



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES

REGULAR MEETING AGENDA
Tuesday, June 9, 2015
7:00 PM

HARBOR SHELTER
957 NORTH GAFFEY STREET
SAN PEDRO, CALIFORNIA 90731

DAVID ZAFT
President

ALANA YAÑEZ
Vice-President

JENNIFER BRENT
LARRY GROSS
ROGER WOLFSON

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. For information please call (213) 482-9597.

Si requiere servicios de traducción, favor de notificar a la oficina con 24 horas de anticipo.

FACILITY TOUR OF EAST VALLEY SHELTER

Commission Tour of Harbor Animal Shelter (starts at 6:15 p.m.). Public is welcome. The Commission meeting will begin promptly at 7:00 p.m.

I. REGULAR COMMISSION MEETING

- 1. PUBLIC COMMENT PERIOD** - (Comments from the public on items of public interest within the Board's subject matter jurisdiction that are not on the Agenda; two minutes per speaker).

Public Comments: The Brown Act prohibits the Board and staff from responding to the speakers' comments. Some of the matters raised in public comment may appear on a future agenda.

2. COMMISSION BUSINESS

A. Board Recognition of LAASEE Award Recipients (Action Item; Public comment limited to one minute per speaker):

- Lori Weise, Executive Director, Downtown Dog Rescue
- Judy Guth, Pet Friendly Landlord
- Dr. Rolando Vasquez (Posthumous), Veterinarian, North Figueroa Animal Hospital
- Mark Dodge, Co-Founder, FixNation
- Teri Austin, President, Amanda Foundation

B. Approval of the Minutes for the Meeting of May 26, 2015 (Action Item; public comment limited to one minute per speaker).

3. ORAL REPORT OF THE GENERAL MANAGER (Public comment limited to one minute per speaker).

4. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS (Public comment limited to one minute per speaker).

5. BOARD REPORTS

A. Board Report to Request Approval of Recommended Changes to the New Hope Program Policy (Action Item. Public comment limited to two minutes per speaker)

B. Board Report on Findings of Department Survey of Veterinarians and Recommendation to Increase Spay / Neuter Voucher Amounts (Action Item; public comment limited to two minutes per speaker)

C. Board Report to Accept a Donation from the Jimmy M. Mitchell Trust in the Amount of \$133,333.40 for the Animal Welfare Trust Fund (Action Item; public comment limited to two minutes per speaker)

7. ADJOURNMENT

Next Commission Meeting is scheduled for 10:00 a.m., June 23, 2015, at City Hall, Room 1060, 200 North Spring Street, Los Angeles, CA 90012.

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Tuesday of each month at 10:00 A.M. Regular Meetings are held at City Hall, 200 North Spring Street, Room 1060, in Los Angeles, CA 90012. Evening Meetings are held in various locations throughout the City, from 7:00 to approximately 9:30 P.M. The agendas for Board meetings contain a brief general description of those items to be considered at the meetings. Board Agendas are available at the Department of Animal Services (Department), Administrative Division, 200 North Spring Street, 19th Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of

Please join us at our website: www.LAAnimalservices.com

present and prior agenda items, copies of the Board Calendar, MP-3 audio files of meetings as well as electronic copies of approved minutes on the Department's World Wide Web Home Page site at <http://www.laanimalservices.com/CommissionAgendas.htm>

Three (3) members of the Board constitute a quorum for the transaction of business. Some items on the Agenda may be approved without any discussion.

The Board Secretary will announce the items to be considered by the Board. The Board will hear the presentation on the topic and gather additional information from Department Staff. Once presentations have finished, the Board President will ask if any Board Member or member of the public wishes to speak on one or more of these items. Each speaker called before the Commission will have one (1) minute to express their comments and concerns on matters placed on the agenda. (For certain agenda items, speakers will have two (2) minutes.)

PUBLIC INPUT AT BOARD MEETINGS – **Public Participation on Agenda Items.** Members of the public will have an opportunity to address the Board on agenda items after the item is called and before the Board takes action on the item, unless the opportunity for public participation on the item was previously provided to all interested members of the public at a public meeting of a Committee of the Board and the item has not substantially changed since the Committee heard the item. When speaking to an agenda item other than during Public Comment (see Public Comment below), the speaker shall limit his or her comments to the specific item under consideration (California Government Code, Section 54954.3).

Public Comment. The Board will provide an opportunity for public comment at every regular meeting of the Board. Members of the public may address the Board on any items within the subject matter jurisdiction of the Board as part of Public Comment.

Speaker Cards. Members of the public wishing to speak are to fill out one speaker card for each agenda item on which they wish to speak and present it to the Board secretary **before** the item is called.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item except during general public comment period which is limited to two (2) minutes per speaker. (For certain agenda items, speakers will have two (2) minutes each.). The Chairperson, with the approval of a majority of the Board, may for good cause extend any speaker's time by increments of up to one (1) minute.

Brown Act. These rules shall be interpreted in a manner that is consistent with the Ralph M. Brown Act, California Government Code Section § 54950 et seq.

STANDARDS OF CONDUCT. Speakers are expected to behave in an orderly manner and to refrain from personal attacks or use of profanity or language that may incite violence.

All persons present at Board meetings are expected to behave in an orderly manner and to refrain from disrupting the meeting, interfering with the rights of others to address the Board and/or interfering with the conduct of business by the Board.

In the event that any speaker does not comply with the foregoing requirements, or if a speaker does not address the specific item under consideration, the speaker may be ruled out of order, their speaking time forfeited and the Chairperson may call upon the next speaker.

The Board, by majority vote, may order the removal from the meeting of any speaker or audience member continuing to behave in a disruptive manner after being warned by the Chairperson regarding their behavior. Section 403 of the California Penal Code states as follows: "Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other

Please join us at our website: www.LAAnimalServices.com

than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor.”

VOTING AND DISPOSITION OF ITEMS – Most items require a majority vote of the entire membership of the Board (3 members). When debate on an item is completed, the Board President will instruct the Secretary to "call the roll". Every member present must vote for or against each item; abstentions are not permitted unless there is a Conflict of Interest for which the Board member is obliged to abstain from voting. The Secretary will announce the votes on each item. Any member of the Board may move to "reconsider" any vote on any item on the agenda, except to adjourn, suspend the Rules, or where an intervening event has deprived the Board of jurisdiction, providing that said member originally voted on the prevailing side of the item. The motion to "reconsider" shall only be in order once during the meeting, and once during the next regular meeting. The member requesting reconsideration shall identify for all members present the Agenda number and subject matter previously voted upon. A motion to reconsider is not debatable and shall require an affirmative vote of three members of the Board.

When the Board has failed by sufficient votes to approve or reject an item, and has not lost jurisdiction over the matter, or has not caused it to be continued beyond the next regular meeting, the issue is again placed on the next agenda for the following meeting for the purpose of allowing the Board to again vote on the matter.

