



LOS ANGELES COUNTY

ANIMAL CARE & CONTROL | **redefining CARE**



Marcia Mayeda, Director

July 26, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Marcia Mayeda *Marcia Mayeda*
Director

REPORT BACK ON MANAGED INTAKE AND BEST PRACTICES WITHIN DACC CARE CENTERS (ITEM NO. 79-A, AGENDA OF JULY 13, 2021)

On July 13, 2021, the Board of Supervisors (Board) directed the Department of Animal Care and Control (DACC) to report back to your Board in 15 days about:

1. The feasibility of giving the public full access to the care centers to view adoptable animals.
2. Ways to increase adoption rates.
3. Ways to decrease the euthanasia of care center animals.

1. Feasibility of Giving the Public Full Access to the Animal Care Centers

DACC implemented appointment-based services to be able to continue to serve the public, conduct adoptions, reunite lost pets with their families, and offer low-cost veterinary services while complying with physical distancing requirements during the COVID-19 pandemic. The appointment-based service has revolutionized how DACC serves the public; dramatically improved animal well-being in the care centers; and has created many other benefits for animals, residents, and staff.

Agoura ACC
29525 Agoura Road
Agoura Hills, CA 91301
(818) 991-0071

Baldwin Park ACC
4275 N. Elton Street
Baldwin Park, CA 91706
(626) 962-3577

Carson/Gardena ACC
216 W. Victoria Street
Gardena, CA 90248
(310) 523-9566

Castaic ACC
31044 N. Charlie Canyon Rd.
Castaic, CA 91384
(661) 257-3191

Downey ACC
11258 S. Garfield Ave.
Downey, CA 90242
(562) 940-6898

Lancaster ACC
5210 W. Avenue I
Lancaster, CA 93536
(661) 940-4191

Palmdale ACC
38550 Sierra Highway
Palmdale, CA 93550
(661) 575-2888

Administrative Office
5898 Cherry Avenue
Long Beach, CA 90805
(800) 253-3555

Improved Customer Service

DACC's move to appointment-based services is in line with our Department's Mission, Vision, and Values and the County's Strategic Plan. DACC's appointment-based and Managed Intake programs meet Goal I - Make Investments That Transform Lives by increasing our focus on prevention initiatives and enhancing our delivery of comprehensive interventions; Goal II – Foster Vibrant and Resilient Communities by creating public-private partnerships and supporting the wellness of our communities; and Goal III – Realize Tomorrow's Government Today by adopting innovative, flexible, and effective programs; embracing digital government for the benefit of our customers and communities; pursuing operational effectiveness, fiscal responsibility, and accountability; and engaging our customers, communities, and partners.

Under full public access, potential adopters would often leave in frustration without an animal because the process was too difficult due to the heavy foot traffic and long in-person customer waiting lines. Under the appointment-based system, they no longer stand in long lines and then rush through the adoption process. Adopters have expressed great satisfaction with the appointment process.

Every customer request is unique, and by using appointments to provide services DACC staff can anticipate needs and be better prepared to devise an outcome plan for each animal. Appointments are conducted with a case management approach emphasizing the individual human-animal bond. Preliminary phone or email exchanges are conducted prior to in-person services and prepare visitors for a successful customer service experience. With scheduled services, staff can provide individualized adoption services to best help a family connect with the pet most suited for their home, ensuring a meaningful and lasting placement for that animal.

Improved Animal Well-Being

Animal well-being has dramatically improved because the appointment system fosters healthy and nurturing environments for the animals. The constant foot traffic of full public access caused constant barking and agitation, creating a chaotic, disruptive atmosphere in the care centers that caused fear, anxiety, and stress for the animals. The animals were in a constant state of agitation and had no relief from public disruption.

Under the appointment system the animals are much more relaxed. A calmer and quieter atmosphere allows animals to relax, feel safer, and present better when

potential adopters make an appointment to meet them. Able to sleep more and experience less stress, their immune systems are stronger. In fact, DACC's veterinary medical teams have seen dramatic decreases in upper respiratory infections, the most common ailment brought on by shelter environments – a 53 percent decrease for dogs and an 82 percent decrease for cats.

DACC first observed the difference a quiet and calm care center environment makes several years ago when we partnered with Annenberg PetSpace (PetSpace) when we transported adoptable animals to them for placement. The veterinarian in charge at PetSpace reported that when the program began she thought the animals from DACC were very sick because they slept for the first three days after arriving at their facility; however, upon examination she discovered they were not ill but merely exhausted.

That was what life was for the animals in the animal care centers (ACCs) under full public access. With appointment-based services DACC can provide a much more nurturing environment where animals can rest and thrive. Fearful animals adapt more readily and can have a better chance of a positive outcome. All animals are more rested and better prepared to adjust to their new family's home.

Additionally, ACCs are not and should not be like zoos where animals are on display for public amusement and education. Zoos have natural habitats that are species-specific for the animals, visitors are kept at a far more comfortable distance from the animals, and the animals have hiding places they can retreat to if they want to avoid people or feel safe. Zoo animals are removed from public display if they are ill or exhibit behavioral problems. The ACCs are designed for basic care and containment and animals are kept in enclosures where people can closely interact with and disturb them. When operating with full public access, DACC staff had to often ask the public not to shake or kick kennels, stick fingers through the chain link or cage barriers, and engage in other behavior disruptive and frightening to the animals.

This type of situation has been identified by nationally recognized "America's Veterinarian," Dr. Marty Becker, in his Fear Free Shelters program, which identifies minimizing movement, loud sounds, and people looking into cages as key to reducing fear, anxiety, and stress in shelter animals. DACC has provided Fear Free training to its staff and volunteers and relies on this gold standard for managing the animals' environment in our care.

Suitability of Animal Care Center Design

It should also be noted that DACC's aged animal care centers were not designed for modern-day animal care programming expectations. Except for the Palmdale ACC, all County care centers are between 45-75 years old, with a median age of 59 years, and not consistent with today's animal housing and public service models. To address this, the Department submitted its Facilities Master Plan to your Board in January 2020 for your consideration for facility renovations or replacements. New care centers can provide more enriching environments for the animals and better facilities for serving the community. Appointment-based services are the best approach for the current animal care facilities.

Use of Technology to Promote Animal Adoptions

DACC is constantly focused on bringing visibility to all adoptable animals through current photos on our website and social media posts highlighting individual animals. DACC staff also conduct weekly virtual tours at several care centers, as well as live Instagram feeds, to feature dogs socializing in the play yards. The Department uses online Trello software to create visual boards that feature pictures and videos of cats and dogs in need of rescue by Adoption Partners and to feature animals being fostered in volunteer homes.

The Department has also considered people without internet access. Care centers have reserved specific times throughout the day for same-day appointments to assist them, address emergency situations, to assist owners looking for their pets, or people in need of other services that can be resolved by providing a same-day appointment. DACC's Communications Center operates 24 hours a day, 7 days a week (24/7) to answer questions about the adoption and intake processes as well as advise callers of the various ways to access services and make appointments.

Managed Intake of Animals – Alternatives to Care Center Admissions

The appointment-based system is a key factor to the success of the Department's implementation of Managed Intake as part of its adoption of the nationally recognized animal sheltering model known as Socially Conscious Animal Sheltering (SCAS), adopted by your Board on August 6, 2019. Under the Managed Intake model, DACC has seen a 46 percent decrease of animals admitted into its care centers largely by investing more time in providing alternatives to care center admission. This dramatic reduction means there are far fewer animals in need of

adoption. The reduced population aligns well with appointment-based adoption services where individualized support is provided for the adopter and the animals.

This strategy aligns DACC practices with the needs and resources of the community to change the practice of accepting every animal into ACCs without some measure of control. By partnering with the community to identify other options for stray and unwanted animals and providing solutions to the problems that bring these animals to its doors, DACC acts as a resource center to keep pets and families together or provides alternatives to care center admission. Managed Intake prioritizes situations in which receiving a pet into our care is the best or only option for that animal and creates more resources for animals that require enhanced treatment or attention in the care centers.

