



# Becoming The Change

DACC in 2022

Presented by :  
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# ABOUT THE DEPARTMENT

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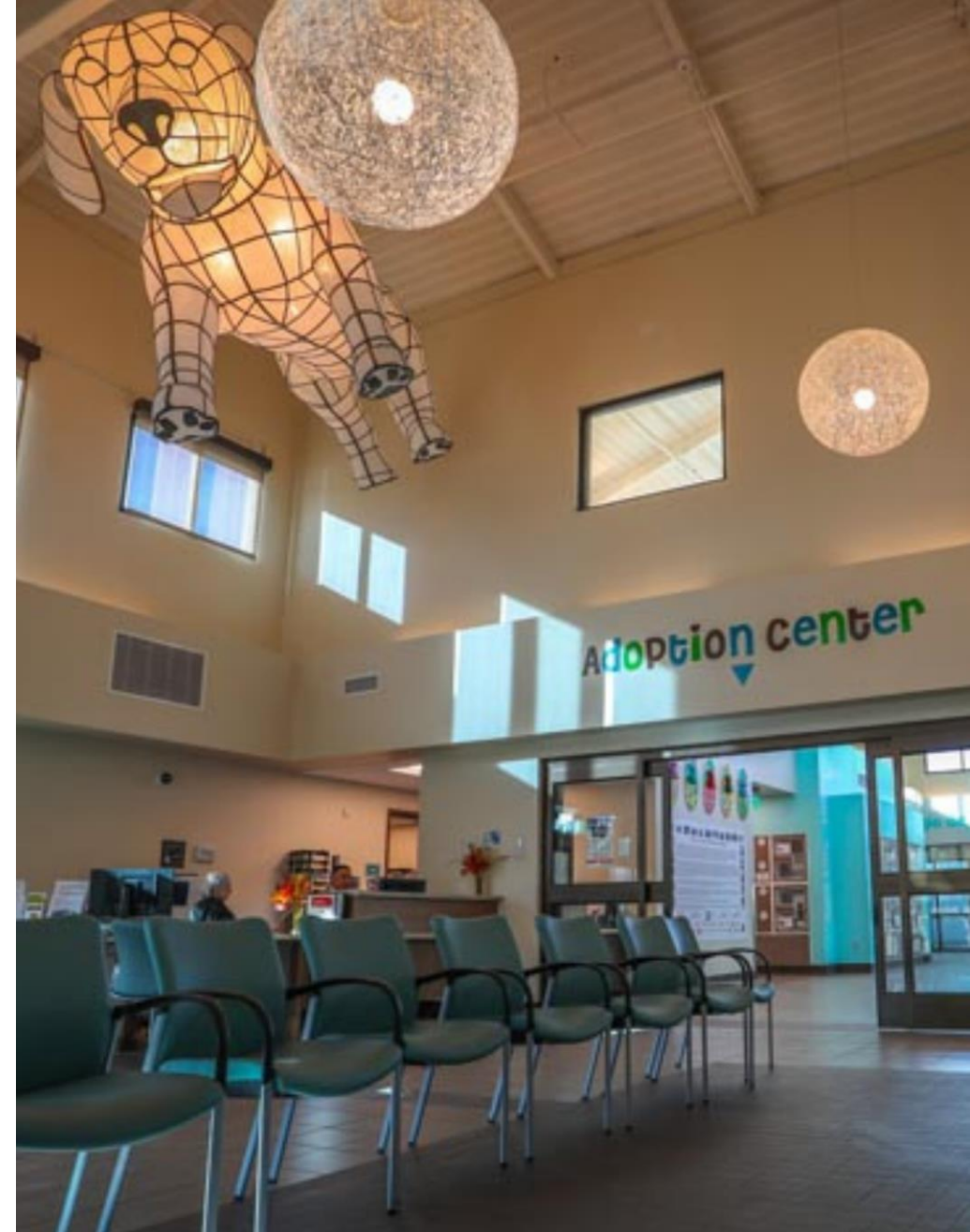
County of Los Angeles Department of Animal Care and Control (DACCC) serves unincorporated Los Angeles County and 45 contract cities

Operates seven animal care centers located throughout Los Angeles County

Serves more than three million residents and about 25,000 animals annually

Some of the services we provide:

- Animal care and sheltering
- Veterinary care
- Field services, including dangerous dogs
- Animal neglect and abuse investigations
- Pet and business licensing
- Community outreach and education
- Barking/noise abatement