DAVID ZAFT
PRESIDENT

ALANA YAÑEZ
VICE PRESIDENT

COMMISSIONERS

JENNIFER BRENT

LARRY GROSS

ROGER WOLFSON



ERIC GARCETTI
MAYOR

City Hall
200 North Spring Street
19th Floor, Room 1913
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

BRENDA F. BARNETTE
GENERAL MANAGER

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

Report to the Board of Animal Services Commissioners

Brenda Barnette, General Manager

COMMISSION MEETING DATE: June 9, 2015

REPORT BY: Jan Selder

REPORT DATE: June 1, 2015

TITLE: Director of Field Operations

SUBJECT: REQUEST TO APPROVE RECOMMENDED CHANGES TO THE NEW
HOPE PROGRAM POLICY

BOARD ACTIONS RECOMMENDED:

- **APPROVE** the proposed changes to the New Hope program's policies as follow:
 - Eliminate advanced reporting requirements for transports, and the second and third party follow up requirements; and
 - Add a requirement that all new applicants will be limited to five members who will have adoption privileges.

SUMMARY

The current New Hope Policies and Procedures were last revised in February of 2014. (Policies and Procedures attached). The Board of Commissioners approved several changes in the policy; this report is a follow up on how the program is working based on survey results and the impact of the changes on the program and staff. These changes are expected to help increase the number of New Hope partners, which saw a reduction after the implementation of the prior approved changes, and increase the manageability of the program for the partners and staff.

BACKGROUND

The Board of Commissioners heard several reports over the course of several months, including February, March and April of 2013 regarding the needs of our New Hope program. Several changes were proposed and were passed on May 14, 2013. Changes included;

- Access to shelters 24/7
- Eligibility requirements
- Animal Availability
- Fees
- Reporting Requirements

The Department issued a notice to all 231 New Hope Partners advising them of the changes and requiring them to fill out a new application agreeing to the new requirements by June 1, 2013. The fee changes took several months to go through the approval process, but all of the other changes were implemented upon Commission approval and the policies and procedures, including the fee changes were updated last on February 21, 2014.

To gain the perspective of our New Hope partners, in November of 2014 the Department sent out a survey asking for their opinion and concerns, if any, on the program (survey analysis attached). Sixty-three (63) of the then 198 partners responded to the survey. Overall, the participants liked the New Hope Program and felt it was working well as a whole. Two complaints that appeared on responses several times were the time consuming amount of paperwork and follow up reporting now required, and the fact that only two shelters had a New Hope Coordinator.

Since the addition of the extra reporting requirements, our New Hope Program memberships has dropped from 231 groups to 210 as several groups declined to sign up when the changes were made. At the time of the changes, there was a concern that dogs transported out of state were falling into the wrong hands. However, the stringent reporting requirements have not stopped the transports; they have stopped many of our rescues from adopting from LAAS due to the increased requirements that are almost impossible to meet.

The added reporting requirements have also been a problem for the Department. The New Hope Program Manager must now keep track of not only spay and neuter compliance but also all transports prior to the actual transport and track first, second and third party adoptions, depending on the adoption circumstances. The amount of paperwork and follow up is unmanageable and far beyond what any other California agency is currently requiring. (See attached spreadsheet on what other local agencies require for rescue adoption).

In an effort to increase the number of New Hope Partners and increase the number of New Hope adoptions, the Department feels it is important to make the process as

smooth and easy as possible. The Department already has a very thorough list of eligibility requirements a New Hope Partner must comply with when applying. Based on those requirements, the Department believes the follow-up post-adoption requirements should be minimal making adoption easy and keeping track less complicated.

PROPOSED CHANGES TO THE NEW HOPE PROGRAM POLICES

In order to better manage the program, the Department recommends the elimination of advanced reporting requirements for transports, and the second and third party follow up requirements (page 8 of the current New Hope policies). The New Hope Partner will still need to report on where the animal went once the animal left their care (e.g. adopted, sent to another rescue group or another agency, etc.) and all of the information will still need to be provided in the regular monthly reports.

To make tracking easier for both New Hope Partners and our program manager, the Department would like to limit the number of members allowed to adopt for each New Hope Partner. This would apply to *all new applications* only. Current approved New Hope Partners would not have to reduce the number of members allowed to adopt to five.

In response to the complaint of having only two dedicated New Hope Coordinators; the Department would like to increase the number of New Hope Coordinators from the two currently in place, to six, one for each shelter. However, there is insufficient staffing at this time. As more ACT's are hired, the Department can then look at increasing the number of staff dedicated to New Hope and add staff as necessary.

FISCAL IMPACT

There is no fiscal impact.

APPROVED:



Brenda F. Barnette, General Manager

Attachments

BOARD ACTION:

_____ Passed

_____ Tabled

_____ Disapproved

_____ New Date

_____ Passed with noted modifications

CALIFORNIA COMPARARITIVE AGENCY PRACTICES								
Agency	Application Process	Screening Process	Follow-Up on Adoption	S/N Pre Adoption	S/N Post Adoption Proof	Adoption Process	Hours	Fees
San Bernardino County	*Yes	Check with local Animal control agencies where group is located for any issues/ complaints	Do not Track or Require	Not Required	Required, within 30 days or suspended, if fake certificates provided group is terminated	In person, take animal same day	10 am to 5 pm Tues to Sat Closed Sun/ Mon	No fees
Sacramento SPCA	*Yes	Check with local AC agencies, Google and Yelp the group, require three references, a vet, prior adopter and another AC agency	Do not Track or Require	Not Required	Not Required	In person, take animal same day	11 am to 6 pm Wed to Sun Closed Mon/ Tues	No Fees
L.A. County	*Yes	Must be 501c3, require references from two current Adoption partners , one vet and one AC Agency they are current with, plus ask on Roundtable	Request adoption information or whether still with rescue or in foster or transferred to another but do not require follow-up	Required	Required and follow-up done; suspended or terminated if not provided	In person or can call in and adopt over phone	12 pm to 7 pm Mon to Thurs 10 am to 5 pm on Fri/ Sat/ Sun	Dogs: \$10 adoption fee; \$25 S/N Fee; \$15 Microchip (covered by ASPCA grant) Cats: \$10 adoption fee; \$15 S/N fee; \$15 microchip (covered by ASPCA grant)
San Diego County	*Yes	Check with local agencies, ask Roundtable, check IRS website for 501c3	Do Not Track or Require	Not Required	Not required, but if discovered an animal is adopted before S/N, group is suspended or placed on restricted adoption to pre S/N only	In Person, take animal same day	9:30 am to 5:30 pm Tues to Sat Closed Sun/Mon	No Fees
Burbank Animal Shelter	No	Does not have a rescue program, they do very little rescue, for the ones they do work with, medical/behavioral, they know them and have a prior relationship	Do not track or require	Not Required	Try to follow up on proof, not required and has not been an issue	In person, take animal same day	10 am to 5 pm Mon to Sat 11 am to 3 pm Sun	No Fees
Pasadena Humane Society	Yes	Must be 501c3, check with other local agencies as a reference, Roundtable and Guide Star for status verification	Do not trace or require	Required, includes microchip	Follow-up on any that were released not S/N for medical, age, etc.	In person, take animal same day or by phone, Pasadena mostly works with local groups, does transport, but only to other agencies/shelters	9 am to 5 pm Tues to Sat 11 am to 4 pm Sun Closed Mon	No Fees
Santa Monica Animal Control	No	Must be a 501c3, verify with IRS and Better Business Bureau	Do not track or require	Not Required	Not Required	In person, take animal same day	8 am to 5 pm Tues to Sat Closed Sun/Mon	No Fees

*With very minor differences, all of the listed agencies require rescues to be a 501c3 or equivalent, provide names and contact info of those allowed to pull, list their veterinarian & provide their adoption agreements.

