



Humane Society for Inland Mendocino County

Shelter Operations Board Report

Meeting Date: May 20, 2026

Location: Redwood Valley Grange

April 2026 Data

HSIMC Shelter Operations

April 2026 Data (Previous year for comparison)			Population In Care				YTD Live Release Rate
Total Intake Dogs: 22 (26) Cats: 51 (80)	Total Live Outcome: Dogs: 21 (21) Cats: 39 (40)	Total Euth/ Died/Lost: Dogs: 0 (1) Cats: 1 (2)	Dog Start	Dog End	Cat Start	Cat End	<p>The YTD live release rate is 95.9%</p> <p>Our live release rate for April 2026 was 98% in comparison to 95.38% in April 2025.</p>
			39 (54)	40 (58)	68 (62)	89 (102)	
<p align="center">Length of Stay for April 2026</p>							
LOS for animal outcomes	Average days in custody: Cat - 54 Dog - 57	Average days onsite: Cat - 38 Dog - 6	Average days available: Cat - 44 Dog - 40				
LOS for animals currently in care	Average days in custody: Cat - 77 Dog - 117	Average days onsite: Cat - 42 Dog - 54	Average days available: Cat - 64 Dog - 106				

Shelter Operations

April 2026 Intakes Breakdown (Previous year for comparison)

<u>Total Intake:</u> Dogs: 22 (26) Cats: 51 (80)	<u>Owner Surrender:</u> Dogs: 5 (11) Cats: 33 (40)	<u>Rescue Transfer In:</u> Dogs: 17 (14) Cats: 4 (0)
<u>Strays:</u> Dogs: 0 (1) Cats: 0 (22)	<u>Feral Cats:</u> 12 (7) <u>Service In:</u> Cats: 2 (0)	<u>Born in Care:</u> Dogs: 0 (0) Cats: 0 (11)

March 2026 Outcomes Breakdown (Previous year for comparison)

<u>Total Outcomes:</u> Dogs: 21 (22) Cats: 30 (40)	<u>Return to Owner:</u> Dogs: 0 (0) Cats: 0 (0)	<u>Rescue Transfer Out:</u> Dogs: 0 (0) Cats: 0 (0)
<u>Adoptions:</u> Dogs: 21 (21) Cats: 27 (38)	<u>TNR:</u> *Currently not performing TNR <u>Service Out:</u> Cats: 2 (0)	<u>Deaths:</u> Dogs: Euthanized: 0 (1) Cats: Died in care: 0 (2) Euthanized: 1 (0)

Long Term Resident Adoptions

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

Cats:

- ★ Katsuta (192 Days)
- ★ Blossom (130 Days)
- ★ Holly (128 Days)
- ★ Pho (120 Days)
- ★ Thrill (99 Days)

Dogs:

- ★ Clover (196 Days)

Shelter Operations

RESCUE PROGRAM

Transfers In:

Lake County Animal Control - 4 Kittens, 2 Dogs

Clearlake Animal Association - 14 Dogs

Bones Pet Rescue- 1 Dog

Transfers Out:

STAFFING

- ★ 10 Employees (7 FT, 3 PT)
- ★ Becca currently enrolled in 3 leadership courses thanks to Maddies University: "The Journey You Own" "Work Better: the Power Of Us" "From Programs to Systems: A Smarter Approach to Rural Animal Sheltering"
- ★ Michelle Ewing selected as our new hire! There were many qualified candidates but Michelle stood out from the crowd with strong customer service skills and willingness to learn and grow in this role!
- ★ Heather completes Adoption Counseling Course and her 90 day probation period with HSIMC
- ★ Jenny is taking a Human Resource Management course through Mendocino College

MEDICAL

- ★ Three 5 week old kittens break with panleukopenia a few days after intake. (Yay for intake quarantine process!)
- ★ Parvo not parvo? Seven puppies from Clearlake Animal Association explode with bloody diarrhea. One puppy named Flounder begins vomiting and acting lethargic. Quick intervention from our medical team helps her rebound!
- ★ Willie's dental left her with four teeth but feeling better after recovery.
- ★ Huckleberry diagnosed with Manx syndrome & incontinence

Shelter Operations Wins/Challenges

CHALLENGES

- ★ East Hill Surgery days to be reduced to one day a month
- ★ Kitten season is hitting us hard! With tiny adorable claws, snotty noses, and cute wittle toe beans.
- ★ Keeping up with Pet Pantry supplies- the need is great!
- ★ Intake of 6 cats from one home, 4 of them needing emergency dental care- let the fundraising begin!
- ★ Intakes are down to account for lack of S/N in the upcoming months

