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# MEMORANDUM

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Date: September 7, 2022

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

From: Jan Lesher   
County Administrator

Re: **Pima Animal Care Center Fiscal Year 2021/2022 Report**

Pima Animal Care Center (PACC) continues to be one of the leading public animal welfare agencies in the country. This is due to the leadership of Board and the support of our taxpayers who have made its operation a priority. That support in combination with the generosity of our community and the tireless work of volunteers and staff have led to outstanding outcomes for pets in Pima County even during the pandemic.

Over the past year, PACC has focused on helping people and pets impacted by the pandemic as well as space constraints in our shelter. PACC has led the way in implementing programs like our Pet Support Center, Foster Program and Community Cats Program. These initiatives allows PACC to keep pets with their adoptive families and get them out of stressful shelters and into loving homes.

Attached is the PACC's annual fiscal year report which highlights some of the major successes and challenges.

JKL/dym

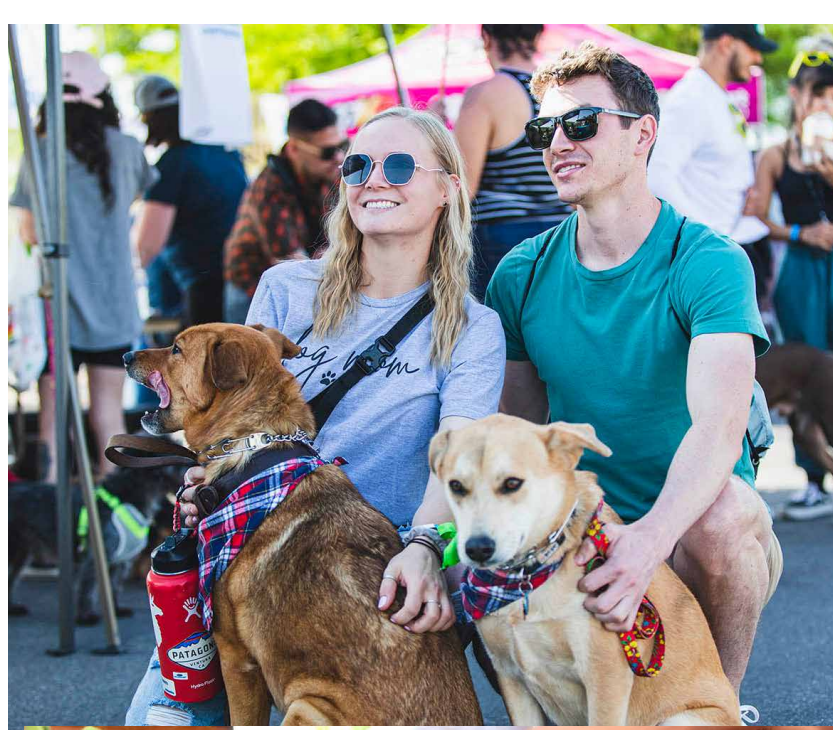
Attachment

c: Francisco García, MD, MPH, Deputy County Administrator and Chief Medical Officer  
Carmine DeBonis, Jr., Deputy County Administrator  
Steve Holmes, Deputy County Administrator  
Monica Dangler, Director, Pima Animal Care Center

# Stronger Together



**PIMA COUNTY**  
ANIMAL CARE CENTER



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## DIRECTOR'S MESSAGE



# Thanks for another year of lifesaving support

**T**hanks to the tireless efforts of our community, dedicated staff, and the ongoing support of our taxpayers, Pima Animal Care Center (PACC) is one of the leading public shelters in the country. Together we are making Pima County one of the safest, most humane places in the U.S. for pets.

We are proud to share our 2021/2022 fiscal year report and celebrate the shelter's successes and our lifesaving operations.

This past year brought about many challenges to shelters across the country -- including ours -- due to the ongoing impact of COVID-19. While most municipal shelters have faced making the most difficult decision a shelter could ever make -- ending the life of a healthy pet due to space constraints -- PACC has been able to serve Pima County and remain a lifesaving shelter.

Thanks to the foresight of our Board of Supervisors and County Administration, PACC led the way in implementing programs like our Pet Support Center, Foster Program, and Community Cats Program. Taken together, these initiatives allow us to keep pets with their adoptive families and get them out of stressful shelters and into loving homes.

PACC receives fundraising support from Friends of PACC, our non-profit partner, and will continue to do so as we work to develop new initiatives that serve our community.

We've also received recognition and financial support from national organizations, including Petco Love and Great Good Charities, in support of our lifesaving work.

