

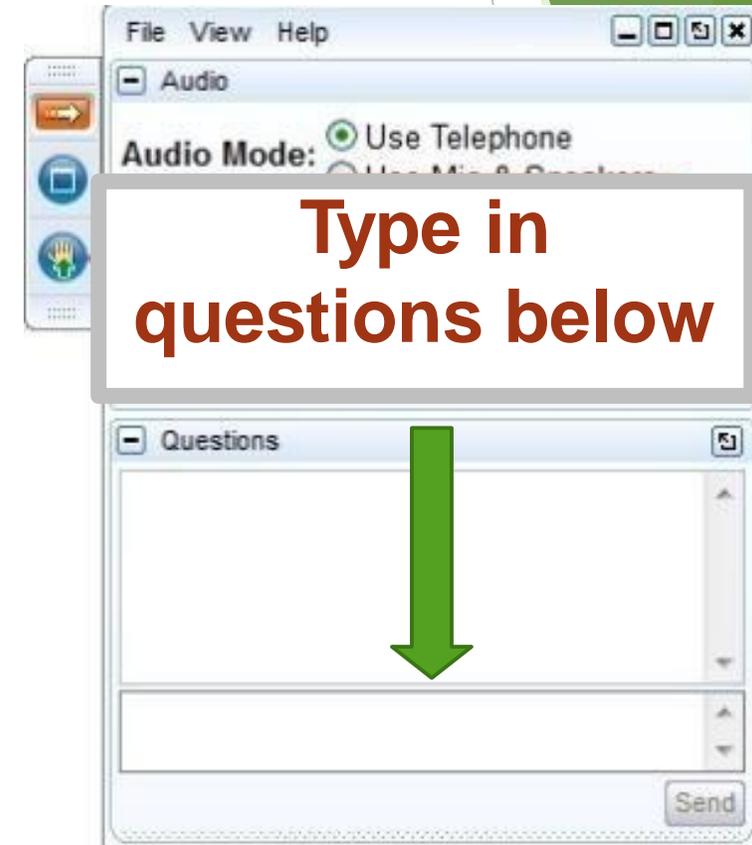


Housing Stability for People and their Pets

October 13th, 2020

House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- We are recording this webinar and will send out the link to everyone who registered at a later date.



