



El Paso Animal Services Update

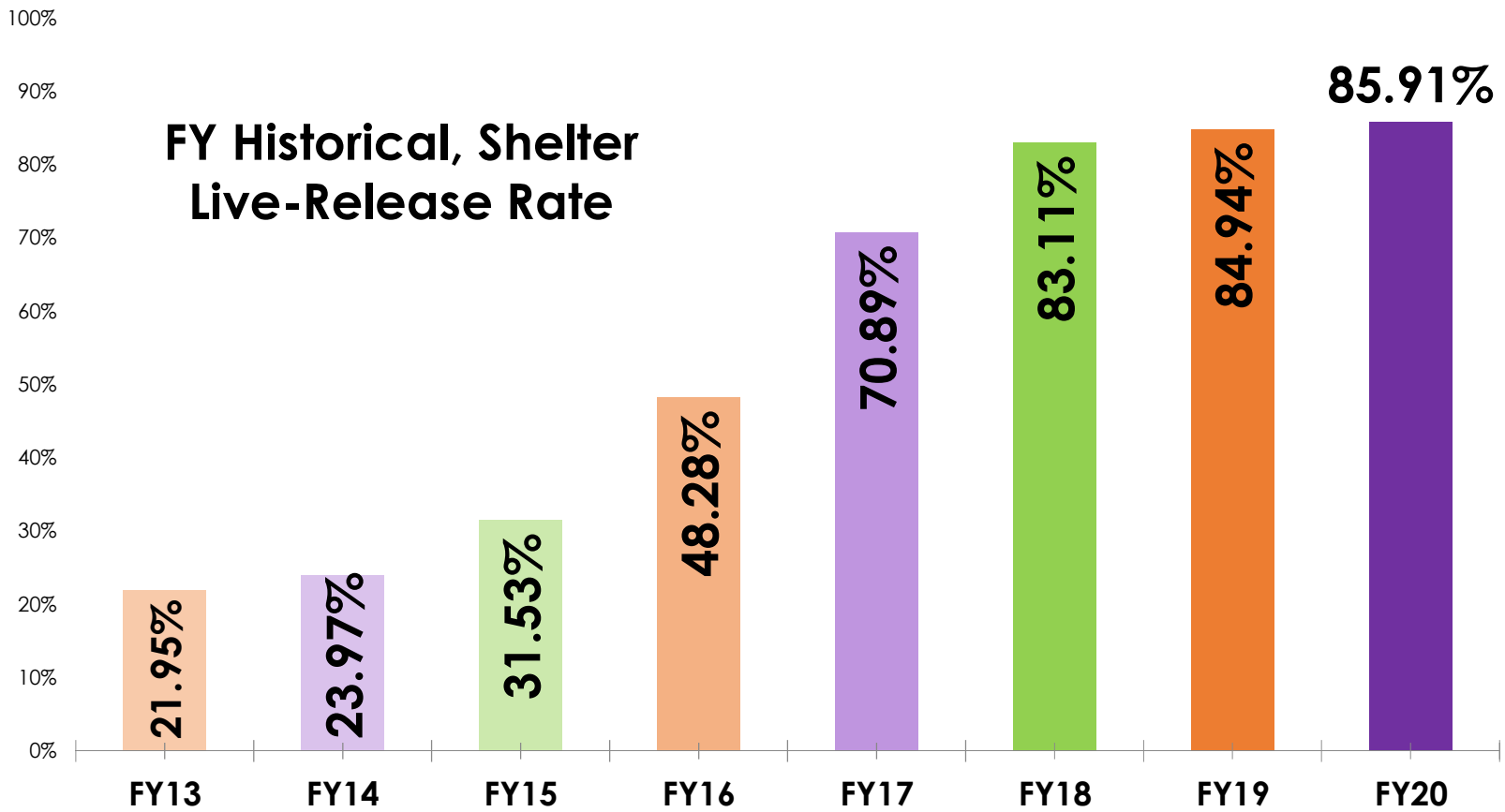
A  HUMAN ANIMAL
SUPPORT SERVICES PILOT SHELTER
by AMERICAN PETS ALIVE!



Strategic Goal 8 - Nurture and Promote a Healthy, Sustainable Community
Paula Powell, Director



Where We Were

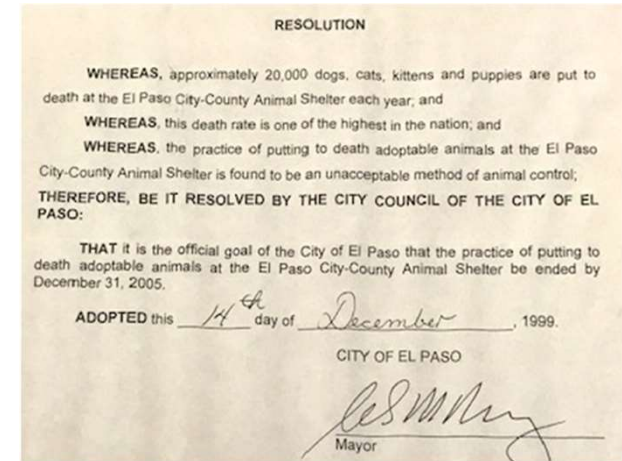


TOGETHER WE WILL SAVE MORE LIVES
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From Vision, To Plan, To Action, To Leading

- City-County resolution to end the killing of adoptable animals by 2005 (1999)
- Community calls for a major shift in how Animal Services operates (2015)
- Leadership listened to the communities' calls for lifesaving change, resulting in the creation of a shelter reform taskforce (2015)
- A comprehensive reform plan consisting of proven best practices was created, later approved by City Council (2016)
- A renewed taskforce consisting of current leadership is assigned with the goal of implementing, enhancing and updating the initial reform plan with input from the community, ASAC, partners, and current department workforce (2017)
- Animal Services has first monthly live-release rate of 90% or higher (February 2018)
- Animal Services Foster Program leading the country (September 2019)
- Animal Services is selected as a Tier 1 Pilot Shelter in the Human Animal Services Support model aimed at keeping pets with their families that love them (March 2020)



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From Vision, To Plan, To Action, To Leading



COVID-19 Resources: Animal Care & Control

As more people practice social distancing and more states establish shelter in place orders, we can expect that adoption traffic into your facility will soon slow. Having fewer outlets for live outcomes is one reason why limiting the number of pets coming into our shelter is critical.

The resources on this page will help you execute a managed intake process and improve your Return to Owner efforts.

Field Services and Return-to-Owner

Especially in challenging times, ACOs play an important role in reserving facility space for the neediest animals by returning pets to their homes and providing retention resources so pets stay with their families.

Organizations that provide animal control services should ensure their officers are making every effort to return pets to their homes. These resources can help:

VIDEOS, WEBINARS, & PODCAST

- **Radical RTO:** A Conversation between Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation, and Tawny Hammond, National Director of Leadership Advancement, Best Friends Animal Society webinar

[El Paso Animal Services- How to deliver an animal safely](#)

- NACA Podcast: [Guidance for ACOs in the Field with Scott Giacoppo](#)

Featured on Best Friends as a Leader of COVID-19 Field Operational Changes

Selected as a Tier 1 Human Animal Support Services Pilot Shelter



PROUD PILOT SHELTER



EL PASO ANIMAL SERVICES



HUMAN ANIMAL SUPPORT SERVICES



HUMAN ANIMAL SUPPORT SERVICES
by **AMERICAN PETS ALIVE!**

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National Civic League OUR WORK ▾ EVENTS & PROGRAMS ▾ RESOURCES ▾ ABOUT ▾ SUPPORT ▾

People and Pets - Reaching Community-wide "No-Kill" Status

The City of El Paso's Animal Shelter is the only open admission shelter in the entire region with an annual intake of nearly 27,000 homeless pets. The City of El Paso approved a bold plan that would lead to the large shelter achieving "No-Kill" status by 2020. The formula for No-Kill includes aggressive pet retention programs, spay and neuter programs, community engagement rather than enforcement, and robust adoption programs.

