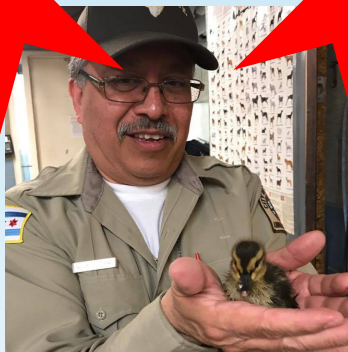




CHICAGO ANIMAL CARE & CONTROL

PLAN FOR CONTINUAL IMPROVEMENT



January 2018

Chicago Animal Care & Control
2741 S. Western Avenue, Chicago, IL 60608





Chicago Animal Care and Control's (CACC) Plan for Continual Improvement will enable CACC to help more of the city's people and pets. CACC developed this plan in consultation with key stakeholders, including aldermen, rescue partners, and animal welfare and community leaders to enhance community services and improve overall performance.

CACC is the city's only municipally run, open-admission animal control and sheltering facility. The Department's mission is to protect public safety and ensure the humane care of animals through sheltering, pet placement, education, and animal law enforcement. CACC must accept all animals that come through its doors: the stray, owner-surrendered, injured, abused, neglected, and even dangerous. In 2017, nearly 15,000 animals entered the shelter, and CACC's animal control officers responded to more than 37,000 service requests.

CACC is committed to being a valuable community resource. Throughout the year, CACC provides a host of services, including:

- Pet wellness checks
- Trapped/injured animal response
- Low-cost microchip and vaccine clinics
- Stray animal response
- Pet adoption events and services
- Lost pet services
- Bite and dangerous dog investigations
- Wildlife in residential quarters response
- Low-cost euthanasia services

The Department is also in communities during the warmer months at service fairs, clinics, and adoption events, distributing information about its services, and those provided by CACC's valued partners.

In the spirit of creating a more humane Chicago, CACC is committed to saving all healthy and treatable animals as resources and capacity for care permit. CACC's live release rate (*i.e.*, the percentage of animals that were transferred, adopted, and returned to owner) has improved every year thanks to the steadfast determination of CACC employees, volunteers, non-profit partners, legislators, and the public. For 2017, CACC's live release rate for cats was 90 percent and 88 percent for dogs. CACC strives to euthanize only those animals that are irremediably suffering or behaviorally untreatable and unsafe, but must balance this goal with its capacity to care for the animals in a humane and healthful way within its space and resource constraints.



2017 YEAR IN REVIEW

Throughout 2017, CACC explored a number of innovative approaches to sheltering, as well as innovative partnerships, all of which have helped to improve performance. Highlights include:

- **Friends of Chicago Animal Care and Control** donated a digital X-ray machine and many other supplies, including huge rolling bins for clean blankets, enhancing CACC's ability to provide comfort and care to the animals.
- CACC hosted more adoption events than ever before and adopted out 1,551 animals (719 dogs and 832 cats) a 41% increase over 2016.
- CACC continued to refine its cleaning procedures, and implemented a jobs training program through a partnership with the Department of Family Support Services; the shelter now has more cleaning power in all seven dog pavilions than at any other time prior.
- The Department's partnership with the **Chicagoland Rescue Intervention Support Program (CRISP)** grew from one day a week to three days a week, enabling its partners to help more Chicagoans in need, and to place many family pets into rescue before being impounded at the city shelter.
- CACC's partnership with **Safe Humane Chicago** expanded, and Safe Humane began conducting more programming (playgroups, manners classes, and in-kennel enrichment) within the shelter for the dogs, significantly increasing CACC's capacity for care.
- Thanks to donations from generous supporters, CACC placed a collar, ID tag and leash on every dog that left the building through adoption or redemption.
- CACC participated in more in-house and community vaccine/microchip clinics than ever before, servicing more than 1,500 residents' pets.
- CACC's monthly e-Newsletter continued to be sent to each ward, providing valuable pet services information to pet owners.
- Internally, CACC revamped its counseling process for people surrendering their pets, to provide more options to pet owners and to help more animals find swifter opportunities for rescue.
- CACC held bi-monthly meetings with its rescue partners to keep an open dialogue on the challenges faced by rescues and CACC, and to share information and resources.
- CACC arranged for an automatic upload of its lost pet data to the well-known database, **Helping Lost Pets**, and partnered more closely with **Lost Dogs of Illinois** to return more pets to their owners.
- The Department partnered with **4 Paw Luv**, the **Anti-Cruelty Society (ACS)**, and the **Northern Illinois Transport Team** to shuttle CACC cats for spay/neuter at ACS, improving their opportunity for rescue and adoption.
- CACC partnered with **PAWS Chicago** to make low-cost spay/neuter available to owners redeeming their dogs at the shelter.
- The Department held two City Council days, inviting aldermen to learn about CACC's services, and how 50 wards can create 50 opportunities for enhanced pet services for Chicago residents.
- Major renovations at the shelter were completed in June 2017, and all seven dog pavilions became operational.
- CACC's first official Facebook page grew to more than 10,000 followers, and CACC expanded its social media to Twitter and Instagram.
- CACC revised its euthanasia policy and vaccine protocols to better align with best practices.
- The Chicago Wolves organization donated Canine Influenza and Bordetella vaccines to the City shelter. As a result of this generous gift, CACC has been vaccinating all dogs on intake with these vaccines, in addition to the core vaccines, and better supporting the health and wellbeing of these animals.
- CACC became a **Best Friends Animal Society Network Partner** in an effort to continually find innovative ways to save more lives.