In January 2020, DACC began working with the Koret Shelter Medicine Program (KSMP) of UC Davis to work on our capacity for care, a functional assessment and operational determination to provide a holistic approach in meeting the needs of each animal that is admitted into the ACCs. The program also investigates strategies on how DACC can provide alternatives to care center admission and be a resource for the animals and people in the community. This partnership, at no cost to DACC and made possible by a grant to KSMP, started with the training of 30 DACC leaders and continues with regular consultations to develop and implement programs that allow each care center to function in accordance with the Five Freedoms of Animal Welfare.

Owner-Surrendered Animals

When an owner considers relinquishing a pet, DACC first recommends and offers resources such as training and behavior advice, food and supplies, or support with other solutions to help keep the pet in the home. The most common reasons for pet surrender to DACC are medical care costs and housing issues. Under Managed Intake, DACC staff discuss these concerns with owners and refer them to resources that will allow them to reconsider surrendering their pets. DACC offers a CARE voucher funded by the Los Angeles County Animal Care Foundation that provides financial assistance to help families keep their pets.

Other times owners are simply frustrated with behavioral problems or lack the resources to fix fencing or address other one-time needs. With support to resolve these issues, pets can remain with the family that already knows, wants, and loves them. If a pet owner is still unable or unwilling to keep their pet, DACC provides advice and its *Home to Home* service through the ACCs' Facebook pages to owners

to rehome their pets themselves and avoid surrendering their pets to an ACC. This can be a less stressful outcome for both pets and their owners and saves valuable and limited animal housing space for those animals at the care centers who have no other options. If the owner is unable to rehome their pet on their own, DACC will accept it and seek the best possible outcome for that animal.

Stray Animals

Most stray animals are found within a few miles of their homes and methods other than care center intake may more quickly and economically reunite these lost pets with their families. DACC encourages people who have found lost pets (if they are able) to first attempt reuniting the pets with their families by having the pets scanned for microchips, using neighborhood and social media apps to publicize found pets, and posting fliers in the neighborhood. DACC recommends effective pet reunification strategies, provides templates for flyers to post in neighborhoods, and offers other suggestions to engage the neighborhood and community. When finders are not successful or are unable to engage in these activities, DACC will accept the animals to ensure the safety of both the animals and the public.

Free-Roaming Cats

Healthy free-roaming cats are generally deferred from care center admission because they are thriving in their current environment. Many free-roaming cats have a human family and vary their time between the home and outdoors. Bringing these cats to a care center removes them from their home territories, and owners generally don't look for them at care centers for many days. Unfortunately, the owner redemption rate for cats is less than five percent.

Other times, a home or group of homes is providing food and water to unowned neighborhood cats. These cats have established themselves as part of their neighborhood and do not need care center assistance. Prior to Managed Intake at DACC, approximately 50 percent of cats admitted to the care centers were euthanized. That number has dropped to 31 percent because healthy free-roaming cats can remain where they live.

Kittens

Additionally, DACC launches the "Got Kittens?" campaign each year to address the seasonal influx of kittens into ACCs. By educating the public about identifying whether kittens are truly abandoned by their mother and in need of immediate

assistance, more kittens can remain with their mothers during the critical nursing stage until weaned. This approach is healthier for kittens and improves their chance to later be successfully adopted. If the kittens have actually been abandoned by their mother DACC provides education, fostering supplies, and veterinary care for community members who enjoy caring for them until they are old enough for adoption through DACC or other resources.

Underage kittens admitted to ACCs without their mothers are in fact the most common reason for animal euthanasia. DACC is meeting community goals of lifesaving by preventing the unnecessary admission of kittens to its ACCs and expanding its volunteer foster program. Any cats or kittens that are malnourished, ill, injured, or require assistance are welcomed at DACC so they can receive the care they need.

DACC is also exploring opportunities to expand low-cost spay/neuter services for cats to prevent the birth of unwanted kittens. On June 26, 2021, DACC piloted the successful *Purrfect Fix* cat spay/neuter event at the Lancaster ACC, where 45 community cats were sterilized and has planned three more spay/neuter events in the coming months.

Community engagement is the key to successfully employing a Managed Intake approach. DACC has found that many community members, given the appropriate training and resources, would like to retain their pet, help a lost pet find its way home, or prevent unnecessary euthanasia of healthy, adult cats and underage kittens. By viewing the community as an extension of DACC, the collaboration benefits vulnerable animals, is more rewarding for the people who care about them, and increases DACC's capacity to provide services to those animals with no other options than to be admitted into care. ACCs serve as community resource centers by aligning animals and owners in need with the resources they need, when they need them.

Other Benefits

The work environment for staff at the care centers has greatly improved. Because of appointment-based services, the care centers are less chaotic and staff better able to perform their daily tasks without constant interruption. Employee injuries have reduced by 44 percent because staff are less rushed and prone to injury. Overtime expense has decreased by 33 percent because staff are less likely to use sick time to recover from the emotional and physical challenges of working under a full public access model. These absences had to be backfilled by other employees who have

already worked a full week, thus generating overtime expenses. "Compassion fatigue" characterized by emotional and physical exhaustion from euthanizing healthy adult cats, underage kittens, and adoptable animals has reduced because other options for these animals are now available.

Managed Intake has reduced DACC's Animal Care Attendant (ACA) staffing deficit for animal care from 43 percent to zero, allowing DACC to align with basic industry standards for animal caretaking. The National Animal Care and Control Association (NACA) recommends a *minimum* of 15 staff minutes per animal each day for basic feeding and cleaning. DACC has historically staffed at a much lower level due to budget constraints. It should be noted that ACAs perform other non-caretaking duties such as supporting Managed Intake and as DACC continues to evolve in this new approach, more staffing resources may be needed to provide alternatives to care center admission services. However, the animal caretaking deficit has been eliminated for the first time in DACC's history.

Because fewer animals require to be admitted under Managed Intake, DACC saved \$1M in care center supply costs for the 15-month period of April 2020 through June 2021 versus the previous 15 months. These include, but are not limited to, medical supplies, office supplies, animal equipment, and animal food. These savings, as well as the reduced intake of animals, will reduce costs to the cities that contract with DACC for animal care and control services.

Managed Intake has made more space available for animals in dire need of assistance. During the Bobcat Fire, DACC was able to provide care and sheltering for more than 200 dogs evacuated from the fire. In the past, these dogs would have been housed in temporary crates at an area evacuation site. Because of Managed Intake, DACC had enough kennel runs available to house these dogs in more suitable and stable conditions.

DACC also now has more space available to provide temporary boarding for pets whose owners require special assistance. Many victims of domestic violence refuse to leave an abusive situation because domestic violence shelters do not allow pets and they know the abuser will harm their animal if they leave. DACC provides a program called AniSafe where domestic violence victims can bring their animals to DACC for safe and confidential boarding while they and any children escape a dangerous situation. Persons experiencing homelessness may temporarily place their pets in DACC's care while they find permanent housing, allowing them to become safely housed without having to surrender their beloved pet. Pet owners experiencing mental health crises may refuse to enter treatment facilities because

they have no resources to care for their pets. DACC also provides temporary boarding in these circumstances so the pet owners may receive the assistance they need.

Awards and Recognitions

In 2021 DACC was awarded a National Association of Counties (NACo) Achievement Award for Managed Intake and Enhanced Placement under the program category of Community and Economic Development. The California State Association of Counties (CSAC) awarded DACC a Merit award under the category of Disaster & Emergency Response/Management in 2020. Both awards were for DACC's new practices that include appointment-based services, Managed Intake, and enhanced placement programs.

