

**Quality and Productivity Commission**  
**30<sup>th</sup> Annual Productivity and Quality Awards Program**  
**“Heritage of Excellence”**

**2016 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

**NAME OF PROJECT: WAGS TO RICHES, A TAIL OF THE HEALTHY PET EXPO**

**DATE OF IMPLEMENTATION/ADOPTION:** APRIL 2015  
 (Must have been implemented at least one year - on or before July 1, 2015)

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 Barriers preventing pets from receiving veterinary care are: increasing veterinary cost,  
 2 lack of access, and owner misinformation. When pets do not receive proper veterinary  
 3 care, people may be at increased risk for zoonotic diseases which are diseases shared  
 4 between people and animals. There is a clear need to educate the public on ways to  
 5 improve the health of their pets and families while connecting them with affordable  
 6 services available in their community. The Department of Public Health partnered with  
 7 the Departments of Animal Care and Control and Parks and Recreation to organize the  
 8 2<sup>nd</sup> annual Healthy Pet Expo. About 40 different organizations and community partners  
 9 participated in the Expo which was attended by over 2000 residents and their pets.  
 10 Services provided for dogs and cats included free and low-cost vaccinations,  
 11 sterilizations and veterinary consults. Preventive care saves owners thousands of  
 12 dollars in treatment costs and decreases expenses for shelters by lowering the number  
 13 of relinquished pets. Sterilizing pets creates a safer community resulting in fewer bites  
 14 to humans and other neighborhood disturbances. The Healthy Pet Expo serves as a  
 15 model on improving access to care and ultimately saves County dollars.

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$ PLEASE SEE PAGE 5	\$125,000	\$ 0	\$125,000	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Department of Public Health 313 N. Figueroa Street Los Angeles, CA 90012	<b>TELEPHONE NUMBER</b> 213-240-8117
<b>PROGRAM MANAGER'S NAME</b> Karen Ehnert, DVM, MPVM	<b>TELEPHONE NUMBER</b> 213-989-7060  <b>EMAIL</b> kehrert@ph.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Catherine Mak, MBA SIGNATURE ON FILE	<b>TELEPHONE NUMBER</b> 213-989-7240  <b>EMAIL</b> cmak@ph.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Cynthia Harding, MPH SIGNATURE ON FILE	<b>TELEPHONE NUMBER</b> 213-240-8117

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**1<sup>st</sup> FACT SHEET – LIMITED TO 3 PAGES ONLY:** Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

Our 2<sup>nd</sup> annual Healthy Pet Expo was coordinated during National Public Health Week. In collaboration with county, city, and community-based organizations, the Los Angeles County (LAC) Department of Public Health (DPH) organized the Healthy Pet Expo to educate the public on how to improve the health of their families and their pets, while connecting residents with services available in their community. The event was organized under the concept known as One Health, where improving the health of animals also improves the health of people and the environment. Our partners included: the LAC Department of Animal Care and Control; the Department of Parks and Recreation; the Southern California Veterinary Medical Association; three different local universities; Chief Executive Office; the Internal Services Department; Department of Human Resources; Women, Infants, and Children; private veterinarians, and external animal organizations. The significance of organizing a separate Expo for pets was to direct attention to the specific challenges faced by animal owners that are not usually addressed at health fair events. The Healthy Pet Expo is a Board of Supervisors-supported event. This ongoing effort encourages healthier lifestyles for both pets and people to reduce the future burden of disease costs for the owner, as well as the costs incurred by the county for impounded, sick or unwanted pets at the animal shelters.

**Challenge:**

It is estimated that about half of LAC residents own pets. Animals can greatly enrich people’s lives by improving a person’s cardiovascular health or acting as a motivator to exercise and stay healthy. However, with the rising cost of pet care and continued persistence of many preventable diseases in pets, many animals are being surrendered to the shelters, abandoned, or are not receiving care. If a dog or cat does not receive appropriate care, it can place an enormous emotional and financial burden on its family, transmit diseases to people or endanger a community.