CHICAGO ANIMAL CARE AND CONTROL'S LIVE RELEASE PERFORMANCE

CACC's effort to save all healthy and treatable animals, as far as its resources and capacity for care permit, is measured by its live release rate (LRR).^{*} Success in increasing live outcomes and decreasing euthanasia over the years can be largely attributed to CACC employees' dedication, CACC's partnerships with volunteers and rescue organizations in the Chicagoland area, as well as partners' innovative community programming and low and no-cost services, including:

- Friends of Chicago Animal Care and Control's Pets for Life program
- PAWS Chicago's PAWS for Life program
- Animal Welfare League's low-cost veterinary clinic
- PAWS', Anti-Cruelty Society's, and Spay Illinois' low-cost spay/neuter services
- The Chicagoland Rescue Intervention Support Program's pet owner assistance programming
- PAWS', Tree House Humane Society's, and Whisker and Tails Foundation's community cat programming

The table below illustrates CACC's LRR over the past four years, and the considerable improvement attributable to the dedicated Chicago community.

	LRR Dogs	LRR Cats	Total LRR Dogs and Cats
2017	88%	90%	89%
2016	73%	85%	79%
2015	65%	83%	74%
2014	67%	76%	72%



^{*} To calculate the total LRR, we perform the following calculation from our Outcome data:

- 1) Add the total number of dog and cat adoptions, transfers to rescue groups, and returns to owner.
- 2) Divide this number by the total number of cat and dog Outcomes minus "Euthanasia by Request" and "Dead on Arrival."
- 3) Multiply the result by 100 to arrive at the LRR.

CACC's data can be found at: bit.ly/CACCdata



IN THE COMMUNITY

CACC's Continual Improvement Plan identifies strategies for helping more people and pets in the community in 2018. These strategies are set forth below.

CACC is committed to accountability for its operations through communication and transparency of performance. Efforts will include:

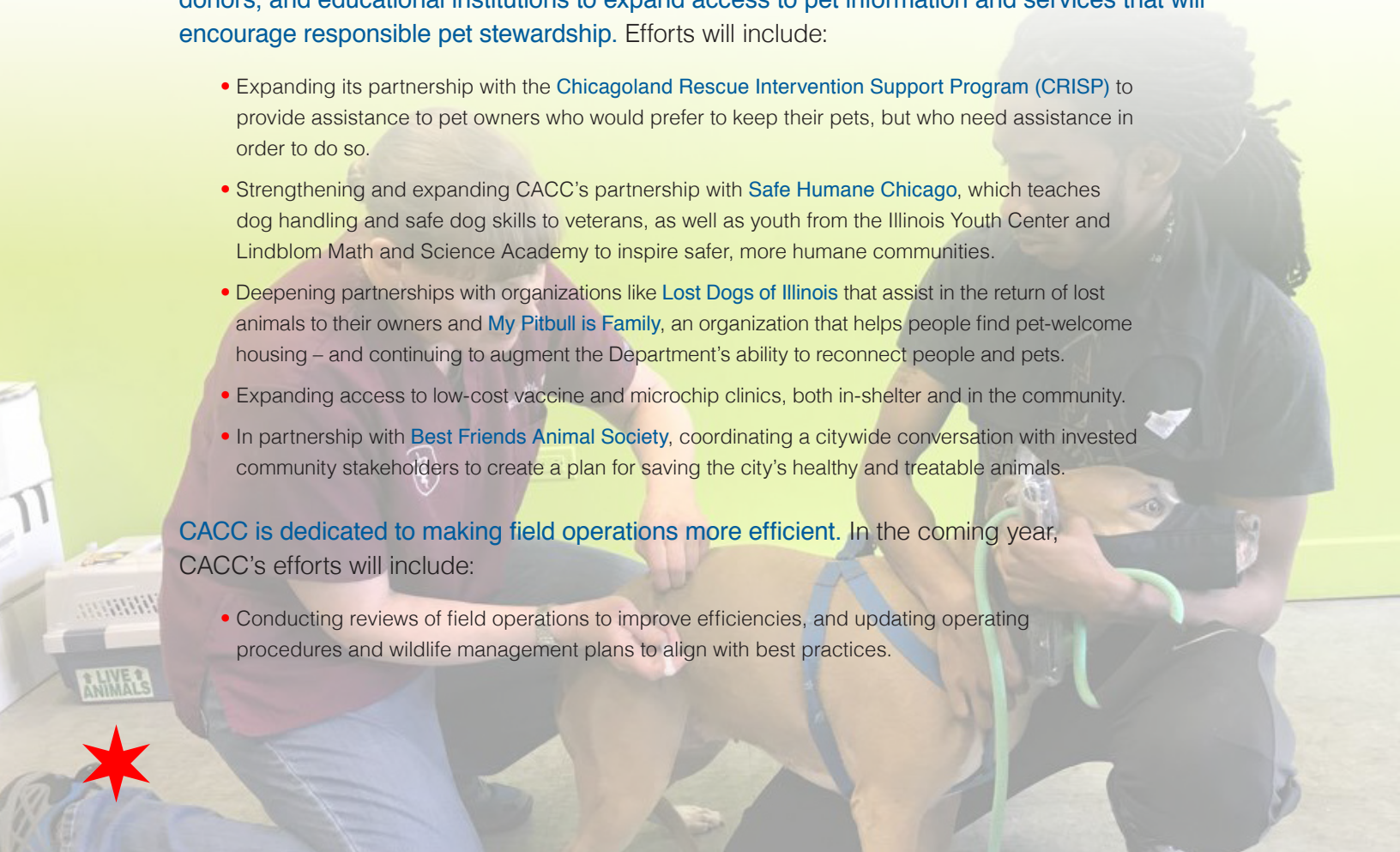
- Developing informational campaigns through public service announcements and other media vehicles to better enable residents to find lost pets, treat all dogs as individuals, understand cats in the community, and live harmoniously with wildlife.
- Exploring opportunities to partner with Chicago Public Schools in an effort to make humane education part of every child's learning experience.
- Enhancing the way CACC reports its data for clarity, and expanding the kind of data collected.
- Continuing monthly communications with aldermen and their constituents to share performance data, as well as valuable pet services and information on pet care.
- Improving CACC's web site, with the goal of creating a centralized resource for information for residents regarding services and programs offered by both CACC and its partners.
- Continually expanding social media reach to share success stories, services and information; promote the animals; and communicate challenges. Residents can engage with CACC on Facebook at @ChicagoAnimalCareandControl, on Twitter at @ChicagoACC and on Instagram at @Chicagoanimalcare.

CACC will focus on broadening and deepening partnerships with non-profit organizations, donors, and educational institutions to expand access to pet information and services that will encourage responsible pet stewardship. Efforts will include:

- Expanding its partnership with the [Chicagoland Rescue Intervention Support Program \(CRISP\)](#) to provide assistance to pet owners who would prefer to keep their pets, but who need assistance in order to do so.
- Strengthening and expanding CACC's partnership with [Safe Humane Chicago](#), which teaches dog handling and safe dog skills to veterans, as well as youth from the Illinois Youth Center and Lindblom Math and Science Academy to inspire safer, more humane communities.
- Deepening partnerships with organizations like [Lost Dogs of Illinois](#) that assist in the return of lost animals to their owners and [My Pitbull is Family](#), an organization that helps people find pet-welcome housing – and continuing to augment the Department's ability to reconnect people and pets.
- Expanding access to low-cost vaccine and microchip clinics, both in-shelter and in the community.
- In partnership with [Best Friends Animal Society](#), coordinating a citywide conversation with invested community stakeholders to create a plan for saving the city's healthy and treatable animals.

CACC is dedicated to making field operations more efficient. In the coming year, CACC's efforts will include:

- Conducting reviews of field operations to improve efficiencies, and updating operating procedures and wildlife management plans to align with best practices.



