

**Quality and Productivity Commission**  
**33<sup>rd</sup> Annual Productivity and Quality Awards Program**  
**"Empowering Innovative Solutions"**

**2019 APPLICATION**

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

**NAME OF PROJECT:** Hope for Homeless Pets

**DATE OF IMPLEMENTATION/ADOPTION:** JUNE 1, 2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

**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 While it is well known that homelessness is an urgent issue in Los Angeles County, few  
 2 are aware of the challenges faced by homeless pet owners. While the number of  
 3 housing programs has increased in recent years, there are limited number of options for  
 4 low-income pet owners. This means that homeless pet owners are often left to choose  
 5 between obtaining much-needed shelter and taking care of their dearest companion.  
 6 Individuals may also delay or forgo needed medical or psychiatric treatment in fear of  
 7 being separated from their pets. To assist this specific population-which accounts for  
 8 approximately ten percent of homeless individuals in the County-the Los Angeles  
 9 County Department of Animal Care and Control implemented "Hope for Homeless Pets"  
 10 in June of 2017. This program provides free vaccinations, spay/neuter services, flea  
 11 and tick treatment, microchipping and, most importantly, temporary boarding for pets  
 12 while pet owners secure long-term housing or receive needed medical services. Over  
 13 180 pets have been assisted through this program since June 2017. Overall, this  
 14 program provides assistance to a population that is often overlooked when addressing  
 15 homelessness, and allows pet owners and their beloved pets to stay together.

**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
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b>  Los Angeles County Department of Animal Care and Control 5898 Cherry Avenue, Long Beach, CA 90805		<b>TELEPHONE NUMBER</b> (562) 728-4610
<b>PROGRAM MANAGER'S NAME</b> Allison Cardona		<b>TELEPHONE NUMBER</b> (562) 728-4572 <b>EMAIL:</b> acardona@animalcare.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Dorothy Phillips	<b>DATE</b> 6/10/19	<b>TELEPHONE NUMBER</b> (562) 256-1379 <b>EMAIL:</b> dphillips@animalcare.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Marcia Mayeda	<b>DATE</b> 6/10/19	<b>TELEPHONE NUMBER</b> (562) 728-4610

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

There are over 50,000 individuals experiencing homelessness in Los Angeles County, and among these individuals an estimated ten percent (or approximately 5,000) are pet owners. Pet-friendly affordable housing options are limited, putting a vulnerable subset of people experiencing homelessness at increased risk. This means that pet owners experiencing homelessness are often left to choose between housing for themselves and separation from their beloved companion, or remaining at risk and without shelter, medical, or psychological assistance.

Many pet owners refuse to be separated from a pet they consider to be a member of the family. As one of the nation’s leading advocates for animals and pet owners, the Los Angeles County Department of Animal Care and Control (DACC) strongly believes that no individual should have to make that heart-wrenching decision. DACC recognizes the invaluable bond that exists between a pet owner and their pet, particularly when that pet may be the only source of comfort during an especially challenging time. For this reason, DACC implemented a new program in June of 2017 that provides free spay/neuter, flea and tick treatment, microchipping, vaccinations, and temporary boarding of pets as their owners secure long-term housing or seek needed medical services. The program, called “Hope for Homeless Pets”, allows individuals to focus on housing and services while knowing that their pets are safe. This is crucial, because without this support many of these individuals might sacrifice treatment or housing to ensure that they remain with their animal companions.

Between June 2017 and February 2019, “Hope for Homeless Pets” assisted more than 180 pets and over 80 people. “Hope for Homeless Pets” is offered at all seven of DACC’s animal care centers and provides assistance to all types of pets including, but not limited to, cats, dogs, rabbits, and horses. Over 30 pets have been spayed and neutered through “Hope for Homeless Pets”. Sterilization surgery is important to an animal’s overall health and comfort, and is a fundamental strategy for reducing pet overpopulation. In addition, 45 animals have received free microchipping that allows for easy reunification if pets are separated from their owners. The issuing of free wellness vaccinations provides health benefits to residents and animals in Los Angeles County by diminishing the risk of diseases transmittable to people and animals. If determined necessary by DACC’s medical team, additional medical treatment is also provided.

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One of DACC’s primary goals is to keep pets and pet owners together, and this program has significantly contributed to that mission. Numerous individuals have expressed their gratitude for the program and have been able to secure housing for themselves and their pets. DACC shares these stories regularly in its monthly “What’s Up, DACC?” newsletter and with the CEO’s Homeless Initiative program.

There are various reasons why pet owners decide to relinquish their pets to our care centers but housing and financial restraints should not be one of them. “Hope for Homeless Pets” helps eliminate financial barriers for pet owners experiencing homelessness, while also encouraging participants to seek long-term solutions for themselves and their pets. Overall, “Hope for Homeless Pets” benefits Los Angeles County by helping people experiencing homelessness obtain critical services, keeping homeless pets off the street, reducing public health risks associated with unvaccinated animals, and preserving the bond between pet owners and their closest companions.

In addition to providing direct support to pet owners, DACC collaborates with other County departments such as Mental Health, Sheriff’s Department, Department of Health Services, District Attorney, and more. Social workers, case managers, and law enforcement officers often hit roadblocks when working with pet owners experiencing homelessness. Through outreach and education, DACC partners with these departments to accept referrals for pet issues. Pet ownership issues are often the missing piece in providing a holistic approach to homeless services. DACC’s program removes the barrier that pet ownership may cause, allowing the individual or family to receive comprehensive services. In turn, DACC may be the first point of entry into homeless services for a pet owner. DACC’s initial interface with pet owners provides an opportunity to connect them to crucial human service resources. Over 40 DACC staff were trained by the Los Angeles Homeless Services Authority regarding how to make referrals for services. As part of the Homeless Initiative strategies, DACC regularly submits referrals to the Coordinated Entry System Coordinators in the various Service Planning Areas (SPAs). DACC has cultivated relationships with the CES coordinators and service providers to advocate for services for pet owners. This is part of a holistic approach that reaches beyond the provision of solely pet services. It is aligned with the understanding that in order to address the complex issue of homelessness, the client’s entire range of issues must be addressed.

DACC was also the first non-police department to receive specialized training by the Sheriff Department’s Homeless Outreach team. The training, geared towards animal control officers, explained the reasons behind homelessness, contributing factors and the approach towards service provision embraced by the Sheriff’s Department.

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

“Hope for Homeless Pets” supports the County of Los Angeles Strategic Plan, I.1.2 – Implement a Homeless Prevention Program for High-Risk Families by providing new resources for pet owners experiencing homelessness. As “Hope for Homeless Pets” has proven, many pet owners experiencing homelessness will seek out the services they need if they can ensure that their pets will be cared for and eventually returned to them. By providing free temporary boarding and care for pets, “Hope for Homeless Pets” helps bring a highly vulnerable population off the streets.

“Hope for Homeless Pets” supports Strategy II.2 – Support the Wellness of our Communities by providing services that promote a healthier environment and mental well-being for individuals experiencing, or at risk of experiencing, homelessness. This is accomplished by offering a pathway for individuals to seek needed medical treatment without having to forfeit their animal companions. The collaboration with other County departments ensures a holistic, comprehensive approach to combatting and ending homelessness.

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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. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. 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. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

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

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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>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<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>
EMAIL: _____	EMAIL: _____