Q12 What is the most difficult part of working with L.A. City?

Answered: 63 Skipped: 0

#	Responses	Date
1	I do not pull death row dogs for any other rescues no because of the transfer paperwork. I do not want to lose our pull.	10/11/2014 2:28 PM
2	Don't have any problems working with the city	10/8/2014 1:35 PM
3	Staff not understanding the policies and getting 4 different stories on the same dog. Or not being able to get the dogs out to actually do a temp test on them. We are a foster-based program, so we cannot take dog-aggressive dogs. So it's a big problem for us not to be able to see the dogs touch the dogs and actually put them in the yard to assess what we need in the dog. West Valley is the best; South Central is the worst -- it seems like they do not want help most of the time.	10/8/2014 7:51 AM
4	1) The shelter staff who are oftentimes rude and do not process the pulls correctly or even at all. 3) The huge list of rules, many which are infringing and which show that, despite the fact that rescues are the main reason for LAAS becoming "No Kill" , LAAS still marginalizes the rescues and treats us like garbage.	10/7/2014 11:48 AM
5	Telephone assistance. I rarely use it anyway.	10/6/2014 9:51 AM
6	Pulling unaltered cats/kittens for medical or other reasons.	10/6/2014 9:11 AM
7	The new rules about dogs under 30 lbs not being available for new hope.	10/5/2014 11:24 PM
8	Dogs we pull are only available after a week but us Never sure Which Day as they must stay THE weekend. And the reports are difficult as we pull a lot Of Biters and not social dogs and that takes sometimes long Time to place, we sometimes forget what dog is it. MAYbe ad doing a picture Or a name Would help us with THE reports	10/5/2014 8:27 AM
9	We have no problems with LA City protocol. It would be helpful if a New Hope contact list were emailed each month so we could keep track of who is where.	10/4/2014 12:18 PM
10	It seems that East Valley has a terrific coordinator Veronica that I can work with and get the adoptions done easily. The other shelters are at a loss as everyone there gives me different info every time I try to pull a rescue. It's very frustrating :(10/3/2014 4:48 PM
11	Best Friends gets animals for free. The same courtesy should be given to rescue organizations.	10/3/2014 9:52 AM
12	We do not experience difficulties.	10/3/2014 9:26 AM
13	arranging to get dogs out early, though this has improved since New Hope was instituted	10/2/2014 6:29 PM
14	Hmm. I would have to say the most difficult part is the fact that the New Hope coordinator cannot clone herself and be available to me 24/7! Seriously, though, when I deal with the New Hope coordinator, everything goes smoothly, my time constraints are respected and I am treated like a valued partner. When I don't, things are more complicated, less efficient, less professional and sometimes downright unpleasant. On one recent visit, I got caught in the crossfire between an ACT and a cashier who were fighting with each other across the room.	10/2/2014 11:06 AM
15	Hours involved with paperwork at shelter, and then reporting afterward	10/2/2014 10:14 AM
16	they often cannot "find us" in their system and we then have to redo all of our paperwork again.	10/2/2014 9:55 AM
17	nothing so far	10/2/2014 8:11 AM
18	Don't know; I don't pull dogs.	10/2/2014 1:10 AM
19	The General Manager's indifference, arrogance and lack of honesty. She makes almost everything worse.(and nothing better). It is very sad knowing so many animals suffer and die because our General Manager is so awful.	10/1/2014 11:58 PM
20	Some of the shelters are not rescue friendly and a lot of the workers do not know what is going on.	10/1/2014 10:13 PM
21	Not difficult at all. Sometimes personnel have trouble verifying our puller's credentials, but it all works out eventually.	10/1/2014 9:38 PM

22	Other rescues seem to get a hold on dogs very quickly	10/1/2014 9:14 PM
23	For the most part working with LA city is very easy. I work with east valley a lot and it is very pleasant	10/1/2014 9:09 PM
24	Some of the dogs they list are actually earmarked for adoption events and not able to be rescued.	10/1/2014 8:59 PM
25	Nothing really, I guess I would like to be able to talk to people to pull via email	10/1/2014 8:02 PM
26	Having to make 2 trips to shelter. Once to look at dog, the second to pick up after sterilization.	10/1/2014 7:49 PM
27	Not sure I can come up with a difficulty, other then trying to get thru the busy phone lines at the shelters since we must inquire about medical notes and avail date of the animal before we can pull.	10/1/2014 7:48 PM
28	Not being able to spay/neuter cats that are labeled feral by the shelter before we pull. 80% of the time those cats are NOT feral or even fractious - they were just scared in the shelter. We just pulled 3 that SLA would not neuter because they were 'feral.' All were meowing and purring once in the transporter's car!	10/1/2014 7:39 PM
29	Adopting a dog, or trying to look at a dog and dealing with your staff who	10/1/2014 7:34 PM
30	Nothing	10/1/2014 6:17 PM
31	For me, there is only one little glitch with pulling from LA City and it pertains to dogs who are deferred on spay/neuter. Because of distance, I can never get back to LA to get dog altered with the voucher. I just take dog to my vet but it's a little more pricey so my New Hope partner savings sort of goes out the door on deferred dogs. I mostly pull from blue list so most of my dogs are deferred.	10/1/2014 5:50 PM
32	I've had good experiences	10/1/2014 5:34 PM
33	I would say that getting through to the proper shelter / person takes a while on the phone.	10/1/2014 5:25 PM
34	not having the adoption coordinators or a back number to call	10/1/2014 5:21 PM
35	Phone calls go unanswered, long wait times on hold with staff, differing answers depending on location, breaking into "cliques" that some shelters have with their "preferred" rescues, getting effective turnaround on medical and behavioral questions on orphans, inability to "self serve" information on a dog via a private gateway/portal into the LAAS chameleon database (been asking for this for years).	10/1/2014 4:54 PM
36	I haven't found or seen any problems really. Only a few times when I called in to pull a dog they said only the person on your pull list can pick up the dog & then I've had to have Maria call the shelter to clarify that it's OK for our volunteer to pick up the dog.	10/1/2014 4:39 PM
37	The monthly reports as we do not have a full time paid secretary to keep up with it all.	10/1/2014 4:38 PM
38	no real issued	10/1/2014 4:36 PM
39	No difficult part	10/1/2014 4:34 PM
40	Getting through to the shelters on the phone and reaching someone who can do a pull and coordinate medical info.	10/1/2014 4:34 PM
41	The time it takes to get the animals out.	10/1/2014 4:32 PM
42	not difficult.	10/1/2014 4:06 PM
43	Trying to figure out if there is or is not a New Hope Coordinator at a facility and who that may be.	10/1/2014 3:49 PM
44	sometimes getting the proper paperwork	10/1/2014 3:40 PM
45	It's hard to pick one. Here are a few, you can choose any or all: 1. Administratively cumbersome reporting requirements 2. Lack of uniformity in how rules and procedures are applied shelter to shelter and person to person within a shelter 3. Poor communication on policy or practice changes from LAAS to New Hope Partners 4. Difficulty in reaching people by phone 5. An inherently conservative, risk-averse approach by the City to its New Hope partners that shows a willingness to sacrifice animals' lives in exchange for exerting control over how animals are rescued and subsequently placed	10/1/2014 3:33 PM
46	Can't think of any	10/1/2014 3:26 PM
47	LA City does not defer the sick and very old seniors that we rescue from the shelters and this at times can gravely affect their medical conditions	10/1/2014 3:26 PM
48	phone calls. never get anyone to answer, sometimes when they do, they are not helpful	10/1/2014 3:18 PM