The first step was to reduce the number of animals being admitted to the shelter. This was accomplished by agreements with Fort Bliss, The County of El Paso and Ysleta del Sur Pueblo, a nearby Native American tribe, to participate in Trap-Neuter-Return (TNR) programs. Additionally, the Animal Protection Partner Academy trained officers to abide by lifesaving programs geared at keeping pets in their homes where they belong rather than being sent to the animal shelter.



2020 All-America City Winner: Highlighting People & Pets





That Was Then, This is NOW

El Paso Animal Services finds pet adoption, fostering success online during pandemic

Veronica Martinez | El Paso Times
 Published 5:00 a.m. MT May 23, 2020 | Updated 3:26 p.m. MT May 23, 2020



El Paso Animal Services joins nationwide program aimed at keeping pets and families together



New city ordinance to protect pets from animal cruelty, enforce rules for groomers

by Alyssa Bethencourt | Maria Saenz | Tuesday, August 18th 2020



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KICK ASS SHELTERS THAT ARE EMBRACING CHANGE DURING COVID-19

City of El Paso Animal Services (El Paso, Texas)





That Was Then, This is **NOW**

23,615 → **1,414**

ANIMALS EUTHANIZED IN FY2013

ANIMALS EUTHANIZED IN FY2020

94%

DECREASE IN EUTHANASIA

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20 IN 2020 | POWER IN THE VISION

Initiative #20

Continue no-kill shelter effort leading to 90% live-release rate by December 2020

90%

is a benchmark, however,
not every community is
the same



No-Kill Definition:

A place where all healthy and treatable animals are saved, and where only unhealthy and untreatable animals are euthanized. (Maddie's Fund)

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Vision/Mission/Values

Vision:

El Paso will be the leader in animal welfare.

Mission:

Deliver excEPtional services to support a high quality of life for our pets, ensuring their 5 freedoms.

Core Values:

Professionalism

Accountability

Willingness to help those in need of shelter, food, care and love.

Service

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Strategic Goals

Goal 1

Reduce the number of pets entering Animal Services.

Goal 4

Increase positive outcomes for pets in our community.

Goal 2

Provide healthier pets.

Goal 5

Increase social awareness of animal welfare in our community.

Goal 3

Provide safe, comfortable living conditions for pets in our care and community.












Goal 6

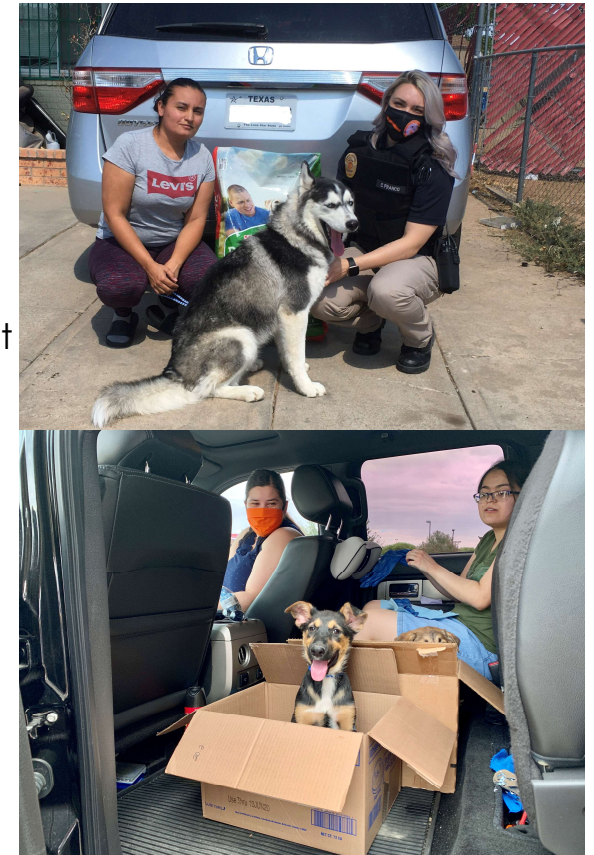
Provide a safe environment for employees and opportunities for professional development.

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Goal 1 - Reduce the Number of Pets Entering Animal Services

-  Reclaim fees waived within first 48hrs
-  Neighborhood canvassing
-  Fire Station microchip scans
-  Animal Services Prime
-  Field Operations – engagement rather than enforcement
-  Microchip events
-  Tag list intake protocol
-  Pet Finder Map
-  Home Base Fosters
-  Found Report
 - Community assisted
-  Community and Pet Support Program

