



5801 Graye Lane
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West Valley Humane Society

Board Minutes

Wednesday April 2nd 2025

Called to order at 7:00pm.

In Attendance: Board Members: Nick Lippencott, Nicole Criner, Tyler Byers, Nancy Orr, Kevin Miller
Shelter Managers: Kim , Emily, Maddie, Dee

***Management updates:**

Kim Pence-Animal Care Manager

Animal care updates: Hired 5 new ACA staff. Challenges at this time is the high population animals currently in the shelter. Animal Population Numbers currently are 141 dogs and 47 cats, there are also 7 protective custody animals in the shelter. Current needs are canned food and dry kitten food.

Kim has requested a copy of the punch list from Canyon County Maintenance. Kim has been working on SOP for Opening and Closing and Parvo Protocol.

Emily Gamble-Public Operations Manager

Adoptions for the month: 188; 145 dogs and 35 cats.

Revenue- from adoptions \$22,365.27; \$5384 Return to Owners, \$1527 in licensing fees, \$2473.10 in donations at front desk.

Emily has completed a staff disciplinary policy and has been working on a front office SOP.

Currently CSR staff is three Fulltime and two Part time employees. Prefer to have four fulltime and two part-time to cover all shifts appropriately.

April event include promoting the Boise Open ticket sales benefitting WVHS. With proof of purchase of ticket, adopters can receive a 50% off of an Adoption. They also have a putting green, to go along with the Boise Open, and can receive a 50% off adoption with a hole in one.

Emily is planning a Volunteer Appreciation Party. Currently they have 22 new volunteer applicants with 19 completing the orientation and 4 new volunteers cleared to handle/walk dogs. Volunteers have



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donated a total of 369 hours. Treasure Valley Subaru has arranged to bring on a team of 20 to do Volunteer activities with Emily on April 17th.

Challenges at this time is communication challenges between departments. Emily is currently working with her staff concerning this issue.

There currently is a video in the shelter lobby with showcasing dogs currently available for adoption but not on the adoption floor. Emily has received good compliments from the public on this new video. Boise Co-op is currently running a "round up donation" benefitting WVHS through April.

Maddie Kuntz- Pathways Manager

Maddie updated the Length of stay of Animals in the shelter with dogs' length of stay at 8.8 days and cats' length of stay being 11.6 days.

Intake and Outcome numbers are as follows: Dogs 191 intake, and 236 Outcomes. Cats 65 intakes and 61 Outcomes.

Rescue Partner outcomes were 23 for space and 1 for medical reasons. Animals in foster are 4 dogs and 25 cats.

Nick mentioned there is a third-party online tool that may help after hours with foster support for a small fee called Doobert. Might be something to help with after hours support for foster families.

Dee Whalen-Clinic Manager

The clinic has currently completed 183 surgeries, 148 dogs and 35 cats. Current Clinic staffing is two fulltime Techs and one part time. Currently there is a need for a Med Pass Technician and would like to hire internally.

For the month of March there were 15 Euthanasias. 8 dogs, 7 for behaviour issues and 1 owner request. 7 cats were euthanized due to medical issues. The Euthanasia Policy has been updated and approved by the Management Team.

Veterinary updates re as follows; Sauer working Tuesdays and Thursdays, Israel working Wednesdays and Fridays. Stanley will fill in as needed. Dee stated that another Tech will be needed to the Vets and



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the Clinic. Currently the average wait for surgeries is 6.5 days for dogs and 13.9 days for cats. At this time dogs have taken priority on the surgery schedule due to overcapacity. Discussed cross training other shelter staff in the clinic to hopefully help out when needed.

Discussed bringing back clinic services to only include vaccines and Microchips. Dee will get cost breakdown of vaccines and staff/vet time to administer the vaccines and microchips. Treasure Valley Subaru may help, cost wise, with Microchips.

***Policy /Mission Updates:**

Nick went over staff feedback on updating the current Mission Values of WVHS. The Vision statement and Core Values as well as the Mission has been updated and expanded. These once these updates are adjusted they will be sent to the Board for approval.

*** Comms/Events Update:**

Nicole will be setting up a microchipping event and requesting a sponsor. Channel 6 is wanting to come to the Shelter for a media interview. Kevin Miller to come to the shelter and broadcast his show, maybe during Idaho gives? Boise Open ticket sales update has currently generated \$17,000.

Nicole discussed the plan for Treasure Valley Subaru to donate \$34,000 and plan a check presentation at the Shelter.

***Financial Updates:**

Tyler stated that the review of Financial statements have been completed for 2023. Still dealing with IRS from past admin including a returned check for 941's. Still working on getting all accounts consolidated to one bank.

Finances are currently at \$387,000 with days of cash on hand at 97 days. Currently wages make up 67% of wages and the shelter is still running lean. Financially the shelter currently has roughly 7 months of



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funding before the shelter will be out of funds to stay open. Funding from the contracted entities need to increase to avoid the shelter from closing its doors.

Discussed a communication strategy regarding the Shelter's financial situation and relationship with local municipalities. Agreed to focus on building credibility and goodwill through positive coverage.

Discussed needing to put pressure on city officials to request more funding for the Shelter.

Tyler has completed the updated employee handbook and board members have unanimously approved the updated handbook.

Tyler has been working on a Strategic Planning Facilitation from a consultant which will include Stakeholder interviews and will keep board members up to date by email on costs associated with this plan. DL Evans Bank and Albertsons may be able to sponsor part of the cost. Discussed the importance of involving high profile business owners and potential donors in the Strategic planning process

Nick has updated the Board on the new website and the income for the Shelter apparel is at \$1740. WVHS Website will now publish the Shelter bylaws and will include Board meeting minutes in the future.

Nick will be scheduling a meeting with Aaron from Canyon County to recommend county ordinance revisions pertaining to the Animal Shelter.

Meeting adjourned at 9:32pm.