Speakers

Theresa Geary

Director of Operations

CT Humane Society

Allyson Simerlein

Assistant Director of Operations

CT Humane Society

Megan Drew

Operations Coordinator

CT Humane Society

Ryan Beach

Marketing and Development Coordinator

CT Coalition to End Homelessness

Agenda

PetSmart
Charities
Grant

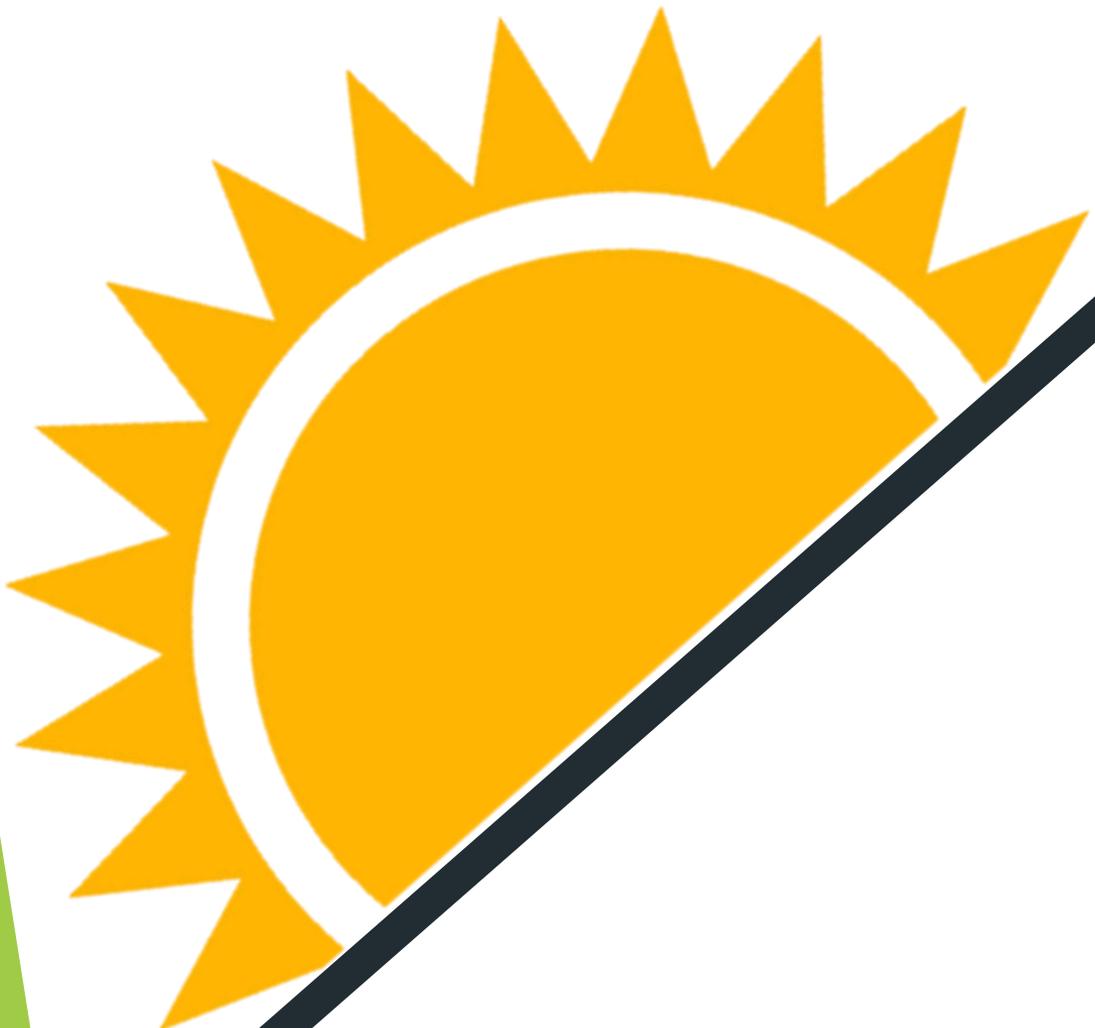
Resources
for Pet
Owners

Eligible
Costs for
Pets

Pet
Surrender
Prevention

How to
Request
Funds





CCEH and PetSmart Charities

Ryan Beach

Marketing and Development Coordinator
CT Coalition to End Homelessness



Keeping Families Together

Pet Surrender Prevention & Resources



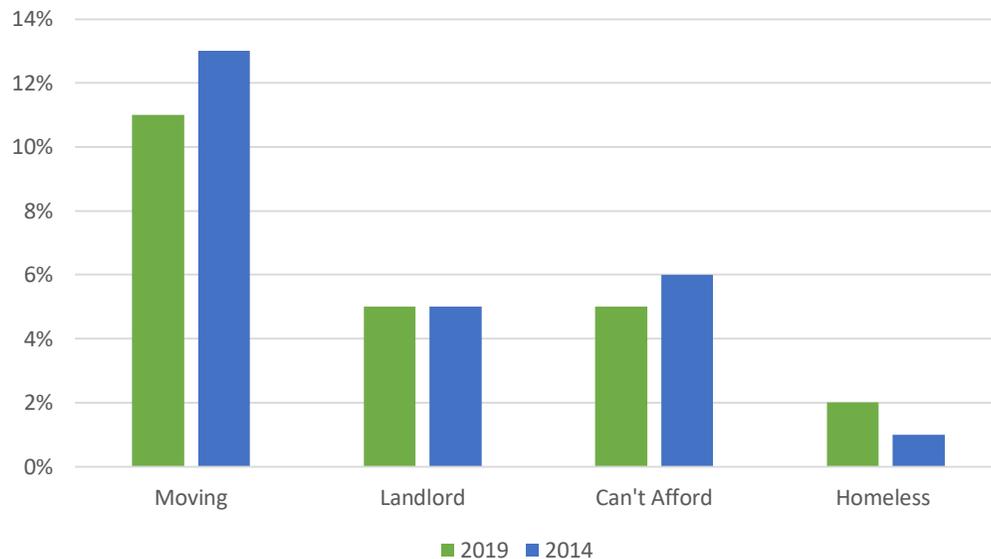
CHS Owner Surrenders

In 2019, the second most common reason for surrender was “moving” (11%). This was a slight drop from the number one reason in 2014.

