

County to City Newsletter

A Publication for City Officials



Pawcasso Paint Event

LEADS TO MORE ADOPTIONS OF LA COUNTY ANIMALS

In recognition of International Artists' Day, the County of Los Angeles Department of Animal Care and Control (DACC) held a special painting event to garner additional attention for some of our longer term dogs.

To capture "art" made by dogs in our care, event teams globbed multiple bright colors of paint on blank canvases, put them in Ziploc bags, and spread peanut butter on the bags. The dogs were then free to lick the peanut butter, thus creating modern pieces of art with their tongues!

The event received widespread publicity on social media and the LA County Newsroom, and resulted in the adoption and rescue of participating dogs! You can view a short video of the Castaic Animal Care Center's Pawcasso event by visiting the following link: vimeo.com/638911959

DACC recognizes and thanks Petco Love for their generous grant which helped sponsor this event. Grants like these allow us to develop new programs to help animals and pet owners in need, expand existing programs, and host special events like these throughout the year.



New Animal Control Manager

We are thrilled to announce the promotion of Christopher (Chris) Valles to Animal Control Manager at the Carson/Gardena Animal Care Center.

Chris has spent the last seven years working at North County animal care centers, including the last five as a sergeant (Animal Control Officer III) at the Palmdale Animal Care Center.

Chris Valles

cvalles@animalcare.lacounty.gov



Petco Love Vaccination Grant

In early October 2021, DACCC was awarded an in-kind grant of vaccinations from Petco Love. This included 200 canine (DAPPv) and 100 feline (HCP) vaccines which were administered to residents at no cost via outreach events and at our animal care centers. Services such as these are offered to cities that have opted into DACCC's vaccination clinics. You can opt into our low-cost vaccination and microchips at any time by submitting a new Service Level Request (SLR).

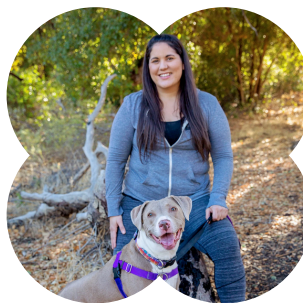
[VACCINE INFO](#)



Marcia Mayeda named President

DACC Director Marcia Mayeda has been named President of the Los Angeles County Management Council (LACMC). LACMC is a professional organization of LA County managers and executives that promotes professional development and leadership for its more than 1,400 members.

Marcia also serves as President of the California Animal Welfare Association (CalAnimals), a recognized professional organization representing animal care and control agencies throughout the State.



New Volunteer Programs Director

DACC is happy to announce the hiring of Christine Quesada as the new Volunteer Programs Director. Christine previously worked for the Best Friends Animal Society where she managed adoptions and outreach programs, and oversaw the volunteer program.

The Volunteer Programs Director is a critical role for the Department, overseeing recruitment, training, onboarding and recognition of hundreds of volunteers and foster caretakers.

Incident Action Plan

On December 7, 2021, DACC participated in an emergency evacuation drill in the City of Thousand Oaks to better prepare for future disasters. As part of the drill, our emergency response team deployed a command post which is used as a communication center to dispatch field units during actual emergencies. Our team also set up a large tent (seen on the right) which can be used as a temporary sheltering site and cooling center.

DACC thanks the City of Thousand Oaks and the Agoura Animal Care Center team for participating in this quarterly evacuation drill. Find out more about DACC's emergency response efforts by clicking below!

EMER RESPONSE



Evacuation Drill Thousand Oaks, CA

Care Voucher Helps Pets and Pet Owners in Need



The Care Voucher program is a public assistance program sponsored by the Los Angeles County Animal Care Foundation and offered to the residents of full-service contract cities and unincorporated Los Angeles County. The program provides basic yet critical resources to pet owners in need with the goal of keeping pets with their caring owners. Resources include free pet food and supplies, temporary sheltering, and basic veterinary care.