FY 21/22 undoubtedly was a challenging year for our community. Our volunteers, fosters, and rescue partners played a critical role in PACC's mission. We thank them, and the entire community, for their role in keeping Pima County a safe place for pets and people.

Sincerely, Monica Dangler  
Director, Pima Animal Care Center

Sincerely,

A handwritten signature in black ink, appearing to be 'M. Dangler', written over a light blue background.

Monica Dangler  
Director, Pima Animal Care Center

## BY THE NUMBERS

# Prioritizing pets and their people

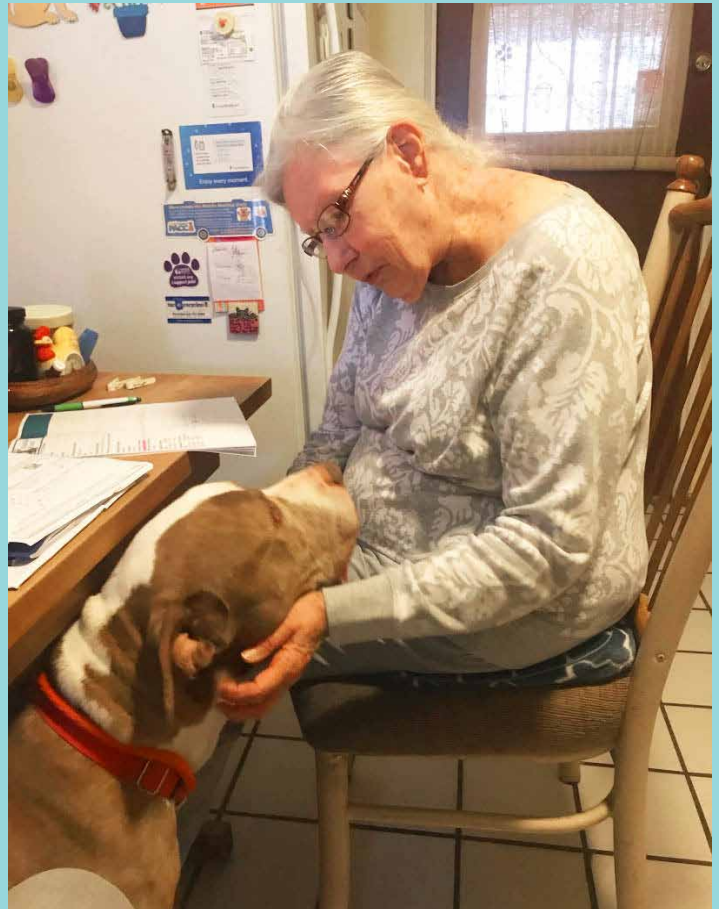
**P**ACC is the only open-admission shelter serving Pima County, the City of Tucson, the City of South Tucson, the Town of Oro Valley, and the Pascua Yaqui Nation.

In FY 21/22, PACC took in 19,322 pets, including 12,264 lost animals and 4,661 pets surrendered by their owners. PACC takes in and provides individualized care as needed to every stray dog, pets with medical or behavioral needs, and pets whose owners are in crisis.

Ninety-two percent of the animals left the shelter through adoption, reunification with their owner, or rescue placement.

During the COVID pandemic, staff worked tirelessly with the community to keep animals in their homes and neighborhoods.

Our community responded overwhelmingly by holding on to healthy and friendly stray animals to help get more pets reunited with their families.



**92%**

live  
release  
rate

**10,424**  
animals adopted

**1,301**  
transferred to rescue  
groups

**2,560**  
reunited with families

**2,844**  
community cats placed

## REVENUES AND EXPENSES

# Funds support life-saving work

**P**ACC's primary sources of funding are County General Funds, Bequests, Grants and the support we receive from Friends of PACC.

General revenue funds provide public health and safety services and basic animal care to sheltered pets.

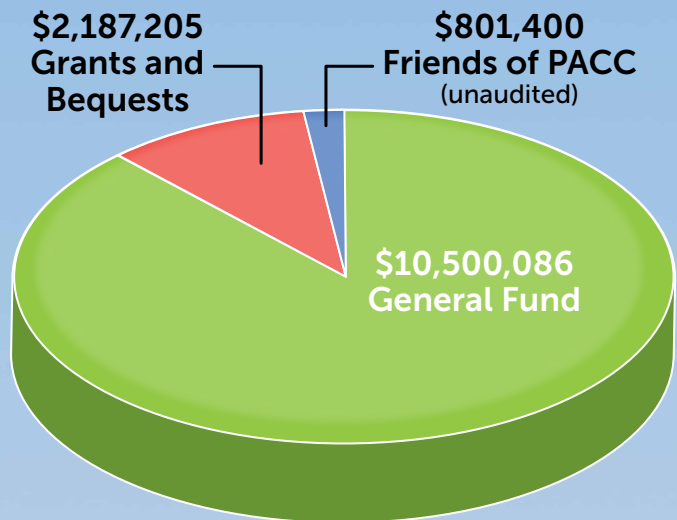
These services include Animal Protection, Licensing, Intake, Adoptions, and Volunteer.