49	Sometimes the staff but we understand they had to deal with a lot of "difficult", "emotional" and "rogue/rabid" rescuers that see them as the enemy. They have a thankless job	10/1/2014 3:17 PM
50	none	10/1/2014 3:10 PM
51	The lack of customer service and no common sense flexibility with policy and procedures when it is in the pets best interest. Also the hours are terrible for saving lives but accommodating for people surrendering.	10/1/2014 3:08 PM
52	I really like working with LA City. I think you guys are organized, informational and generally speaking always nice to speak to	10/1/2014 3:05 PM
53	Very tough to get to talk to a person who can give an accurate update on a dog. Lately there has been some bogus practice of not allowing rescues to adopt a dog if it had only one day of public availability before the weekend. So the dog is stuck in the shelter Sat & Sun for no reason! Then we can get it Monday if it's still available. We all work as well as rescuing! So much easier to do that pull from the shelter on a Saturday or Sunday.	10/1/2014 2:58 PM
54	Monthly reports and having to wait a weekend to rescue a dog - we are mainly a small dog rescue our average dog is 30lbs or under. Every year I have to resubmitt the same paperwork such as my adoption contract, 501c paperwork	10/1/2014 2:56 PM
55	the nasty people behind the checkout counters. Volunteers are great	10/1/2014 2:50 PM
56	Trying to reach someone on the phone.,	10/1/2014 2:49 PM
57	The rule about small dogs not being able to be pulled til after available for full weekend causes a lot of confusion. Especially for blue listed dogs... Staff members and people answering the phones are not clear. Just figuring out the available dates is much harder now. Plus it adds to the overcrowdness. Would seems a hold system for the public would make more sense.	10/1/2014 2:48 PM
58	Just the waiting over a weekend for a dog, but we typically take the sick dogs so they usually get deferred. I think the way city does it is better than county.	10/1/2014 2:46 PM
59	no reporting	10/1/2014 2:43 PM
60	Chatterbox gossipy staff. You can't fart in an LAAS shelter without the entire rescue community knowing about it.	10/1/2014 2:42 PM
61	Being able to reach someone to get more information about a dog.	10/1/2014 2:40 PM
62	Finding volunteers to help us evaluate and meet the dogs we are potentially pulling. Also, it's difficult to get a detailed answer regarding medical issues and we often pull a dog we think will have no medical and then later find out (not until we've already committed to pulling the dog) that there are other medical issues which can be quite costly to address.	10/1/2014 2:36 PM
63	Reporting.	10/1/2014 2:28 PM

Q14 What is the best part about our New Hope Program?

Answered: 63 Skipped: 0

#	Responses	Date
1	Being able to help medical dogs.	10/11/2014 2:28 PM
2	Ease of calling in a pull.	10/8/2014 1:35 PM
3	Just knowing it's there! Saving some money and having confidence that city shelters care about our efforts to save their animals.	10/8/2014 7:51 AM
4	Almost nothing is good about the New Hope Program. We truly are grateful for New Hope Coordinators, Veronica of East Valley and Samantha of South LA. We like Maria Gordo and her continued prompt reply to our questions and needs. Each of these individuals is always professional. We like the portal and how it is set up for the most part. We like the partnership with Best Friends, but only in some ways.	10/7/2014 11:48 AM
5	Simplified process for identifying pulling group/individual.	10/6/2014 9:51 AM
6	Because the pull number makes it much easier to pull.	10/6/2014 9:11 AM
7	Fully vetted animals at a reasonable pull fee	10/5/2014 11:24 PM
8	I love that You sent emails and that You used to let us pull by Phone	10/5/2014 8:27 AM
9	That it exists!	10/4/2014 12:18 PM
10	The best part is that we can actually assist the shelter in saving lives :) Also that Ms. Gomez at the home office is always available to answer questions and assist me .	10/3/2014 4:48 PM
11	the Adoption Coordinators are terrific and work hard to get these animals into rescues or homes.	10/3/2014 9:52 AM
12	It offers the spay/neutering service.	10/3/2014 9:26 AM
13	we know we can get to someone to learn about what collies (or collie mixes) are going to be available and arrange to get them out ASAP	10/2/2014 6:29 PM
14	That there IS a New Hope Program. See above for my feelings about the NH coordinator with whom I deal the most (Veronica Perry at EV). But I have also had positive dealings with the NC and WV New Hope personnel; in short, when I deal with a New Hope coordinator, things always are better.	10/2/2014 11:06 AM
15	Cost effectiveness for our group.	10/2/2014 10:14 AM
16	low costs to the rescues	10/2/2014 9:55 AM
17	Being able to help Cocker in the LA area	10/2/2014 8:11 AM
18	Don't know. Only the Foster Coordinators know the answer.	10/2/2014 1:10 AM
19	Rescue over the phone, and the New Hope Coordinators who are good. The red and blue lists were good when they were reliable, but even that got broken with Brenda Barnette.	10/1/2014 11:58 PM
20	It used to be that there were New Hope Coordinators but now there aren't.	10/1/2014 10:13 PM
21	Being able to pay pull fees over the phone now. It makes our job so much easier.	10/1/2014 9:38 PM
22	Working to save dogs	10/1/2014 9:14 PM
23	He fees	10/1/2014 9:09 PM
24	Approval process was smooth, monthly reporting is modern and accessible.	10/1/2014 8:59 PM
25	Maria Gordo, she is professional, courteous and prompt	10/1/2014 8:02 PM
26	I don't really have an opinion about New Hope, positive or negative.	10/1/2014 7:49 PM

