

THANK YOU TO ALL OF CACC'S HOMEWARD BOUND RESCUE PARTNERS!

2x2 Rescue	Chicago English Bulldog Rescue, Inc. NFP	Have A Heart	Nice Dogs for Nice Families Rescue (For the Love of Dogs)	Secondhand Hounds
4 Paw Luv Animal Rescue	Chicago Herpetological Society	Heartland Animal Shelter	Northcentral Maltese Rescue, Inc.	Shih Tzu Rescue, Adoption & Education
A & S Rescue	Chicago Pet Rescue	Heather's Foster Dogs NFP	Northern Illinois Pug Rescue & Adoption, Inc.	Safehouse (STRAES)
A Caring Place Humane Society	Chicago Pit Stop Rescue	Help A Pooch Rescue	NorthStar Shih Tzu Rescue	Simply Shepherds Rescue
A Heart for Animals	Chicagoland Bully Breed Rescue	Henry County Humane Society - Geneseo	NorthStar WI Dog Rescue and Advocacy	Small Paws Rescue
A Little R & R Animal Sanctuary	Chicagoland Dog Rescue	Home Sweet Home Pet Rescue, Inc.	One More Dog Rescue (FNA Ruff Start Happy Tails)	South Suburban Humane Society
A Tail of 4 Paws Animal Rescue	Chicagoland Eskie Rescue	HOPE (Helping Out Pets Everywhere, LTD)	One Tail at a Time	Specialty Purebred Cat Rescue
A.D.O.P.T Pet Shelter	Chicagoland Lab Rescue	Hope Pet Rescue, Inc.	Open Doors Animal Inc.	St. Sophia's Forgotten Felines
Aarool! Basset Hound Rescue	Col. Potter Cairn Rescue Network	House Rabbit Society of Chicago	PAWS Chicago	S.T.A.A.R. (Second Time Around Animal Rescue)
ABRA, Inc. (All Breed Rescue Angels)	Come Bye Border Collie Rescue	Humane Society of Northeast Iowa	Paws Crossed Rescue Resource	Stardust Sanctuary, Ltd
Adopt-A-Husky	Community Animal Rescue Effort	Illinois Animal Rescue Inc.	Paws Illinois NFP	Starfish Animal Rescue
Adopt-A-Pet	Community Cat Inc	Illinois Animal Welfare Networker's Association	PAWS Tinley Park	Stepping Stone Bully Rescue
Akita Rescue and Rehabilitation of Wisconsin	CPR Fund	Illinois Doberman Rescue Plus	Paws Up 4 Rescue	Tails Humane Society
Alive Rescue	The Critical Animal Relief Foundation	Illinois English Bulldog Rescue	Pawsitive Impact Pet Rescue	Tiny N Tail Rescue
All Herding Breed Dog Rescue	Critters Pet Shop, Inc.	Illinois Shorthair Rescue	Peace For Pits, Inc.	To the Moon and Back Animal Rescue
All Life Is Valuable, NFP	Dane County Humane Society	Internet Miniature Pinscher Service Inc. (IMPS)	Peke N Chini Midwest	TRAIN - Team Rescuing Animals in Need
All Those Left Behind	dogHOWlicks Rescue, Inc	It's A Pittie Rescue	Perfect Paws Animal Rescue	Treasured Animal Rescue
American Belgian Malinois Rescue (ABMR)	Dogs Are Deserving	Joliet Township Animal Control	Perfect Pooches Adoption Agency	Tree House Humane Society
Angel 4 Cause Rescue	Don't Bully My Breed, Inc.	K9 4 Keeps NFP	Pet Profile Rescue	Unbreakabul Bullies
Angels On Wheels Animal Rescue	Ducky's Bravo Squad	K9 Enrichment Initiative	Pet Project Inc	Underdog Pet Rescue of Wisconsin
