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# MEMORANDUM

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Date: March 5, 2021

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

From: C.H. Huckelberry  
County Administrator 

**Re: February 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 February 2021, PACC supported 1,738 pets and their people throughout the community while achieving a live release rate of 91.74 percent. There were 1,268 lost and surrendered pets taken into the shelter with an additional 382 pets being kept with their families or sheltered in the community. Shelter intake increased by 26 percent compared to last month's intake. This is largely attributed to the increase need in public assistance response and animal protection confiscations that have resulted from community members succumbing to COVID-19 and caregivers becoming overwhelmed due to the impact of COVID-19.

PACC's community support services continue to grow in scope in their efforts to aid Pima County residents. In February, PACC operated a drive through pet food and supply distribution at Mission Manor Elementary School impacting 460 families in 24 zip codes.

Finally, PACC continues appointment based operations to allow for social distancing. This month more than 2,800 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 February 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 February, PACC supported 1,738 pets and their people throughout the community through Keeping Families Together, lost and found reunification, shelter intake, and medical outreach.
  - PACC took in 1,268 animals, including 656 lost pets and 436 animals surrendered by their owners.
  - 178 pets received Keeping Families Together funding.
  - 88 pets were reunited with assistance from our Lost and Found department.
  - 46 pets received medical care through our medical outreach clinic.
  - 158 pets that finders were willing to hold onto in their homes until an owner was found.
- PACC’s Safety Net Program provides short-term temporary foster for families experiencing crisis. Currently, 23 pets from 13 homes are in foster homes.
  - In February, 19 pets from 9 homes were enrolled in the program. 5 due to hospitalization and 4 due to eviction: this is a 46% increase over January.
  - 12 pets from 8 homes have been reunited with their families’ year-to-date.
  - To date, only 2 families have been unable to reunite due to permanent medical disability or death. This includes a pair of dogs named Riley and Smooch who were adopted by the foster that has cared for them for the last 60 days (see photo at end); their owner passed away while the dogs were enrolled in our program. The next of kin said, “I couldn’t be more relieved and grateful that Riley’s and Smooch’s foster mom will adopt them. Thank you for providing this wonderful program, and for your kindness.”
  - We are actively working with Pima County Constable’s Office, SAAF.org, and a variety of case managers with local housing units who have residents experiencing qualifying circumstances.

- PACC offers spay/neuter surgeries to the pets in this program. 97% of the unaltered animals in this program take advantage of this service.
- The Pet Support Center received 759 requests for assistance, including 271 requests to rehome a pet, 178 requests for assistance through the Keeping Families Together program, 118 requests for help getting resources for their pet, and 56 requests to assist with accessing euthanasia services. PACC was able to provide in-community support to 85% of the requests.
  - PACC received 271 requests for rehoming, 85 were for behavioral concerns, 140 were because the owner was no longer able to care for them, and 8 because of issues with housing. 37% of these requests resulted in shelter surrender.
  - 178 pet owners requested assistance with accessing vet care for their pets through the Keeping Families Together fund and 64 were approved for funding, totaling \$26,313.50 of services. Among the pets approved for assistance, 39 had an unknown illness, 10 were treated for fractures, 10 received wound care, 8 needed masses removed, and 16 GI issues were treated.
  - PACC was able to keep 242 families together, 46 pets were referred to the PACC COVID outreach clinic, 83 owners were referred to a vet, and 58 pet owners were able to resolve their situation after just speaking to the Pet Support Center. 9 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 196 Found reports and 273 lost reports in the month of February. 41 finders reported to us that they reunited the found pet with its owner without bringing the pet to the shelter. 47 owners who lost their pet let us know they were able to be reunited with their pet outside of the shelter.
  - 26% of pets who entered PACC as strays in February, were returned to their owners.
  - 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. 158 animals were kept in the community and 11 took advantage of these services.
  - 2 new [software programs are now being used to help reunite pets in their community](#), Finding Rover a pet facial recognition software and SimpleText where an owner or finder can simply text “Lost” or “Found” in English or Spanish to 833-552-0591 to receive next steps for pet reunification.
  - 142 individuals used the texting service in February
- The Intake-to-Placement program placed 174 pets found placement at time of intake, with 92 leaving the same day. The average length of time before leaving with placement was 1.87 days.
- PACC held a [food and supply distribution](#) event on February 27<sup>th</sup> at Mission Manor Elementary School in District 5. 400 cars came through representing 460 families for a total of 975 people.