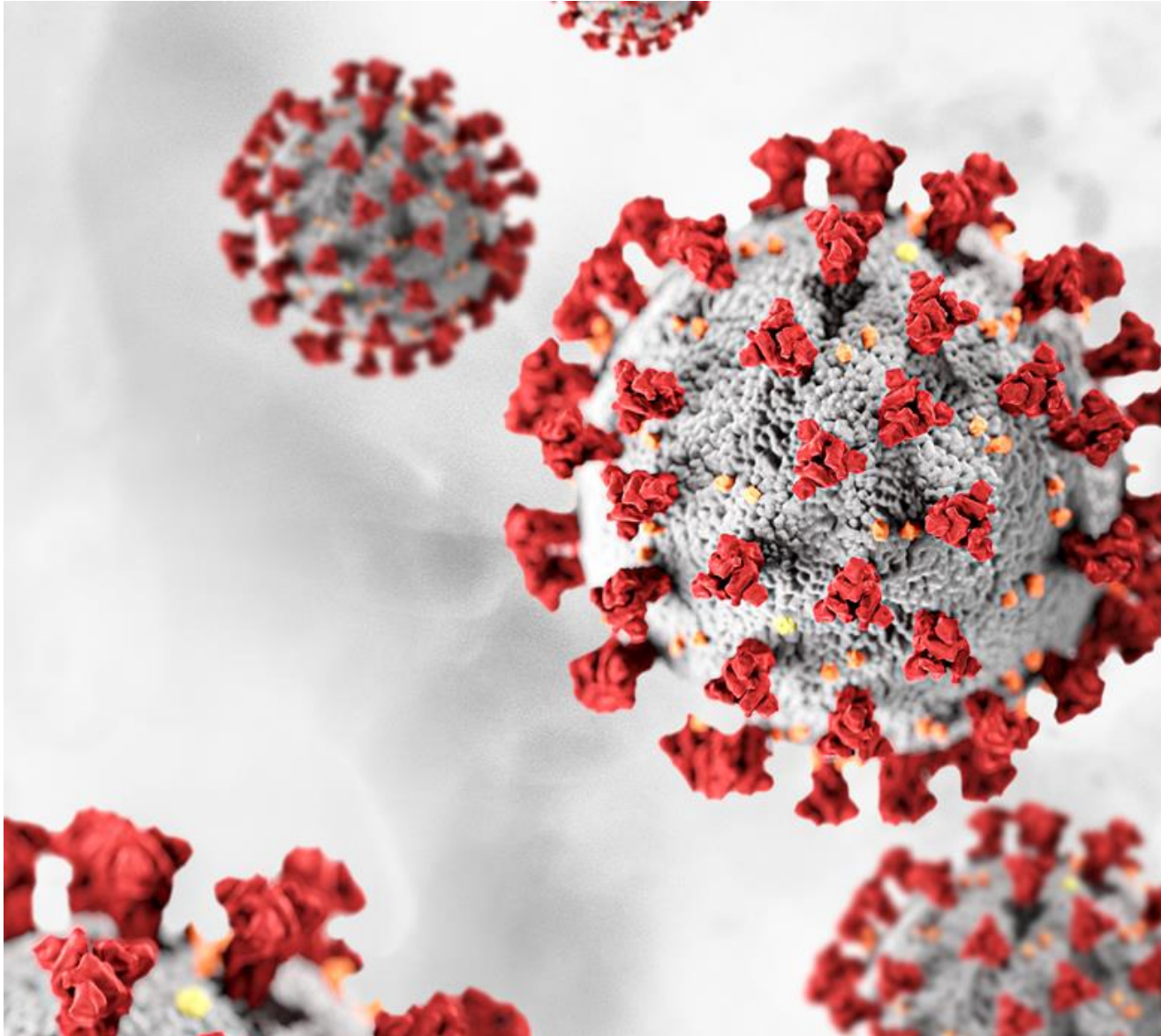






# The Need for Change

1. The shelter is not the best place for animals
2. Working beyond our capacity compromises the quality of work that we accomplish
3. Pets and their owners belong with each other
4. Becoming a resource for the community
5. Accepting help



# Covid Positive Changes

- ❖ Managed Intake
  - ❖ Got Kittens? Program
  - ❖ Love At First Sight
- ❖ Pets Are Family Programs





# MANAGED INTAKE

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Implemented in March 2020 during the onset of the COVID-19 pandemic

**Community Engagement** – Gives the community opportunities to foster, network with animals, and facilitate adoptions

**Pet Retention**– Provide resources such as food, training, medical care, and supplies to support pet ownership

**Stray Animals** – Encourage residents to allow free-roaming cats to remain where they live, as well as pet reunification strategies for found dogs

**Public Safety and Animal Welfare** – Sick or injured animals, or those deemed to pose a safety threat, are impounded by DACC



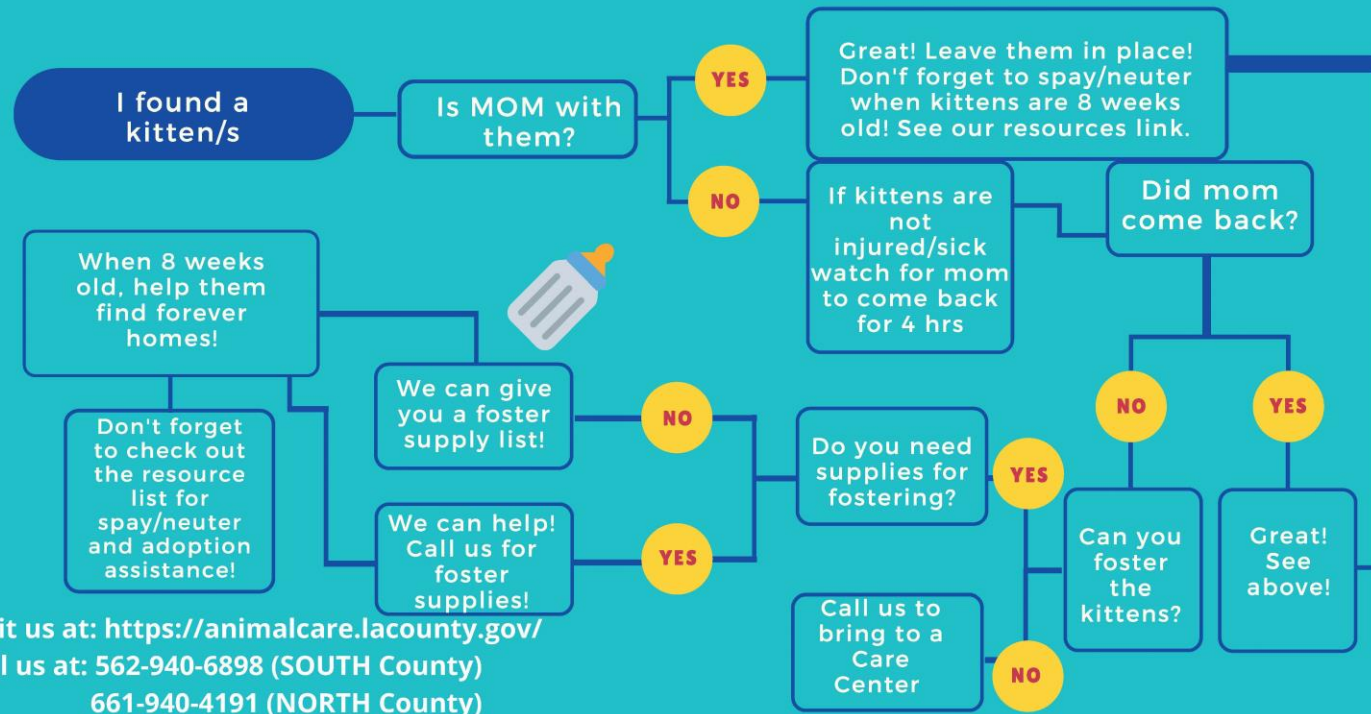
LOS ANGELES COUNTY  
**ANIMAL CARE  
& CONTROL** | redefining  
CARE



# I FOUND A KITTEN



What do I do?



