



MEMORANDUM

Date: February 19, 2021

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **January 2021 Pima Animal Care Center Report**

Attached please find the most recent update from the Pima Animal Care Center (PACC), which will be shared with the PACC Advisory Committee at their March meeting.

In January 2021, PACC supported 1,313 pets and their people throughout the community while achieving a live release rate of 92.79 percent. There were 1,055 lost and surrendered pets with an additional 223 pets being kept with their families or sheltered in the community. Shelter intake decreased by 35 percent compared to last year. This is associated with the increase in support that PACC has provided the pets and people in the community, and is consistent with the national trends for communities where enhanced support services are provided.

PACC's community support services continue to grow in scope in their efforts to aid Pima County residents. In January, PACC fully implemented a short-term, temporary foster program to assist those experiencing crisis, like eviction, domestic violence, and hospitalization. Because of this program, 13 pets from 9 homes went to foster with 5 pets from 4 homes being reunited with the families.

Finally, PACC continues appointment based operations to allow for social distancing. This month, more than 3,076 parties visited PACC to adopt, surrender, or reclaim a pet.

CHH/dym

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer,
Health and Community Services
Monica Dangler, Interim Director, Pima Animal Care Center

Pima Animal Care Center Animal Services Report January 2021



Supporting Pets and People in the community

In an effort to expand the services PACC offers the community and in order to create a “shelter without walls”, an extreme shift has been made to support the pets and people within our community by taking more of our services outside the PACC facility.

- In January, PACC supported 1,313 pets and their people throughout the community through Keeping Families Together, lost and found reunification, shelter intake, and medical outreach.
 - PACC took in 1,055 animals, including 474 lost pets and 401 animals surrendered by their owners.
 - 51 pets received Keeping Families Together funding.
 - 96 pets were reunited with assistance from our Lost and Found department.
 - 61 pets received medical care through our medical outreach clinic.
 - 6 pets that finders were willing to hold onto in their homes until an owner was found.
- January officially kicked off our Safety Net Program that provides short-term temporary foster for families experiencing crisis. Currently, 19 pets from 10 homes are in foster homes.
 - In January, 13 pets from 9 homes were enrolled in the program. 4 due to hospitalization, 1 for first responder support, 2 due to eviction, and 2 due to a house fire; 5 pets from 4 homes have been reunited with their families.
- The Pet Support Center received 825 requests for assistance, including 324 requests to rehome a pet, 144 requests for assistance through the Keeping Families Together program, 95 requests for help getting resources for their pet, and 59 requests to assist with accessing euthanasia services. PACC was able to provide in-community support to 21% of the requests.
 - PACC received 324 requests for rehoming, 134 were for behavioral concerns, 151 were because the owner was no longer able to care for them, and 9 because of issues with housing. 16% of these requests resulted in shelter surrender.
 - 144 pet owners requested assistance with accessing vet care for their pets through the Keeping Families Together fund and 51 were approved for funding, totaling \$29,000 of services. Among the pets approved for assistance were 12 who had an unknown illness, 8 with fractures, 4 for wound care, 6 who needed masses removed, and 7 who had GI issues that needed treatment.

- PACC was able to keep 175 families together, 61 pets were referred to the PACC COVID outreach clinic, 51 owners were referred to a vet, and 42 pet owners were able to resolve their situation after just speaking to the Pet Support Center. Eight pets were also referred to the all-volunteer TOP Dogs training team who provide behavioral support for pets who were adopted from PACC.
- The Lost and Found Department filed 211 Found reports and 291 lost reports in the month of January. 39 finders reported to us that they reunited the found pet with its owner without bringing the pet to the shelter. 57 owners who lost their pet let us know they were able to be reunited with their pet outside of the shelter.
 - 29% of pets who entered PACC as strays in January, were returned to their owners. This is a 5% increase over the average return to owner rate of the same period in 2020.
 - In January, PACC launched a Finder program where community members who find pets and are willing to hold onto them and look for the owner during the stray period, are offered vaccinations, microchip, and spay/neuter surgery should they keep or rehome the pet, or find the owner. 6 animals were kept in the community and received these services.
- The Intake-to-Placement program placed 122 pets found placement at time of intake, with 28 leaving the same day. The average length of time before leaving with placement was 2.5 days.
- PACC provided 550 pounds of food and more than 1240 pound of supplies to support our partners and the community.
 - 250 pounds of food and supplies were given to Safety Net Fosters and to owners at time of reunification.
 - 840 pounds of personal hygiene, household goods, cleaning supplies were donated to Emerge, a domestic violence shelter.
 - 100 pounds of bird food was given to Paradise Parrot Rescue, 400 pounds of supplies to Tucson Wildlife, 100 vibration collars to Sol Dog, and 300 pounds of foster supplies to our poster parents. Food and items were received through in-kind grants.

