



The Animal Foundation Community Support Plan

June 2023

Immediate Initiatives

- Pet Support Call Center - based on Pima County AZ model
 - Providing residents with live assistance and counseling support
 - Focus placed on:
 - Owner Surrenders, Found Animals, Returns to Owner
 - Staffing plan
 - Staffed 7 days a week - 9 a.m. to 9 p.m.
- Targeted Additional Staff Support
 - Two FTE - admissions
 - Two FTE - animal welfare
 - Two FTE - transfer/foster team
- Transfer (Paw Partner) Support
 - TAF/Best Friends Animal Society - grant/incentive program to increase capacity
 - Jurisdictions sponsor veterinary care funding/clinic partnered resources for rescues
 - Additional TAF staff to work directly with paw partners

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Pet Support Call Center



- **Owner Surrender Inquiries**
 - Triage – what can we do to assist?
 - Immediate communication, review of issue, and next steps
- **Found Animals**
 - Prioritize emergency needs
 - Provide live assistance
 - Focus on returning animals in the field
- **Returning Lost Animals to Owners**
 - Live support, quicker returns
 - Pet Support Call Center operations will reduce calls to APS, allowing officers to focus on emergencies and returning animals in the field when possible
- **Better Pathways**
 - Pima's model has contributed to a 90.5% live release rate in 2022

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Goals

- Reduce Wait Times for Non-Emergency Found Animal Appointments
 - To 72 hours by end of August
 - Achieve by significantly reducing number of appointments needed
 - Allows more daily capacity for emergencies
- Reduce Owner-Surrender Intakes
 - By 30% by end of 2023
 - Pet Support Call Center services will lead to shelter diversion
 - Connection to KEPPT program and other resources to keep pets in homes
- Increase Shelter Returns to Owner
 - By 10% by end of 2023
 - By diverting non-emergency APS dispatch calls to the Pet Support Call Center, APS Officers will be able to return more animals in the field
 - Enhanced customer service with call center hours extended outside of daily shelter operations hours

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Additional Recommendations

- Jurisdictions (APS) cease taking non-emergency owner surrenders and owner-surrender euthanasia cases in the field (*redirect to call center*)
- Potential ordinance changes to remove 24-hour hold for owner surrender and owner requested euthanasia cases
- Allow TAF the ability to release an animal to owner without needing to deliver citation onsite at shelter (*identify other options*)
- Add community resource officers to APS to address nuisance complaints/proactive fixes
- Partnered communication campaigns to introduce new Pet Support Call Center

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Anticipated Costs

	<u>Total for All Jurisdictions:</u>
Call Center Staffing (6.5 FTE) <ul style="list-style-type: none">• 1 manager, 1 supervisor, 4.5 counselors	\$300,000 annually
• Additional TAF Staffing (6 FTE) <ul style="list-style-type: none">• 2 admissions, 2 transfer, 2 welfare	\$235,000 annually
• Capital Investment <ul style="list-style-type: none">• Office modifications• IT equipment	\$20,000 (one-time, use existing capital reserve funds)
• <i>Veterinary services for paw partners</i>	<i>\$50,000 annually (proposed by jurisdictions)</i>

**** Clark County is currently funding approximately 43% of shelter services**

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Questions?