Lifesaving programs and those that work toward keeping pets with their families are supported through grants, bequests and Friends of PACC.

They include our Pet Support Center, Community Cats program, Foster Program, Adoption Support, Expedited Placement and the Behavior Team.

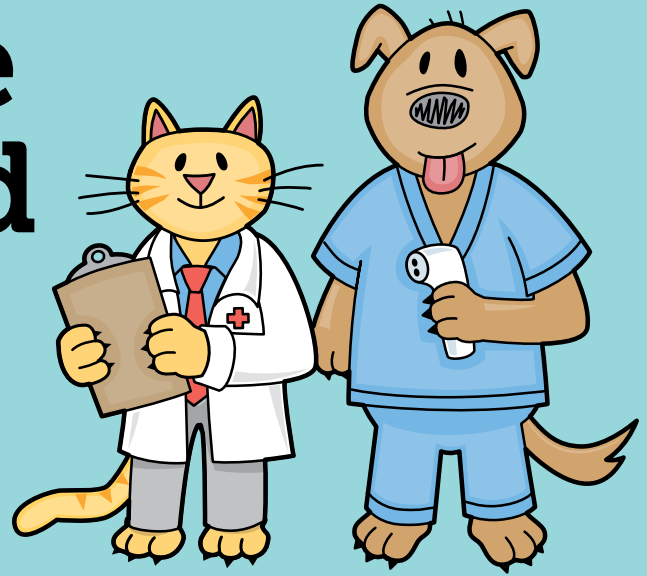
These services would not exist without these additional funding sources.

### REVENUES



## VETERINARY SERVICES

# Providing care to pets in need



**I**n FY 2021-2022, the clinic performed a record number of routine spay and neuter surgeries, as well as specialty surgeries. More specifically, the clinic diagnosed and treated 8,400 different medical conditions in our shelter population, ranging from seizures to ear infections to broken bones.

To support PACC's massive foster program, clinic staff provided care to 2,800 animals in foster families. Of those, over 400 were conducted via telemedicine to reduce travel and staffing resources associated with in-person

appointments. The clinic dispensed nearly 2,000 vaccines, microchips, and parasite treatments to public pets at free mega vaccine clinics to reduce preventable infectious disease in our community.

**11,360**

spay and  
neuter surgeries

**2,800**

foster appointments

**1,025**

lifesaving treatments





## ANIMAL PROTECTION SERVICES

# Protecting animals, helping people

**19,385**

calls for service

**1,259**

bite investigations

**2,109**

leash law  
violations

**1,392**

law enforcement  
assists

**6,668**

stray animal  
complaints

**1,027**

cruelty and neglect  
investigations

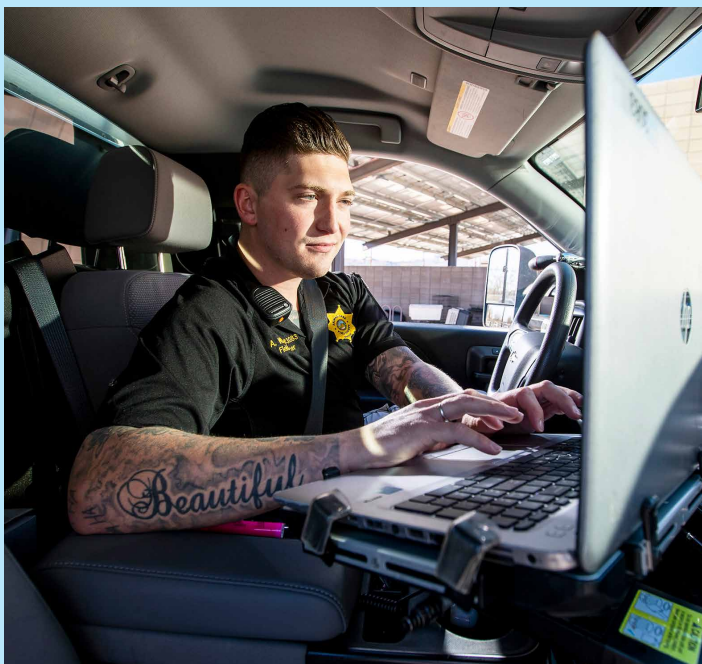
PACC receives a wide array of calls for service every year ranging from leash law violations to assisting emergency services (law enforcement, EMT, fire department) with removing pets so people can be safely assisted.