27	The entire system and working with the ACT's at the shelters who are very helpful with assisting and providing info. on the animal we are interested in.	10/1/2014 7:48 PM
28	Being compensated to save lives	10/1/2014 7:39 PM
29	hmmmmmmmm	10/1/2014 7:34 PM
30	Cost effective and friendly service	10/1/2014 6:17 PM
31	Lower pull fees and sometimes no fees at all for the blue list dogs.	10/1/2014 5:50 PM
32	We have gotten some money in return in the past. ..not recently though.	10/1/2014 5:34 PM
33	The daily emails with photos.	10/1/2014 5:25 PM
34	when the new hope coordinators are there	10/1/2014 5:21 PM
35	Subsidized pulls?	10/1/2014 4:54 PM
36	Being able to talk to the 1 person in charge that knows the dogs you have interest in and helping you find out any medical information that is needed. When you had changed it back to where nobody was a new hope coordinator it made it harder to get the correct information and some of the workers didn't really seem to care one way or the other if you pulled a dog or not. The new hope coordinators really seem to care. I also think it's great to keep the adoption fee low so that our rescue group can pull more of the senior and injured dogs and not have to worry that the pull fee is to high.	10/1/2014 4:39 PM
37	not certain anymore	10/1/2014 4:38 PM
38	contacts to work with at each shelter	10/1/2014 4:36 PM
39	Organized and efficient.	10/1/2014 4:34 PM
40	Having the New Hope Coordinators to handle pulls, being able to go to shelters for pickup on Mondays and after hours.	10/1/2014 4:34 PM
41	Everyone is very helpful and we get calls about our breed.	10/1/2014 4:32 PM
42	low/no fees. easy reporting. easy pulls. full vaccination/alter/microchip.	10/1/2014 4:06 PM
43	When you can develop a relationship with a New Hope Coordinator at a shelter and they contact us when a good dog comes in that they know will fit our program well.	10/1/2014 3:49 PM
44	good reporting program	10/1/2014 3:40 PM
45	Honestly, the only reason we still bother is because of our commitment to the NKLA Coalition. We don't get any sense of partnership with or appreciation from the City. If I have to pick one thing that is the "best part", I guess it would be the reduced adoption fees, though these predated New Hope and have always been available for 501(c)3 rescue partners.	10/1/2014 3:33 PM
46	The cost and saving English Bulldogs	10/1/2014 3:26 PM
47	People are more friendly, accurate and pulls are done in a timely manner and we can place CTA's via phone and pay any fees over the phone	10/1/2014 3:26 PM
48	being able to pull over the phone and pick up at vets. your opening times are are a plus.	10/1/2014 3:18 PM
49	The ease and knowing you are really helping an animal in need	10/1/2014 3:17 PM
50	Easy	10/1/2014 3:10 PM
51	The New Hope Coordinators	10/1/2014 3:08 PM
52	The people have been pretty awesome.	10/1/2014 3:05 PM
53	It provides a path to a new possibility in life to animals that are forgotten or abandoned.	10/1/2014 2:58 PM
54	reduced rescue rates	10/1/2014 2:56 PM
55	getting the dogs we want to pull	10/1/2014 2:50 PM
56	Having one person that knows the dogs and she rescues involved.	10/1/2014 2:49 PM
57	It has its flaws but I do think it is helping get more dogs into rescue	10/1/2014 2:48 PM

58	Doing adoptions over the phone and having our paperwork ready and the NH people make our jobs much easier.	10/1/2014 2:46 PM
59	no	10/1/2014 2:43 PM
60	The best part was the cc over the phone and after hours pickup.	10/1/2014 2:42 PM
61	Reduced fees are a big help. Having a dedicated New Hope person at each shelter was a big help. I'm sorry that program was discontinued.	10/1/2014 2:40 PM
62	Free pull fees.	10/1/2014 2:36 PM
63	The coordinators	10/1/2014 2:28 PM

National Shelter/Rescue Partnership Information

ATLANTA, GA

Fulton County Animal Services (managed by Lifeline Animal Project)

2013 Intake: 9227 total

Requirements: Application, shelter license, 501c3, reference check

Cost to pull: \$0.00

Reporting: None

BALTIMORE, MD

Baltimore City Animal Shelter, run by BARCS

2010 Intake Stats: Dogs: 4812, Cats: 6064, Other: 738

Requirements: Application, clean record with Animal Control

Cost to pull: \$0.00

Reporting: None

CHICAGO, IL

Chicago Animal Care and Control Shelter

2013 Intake Stats: Dogs: 11,515, Cats: 9236, Other: 1825

Requirements: Application

Cost to pull: Pit bull and Pit bull mixes = \$0.00

Non Pit bull mixes, less than 14 days = \$65 if already fully vetted

\$15 for Rabies shot if not vetted

Any dog over 14 days = \$0.00

Any dog on medication = \$0.00

Reporting: None required. Outcome records of transferred animals may be requested.

CHARLOTTEVILLE-ABLEMARLE, NC

SPCA Charlottesville- Ablemarle

2013 Intake Stats: Dogs: 1686, Cats: 1993

Requirements: None, may review group's adoption application online

Cost to pull: \$0.00

Reporting: None

COLORADO SPRINGS, CO

Humane Society of the Pikes Peak Region

2012 Intake Stats: Dogs: 9485, Cats: 8216

Requirements: Member of Denver All Breed Rescue Network or 501c3 & reference checks

Cost to pull: \$0.00 as long as group's assistance is requested by HSPP

Full adoption fee applies if group pulls from shelter on own

Reporting: None

HOUSTON, TX

BARC Animal Shelter and Adoptions

2013 Intake Stats: Dogs: 16,305, Cats: 8022, Other: 625

Requirements: Application, review of adoption standards, contracts, spay/neuter policy, vet info and references, 501c3

Cost to pull: \$0.00

Reporting: Monthly Spay/Neuter report of prior month's transferred animals

METHUEN, MA

Noble Family Animal Care and Adoption Center

Requirements: Licensed with Department of Agriculture

Cost to pull: \$0.00

Reporting: None

MINNEAPOLIS, MN

Minneapolis Animal Care & Control

2012 Intake Stats: "Total of live domestic pets into shelter": 2830

Requirements: 501c3, reference checks, email and in person interviews

Cost to pull: \$60 Cats/ \$80 Dogs

Reporting: None

Animal Humane Society

7/12 – 6/13 Intake Stats: Dogs: 9214, Cats: 12,295

Requirements: Application, background check by Humane Investigator, facility visit (if applicable)

Cost to pull: \$0.00 if animal deemed "unadoptable", full adoption fee if animal is "adoptable"

Reporting: None

NEW YORK, NY

Animal Care and Control of NYC

8/13 – 7/14 Intake Stats: Dogs: 11,010, Cats: 18,719

Requirements: 501c3, review of group's contracts, adoption process, facility or foster homes

Cost to pull: \$0.00 for animals deemed "New Hope eligible"

Reporting: Report of prior months transferred animal's location, proof of s/n, license

ORLANDO, FL

Orange County Animal Services Pet Rescue and Adoption Center

2012 Intake Stats: Intake total 20,315

Requirements: Agreement, reference check, home visit of groups' main contact

Cost to pull: \$15.00 per animal (Yearly \$25.00 registration fee)

Reporting: None

PHOENIX, AZ

Maricopa County Animal Care and Control

2013 Intake Stats: Intake total 41,347 (approximately 89% dogs, 10% cats)

Requirements: Application

Cost to pull: \$0.00

Reporting: Monthly License Transfer report

PORTLAND, OR

Multnomah County Animal Services

2012 Intake Stats: Dogs: 3239, Cats: 4324

Requirements: Interagency Agreement, 501c3, facility inspection

Cost to pull: \$0.00 (groups pay to have animals spay/neutered)

Reporting: None

RALEIGH, NC

Wake County Animal Shelter

2013 Intake Stats: Dogs: 5181, Cats: 4678, Other: 461

Requirements: Application, reference check, 501c3, review of adoption contract

Cost to pull: \$0.00, may charge if pulling "highly adoptable" animal

Reporting: None

TAMPA, FL

Hillsborough County Animal Services

2013 Intake Stats: Dogs: 9551, Cats: 11,063, Other: 1287

Requirements: Provide group information, vet reference letter

Cost to pull: \$10.00 (will be \$0.00 in 2015)

Reporting: Final placement of animals pulled from the shelter



NEW HOPE PROGRAM

Purpose, Policy, Procedure and Partnership



TABLE OF CONTENTS

Los Angeles Animal Services	3
The Purpose of New Hope	4
Eligibility Requirements	4
Animal Availability	5
Red and Blue Alert	5
Shelter After Hours Access	6
Adoption Paperwork Processing	6
First-Come/First-Served Exceptions	7
Program Policies and Procedures	7
On-Site Procedures	10
Monthly Reports	11
LAAS Employees, Chain of Command, and Partnerships	12

LOS ANGELES ANIMAL SERVICES

OUR MISSION

To promote and protect the health, safety and welfare of animals and people.

