires 2026

MIKE WHEELER
EXECUTIVE COMMITTEE

Director of Community Services
City of Cabot, Arkansas
mwheeler@nacanet.org
Elected 2022 | Term Expires 2025

MICHELLE DOSSON
DIRECTOR

Executive Director of Best Friends in
Salt Lake City and the
Mountain West Region
mdosson@nacanet.org
Elected 2020 | Term Expires 2026

ALEXIS PUGH
TREASURER

Director, Lifesaving Center
Best Friends Animal Society
apugh@nacanet.org
Elected 2021 | Term Expires 2024

ED JAMISON
DIRECTOR

CEO Operation Kindness
Carrollton, Texas 75006
ejamison@nacanet.org
Elected 2020 | Appointed Term Expires 2024

JACE HUGGINS
DIRECTOR

VP and Chief of Humane Law
Enforcement
San Diego Humane Society
jhuggins@nacanet.org
Elected 2022 | Term Expires 2025

MICHELE SHIBER
DIRECTOR

Senior Animal Control Officer
Montclair Township, NJ
mshiber@nacanet.org
Elected 2021 | Term Expires 2024

RYAN JOHNSON
DIRECTOR

Chief of Animal Services
Kansas City Pet Project
rjohnson@nacanet.org
Elected 2023 | Term Expires 2026

INGA FRICKE
DIRECTOR

Executive Director
McKamey Animal Center
lfricke@nacanet.org
Elected 2023 | Term Expires 2026

ARTURO "ART" MUNOZ
DIRECTOR

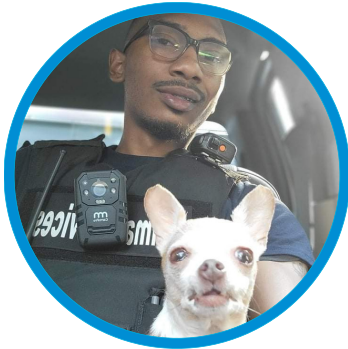
Director of Animal Services
City of Garland, TX
amunoz@nacanet.org
Appointed 2023 | Term Expires 2024

RECOGNIZING DEPARTING BOARD MEMBERS

Reflecting on Our Progress and Anticipating the Future!

It's time to take a step back and recognize all that we've achieved, including the significant milestones along the way. We'd like to express our deep appreciation for those who have served with distinction and are now departing.

FAREWELL BOARD MEMBERS!



TREVIN (TRE') LAW
DIRECTOR
Director of Field Services
LifeLine Animal Project at Fulton
County Animal Services
tlaw@nacanet.org
Elected 2021 | Term Expires 2024
Resigned 2023



ADAM LEATH
TREASURER
Volusia County Animal Services
Daytona Beach, FL 32124
aleath@nacanet.org
Elected 2020 | Term Expired 2023



DANIEL ACHUFF
DIRECTOR
Animal Protective Services
Supervisor/Humane Society Police
Officer
Brandywine Valley SPCA
dachuff@nacanet.org
Elected 2021 | Military Leave 2023

MESSAGE FROM OUR EXECUTIVE DIRECTOR

NACA's strength has reached new heights in 2023!

Dear NACA members, friends, and partners,

As we reflect on the accomplishments of 2023, we're excited to share the strides NACA has made toward sustained growth, program expansion, and operational excellence. The year witnessed a remarkable 15% surge in NACA membership, surpassing our ambitious goal with a total of 2,927 active members! Our national online ACO Certification program thrived, certifying 916 individuals, continuing to equip ACOs with the latest industry best practices. The content was diligently updated in 2023 to ensure our ACOs have access to cutting-edge insights.

We extend our heartfelt gratitude for entrusting us with the opportunity to advance our mission. The robust performance of 2023 is a source of pride for us, and we hope you share in that pride.



"The story of 2023 is one of collaboration, progress, and the profound impact we can make when united for a common cause. I am honored to lead this exceptional community, and I look forward to the continued journey of compassion, advocacy, and positive change in the coming years."

Jerrica Owen, CAWA
NACA Executive Director

NACA PRIORITIES 2023

In 2023, NACA remained steadfast in advancing its three-year strategic plan, aimed at supporting the success of our members, partner agencies, and state associations. Our collective progress highlights the importance of robust collaborations and the impressive accomplishments that can be achieved through our shared dedication to the mission.