IN THE SHELTER

CACC's Continual Improvement Plan also identifies strategies for improving its in-shelter operations in 2018. CACC's in-shelter operations include many functions: sanitation, medical services, animal care, and customer service to name a few. These are essential to the animals' quality of life, and the public services CACC provides. In 2018, CACC's improvement efforts will focus on:

- Modifying the animal admissions program to increase healthy outcomes and decrease the amount of time an animal stays in the shelter.
- Strengthening and better structuring the shelter's volunteer program and the adoption program to better serve the public and increase adoptions.
- Further building on its partnership with Safe Humane to enlarge CACC's capacity to care for dogs and improve CACC's dog behavior assessment process.
- Enhancing quality of life for all cats at the shelter. With CACC's partners, the Department will continue exploring innovative stray and feral cat management strategies, such as trap, neuter, and return to field and community cat programs in the city.
- Working closely with Friends of Chicago Animal Care and Control (the nonprofit dedicated to providing CACC with resources that expand the Department's ability to care for the animals) to identify projects that enhance animal care and comfort and save more lives, and that help the communities that CACC serves.
- Enhancing CACC's in-shelter medical and surgical facility's operational efficiency by exploring technological solutions that enable staff doing rounds to report in real-time into the shelter management system. CACC will also seek out expert consult regarding best practices in disease prevention and sanitation, as well as explore potential partnerships with educational institutions that could enable CACC to broaden offerings both in-shelter and in the community.
- Exploring the possibility of developing a foster program for the city shelter and engaging the community in saving more lives. The proposed program would be directed at the shelter's most at-risk animals and those requiring isolation prior to transferring to one of CACC's rescue partners.
- Inspiring all employees to embrace professional excellence in their work functions through job-related training, alignment with best practices in shelter management, and regular opportunities for expressing concerns and ideas for improvement.



THANK YOU

CACC would like to thank our more than 200 volunteers for all they do to help the shelter animals. Deep thanks to partners Friends of Chicago Animal Care and Control, Safe Humane Chicago, the Chicagoland Rescue Intervention and Support Program (CRISP), PAWS Chicago, Lost Dogs of Illinois, and our newest partner Best Friends Animal Society for their support of the shelter and Chicago pet owners. And a huge thank you to our Homeward Bound Rescue Partners network for all they do to help the animals:

2x2 Rescue	Chicagoland Lab Rescue	Illinois Animal Rescue Inc.	Protecting Animal Welfare Society Inc (PAWS)
4 Paw Luv Animal Rescue	Col. Potter Cairn Rescue Network	Illinois Animal Welfare Networker's Association	QC Paws/RICACC
A & S Rescue	Come Bye Border Collie Rescue	Illinois Doberman Rescue Plus	Quad City Animal Welfare Center
A Caring Place Humane Society	Community Animal Rescue Effort	Illinois English Bulldog Rescue	Raven's Husky Haven & Rescue
A Heart for Animals	Community Cat Inc	Illinois Shorthair Rescue	Reach Out Rescue, NFP
A Little R & R Animal Sanctuary	CPR Fund	Internet Miniature Pinscher Service Inc. (IMPS)	Reach Rescue
A Tail of 4 Paws Animal Rescue	The Critical Animal Relief Foundation	It's A Pittie Rescue	Recycled Rottis, Inc.
A.D.O.P.T Pet Shelter	The Critter Corral Guinea Pig Rescue	Joliet Township Animal Control	Recycled Ruff Rescue
Aarooo! Basset Hound Rescue	Critters Pet Shop, Inc.	K9 4 Keeps NFP	Red Door Animal Shelter
ABRA, Inc. (All Breed Rescue Angels)	Dane County Humane Society	K9 Enrichment Initiative	Rescue Tails Animal Welfare
Adopt-A-Husky	Dire Straits Companion Animal Rescue	L.E.A.R.N (Labrador Education and Rescue Network)	Rettungs-Haus Shepherds
Adopt-A-Pet	dogaHOWLicks Rescue, Inc	Lakeshore Animal Shelter	Riley's Rescue Foundation
Akita Rescue and Rehabilitation of Wisconsin	Dogs Are Deserving	Linda's Magnificent Mutts Rescue	Roll Over Animal Rescue (ROAR)
Alive Rescue	Don't Bully My Breed, Inc.	Lovin' Life Rescue (Prev: Puppy Love Cats)	Rover Rescue
All Herding Breed Dog Rescue	Ducky's Bravo Squad	LuLu's Locker Rescue	Sacred Sycamore
All Life Is Valuable, NFP	Echo Dogs White Shepherd Rescue	Making a Difference Rescue	Safe Haven Dog Rescue
All Those Left Behind	EPIC Rescue Inc.	Mending Hearts Rescue	Safe House Animal Rescue League
Alsip to the Rescue (ATTR)	ePitome Dog Rescue	Midwest Akita Rescue Society (MARS)	Save-A-Pet
American Belgian Malinois Club Charitable Trust	Evanston Animal Shelter Association	Midwest Boston Terrier Rescue	Second City Canine Rescue
Angel 4 Cause Rescue	Famous Fido Rescue and Adoption Alliance	Midwest Dachshund Rescue	Secondhand Hounds
Angels On Wheels Animal Rescue	Felines and Canines Inc.	Midwest Rescue of Illinois, Inc.	Seven Star Sanctuary & Rescue
Angel's Paws	Fetching Tails Foundation	Mission Compassion Paw Inc (MCP)	Shih Tzu Rescue, Adoption & Education Safehouse (STRAES)
Animal Care League	Flintcreek Wildlife	Mit Liebe German Shepherd Dog Rescue	Simply Shepherds Rescue
Animal House Shelter	Forever Husky	My Loveable Angels	Small Paws Rescue
Animal Rescue Foundation Illinois	Forget Me Not Animal Rescue	Naperville Area Humane Society	South Suburban Humane Society
Animal Welfare League	Fortunate Pooches and Lab Rescue	New Leash on Life - Chicago	Spay Illinois Pet Wellness Clinic
Anti-Cruelty Society	Foster 2 Home, Inc	Nice Dogs for Nice Families Rescue (For the Love of Dogs)	Specialty Purebred Cat Rescue
As Good as Gold-Golden Retriever Rescue of Northern IL.	Foster Pet Outreach	Northcentral Maltese Rescue, Inc.	St. Sophia's Forgotten Felines
Barrington Area Animal Rescue & Kennels, NFP	Found Chicago	Northern Illinois Pug Rescue & Adoption, Inc.	S.T.A.A.R. (Second Time Around Animal Rescue)
Be Fido's Friend, NFP	Four Paws Animal Foundation	NorthStar Shih Tzu Rescue	Stardust Sanctuary, Ltd
Blackdog All Breed Rescue	Free Spirit Siberian Rescue	NorthStar WI Dog Rescue and Advocacy	Starfish Animal Rescue
Bombshell Bullies Pit Bull Rescue	Friends of Chicago Animal Care & Control	One More Dog Rescue (FNA Ruff Start Happy Tails)	Stepping Stone Bully Rescue
Bow Wow Revolution	Friends of Petraits	One Tail at a Time	Tails Humane Society
Bullmastiff Rescuers, Inc	Fur Angels Animal Sanctuary	Open Doors Animal Inc.	Thorse Dog Rescue
Canines & Company	Furrever Friends & Kitten Care Rescue	PAWS Chicago	TRAIN - Team Rescuing Animals in Need
Castaway Pet Rescue In.	German Shepherd Rescue, Inc.	Paws Crossed Rescue Resource	Tree House Humane Society
Cat Nap from the Heart	Good Shepherd Animal Sanctuary, Inc.	Paws Illinois NFP	Unbreakabull Bullies
The Catcade	Grassroots Animal Rescue	PAWS Tinley Park	Underdog Pet Rescue of Wisconsin
Central Illinois Sheltie Rescue	Great Lakes Mastiff Rescue	Paws Up 4 Rescue	Underdog Rescue Inc.
Central Illinois Small Animal Rescue	Greater Chicago Cavalier Rescue	Pawsitive Impact Pet Rescue	United Yorkie Rescue
Chi-Town Pitties, Inc	Greater Chicago Ferret Association	Peace For Pits, Inc.	Villa Bark
Chicago Canine Rescue Foundation	Green Pup Shelter	Peke N Chini Midwest	Wags 2 Wishes Animal Rescue
Chicago Chicken Rescue	Guardians of the Green Mile	Perfect Paws Animal Rescue	Waifs & Strays Animal Rescue
Chicago English Bulldog Rescue, Inc. NFP	Heading Home K9 Rescue (HHK9)	Perfect Pooches Adoption Agency	West Suburban Humane Society
Chicago Herpetological Society	Heartland Animal Shelter	Pets and Vets USA	Whiskers & Tails Foundation
Chicago Pet Rescue	Heather's Foster Dogs NFP	Players for Pits	WILD Canine Rescue
Chicago Pit Stop Rescue	Help A Pooch Rescue	Playing Again Sams	Wisconsin Akita Rescue
Chicagoland Bully Breed Rescue	Home Sweet Home Pet Rescue, Inc.	Wisconsin Samoyed Rescue	Wonder Weims Rescue
Chicagoland Dog Rescue	HOPE (Helping Out Pets Everywhere, LTD)	Precious Pets Almost Home	Woof Gang Rescue
Chicagoland Eskie Rescue	Hope Pet Rescue, Inc		Young at Heart Pet Rescue
	House Rabbit Society of Chicago		