OUR VISION

We envision the day when every pet born has a good home and is cared for all its life, and no person is ever endangered by an animal.

OUR VALUES

We value each employee, volunteer and partner contributing to the professional delivery of excellent customer service and the humane treatment of animals, in an atmosphere of open, honest communication, predicated on our respect for and trust in each other. Our values depict the highest standards of:

Respect – We pledge to treat each person thoughtfully, politely and kindly regardless of rank or relationship.

Trust – We strive to conduct ourselves in an honest, ethical way, inspiring confidence in our abilities and our honesty.

Open and Honest Communication – We commit to complete transparency in all forms of communication and to carefully listen to the communications of one another.

Customer Service – We pledge to provide our best service to every customer, whether an internal or an external customer, every time.

Humane Treatment – At all times and in all places, we vow to care compassionately, advocate actively and work tirelessly to insure the best possible environment for all animals.

OUR SERVICE THEME

Creating a Humane LA

THE PURPOSE OF NEW HOPE

The purpose of the New Hope Program is to expand opportunities for Los Angeles Animal Services' (LAAS) dogs, cats, and rabbits to find permanent homes by partnering with qualified 501(c)3 organizations. The New Hope Program is the means by which LAAS acknowledges, cooperates with, and supports the efforts of partnering animal care, training, rescue, welfare and law enforcement organizations as we all try to find homes for the City's orphaned dogs, cats, and rabbits.

ELIGIBILITY REQUIREMENTS

Organizations that are located in Southern California and are established or recognized in their community as an animal shelter, animal welfare organization, animal rescue organization or veterinary hospital may be eligible to participate in the New Hope Program. Eligibility requirements include, but are not limited to:

- ✚ 501(c)(3) status or veterinary business license (including license to treat exotics if applicable);
- ✚ A current copy of the organization's articles of incorporation and by-laws;
- ✚ The organization's statement of purpose, indicating the primary breed the organization rescues. (Note that rabbits can only be adopted by approved rabbit New Hope Rescue Partner organizations);
- ✚ A current copy of the adoption agreement used by the organization;
- ✚ A written description of how and where animals will be housed when they leave an Animal Shelter;
- ✚ A list of all individuals, their California Driver's License, contact phone numbers and e-mail addresses of persons authorized to enter into an agreement for a New Hope adoption from LAAS and to remove the animal once formally adopted on behalf of the organization. Individuals must be bona fide members of the rescue group;
- ✚ The name, phone number, e-mail address, and California Driver's License of the group President or Director responsible for accurate completion of all forms and for providing updates or changes in writing;
- ✚ A valid phone number and email address for the organization that is monitored and will be responded to within 24 hours;
- ✚ The name of a licensed veterinarian indicating a willingness to provide veterinary services to the organization; **and**
- ✚ Providing adopters with appropriate license application forms and providing LAAS with the name and address of dog adopters that reside within the City of Los Angeles for license follow-up. New Hope Rescue Partners are also required to provide addresses for cat and dog adopters that reside inside and outside the City of Los Angeles for statistical use.

Please refer to the application materials for complete requirements.

ANIMAL AVAILABILITY

There will be three levels of availability:

- Animals on the Red or Blue Alert will be available to the New Hope Rescue Partner the same day that they become available to the public (i.e., impound day plus four days for strays, and same day as impound day for owner-surrendered). See Red and Blue Alert below.
- Dogs over 30 lbs. and all other animals are available at the New Hope Rescue price one day after they become available to the public (i.e., impound day plus five days for strays, impound day plus one day for owner-surrendered animals).
- Dogs under 30 lbs. are available at the New Hope Rescue price after they have been available for one full weekend to the public for adoption (i.e., impound day plus five days and one full weekend for strays, impound day plus one full weekend for owner-surrendered animals).

NOTE Only New Hope Rescue Partners approved to adopt rabbits may adopt as a New Hope Rescue Partner; see New Hope Program manager for approved partners.

RED AND BLUE ALERT



The New Hope Red and Blue Alert list is intended to communicate to New Hope Rescue Partners which animals are most in need of help, to flag them for special consideration by rescuers. Animal Care Technician Supervisors (ACTS) are responsible for determining which animals will be placed on the Red Alert list and the Registered Veterinary Technicians (RVTS) or Veterinarian are responsible for determining which animals will be placed on the Blue Alert list.

Criteria for consideration for placement on the Red or Blue Alert list:


RED

- Space - Any dog, cat, or rabbit meeting the above criteria may be placed on the New Hope Red or Blue Alert as soon as the condition or behavior is noted, whether the animal is available or still under hold. (Unavailable animals may be listed on the Red or Blue Alert to give advance notice to the New Hope Rescue Partners; the 48 hour time period begins after the animal becomes available).
- Behavioral – Animals have demonstrated non-socialized behavior (aggression) or extreme fear or fear biting, as observed and reported by staff.

BLUE

-  Medical – Animals are not irremediably suffering, but according to medical staff, are not responding well to a standard course of treatment or have illnesses or injuries that need treatment beyond stabilization.
-  Age – Neonates which need feeding and support, as well as geriatric animals.
 - **Kittens and Puppies under 8 weeks and rabbits under 16 weeks (unweaned)**

At the discretion of the Department, unweaned kittens, puppies or rabbits will be placed on the Blue Alert for immediate adoption. Animals nearing their adoption date may be held for public adoption. Animals determined to be irremediably suffering by the LAAS medical team will not be eligible for New Hope.

-  Lactation – Animal is lactating with young.

Once an animal is listed on the Red or Blue Alert the animal may be euthanized after 48 hours. No Interested Person (IP) will be allowed on a Red or Blue alerted animal.

SHELTER AFTER HOURS ACCESS

If a New Hope Rescue Partner needs to access the shelter after hours for an adoption pick up, they must first contact the ACTS and the New Hope Coordinator (if applicable) at the shelter to make arrangements. For all other requests to be at a shelter after hours, the New Hope Rescue Partner must first contact the Director of Field Operations who oversees shelter operations.

ADOPTION PAPERWORK PROCESSING

All New Hope Rescue Partners will be provided “no waiting” adoption paperwork processing with telephonic notification. The New Hope Rescue Partner telephones their New Hope animal adoption selection(s) to the ACTS or New Hope Coordinator (if applicable) before 4:00 p.m. on the day they want to adopt the animal(s) and the paperwork will be ready for signature the following morning by 11 a.m.

Any requests received after 4:00 p.m. will be processed the following morning and will be ready for signature by 5 p.m. the following day.

