



County: **BALTIMORE CITY**

Number of Cats Spayed: 187  
Number of Cats Neutered: 177

Number of Dogs Spayed: 63  
Number of Dogs Neutered: 47

Amount Received: **\$35,545.00**

Amount Remaining (to be returned to MDA): **\$0**

**Project Synopsis:** For FY2019 grant cycle, CCC facilitated 475 surgeries, 12% more than the projected 425, for which the funds were granted. We were again able to significantly achieve more surgeries due to our relationship building and discounts granted for our clients from the MD SPCA. We also had more cats than projected, which also accounts for lower cost per surgery. While it was necessary for us to extend our timing to accommodate cats and discounts, our biggest threat to our work overall has been the Corona virus and the state-wide shutdown for nearly 3 months. Despite this hurdle, we were still able to resume facilitation of spay/neuter and achieve our numbers through a new methodology proposed to the MD SPCA to make surgeries available to the most at-risk pets in the city. Through a highly coordinated, collaborative effort, we were able to complete this grant in mid-September, 2020.



**Project Description:**

Charm City Companions uses embedded community outreach to connect with pet owners directly and through influencers within Baltimore City's most impoverished neighborhoods. We provide information and facilitate free spay/neuter with rabies vaccines for pets in need. Unique to our program, our spay/neuter 'packet' includes transport, and since Corona virus, free carriers to anyone needing these services (98% of surgeries involve CCC coordinated transportation). Through our partnerships, we are also able to provide free booster shots for Parvo/Distemper vaccines,



microchipping with free, lifetime registration and food to supplement when client's need extra help. This is especially prevalent during COVID.

Our work is done primarily in pet resource deserts in East Baltimore zip codes 21202, 21205, 21213, 21224, 21231, however we now provide our services in 21215 with funds from an individual match donation. This has deepened our relationship with MD SPCA since we do outreach for their DAG grant and are able to focus more intently in this area of need. We also schedule and transport for spay/neuter to/from all other MD SPCA zip codes through our partnership agreement.

We completed the grant in Mid-September, after careful coordination during the COVID-19 pandemic that permitted us to resume facilitating surgeries. We completed by spaying 186 cats (39%) and 63 dogs (13%) and neutering another 173 cats (36%) and 47 dogs (10%). We were able to do this after outlining a comprehensive plan for the MD SPCA that was safe and efficient. We have converted to this model of transport and will continue using it moving forward beyond COVID-19. By employing this model our monthly surgery capacity has increased by 20%.

We provide a critical service to the communities in which we work, where an average of 85% of the pets we meet are unaltered. Through our program, we are able to convert a strong majority or about 90%. The spay and neuter surgeries we facilitate are 'high value' as many of the pets, cats in particular, are free roaming and/or males and females reside in the same home. This has been especially problematic and stressful for our clients during this pandemic. Preventing litters often impossible. A significant number of our clients take pets in, especially during the winter months, because they relate personally to suffering and hunger. Providing spay/neuter is the only reason many of our clients are able to keep a pet. It is incredible for us to witness, once we help with spay/neuter for a cat that someone has been feeding, they are usually welcome in the home full time.

#### **Summary of Approach:**

To accommodate new SOPs for our organization to incorporate CDC Corona virus protocol, we worked closely with the MD SPCA to do large spay/neuter transport days throughout the month. We have been able to schedule up to four transport days with an average of 20 pets. To ensure all pets are transported safely, we deliver all paperwork and carriers in the few days prior to the appointment. All paperwork is signed and pets are secured in carriers when picked up. Pets are set directly into vehicles by the pet owners. No direct contact takes place between humans. We are able to transport this number of animals by using 3-4 teams of transporters to cover both CCC and MD SPCA DAG grant zip codes.

Otherwise, our approach is simple - go to the pet owners - meet them where they are in every sense. Most important, we employ a genuinely non-judgmental approach which has gained us deep trust with our pet families and the community at large.



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While we are currently doing outreach via telephone, text and email, our typical approach to meeting people is door-to-door canvassing any day of the week. We continue to work with people from the communities we serve, adding to the community wellness by giving people a positive work experience and creating even more trust within the neighborhoods. This type of collaboration is critical to truly sustaining wellness.

In addition to canvassing and referrals, we have also been partnering and attending events hosted by other animal/social welfare and social justice organizations serving people in our Area of Focus. In 2019 we started focusing on a public housing community that is being gentrified so we've been able to infiltrate to offer all pets spay/neuter and vaccines to increase owner's chance of keeping their pets through the move.

We have also continued to identify and train community ambassadors who are outfitted with t-shirts, masks, spay/neuter vouchers and magnets that contain our contact information so people can safely spread the word every day in the community.

To be successful with our appointments we employ a rigid follow-up and reminder process where we call clients with pets scheduled every week up to the night prior. The night prior we call once again as a reminder for the appointment and other instructions such as no food for pet after midnight that night. Once the surgery is complete we call our clients the following day or two to check on their pets. This has been a successful approach to further solidify our relationships. Our new Spay Day model has also proven to be successful since we have been making an extra delivery of paperwork and carriers prior so this is complete, and pets ready, in carriers, when transporter arrives.

### **Accomplishments:**

We were able to facilitate 475 surgeries, many 'high value'. Nearly all pets received transport (97%) from the CCC team. Throughout this process we were able to add to our transport team and increase our productivity.

We have been able to secure additional outreach funding in 21215 so we are able to work deeper in impoverished neighborhoods within this zip code.

We've grown our staff to include a part-time volunteer coordinator which has been hugely helpful in coordinating 'Spay Days'.

Most significant is the conversion to our new Spay Day model where we have the choice of days and have been offered up to four days per month with 20-23 surgeries per day.



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## Lessons Learned:

People care about Black Lives Matter and have demonstrated, with alacrity, desire to help. Since COVID-19 pandemic and the elevation in the BLM Movement, we have found that people from all walks of life want to work with Charm City Companions, stating things as profound as, "It gives my life meaning to know I'm making a difference." Connecting through pets allows us to do this in an authentic, loving way. We are grateful to never stop learning and always be growing from our work.

## Attachments:

CCC\_FY2019\_Spay/NeuterSurgeryClientDetail  
Spay/Neuter Map

## For More Information Contact:

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