LAC has a pet overpopulation problem. In 2015, over 200,000 dogs and cats are impounded into the shelters in LAC. Over 50,000 of those animals were euthanized. All of these unwanted and uncared for animals create an enormous emotional and financial burden on the county. Intact animals can reproduce at a fairly high rate, producing hundreds of animals in their lifetime. Many of these animals may be a community hazard if they are homeless or may end up in the shelters. Homeless animals can spread disease, fight with other animals, bite people, or cause car accidents. We need to help reverse the pet overpopulation problem in LAC by encouraging residents to be responsible pet owners and connecting them to services that already exist in their community.

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Canine parvovirus is a vaccine preventable disease in dogs. From Veterinary Public Health’s data, approximately 90% of animals that are sick with canine parvovirus in the shelter acquired the illness from the community, not the shelter. This points to the endemic nature of the disease in LAC, especially in low socio-economic neighborhoods. It also demonstrates that many residents might not have the resources to treat their sick pet and instead relinquish the animal to the shelter. This further burdens an already over populated shelter system in LAC.

**Solutions:**

To provide residents with direct services and information on how to improve the health of their families and their pets, DPH’s Veterinary Public Health Program and the Office of Communications and Public Affairs organized a Healthy Pet Expo targeted to pet owners in LAC. The Expo provides residents with direct services and information on how to improve the health of their families and that of their pets. Through collaboration with other County departments and community partners, the Expo was able to provide improved access to care and connection with existing resources in the community. There were a wide range of services for dogs and cats, such as free and low-cost vaccinations, free sterilizations and free veterinary consults. There were also educational booths, family activities and entertainment to make this a family- and pet-oriented activity conducive for learning and educational opportunity. This year, the Department of Human Resources also encouraged County staff who were attending the nearby Countywide Fitness Challenge “Walk it off” event to also attend the Healthy Pet Expo by promoting a walk between the two events. Armed with new knowledge about pet health, pet owners were better informed on pet preventive care and the resources available to help keep the entire family healthy.

**Benefits:**

LAC residents benefited from free pet preventive healthcare services and other informational resources through our collaboration with partners. During the 2<sup>nd</sup> annual Healthy Pet Expo approximately 2000 people received pet health information, over 100 pet sterilizations were performed, over 500 dogs and cats were vaccinated, and over 100 microchips were placed, in addition to approximately 300 veterinary consults. All services were offered at no or minimal cost to the pet owner.

Sterilizing one dog or cat prevents the birth of hundreds of new animals. This is an essential practice in LAC due to the pet overpopulation problem and overburdened animal shelter system.

Furthermore, through the provision of free or low-cost pet vaccinations at the event, we are saving owners thousands of dollars in the treatment of vaccine-preventable diseases. We are also protecting human health by preventing the transfer of diseases that might infect the owner; for example, by deworming a pet we prevent internal parasite infection in humans.

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**NAME OF PROJECT: WAGS TO RICHES, A TAIL OF THE HEALTHY PET EXPO**

**LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS):** Use Arial 12 point font

**STRATEGIC GOAL #2: COMMUNITY SUPPORT AND RESPONSIVENESS**

All of the actions mentioned will decrease the number of sick or unwanted animals brought to animal shelters, translating into additional County savings. The Healthy Pet Expo also resulted in a better informed pet owner population who are now connected to resources in their community and empowered to make the best decisions for the health of their pets and families. This leads to a better quality of life for the pets and their families. It also promotes a positive awareness of services available in the county and significantly improves access to care for many LAC residents.

This event took place in LAC Supervisorial District 1 and can be replicated in all County Districts to result in additional cost savings and a better served community.

