



MEMORANDUM

Date: January 15, 2021

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

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to read "CHH", is written over the printed name "C.H. Huckelberry".

Re: December 2020 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 January meeting.

In December 2020, PACC took in 941 pets and achieved a live release rate of 90.90 percent. 722 pets were adopted, 150 were transferred to rescue groups and 189 animals were returned to their owners. This is a national animal sheltering trend and is attributed to a significant increase in human and animal support services offered throughout the community.

PACC's Human and Animal Support Services Programs continue to grow in scope in their efforts to aid Pima County residents. In December alone, 961 pet owners were directly helped through PACC's outreach programs hosted in the community, while 241 families were assisted with medical expenses through the Keeping Families Together fund, through PACC's outreach clinic, or other referrals. In addition, 1596 meals for community pets were distributed, 1,000 pounds of personal hygiene, household goods, and cleaning supplies were donated to Mission Manor, Emerge, Center of Domestic Violence, Hoofs n Horns, Fellowship Square, Serenity Baptist Church, Cody's friends, Safe Rescue, Tohono O'odham Animal Control, Pascua Yaqui Animal Control, Tucson Food Share Organization, Southern AZ Cat Rescue, as well as, 1,000 blankets were given to the Salvation Army.

Finally, PACC continues appointment based operations to allow for social distancing. This month more than 3,001 parties visited PACC to adopt, surrender, or reclaim a pet.

CHH/dym

Attachment

c: Jan Leshner, 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 December 2020



- PACC took in 941 animals, including 539 lost pets and 297 animals surrendered by their owners.
- PACC completed 722 adoptions, returned 189 lost animals to their owners and achieved a live release rate of 90.90%. There are currently 267 animals housed on site at PACC.
- Animal protection officers responded to 1,578 calls for service including 81 cruelty and neglect complaints, 109 bite investigations, 94 law enforcement assistance calls, and 9 rabies exposure calls.
- 6,042 dogs were licensed with Pima County.
- PACC Animal Protection confiscated 200+ animals, including 33 cats, 4 dogs, 167 fancy mice, and 20 Madagascar hissing cockroaches, in a hoarding case.
- PACC veterinarians spayed or neutered 559 animals and completed 107 other surgeries.
- PACC received two, \$10,000 Arizona Companion Animal Grants to be used for TNR and spay/neuter efforts.
- 19 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.
- 6 long-stay dogs with Volunteer Case Managers were adopted or transferred to rescue partners in December.

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 3,001 parties schedule a visit the shelter including 1,807 to possibly adopt, 564 for clinic related reasons, 204 families to admit a stray or owned pet, and 112 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.

Human and Animal Support Services

- The Pet Support Center received 633 requests for assistance, including 300 requests to rehome a pet, 176 requests for assistance through the Keeping Families Together program, 106 requests for help getting resources for their pet, and 51 requests to assist with accessing euthanasia services.
- PACC received 300 requests for rehoming, 139 were for behavioral concerns, 114 were because the owner was no longer able to care for them, and 27 because of issues with housing.
- PACC was able to keep 176 families together, 33 pets were referred to the PACC COVID outreach clinic, 94 owners were referred to a vet, and 28 pet owners were able to resolve their situation after just speaking to the Pet Support Center. 12 pets were also referred to the all-volunteer TOP Dogs training team who provide behavioral support for pets who were adopted from PACC.
- 124 pet owners requested assistance with accessing vet care for their pets through the Keeping Families Together fund and 65 were approved for funding. Among the pets approved for assistance were 11 who had an unknown illness, seven with GI issues, two for wound care, six who needed masses removed, and 9 who had an infection that needed treatment.
- The Lost and Found Department filed 217 Found reports and 373 lost reports in the month of November. 32 finders reunited the found pet with its owner without bringing the pet to the shelter. 63 owners who lost their pet were able to be reunited with their pet outside of the shelter.
- 26% of pets who entered PACC as strays in December, were returned to their owners. This is a 9% increase over the average return to owner rate in 2019.
- Community Cat Program assisted 130 community members in December 2020; 51 traps to 17 different individuals were loaned to do Trap-Neuter-Return, recover lost pets, and catch injured cats for medical treatment.
- The Intake-to-Placement program placed 41 pets the same day as intake, with 54 being placed within 72 hours of intake.
- 1596 meals for community pets were distributed and 1,000 pounds of personal hygiene, household goods, cleaning supplies were donated to Mission Manor, Emerge, Center of Domestic Violence, Hoofs n Horns, Fellowship Square, Serenity Baptist Church, Cody's friends, Safe Rescue, Tohono Odom Animal Control, Pascua Yaqui Animal Control, Tucson Food Share Organization, Southern AZ Cat Rescue. Also, 1,000 blankets were sent to Salvation Army and 3,000 pounds of litter was distributed to shelter partners. Food and items were received through in-kind grants.
- 25 to go packs were prepared and handed out by APS to families they assist.

Volunteers, Foster, Rescue

- 210 volunteers served 4,161 hours in December.
- 88 new volunteers have joined PACC and are completing their volunteer on-boarding.
- PACC has partnered with GivePulse, a volunteer management software company, to create "milestones" within the program to assist with measuring the efficiency of the on-boarding process.
- PACC is participating in targeted volunteer recruiting efforts via Davis Monthan AFB, Geico, Intuit, TFCU, Raytheon, Caterpillar, St. Joe's, TMC, Banner, NMC, U of A Vet students Shelter Medicine Club and VolunteerMatch for 5 of listings (Foster Editor, Lost & Found Admin Support, Dog Walker, Pet Bio Writer, Transport)
- 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 recap 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.
- On Christmas day, volunteers prepared special Christmas meals for the dogs and cats in-shelter.

- PACC implemented Jump Start activities (laundry, poop fairy, dish washing, enrichment, etc...) to the on-boarding process which has resulted in 168% increase in incoming volunteers completing the on-boarding process.
- 206 pets were placed in foster homes, including 73 animals with medical conditions, 27 adult cats, 43 adult dogs and four safety net fosters. There are approximately 601 animals currently in foster homes.
- 166 pets were adopted from foster.
- 150 pets, a 33% increase over last month, were transferred to rescue partners, including 96 dogs and 39 cats.
- PACC has partnered with one new rescue in December bringing the rescue partner total to 275.

Personnel

- 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.
- Jordyn Long was promoted to an Animal Protection Services Field Investigator.

News and Events

PACC holds special mice adoption:

<https://www.kold.com/2020/12/15/pacc-looking-find-forever-homes-mice/>

Animal Protection Services assist in parrot rescue:

<https://kvoa.com/news/top-stories/2020/12/09/macaw-rescued-after-spotted-wandering-northwest-neighborhood/>

PACC asks community to foster pets for the holidays:

<https://www.kgun9.com/news/local-news/pima-animal-care-center-asks-community-to-open-hearts-and-homes-to-fosters-over-the-holidays>

PACC prepares for freezing temps:

<https://kvoa.com/news/top-stories/2020/12/03/local-animal-shelter-preparing-for-potential-of-freezing-temps/>

PACC holds a Name Your Own Price Sale:

<https://www.kold.com/2020/12/26/name-your-own-price-if-you-adopt-pet-through-pacc/>