Angel's Paws	Echo Dogs White Shepherd Rescue	Kankakee County Humane Education	Pets and Vets USA	Underdog Rescue Inc.
Animal Care League	EPIC Rescue Inc.	Kitties for Keeps Rescue Inc	Pets for Seniors	United Yorkie Rescue
Animal House Shelter	ePitome Dog Rescue	Knox County Humane Society	Pittie Please Rescue	Villa Bark
Animal Rescue Foundation Illinois	Evanston Animal Shelter Association	LEAD Rescue, NFP	Placing Paws of Illinois	Wags 2 Wishes Animal Rescue
Animal Welfare Friends	Feline Friends Chicago	L.E.A.R.N (Labrador Education and Rescue Network)	Players for Pits	Waifs & Strays Animal Rescue
Animal Welfare League	Felines and Canines Inc.	Lakeshore Animal Shelter	Playing Again Sams Wisconsin Samoyed Rescue	West Suburban Humane Society
Anti-Cruelty Society	Fetching Tails Foundation	Linda's Magnificent Mutts Rescue	Precious Pets Almost Home, Association	Whiskers & Tails Foundation
As Good as Gold-Golden Retriever Rescue of Northern IL	Flintcreek Wildlife	Livingston County Humane Society	Protecting Animal Welfare Society Inc (PAWS)	WILD Canine Rescue
Barrington Area Animal Rescue & Kennels, NFP	Forever Husky	LuLu's Locker Rescue	QC Paws/RICACC	Wish Bone Canine Rescue
Be Fido's Friend, NFP	Fortunate Pooches and Lab Rescue	Madison Cat Project	Quad City Animal Welfare Center	Woof Gang Rescue
Blackdog All Breed Rescue	Foster 2 Home, Inc	Making a Difference Rescue	Raven's Husky Haven & Rescue	Wright-Way Rescue
Bombshell Bullies Pit Bull Rescue	Foster Pet Outreach	Mending Hearts Rescue	Reach Rescue	Young at Heart Pet Rescue
BONAFIED Rescue LLC (Bring Out Natural Abilities Found In Every Dog)	Four Legged Ranch	Midwest Akita Rescue Society (MARS)	Recycled Rotts, Inc.	
Bow Wow Revolution	Free Spirit Siberian Rescue	Midwest Boston Terrier Rescue	Red Door Animal Shelter	
Brew City Bully Club	Friends of Chicago Animal Care & Control	Midwest Dachshund Rescue	Renko Animal Shelter	
Bullmastiff Rescuers, Inc	Friends of Petraits	Midwest Rescue of Illinois, Inc.	Rescue Tails Animal Welfare	
Canines & Company	Fur Angels Animal Sanctuary	Mission Compassion Paw Inc (MCP)	Rettings-Haus Shepherds	
Castaway Pet Rescue In.	German Shepherd Rescue, Inc.	Mit Liebe German Shepherd Dog Rescue	Riley's Rescue Foundation	
Cat Nap from the Heart	Good Shepherd Animal Sanctuary, Inc.	Mutts of the Midway	Roll Over Animal Rescue (ROAR)	
The Catcade	Grassroots Animal Rescue	My Loveable Angels	Rover Rescue	
Central Illinois Sheltie Rescue	Great Lakes Mastiff Rescue	Naperville Area Humane Society	Sacred Sycamore	
Chi-Town Pitties, Inc	Greater Chicago Cavalier Rescue	NAWS Humane Society of Illinois	Safe Haven Dog Rescue	
Chicago Canine Rescue Foundation	Greater Chicago Ferret Association	New Leash on Life - Chicago	Save-A-Pet	
Chicago Chicken Rescue	Guardians of the Green Mile	Newman Nation: Senior Pets United	Second City Canine Rescue	