PACC prioritizes calls like law enforcement assists, sick and injured animals, or any call that stipulates there is a threat to public safety. Over the last year, we have seen an increase in the higher priority calls due to economic factors and lack of access to veterinary care resulting in a lower response times to non-emergent calls.

For found healthy stray pets, PACC offers a variety of resources for community members to help reunite lost pets with their families.

Many of the calls our Animal Protection Officers go to allow us to provide resources and education to our community members. That assistance can range from providing pet food to fencing to patch up holes to providing booties to protect dogs feet from hot pavement.

Our team utilizes a community-focused approach as a first response and enforcement as a secondary tool for those where pets or people are in danger. Using this approach, officers can address the root cause of issues and ultimately keep pets with those who love them.



## COMMUNITY CATS

# Providing care and services to feline friends

PACC's Community Cat Program focuses on issues related to outdoor, free-roaming cats. The primary goals of the program are:

- Support the community through Trap-Neuter-Return (TNR)
- Solve problems for residents of areas where community cats reside
- Connect unowned cats with medical care when needed.

A record number of community cats received services through our Community Cat Program in FY 21-22, with over 7,100 outdoor cats receiving TNR surgeries directly from PACC's clinic or through Pima County-funded surgeries at partner clinics. This is a 58% increase over the prior year's efforts.

A substantial contributor to PACC's TNR surgery success was the mega, spay/neuter "Snip 'N' Tip" community events offered

throughout the year for unowned cats. PACC invited shelters, rescues, and individuals across Pima County to bring community cats in for sterilization, microchips, vaccinations, and ear-tips. These events assisted in spreading the word about our Community Cat Program and easing the ongoing pressures on the community that resulted from a lack of spay/neuter availability starting in 2020.



*Our inaugural Snip n Tip event was held Oct. 15-17, 2021, and coincided with Global Cat Day (formerly known as National Feral Cat Day).*

*At that event, and a second one held in March 2022, PACC sterilized more than 1,100 cats with the help of volunteers, local veterinarians, vet students, and their instructors from the University of Arizona, Pima Medical Institute, and the Joint Technical Education District.*



## COMMUNITY OUTREACH

# Providing a helping hand and paw

Over the last fiscal year, PACC's Outreach Team has been more driven than ever in their effort to preserve the bond between pets and the people who love them. When Pima County residents faced extreme financial hardships or heartaches that impacted caring for their pet, PACC was able to help ease some of that burden.

The Outreach Team offered resources including pet food, pet supplies, human

hygiene, and household good at large one-time events throughout the community and at weekly recurring events and churches and parks. Thanks to partnerships with Amazon, Greatertgood.Org, and Friends of PACC, the Outreach Team was able to help stretch resources to further assist pets and the people who care for them. The Outreach Team consists of 10 volunteers and two part-time positions funded by Friends of PACC.



