THANK YOU TO ALL OF CACC’S HOMeward BOUND Rescue Partners!

2020 PLAN FOR CONTINUAL IMPROVEMENT
CACC’s mission is to protect the public safety and to promote the humane care of animals. The department’s control division enforces animal-related laws to protect the public health and safety and investigates matters to protect against neglect or abuse of Chicago’s animals. The department’s shelter component provides a safe environment and medical treatment for unwanted, stray, abused and neglected animals.

The department also works with the community to provide education and resources for Chicago’s pet owners, seeks innovative ways to continue to increase return of stray animals to their owners, and through its homeward bound rescue partners and donors, seeks to increase live outcomes through adoption and rescue.

PROGRAMMING FOR 2020

Over the last year, CACC has partnered with READI Chicago—Heartland Alliance—who provides several participants from the City’s south and west side to come to CACC to learn valuable skills such as:

- Dog walking and handling
- Cat handling
- Dog in kennel enrichment (making toys, observing dogs play, cleaning up after them)
- Cat enrichment (making toys, observing them play, cleaning up after them)
- Customer service skills—adoption counseling with customers
- Building dog beds
- Valuable communication skills (with staff, other volunteers and the public)

CACC plans to continue to grow this program with READI Chicago in 2020 by adding more participants and programming for the participants to be used to assist CACC staff and its animals.
PROGRAMMING FOR 2020

CACC will continue to build partnerships and programming in 2020. Most notably are:

- Continued Implementation of University of Wisconsin Madison’s recommendations for open selection adoption (for both cats and dogs)
- Reviewing policies and ordinances for stray cats and developing best practices programs
- Partnership with the University of Illinois Veterinary Medical School to formulate programs to better service and treat the community and Chicago’s homeless animals
- Exploring partnerships with existing Homeward Bound Rescue Partners to better service the south, southwest and west sides of the City of Chicago, specifically, looking at the business corridors and developing outreach or clinic programs
- Launching use of iPads in the field and shelter so that servicing calls and caring for and intaking animals becomes more efficient
- Continued work with other City Departments to collaborate on community matters and ways to service Chicago residents and their pets together
- Provide irregular n-house and offsite vaccine and microchip clinics in all 50 wards
- Launching social media campaign to provide good public service announcements
- Continue to hold regular safety seminars and informative talks for volunteers by bringing in experts in several fields: behavioral, health and safe handling
- Continue to explore recruitment of volunteers and public outreach by visiting City Senior Centers and local high schools

Shelter

- Located at 2741 S. Western Ave., Chicago, Illinois, the shelter is approximately 55,000 square feet, and contains housing primarily for cats and dogs.
- CACC accepts all animals into its care, regardless of species.
- CACC has a newly-renovated medical division. Renovations were completed in October of 2019, and contains updates designed to increase medical efficiency.
- CACC consults with the University of Wisconsin-Madison Shelter Medicine Experts to implement shelter best practices.
- 2019:
  - CACC took in 17,105 animals; 15,322 intakes were cats & dogs.
  - CACC completed 3,106 adoptions (over 1,200 more than 2018)
  - CACC returned 1,660 animals to owner (almost 100 more than 2018)
  - 7,809 animals were transferred to rescue
  - 12,575 animals were either adopted, rescued or returned to their owners.
  - CACC had a live release rate of 92%.
  - CACC has over 200 Homeward Bound Rescue Partners.
  - CACC has a foster program.
  - CACC is open 365 days per year.
Safe Humane Chicago provides specific training to volunteers and rabies vaccines to CACC’s dogs so that all of CACC’s dogs can participate in playgroup, keeping them enriched, exercised and healthier. Safe Humane Chicago led the initiative in partnership with Friends of CACC, CACC’s Dog Transfer Team, PAWS Chicago and others to build and maintain more playlots at CACC. Not only does Safe Humane provide enrichment for the dogs, but it also advocates for dogs in the court system being held as evidence, and provides re-entry programming to individuals exiting rehabilitation centers and the penal system.