# Got Kittens? Campaign



# LOVE AT FIRST SIGHT

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Enhanced adoption program implemented in August 2021

Allows for self-scheduling appointments and first-come, first-served adoptions

Addition of “Ready to Go Home” status for animals ready to be adopted now

Great improvements regarding customer service and streamlined process

Adoptions increased by 21% in Aug - Dec 2021 compared to Aug - Dec 2020





# Pets Are Family (PAF) Programs

Medical HelpLine (2020)

ACF Care Vouchers (2021)

Spay/Neuter Voucher Program (2021 version)

Vets@ThePark (2021)

Pet Food Pantry (2021)

Good Neighbor Cat Program (2021)



# Medical HelpLine

- ❖ a counseling and assistance call center to help constituents with pet-related problems and connecting them with resources.
- ❖ Registered Veterinary Technicians and trained Animal Control Officers
- ❖ the program was initially created to provide support to constituents during the Covid pandemic but was sustained because of the overwhelming response from the community seeking guidance on pet care and animal services.
- ❖ Numbers of Calls
  - 2020 : 128
  - 2021 : 1477
  - 2022 : 405



# Medical HelpLine

- ❖ HELPLINE Number  
661.575.2812
- ❖ Non-Emergency . Response to requests may take 24-48 hours, esp. on weekends
- ❖ Foster Support
- ❖ Facilitate Appointments with Medical Teams at the ACCs
- ❖ Counseling and Resources for Pet Owners considering surrendering pets at the ACCs
- ❖ Triage cases for ACF Care Voucher





# ACF Care Voucher

- Financial assistance for
  - ✓ *Veterinary services*
  - ✓ *Grooming*
  - ✓ *Boarding*
  - ✓ *Compassionate Euthanasia*
  - ✓ *Pet supplies*
- Launched : February 24, 2021

# ACF Care Voucher

100% Grant-funded through the  
LA County Animal Care  
Foundation

Donors : ASPCA, CAFWC, Macy's, LB  
Charitable, Petco

## Total Donations

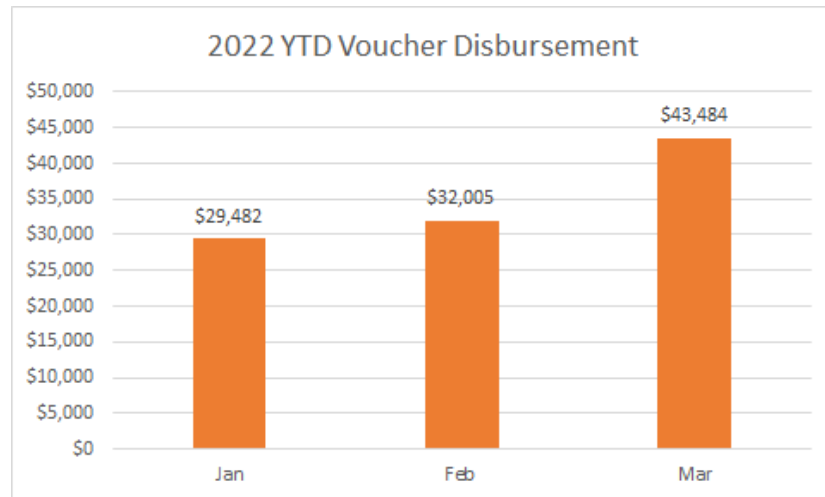
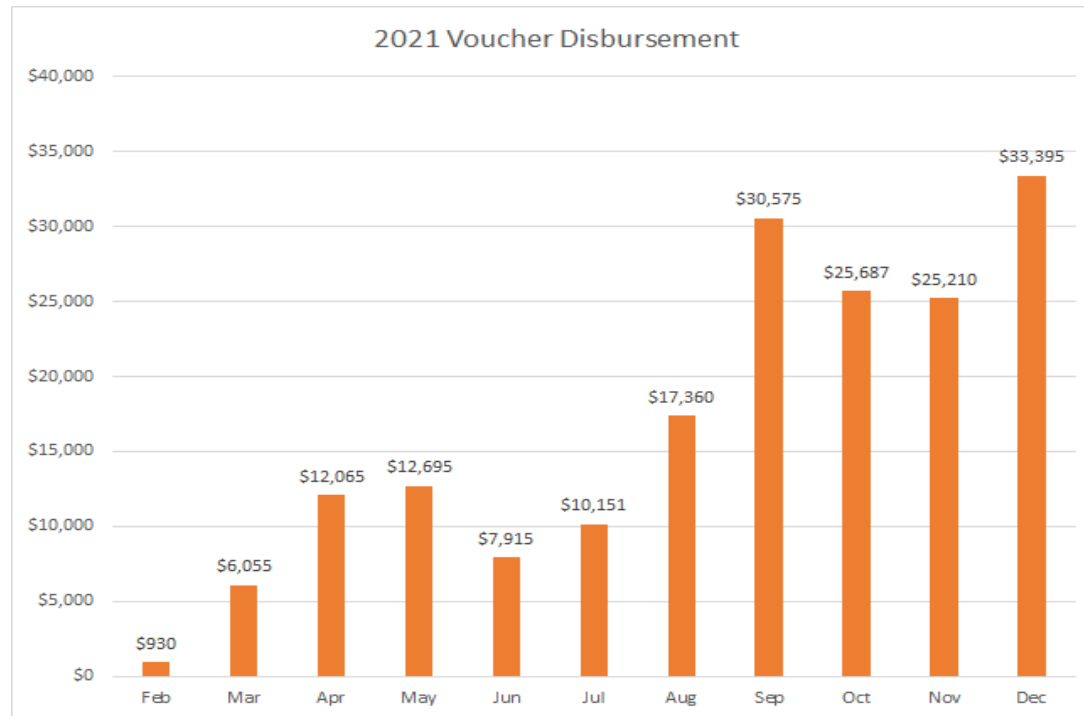
*2021 : \$ 185,300*

