



# Humane Society for Inland Mendocino County

## Shelter Operations Board Report

Meeting Date: March 18, 2026

Location: Redwood Valley Grange

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## February 2026 Data

Created by HSIMC's Leadership Team: Jenny, Becca & Suzanne

# HSIMC Shelter Operations

| February 2026 Data<br>(Previous year for comparison) |  |  | Population In Care                              |            |            |            | YTD Live Release Rate  |
|--|--|--|---|------------|------------|------------|--|
| Total Intake: 55 (39)                                | Total Live Outcome: 43 (63)                      | Total Euth/Died/Lost: 4 (0)                  | Dog Start                                       | Dog End    | Cat Start  | Cat End    | <p>The YTD live release rate is 95.8%</p> <p>Our live release rate for February 2026 was 91.6% in comparison to 100% in February 2025.</p> |
| Dogs: 24 (12)<br>Cats: 32 (27)                       | Dogs: 23 (14)<br>Cats: 21 (49)                   | Dogs: 3 (0)<br>Cats: 1 (0)                   | 54<br>(56)                                      | 52<br>(54) | 53<br>(68) | 63<br>(45) |  |
| Length of Stay for February 2026                     |  |  |   |            |            |            |  |
| <b>LOS for animal outcomes</b>                       | Average days in custody:<br>Cat - 64<br>Dog - 40 | Average days onsite:<br>Cat - 51<br>Dog - 9  | Average days available:<br>Cat - 64<br>Dog - 36 |            |            |            |  |
| <b>LOS for animals currently in care</b>             | Average days in custody:<br>Cat - 58<br>Dog - 89 | Average days onsite:<br>Cat - 40<br>Dog - 33 | Average days available:<br>Cat - 53<br>Dog - 78 |            |            |            |  |

# HSIMC Shelter Operations

| February 2026 Intakes Breakdown (Previous year for comparison) |   |   |
|--|---|---|
| <b>Total Intake:</b> 54 (39)<br>Dogs: 23 (12) Cats: 21 (27)    | <b>Owner Surrender:</b> 34 (31)<br>Dogs: 16 (8) Cats: 18 (23)<br><br><b>Return:</b> Dogs: 0 Cats: 1 | <b>Rescue Transfer In:</b> 5 (2)<br>Dogs: 5 (2) Cats: 0 (0) |
| <b>Strays:</b> 7 (2)<br>Dogs: 2 (0)<br>Cats: 5 (2)             | <b>Feral Cats:</b> 3 (2)<br><br><b>Service In:</b> 1 (0)  | <b>Born in Care:</b> 4 (0)<br>Dogs: 0 (0)<br>Cats: 4 (0)    |

## Long Term Resident Adoptions

(any animal available for adoption for 3+ months is considered long term)

- Cats:**
- ★ Gingy (222 Days)
  - ★ Sundancer (179 Days)
  - ★ Mochi (168 Days)
  - ★ Baby (110 Days)

| February 2026 Outcomes Breakdown (Previous year for comparison) |  |  |
|---|--|--|
| <b>Total Outcomes:</b> 48 (63)<br>Dogs: 25 (14) Cats: 22 (49)   | <b>Return to Owner:</b> 2 (0)<br>Dogs: 2 (0) Cats: 0 (0) | <b>Rescue Transfer Out:</b> 0 (0)<br>Dogs: 0 (0) Cats: 0 (0) |

- Dogs:**  
*No long term resident dog adoptions.*  
 Current dogs with LOS over 90 days:

|  |   |  |
|--|---|--|
| <b>Adoptions:</b> 40 (41)<br>Dogs: 20 (14) Cats: 20 (27) | <b>TNR:</b> *Currently not performing TNR<br><br><b>RTF:</b> 0 (1)<br><br><b>Service Out:</b> 2 (0) | <b>Deaths:</b> 3 (0)<br><b>Dogs:</b> 3 (0)<br>Euthanized: 0 (0)<br>Died in Care: 3 (0)<br><b>Cats:</b> 1 (0)<br>Died in care: 1 (0)<br>Euthanized: (0) |
|--|---|--|

- Hanky Panky 1144
- Wrangler 529
- Josie 752
- Broder 431
- Xena 425
- Buddy 221
- Rascal 150
- Clover 150

# Shelter Operations

## RESCUE PROGRAM

### Transfers In:

5 Clearlake Animal Association Dogs

Halo & Coco's (stinky) Freedom Ride!