**111,226**

pounds of food and pet and human supplies distributed

**547,499**

pet meals distributed

**4,800**

families assisted

**15,000**

animals assisted

## ADOPTIONS

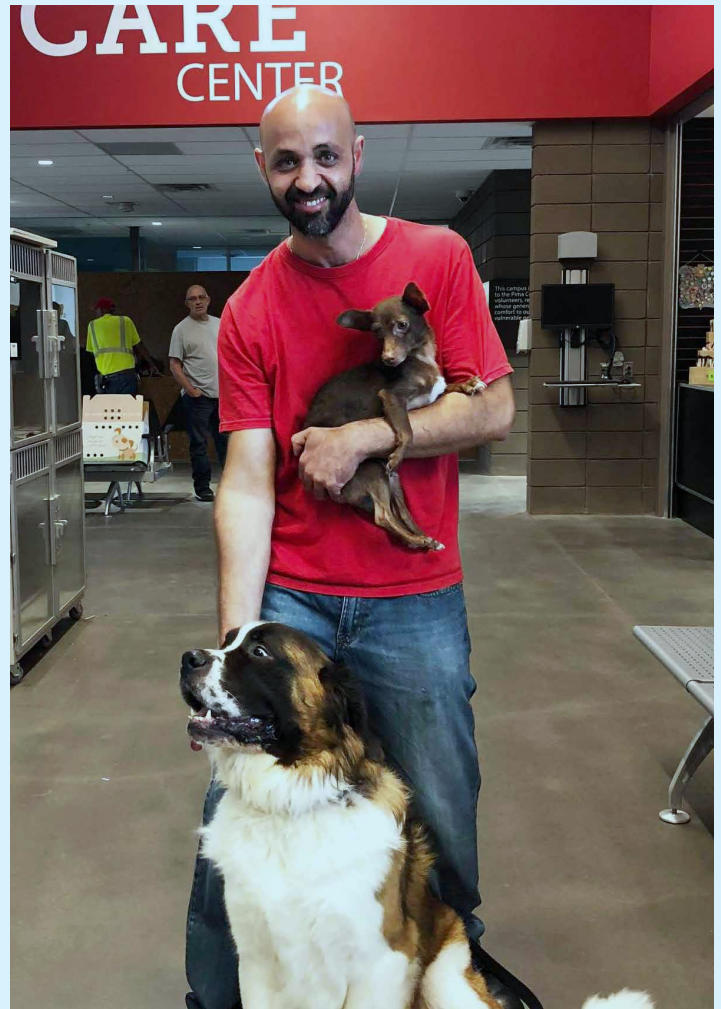
# Making furry families

**A**fter a year of innovation and new ideas, PACC eagerly re-opened its doors to the public this fiscal year. While COVID was still circulating, our staff worked diligently to balance the safety of the public with adopting pets at the shelter. Our adoptions team was so happy to see all the happy tails and smiles as our pets found new homes in person!

This year we had some extra-special adoptions that make the extra efforts worth it. We matched great pets with special families and saw some of our favorite long-stay animals go home! PACC grew closer to our community over the last fiscal year.

We have found new and exciting ways to collaborate to improve the lives of pets and people in Pima County. We have been so lucky to have wonderful community support and cannot wait to see what next year brings!

To celebrate all our wins this year, PACC hosted an after-hours adoption party "Howlin' at the Moon." We decorated the shelter for all the holidays we missed and were open late with food trucks, games, and adoption specials. By the end of the night, over 40 pets found homes making it the highest adoption day of the fiscal year!



PACC adoptions staff work tirelessly to find the perfect match for families and pets.



## FOSTER PROGRAM

# Providing temporary, loving homes

**P**ACC's Foster program is critical to saving the animals that are brought to the shelter. This past fiscal year was no exception. PACC provides the medical care and necessary supplies to fosters, while the fosters supply the

care, attention, and safe environment to the pet. Last fiscal year, PACC placed 31% of the pets coming into the shelter into temporary foster homes.

**6,031**

pets placed in foster care

**3,004**

pets placed in foster care for medical reasons

**1,046**

adult dogs and cats fostered

**180**

dogs and cats placed in foster care as safety net

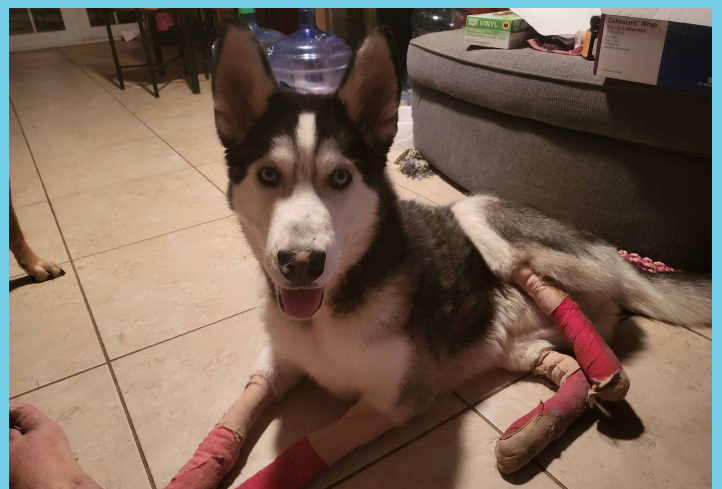
**2,566**

foster families



*Regina found Storm on PACC's website just three weeks after her beloved dog had passed away. She immediately knew that she needed to help Storm and bring him into her family.*

*Storm had accidentally been exposed to an acidic substance that caused substantial injuries to his feet and legs and was going to need a special home to help him through his medical treatments. Storm still has a long road to recovery while he gets prepared to receive prosthetics, but thanks to Regina he is receiving the best care and puppyhood he could ask for.*