*2022 : \$ 246,000*

## Funds Disbursed

*Feb-Dec 2021 : \$182,038*

*Jan - Mar 2022 : \$ 104,971*





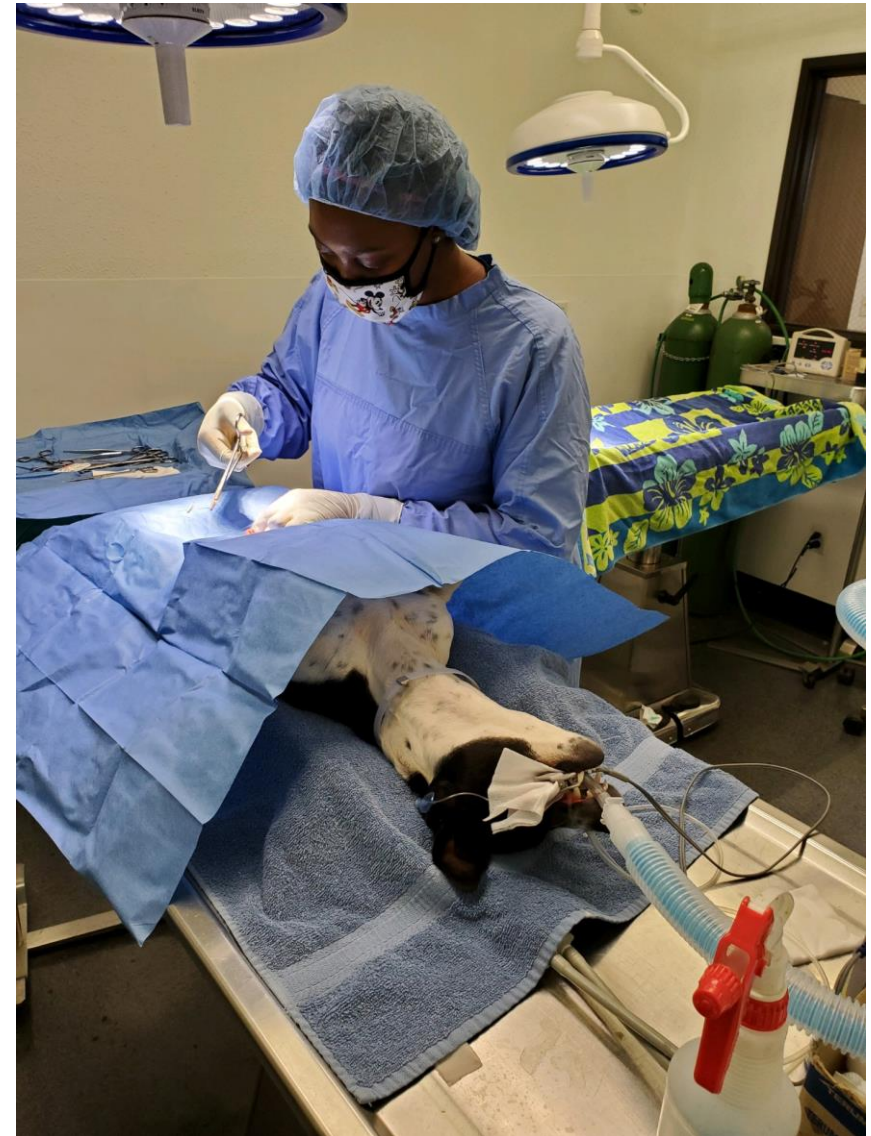
# Spay/Neuter Voucher Program (SNVP)

## Revised existing SNVP

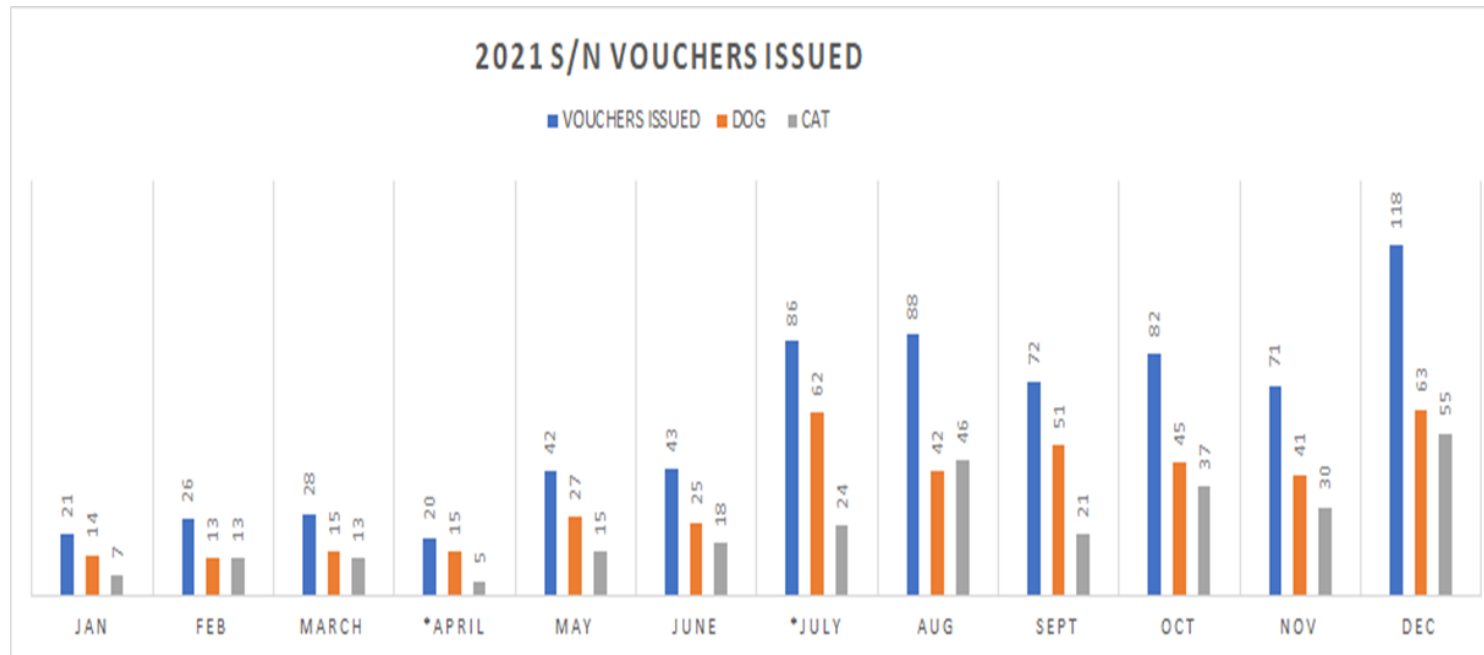
- ❖ Removed requirements for proof of low income and senior citizen status
- ❖ Only require proof of residency to qualify
- ❖ Included accommodations for the homeless