New Hope Rescue Partners using the “no waiting” processing may use a credit card to complete the transaction for the applicable licensing and/or adoption fees. All signatures required for the adoption process, i.e. credit card receipt, adoption contract, any necessary waiver, must be provided in person that day, in order to send the adopted dog or cat for sterilization.

If the credit card holder is unable to present himself or herself in person, any other “identified” member of their New Hope organization may sign for the transaction. “Identified” members are persons listed as a member of such organization and have been listed as an authorized “signature” by the credit card holder in the New Hope Rescue Partner’s agreement. Additionally, should the credit card bank reject such signature as not authorized, it is the responsibility of the credit card holder to make good the adoption fees. No “in lieu of” signature will then be permitted until the credit card holder presents bank authorization for such a signature.

Before completing the adoption transaction, the New Hope Rescue Partner must complete and submit to LAAS each adopted animal’s microchip registration. The New Hope Rescue Partner must register as either the animal’s primary or the animal’s secondary registered name on the microchip.

Any dog, cat, or rabbit adopted by a New Hope Rescue Partner that does not require sterilization or is being released with a medical release (D300), must be picked up by the close of public business hours on the day of adoption transaction, unless prior arrangements are made.

FIRST-COME/FIRST-SERVED EXCEPTIONS

While LAAS tries to adhere to a first-come/first-serve practice with respect to deciding which animals go to which organization, the following exceptions apply:

When a member of the public and a New Hope Rescue Partner are present to adopt at the same time, the private citizen will have the right of first refusal.

When more than one New Hope Rescue Partner is present to adopt at the same time, the New Hope Rescue Partner with the earliest request for the animal will have the right of first refusal.

When more than one New Hope Rescue Partner is present to adopt at the same time and neither has made a request for the animal, the New Hope Rescue Partners will be given an opportunity to work out amongst themselves which organization will adopt the animal. If the Partners cannot come to a decision on their own, the Director of Field Operations overseeing shelter operations will make the decision based on the best interest of the animal. The decision of the Director of Field Operations shall be deemed final.

PROGRAM POLICIES AND PROCEDURES

LAAS is committed to developing and maintaining positive, productive relationships with our New Hope Rescue Partners, all other rescue organizations, and the communities we serve. LAAS is equally intent on ensuring animals adopted from our Animal Care Shelters are afforded appropriate care. For this reason:

New Hope Rescue Partners are not exempt in any way from any applicable laws, ordinances, or LAAS rules and regulations regarding animals and animal care.

LAAS requires all documentation listed in the Eligibility Requirements section of this document to be updated and current, and may require any other reasonable information.

LAAS forbids New Hope Rescue Partners from adopting animals in the name of any non-member of the New Hope Program. New Hope Rescue Partners may not extend adoption privileges in the name of their organization to any person adopting for private or other purposes.

New Hope Rescue Partners who will be transferring/transporting animals to other agencies, groups and/or municipal shelters will provide written notification **in advance** of the transfer/transport to the New Hope Program Manager with the following information:

- ✚ Date of transfer/transport
- ✚ Method of transfer/transport (air or ground) and name of driver if applicable
- ✚ Name, address, phone number and contact person of the receiving agency, shelter or group. Receiving agency must be a 501(c)(3) or a Municipal Shelter.
- ✚ A signed agreement between the New Hope Rescue Partner and the receiving agency, shelter or group, stating the receiving agency, shelter or group will not kill to make space, will give the pet an adoption guarantee, will provide adopter contact information and will consult LAAS if the animal becomes seriously ill or there is a life threatening problem.

The New Hope Rescue Partner will include with their signed agreement from the receiving agency, whether the receiving agency has been investigated or cited for animal abuse or failure to maintain appropriate facilities and the name of the animal control authority that has oversight of their facility and/or organization.

The receiving agency must be re-credentialed every year and report any changes in status or policies to the New Hope Rescue Partner. The New Hope Rescue Partner shall report these changes in status or policies to LAAS immediately.

New Hope Rescue Partners shall retain copies of Adoption Contracts for paid adoptions of LAAS animals to private parties for no less than three years from the date of adoption. LAAS may ask to see copies of these files for animals adopted under the New Hope Program from LAAS' Shelters at any time.

LAAS will create a report and place it on the LAAS Website that gives information on what the New Hope Rescue Partners are transferring/transporting and where the animals are going.

PRICING

All New Hope Rescue Partners will pay a single price for a dog, cat, or rabbit as follows:

- ✚ \$50– flat fee (includes spay/neuter and microchip), whether the surgery can be performed immediately or must be deferred for later. The fee applies even if an animal is already spayed/neutered and/or microchipped.
 - **Plus** \$5.50 – for dog license tax if applicable to the New Hope Rescue Partner’s location.
- ✚ Animals on the Red or Blue Alert will be no fee adoptions (includes spay/neuter and microchip).
 - **Plus** \$5.50 for dog license tax if applicable to the New Hope Rescue Partner’s location.

New Hope Rescue Partners will be permitted to place IP holds for three days on any animal that has not already been placed on the Red or Blue Alert list; the animal will not be euthanized during the three day hold unless the condition degrades so that the animal is irremediably suffering. The IP information in the Chameleon memo should include the name of the New Hope Rescue Partner group. ACTS have discretion to review and refuse placement of an IP if it appears to be other than a genuine interest for an animal the group intends to adopt if possible. The New Hope Rescue Partners are solely responsible to follow-up on their IP holds, and no telephone calls will be made by the Department to the IP.

A New Hope Rescue Partner that fails to adopt a New Hope animal that they have placed an “Interested Party” hold on, or fails to obtain permission from LAAS for a delay, may lose the holding privilege in the future.

Until adopted from the New Hope organization by a private party, New Hope Rescue Partners shall register an animal in their organization’s name and will be responsible for all redemption fees should the animal be impounded by LAAS. New Hope Rescue Partners shall add the name of the animal’s adopter to the animal’s microchip registration within 30 days of a legal adoption by a new owner from the New Hope Rescue Partner organization. The Department requires that both the adopter and New Hope Rescue Partner be listed as registrants on the microchip and prefers that the adopter be listed as the primary registrant and the New Hope Rescue Partner as the secondary registrant, but will not require it.

New Hope Rescue Partners will provide dog license forms to new adopters of dogs who live in the City of Los Angeles and are required to report the name and mailing addresses of adopters of dogs who live in the City of Los Angeles to LAAS for licensing follow-up purposes; New Hope Rescue

Partners must also provide addresses for cat and dog adopters that reside inside and outside the City of Los Angeles for statistical use.

Contract veterinarians providing spay/neuter services may impose additional fees on the New Hope Rescue Partner.

Every dog, cat, and rabbit of any age adopted from LAAS is required to be spayed/neutered before being released from LAAS, unless it is unsafe for the animal to undergo surgery in the animal's present condition. Only the LAAS veterinary team or LAAS contract veterinarians are authorized to postpone spay/neuter for medical reasons. When any LAAS cat, or dog of any age is released to a New Hope Rescue Partner unsterilized, the New Hope Rescue Partner agrees to provide LAAS proof of the animal's sterilization within 30 days from the date of adoption, or to provide a statement of further spay/neuter deferral from a licensed California veterinarian every 30 days, until proof of the animal's sterilization is provided or until a licensed California veterinarian recommends permanent spay/neuter deferral, or until the animal is deceased. Under no circumstances will any animal adopted from LAAS through the New Hope Program be allowed to breed; nor can animal(s) be placed in a permanent home until the animal(s) has been spayed/neutered. Violation will result in immediate termination of New Hope privileges.