WINS

- ★ Princess Dragon is adopted by her foster!
- ★ Outcomes focused solutions helps new dog Chiquita find her person the same day as her surrender!
- ★ Volunteer Appreciation Month! Trish takes on social media to highlight some of the amazing people on our team
- ★ Fosters learning new skills- like how to express incontinent kittens
- ★ Fourteen dogs saved from Clearlake Animal Association where they are facing overcrowding and high euthanasia rates
- ★ Holly who lived onsite in our feral colony her whole life, finds a home of her own where she can live a more comfortable senior lifestyle and not get beat up by the HSIMC ruffians

FUTURE

- ★ Learning about cat care without Suzanne! Suzanne's last day is May 17th =[
- ★ Brainstorming new role and what the needs for HSIMC are as we adjust to life without Suzanne- so many ideas!
- ★ Free Dog Trainers to host online Webinar on "Puppyhood!"
- ★ Looking to build new partnerships to support already spayed/neutered animals in need
- ★ Building up programs that help keep pets in homes while intakes are down

Shelter Operations

ADMINISTRATION

Online applications processed in March 2026

- ★ Dog Adoption Applications: 25
- ★ Cat Adoption Applications: 42

- ★ Dog Foster Applications: 4
- ★ Cat Foster Applications: 4

- ★ Dog Surrender Applications: 13
- ★ Cat Surrender Applications: 9

- ★ Adoptions by Pet Guardian: 9

"Hey! You can take Daphne's ABPG post down now, she found the perfect home, it was well worth the wait! Thank you for all your help!"



COMMUNITY PROGRAMS

Animals supported through our Pet Pantry

- ★ Wellness/Preventative Care:
Dogs- 16 Cats- 0

- ★ Pet Food:
Dogs- 88 Cats- 104

- ★ Pet Supplies:
Dogs- 20 Cats- 28

Community Pantry Feedback:

"It's a great place they're such a help, if it wasn't for this place idk what I would've done for dog food for my dog they most definitely are a blessing for sure."

VOLUNTEER, TRAINING & BEHAVIOR

Onsite Volunteers:

- New Volunteers: 7
- New Dog Walkers: 9
- Fear Free Sign Ups: 16

Skillz Sunday:

- 4/5: Easter Sunday
- 4/12: Click for Quiet w/Manina
- 4/19: Strategies for helping scared and defensive dogs w/Manina
- 4/26: Scrub a Dub Sunday w/Kyla

Behavior Team:

- Free Dog Trainers provided support to 5 dogs

Social Media/Website Stats

GOOGLE TRAFFIC

- ★ Business Profile Views: 3,692 (+10.6%)
- ★ Bus. Profile Interactions: 1,744 (+11.5%)
- ★ Phone Calls via website: 299 (+18.7%)
- ★ People Asked for Directions: 169 (+50.9%)
- ★ Website Visits: 1,276 (+6.3%)
- ★ Searches: 1,192 (+1.5%)

SEARCHES BREAKDOWN (top 5):

- ★ mendocino humane society: 210
- ★ mendocino animal shelter: 181
- ★ humane society: 155
- ★ humane society ukiah: 127
- ★ mendocino coast humane society: 74

SOCIAL MEDIA TRAFFIC

Facebook:

- ★ Current followers- 23K
- ★ Views- 626.2K
- ★ Content Interactions- 14.9K
- ★ New followers- 181

Instagram:

- ★ Followers- 3.1K
- ★ Views- 93.9K
- ★ Reach- 14.5K
- ★ Content interactions- 4.2K
- ★ New followers- 57

Tik Tok:

- ★ Followers- 5099
- ★ New Viewers- 556
- ★ Post views- 718
- ★ Total likes- 87.3K

HSIMC Groups:

- ★ Adopters: 1.8K
- ★ Volunteers: 429
- ★ Foster Team: 1.1K

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: 74%
(35 of 47 adopters utilized ShelterPay)

Note: only credit cards are processed through ShelterPay

- ★ Donations: \$1,557.37

DONATIONS BREAKDOWN

- ★ Boost in Checkout: \$590
- ★ Processing Fees: \$262.37
- ★ Donation Boost Widget: \$695
- ★ Recurring: \$10

ADOPTER DONATION RATE

- ★ Boost in Checkout: 30%
- ★ Processing Fees: 91%

DONATION TOTALS

- ★ YTD 2026: \$4,145.70
- ★ All-time: \$23,558.88

ADOPTER LUV

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

Leadership

Strategic Planning

Jenny and Becca are working with the Nonprofit Leadership Lab to develop a path forward in how we show up for our community and the animals that need us. How can we be more effective and impactful in this work. This project will further develop as staffing stabilizes.

Website

Website redesign to further develop our website for education and information for the community.

Pet Pantry Program Expansion

Looking to partner with a local business for dog food as needed for pet pantry, this program is providing for our community and is much needed.

Animal Housing

Looping back to appropriate housing for our cat intake building as well as the main cattery. Potential donor for the Cat Intake building so we can provide ASV Guideline approved cat housing.

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. One quote received so far for the back row kennels!

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 - next step is filing a formal complaint with the courts.***