## STAFFING

- ★ 8 Employees (5 FT, 3 PT)
- ★ Heather steps fully into her role
- ★ Rosa, Becca, Suzanne & Jenny complete vaccine protocol training for shelter animals
- ★ Becca enrolled in “Live Better: The Power of Us” with Jose Ocano, and “From Programs to Systems: A Smarter Approach to Rural Animal Welfare” with Cole Wakefield
- ★ Suzanne accepts position with East Hill Veterinary Clinic and will be graduating from RVT school in May. Her final day at HSIMC is May 17th. Congrats Suzanne for 13 years of kindness and caring to thousands of animals at HSIMC. We will miss her tremendously!

## MEDICAL

- ★ Dr. Fetherston provides counsel and support for an HSIMC Alumni who needs a total hip replacement
- ★ Community support provided with one cat spay and one dog pyometra emergency surgery
- ★ Updates to vaccine protocol based on best practices
- ★ Dr. Chana reviews and approves HSIMC medical protocols. - Thank you Chana!
- ★ Princess Dragon diagnosed with underlying metabolic bone disease but finds committed foster home.

# Shelter Operations Wins/Challenges

## CHALLENGES

- ★ Clearlake Animal Association takes over contract for Clearlake Animal Shelter on Feb 8th to discover 114 neglected and emaciated dogs and puppies
- ★ Orphan kittens start to arrive in the last days of February. Kitten season is here.
- ★ Hours old puppies arrive at HSIMC, unfortunately 3 pass away despite our best efforts to save them.
- ★ February 11th, adolescent dog was abandoned at our gate during open hours
- ★ Snow cancelled vet day for HSIMC animals and multiple staff get stuck at home

## WINS

- ★ FeLV cat Baby was adopted!
- ★ Donations for HSIMC's support of CAA are coming in - the community is supporting the extra work HSIMC Leadership is providing to help CAA during their transition. Medical care, vet of record acquisition and policy and procedure support is underway.
- ★ Four bottle baby puppies thrive under the care of Free Dog Trainers, dubbed the "Pilot Litter"
- ★ Legs and Baby Face are saved from a hoarding case in Clearlake after their owner dies and the house burns down
- ★ Oh Crap! We run out of poop bags but the community comes down with feed bags and saves the day!
- ★ Chai and Cappuccino spend their first night in foster home- EVER!

## FUTURE

- ★ Mas Compassion Workshop
- ★ Animal Balance- first high volume, low cost, spay and neuter clinic coming to Mendocino County March 6th, 7th, and 8th
- ★ Free Dog Trainers onsite workshop and drop in behavior clinic at HSIMC March 22nd from 11-3!
- ★ May 8th - CA Adopt A Pet Day
- ★ Re-categorizing Office Tech position to Outcomes Coordinator to better reflect the role.
- ★ Hiring for new role, "Outcomes Coordinator," begins in March!
- ★ Future - where is HSIMC headed?
- ★ Staff workshop with Dr. Karin Hudson in the works

# Shelter Operations

## ADMINISTRATION

### Online applications processed in February 2026

*\*This does not reflect any walk-ins who submit applications on paper.*

- ★ Dog Adoption Applications: 16
- ★ Cat Adoption Applications: 9
  
- ★ Dog Foster Applications: 10
- ★ Cat Foster Applications: 1
  
- ★ Dog Surrender Applications: 17
- ★ Cat Surrender Applications: 9
  
- ★ Adoptions by Pet Guardian: 16

Good boy Tommy stayed out of the shelter, and found a home through our Adoptions by Pet Guardian program!



## COMMUNITY PROGRAMS

*\*Animals supported through our Pet Pantry\**

- ★ Wellness/Preventative Care:  
Dogs- 8 Cats- 0
  
- ★ Pet Food:  
Dogs- 52 Cats- 90
  
- ★ Pet Supplies:  
Dogs- 17 Cats- 17

### Community Pantry Feedback:

*"Amazing - I can walk in on a Monday and take everything I want." - Pet Pantry Customer*

(In all seriousness - the front office will be locked on Monday & Tuesday and staff will keep their keys on them for access.)

## VOLUNTEER, TRAINING & BEHAVIOR

### Onsite Volunteers:

- New Volunteers: 4
- New Dog Walkers: 2
- Fear Free Sign Ups: 4

### Skillz Sunday:

- 2/1: Complete & Balanced homemade nutrition w/Karey Boise
- 2/8: SUPER BOWL
- 2/15: Kid & Dog Safety w/Manina
- 2/22: Scrub a Dub Sunday w/Kyla

### Behavior Team:

- Free Dog Trainers provided support to 1 dog from HSIMC, with 2 more scheduled, & 11 public Mendocino County residents
  
- Behavior support provided by Leanna + Manina to four dogs

# Social Media/Website Stats

## GOOGLE TRAFFIC

- ★ Business Profile Views - 3,464 (-22%)
- ★ Bus. Profile Interactions - 1,552 (-5.8%)
- ★ Phone Calls via website - 239 (-13.1%)
- ★ People Asked for Directions - 124 (+12.7%)
- ★ Website Visits - 1,189 (-5.8%)
- ★ Searches - 1,060 (-35%)