## Areas Served

- ❖ Unincorporated LA County and
- ❖ Participating Contract Cities (9)



# Spay/Neuter Voucher Program (SNVP)



Total No of Vouchers  
issued in 2021 : 697

May 2021 : ACCs  
became Veterinary  
Providers for SNVP

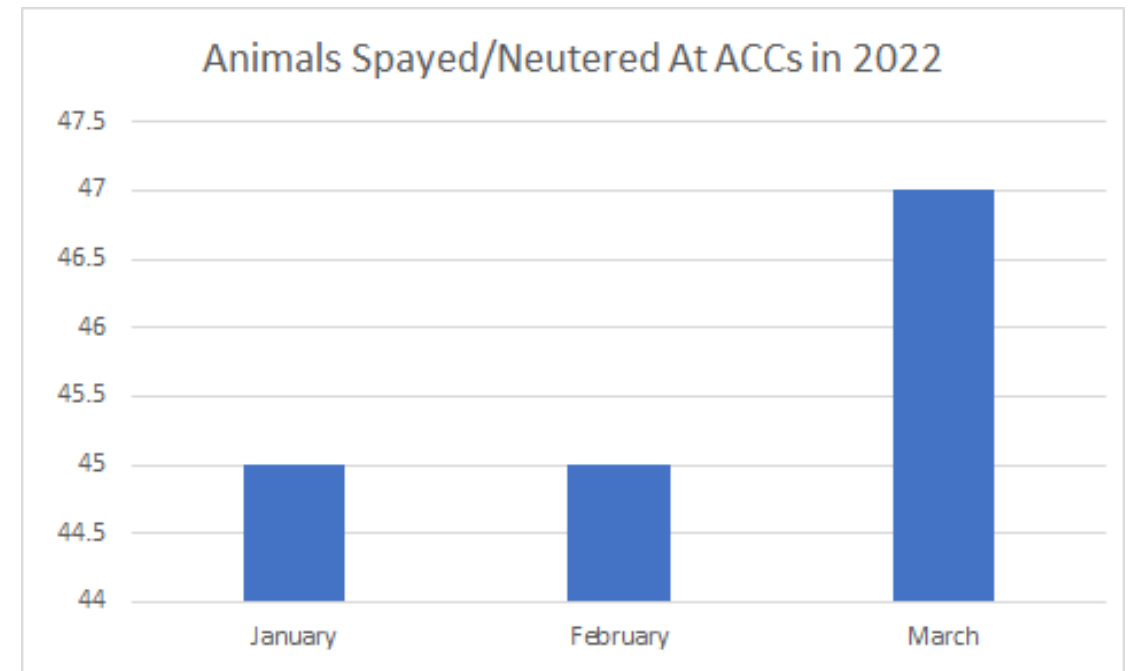
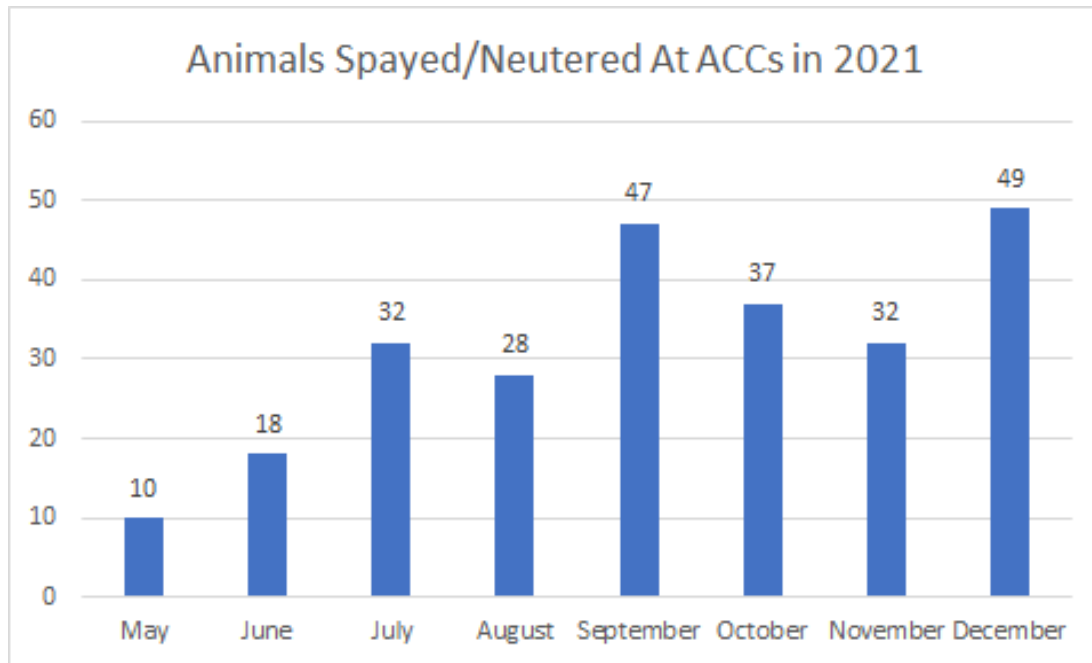


# Spay/Neuter Voucher Program (SNVP)

Number of Vouchers redeemed at ACCs

2021: 253 vouchers

2022: 137 vouchers





# Vet@ThePark

- A mobile veterinary unit that stages pop-up service areas at County parks to provide free medical wellness service for pets
- Services include medical examinations, vaccinations, deworming, flea/tick treatment and microchip placement.
- Launched in June 2021