1

Priority: Elevate the Role of the ACO

Throughout 2023, NACA continued our advocacy for officers through position statements. These statements not only acknowledged the pivotal role of officers but also championed heightened awareness of crucial legislation, fostered the adoption of best practices, and promoted a spirit of collaboration within the industry.

2

Priority: Increase Access to Training

In 2023, NACA reinforced its dedication to eliminating barriers and improving access to training for officers. By maintaining a partnership with Justice Clearinghouse and forming new alliances with organizations committed to providing our officers with relevant and current training, we strive to reach the ultimate goal of having every officer in America properly trained and equipped to perform their duties.

3

Priority: Expand Partnerships

In 2023, NACA has continued to forge and fortify partnerships both within and beyond the realm of animal welfare. Each collaboration enhances NACA's existing capabilities, enabling us to achieve greater impact collectively. Working hand in hand with our partners, we are expanding the breadth of training opportunities and extending the reach of NACA. Moreover, these partnerships play a pivotal role in undertaking essential research that will shape the future of animal care and control.

NACA KEY MILESTONES



January

April

August

1

Priority: Elevate the Role of the ACO

In 2023, NACA acknowledged the benefits of incorporating diverse voices and talents to enhance its initiatives, opening up committees to all members so they have a say in the decision-making process.

2

Priority: Expand Partnerships

In April 2023, NACA identified a notable gap in mental health response training for animal care and control professionals. To address this deficiency, we forged a partnership with the National Council for Mental Wellbeing to create the Mental Health First Aid Certification, a first-of-its-kind resource now accessible to ACOs nationwide.

3

Priority: Increase Access to Training

In August 2023, we launched a revision project to update and add more content to both ACO I and II Certification programs to ensure that they remain relevant and timely in addressing the challenges faced by Animal Control Officers (ACOs). We also invested resources in the creation of ACO III content, which will be released in 2024.

A NEW STRATEGIC PARTNERSHIP UNVEILED

This year, the National Animal Care and Control Association (NACA) forged a groundbreaking partnership with the National Council for Mental Well-Being. This collaboration provides specialized certification for ACOs, addressing the critical intersection of animal care and mental health. Throughout the year, a total of **63** dedicated officers completed the specialized training program, equipping them with valuable skills to navigate the complex landscape of mental health crises.

By the Numbers:

Before undergoing the certification course:

- 45% of attendees felt comfortable having a supportive conversation with someone experiencing a mental health crisis.
- 40% felt comfortable intervening in such situations.

Post-training, the transformation was remarkable:

- 71% now feel comfortable having supportive conversations.
- 85% expressed comfort in intervening during mental health crises.

The success of this partnership underscores the importance of holistic training for ACOs. NACA remains committed to fostering collaborations that empower officers, ensuring they are well-prepared to address the diverse challenges they may encounter in their crucial roles.

As we reflect on the achievements of the past year, NACA and the National Council for Mental Well-Being are determined to continue advancing initiatives that prioritize the well-being of both the animal care professionals and the communities they serve.



Mental Health FIRST AID
from NATIONAL COUNCIL FOR MENTAL WELLBEING

NACA IS TRADEMARKED

NACA has successfully achieved the registration of its trademark, marking an important milestone for our organization.

This achievement reaffirms our commitment to protecting our brand identity and ensuring the uniqueness and integrity of our services to animal care and control professionals across the country. The registered trademark now officially represents the National Animal Care and Control Association, its values, and the quality associated with our organization and all that we provide.

The registration process has been a meticulous and diligent endeavor, and we owe this success to the unwavering support of our dedicated team, the expertise of our legal advisors, and the trust and confidence that you, our members, and trusted friends, have placed in us.