Any violation of the terms of the New Hope Agreement may result in suspension or termination from the New Hope Rescue Partner Program. In the event a New Hope Rescue Partner does not comply with any of the above, the General Manager, Director of Field Operations, or the New Hope Program Manager, following an investigation of the incident, may suspend or terminate all New Hope privileges. New Hope Rescue Partners may appeal the suspension or termination of privileges. Any appeal for termination of the New Hope Rescue Partner's privileges must be addressed to the General Manager within 15 days of the suspension or termination. The General Manager, Director of Field Operations, New Hope Program Manager, or the General Manager's designee shall have the final discretion on whether to reinstate the New Hope Rescue Partner's privileges.

ON-SITE PROCEDURES

New Hope Rescue Partners are permitted to view all animals in the Animal Care Shelters with the exception of animals placed in quarantine or medical areas pursuant to order or regulations from the Los Angeles County Department of Health.

Each member of a New Hope organization will receive a New Hope identification number from the New Hope Program Manager, presentation of which is required for access to New Hope benefits. A California driver's license or California ID also may be required.

Once a New Hope Rescue Partner makes a decision to accept an animal into their program, they are asked to:

- ✚ Notify the ACT or New Hope Coordinator (if applicable) they want to adopt the animal.
- ✚ LAAS staff will process the adoption and the New Hope Rescue Partner will take the paperwork to the business counter to initiate the adoption transaction.
- ✚ Understand that all New Hope animals will be sterilized before release, subject to the exceptions set forth above under “Program Policies and Procedures,” Page 10.
- ✚ Receive a date and time to pick-up the animal if the animal is remaining for spay/neuter. It is vital that all animals, are picked up from the spay/neuter veterinarian on the specified date and time. Any New Hope Rescue Partner that does not pick-up their animal at the specified date and time and fails to obtain permission from the clinic for a delay may be suspended or terminated from the New Hope Program.

MONTHLY REPORTS

Completion of a New Hope Rescue Partner Monthly Report is required.

The report is accessible online, on the 1st of the month and is to be completed by the 10th of each month. New Hope Rescue Partners who fail to submit their completed monthly reports by the date requested two months in a row will be suspended until their reporting is brought up-to-date.

New Hope Rescue Partners will be assigned a user identification and temporary password to access their online report. New Hope Rescue Partners will change the temporary password to one of their own after the first time they log on.

A New Hope Rescue Partner can access their online report via: <http://anivet.lacity.org/nhportal>.

Reports shall require the following information:

- ✚ Status report on all animals adopted from LAAS under the New Hope Program, including medical and second and third-party (if applicable) adoption status, and
- ✚ Name and address information of all adopters, of all animals, who reside within and outside of the City of Los Angeles, and full name and address of transferee organization. (Refer to requirements for transferring animals to another rescue organization on page 7), and
- ✚ If secondary transfer rescue group or municipal organization adopts or transfers to a third party, the name and address of adopter is also required. New Hope Rescue Partner is responsible for following up and collecting this information and providing to LAAS.

LAAS may ask to see receipts for medical and/or boarding costs incurred, at any time for reasonable cause, for animals adopted by the organization through LAAS' New Hope Program.

Spay/neuter certificates for all unsterilized animals released from LAAS (with deferral letters if applicable), must be sent to the New Hope Program Manager within 30 days from the date of adoption from the Shelter. All certificates or deferral letters must have the animal ID written/added on the actual certificate. Certificates submitted without an Animal ID will not be accepted.

LAAS reserves the right to request an up-to-date report at any time.

NOTE *New Hope Rescue Partners are to remind new owner/guardians living in the City of Los Angeles that a LAAS dog license is required.*

LAAS EMPLOYEES, CHAIN OF COMMAND, AND PARTNERSHIPS

If a New Hope Rescue Partner encounters a problem with any LAAS process, employee, or volunteer, the problem is to be discussed with the following individuals in the order listed until the problem is resolved:

1. New Hope Coordinator (If Applicable)
2. Animal Care Technician Supervisor
3. New Hope Program Manager
4. Director of Field Operations
5. General Manager

LAAS appreciates the efforts of every New Hope Rescue Partner and is committed to developing relationships consistent with our organizational values. New Hope Rescue Partners are representatives of the animals in our shelters and The Department emphasizes that New Hope Rescue Partners behavior reflect in a positive way our alliance whenever using any form of media to publicize the needs of animals within our care. The goal should always be to show the animals in the best possible way to encourage adoption, foster or rescue. LAAS asks all our New Hope Rescue Partners to value each other's employees and volunteers as we all contribute to the professional delivery of excellent customer service and the humane treatment of animals in an atmosphere of open, honest communication predicated on our trust in and respect for each other.

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

DAVID ZAFT
PRESIDENT

ALANA YAÑEZ
VICE PRESIDENT

COMMISSIONERS

JENNIFER BRENT

LARRY GROSS

ROGER WOLFSON

City of Los Angeles
CALIFORNIA



ERIC GARCETTI
MAYOR

**DEPARTMENT OF
ANIMAL SERVICES**
350 South Grand Avenue
45TH Floor, Suite # 4501
Los Angeles, CA 90071

(888) 452-7381
FAX (213) 482-9511

BRENDA F. BARNETTE
GENERAL MANAGER

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

Report to the Board of Animal Services Commissioners

COMMISSION MEETING DATE: June 9, 2015 **PREPARED BY:** Dana Brown

REPORT DATE: June 3, 2015 **TITLE:** Chief Management Analyst

SUBJECT: Bequest from the Estate of Jimmy M. Mitchell

BOARD ACTIONS RECOMMENDED:

1. ACCEPT the bequest of \$133,333.40, from the Estate of Jimmy M. Mitchell on behalf of the Department of Animal Services (Department).
2. APPROVE the deposit of funds into the Animal Welfare Trust Fund and restrict \$66,666.70 of these funds for the purposes of Volunteer Services as indicated in the bequest.
3. FORWARD the acceptance of this bequest to the Mayor and City Council for approval.

SUMMARY:

The Los Angeles Administrative Code, Section 5.200.1 (Receipt of Property) states that any gift or bequest to be used by the Department that exceeds \$25,000 must be accepted by the Mayor and City Council.

In April 2015, the Department received a statement from US Bank identifying two separate bequests from the estate of Jimmy M. Mitchell. The first bequest is \$66,666.70 with restricted usage for volunteer services. The other is \$66,666.70 for unrestricted usage. Subsequently, the Department received two checks drawn from the Trust of Jimmy M. Mitchell each for \$66,666.70. Pending approval by the Board, the Mayor, and

"Creating a Humane LA"

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

the City Council, all funds received totaling \$133,333.40 will be deposited into the Animal Welfare Trust Fund (Fund 859).

FISCAL IMPACT:

There will be no financial impact on the Department's budgeted funds. This bequest will be deposited into the Department's Animal Welfare Trust Fund and used to support Department programs in accordance with the bequest and the provisions of the Fund.

Approved:

Brenda Barnette

Brenda Barnette, General Manager

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____