Since the program's inception in February 2021, over 350 vouchers have been issued to pet owners in need. The majority of these vouchers have been issued for veterinary care and have led to the treatment of gastrointestinal disorders, skin and teeth issues, as well as bloodwork and x-rays. While these services are often basic, many pet owners would otherwise be unable to afford them, leading to them considering surrendering their pet to an animal care center.

The Care Voucher program is funded by grants received from various non-profit agencies across the country, such as the ASPCA and Petco Love. The Los Angeles County Animal Care Foundation has continued to receive generous commitments from non-profits to continue administering the program into 2022, understanding the growing needs of pet owners in our communities—particularly with veterinary costs.

The Department also offers low-cost vaccination and microchip services for the residents of cities who have opted into our clinics. View our [flyer](#) for more information or to schedule a vaccination appointment!

Ongoing Operational Improvements with Kashiwa

Modernizing Our Online Presence and Technologies

When DACC moves its website to a more robust platform in the next few months, a main focus area for improvement is the "Search" function. With the move to the "Love at First Sight" adoption process in August 2021, we improved search filters and individual pet information on the existing site so animals available for adoption can quickly be identified. A link was also added to each available pet profile to either schedule an appointment to adopt or directly report to DACC that this might be the viewer's lost pet. The new platform will continue these features.

Helping pets be returned to their owner or find a caring home as quickly as possible provides the best outcome for them and helps to reduce the cost of care.

Improving how constituents find content is also important as DACC announces service changes, emergency response information, adoption promotions and special events, as well as animal care resources and bulletins on animal wellness related topics. The "searchability" of DACC content will be improved with the new platform, which will allow for better search engine functionality and the presentation of search results. Visual consistency on the new website will also improve how visitors navigate through content and find what they need. The look and feel of the current website will continue, but all pages will be mobile device friendly and colors and font styles will be made more consistent to improve how relevant topics are identified. Connecting our customers to what they need faster will improve the online experience for all visitors, improve customer service, and hopefully in turn benefit their ability to find a pet to adopt and care for their pets.

Expanding Our Partnerships with Contract Cities

Contract cities are key partners in helping us communicate with our mutual customers and residents.

To kick off a new online outreach effort, the designated Animal Care Deputy from each Board of Supervisors district will assist with engaging leaders and technical representatives from each contract city.

The goals of this effort is to help cities easily add information to their websites and make it easier for residents to find information on animal services.

Increasing Pet Licensing Outreach

With COVID-19 surges continuing to impact operations, the Department has developed a data-driven approach to improving rabies vaccination and pet licensing compliance. The Department has funded and embarked on the development of a bot that will upload rabies vaccinations records from private veterinary clinics countywide and compare them with pet licensing records already in our system. Owners of pets not already in our system will be notified of the need to comply with pet licensing. This effort is expected to identify thousands of pet owners needing to comply and bring in more revenue for both DACC and contract cities.

Expanding Business Intelligence

The Department has been focused on improving business intelligence to inform operations by refining and creating new reporting on KPIs (Key Performance Indicators), beginning with pet licensing, field services, and Managed Intake.

Our work on Managed Intake data analysis has identified a need to collect more data on our diversion of pets from impoundment at care centers by helping current owners retain or rehome their animals. New data fields and checkboxes have been added in our system and new procedures developed so that reporting can accurately show the impact of Managed Intake. We are working to implement the changes at all care centers and ensure that staff have a common understanding of what data to collect and why.