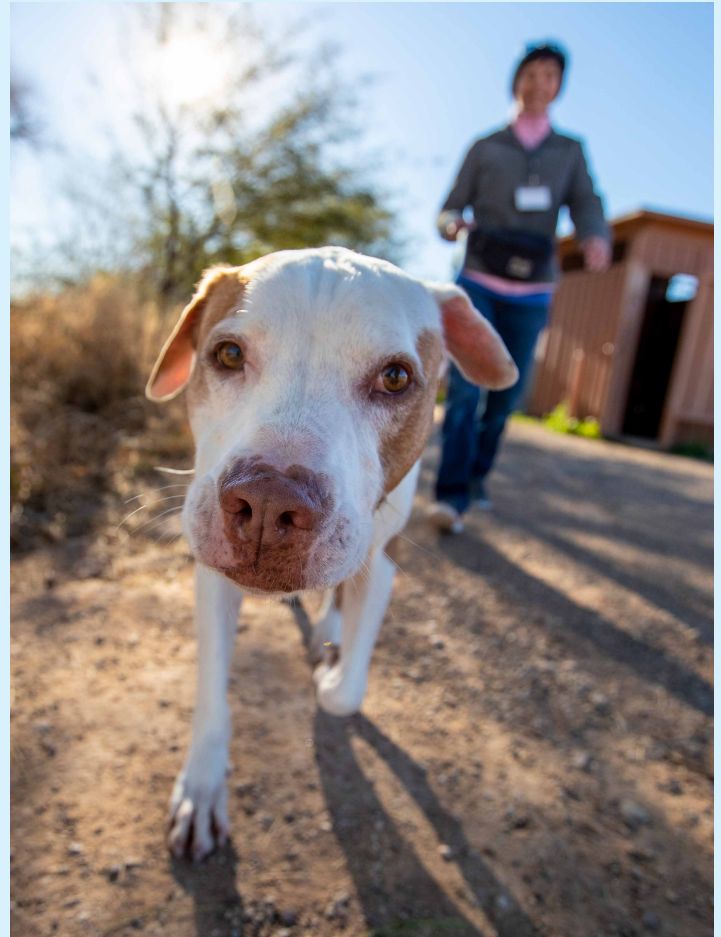
## VOLUNTEERS

# Giving in countless ways

**I**ntegrated into every department on campus is our lifesaving volunteer team whose activities include training dog walkers, clinic operations, adoptions counseling, and community outreach. This last fiscal year our volunteer team increased by 69%, allowing volunteers to contribute in ways they never have in the past in our organization.

We also have a robust Group Volunteering program, where we work with dozens of organizations in Pima County that want to give back to the community. Those partner groups donate their time and resources to help on campus with special events, outreach events in the community, campus cleaning or special projects that support PACC and our mission.

We could not complete the lifesaving work we do every day without the support and dedication from this caring group of individuals.



**90,392**

total hours  
contributed

**53,840**

dog walking  
hours

**5,580**

cat activity  
hours

**7,195**

clinic  
hours

**2,730**

administrative  
support hours

**1,100**

volunteers at  
PACC

### Lifesaving 1K+hour Volunteers:

Cathy Neuman .....	2,108
Christy Holliger.....	1,953
Laura O'Brien .....	1,929
Christy Swinford.....	1,822
Norma Helentjaris.....	1,505
Kevin Leeser .....	1,505
Gail Smith.....	1,478
Sharon Woolridge.....	1,410
Shirlyn Green .....	1,350
Sarah Hegmann.....	1,329
Gail Spahr.....	1,235
Linda Scheel.....	1,200
Charly Van Den Bergh .....	1,122
Karen Fredsall.....	1,091
Ursula Schwarz.....	1,050

## PET SUPPORT

# Award-winning pet support

**F**riends of PACC, our fundraising partner, works diligently throughout the year to not only help pets at PACC, but also help pets and their families before they feel the need to come to the shelter. Animals in our community are the most vulnerable in a crisis and are best served by Friends of PACC proactively helping them through an active community outreach program and the Keeping Families Together (KFT) project. Through these efforts, approximately 8,000 pets have been diverted from

PACC, remaining safe, healthy, and happy at home with the people who love them.

In FY21/22, Friends of PACC provided over \$750,000 in direct support for PACC and the animals it serves, including funding 11 PACC staff positions. Friends of PACC launched the inaugural Pets of Pima Parade in April 2022. The Parade was a celebration of pets in our community, as well as the vital role PACC plays in supporting companion animals. Through efforts like the Parade and the Looking Forward, Saving More Initiative, Friends of PACC strives to provide even more support to PACC in the future.

