



## HASS Report: November 2020

Dear Colleagues,

As promised, here is our first Human Animal Support Services monthly report. We will be producing these reports for you each month. The purpose is to keep you informed about all of the incredible work happening across our 35 working groups and in the 40 pilot animal shelters.

Thank you so much for your ongoing support and contributions to the HASS project. We are so grateful for each and every person lends time and expertise to this collective endeavor. Just a quick reminder, we do NOT have working group meetings over the next two weeks and we'll see you all again beginning January 4.

Have a fantastic holiday and thank you for all you do for people and animals.

**Kristen Hassen**

*Maddie's® American Pets Alive! Director*

### News

- HASS is midway through a project funded by Maddie's Fund with [CARE for Equity](#) to evaluate and make recommendations to increase inclusion in HASS messaging and help HASS to develop an overall messaging strategy plan.
- The DEI glossary, written by the [HASS DEI committee](#), is in the final stages of completion and will be publicly available on the HASS website the first week of January.
- 2020 HASS Executive Committee Member Chetana Mirle will be retiring from the HASS EC in 2021 but will remain involved in the DEI Committee and as a HASS funder in her role at [Spring Point Partners](#). Thank you, Chetana for your time, your brilliance, and for always reminding us the solutions to the most challenging questions always lie in connection and collaboration.
- The 2021 HASS Strategic Plan Draft has been reviewed by more than 200 HASS collaborators, including the Executive Committee, DEI Committee, the Pilot Directors, and several working groups; and is currently being finalized with a goal of being publicly shared by January 15.
- HASS received a grant from PetSmart Charities to hire a [Diversity, Equity, and Inclusion Strategist](#) to provide training, support and strategic guidance to the HASS pilot shelters and working groups. The search is on to fill this role.
  - The grant will also cover anti-racist training for AmPA! staff, the Executive Committee and the Diversity, Equity, and Inclusion Advisory Committee, along with facilitator training for 4 key AmPA! staff members.



- [HASS Keeping Families Together staff members](#) completed the content for the Eviction Prevention and Keeping Families Together Toolkit, which will be publicly accessible on the HASS website by the first week of January.
  - HASS has worked collaboratively with the HSUS and AAWA leadership, as well as the KFT working group experts, to create a comprehensive tool kit for shelter professionals who are aiming to prevent family separation due to eviction, job loss, housing and other crises.
- The HASS Elements HOW TO documents, references and sample documents are being completed by the AmPA! instructors and working groups and are scheduled to be publicly available on the HASS website by February 1.
- 14 of the 19 HASS shelters have joined the Shelter Animals Count HASS coalition. Follow these easy instructions [to join](#).
- Of the HASS pilot shelters that report to Shelter Animals Count, they took in 10,696 animals in November of 2020 versus 17,541 in November of 2019.
- There was an overall decrease of 39% in intake between November 2019 versus November 2020
  - 42% decrease in cat intake
  - 33% decrease in dog intake

## **Did you know? (Some of what we learned from the survey and intake data provided by pilot shelters)**

- 30% of the HASS pilot shelters DO track the number of animals surrendered because the owner cannot afford medical care.
- More than 90% of the HASS pilot shelters said they do NOT know how many stray animals enter the shelter with moderate or severe medical problems.
- 90% of the HASS pilot shelters report they DO have an internal community cat program and more than 60% have staff assigned to these programs. Awesome!
- More than 80% of the HASS pilot shelters report any healthy, adult cat is eligible for return to the community.

## **HASS Working Groups**

In November, 105 new industry professionals joined HASS working groups, bringing the total number of project participants to more than 700. HASS now has 41 states represented in over 35 working groups. Just last month, working groups met for 91 hours. The working groups are preparing their 2020 deliverables, some of which will be part of the HASS Elements Guidelines which will be completed and published by early 2021.



## Media and Engagement

- 1,700 people are now following HASS on [social media](#) and 19,543 people are subscribed to receive HASS and AmPA! updates. People viewed [HASS blogs](#) 1,828 times.
- HASS efforts were featured in the media several times, including stories about COVID relief initiatives at [Dallas Animal Services](#), [Charlotte-Mecklenburg Animal Care](#) and [Kansas City Pet Project](#).
- The following HASS blogs were published in November:
  - [Confessions of an Irresponsible Pet Owner](#)
  - [Michigan Humane Supports Detroit with One Million Pounds of Food](#)
  - [Municipal Shelters Need 'Friends of' Organizations](#)
  - [Barriers to Reclaim](#)