DACC's new approach to services has received national attention in the animal welfare field. In June 2021 DACC leaders presented DACC's achievements at the Association for the Advancement of Animal Welfare's (AAWAs) Spring Conference, the Best Friends Annual Conference in June 2021, and the Humane Society of the United States (HSUS) Annual Expo in April 2021. DACC leaders regularly participate on national leadership calls organized by Human Animal Support Services (HASS) and statewide calls organized by the California Animal Welfare Association. Los Angeles County is recognized nationally among animal welfare professionals as a leader in progressive programming that benefits animals and the public.

2. Ways to Increase Adoption Rates

Under Managed Intake and appointment-based services, live release rates have increased from 54 percent to 68 percent for cats. Dog live release rates remained steady at 88 percent, impressive because many highly adoptable dogs were provided alternatives to care center admission and the remaining dogs in the care centers were more challenging adoption candidates. For this reason, DACC is developing new key performance metrics to measure performance under this new operating model.

On August 1, the Department will be implementing a pilot program to further increase adoptions called "Love at First Sight." This pilot program is designed to increase the number of adoption appointments available to the public.

Currently, adopters interested in an animal on a stray hold may place a Commitment to Adopt (CTA) for that animal when it becomes available. Other people interested in

that same animal may opt to become an Interested Party (IP) in case the CTA doesn't adopt the pet. However, approximately 64 percent of CTAs do not adopt the animal in which they expressed interest. Further, the process of responding to hundreds of daily emails and telephone calls to CTAs and IPs is very time consuming and reduces staff's ability to provide direct public services.

The CTA and IP processes were needed under full public access in order to manage the demand and bring order to the process of serving uncontrolled numbers of visitors each day. However, under appointment-based services this should no longer be necessary.

During this pilot program, DACC will not take CTA or IP names. Adopters will be able to select any pet available for adoption on the day they visit the care center without having to be on a waiting list. Staff time no longer needed for contacting CTAs and IPs will be used toward expanding appointment times so more adopters can be served. Staff will also be available to spend more time interacting with potential adopters, helping them to find the most suitable animal for their home. They will also have more time to retake the initial photos taken of the animals, creating more appealing photographs to promote the animals on DACC's website and on social media. The Department is optimistic this new approach will increase adoptions by making the animals more attractive, readily available, and providing more appointment times to the public to meet the animals.

DACC will work with your offices and its contract cities to promote messaging about the Managed Intake and appointment processes and services available at the ACCs.

3. Ways to Decrease Euthanasia Rates

Managed Intake decreases the number of animals euthanized because it reduces intake. The Department is providing intervention services to pet owners, alternative means for reuniting lost pets and their families, foster programs for kittens, and declining healthy stray cats that are thriving in their current situations. Dog euthanasia dropped from 2,271 dogs in FY 19-20 to 1,211 dogs in FY 20-21. Cat euthanasia dropped from 9,794 cats in FY 19-20 to 2,289 cats in FY 20-21.

By providing Managed Intake, animals admitted to the care centers are those for whom no other option exists. Many are in greater need of medical and behavioral interventions. Managed Intake provides more time and resources to rehabilitate and give these animals the best chance of a positive outcome. Because the types of

animals now admitted into care have more challenges, DACC is developing new key performance metrics to measure performance under this new operating model.

Another key factor in reducing the number of unwanted/homeless animals that face euthanasia is to mandate and/or promote the spaying or neutering and microchipping of pets. Spayed or neutered animals do not roam in search of mates and cannot reproduce and create more unwanted animals that overburden care centers, thereby driving euthanasia numbers. Microchipping provides permanent identification and ownership information so lost pets may be returned to their families instead of waiting to be adopted or risk being euthanized. Your Board adopted mandatory spaying or neutering and microchipping for dogs in 2006 and for cats in 2015. These ordinance requirements have been adopted by 28 of the 45 cities that contract with DACC for service. DACC regularly recommends to cities who do not have these requirements to adopt them so pet euthanasia can be further reduced in their cities and provides a spay/neuter voucher program that cities can join to provide this resource to their residents.

CONCLUSION

The Department strongly recommends it continue with the appointment-based system to provide better care for the animals and improve service to the public. The benefits of DACC serving constituents by appointment only are numerous and significant. Appointments eliminate long public waiting lines and allow DACC to provide individualized services to adopters and those needing resources to keep or rehome pets. Controlled foot traffic improves the well-being of animals in the care centers by reducing their fear, anxiety, and stress. Animals are healthier as evidenced by decreased occurrence of upper respiratory illnesses. Fearful animals have greater chances of rehabilitation and adoption because the stress of full public access is minimized. Adoptions are more personalized, robust, and fulfilling. DACC provides opportunities to view adoptable animals 24/7 on its website and through various social media platforms. The appointment-based system has brought order to care center operations, creating a safer and more positive working environment and reducing employee injury and overtime.

The adoption program will be made more effective with the beginning of a pilot program on August 1, 2021, that will increase adoption appointment times and should make the process even more efficient for the adopters. The "Love at First Sight" pilot program will eliminate the difficult CTA and IP practice that was needed under full public access and make the adoption program more effective. The Department will report back to your Board in 120 days regarding the results of the pilot program.

Managed Intake reduces the euthanasia of animals that do not need to come into the care centers: free-roaming cats, underage kittens, pets that have homes whose owners need financial help, and lost pets that can otherwise be reunited with their families. It is a thoughtful public policy to create the best outcomes for all animals while valuing the human-animal bond. By engaging the community, more pets and families can remain together, and lost pets are more quickly reunited with their families. Limited governmental resources are preserved for those animals and people with no other options.

Various state and national organizations support DACC's improved systems of appointment-based services and Managed Intake. These include the American Society for the Prevention of Cruelty to Animals (ASPCA), the National Animal Care and Control Association (NACA), Best Friends Animal Society, Human Animal Support Services (HASS), and the UC Davis Koret School of Veterinary Medicine.

For all these reasons, as well as the current disturbing increase in COVID-19 transmissions in Los Angeles County, DACC recommends continuing appointment-based services. Even after the public health threat has passed, appointment-based services should continue because they have been proven to improve the well-being of care center animals, reduce the euthanasia of cats and dogs, and enhance the adoption experience for residents.

MM:rm

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Attachments

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors



LOS ANGELES COUNTY

ANIMAL CARE & CONTROL

redefining
CARE

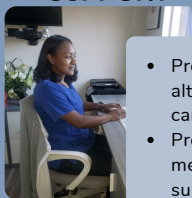
Benefits of Appointment-Based and Managed Intake Animal Care Services

ADOPTION SERVICES



- Personalized service
- Eliminates long lines
- Reduces adopter frustration

PET OWNER SUPPORT



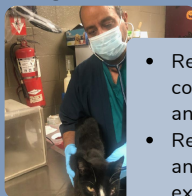
- Provides pet owners alternatives to animal care center admission
- Programs supporting medical, boarding, supply and food needs

APPROPRIATE CAPACITY FOR CARE



- Reduces animal fear, anxiety, stress, and illness
- Reduces euthanasia of dogs and cats
- Aligns staffing levels with animal caretaking requirements

PRODUCTIVE STAFF



- Reduction of compassion fatigue and injuries
- Reduced overtime and supply expenditures

SUPPORTING THE COMMUNITY



- Community based lost pet recovery services
- Community cat resources

BETTER SERVICE IN EMERGENCIES



- Temporary boarding opportunities for pet owners
- Potential larger scale emergency pet housing at care center

RECOGNIZED AS A BEST PRACTICE IN ANIMAL WELFARE

Visit us at animalcare.lacounty.gov

IMPACT REPORT 2021



LOS ANGELES COUNTY

ANIMAL CARE | redefining
& CONTROL CARE

5898 Cherry Avenue
Long Beach, CA 90805
562 728 4572

www.animalcare.lacounty.gov
info@animalcare.lacounty.gov



MESSAGE FROM DIRECTOR MARCIA MAYEDA

The last 18 months have been transformational in the field of animal welfare, and it required our Department to completely reinvent essential services. Thanks to the leadership, commitment, and compassion of DACC team members we rose to this challenge and emerged stronger and better positioned to be animal resource centers for our communities.