**In 2019, the number one reason was “health of pet”.*



Surrender Reason



2019 CHS Homeless Surrenders

Town	# of Pets
New Britain	10
East Hartford	5
South Windsor	4
New Haven	3
Columbia	3
Hartford	3
Groton	1
Windsor	1
Manchester	1
Mystic	1



Basic Pet Care & Necessities

- **Commercial Pet Food**
 - species-specific diet
 - given appropriately (the correct amount and frequency according to manufacturer guidelines)
 - in some cases, a prescription diet may be needed
- **Fresh Water**
 - must be available at all times
 - changed daily
- **Clean & Comfortable Shelter**
 - protection from the elements
 - free of pests (fleas etc.)
 - free of urine/feces
 - ensure that pets do not have access to any potentially harmful objects or chemicals (cleaning supplies, antifreeze, etc.)
 - cats need a clean litter box (ideally one per cat in the home, plus one) that is cleaned frequently (many cats will not use a soiled litter box)



Basic Pet Care & Necessities

- **Exercise/Enrichment**
 - pets must have the ability to expend energy appropriately
 - must be provided with novel stimuli (ex. toys to play with, new scents to smell, places for cats to scratch)
- **Social Interaction**
 - just like people, pets need companionship
 - pets need daily play time and affection from their human caretaker
 - some pets enjoy the company of other animals but not all do
 - watch for any aggression/dominance issues (one pet blocking the others from a shared food bowl)
- **Veterinary Care**
 - preventative care (vaccinations, annual exams)
 - protection from parasites (fleas, ticks, heartworm, etc.)
 - rabies vaccination (state law), dog licensing
 - spay/neuter (prevents unwanted litters, pyometra, cancers, reduces roaming, and some behavioral problems)
 - emergency care



Budgeting the Cost of Pet Ownership

Monthly Expenses

- Food (varies greatly depending on individual pet needs)
- Cat Litter/Dog Pee Pads (if needed)
- Flea/Tick Prevention
- Veterinary Expense Savings

Pet Supply Checklist

Cats

- Cat Food & Treats
- Food/Water Bowls
- Interactive Cat Toys
- Brush/Comb
- Nail Trimmers
- Scratching Post/Pads
- Litter Boxes & Litter
- Carrier
- Cat Bed
- Cat Collar with ID Tag

Dogs

- Dog Food & Treats
- Food/Water Bowls
- Interactive Dog Toys/Chew Toys
- Brush/Comb
- Nail Trimmers
- Carrier/Crate
- Dog Bed
- Dog Collar with ID Tag & Leash



Surrender vs. Support wants and needs...

- ▶ What's the difference?
 - ▶ Surrender = they sign a contract giving up rights to the pet permanently
 - ▶ Support = they'll use available resources to help them keep their pet
- ▶ Do they need to surrender?
 - ▶ Is keeping the pet harmful or dangerous to the person(s) in the home?
 - ▶ Is keeping the pet harmful or dangerous to the pet or other pets?
 - ▶ Does keeping the pet prevent the person(s) from getting the help and care they need?
 - ▶ Does keeping the pet prevent the pet from getting the help or care they need?
 - ▶ Can the owner maintain this pet long-term if they receive crisis support right now?
- ▶ Surrender is needed when keeping the pet:
 - ▶ Puts people or pets at risk of harm;
 - ▶ Prevents pets or people from getting needed care;
 - ▶ and (perhaps) if an owner will be unable to care for the pet, even with support



Surrender vs. Support (cont.)

do they want to surrender?

- ▶ When faced with a crisis, pet owners may feel surrender is the only solution.
- ▶ Do they want to surrender?
 - ▶ Surrender requests may come at the end of a grieving and separation process.
 - ▶ Not everyone wants support - some are ready to surrender - and that's OK!
 - ▶ Surrender requests may be an owner asking for help.
 - ▶ Not everyone knows support is available.
- ▶ Ask clarifying questions.
 - ▶ Are you 100% decided that you want to surrender or are you still deciding?
 - ▶ Are there other concerns that led you to this decision?
 - ▶ Is “moving” really the reason?
 - ▶ If you had support for this issue(s), would you want to keep this pet?



Digging In

A Pet Personality Profile (PPP) can help identify what challenges a pet owner is facing beyond the initial surrender reason. The PPP looks at the pet's home life, medical, and behavioral history.