## SEARCHES BREAKDOWN (top 5):

- ★ mendocino humane society - 1,329
- ★ humane society - 1,024
- ★ mendocino animal shelter - 836
- ★ humane society ukiah - 731
- ★ mendocino coast humane society - 420

## SOCIAL MEDIA TRAFFIC

### Facebook:

- ★ Current followers- 22.7K
- ★ Views- 717K
- ★ Content Interactions- 15.2K
- ★ New followers- 182

### Instagram:

- ★ Followers- 2.7K
- ★ Views- 78.3K
- ★ Reach- 5.4K
- ★ Content interactions- 3.8K
- ★ New followers- 38

### Tik Tok:

- ★ Followers- 4961
- ★ New Viewers- 593
- ★ Post views- 1.3K
- ★ Total likes- 87.1K

### HSIMC Groups:

- ★ Adopters: 1.8K
- ★ Volunteers: 423
- ★ Foster Team: 1K

## SHELTERPAY DATA

*(ShelterPay is a fully integrated credit card payment platform through ShelterLuv, developed to help offset costs associated with programming, development, and maintenance of the ShelterLuv program. FTA and Adopters have an opportunity to cover costs on behalf of HSIMC, as well as make additional donations to help our cause.)*

- ★ ShelterPay Rate: 80%  
(32 of 40 adopters utilized ShelterPay)

*\*\*Note: only credit cards are processed through ShelterPay\*\**

- ★ Donations: \$725.54

## DONATIONS BREAKDOWN

- ★ Boost in Checkout: \$485.00
- ★ Processing Fees: \$230.54
- ★ Donation Boost Widget: \$0
- ★ Recurring: \$10

## ADOPTER DONATION RATE

- ★ Boost in Checkout: 30%
- ★ Processing Fees: 85%

## DONATION TOTALS

- ★ YTD 2025: \$2,053.14
- ★ All-time: \$21,196.32

## ADOPTER LUV

- ★ 12 Adopters activated their Adopter Luv account for easy access to important documents & medical records for their pets

# Leadership

## Wellness Clinic - Spring/Summer 2026

The date is set - Wellness Clinic to take place on Sunday March 1st at the Redwood Valley Grange.

This Wellness Clinic will be for staff, board members, fosters, MCACS staff, volunteers, and others who work in the animal welfare field. Invitations to be sent out to rescue partners to ensure they have an opportunity to participate. Thank you Redwood Valley Grange for 50% off on the rental rate and for working with Larry for set up/tear down of the sound and visual system.

## Free Dog Trainers

Our first public training is scheduled for Sunday March 22nd, FDT will be onsite to provide a workshop and 1:1 behavior clinic for the community - more details to come! FDT is now going out to all adopters and fosters with adjustments to capacity restrictions being made as we continue to learn though the Q1 Pilot. This adjustment will likely reduce overall fees, more information to come.

## Partnership with MCACS – Animal Balance Project

HSIMC is collaborating with Mendocino County Animal Care Services on the upcoming Animal Balance project, with appointments currently scheduled for March 6th-8th, May 1st-3rd, and July 31st-August 2nd. Additional funding needed to schedule 2 additional clinics.

## Pet Pantry Program Expansion

Vents have been installed! Next step is to sanitize and set up so it can be stocked. Seeking a volunteer to take the lead on this project and run it week to week.

## Facility and Infrastructure Needs

Outdoor dog kennels are requiring more frequent repairs due to wear and weather exposure. We are evaluating long-term solutions focusing on durable, animal-safe, and efficient designs that meet ASV Guidelines for animals housing.

## Legal:

HSIMC periodically encounters cases of noncompliance within the Foster-to-Adopt (FTA) program. To strengthen program oversight and reduce risk, we are currently working with attorneys through the Shelter PALS program to update our FTA agreements. These revisions are intended to provide greater clarity, improved legal coverage, and stronger enforcement mechanisms when compliance issues arise. Shelter PALS attorneys are also actively consulting on a current noncompliance case involving a puppy placed through the FTA program on September 4, 2025, where required neuter compliance has not yet occurred. The legal team is assisting HSIMC in pursuing compliance while minimizing organizational risk. Under the Shelter PALS program, the majority of legal consultation costs are covered by the SF SPCA. However, should any case escalate to court proceedings, HSIMC would be responsible for associated court fees. Our attorney is aware of HSIMC's financial considerations and is advising a course of action that remains fiscally responsible. Any legal expenses related to this case, or future cases requiring financial commitment, will be brought to the Board of Directors for review and approval prior to proceeding. - ***This case is moving forward as the FTA is non-compliant.***