Animal Protection Services

Animal Protection Services covers 9,000 square miles of unincorporated Pima County, as well as the cities of Tucson, South Tucson, and Oro Valley with 22 officers. Calls are prioritized for public safety.

- Animal protection officers responded to 1,497 calls for service including 104 cruelty and neglect complaints, 84 bite investigations, 96 law enforcement assistance calls, and 16 rabies exposure calls.
- 9,480 dogs were licensed with Pima County.
- PACC Animal Protection responded to 5 hoarding situations in January confiscating
- The Community Cat program assisted over 100 community members in December 2020 through phone, email, and web responses; 64 traps to 17 different individuals were loaned to do Trap-Neuter-Return, recover lost pets, and catch injured cats for medical treatment.

Adoption, Foster, Rescue

Our outcomes team is critical to PACC's lifesaving success. The team works diligently to find adoption, rescue, or foster placement.

- PACC completed 548 adoptions, returned 176 lost animals to their owners and achieved a live release rate of 92.79%. There are currently 343 animals housed on site at PACC.
- 186 pets were placed in foster homes, including 36 animals with medical conditions, 32 adult cats, 34 adult dogs and 20 safety net fosters. There are approximately 579 animals currently in foster homes.
 - 139 pets were adopted from foster, 7 were reunited with their owners, and 6 were transferred to rescue groups

- 189 pets were transferred to rescue partners, including 142 dogs and 40 cats. This is a 26% increase over last month.
 - Our top 5 rescue partners for January: 57 pets were transferred to Valley Humane, 12 to Animal League of Green Valley, 11 to Ruff Rescue, 8 to Almost There Foster Care, and 7 to Little Lotus Rescue.
 - PACC has partnered with one new rescue, Lucy's Hope Rescue, in January bringing the rescue partner total to 276.
- 24 long –stay dogs are currently assigned Volunteer Case Managers in an effort to provide advocacy, marketing, and training to assist in getting these adult dogs in to homes quicker.
- 615 long-stay dogs with Volunteer Case Managers were adopted, went to foster, or were transferred to rescue partners in January.
- Rachel Jones, the Adult Dog Case Manager, created a paperless training library for adult dog advocates: <https://tinyurl.com/pacctraininglibrary>
- Partnered with AdoptMeApp to give all PACC staff and volunteers the tools to upload photo and video updates directly to PACC's Pet Harbor pet profiles.

Volunteers and Personnel

- 723 volunteers served 3,922 hours in January. This is a 15% increase over the previous month.
- 94 new volunteers have joined PACC and are completing their volunteer on-boarding.
- Leadership held bi-weekly volunteer meetings discussing topics ranging from fundraising and development, the Friends of PACC and tutorials for volunteers. Weekly update emails are sent out to re-cap calls and supplement bi-weekly meetings.
- The volunteer staff meets monthly with several, PACC specialty volunteer groups including PACC Pals, the Decompression team, and Top Dogs.
- PACC currently has 22 vacant positions, including an animal protection supervisor, investigator, and five animal protection officers and a dispatcher; two administrative support specialists, the personnel manager, a veterinarian, and five animal care technicians for adoptions, admissions, licensing, and clinic.
- 5 new animal care technicians for the admissions, adoptions, clinic and licensing will begin in February.
- 2 animal protection dispatchers are completing the approval process and are expected to begin in February.

Vet Services

- PACC veterinarians spayed or neutered 452 animals, including 15 cats for the Trap-Neuter-Return program, and completed 104 other surgeries. Veterinarians also saw 136 foster appointments.
- PACC Clinic treated 18 dogs with valley fever, 12 parvo positive puppies, and 10 dogs who had been hit by cars.
- PACC Clinic treated 3 cats and kittens with ringworm, 1 cat with Calicivirus and 7 diabetic cats.

COVID Update

- PACC is fully accessible by members of the public, using appointment times to manage the flow and number of people in the shelter at any given time.
- PACC had more than 3,076 parties schedule a visit the shelter including 1,813 to possibly adopt, 500 for clinic related reasons, 288 to admit a stray or owned pet, and 138 to foster.
- PACC staff, volunteers, and visitors are required to wear masks and receive temperature checks upon entry, in accordance with County wide policy.

- All staff meetings of 10 or more are held via video with smaller meetings be held in larger spaces so social distancing is possible.
- PACC continues to house pets whose owners have fallen ill from COVID-19 as needed, providing free boarding funded through grants to PACC for owned pet care.