Friends of PACC also received the Arizona Daily Star's Reader's Choice Award for the Best Non-Profit in 2021.



**\$750,000**  
provided in direct support to lifesaving

**\$406**  
average amount spent for medical assistance

**6,230**  
pets kept with their families through information sources

**577**  
pets receiving KFT funds for medical assistance

## ACKNOWLEDGMENTS

# Thanks to the crew!

**P**ACC couldn't begin to tackle its lifesaving work without the support and dedication of an army of volunteers and fosters as well as our own employees. Our deepest thanks to staff and to our top contributing volunteers and fosters.

### **VOLUNTEERS AND FOSTERS**

Gabriella Ames  
Lenora Anderson  
Christina Arsonson  
Amy Bartling  
Cindy Bezaury  
Melissa Bomar  
Dale Bradshaw  
Erin Brown  
Sheryl Brown  
Patricia Buchholz  
John Buehler II  
Kelli Burgess  
Tiffany Cameron  
Eunjoo Choi  
Judith Christenson  
Savanna Cooper  
Anne Corso  
Steven Cox  
Steven Crawford  
Jackie Crother  
Wesley Csop  
TTime Del Gaudio  
Jeri Dobers  
Kathy Durham  
Dawn Elvick

Ruthy Esbeck  
Nahrgang  
Joey Fitzgerald  
Claudia Folch  
Darcy Foulois  
Steve Fraser  
Karen Fredsall  
Carol Garr  
Marie Garrett  
Ruth Gerhart  
Bruce Giese  
Shirlyn Green  
Ann Haber  
Halle Hamilton  
Janice Haney  
Margaret Hardy  
David Harris  
Ed Haswell  
Norma Helentjaris  
Don Hess  
Christy Holliger  
Mike Ingram  
Robin Jablonski  
Kathleen Jennings  
Liz Johnson  
Natasha Keys  
Judith Kintigh  
Beccy Kirk  
Natalie Kramer

Ray Kreuger  
Diane Kring  
Nichole Kuhns  
Barbara Lazzaretti  
Wendy Lee  
Lisa Lesny  
Kevin Lesser  
Kris Letterman  
Barbara Magee  
Michael Mann  
Susan Marycz  
Wendy McFeely  
John McLean  
Judith Miderski  
Shari Mollencopf  
Barbara Monroe  
Lynn Namsick  
Beck Nash  
Joyce Nelson  
Cathy Neuman  
Michael Nudelman  
Sallyann O'Donoghue  
Kathy O'Neil-Sanchez  
Marion Olson  
Wendy Parent  
Janet Pede  
Jenny Perry  
Kathie Pfister  
Peter Pierri  
P. Pironi  
Sarah Potter  
Melody Prentice  
Julie Ramseth  
Burton Rogers  
Jessica Rutkowski  
Linda Scheel

Caitlin Schmidt  
Teddi Schnurr  
Bruce Schulman  
Robin Schultz  
Ursula Schwarz  
Donald Sheldon  
Gail Smith  
Jeff Smith  
Kelly Smith  
Vicky Smith  
Gail Spahr  
Leonard Spitzer  
Elaine Stanford  
Brenda Stermer  
Grace Stockmaster  
Lynne Stott  
Oana Stratman  
Caren Stumpf  
Christy Swinford  
Pam Traxler  
Cindy Trigo  
Joan Unwin  
Ken Unwin  
Charly van den Bergh  
Erica Vandeven  
Kathy Vega  
Marcie Velen  
Donna Vinning  
Kim Waddell  
Megan Waddell  
Porsche Webb  
Carol Weber  
Maggie Winegarden  
Robert Womack  
Erin Zespy



## PACC STAFF

Jose Armendarez  
Christina Denise  
Kinsey Aronson  
Deline Attebery  
Celine Baker  
Maryjo Belongia  
Peter Bodzioch  
Dallas Boies  
Lomax Boyd  
Dirk Byers  
Maxwell Cadena  
Sergio Cadena  
Miguel Lopez Carranza  
Julianne Carmona  
Christopher Carrasco  
Camarae Cavaness  
Jose Chavez  
Patricia Cheriton  
Gabriel Colvert  
Carson Crissman  
Maria Cruger  
Priscila Cruz-Castillo  
Jett Culver  
Monica Dangler  
Kiana Donato