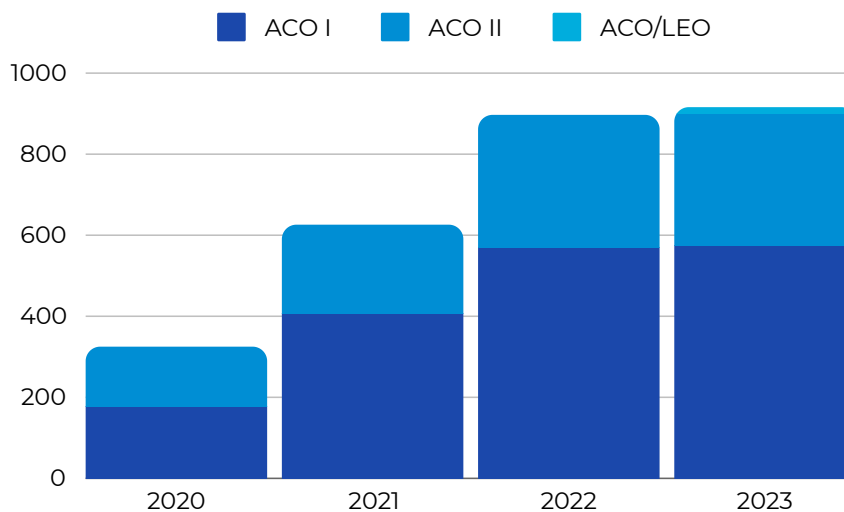
With this milestone, we are better positioned to continue delivering exceptional products/services while safeguarding our brand's reputation. We look forward to exciting opportunities and growth on the horizon, and we remain committed to upholding the highest standards of quality and integrity in all that we do.



Performance Metrics

In 2023, NACA witnessed the continued success of our existing National Animal Control Officer certification program, as well as considerable interest in additional learning modules offered outside of these established curriculums. Despite a worldwide trend towards in-person education, the preference for online options still resonates with the needs of today's ACOs. As a result, our strategic emphasis for 2024 involves not only expanding our online learning syllabus even further, but also delving into opportunities for in-person engagements.

Nationally Certified Officers



2,260



Webinar training
hours viewed (live &
recorded)

1,281



Active enrollments at
in the NACA National
Certification the end of
2023

- NACA Members watched **1,480** recorded animal welfare webinars.
- NACA trained **46** officers in Sacramento, CA through a grant-funded single day event that represented **21** different organizations with a combined reach of over **4.6 million** people and countless pets.
- **63** animal care and control professionals have been trained by the National Council for Mental Health, a resource for ACOs.
- NACA presented a total of **15 times** across the country and various conference and training sessions.
- NACA was present or supported **23** different state, regional, national and international conferences.
- NACA ACO I and II Certifications reached officers in **48** US states, as well in Mexico and Canada.

916

*Nationally Certified Officers through
NACA in 2023*

National Impact

In 2023, NACA proudly supported 23 diverse state, regional, and national training conferences nationwide, an increase from 19 conferences in 2022. This decentralized strategy empowered us to engage with thousands of officers who may not have otherwise encountered NACA or its training programs. Attending regional conferences and training events allowed us to meet officers and agencies where they are, fostering a deeper, more personal connection and a more significant impact.

23



Supported 23 state/regional/national and international training conferences.

35



35 free animal welfare webinars offered to members and non-members through NACA and partners such as Justice Clearinghouse

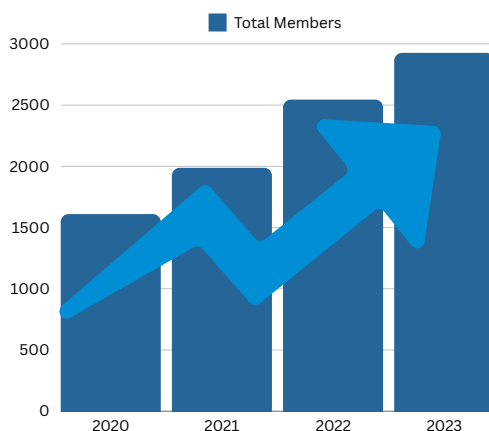
13,068



13,068 Followers across all social media platforms

Membership

NACA experienced a boom in both new and returning members.