In this report you will read how DACC adapted its programs to meet the physical distancing and public health requirements in response to the pandemic, and how these new programs have reaped enormous benefits for the animals and people we serve. These programs have been adopted as our standard operating procedures and will continue as best practices even when the health crisis is behind us.

I cannot adequately express the pride and gratitude I have for our outstanding leadership team and every person who collaboratively worked to meet this challenge. It is a testament to their commitment to our mission and I am honored to serve as their leader. I have every confidence we will rise to whatever new challenges are presented in the future and continue to lead the way for serving the people and animals in our communities.



Providing Animal Services During a Pandemic

BACKGROUND

On March 16, 2020 the Los Angeles County Board of Supervisors ordered all County buildings closed to the public to reduce transmission of COVID-19. Because the Department of Animal Care and Control (DACC) is an essential service that protects public safety and animal welfare, the Department implemented protocols to comply with the County order while maintaining our ability to provide these essential services. These new protocols have been very successful, and have been incorporated as standard operating procedures to be maintained when the County ends its closure order.

County animal care centers (ACCs) continue to admit animals that are:

- sick or injured
- dangerous
- in urgent need of rehoming
- seized pursuant to criminal investigations
- belong to people experiencing homelessness and need temporary boarding

All seven Animal Care Centers remained open throughout the pandemic, serving the public by appointment for on-site visits and 24/7 through our Communications Centers and on-line service requests. Animal Care Centers continue to reunite pets with their owners, transfer pets to Adoption Partners and adopt pets into new families.

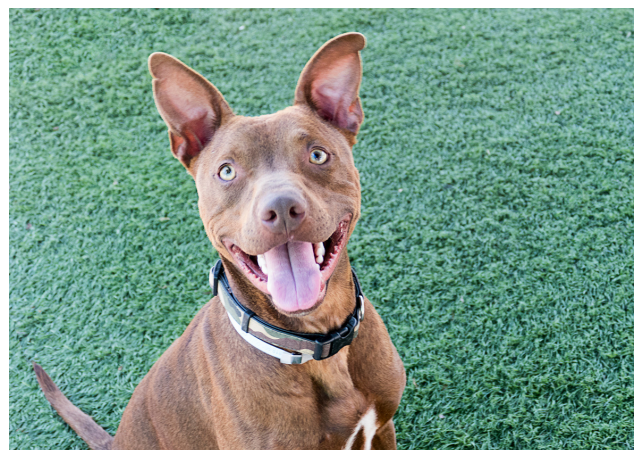




Managed Intake STREAMLINING SERVICES, IMPROVING OUTCOMES

At the onset of the COVID-19 pandemic, DACC moved to a Managed Intake model for admitting animals into the ACCs. DACC reached out to animal sheltering organizations across the country such as the Human Animal Support Services (HASS) group, UC Davis Koret shelter medicine program, ASPCA, Best Friends, and other industry experts to learn and adopt best practices to maintain essential services. As a result, the animal welfare industry has re-envisioned animal sheltering best practices. The former practice of receiving animals into animal care centers without some measure of control had to be refined to provide better animal population management and customer service. DACC has greatly improved outcomes for animals by partnering with the community to identify alternatives to admission for stray and unhoused pets. This has also allowed us to provide better care for pets for whom sheltering is the best or only option because more resources are available for their care.

DACC recognizes that some animals must be immediately brought to an animal care center for their own safety or the safety of the public. Animals that pose a safety threat are immediately and safely admitted. Animals that are sick or injured are accepted immediately so medical assistance can be provided. Additional situations may include an owner's sudden and complete inability to provide care, animal cruelty and neglect cases, and other special circumstances. DACC established same day appointments to address these especial circumstances.



Necessary Changes to Services Bring Unexpected Benefits

APPOINTMENT-BASED AND CURBSIDE SERVICES

During COVID-19, DACC implemented appointment-based and curbside services to accommodate the need to admit, adopt, return, and foster animals while observing physical distancing and closure requirements. Aside from allowing continuity of essential services, these changes have also ***greatly improved customer service and the ability to provide enhanced care to animals at the ACCs.*** DACC continues to provide appointment-based and curbside services because **these changes have eliminated the long in-person customer waiting lines of the past.** Every visit to an ACC is unique, and by using appointments to provide services DACC staff can better anticipate and plan for community needs. This gives DACC the ability to provide the attention and resources necessary for the best chance of a positive outcome for the people and pets we serve.

In addition to the benefits to customers, appointment-based services has improved the welfare of animals housed at our animal care centers. Prior to the COVID-19 closures, visitors could enter and wander freely through the buildings housing animals, which allowed viewing of animals at any time. After a few months of appointment-based services, it was noted that the animals were calmer, less stressed, and able to relax during the day. Dogs barked less and were able to nap during the day, and cats hid less frequently.

"We noticed that respiratory illnesses in cats and dogs decreased by over 50%. This is attributed not only to fewer animals in the care center, but also fewer people and a more controlled environment, contributing to a calmer and healthier experience for animals."

DR. FUMIE YAMAMOTO
SENIOR VETERINARIAN



Managed Intake

ALTERNATIVES TO CARE CENTER ADMISSION

Many times, pet owners don't want to relinquish their pet but believe they have no options. In these cases, we recommend and offer resources such as referrals to free or low cost veterinary services, training and behavior assistance, free food and supplies, or other support to help keep the pet in the home.

The most common reasons for pet surrender in Los Angeles County are medical care costs and housing issues.

Other times pet owners are frustrated with behavioral problems or lack the resources to fix fencing or address other one-time or temporary needs, such as lack of food and supplies due to financial strain. Under Managed Intake, DACC staff discuss these concerns with owners and offer them resources to solve their issues and allow them to reconsider surrendering their pets.

The best option for both people and pets is almost always for pets to remain in their current loving home.

If a pet owner is still unable to keep their pet, DACC provides advice to owners about how to rehome their pets without having to surrender them to an animal care center. This can be a less stressful outcome for both pets and their owners. Managed Intake also saves DACC's limited animal housing space for animals who have no other options. If the owner is unable to rehome their pet on their own, DACC will always accept the pet and seek the best possible outcome for that animal. DACC also assists pet owners experiencing homelessness or other serious but temporary situations, such as severe illness or domestic violence, by referring pet owners in need to resources for pet friendly housing, social services, free veterinary treatment, or free temporary pet boarding.



Managed Intake

GIVING LOST ANIMALS A BETTER CHANCE OF FINDING THEIR FAMILIES

Studies show that most stray animals are found within a few miles of their homes, and methods other than animal care center intake may more quickly and more economically reunite these lost pets with their families. DACC encourages people who have found lost pets to first attempt reuniting pets with their families by:

- Scanning for a microchip to identify owner contact information
- Using neighborhood and social media apps to publicize found pets
- Posting fliers in the neighborhood

When finders are not successful or are unable to make these efforts, DACC will accept the animals to ensure the safety of both animals and the public.



"Managed intake is the future of compassionate animal sheltering that allows us to assist the community and turn our in-care center focus to help the animals that need our help the most."