2020 PLAN FOR CONTINUAL IMPROVEMENT



CHICAGO ANIMAL CARE & CONTROL



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:

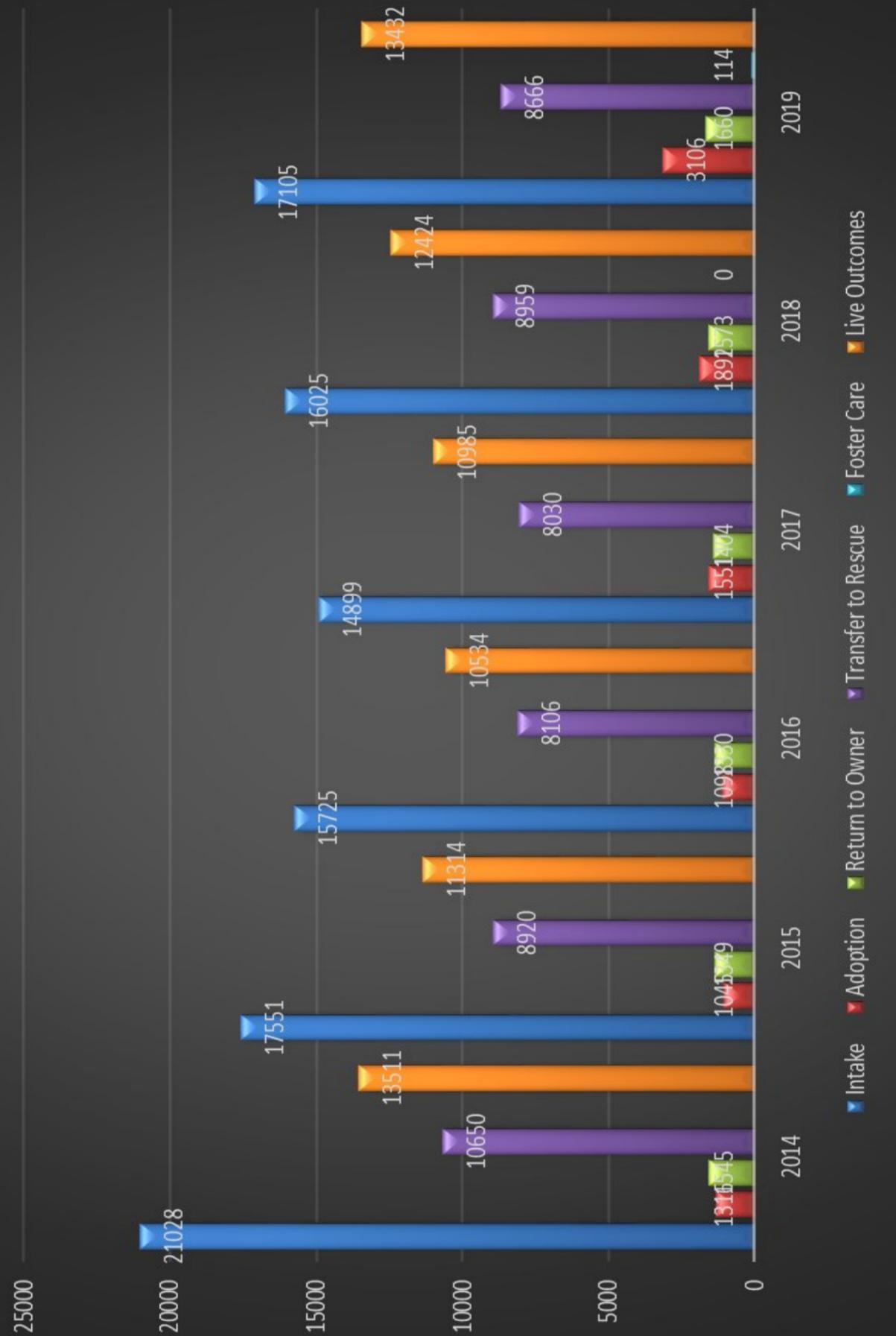
- Continued Implementation of **University of Wisconsin Madison's** recommendations for open selection adoption (for both cats and dogs)
- Reviewing policies and ordinances for **stray cats** and developing best practices programs
- Partnership with the **University of Illinois Veterinary Medical School** 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.

Intake & Live Outcomes By Year



PROGRAMMING

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.