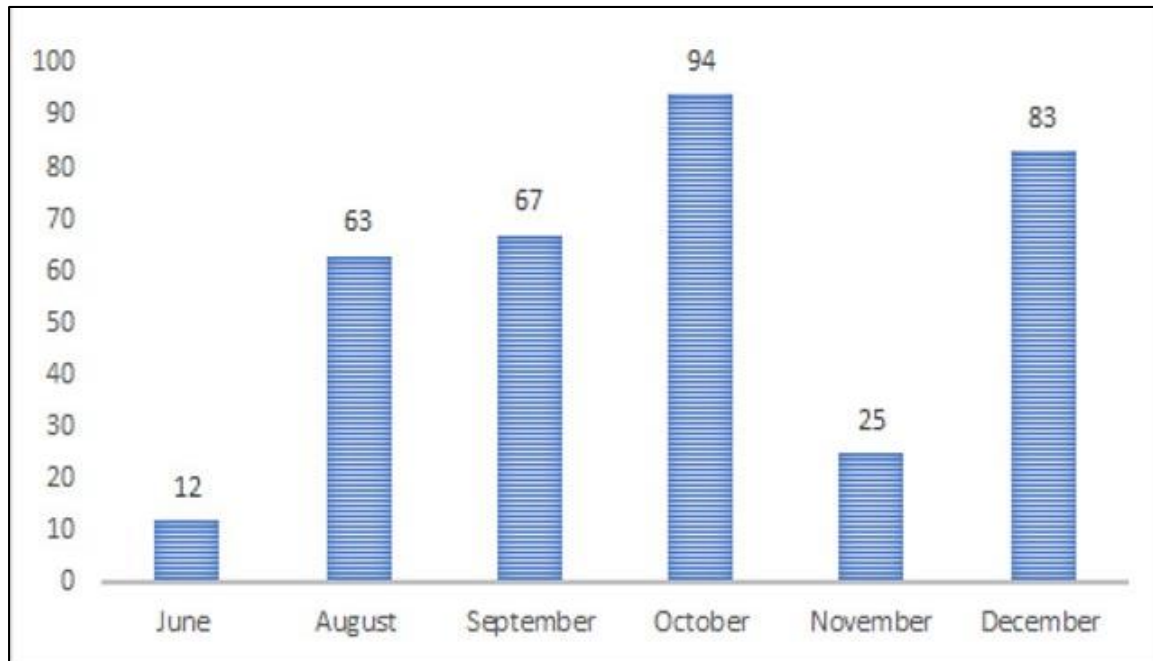




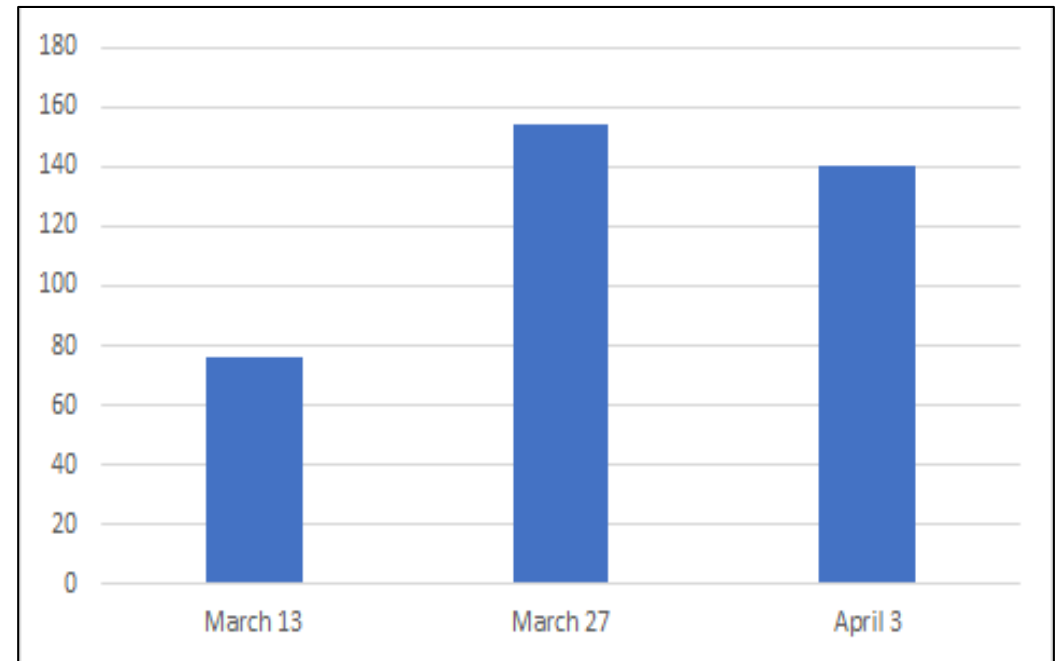
In December 2021, DACC signed an MOU with the Department of Parks and Recreation to help constituents gain access to services

Coming soon... [S/N@ThePark](#), a mobile spay and neuter service to be held at LA County Parks esp. in communities without veterinary services (veterinary deserts)