The PPP can help determine if surrender prevention services (such as help with pet food/veterinary care or behavioral support) may enable the owner to keep their pet, or if surrender is the best option.

The PPP also provides valuable information about the pet to aid in finding the pet a new home and meeting the pet's needs while in the shelter.



Employee Initials: _____

Canine Pet Personality Profile

The following questionnaire is used to help us learn about this dog. This background information is used to place this dog in the best possible home. Please complete this questionnaire as completely and accurately as you can.

Reason for Surrender: _____

Hotline Number: _____

Keep in mind, the reason given may not be the root of the problem. Are they moving and not taking the pet with them because they cannot find affordable pet friendly housing or does the pet urinate in the home and they do not wish for this behavior to continue in the new house? Do they not have enough time for the pet because they work very long hours or does the pet become destructive when left home alone? In some cases we may be able to offer surrender prevention resources to help them keep their pet if desired.

BASIC INFORMATION



Surrender Process

- ▶ Generally require an appointment and paperwork ahead of time, so call first.
 - ▶ We'll ask basic questions about health, behavior, and temperament.
 - ▶ We'll ask for a Pet Personality Profile (PPP)
 - ▶ To be completed online.
 - ▶ We'll ask for any medical records or other pet documentation.
 - ▶ A CHS rep will call back to learn more about the pet and its history.
 - ▶ A CHS rep will schedule a surrender appointment or refer to other resources.
- ▶ At a surrender appointment:
 - ▶ We'll meet the animal and do an "intake" exam.
 - ▶ We'll explain our findings to the owner.
 - ▶ We'll explain their surrender options so they are fully informed.
 - ▶ The owner will sign a contract turning over ownership to CHS.

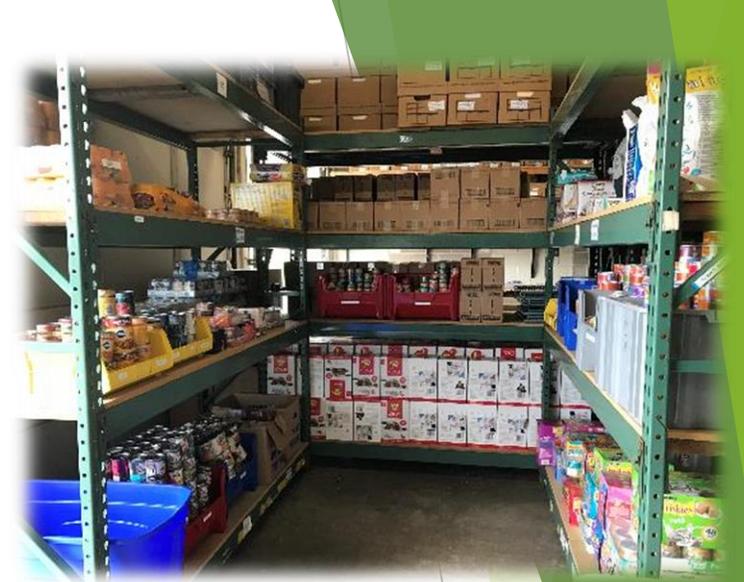


CHS Pet Food Pantry

Our program started as a result of the 2008 financial crisis as a means to help keep pets & their families together.

Program Guidelines:

- *Financial Need:* pet owner must show evidence of financial hardship
- *Rabies Vaccination:* in accordance with state law all cats and dogs must be rabies vaccinated (we will work to find free or low cost options for those in need)
- *Short Term Assistance:* maximum enrollment is 2 years per household (in order to be fair to all members of the community)



CHS Pet Food Pantry



2020 YTD	Currently Serving
6,589lbs	39 Families
6,815 cans	74 Pets



St. Vincent DePaul Place:
1,148lbs YTD

COVID Partnerships

- **Hill's:** 11,700lbs donated to community groups (6,500lbs to the CT Food Bank)
- **Rachel Ray & GreaterGood:** 2,945lbs donated to community groups (1,989lbs to Food Share)



CCEH & CHS Veterinary Partnership

The Connecticut Humane Society and CCEH are excited to enter a new partnership to provide affordable veterinary services to clients on the brink of homelessness in an effort to keep families together and reduce obstacles to pet friendly housing/shelters. All of this is made possible through the PetSmart Charities grant.

What Services Are Provided?