MELISSA MCCORMIC
BEHAVIOR AND ENRICHMENT
MANAGER

Managed Intake

A NEW WAY FOR COMMUNITY CATS

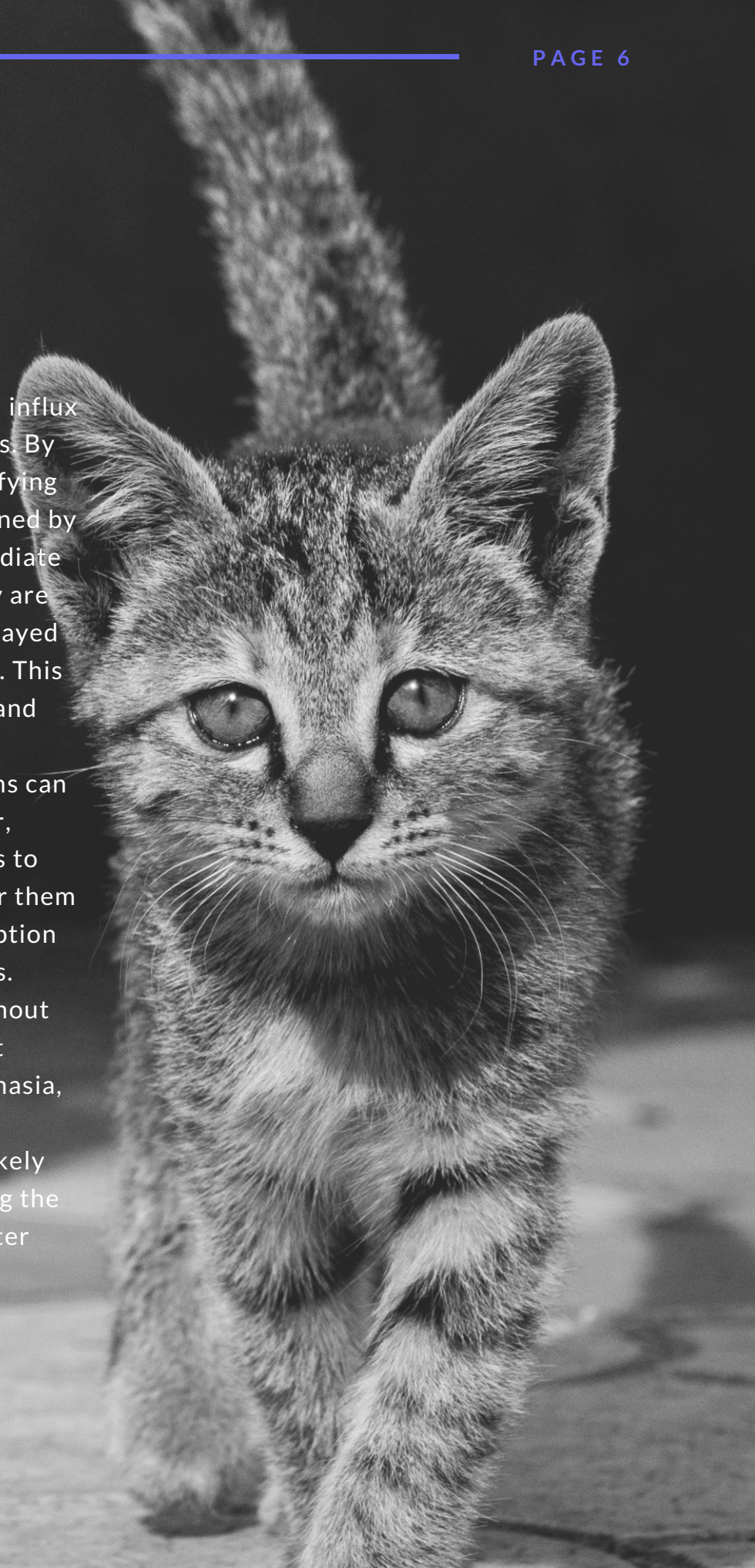
Healthy, adult, free roaming cats are now deferred from admission because they are thriving in their current environment. Many cats who appear stray have a home with free access to the outdoors. Bringing these cats to an animal care center removes them from their home, and owners generally don't look for them at animal care centers. Unfortunately, the return to owner rate for owned cats is less than five percent nationwide. Other times, a home or group of homes is providing food and water to unowned neighborhood cats. These cats have established themselves as part of their neighborhood and do not need animal care center assistance. Any cats or kittens that are malnourished, ill, injured, or require assistance are welcomed at DACC so they can receive the care they need.

Prior to Managed Intake, approximately 50% of impounded cats were euthanized. That number has dropped to 31% because we are educating the public to allow healthy, adult cats to remain where they live.



Managed Intake **KITTENS**

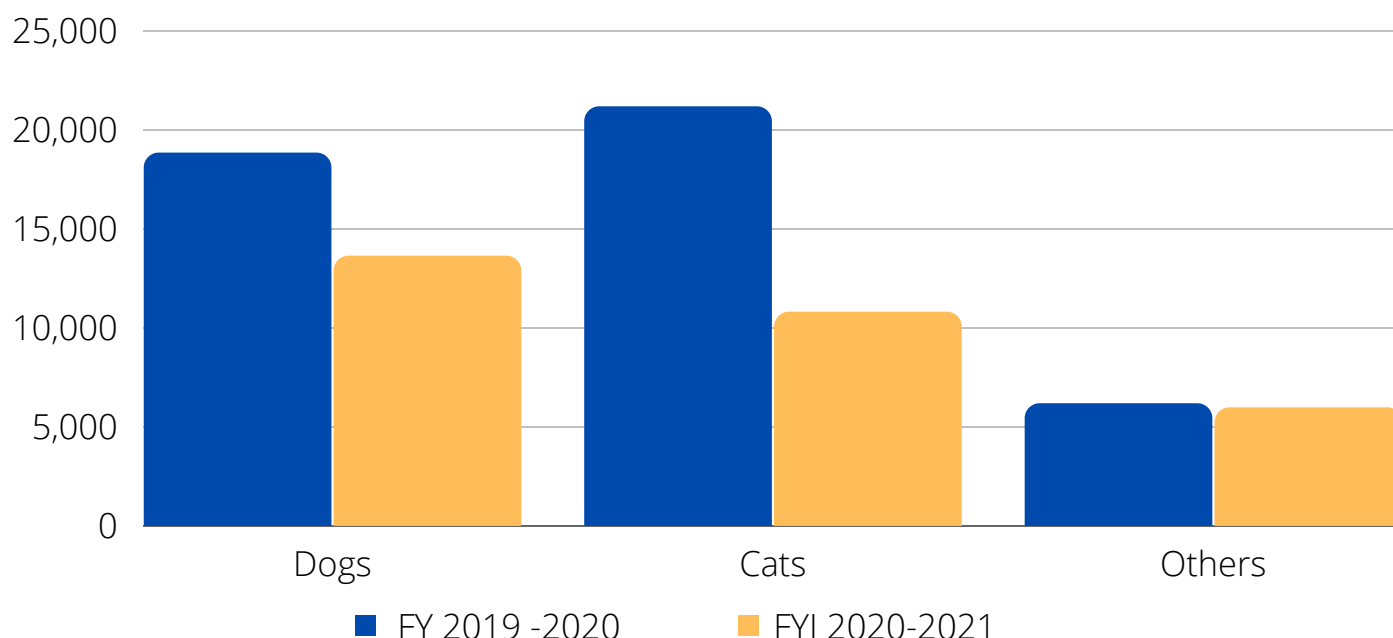
DACC launched a “Got Kittens?” campaign to address the seasonal influx of kittens into animal care centers. By educating the public about identifying whether kittens are truly abandoned by their mother and in need of immediate assistance or can stay where they are until they are old enough to be spayed or neutered and placed in a home. This approach is healthier for kittens and improves their chance to later be successfully adopted. If the kittens can not be reunited with their mother, DACC provides fostering supplies to community members who care for them until they are old enough for adoption through DACC or other resources. Underage kittens impounded without their mothers are in fact the most common reason for animal euthanasia, and DACC is preventing the unnecessary impoundment and likely euthanasia of kittens by educating the community and expanding its foster program.



Managed Intake

A YEAR OF DATA SHOWS DRAMATIC CHANGES

A year of operating under Managed Intake has provided extensive data to indicate the success of this model. Intake among all seven County animal care centers has decreased by 46% . **In fiscal year 2019-2020, 46,135 animals came into the care centers. In fiscal year 2020-2021, only 24,856 animals were impounded.** Fewer incoming animals means that staff and volunteers are able to dedicate individual time and attention to assess, care for, and socialize the animals most in need. Improvements have been noted across our efforts, from behavior to medical to adoption programs.