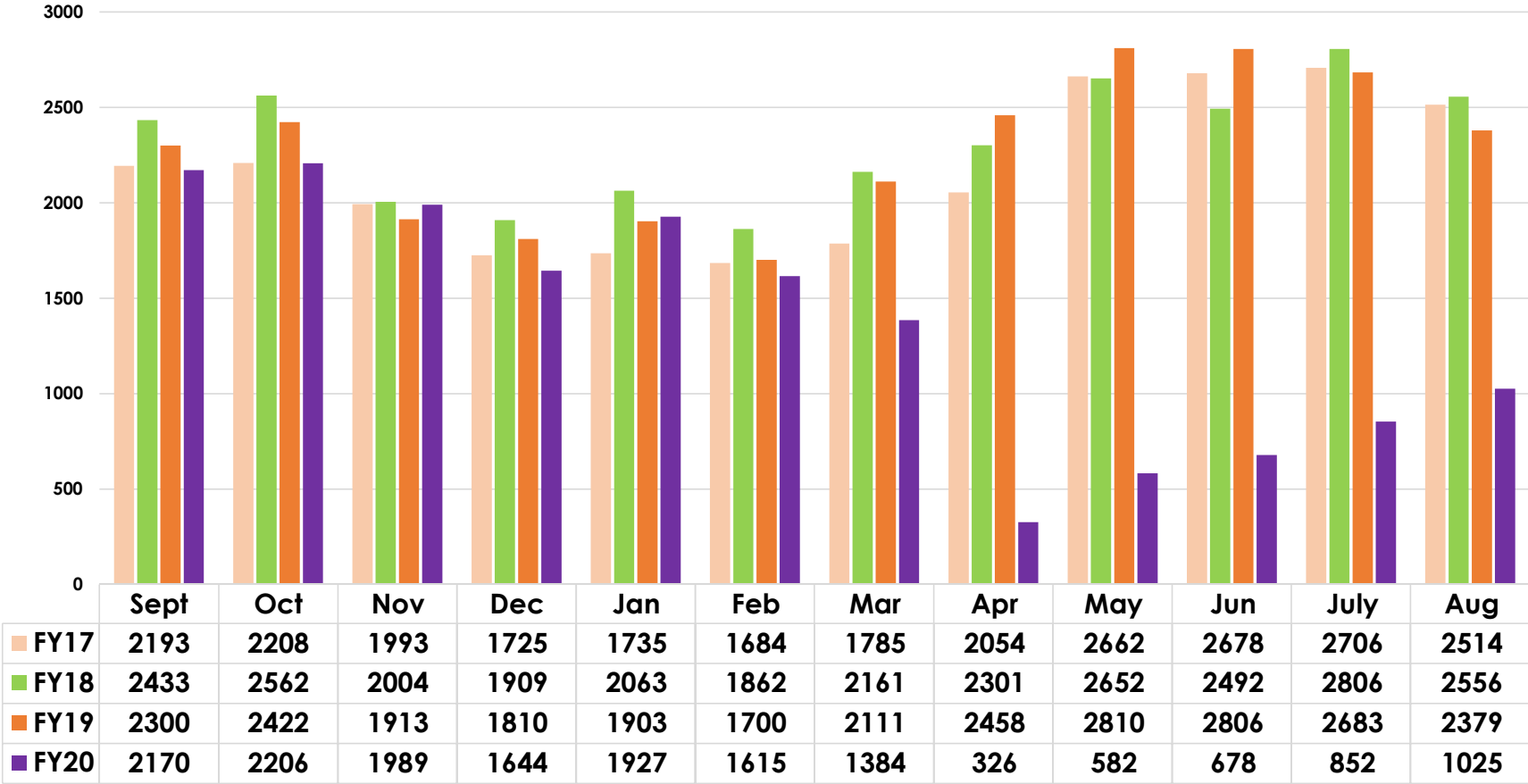


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Intake

FY17 FY18 FY19 FY20















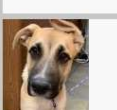

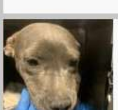





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Interactive Pet Finder Map

PET FINDER
 Instructions: Explore by clicking below to search in a particular area or review the listed photos to search by name.
 Found Pets are animals found by the community or by Animal Protection Officers. If you believe one of the found pets might be yours, please email us at EPASLostPets@elpasotexas.gov or call us at (915) 212-8741 (11 am – 5 pm).
 Lost Pets are lost reports made by pet owners. If you've found a lost pet, visit www.elpasoanimalservices.org/foundpetresources for more information. If you have lost a pet and want to file a report, call 311 or www.elpasoanimalservices.org/lostpetresources.

Dog Found Report
Cat Found Report
Dog Lost Report
Cat Lost Report

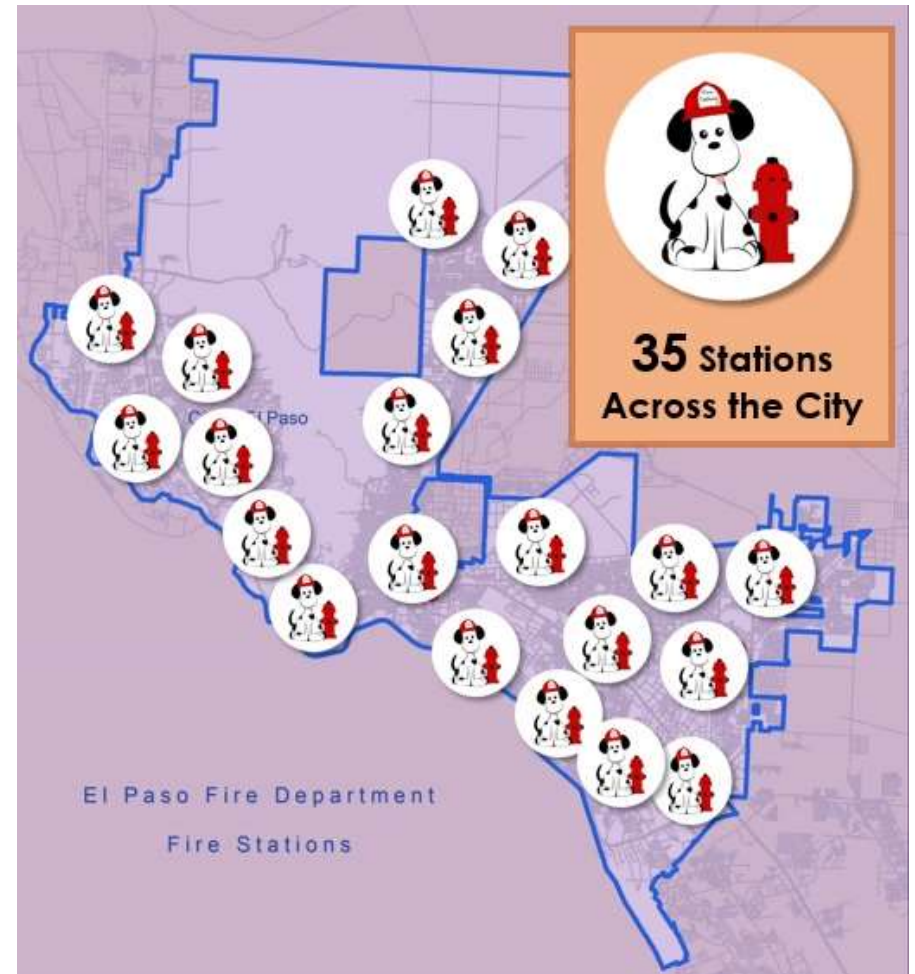
 Freya	 41870558	 A43983705	 A43963717
 Doc	 41706971	 Spike	 41717953
 43970311	 Juliet	 Boris	 Misty
 41725974	 Rooster	 44078700	 Shelby
			

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EPFD Fire Station Opportunities

- 35 Fire Stations throughout El Paso-
Established March 2019



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Goal 1 – Reduce the Number of Pets Entering Animal Services

Began new **Community and Pet Support Program** with the following results in 2 months:

1,734
PETS SENT TO
FOSTER

1,714
COMMUNITY PETS
VACCINATED

**6+ TONS PET
PANTRY FOOD
GIVEN**
12,360 lbs

6,367
CALLS RESPONDED TO

1,600
COMMUNITY PETS ASSISTED
AT SENIOR FOOD BANKS

1,500 +
COMMUNITY PETS
MICROCHIPPED

20
COMMUNITY
EVENTS
HOSTED












1,100+
LOST & FOUND
REPORTS TAKEN

651
COMMUNITY CATS

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Goal 2 - Provide Healthier Pets

-  Euthanasia Decisions protocol
-  Vaccination upon intake
-  Behavior evaluations
-  Population Management - intake to placement
-  Sick Quarantine Cleaning protocol
-  Participation in daily rounds and Accountability Checklist
-  Enhanced medical procedures and protocols
-  Offsite vaccine clinics/events
-  Contracted relief vets
-  Disease control via cleaning changes
-  EPVMA partnership and endorsement of HASS