- Rabies Vaccination (to meet state law compliance)
- routine testing and infectious disease prevention (to allow the pet to enter a boarding facility)
- common illness treatments (to reduce the burden of the cost of veterinary services so that the family may be able to afford to keep their pet)

Who Is Eligible?

Pet Owners with a CCEH referral (must be currently working with a social services case worker).



CCEH & CHS Veterinary Partnership

Package I: State Law Compliance

Wellness Exam

Rabies Vaccination

Estimated Value: \$65.00

Package II: Wellness (Required for Boarding Facilities)

Wellness Exam

Intestinal Parasite Testing & Treatment

Vaccinations (Rabies, Distemper, Bordatella, Influenza)

Routine Testing (4DX for dogs, FIV/FeLV for cats)

Heartworm Prevention (for dogs)

Flea/Tick Prevention (8 months)

Estimated Value: \$223.18-\$290.01

Package III: Senior Wellness (Ages 8+)

All Services in Package II

Senior Screen (blood testing)

Estimated Value: \$414.18-\$481.01



CCEH & CHS Veterinary Partnership

URI Treatment Package

Medical Evaluation Exam
Diagnostic Testing (when applicable)
Antibiotics
Follow-Up Exam
Estimated Value: \$218.80

Skin Allergy Treatment Package

Medical Evaluation Exam
Allergy Medications
Allergy Shampoo
Prescription Diet
Follow-Up Exam
Estimated Value: \$269.60

UTI Treatment Package

Medical Evaluation Exam
Cystocentesis
Urinalysis
Radiographs
Antibiotics
Fluids
Follow-Up Exam & Testing
Estimated Value: \$427.97

Spay/Neuter Services

Estimated Value: \$123.00-\$423.00



Veterinary Support Resources-Vaccines

Veterinary care is often expensive, but finding affordable preventative care can save costly medical expenses down the road.

Fox Memorial Clinic

701 Russell Road, Newington 860-594-4500
Appointment Required
Rabies Vaccine Only: \$15

Petco

188 Kitts Lane, Newington 860-667-9621
816 Washington Street, Middletown 860-346-0573
1850-1870 Post Road East, Westport 203-418-9352
650 Main Avenue, Norwalk 203-846-6926
160 River Road, Lisbon 860-376-3700
Rabies Vaccine Only: \$19

Tractor Supply

815 Newfield Street, Middletown 860-613-2796
150 New London Road, Colchester 860-537-0679
915 Hartford Turnpike, Waterford 860-437-4333
Rabies Vaccine Only: \$20

Dakin Humane Society

171 Union Street, Springfield, MA 413-781-4019
(clinics offered every Saturday)
Rabies Vaccine Only: \$12



Services and prices subject to change. Please call the individual location for the most up to date information regarding COVID-19.



Veterinary Support Resources-Spay/Neuter

POA SPAY!

144 Main Street Unit E, East Hartford 860-206-7922

Dogs (Includes Surgery, Rabies & Distemper Vaccines, Nail trim, & E-Collar) \$200-\$275 (Pit Bulls \$125-\$150)

Cats (Includes Surgery, Rabies & Distemper Vaccines, Nail trim, & Flea/Tick Preventative) \$100

New Hope Clinic

214 Canal St. Unit #1, Plantsville 860-620-0325

Dogs (Includes Surgery, Rabies & Distemper Vaccines, & Nail Trim) \$200-\$350 (\$50 discount for Pit Bulls)

Cats (Surgery & Nail Trim; Deworming and Vaccines available for \$25) \$125

East Hartford Animal Clinic STITCH Program

109 Connecticut Blvd., East Hartford 860-282-8989

Dogs (Includes Surgery, Distemper & Rabies Vaccines) \$230-\$400

Cats (Includes Surgery, Distemper & Rabies Vaccines) \$135

Nutmeg Spay/Neuter Clinic

25 Charles St., Stratford 203-690-1550

(Surgery Only, must be rabies vaccinated prior or the same day for an additional \$20)

Dogs \$225-\$400 (Pit Bulls \$125-\$175)

Cats \$90-\$95



Veterinary Support Resources

Dakin Humane Society

171 Union Street, Springfield, MA 413-781-4019

Dogs (Surgery Only) \$175-\$275 (\$50 discount for pet owners who receive state or federal

assistance, Pit Bulls: \$50-\$100)