By focusing resources on the animals in the care centers and providing individualized attention, we have seen **positive outcomes for housed animals increased to 64% for cats and remained at 88% for dogs.**



These outcomes made possible by organizations like the ASPCA's Pee Wee Kitten Program, Helen Sanders Cat Paws donations of foster supply kits, Petco Love, and the 389 Adoption Partner organizations who partner with DACC to increase lifesaving.



Managed Intake **FOSTER PROGRAM**

DACC has greatly expanded its animal fostering program. More community members than ever before are providing foster homes for animals in need. Foster homes provide a more enriching environment for the animals than a care center kennel, give DACC staff more information about the animals' personalities and suitability for placement, and free up space at the ACCs for other animals. DACC has implemented online foster volunteer training and program management to make it easy for more animal lovers to become foster volunteers. Foster caretakers play a crucial role, providing temporary homes for hundreds of cats, dogs, and other small animals. This provides socialization, individualized care, and increased opportunities for adoption. Foster homes also increase the community's involvement in finding placement solutions for animals. To sign up to foster an animal, go to <https://animalcare.lacounty.gov/become-a-foster-caretaker/>

Veterinary Care

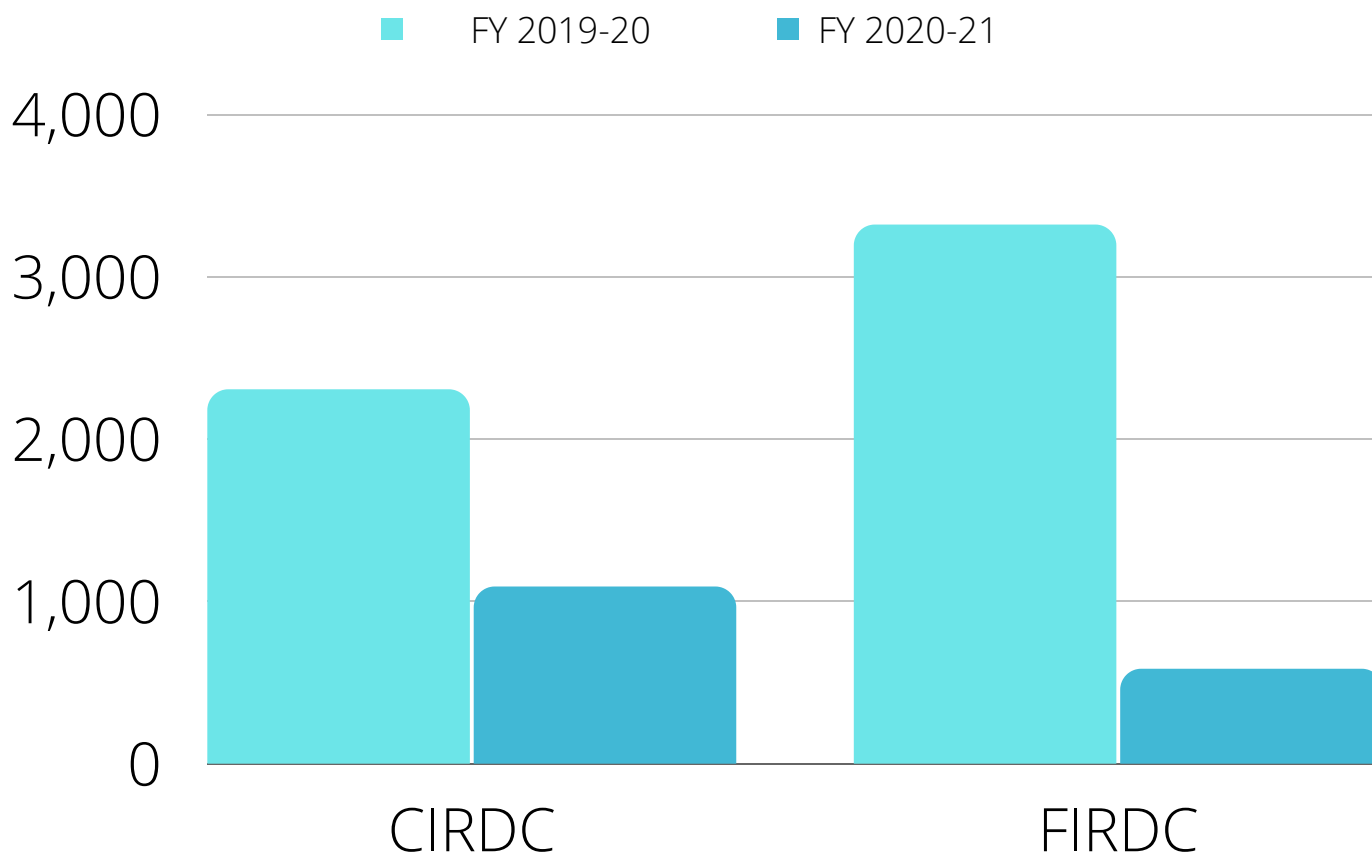
REDUCTION IN ILLNESS DUE TO LOWER STRESS

Elective medical procedures such as spay and neuter surgeries continue today while medical supplies remain in good supply. Public vaccine clinics were initially suspended as well but have resumed, and will continue by appointment only. Appointments are self-scheduled via the DACC website. The veterinary staff continue to provide medical exams to incoming animals and provide prompt and necessary medical treatment.

As a result of managed intake and appointment-based services, ***a significant decrease in respiratory disease was recorded in DACC's animal population.***

- Canine infectious respiratory disease complex (CIRDC) rates ***decreased by 53%***, from 2,301 cases in 19-20 to 1089 in 20-21.
- Feline infectious respiratory disease complex (FIRDC) rates ***decreased by 82%***, from 3,316 cases in 19-20 to 584 cases in 20-21.

Fewer animals in the animal care centers means the animals are calmer and less stressed, which leads to less incidence of respiratory illness. The medical teams can now focus on providing care to the animals that are sick and injured when they come into the care centers.



Public Safety EMERGENCY RESPONSE

"DURING THE BOBCAT FIRE, A COMMERCIAL BREEDING FACILITY WITH OVER 200 ANIMALS NEEDED ASSISTANCE WITH EVACUATION AND TEMPORARY SHELTERING. DACC WAS ABLE TO HOUSE THE ANIMALS AT THE SEVEN ANIMAL CARE CENTERS, WHICH WOULD HAVE BEEN IMPOSSIBLE BEFORE MANAGED INTAKE"

DANNY UBARIO
CHIEF DEPUTY DIRECTOR

DACC responds to emergencies throughout our service area in Los Angeles County. Warmer temperatures and drier conditions means the threat of wildfires remains constant. Prior to managed intake, the animal care centers operated at full capacity during fire season, limiting the ability for the Department to receive animals evacuated during an emergency. With managed intake, the animal care centers operate at a capacity that allows us to better respond to the community's needs during a disaster.



Public Safety

UNWAVERING FIELD RESPONSE

DACC animal control officers respond 24 hours/day, seven days a week to protect communities from dangerous animals; rescuing sick and injured animals; investigating animal cruelty, abuse, neglect, and illegal animal fighting; assisting city and county partners; assisting local law enforcement; removing deceased animals from public areas; enforcing local and state animal ordinances; and reuniting lost pets with their owners. Under Managed Intake, DACC officers make every effort to reunite stray pets while still in the field and help community members with solutions to keep their pets in a healthy and safe home. As the first line of contact for community pet issues, officers act as an information source and help direct community members to programs and resources.



National Recognition for Best Practices

DACC was invited to present at national conferences on Managed Intake and appointment-based services.

Association for the Advancement of Animal Welfare (AAWA) Conference, June 2021: “How Managed Intake Changed LA County’s Emergency Response.”

Humane Society of the United States (HSUS) Expo Conference, April 2021: “From Penalizing to Providing: Evolution of Field Services in Animal Welfare.”