Chicagoland Rescue Intervention & Support Program-CRISP, serves to divert animals from being surrendered to CACC. From providing assistance with medical issues, to vaccines, to behavioral training, to landlord matters, CRISP successfully diverted over 650 animals in 2019 from being impounded at CACC. CRISP is comprised of several Homeward Bound Rescue Partners who volunteer their time at the West Entrance Intake Door at CACC approximately three to four days per week. If animals cannot stay with their owners, the CRISP team seeks to divert them immediately to rescue.
In late 2018, CACC’s Executive Director Kelley Gandurski noticed a gap in care of CACC’s animals. After CACC’s medical staff leaves for the evening, there are stray animals that often come into the shelter injured after-hours. Friends of Chicago Animal Care and Control quickly jumped at the opportunity to help. This launched the After Hours Crisis Care Program (“AHCCP”). Now, critically sick or injured stray animals coming into CACC after-hours can be taken directly to MedVet Chicago, and Friends pays for the stabilizing treatment. This has saved approximately 30 animals in 6 mos.

CACC launched its short-term foster care program in the spring of 2019. Now baby bottle-fed kittens, heartworm positive dogs, young puppies and any dog or cat with a special medical need can be fostered back to health and made available for direct rescue or adoption. The idea is that no animal should be held back from recuperating in a home if there is a home available. If interested, please email: CACCFoster@cityofchicago.org.
CACC EMphasizes the “CARE” in Animal Care and Control

At any given time, CACC can house over 500 animals per day. CACC provides cleaning, feeding and general care to the animals in the following ways:

- CACC Partners with the West Side Health Authority, a jobs-training program. West Side Health Authority employees provide cleaning, feeding and watering of all dog kennels every day from 7:30am to 12pm.
- CACC has Animal Care Aides (“ACAs”) and Animal Care Clerks (“ACC”) who provide intake assessments, vaccinations, perform cleaning, feeding and care of every animal at the facility. Feeding occurs twice daily for all animals.
- Three fulltime veterinarians and 7 fulltime medical staff provide all spay, neuter, treatments and medical services to all animals at the facility.
- The READI Chicago Program through Heartland Alliance provides approximately 10 volunteers for 4 hours each day, Monday through Friday. The participants learn animal handling skills, and provide in-kennel enrichment for CACC’s animals.

Programming

The way to keep animals enriched and to keep the public informed and interested in adopting, fostering, or volunteering is to implement creative programming. In 2019, CACC implemented the following new programs:

An innovative new program, Doogie Day Out allows any member of the public (limited to Illinois residents) to take one of CACC’s dogs on a field trip for a day outside of the shelter. Dogs eligible for the program are fully-vetted and residing at CACC for 30 days or more. The program has garnered much public attention, and it has led to several dogs becoming adopted. Getting a break from the shelter lowers stress levels and keeps dogs healthier. For info, email CACCFoster@cityofchicago.org. #DoggieDayOut

In partnership with Fetching Tails Foundation, LOST312 is a texting application service that allows Chicago residents who lose their pet to text “LOST” to 1-855-LOST312 for helpful tips and services to help reunite lost pets with their owners. Losing a pet is very stressful and many pet owners do not know what to do. Using this application gives a step-by-step direction to inform Chicago residents on all of the tools to find their lost pet. #LOST312
Renovations to CACC’s medical facility began in January of 2019 and ended in October. The renovations approximated $2 million and created a state-of-the-art veterinary medical facility for CACC’s animals. Even with renovations, CACC’s medical team performed more than 1,100 more surgeries than in 2018! The new medical facility allows CACC’s medical staff to more efficiently treat and spay/neuter CACC’s animals, which ultimately lead to 3,100 adoptions in 2019. CACC has partnered with the University of Wisconsin Madison Shelter Medicine Experts to refine medical protocols and is teaming up with the University of Illinois Veterinary Medical School to provide more service to Chicago’s homeless animals.