Cats (Surgery and Rabies & Distemper Vaccines) \$100 (\$25 discount for pet owners who receive state or federal assistance)

TEAM (CATS ONLY)

Mobile Unit, Locations Vary 1-888-367-8326

(Includes Surgery, Vaccines, Nail Trim, and Ear Mite Treatment) \$135

Because 4 Paws

41 South Main Street, New Milford 860-799-6690

(Surgery Only, must be rabies vaccinated prior or the same day for an additional \$20)

Dogs \$150-\$350

Cats \$100

Danbury Animal Welfare Society

147 Grassy Plain Street, Bethel 203-790-6511

(Surgery Only, must be rabies vaccinated prior or the same day for an additional cost)

Dogs \$200-\$450

Cats \$125-\$150



Community Pet Wellness Clinics

CHS began offering grant funded, free pet wellness clinics to underserved communities in 2016.

In 2019, CHS held 10 Community Pet Wellness Clinics across the state.

Pets Treated	486
Vaccines	386
Comprehensive Wellness Exams	125
Seresto Collars (8mth flea and tick prevention)	354

“53% of surveyed participants stated that the cost of veterinary care was the most challenging part of owning a pet”

-2019 CHS CPWC Client Survey



The Long Game...

- ▶ They want support - but what's the long-term plan?
- ▶ Most support services are designed for “crisis” support
 - ▶ One-time service or a time limit.
- ▶ Pet Food
 - ▶ Designed to solve a short-term need.
 - ▶ How will the owner resume feeding responsibility before their benefits expire?
- ▶ Medical Support
 - ▶ Designed to care for an immediate need.
 - ▶ How will the owner provide future basic preventative care? Sick care? What if the pet has a chronic condition?
- ▶ Housing Support
 - ▶ What plans can the owner create to support pet-retention if they move again?



The Connecticut Humane Society is very excited to begin this partnership with CCEH! We look forward to finding new ways to serve our community and keep pets and their families together.

Questions?





▶ Theresa Geary - Director of Operations

▶ 800-452-0114 x 6320

▶ TGeary@cthumane.org

▶ Megan Drew - Operations Coordinator

▶ 800-452-0114 x 6325

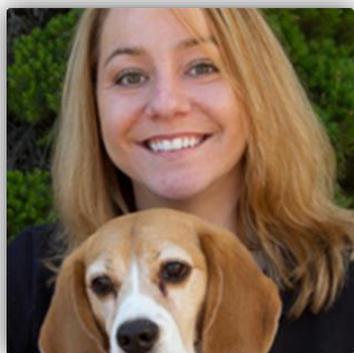
▶ MDrew@cthumane.org



▶ Allyson Simerlein - Assistant Director of Operations

▶ 800-452-0114 x 6302

▶ ASimerlein@cthumane.org



Who is Eligible? First Point of contact 211

- ▶ Individuals and families that are experiencing HUD category 1 of homelessness
 - ▶ Clients lacking night-time residence, literally homeless (sleeping on the street or in a place not meant for human habitation)
- ▶ Individuals and families that are experiencing HUD category 2 of homelessness - Imminently homeless
- ▶ Individuals that are at risk of losing their housing
(Must be Case Conferenced through the CAN)

What's Needed?

- ▶ Agency must have signed MOU with CCEH
- ▶ Staff completing request must have attended CCEH Diversion training
- ▶ Client documentation is on file for audit purposes
- ▶ Access to Smart Sheets and link to request form - provided to agencies with signed MOU

Eligible Costs for Pets

MUST BE RELATED TO HOUSING

1. Pet Deposits
2. Veterinary Costs
 - a. Spay / Neuter
 - b. Vaccination
3. Certification / Registration Costs
 - a. Standard State Registration
 - b. Service Animal Certification
 - c. Support Animal Certification
4. Pet Liability Coverage Through Renters Insurance
5. Behavioral Training (case-by-case basis, needs approval)
6. Supplies (case-by-case basis, needs approval)
 - a. Crate
 - b. Leash
 - c. Limited Supply of Food
 - d. Other as necessary
7. Kenneling
 - a. Limited kennel stay, less than one month, must be part of permanent housing plan
8. Transportation to Services (connected to an approved costs)

Questions?

For questions regarding accessing CCEH's flexible financial funds please contact Diana Berube dberube@cceh.org

For any additional questions please email training@cceh.org