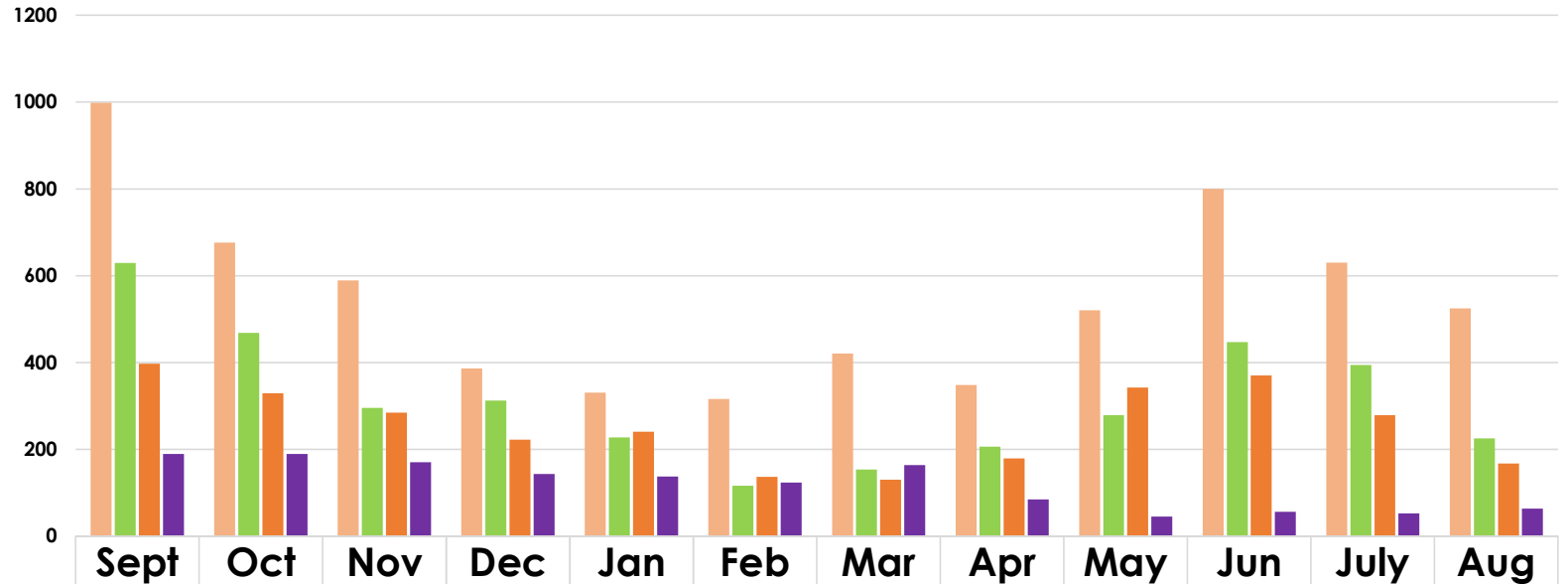


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Euthanasia

■ FY17
 ■ FY18
 ■ FY19
 ■ FY20



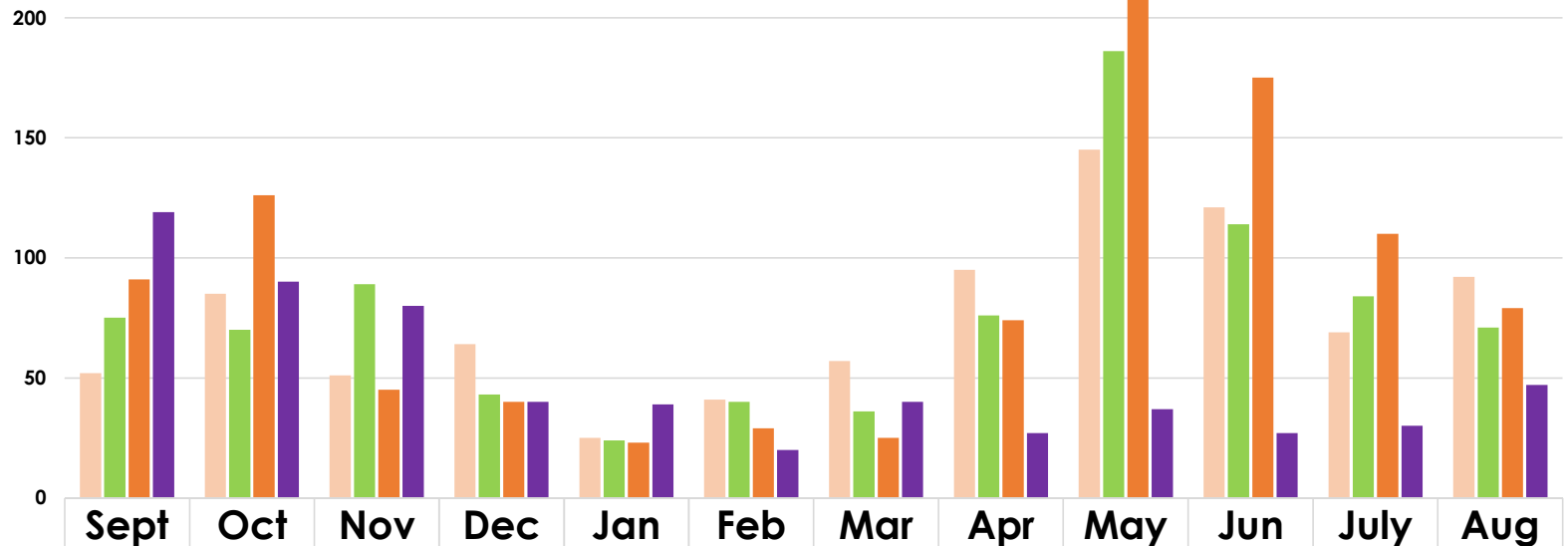
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
■ FY17	998	676	589	386	330	316	420	348	520	800	630	524
■ FY18	629	468	295	312	227	116	153	206	278	447	394	225
■ FY19	397	329	284	222	240	136	130	179	342	370	278	167
■ FY20	189	189	170	143	137	123	163	84	45	56	52	63

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Died In Care

FY17 FY18 FY19 FY20

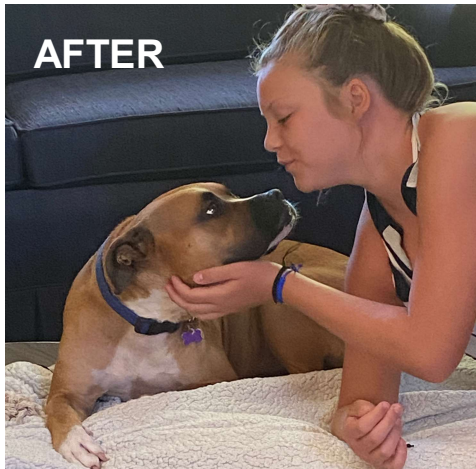


	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
FY17	52	85	51	64	25	41	57	95	145	121	69	92
FY18	75	70	89	43	24	40	36	76	186	114	84	71
FY19	91	126	45	40	23	29	25	74	210	175	110	79
FY20	119	90	80	40	39	20	40	27	37	27	30	47

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Goal 2 - Provide Healthier Pets



8,754



**SHELTER SPAY/
NEUTER**



45,528

**SHELTER
VACCINATIONS**

1,843



**PUBLIC SPAY/
NEUTER**

448 GRANT FUNDED



92,683

**MEDICAL TREATMENTS
GIVEN**

134

**LIFESAVING
SURGERIES**





Goal 3 - Provide safe, comfortable living conditions for pets in our care and the community

-  Animal movement plan developed to track animals from intake to placement
-  48 outdoor kennels for large dogs with misters and electric installation for heaters
-  Prepared and opened Mission Valley Adoption Center
-  20 large kennels for large behavior dogs with heaters
-  Enhanced/increased enrichment
-  Healthier food
-  Food Pantry
-  Supplies for community needing help
-  HVAC and improvements to shelter design complete
-  Cleared drain pond and installed underground drainage
-  Added ceiling heaters in the barn
-  Accountability Checklist protocol
-  Coated kennel floors with chemical resistant paint
-  Kennel repairs as needed
-  Automatic feeders designed and installed
-  Replaced all water bowls with stainless steel buckets
-  Updated comprehensive manuals
-  Developed Emergency Preparedness Guide
-  Amendments to 'Animals' Ordinance

