



PIMA COUNTY
ANIMAL CARE CENTER

SHELTERING in the age of COVID





Table of contents

Message from the Director.....	4
By The Numbers.....	5
Revenues and Expenses.....	6
Veterinary Services.....	7
Community Cats Program.....	8
Animal Protection Services.....	9
Pet Reunification.....	10
Adoptions.....	12
Fosters.....	14
Volunteers.....	16
Friends of PACC.....	18
Thanks to our supporters.....	19



DIRECTOR'S MESSAGE



Community support vital in a difficult year

Thanks to the tireless efforts of our community, dedicated staff, and the ongoing support of our taxpayers, Pima Animal Care Center 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 2020/2021 fiscal year report and celebrate the shelter's successes and our lifesaving operations. This past year brought many changes to shelters across the country due to COVID-19. PACC embraced those changes and implemented protocols to comply with CDC guidelines while keeping the shelter open.

Our focus was directed at helping people and pets impacted by the pandemic. We held numerous food and supply distribution events throughout the community providing 536,252 pet meals, 33,650 pounds of pet supplies, and 21,685 pounds of human supplies. In addition, medical assistance was provided to 1,157 pets whose families were affected by COVID, and short-term shelter was provided for pets whose owners were hospitalized due to COVID. Sadly, COVID took many lives leaving many animals homeless. PACC staff worked diligently to unite the pets with next of kin, family friends, and healthcare workers.

As we witnessed the need for short-term housing for pets due to hospitalizations, we launched a new program known as the Safety Net Foster Program.

This program kept 124 pets with the people who love them by providing temporary foster homes to families in crisis. We also expanded our Pet Support Center that provides resources to community members enabling them to keep and care for their pets.

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

PACC also received recognition and support from national organizations, including Petco Love, Maddie's Fund, Springpoint Foundation, and Petsmart Charities.

FY 20/21 undoubtedly was a challenging year for our community. Our volunteers, fosters, and rescue partners played a critical role in PACC's continued lifesaving success during uncertain times. On a positive note, we witnessed many pets reunited with families and adopted by new ones. In addition, our community came together and supported our lifesaving efforts. We are proud to share this report and are eager to continue serving our residents and keeping Pima County a safe place for pets and people.

Sincerely,

A handwritten signature in black ink, appearing to read 'Monica Dangler', written over a white rectangular background.

Monica Dangler
Director, Pima Animal Care Center

BY THE NUMBERS

Working to keep pets with loving families

Pima Animal Care Center is an 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 20/21, PACC took in 14,676 pets, including 7,860 lost animals and 4,861 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.

Ziggy's owner attended a medical outreach event for an ear infection.

92%
live
release
rate

1,923

pets transferred to rescue groups

7,496

animals adopted

1,110

community cats placed

2,160

pets reunited with their families

12,689

animals successfully placed this year



REVENUES AND EXPENSES

Providing respite during a public health crisis

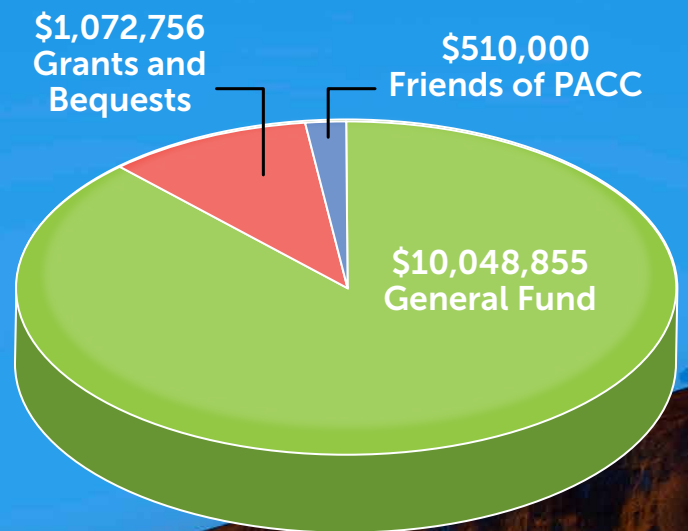
PACC'S primary sources of funding are County General Funds, Bequests/Grants and the support we receive from Friends of PACC.

General revenue funds support 107 staff, shelter operations, the public safety program and spay/neuter services. The majority of our shelter programs including, but not limited to, the Pet Support Center, Community Cats program, Foster Program, Adoption Support and an additional 12 staff are supported through bequests received from our community and available grants that have been awarded to the shelter.

Friends of PACC also supports the shelter financially by funding 12 staff, supplies, clinical services, community outreach and our dog behavior program. FOP budgeted \$510,000 for

salaries for PACC staffing, which PACC used throughout the year to support its model programs.

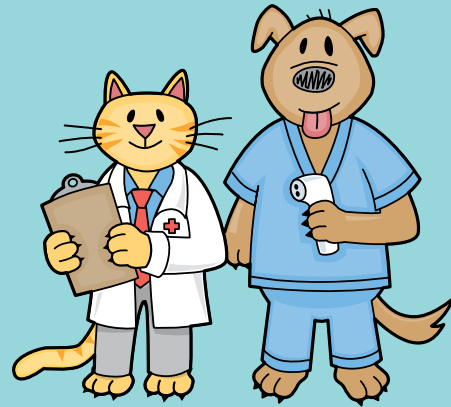
REVENUES



VETERINARY SERVICES

Extending life-saving medical care

Our veterinary team is responsible for maintaining a healthy and safe environment for the animals and people who enter PACC. On any given day, the PACC Clinic sees 120-150 pets for routine surgeries, emergency medical services, and minor medical issues. Our veterinary team is passionate about the animals they care for and provides high-quality veterinary services. Additionally, they provide medical care to the animals living at the shelter and for the pets in foster care.