# Vet@ThePark



Pets Served in 2021 : 344



Pets Served in 2022 : 360





# Pet Food Pantry

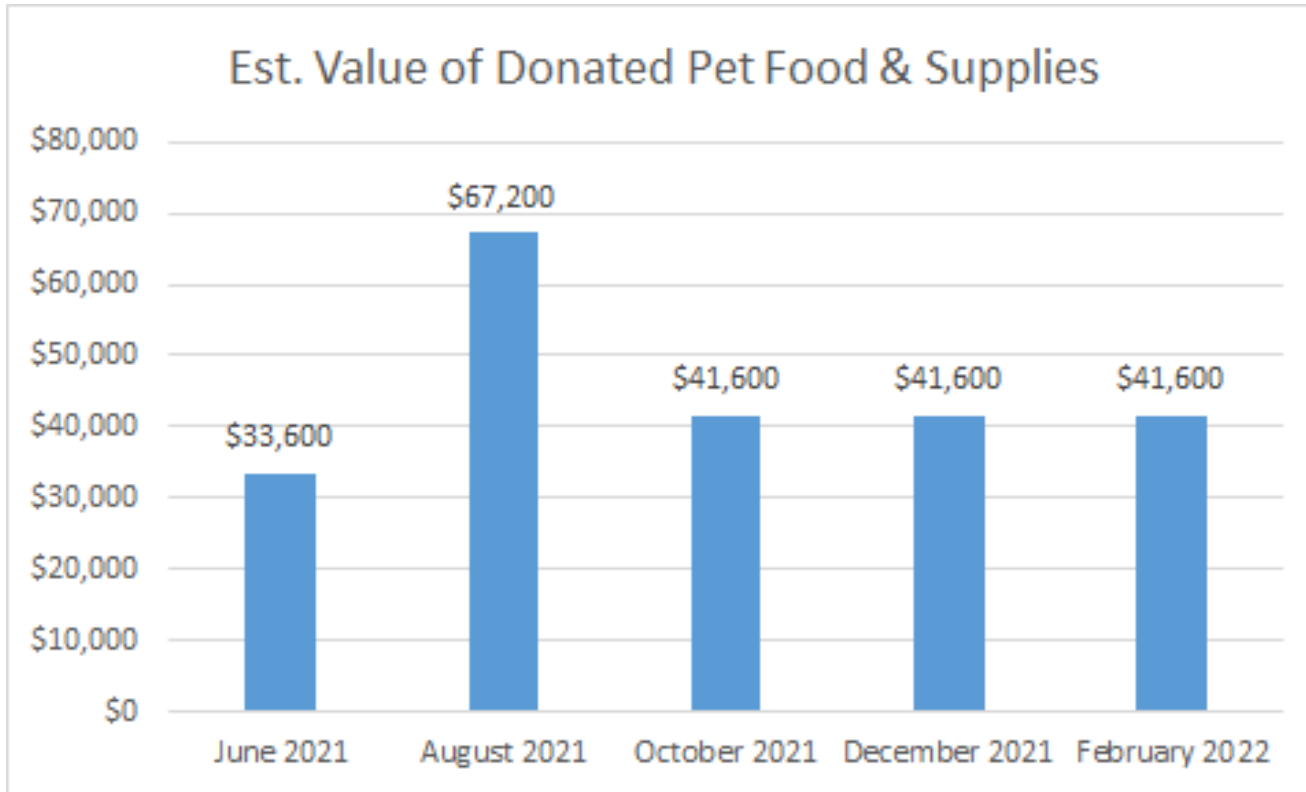


# Pet Food Pantry

Addressing the issue of food security of pets in LA County by providing free quality pet food to constituents

Redeemed at the ACCs or at outreach events such as drive-thru distribution or at the parks.

Collaboration with pet-food company, Hill Science Diet™ and the GreaterGood™ Charities to procure in kind donations which ensures sustainability of this program.







