



Jesse Oldham  
Susan Lea Riggs  
ASPCA  
424 East 92<sup>nd</sup> Street  
New York, New York 10128

July 23, 2021

The Honorable Board of Supervisors  
County of Los Angeles  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

This letter is to express the ASPCA's support for animal shelters implementing a managed intake model when it includes the following practices: 1) Prioritizing care for animals with the most urgent needs; 2) Not taking in more animals than the shelter can provide care for, and; 3) Offering resources and support to pet guardians and good Samaritans to care for animals outside of the shelter system. Managed intake requires shelters to assess their capacity to provide quality care for animals and to flex their operations based on the standard of care they can provide with the resources available.

Managed intake matches animal intake with the capacity for care and the ability to ensure the best possible outcome for each animal within a reasonable timeframe. Managed intake refers to various ways in which shelters choose when and how animals are admitted, even if they are required by law, contract, or policy to take in all animals that come their way. These processes enable shelters to provide the most humane care to the animals who need them most.

While managed intake has been used in animal sheltering for many years, the pandemic restrictions of the past year led many shelters to reevaluate animal intake processes. Many shelters implemented or expanded managed intake practices, which enabled them to prioritize the most vulnerable populations.

Other benefits of the managed intake model include:

- The shelter sees significant reductions in owner surrenders of pets, which can be partially attributed to communities being willing to consider other options before surrendering an animal.
- Agencies can plan for maximum staffing on surrender days, making time for more individualized attention to both the animals and the people surrendering them.



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It is essential that shelters using managed intake monitor the program's impact regularly to ensure people who truly have no other viable option for humane care and their animals can access the shelter's services when needed.

The ASPCA has financially supported Los Angeles County's Department of Animal Care and Control (DACC) in their shift to a managed intake model by funding the CARE Voucher program. This program provides medical and grooming support, temporary boarding, and pet supplies to DACC clients who need these resources to prevent surrender of their animals. Also, knowing that community cat programs are integral to reducing cat populations that may end up in the shelter, the ASPCA supports efforts to remove legal barriers to community cat programs present in Title 10. We welcome the opportunity to discuss these barriers with you at your convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Jesse Oldham", is centered on a light gray rectangular background.

Jesse Oldham  
Senior Director, Los Angeles Initiative  
ASPCA

A handwritten signature in black ink, appearing to read "Susan Riggs", is centered on a light gray rectangular background.

Susan Lea Riggs  
Senior Director of State Legislation, Western Division  
ASPCA



## California Animal Welfare Association

Promoting Excellence in Animal Care, Sheltering, and Law Enforcement since 1909

July 20, 2021

The Honorable Hilda L. Solis, Chair  
856 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

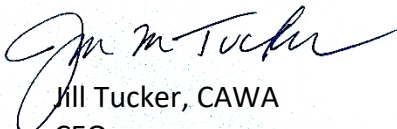
Dear Supervisor Solis,

Animal shelters throughout our state have made many exciting changes over the past 16 months that are yielding positive outcomes for animals. One significant shift in our industry is the move toward appointment-based services, a model frequently used by businesses that provide focused service to meet the needs of their customers.

Animal shelters are continually balancing the needs of all of their “customers” including the animals in their care, potential adopters, those needing to surrender pets, people who have lost their pets, and members of the general public. During the COVID 19 pandemic, operational adjustments were made out of necessity that, for many communities, resulted in immensely positive changes. With more attention to keeping pets with their families, more focused engagement with adopters, and more time and attention for the animals in their care, improvements were seen in animal health, customer experience, and overall live outcomes.

We have the utmost respect for the animal welfare leaders who devote themselves to navigating the complex challenges of doing this important work and urge you to support LA County’s Department of Animal Care and Control in continuing with practices that are improving animal health and overall live outcomes. While there is not a single recipe of programs and services that will work well for every community, it is paramount that each community press for the programs and services that will allow them to operate successfully and sustainably in providing high quality, effective, and caring service. Decisions should be made based upon facts and statistics and not thwarted by fear of change. DACC has made some very meaningful strides this past year, receiving positive national attention. You have much to be proud of and we hope the agency has your full support in continuing this path.

Sincerely,



Jill Tucker, CAWA  
CEO

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July 19, 2021

The Honorable Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors,

There's no question that the pandemic drastically changed the way that animal shelters conduct business. Staffing shortages and restrictions on public access to facilities meant organizations had to come up with new ways to still serve the animals and residents in their communities while keeping people and pets safe. Many of these adjustments wound up saving staff time and resources, drastically reduce stress-related medical conditions for animals in care, all while still leading to lifesaving outcomes for animals.

While many are eager to resume "business as normal" as we inch toward a post-pandemic world, this does not mean animal shelters across the nation should disregard the positive operational changes they made in 2020. When given a chance to take a step back and reset how people and pets are serviced in our communities, organizations across the nation have redefined when it is appropriate for people to visit the shelter.

By making these methodical shifts in operations, organizations are able to improve their client service by providing concierge-level attention for personalize interaction. Like other government services, such as the Department of Motor Vehicles, utilizing an appointment system and creating online systems to divert unnecessary in-person visits maximizes the experience for those doing business with the organization.

We encourage your office and fellow Board of Supervisors offices to continue to collaborate with the Department of Animal Care and Control in creating a reopening plan that balances appropriate access to the various services provided by the Department with the quality concierge-level experiences that can be found through self-service options and appointment-based services, all while continuing to maintain or increase animal lifesaving.

Best Friends Animal Society (BFAS) is a leading national animal welfare organization dedicated to ending the killing of dogs and cats in America's shelters. BFAS has lifesaving centers in New York City, Los Angeles, Atlanta, and Salt Lake City, and operates the nation's largest no-kill sanctuary for companion animals in Kanab, Utah. Best Friends Animal Society remains committed to assisting Los Angeles County Department of Animal Care and Control in all lifesaving efforts, so please do reach out if we can be of any assistance.

Best,

Kaylee Hawkins  
Pacific Regional Director  
Best Friends Animal Society



July 20, 2021

Dear Los Angeles County Board of Supervisors,

First, I would like to say that I hope you are all safe and well.

I wanted to take this opportunity to share with you our support for the "Managed Intake" approach to population management in animal shelters. This change falls in line with current national best practice recommendations to assist in ensuring that pets in your community are receiving the best care possible.

As I am sure we can all agree, Animal Shelters are less than ideal places for pets, especially when those pets are coming from a home environment. When trying to explain what an animal shelter is to individuals who do not often visit them, I find myself saying "if you take a prison facility and a hospital and merge them you end up with an animal shelter, and who wants to spend a great deal of time in either of those places?"

Using a managed intake approach for shelter populations allows organizations to better control the overall intake procedure by ensuring appropriate staff is available to facilitate the process. It also allows rescue partner organizations to not only be aware of but also be more involved with intake activities to help with moving animals out of the shelter as quickly as possible.

Below are a few resources from national experts in animal welfare which outline Managed Intake/Managed Admissions programs and how to implement them best:

[Brevard County Sheriff's Office- Helping the Community Through Managed Intake](#)

[Maddie's Fund- Managed Admissions](#)

[UC Davis College of Veterinary Medicine- Adoption and Intake Decision Making](#)

[ASPCA- Managed Admission](#)

Congratulations on pushing the status quo and considering progressive programs that will help to support the people and pets in your community!

Please let me know if you have any questions.

Dr. Josh Fisher  
Board President  
National Animal Care & Control Association