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Goal 3 - Provide safe, comfortable living conditions for pets in our care and the community



New Auto-Feeders in Dog Kennels



Enhanced Enrichment thanks to Parks & Recreation Staff



Pet Food Pantry Distributed at the shelter and targeted areas



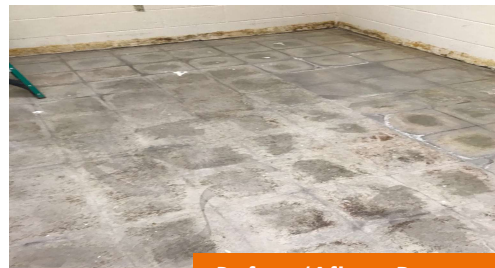
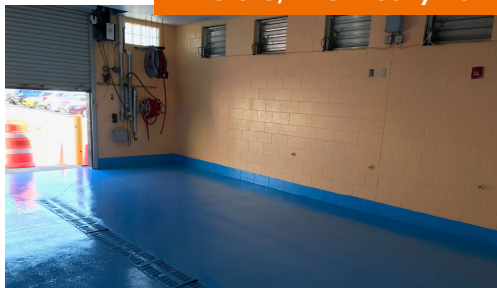
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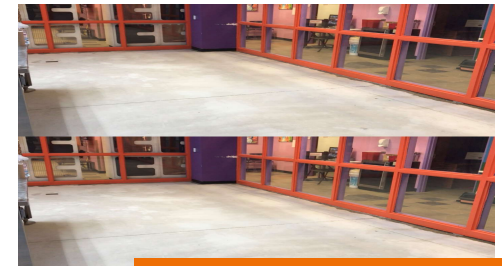
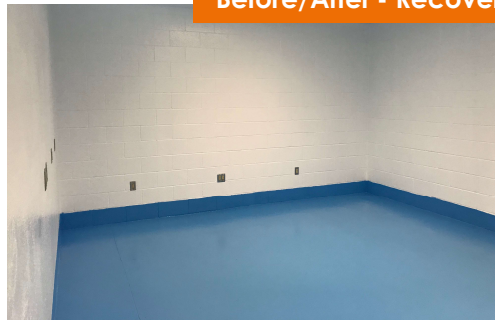
Goal 3 - Provide safe, comfortable living conditions for pets in our care and the community



Before/After - Sally Port



Before/After - Recovery



Before/After - Cat Adoptions

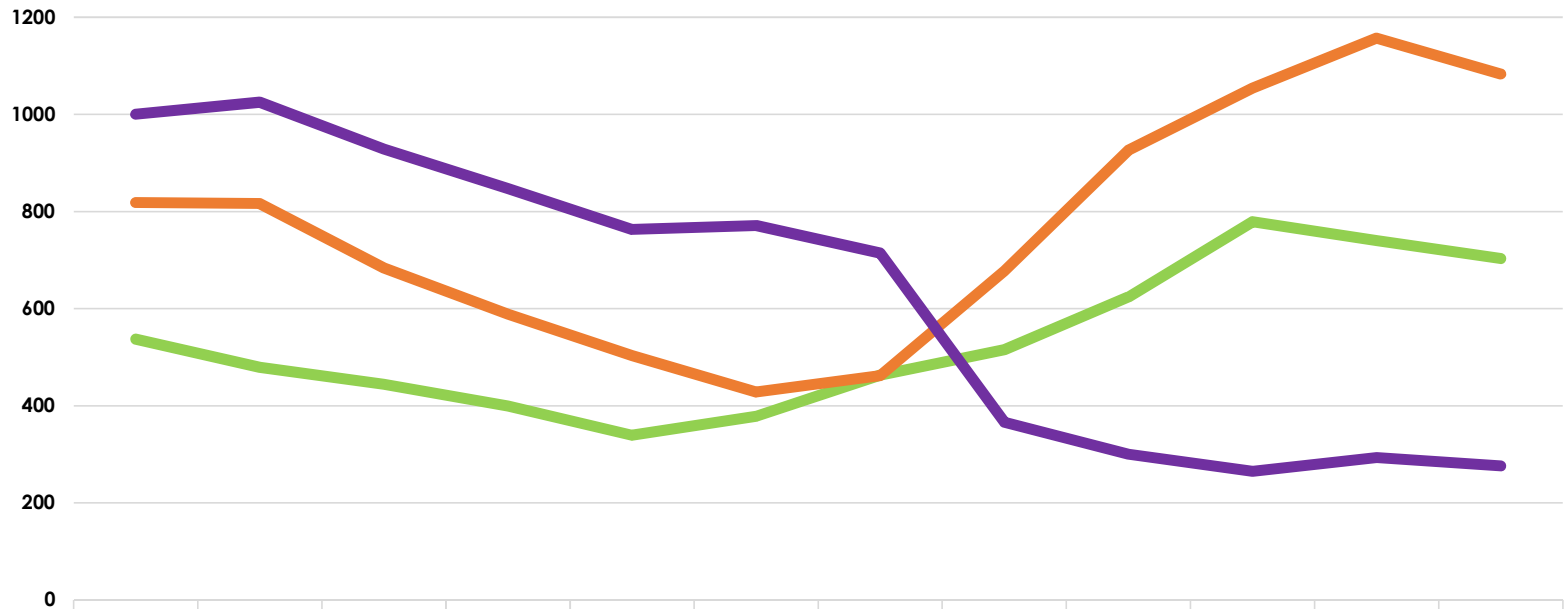


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Average Monthly Inventory

FY18 FY19 FY20



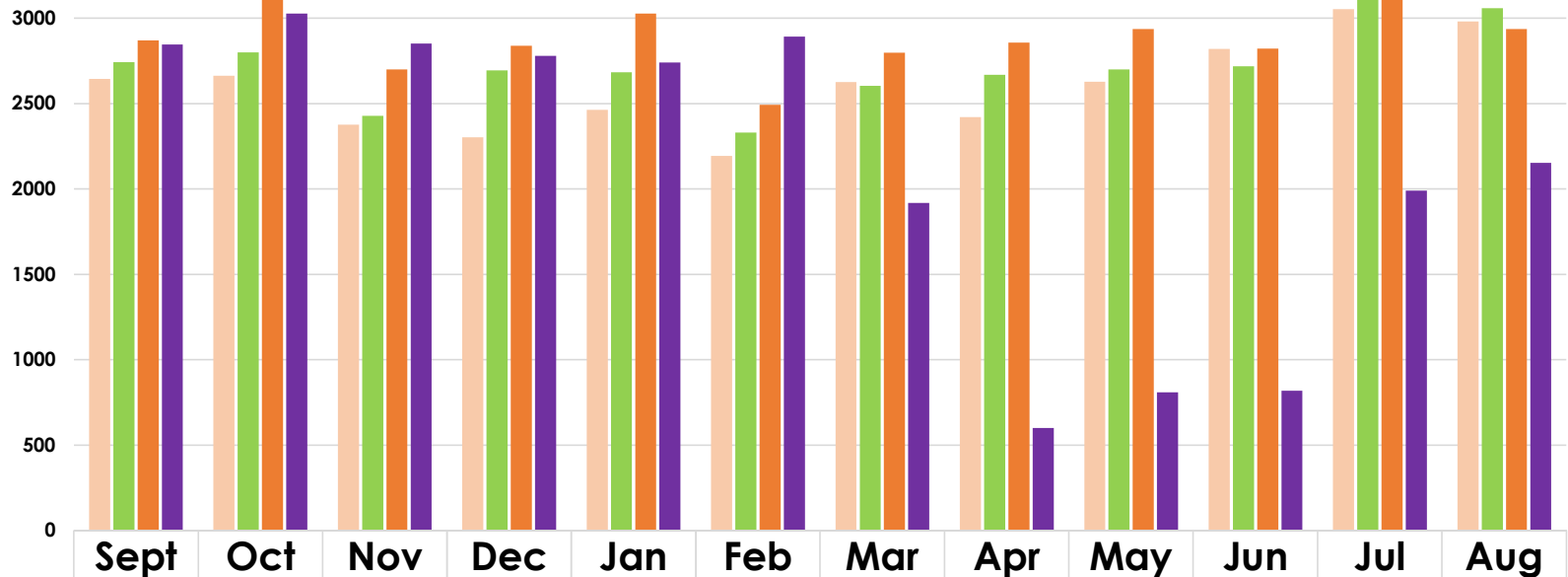
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
FY18	537	479	444	399	339	378	463	515	624	779	740	703
FY19	818	816	684	588	503	428	462	677	926	1054	1157	1083
FY20	1000	1025	928	847	763	771	714	366	300	265	293	276