# Good Neighbor Cat Program

## Services :

Spay or Neuter Surgery

Vaccination for Rabies and FVRCP

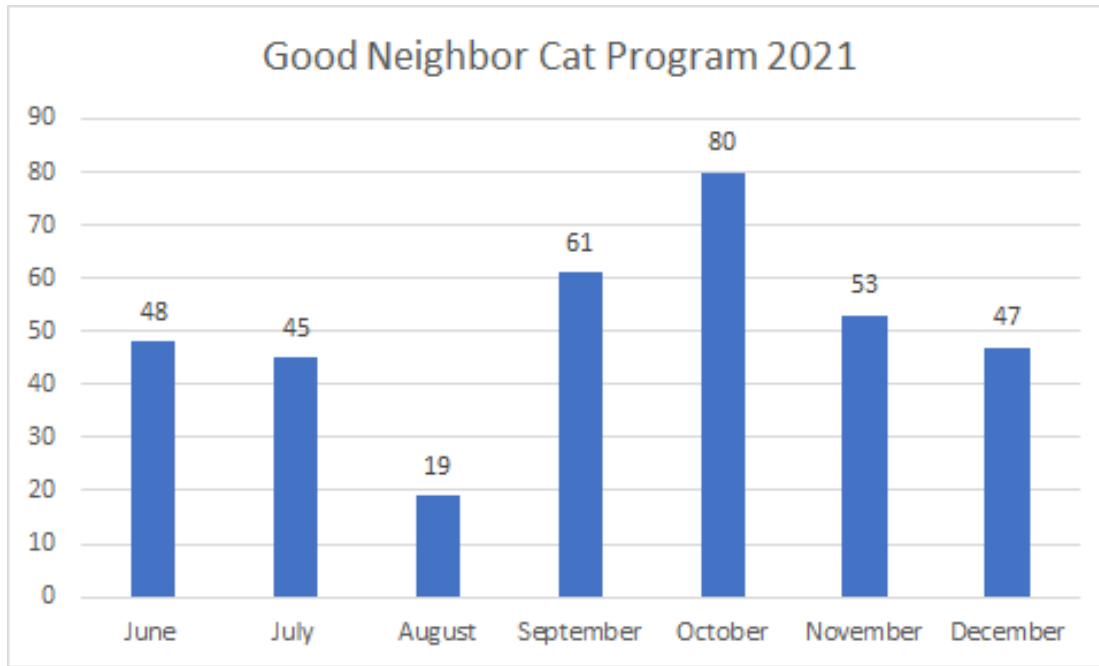
Flea treatment

Ear tip\*

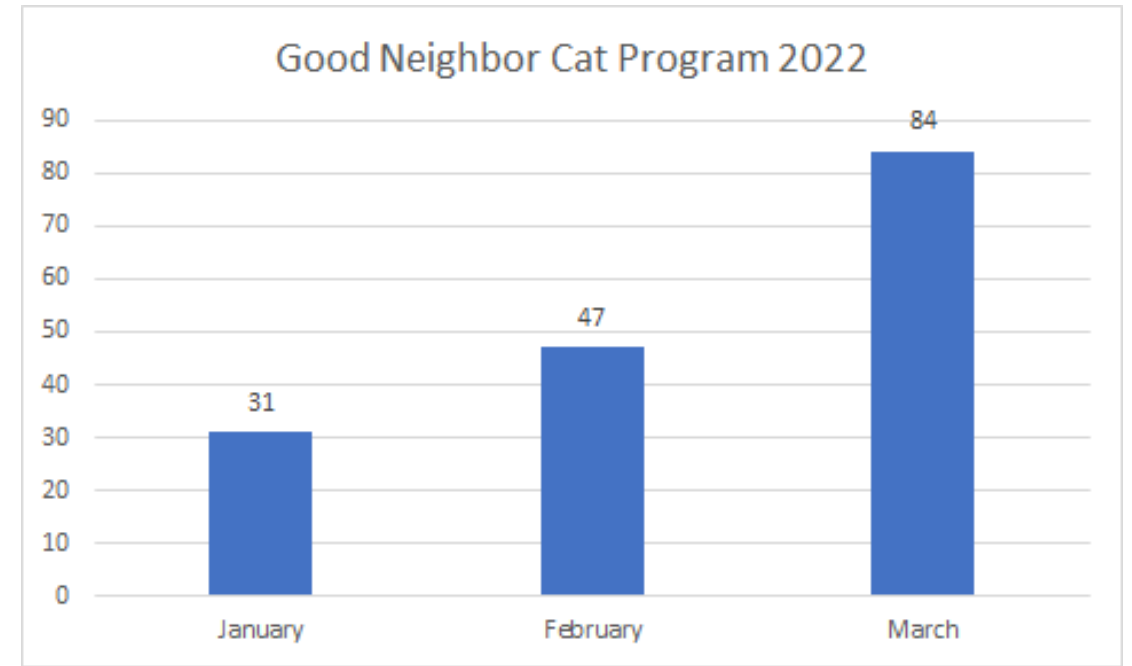
Humane Euthanasia

Minor medical procedures





Cats served in 2021 : 353



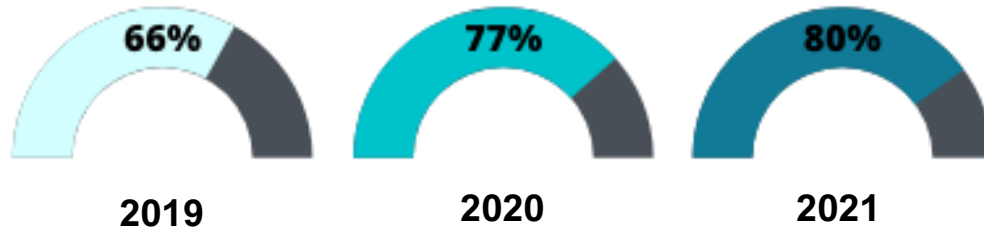
Cats served in 2022 :162

# Good Neighbor Cat Program



# THE IMPACT OF MANAGED INTAKE

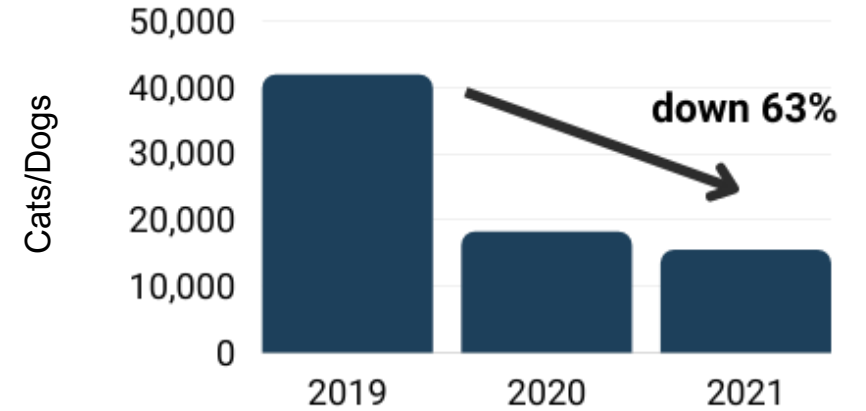
Cat/Dog Live Release Rate increased by 14% from 2019 to 2021.



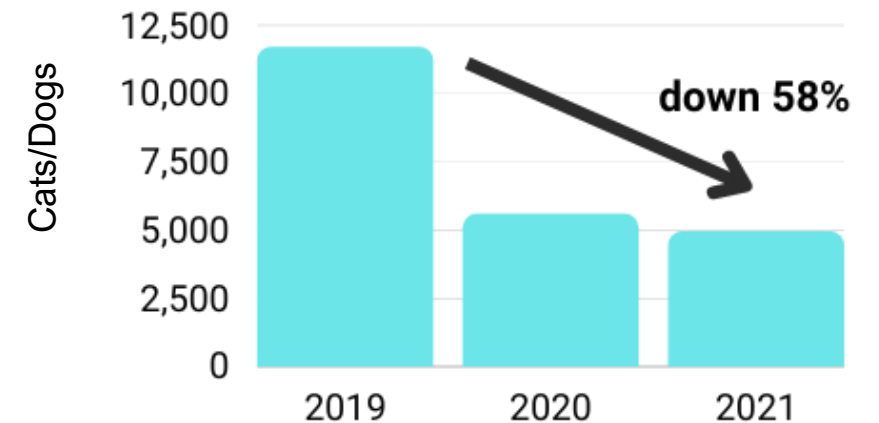
Nearly 20% return-to-owner (RTO) rate achieved in 2021.



## Stray Intake



## Owner Surrenders



# Three Year Stats

	Calendar Year 2019		
	CATS	DOGS	TOTAL
Live Outcome	14,245	20,497	34,742
Euthanasia	14,063	2,913	16,976
Other	387	169	556
	28,695	23,579	52,274
	Calendar Year 2020		
	CATS	DOGS	TOTAL
Live Outcome	6,827	11,745	18,572
Euthanasia	3,782	1,504	5,286
Other	163	82	245
	10,772	13,331	24,103
	Calendar Year 2021		
	CATS	DOGS	TOTAL
Live Outcome	5,070	10,576	15,646
Euthanasia	2,166	1,650	3,816
Other	156	65	221
	7,392	12,291	19,683

	Calendar Year 2019	
	CATS	DOGS
Live Outcome	50%	87%
Euthanasia	49%	12%
Other	1%	1%
	Calendar Year 2020	
	CATS	DOGS
Live Outcome	63%	88%
Euthanasia	35%	11%
Other	2%	1%
	Calendar Year 2021	
	CATS	DOGS
Live Outcome	69%	86%
Euthanasia	29%	13%
Other	2%	1%

Note: LIVE OUTCOME includes ADOPTION, RESUCE, and RTO. OTHER includes DIED IN CARE, LOST IN CARE, and ESCAPED





# Questions?

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