**CACC’S NEW MEDICAL FACILITY**

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Since January of 2018, volunteer hours averaged approximately 22,286 hours a year. CACC intends to increase volunteer membership and retention in 2020 and track success by the new number of volunteers enrolled and increasing the total average hours by 5%, or to 23,400 hours.

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Instrumental in assisting CACC with these important endeavors are partnerships with Safe Humane Chicago and Friends of Chicago Animal Care and Control. Safe Humane provides the necessary training for playgroup leaders, has assisted CACC in building out the yard for dogs, provides enrichment toys, and a re-entry program for the West Side Health Authority kennel workers. Friends of CACC provides a part time volunteer coordinator to CACC to coordinate events and assist volunteers with questions, concerns and training. Additionally, Friends hosts 24 new volunteer orientations every year at CACC. Together, Safe Humane and Friends purchased new volunteer software to allow all to have a more interactive experience.

**CACC’S VOLUNTEERS MAKE A TREMENDOUS IMPACT IN HELPING CACC’S ANIMALS...**

CACC’s 2020 goals include reaching out to the City’s senior centers for volunteer opportunities and high school students. CACC also intends to host more safe handling trainings, and year-round informative seminars for volunteers.
CACC EXPECTS THE UNEXPECTED...

2019 brought worldwide media attention to CACC when "Chance the Snapper" found his way into the Humboldt Park Lagoon. CACC quickly sprung into action for his capture by retaining a reptilian expert in Florida, partnering with Lincoln Park and Brookfield Zoos for transport, and making a new partner in the St. Augustine Alligator Farm in Florida. CACC also rallied several city departments together to create a safe and successful capture!

Hoarding cases are particularly taxing on an open-access shelter, especially during the summer months when intake is high. CACC saw approximately 5 hoarding cases over the last year. In response to this issue, CACC has developed a task force with several city departments and Homeward Bound Rescue Partners ready to provide assistance to the owner and immediate care and rescue for the animals.

To CACC, its partners and the community, each life matters. CACC’s field staff are expertly trained to safely and humanely capture even the most unexpected of strays. “McKinley” the sheep was transported to an animal sanctuary where she will live out her natural life.

This scared little coyote pup fell into Lake Michigan. The Chicago Fire Department were quick to the rescue, and CACC was able to keep him warm and comfortable until he was transported to Flint Creek Wildlife Rehabilitation Center.

AND SPRINGS INTO ACTION TO SAVE EACH LIFE.

The key to managing the “unexpected” is to network through your existing partners, volunteers and the community to make new partners and place the call for help. Sometimes, the partnerships you form are out-of-state networks. Whatever the situation, working together to transger animals in a safe, healthy and comfortable environment is imperative.

This summer, CACC received a call about a possible cockfighting ring on the southside. As a result of the call and investigation, **CACC confiscated 114 roosters and hens.**

Typically, animal control facilities do not save these animals, but instead elect to humanely euthanize. Because of CACC’s strong network, **CACC is one of the first shelters to save all 114 of these animals,** most of which are being rehabilitated. This is in large part to new partnerships such as the **Chicago Roo Crew, Chicago Animal Save,** and **Chicago Chicken Rescue.** These advocates were able to create a nationwide network to get each and every rooster and hen to homes or sanctuary. CACC also used **created new approaches,** such as opening up to allow adoptions of the roosters to the public.

CACC even captured a stray monkey in the spring of 2019, and successfully transferred it to a sanctuary. In 2020, CACC will continue to **build more partnerships** and utilize the **nationwide animal rescue network** it built in 2019 to save more lives, quickly and expeditiously move animals to proper placement, **educate the public** on humane care of animals and illegal pets. CACC also continues to market its good work, which elicits support from the community.