## HASS and American Pets Alive! (AmPA!) November Educational Opportunities

- HASS hosted two webinars, including a [webinar on Program Sustainability](#) featuring Dr. Ellen Jefferson, Brad Shear, Donna Casamento, Brenda Barnette, and Sharon Harvey; as well as a [webinar on Fundraising Strategy](#) during COVID featuring members of the HASS Fundraising Working Group.
- HASS hosted three Maddie's Summits with the following topics:
  - [Lost and Found](#)
  - [Reuniting Pets without Intake](#)
  - [Diversity, Equity, and Inclusion in Animal Welfare](#)
- Maddie's Monday calls hosted by HASS included an interview with the author of *The Lives and Deaths of Shelter Animals*, Katja Guenther, an interview about animal welfare and domestic violence with Red Rover, and a discussion with Dr. Sloane Hawes about her writing on shifting animal control from a punitive model to support services.
- Friday Leadership Round Up calls included an interview with Katja Guenther, updates from national organizations, and a discussion with Red Rover and Presspoint CRM. To view the recorded Monday and Friday calls and to see the schedule of upcoming events, visit the [HASS Calendar of Events](#).
- The [Maddie's Learning Academy Instructors](#) offer support to HASS partner shelters. They are now scheduling support services, remote visits, and learning opportunities.



**Pilot Shelter Updates:** These updates are from the organizations who provided November updates.

- BARCS in Baltimore (Director, Jen Brause) re-started their longstanding, public, low-cost vaccine and microchip clinic for the first time since the beginning of the pandemic. BARCS partnered with Transformation, a neighborhood non-profit organization that serves people, to co-host the clinic which served more than 100 animals.
- Lifeline (Director, Rebecca Guinn) is holding their annual 'Straw for Paws' event to distribute straw for outdoor-living pets as winter approaches. The Lifeline Pets for Life Community Outreach Coordinators teamed up with the Fulton County Animal Services Clinic crew to help bring vet care directly to clients' homes. They visited eight families with 12 pets.
- Cabot Animal Services (Director, Mike Wheeler) is expanding their working/barn cat program and is housing barn cats who are waiting for homes in their catio as they construct a new, more permanent enclosure.
- Cincinnati Animal Care (Director, Carolyn Evans) has increased their pop-up food pantries and are building their finder-to-foster program.
- Dallas Animal Services (Director, Ed Jamison) launched a partnership with Home To Home to help get more pets directly from their existing home to a new one, without them having to enter the physical shelter. In the first week, more than 20 pet owners utilized the new platform in lieu of surrendering their pets to the shelter.
- Greenville County Animal Care (Director, Shelly Simms) implemented Lost2Found texting services to get more lost pets home. They also added staff capacity to customer support and completed website updates. Combined, these measures resulted in a dog return to home rate of 25% compared to 19% during the same time period in 2019. Greenville also celebrated three months of using Home To Home which has resulted in the successful adoption of 63% of the 192 animals enrolled in the platform. They also received donations on Giving Tuesday to begin purchasing equipment for their mobile shelter.
- Guilford County Animal Services (Director, Jorge Ortega) manages a pet Meals on Wheels program, providing food and supplies to more than 50 pets owned by homebound, older adults. They have partnered with Cone Health, and as a result of this partnership received 7,000 pounds of pet food and supplies to sustain the program in 2021. They have also started a finder to foster program, with 22 animals participating in the program. Additionally, they placed 37% of total animals into foster homes in



November, an increase from 18% of animals that went to foster homes in the same time period in 2019.

- Kansas City Pet Project wanted to highlight their “HASS Superstar” Dr. Heather Kennedy, who is their Director of Feline Operations. She’s launching their first-ever community cat program to keep more cats in the community, support finder to fosters, and to create a street team to check on found kittens, and to grow their already huge network of foster caregivers.
- Michigan Humane (Director, Matt Pepper) developed a relationship with the City of Detroit Parks and Recreation Department to provide them with pet food to be delivered to adults who are being quarantined for COVID symptoms or positive tests. This relationship has added approximately 150 people and their pets being helped by Michigan Humane.
- Los Angeles City Animal Services (Director, Brenda Barnette) has created a kitten foster mentor program that provides advice, education and assistance to kitten fosters, which has allowed LA to send more kittens to foster homes. Additionally, LA City is building their Lost and Found pets page which has surpassed 4,000 members. They are also featuring lost pets from LA, and are also being featured on the department’s social media platforms to increase the number of lost animals returned home.
- Oakland Animal Services (Director, Ann Dunn) held their first community outreach clinic, offering free pet food, vaccines and microchips. 33 animals were served at the clinic and animals with medical needs received follow up care at the shelter.
- Pima Animal Care Center (Director, Monica Dangler) is providing temporary housing for pets owned by people with COVID symptoms. Pima County is distributing food four times weekly to the community and the need continues to exceed the shelter’s ability to assist. After a news story about PACC’s fee-waived medical care, PACC received more than 500 calls for help over just three days.
- San Diego Humane Society (Director, Gary Weitzman) has started a pilot program to bring veterinary services directly into underserved communities. The first event, held in partnership with Dreams for Change, provided services for more than 40 pets. Additionally, their community outreach team started working with a local high school to share resources and education. They are providing case management support for pet owners who have reached out for assistance as part of this partnership.



# HUMAN ANIMAL SUPPORT SERVICES

by **AMERICAN PETS ALIVE!**

*Keeping People and Pets Together*

**HUGE THANKS TO THE ORGANIZATIONS who support the HASS project!**



Maddie's Fund

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