1,256

new members



30%

renewal rate

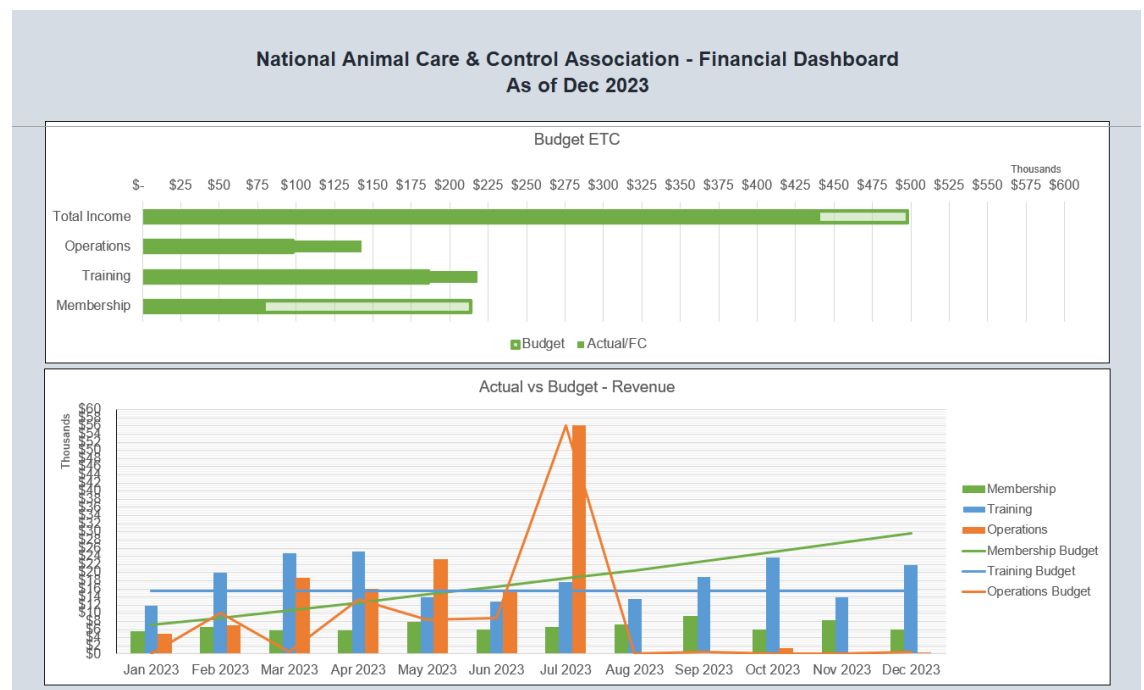


2,815

Active members at the end of 2023, an 11% Increase over 2022.

In 2023, NACA maintained its strong financial performance, ensuring organizational longevity, and an ability to continue providing resources to members who otherwise might not have access.

Total Income	\$440,976
Total Expenses / Costs of Goods Sold	\$304,188
Net Income	\$136,788



NEXT STEPS

1

Membership Expansion and Engagement:

Increase NACA membership and enhance engagement through targeted outreach, networking opportunities, and member-exclusive benefits.

2

Comprehensive Training Program Enhancement:

Elevate the quality and accessibility of NACA's training programs by expanding in person and online resources, developing new modules, and fostering partnerships for specialized training initiatives.

3

Advocacy and Legislative Impact:

Strengthen NACA's influence in animal welfare policies by actively engaging with legislators, promoting awareness of key issues, and advocating for the interests of animal care and control professionals at the national level.

4

Strategic Planning Excellence

Develop a comprehensive 3-5 year strategic planning framework that integrates input from key participants, embraces best practices, and aligns with the organization's mission and vision.

CONCLUSION

In concluding our annual report for the remarkable year that was 2023, we extend our sincere gratitude to each member of the National Animal Care & Control Association for their unwavering dedication and collaborative spirit. Together, we achieved significant milestones and made lasting impacts in the animal care and control community.

As we reflect on our collective accomplishments, we also acknowledge that our journey is ongoing. The year ahead holds new opportunities and challenges, and we want to assure our valued members that NACA remains steadfast in our commitment to serving you. We will continue to advance the welfare of animals, provide resources, and amplify your voices in the pursuit of excellence.

Your trust and support inspire us to reach greater heights, and we look forward to the shared successes and advancements that 2024 will undoubtedly bring. Thank you for being an integral part of NACA, and we eagerly anticipate another year of collaboration, growth, and positive impact.



"Today, NACA stands even stronger, a testament to the dedication of our members and the strength of our partnerships."

Dr. Josh A. Fisher, MHA,
CAWA | NACA Board
President

ACKNOWLEDGEMENTS

NACA is grateful to everyone who supported us in 2023. Without our members, funders, supporters and partners, none of our success would be possible.

NACA is extraordinarily grateful for the generosity of our operational funders Maddie's Fund and Petco Love.



**Maddie's
Fund**
#ThanksToMaddie



NACA is extraordinarily grateful for the generosity and support of our trusted partners.



CONTACT

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Executive Director

National Animal Care
and Control Association

A registered Kansas
501(c)(3) Organization

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