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Calls for Service Dispatched

FY17 FY18 FY19 FY20



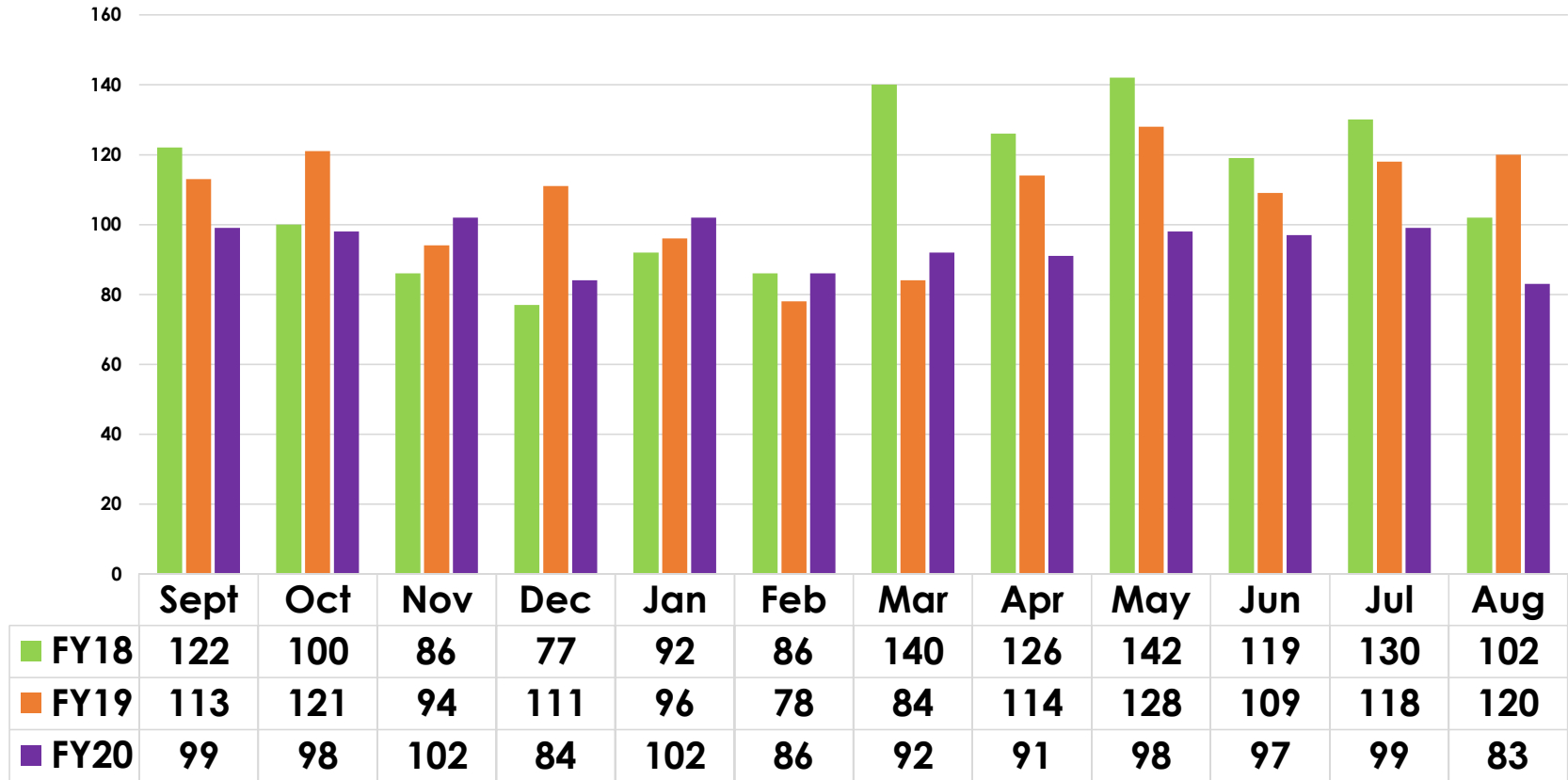
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
FY17	2644	2661	2375	2302	2462	2193	2624	2419	2626	2819	3052	2980
FY18	2741	2799	2427	2693	2683	2329	2602	2667	2699	2718	3162	3057
FY19	2868	3313	2698	2838	3026	2492	2797	2856	2935	2821	3148	2935
FY20	2845	3025	2850	2779	2739	2891	1917	599	808	818	1990	2152

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Bites + Exposures





FY18 FY19 FY20






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Goal 4 - Increase Positive Outcomes for Pets in our Community

-  **CATZ (Cats at the Zoo)**
-  Interactive Pet Finder Map
-  Transport Program enhancement
-  Adoption event process
-  Additional flights with DIMC
-  Wayfinding and signage
-  Live-stream Facebook adoptions
-  Greater Good Foster Drive
-  School Partnerships – PIMA, Clint, Jefferson, EPCC and Socorro
-  Better photos in PetPoint & website
-  American Pets Alive & Best Friends Partnerships
-  **Finder-to-Foster Program**

-  Senior Center offsite adoption events
-  Digital health certificates
-  Enhancements to Foster Program