Mackenzie Dougherty  
Hazel Elena  
Tara Figueroa  
Adriana Flores  
Tiffany Foster  
Jessica Franco  
Marzelle Maria Gamez  
Jose Garcia  
Chelsea Genduso  
Cristina Gonzalez  
Patricia Grieshaber  
Humberto Gurrola  
Jennifer Handlin  
Timothy Hanna  
Alaistra Harper  
David Harris  
Julai Hildreth  
Danielle Hinte  
Jordan Hudgel  
Mary Catherine  
Hutchinson  
Shari Johnson  
Oscar Joya Vasquez  
Jordan Kiser  
Janelle Lara  
Janet Lara

Clarissa Leyva Canez  
Megan Lumpkin  
Jamie Macias  
Khadi Marsteller  
Anaya Martinez  
Deanna Martinez  
Elena Victoria Martinez  
Isaiah Michael  
Martinez  
Emily McClelland  
Danielle Mettler  
Alison Miller  
Sharon Mollencopf  
Michelle Moore  
Danae Nash  
Jennifer Neustadter  
Tyler Norman  
Bobby Padilla  
Luis Padilla  
Melissa Page  
Kaitlyn Pappas  
Alison Paul  
Brett Payne  
Erica Pearson  
Alexis Perez  
Rachel Perez

Kleighrayne Piasecki  
Kathryn Pichel  
Tabitha Quijada  
Dulce Ramirez  
Jessica Reck  
Dawn Reeder  
Paula Rivadeneira  
Ayana Rodriguez  
Corina Rodriguez  
Lisa Royal  
Alejandra Ruiz  
Amanda Sanchez  
Richard Sanchez  
Yessenia Schmidt  
Lisa Schrope  
Melissa Seville  
Cynthia Shultz  
Ashley Rae Stark  
Lauren Kathryn Smith  
Christina Snow  
Stephanie Stryker  
Michelle Surillo  
Shanon Taylor  
Kaylee Lynn Terry  
Alexandra Throssell  
Jennifer Torrez  
Kimberly Tower  
Sara Uchimara  
Iliana Valenzuela  
Jose Luis Valenzuela  
Robyn Vanderburg  
Oscar Joya Vasquez  
Kathryn Vega  
Elizabeth Wagner  
Christopher Walker  
Helena Wayt  
Nicole Michelle  
Wehner  
Kristen Weigand  
Jennifer Wilcox  
Stefanie Wingfield  
Jessica Winters  
Kathleen Wood,  
Rebecca Suzanne  
Wyant  
Kelly York



# Thank You!

From Pima Animal Care Center



**A**s we reflect on this past year, we have so much to be grateful for and exciting projects to look forward to in FY 2022/2023.

Thanks to a large grant from Petco Love, we will be able to build our Adoptions program to better serve pets and families in need. Additionally, with help from a large endowment,

we will continue operating one of the country's largest foster programs, allowing every pet that enters PACC the chance of living in a home instead of a kennel.

Last year was a challenging year for everyone, but we made it! Thanks to the unwavering support and commitment from our volunteers, fosters, adopters, and donors who tirelessly

## PACC SENIOR STAFF

**Monica Dangler**, *Director of Animal Services*

**Lisa Royal**, *Deputy Director*

**Dr. Jennifer Wilcox**, *Director of Medical Services*

**Christina Snow**, *Chief Animal Protection Officer*

**J.J. Johnson**, *Administrative Manager*

**Kelly York**, *Volunteer Programs Manager*

**Michele Figueroa**, *Human and Animal Support Services Manager*

**Dr. Paula Rivadeneira**, *Professional Staff Development Manager*

## ADVISORY COMMITTEE MEMBERS

**Tamara Barrick**, *County Administrator Representative*

**Laura O'Brien**, *Friends of PACC*

**Dr. Erin O'Donnell**, *Southern Arizona Veterinary Medical Association*

**Dr. Gail Smith**, *Board of Health Representative*

**Andrew Squire**, *PACC Jurisdictional Partners Representative*

**Steve Farley**, *District 1*

**Robin Crehan**, *District 3*

**Kristin Almquist**, *District 4*

**Dr. Kristen Pogreba-Brown**, *District 5*

**Monica Dangler**, *County Administrator Representative*

**Cindy Bezaury**, *PACC Volunteer Representative*



**PIMA COUNTY**

**Board of Supervisors**

Sharon Bronson, *Chair*, District 3  
Adelita S. Grijalva, *Vice Chair*, District 5  
Rex Scott, District 1  
Dr. Matt Heinz, District 2  
Steve Christy, District 4

**Pima County Administrator**

Jan Leshner