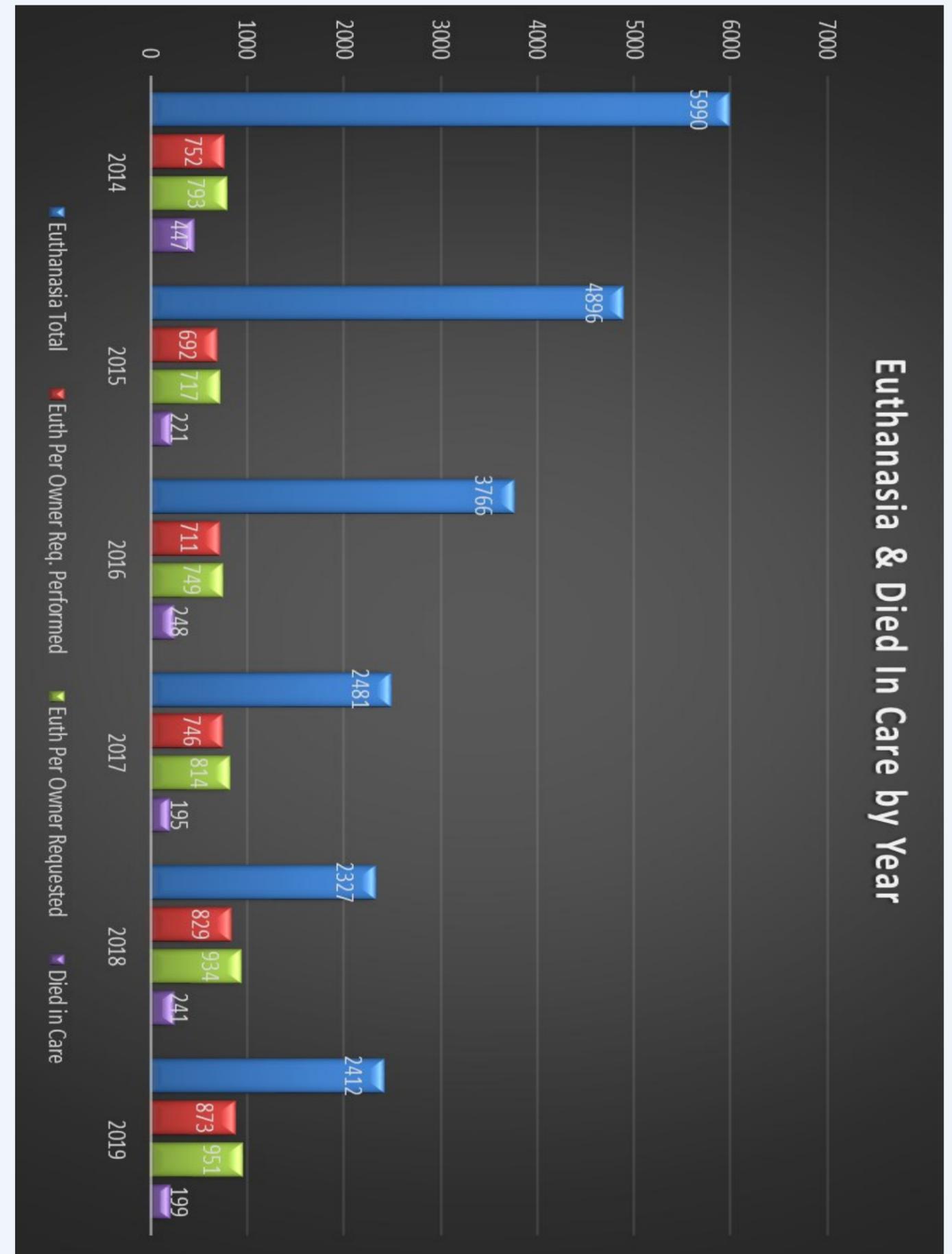


PROGRAMMING



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, heart-worm 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



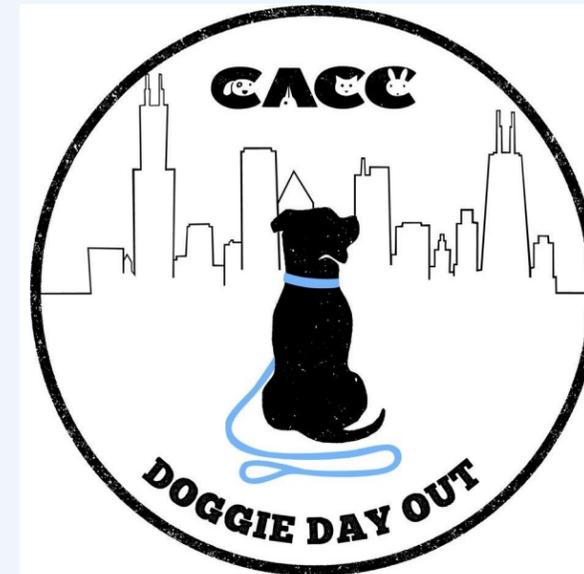
At any given time, CACC can house over 500 animals per day. CACC provides cleaning, feeding and general care to the animals in the following ways:

- 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.



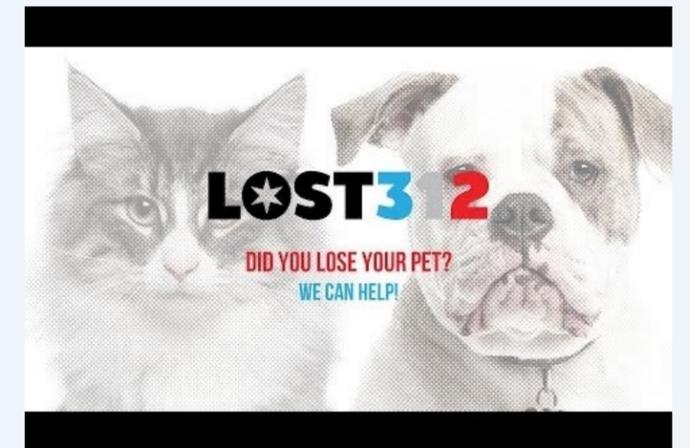
PROGRAMMING

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, **Doggie 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

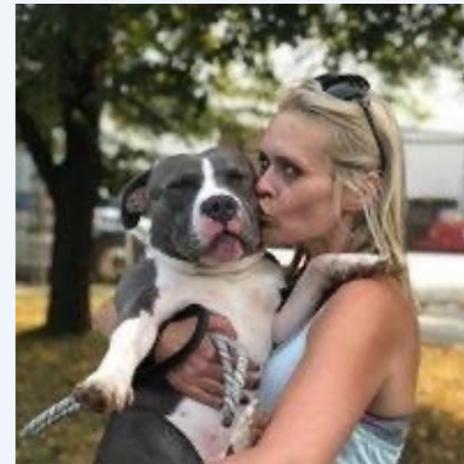




CACC'S NEW MEDICAL FACILITY

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 VOLUNTEERS MAKE A TREMENDOUS IMPACT IN HELPING CACC'S ANIMALS...



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.**

Volunteers walk and enrich dogs, and provide TLC for cats and make enrichment toys. Volunteers assist with administrative tasks, adoption events, off site events, and playgroups for dogs.

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 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 transfer 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.