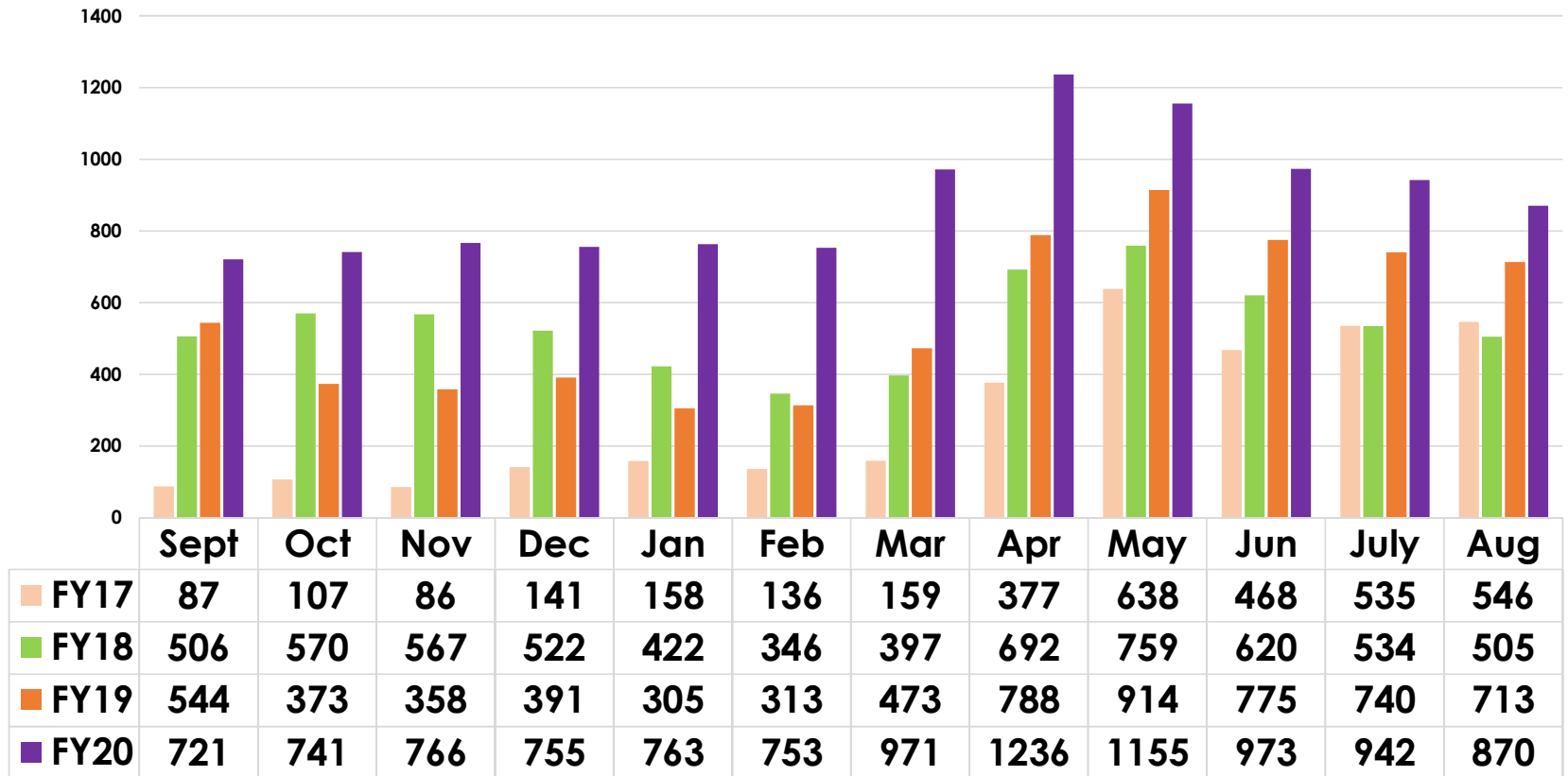


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Foster

FY17 FY18 FY19 FY20

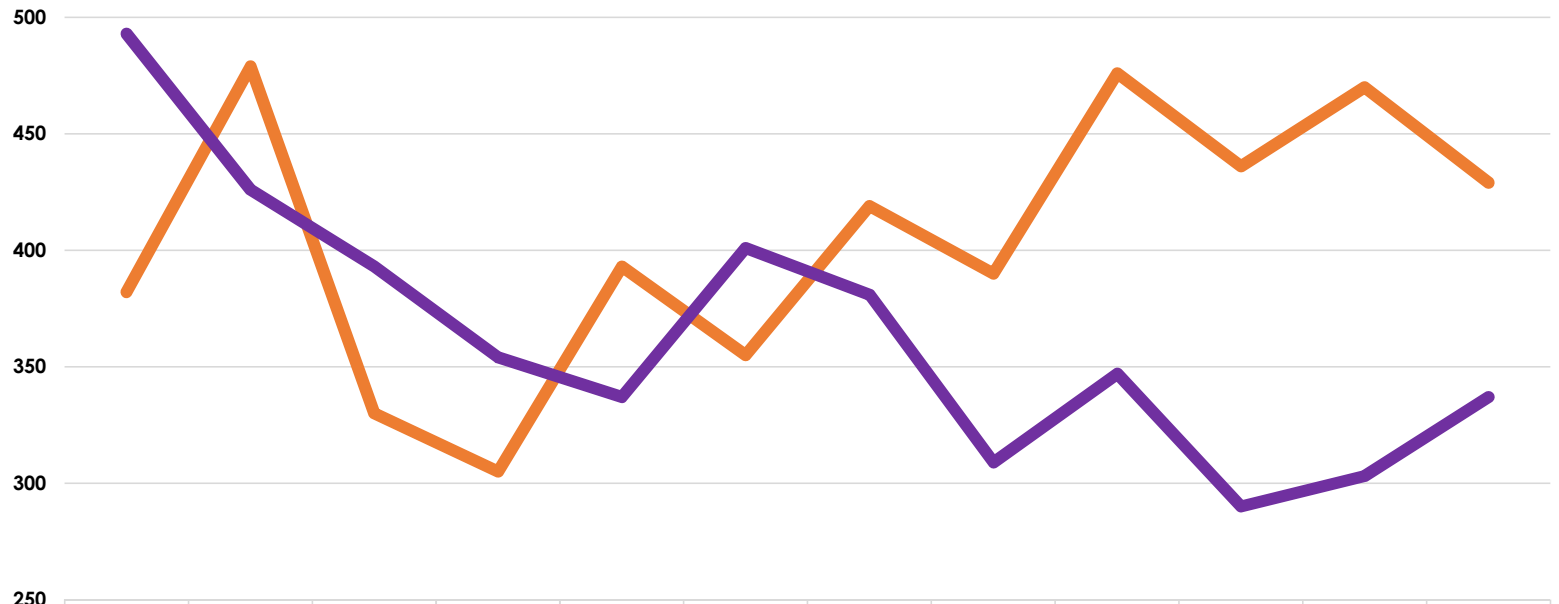


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Deceased Animal Pick-Ups (ESD Data)

— FY19 — FY20



	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
FY19	382	479	330	305	393	355	419	390	476	436	470	429
FY20	493	426	393	354	337	401	381	309	347	290	303	337

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Goal 5 - Increase Social Awareness of Animal Welfare in our Community



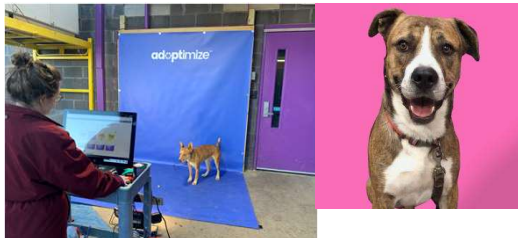
Targeted Outreach/Services



New Mascots



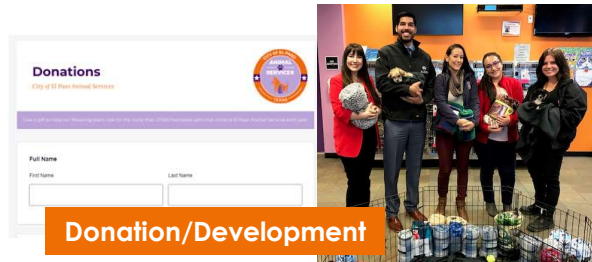
Weekly "Mutt Monday" TV Segment



Incorporating new tech to enhance lifesaving



"Kitnapping" Education & Outreach



Donation/Development

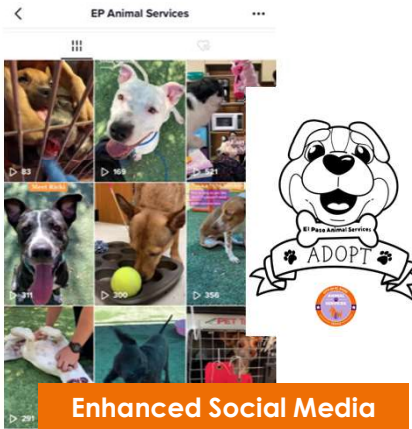


"We Will" Rally & Open House

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Goal 5 - Increase Social Awareness of Animal Welfare in our Community



Enhanced Social Media

FOSTERING DURING THE COVID-19 SITUATION

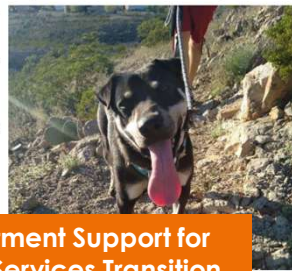
As the COVID-19 situation is constantly changing in our community, we are asking families to open their homes to shelter pets.

