ACAD RESET PROPOSAL

Broward County Board of County Commissioners Workshop
May 11, 2021
WHY WE’RE HERE

1. External review of ACAD operations
   Hundreds of recommendations - Maddie’s Shelter Medicine Program, Best Friends Animal Society, American Pets Alive!, Broward County Auditor

2. On December 10, 2020, response to Broward County audit
   a. By July 24, 2021, proposal for a strategic plan reset
      Proposed Reset Goal – Provide world class animal care
      ➢ Back to basics (started on day 1)
        Transparency, Accessibility, Accountability
      ➢ Requires the whole community
   b. Provide proposals to Board
   c. Implement Board direction
# FIRST HUNDRED+ DAYS

**Progress on the Audit**

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>A - Implemented</th>
<th>B - Under Review or Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>A</td>
<td>B*</td>
</tr>
<tr>
<td>#</td>
<td>83</td>
<td>49</td>
</tr>
<tr>
<td>Total</td>
<td>63%</td>
<td>37%</td>
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*Seeking board direction, cost/complexity, prioritization*
FIRST HUNDRED+ DAYS

Virtual Pet Shelter

TRANSPARENCY
ACCESSIBILITY
ACCOUNTABILITY
# First Hundred+ Days

## Shelter Dashboard

<table>
<thead>
<tr>
<th></th>
<th>Total Pet Intake</th>
<th>Total Pets Outcomed</th>
</tr>
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<tbody>
<tr>
<td>1,734</td>
<td>1,532</td>
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**Live Release Rate**

- **87.1%**
FIRST HUNDRED+ DAYS

Focus on Operations

Washing & Cleaning

Surgery

Feeding
FIRST HUNDRED+ DAYS

Focus on Operations

SNIP, RTF & TNR

Managed Intake and Diversion

Volunteers
FIRST HUNDRED+ DAYS

Focus on Operations

Adoptions by Appointment

Shelter Maintenance

Dog Walking
FIRST HUNDRED+ DAYS

Focus on Operations
Construction
Field Services

BACK TO BASICS
Kitten Season
FIRST HUNDRED+ DAYS
Focus on Operations

Pet Enrichment

Herd Health

Community Support
FIRST HUNDRED+ DAYS
Performance Recognized

Broward County Animal Care and Adoption Center
2400 SW 42nd St. Fort Lauderdale, FL

4.3 ★★★★★ 1,167 reviews

Blessed Warrior
7 reviews
★★★★★ a month ago

Amazing animal shelter. Great staff and very caring. I found a mom cat and her litter of 7 kittens under a big tree in the backyard of my rental. I do recommend this place. Thank you so much for the great service you’re doing with the poor animals. Keep up the good work.

Like
FIRST HUNDRED+ DAYS

Animal Care Advisory Committee

- Three additional members
- More accessible meetings
- Will get Committee input on:
  - Policies
  - Programs
  - Services
  - Long-range plans
FIRST HUNDRED+ DAYS
Projects in the Works – Pilot for animal tracking
FIRST HUNDRED+ DAYS
Projects in the Works – Possible Backyard Improvements
FIRST HUNDRED+ DAYS

Projects in the Works – Wellness Clinic Opening
FIRST HUNDRED+ DAYS

Projects in the Works – Fear Free Shelter Staff Certification

Module 1:
Emotional Health
- Emotional needs of dogs & cats
- Stress response and its effects
- Animal stressors within the shelter

Module 2:
Recognizing How Animals are Feeling in the Shelter
- Understanding body language of dogs & cats
- Effects of fear, anxiety, stress & frustration on behavior
- Reducing fear, anxiety, stress & frustration

Module 4:
Fear Free Communication and Animal Handling Basics
- Effective communication within the shelter team
FIRST HUNDRED+ DAYS

Projects in the Works – Enhancing Rabies Tag Program
NATIONALLY WHERE WE CAME FROM

Working animals
- Women and orphans connection

Safety (rabies)

“Adopt don’t Shop,” “No Kill”

1800s
1950s-1970s
1990s
NATIONALLY TODAY AND TOMORROW

- Support vs. enforcement
- Community sheltering
- Equitable shelter services
- “Adopters Welcome,” “Pets for Life,” “Human Animal Support Services”
PROPOSED RESET

Four pillars of the reset

1. Shelter operations focus
2. Equitable services
3. Public safety
4. Community animal care
RESET - FY 2022 BUDGET REQUEST

1. Broward County Audit
   a. 29 – 36 new positions

2. ACAD Proposed Reset
   a. Build community animal care system
   b. Additional resources needed
SHELTER OPERATIONS FOCUS

FY 2022 request

1 – Intake-to-placement manager
1 – Veterinarian
3 – Veterinary Technicians
1. Responding to the needs of two million diverse people interacting with pets

2. Calibrating services offered against needs of the community
EQUITABLE SERVICES - DESCRIBED

1. Services to keep animals in homes
   - Doghouse program, fencing, low-cost vet care, behavioral intervention, community mediation

2. Services to return animals to homes
   - Free Rides Home, text messaging service, community sheltering support

3. Collaboration with social service organizations
   - Housing, Domestic Violence, Health, Aging Services

4. Providing services to all
PUBLIC SAFETY - DEFINED

1. Rabies programs
2. Other zoonotic diseases
3. Reduce unwanted pet/human interactions
   - Community cat management
4. Animals as indicators of community health
PUBLIC SAFETY - DESCRIBED

1. Targeted public education campaigns
2. Community learning and problem solving
3. Listening to representative groups
4. Dangerous dog decisions
COMMUNITY ANIMAL CARE - DEFINED

ACAD offers community support for people and pets

1. Aligned to support changing industry best practices
2. Evidence based and data collecting
3. Focus on community sheltering
4. Still here for the most needy and vulnerable
COMMUNITY ANIMAL CARE - DESCRIBED

1. Traditional perception
   a. Deposit animal problems at ACAD
   b. We’ll decide if you deserve a pet
   c. Protect pets from people and be the Dog Catcher

2. Clarified role as community resource
   a. Help citizens resolve pet problems and keep pets
   b. Enhance/build community relationships
   c. Diversion and quick in/quick out reduces need for shelter services
EQUITABLE SERVICES, PUBLIC SAFETY & COMMUNITY ANIMAL CARE – COSTS

1. One Public Information Officer requested for FY2022

2. Primarily reallocation of existing staff

3. Potential cost savings:
   a. Liability avoidance
   b. Reduced in-shelter costs as population declines
BOARD DIRECTION

Proceed Forward With Reset

- Shelter Operations Focus
- Equitable Services
- Public Safety
- Community Animal Care
THANK YOU!

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Environmental Protection and Growth Management Department
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