Best Friends Animal Society National Conference, June 2021: “Asking the Hard Questions: How LA County Animal Care and Control Confronted Implicit Bias.”

Services

PET LICENSING

DACC suspended its field license enforcement operations and reassigned officers to perform these duties from the ACCs at the onset of COVID-19. Enforcement continues through mail, email, and telephone contact with pet owners. Online licensing has been expanded so pet owners can license their pets without the need to physically come to an ACC. These practices will continue.

[PAY/APPLY LICENSE ONLINE](#)

Pay by Phone at:



(877) U-PAY-PET or (877) 872-9738

The Los Angeles County Department of Animal Care and Control is proud to provide essential services in line with its mission of leading the nation in protecting people and animals through compassionate care, community education, proactive intervention, and effective enforcement. Our staff are committed, courageous, and will always find ways to continue to help animals and ensure public safety no matter what unforeseen obstacles arise. DACC will maintain the new ways of providing services that have greatly improved outcomes for animals and enhanced services to pet owners. These include Managed Intake, providing resources to pet owners in need, and focused appointment-based services.

DACC acknowledges with gratitude the partnership and collaboration of the following organizations that provided generous support, guidance and partnership. Thank you for your commitment to the animals and people of Los Angeles County.

American Society for the Prevention of Cruelty to Animals (ASPCA)
 Annenberg Foundation
 Annenberg PetSpace
 Association for Animal Welfare Advancement (AAWA)
 Best Friends Animal Society
 CalAnimals
 California Community Foundation

Humane Society of the United States (HSUS)
 Human Animal Support Services (HASS)
 Los Angeles County Animal Care Foundation
 Maddie's Fund
 Petco Love
 Petsmart Charities
 Rita Earl Photography
 UC Davis Koret Shelter Medicine Program
 VCA Charities

"Implementing a County-wide managed intake program that meets today's best practices at one of the world's largest sheltering systems was a Herculean effort that has been closely watched and celebrated by the animal welfare community at large. This moment in animal welfare history will be marked by the bravery and leadership exemplified at Los Angeles County Animal Care Centers."

Cynthia Karsten, DVM, DABVP (Shelter Medicine Practice)
 KORET Shelter Medicine Program, UC Davis



The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 W. Temple Street
Los Angeles, CA 90012

July 21, 2021

Dear Members of the Board:

Thank you for the opportunity to provide the Koret Shelter Medicine Program's perspective on "adoption by appointment" for shelter pets. This practice, which encompasses a range of approaches to align public viewing of adoptable animals with customer service and animal welfare considerations, has been among the positive learnings of the past 18 months and has emerged as a best practice for animal shelters.

In the past, shelters rarely went beyond providing open hours during which potential adopters could view and visit with animals for adoption. While this allowed community members to visit the shelter with little planning, it had significant downsides. At times there were few visitors and adoption counselors and volunteers were underutilized, while at other times a surge of visitors overwhelmed staffing resources. Too often this resulted in long waits and poor communication – it's hard to explain the needs and personality of a particular animal when a line of impatient clients fills the lobby. Potential adopters sometimes left in frustration as they were unable to get the information they needed or simply ran out of time and patience. At worst this meant lost animal lives as well as missed opportunities.

Unregulated public foot traffic also took a toll on animal welfare, a phenomenon which we only fully recognized when the pandemic necessitated a limit on the level of occupancy in animal housing areas. As many pet owners will intuitively recognize, both dogs and cats require significantly more sleep than humans do. The high level of stimulation associated with a constant hubbub of visitors left many animals overstimulated and exhausted, increasing susceptibility to disease and predisposition to stress-related behavioral disorders. Fearful animals were particularly affected as they struggled to adjust to the shelter environment in a context of persistent noise and commotion. This likely reduces the adoption potential of all animals, especially those most in need.

Adoptions by appointment confers a number of advantages as well as providing solutions to the issues described above. Staff and volunteer adoption counselors can be scheduled to align with the number of planned visitors, neither overwhelming nor underutilizing team members' time. Adopters can be provided with more of a "concierge" type experience, viewing pets in a quiet context with the opportunity to speak to a team member to learn more about their personalities and needs. The animals themselves benefit from a predictable, calm environment which showcases their potential as companions for adoption.

As with any program, the success of adoptions by appointment should be monitored to ensure there are no unintended negative consequences. Appointments should be available at convenient times and in proportion to the number of available animals and interested adopters. Options for scheduling should be communicated in multiple languages and should be readily accessible, including to those without internet access. Data should be monitored for comparable

time periods before and after implementation of the program, including number of animals adopted, number euthanized and reason, and measures of customer satisfaction. If concerning trends are detected the reason should be analyzed and the program adjusted accordingly.

In this as in the other innovative programs implemented by L.A. County DACC, we stand as willing partners as their new adoption system continues to be refined and improved. The work being done at the L.A. County shelters serves as an important model and guidepost for other shelters in CA and nationally. It has been an inspiration to see the team's work featured at the invitation of state and national organizations and conferences such as the Association for Animal Welfare Advancement, Best Friends, and of course our own California Animal Sheltering COVID Action Response team. If there are any further questions, please let us know how we can be of help.

Sincerely,

A handwritten signature in cursive script that reads "K. Hurley".

Kate Hurley, DVM, MPVM, Dip. ABVP (Shelter Medicine)
Program Director, Koret Shelter Medicine Program

A handwritten signature in cursive script that reads "Cindy Karsten".

Cynthia (Cindy) Karsten, DVM, Dip. ABVP (Shelter Medicine)
Outreach Veterinarian, Koret Shelter Medicine Program



Jesse Oldham
Susan Lea Riggs
ASPCA
424 East 92nd Street
New York, New York 10128

July 23, 2021

The Honorable Board of Supervisors
County of Los Angeles
Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

This letter is to express the ASPCA's support for animal shelters implementing a managed intake model when it includes the following practices: 1) Prioritizing care for animals with the most urgent needs; 2) Not taking in more animals than the shelter can provide care for, and; 3) Offering resources and support to pet guardians and good Samaritans to care for animals outside of the shelter system. Managed intake requires shelters to assess their capacity to provide quality care for animals and to flex their operations based on the standard of care they can provide with the resources available.

Managed intake matches animal intake with the capacity for care and the ability to ensure the best possible outcome for each animal within a reasonable timeframe. Managed intake refers to various ways in which shelters choose when and how animals are admitted, even if they are required by law, contract, or policy to take in all animals that come their way. These processes enable shelters to provide the most humane care to the animals who need them most.

While managed intake has been used in animal sheltering for many years, the pandemic restrictions of the past year led many shelters to reevaluate animal intake processes. Many shelters implemented or expanded managed intake practices, which enabled them to prioritize the most vulnerable populations.

Other benefits of the managed intake model include:

- The shelter sees significant reductions in owner surrenders of pets, which can be partially attributed to communities being willing to consider other options before surrendering an animal.
- Agencies can plan for maximum staffing on surrender days, making time for more individualized attention to both the animals and the people surrendering them.



Jesse Oldham
Susan Lea Riggs
ASPCA
424 East 92nd Street
New York, New York 10128

It is essential that shelters using managed intake monitor the program's impact regularly to ensure people who truly have no other viable option for humane care and their animals can access the shelter's services when needed.

The ASPCA has financially supported Los Angeles County's Department of Animal Care and Control (DACC) in their shift to a managed intake model by funding the CARE Voucher program. This program provides medical and grooming support, temporary boarding, and pet supplies to DACC clients who need these resources to prevent surrender of their animals. Also, knowing that community cat programs are integral to reducing cat populations that may end up in the shelter, the ASPCA supports efforts to remove legal barriers to community cat programs present in Title 10. We welcome the opportunity to discuss these barriers with you at your convenience.