The Animal Services Center remains closed, volunteering is suspended and while our staff strives to keep the animals in our shelter comfortable, a loving home is a much better environment for them to thrive in. This is also a great opportunity for those that have extended school breaks, or those switching to online schooling and telecommuting. Socially distancing doesn't mean you have to be alone - share your time with a foster pet in need!

WHY SHOULD YOU FOSTER?

- Each animal fostered out to a home opens up a limited space for us to save another animal.
- Fostering can provide the unique, individualized attention that some special needs animals require before they're ready for adoption.
- Fostering has a direct, positive impact on the animal and is a very rewarding experience for those who choose to become caregivers.
- El Paso Animal Services will reimburse you for everything you need for medical care.

FOSTER REQUIREMENTS



Department Support for Virtual Services Transition



Virtual Education "Cat Lady Bertha"



Relationship Building & Partnerships



Humane Education Youth Camps



EPISODE 8
Waggin' Wednesday Episode 8: Basics of Body Language

13 weeks ago · 1.1K Views

Pet Tips/Training "Waggin' Wednesday"



Press Release: El Paso Animal Services Begins Phase One of Reopening

Starting Tuesday, September 1st, El Paso Animal Services will begin the department's reopening process.

Website Restructuring for Covid-19

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Subaru El Paso Puppy Picks



Goal 5 - Increase Social Awareness of Animal Welfare in our Community

Title 7 Requirements FY2020

Euthanasia

- 1,414

Microchips

- 12,051

Registration

- 48,854

Litter Permits

- 1

Breeder Permits

- 0



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TEAM EP TX **Team El Paso**

-  El Paso Fire Department
-  El Paso Police Department
-  Parks & Recreation
-  El Paso Zoo
-  Information Technology
-  Municipal Court
-  Capital Improvement
-  Sun Metro
-  Streets & Maintenance
-  Environmental Services
-  Community Development
-  Capital Improvement
-  Human Resources
-  PIO
-  Health Department
-  Airport
-  City Attorney
-  Libraries
-  Purchasing
-  Museums & Cultural Affairs
-  Office of Management & Budget
-  Tax Office
-  Comptroller
-  City Clerk
-  Economic Development
-  Internal Audit
-  International Bridges
-  El Paso Water



Municipal Court-JPD Program



El Paso Fire Department














El Paso Water

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Goal 6 - Provide a Safe Environment for Employees and Opportunities for Professional Development

-  Compassion Fatigue training
-  Targeted Safety training
-  Safety Roundtables
-  Emergency Plans
-  Peer Support Group
-  Customer Service recognition
-  Emergency shelter pop-up plan
-  Increased grant awards for staff development
-  Cross-training
-  COVID schedule changes and safe standards
-  Department-wide Fear Free Certification



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Highly Trained Workforce



Michele Anderson-University of Pacific, Shelter Management

Mason Castillo-18 certifications, trainings in animal behavior & enrichment



Ramon Herrera-University of Pacific, Shelter Management

Sven Johnson-4 certifications in animal behavior and enrichment



Esty Molina-University of Pacific Shelter Management

Nick Saldivar-Peer Support Certified



Paula Powell-Southern Utah University-Executive Leadership Program

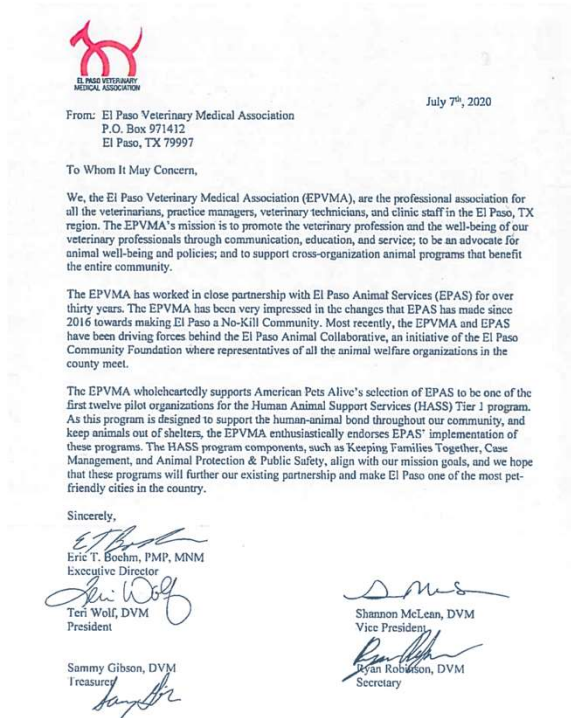
Teresa Mena-Peer Support Certified

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Innovation Leaders

- 🐾 **Pet Feeders**
- 🐾 **Using pool paint to withstand chemicals**
- 🐾 **Website design/enhancements**
- 🐾 **Fire Station microchip scans**
- 🐾 **Home Delivery Process during COVID**
- 🐾 **Manuals & SOPs**
- 🐾 **Partnership with EPVMA**
- 🐾 **CATZ-Cats at the Zoo**
- 🐾 **Animal Services Pawcast**
- 🐾 **Grooming Ordinance**



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Employee Awards & Recognitions

Employee of the Month

- Meryem Martinez (Sept 2019)
- James Boyd (Oct 2019)
- Wesley Walker (Nov 2019)
- Armando Valencia (Dec 2019)
- Ashley N. Herrera (Jan 2020)
- Catherine Franco (Feb 2020)
- Ashley Herrera (Mar 2020)
- Ricardo Padilla (April 2020)
- Beverley Knott (May 2020)
- Larry Marquez (June 2020)
- Desiree Manriquez (July 2020)



Employee of the Year
James Boyd
Animal Care Attendant



Dr. Alana Canupp-El Paso
Women's Hall of Fame

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Grants Awarded

\$275,000 – Petco Foundation

Zoo Adoption Center

COVID Disaster Relief

\$20,000 – Maddie’s Foster Stimulus

\$5,000 – Hill’s Science Diet

\$3,000 – Maddie’s Fund

\$2,400 – American Pets Alive!

\$305,400 Total



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American Pets Alive!

August 1 · 🌐

Engage your communities and change sheltering for the better.

“The community and the people are not the problem.
They are the solution.
Engage them.
Involve them in everything.”

- Paula Powell

american pets alive!



TOGETHER WE WILL SAVE MORE LIVES
ADOPT • FOSTER • VOLUNTEER • DONATE

A sunburst background with orange and yellow rays radiating from the center.

93%

**REGIONAL LIFESAVING RATE
FY 2020**