The continuous challenge in LA County is for all pets to receive preventive healthcare services and to address the pet overpopulation problem. The Healthy Pet Expo is one small step toward addressing these challenges. Our event addressed two out of the three goals listed for the County’s Strategic Plan: Goal 2 – Community Support and Responsiveness; and Goal 3 – Integrated Services Delivery. By providing free and low-cost pet services, empowering residents to make healthier choices for their family, and connecting people to resources in their community, the Healthy Pet Expo can serve as a model for other Supervisorial Districts within the County. Events similar to this can improve access to care, reduce the pet overpopulation burden placed on shelter, result in cost savings for the shelters and pet owners, as well as create a healthier community.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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\$ * SEE NOTE BELOW	\$125,000	\$ 0	\$ 125,000	X

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\* Shelter cost avoidance have not been taken into consideration.

Cost for veterinary service if LA County resident were to go to a private veterinarian:

Veterinary Service	Cost of Service at Private Veterinarian	Number of services performed at Healthy Pet Expo	Estimated cost savings for LAC residents
Sterilization	\$400	Over 100	\$40,000
Vaccination	\$100	Over 500	\$50,000
Microchip placement	\$50	Over 100	\$5,000
Veterinary consult	\$50	Over 300	\$15,000
Spa booth (nail trims, anal gland expression, etc.)	\$-50	Over 200	\$10,000
<b>Estimated Total Cost Savings =</b>			<b>\$125,000</b>

**The Healthy Pet Expo resulted in an estimated cost savings of \$125,000 for LA County residents.** Attendees of the Health Pet Expo also received referrals for other low cost services outside the event, thus ensuring that they had access to continued resources thereafter. This is a conservative estimate of the cost of healthcare for pets. The prices at each vet clinic for each animal may vary. Complications in health status are not included in this estimate.

NB. Conservative estimates for Veterinary visits are used here as fees vary from location to location. The actual savings may be much more than listed here.

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**FOR COLLABORATING DEPARTMENTS ONLY**

*(For single department submissions, do not include this page)*

<b>DEPARTMENT No. 2 NAME AND COMPLETE ADDRESS</b>	
ANIMAL CARE AND CONTROL 5898 CHERRY AVENUE, LONG BEACH CA 90805	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> SIGNATURE ON FILE DORTHY PHILLIPS EMAIL: <u>DPHILLIPS@ANIMALCARE.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> SIGNATURE ON FILE MARCIA MAYEDA EMAIL: <u>MMAYEDA@ANIMALCARE.LACOUNTY.GOV</u>
<b>DEPARTMENT No. 3 NAME AND COMPLETE ADDRESS</b>	
PARKS AND RECREATION 510 SOUTH VERMONT AVENUE, LOS ANGELES, CA 90020	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> SIGNATURE ON FILE ELIZABETH MENDEZ EMAIL: <u>LMENDEZ@PARKS.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> SIGNATURE ON FILE JOHN WICKER EMAIL: <u>JWICKER@PARKS.LACOUNTY.GOV</u>
<b>DEPARTMENT No. 4 NAME AND COMPLETE ADDRESS</b>	
INTERNAL SERVICES 1100 NORTH EASTERN AVENUE, LOS ANGELES, CA 90063	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> SIGNATURE ON FILE DIANE QUARKER EMAIL: <u>DQUARKER@ISD.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> SIGNATURE ON FILE DAVE CHITTENDEN EMAIL: <u>DCHITTENDEN@ISD.LACOUNTY.GOV</u>
<b>DEPARTMENT No. 5 NAME AND COMPLETE ADDRESS</b>	
HUMAN RESOURCES 500 WEST TEMPLE STREET, ROOM 585, LOS ANGELES, CA 90012	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> SIGNATURE ON FILE THERESA TRAN EMAIL: <u>TTRAN@HR.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> SIGNATURE ON FILE LISA GARRETT EMAIL: <u>LGARRET@HR.LACOUNTY.GOV</u>
<b>DEPARTMENT No. 6 NAME AND COMPLETE ADDRESS</b>	
CHIEF EXECUTIVE OFFICE 500 WEST TEMPLE STREET, LOS ANGELES, CA 90012	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  JERRY RAMIREZ EMAIL: <u>JRAMIREZ@CEOL.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  SACHI HAMAI EMAIL: <u>SHAMAI@CEO.LACOUNTY.GOV</u>
<b>DEPARTMENT No. 7 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>