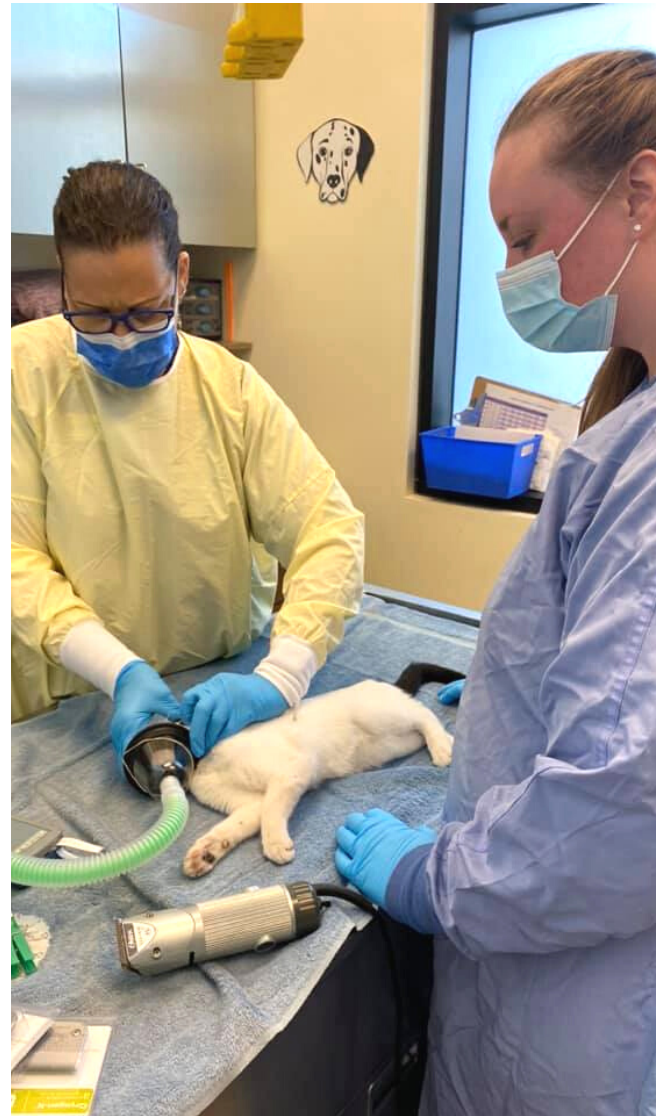
Purrfect Fix Cat Spay & Neuter Program

Purrfect Fix is a newer program that focuses on the spay and neuter of community cats. Community rescuers trap and bring in community cats for spay/neuter surgery and vaccinations. Per industry practice, the ears of fixed cats are tipped to make them easy to identify.

Community cats are defined as unowned, free roaming outdoor cats and can be either feral or people friendly. Under Managed Intake, DACC discourages residents from bringing community cats to animal care centers unless they appear to be ill or injured. This is because Community cats are already thriving without capture and have established sources of food and shelter.

Studies show that removal of these cats does not reduce the population at their locations because more cats will move in to take their places due to the availability of resources. Instead, to control the continued growth of populations, community cats should be spayed or neutered to halt the breeding cycle and returned to where they were living.

The ACF recently awarded the Department \$90,000 to support and expand spay/neuter efforts through Purrfect Fix. Community cat surgeries are being incorporated into surgical schedules at all DACC animal care centers so this important service may continue.



Animal Statistics from 2021

Live Outcomes

PUBLIC ADOPTIONS

8,601



4,252
ANIMALS RESCUED



PETS RETURNED HOME

3,101



Maddie's Fund Legacy Grant

In December 2021, Maddie's Fund notified DACC that it would be awarding a grant of \$50,000 to the Los Angeles County Animal Care Foundation to continue its support of DACC's lifesaving work and recognize its leadership in animal welfare initiatives.

The Foundation will use the grant funds for community programs that provide assistance for pet owners in need. The Foundation exists to support DACC through fundraising for spay-and-neuter programs, pet adoptions, public education and overall animal welfare.

[ACF WEBSITE](#)

Meet with us!

If you'd like to meet with your local animal care center manager, the Contracts and Grants Division (CGD), or any other subject matter expert, please contact us at the emails provided below:

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Downey: (562) 940-6890

Non-Public Communication Center - North

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Lancaster/Palmdale: (661) 940-4195