Items distributed:

- 8,000 meals for dogs and 2,346 meals for cats
- 660 gallons of laundry detergent (8,000 loads of laundry)
- 2,800 pound of household supplies and personal hygiene
- 820 pounds of cat litter
- 180 pet blankets
- 116 pet crates
- PACC provided 2,000 pounds of food and more than 3,300 pound of supplies to support our partners and the community. Food and items were received through in-kind grants.
  - Pima Paws for life-1800 # litter
  - 1,520 pounds of dog food to the Ajo community
  - 480 pounds dog food to Tucson Food Share

- 700 pounds of pet supplies to Hoofs and Horns
- 800 pounds of personal hygiene, household goods and cleaning supplies were donated to Fellowship Square, a retirement community.
- 500 pounds of foster supplies to our foster parents.

### **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 1,544 calls for service including 96 cruelty and neglect complaints, 99 bite investigations, 104 law enforcement assistance calls, and 15 rabies exposure calls.
- 8,044 dogs were licensed with Pima County.
- PACC Animal Protection responded to 5 hoarding cases, confiscating 129 pets in February [including 97 cats](#).
- The Community Cat program assisted over 170 community members in February 2020 through phone, email, and web responses; 41 traps to 13 different individuals were loaned to do Trap-Neuter-Return, recover lost pets, and catch injured cats for medical treatment.
  - 50 new traps were purchased to assist the community with trapping.
  - 25 cats were placed via the Working Cat Program.

### **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 557 adoptions, returned 173 lost animals to their owners and achieved a live release rate of 91.74 %. There are currently 321 animals housed on site at PACC.
- 247 pets were placed in foster homes, including 78 animals with medical conditions, 53 adult cats, 37 adult dogs and 27 safety net fosters. There are approximately 584 animals currently in foster homes.
  - 118 pets were adopted from foster, 10 were reunited with their owners, and 16 were transferred to rescue groups
  - [UA students using extra time at home to foster](#).
- 206 pets were transferred to rescue partners, including 129 dogs and 66 cats. This is an 11% increase over last month.
  - Our top 5 rescue partners for February: 63 pets were transferred to Valley Humane, 22 to Southern Arizona Cat Rescue, 20 to Little Lotus Rescue, 16 to Animal League of Green Valley, 12 to Humane Society of Southern AZ.
- 9 long stay dogs with volunteer case managers were adopted, 4 went to foster, and 2 were transferred to rescue partners in February.
- 27 long stay dogs are currently assigned Volunteer Case Managers in an effort to provide advocacy, marketing, training and post-placement support.
- Urgent dog program officially branded "Finn's Fund for Good Dogs" and received platform on Friends of PACC's website: [www.friendsofpacc.org/finns-fund](http://www.friendsofpacc.org/finns-fund)
- Implemented use of QR codes on kennels to direct interested parties to dog web profiles for more information.
- Finalized the online Finn's Fund volunteer advocate orientation: [www.tinyurl.com/paccadvocateorientation](http://www.tinyurl.com/paccadvocateorientation)

### **Volunteers and Personnel**

- 222 volunteers served 3,788 hours in February. This is an 18% increase over the previous month.
- 41 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 26 vacant positions, 10 of which include temporary positions which are not currently part of the recruitment process. Positions currently in process of being recruited include an animal protection supervisor, 7 animal protection officers and 2 dispatchers; 3 administrative support specialists, the personnel manager, and a veterinarian.
- 5 new animal care technicians for the admissions, adoptions, clinic and licensing were hired in February.
- 2 animal protection dispatchers are completing the approval process, a veterinarian, and the personnel manager are expected to begin in March.

### Vet Services

- PACC veterinarians spayed or neutered 641 animals, including 135 cats for the Trap-Neuter-Return program, and completed 96 other surgeries. Veterinarians also saw 197 foster appointments.
- PACC Clinic treated 24 dogs with valley fever, 3 parvovirus positive puppies, [13 dogs with distemper](#), and 8 dogs who had been hit by cars.
- PACC Clinic treated 1 cats and kittens with ringworm, 4 cat with Calicivirus and 4 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 2,800 parties schedule a visit the shelter including 1,598 to possibly adopt, 490 for clinic related reasons, 257 to admit a stray or owned pet, 257 to look for or reclaim a lost pet, and 197 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.