Sincerely,

Jesse Oldham
Senior Director, Los Angeles Initiative
ASPCA

Susan Lea Riggs
Senior Director of State Legislation, Western Division
ASPCA



California Animal Welfare Association

Promoting Excellence in Animal Care, Sheltering, and Law Enforcement since 1909

July 20, 2021

The Honorable Hilda L. Solis, Chair
856 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

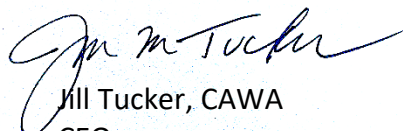
Dear Supervisor Solis,

Animal shelters throughout our state have made many exciting changes over the past 16 months that are yielding positive outcomes for animals. One significant shift in our industry is the move toward appointment-based services, a model frequently used by businesses that provide focused service to meet the needs of their customers.

Animal shelters are continually balancing the needs of all of their “customers” including the animals in their care, potential adopters, those needing to surrender pets, people who have lost their pets, and members of the general public. During the COVID 19 pandemic, operational adjustments were made out of necessity that, for many communities, resulted in immensely positive changes. With more attention to keeping pets with their families, more focused engagement with adopters, and more time and attention for the animals in their care, improvements were seen in animal health, customer experience, and overall live outcomes.

We have the utmost respect for the animal welfare leaders who devote themselves to navigating the complex challenges of doing this important work and urge you to support LA County’s Department of Animal Care and Control in continuing with practices that are improving animal health and overall live outcomes. While there is not a single recipe of programs and services that will work well for every community, it is paramount that each community press for the programs and services that will allow them to operate successfully and sustainably in providing high quality, effective, and caring service. Decisions should be made based upon facts and statistics and not thwarted by fear of change. DACC has made some very meaningful strides this past year, receiving positive national attention. You have much to be proud of and we hope the agency has your full support in continuing this path.

Sincerely,



Jill Tucker, CAWA
CEO

CALIFORNIA ANIMAL WELFARE ASSOCIATION

PO Box 249

PENN VALLEY, CA 95946

510-525-2744 * INFO@CALANIMALS.ORG * WWW.CALANIMALS.ORG



Atlanta • Kanab • Los Angeles • New York City • Salt Lake City

July 19, 2021

The Honorable Board of Supervisors
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors,

There's no question that the pandemic drastically changed the way that animal shelters conduct business. Staffing shortages and restrictions on public access to facilities meant organizations had to come up with new ways to still serve the animals and residents in their communities while keeping people and pets safe. Many of these adjustments wound up saving staff time and resources, drastically reduce stress-related medical conditions for animals in care, all while still leading to lifesaving outcomes for animals.

While many are eager to resume "business as normal" as we inch toward a post-pandemic world, this does not mean animal shelters across the nation should disregard the positive operational changes they made in 2020. When given a chance to take a step back and reset how people and pets are serviced in our communities, organizations across the nation have redefined when it is appropriate for people to visit the shelter.

By making these methodical shifts in operations, organizations are able to improve their client service by providing concierge-level attention for personalize interaction. Like other government services, such as the Department of Motor Vehicles, utilizing an appointment system and creating online systems to divert unnecessary in-person visits maximizes the experience for those doing business with the organization.

We encourage your office and fellow Board of Supervisors offices to continue to collaborate with the Department of Animal Care and Control in creating a reopening plan that balances appropriate access to the various services provided by the Department with the quality concierge-level experiences that can be found through self-service options and appointment-based services, all while continuing to maintain or increase animal lifesaving.

Best Friends Animal Society (BFAS) is a leading national animal welfare organization dedicated to ending the killing of dogs and cats in America's shelters. BFAS has lifesaving centers in New York City, Los Angeles, Atlanta, and Salt Lake City, and operates the nation's largest no-kill sanctuary for companion animals in Kanab, Utah. Best Friends Animal Society remains committed to assisting Los Angeles County Department of Animal Care and Control in all lifesaving efforts, so please do reach out if we can be of any assistance.

Best,

Kaylee Hawkins
Pacific Regional Director
Best Friends Animal Society



July 20, 2021

Dear Los Angeles County Board of Supervisors,

First, I would like to say that I hope you are all safe and well.

I wanted to take this opportunity to share with you our support for the "Managed Intake" approach to population management in animal shelters. This change falls in line with current national best practice recommendations to assist in ensuring that pets in your community are receiving the best care possible.

As I am sure we can all agree, Animal Shelters are less than ideal places for pets, especially when those pets are coming from a home environment. When trying to explain what an animal shelter is to individuals who do not often visit them, I find myself saying "if you take a prison facility and a hospital and merge them you end up with an animal shelter, and who wants to spend a great deal of time in either of those places?"

Using a managed intake approach for shelter populations allows organizations to better control the overall intake procedure by ensuring appropriate staff is available to facilitate the process. It also allows rescue partner organizations to not only be aware of but also be more involved with intake activities to help with moving animals out of the shelter as quickly as possible.

Below are a few resources from national experts in animal welfare which outline Managed Intake/Managed Admissions programs and how to implement them best:

[Brevard County Sheriff's Office- Helping the Community Through Managed Intake](#)

[Maddie's Fund- Managed Admissions](#)

[UC Davis College of Veterinary Medicine- Adoption and Intake Decision Making](#)

[ASPCA- Managed Admission](#)

Congratulations on pushing the status quo and considering progressive programs that will help to support the people and pets in your community!

Please let me know if you have any questions.

Dr. Josh Fisher
Board President
National Animal Care & Control Association



**STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF LOS ANGELES HELD VIRTUALLY IN
ROOM 381B OF THE KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012**

Tuesday, July 13, 2021

9:30 AM

**79-A. Report Back on the Managed Intake and Best Practices Within the
Department of Animal Care and Control Care Centers**

Recommendation as submitted by Supervisor Hahn: Instruct the Director of Animal Care and Control to report back to the Board in 15 days about the feasibility of giving the public full access to the care centers to view adoptable animals, on ways to increase adoption rates and ways to decrease the euthanasia of care center animals. (21-2890)

**On motion of Supervisor Hahn, seconded by Supervisor Solis, this item was
duly carried by the following vote:**

Ayes: 5 - Supervisor Mitchell, Supervisor Kuehl, Supervisor
Hahn, Supervisor Barger and Supervisor Solis

Attachments: [Motion by Supervisor Hahn](#)
[Report](#)
[Public Comment/Correspondence](#)
[Audio](#)

The foregoing is a fair statement of the proceedings of the regular meeting held July 13, 2021, by the Board of Supervisors of the County of Los Angeles and ex officio the governing body of all other special assessment and taxing districts, agencies and authorities for which said Board so acts.

Celia Zavala, Executive Officer
Executive Officer-Clerk
of the Board of Supervisors

By 

Celia Zavala
Executive Officer

MOTION BY SUPERVISOR JANICE HAHN

July 13, 2021

Report Back on the Managed Intake and Best Practices Within DACC Care Centers

On March 16, 2020 the Los Angeles County Board of Supervisors ordered all County buildings closed to the public to reduce transmission of COVID-19. Because the Department of Animal Care and Control (DACC) is an essential service that protects public safety and animal welfare, the Department implemented several protocols to comply with the County Health Order while maintaining the ability to provide these essential services.

The COVID-19 pandemic created many new ways for the Department of Animal Care and Control to meet the needs of its residents and animals. The Department implemented operational enhancements that allowed it to continue to serve residents and animals while maintaining physical distancing of visitors and staff. One of these enhancements was the implementation of appointments to allow the public to view and adopt animals. But, many people have felt that this system has limited the public's ability

MOTION

MITCHELL

KUEHL

HAHN

BARGER

SOLIS

to adopt. As the County prepares for reopening, the Department should evaluate the changes it implemented to ensure the ongoing needs of the animals and public are met.

I, THEREFORE, MOVE that the Board of Supervisors direct the Department of Animal Care and Control to report back to the Board in 15 days about the feasibility of giving the public full access to the care centers to view adoptable animals, on ways to increase adoption rates, and ways to decrease the euthanasia of care center animals.

#

JH: kc