In addition to routine surgeries such as sterilizations, dentals, and mass removals, they perform orthopedic, mega-esophageal surgeries, and other specialty treatments.



1,300

vet appointments for
fosters

4,142

spay and
neuter surgeries

505

lifesaving surgeries

1,157

COVID-related medical
appointments

COMMUNITY CATS

Offering spay/ neuter services

Community Cats™ is a term used to describe an outdoor, possibly unowned, free-roaming cat.

These cats may be friendly, feral (not socialized to humans), adults, kittens, healthy, sick, altered, or unaltered. Many times these cats have a caretaker.

PACC funded free or low-cost spay and neuter sterilizations for approximately 3,667 community cats this fiscal year through partnerships with contracted spay and neuter vendors, including Spay and Neuter Solutions, Animal Welfare Alliance of Southern Arizona (AWASA), and Santa Cruz Veterinary Services. In January 2021, PACC began performing more spay and neuter surgeries in-house for cats brought to the shelter through a partnership with the Humane Society of Southern Arizona and PACC's Community Cats program.

4,483

cats sterilized through
the CCP

3,667

surgeries by
contracted vendors

816

surgeries performed
in-house at PACC

“Hello, I just want to say thank you to the amazing crew that works at PACC!

I had a stray black cat that I had been feeding, and he showed up injured one day. Animal control came out promptly, and we set a live trap. Each day someone from animal control came to my house or called me to check on how things were going and if I needed more food or help.

A few days later, the cat was in the trap and was able to receive medical attention. I was very happy to wake up this morning to see a black kitty on my patio waiting for his morning meal. My day is made knowing he was able to get the care and attention he needed from your amazing staff in the vet clinic and with the TNR team.

Thank you so much for your services, and I want you to know how much I appreciate you



taking the time to help stray cats return to their neighborhoods!”

- Pudding's Caretaker

ANIMAL PROTECTION SERVICES

Officers on the front lines of animal care

Animal Protection Officers respond to various calls ranging from stray animal complaints and leash law violations to assisting law enforcement and cruelty, neglect, and hoarding situations.

In addition to responding to calls, our officers return lost pets home and also carry extra items to assist community members who may need a little additional support, like food, collars, leashes, and booties to protect dogs' paws from the hot pavement.

The Animal Protection team utilizes a community-focused approach, offering resources and education as a first response and enforcement as a secondary tool for those situations where pets or people are in danger.

Using this approach, we can address the root cause of issues and ultimately keep pets with those who love them.



18,249

calls for assistance

1,240
bite reports

1,903
leash law violations

1,168
animals taken from hoarding situations

6,365
stray animal complaints

1,178
cruelty and neglect investigations

Officer Marzelle Gamez has assisted with several hoarding situations.

There really is no place like home

Our pet reunification program works to reunite lost and found pets with their family. This past year we implemented a text messaging service that enables people who find or lose pets to text the shelter and receive immediate support. We also launched an innovative program called "First 48," where those who have found a stray pet are asked to

keep the pet for 48 hours and look for the owner. PACC provides the temporary guardian with needed supplies such as crates, food, leashes, and collars during this interim period.

Most pets are found just a few blocks, if not feet, from their home and successfully reunited within 48 hours.

27%
reunification
rate

Reunions are our favorite thing. This owner found her dog, who was spooked by a storm, at PACC.



506
pets reunited
through the
First 48
program



Liam is now back home with his family.

Liam's Story: *I encountered Liam early morning on March 10th, a little dog running out of the desert about 50 yards away. I stopped, allowed him to approach me, and did not see a collar or ID tag. I was able to catch him and took him to the vet, where cactus needles were removed. The vet scanned him for a microchip, but none was found.*

I took him to PACC and advised I would adopt him if he wasn't claimed. Three days later I adopted him.

About a week after adoption, I received a text from my sister that a young boy rang her doorbell looking for his lost dog. His eyes were wet, and it was clear he had been crying. My sister asked for a picture of his dog so she could keep an eye out. She texted it to me. It was clear that Liam was their dog.

I had become attached to Liam and was upset that he was allowed to run loose without a collar. I decided to talk to the parents and find out why

they didn't report the dog missing. As it turns out, the parents didn't speak English and did not know that they could report a lost dog to PACC. Instead they had their son walk around with flyers.

I decided to give their pet back once they got a license for identification and a collar. I met them at their home and as the door opened, Liam bolted to the children. At that moment, I knew I had found his family.

The morning I was taking Liam back to his family, I had gone out and forgot to close the garage door. Before I knew what happened Liam BOLTED!

He finally stopped and I was able to slowly walk towards him and pick him up. I now understand how Liam got away in the first place.

Liam is back with his family, tagged, collared, and happy. I was sad, but I'm heartened to know that he's where he's supposed to be, and I get to puppy-sit whenever they leave town.

Dennis Connors, Liam's honorary uncle.

ADOPTIONS

Finding families

Over the last fiscal year, PACC needed to think unconventionally and be ready to change procedures and protocol at a moment's notice due to the evolving public health guidance.

Our goal was to continue adoptions during these uncertain times and keep our visitors, volunteers, and staff safe while operations continued. No longer could people roam through our kennels looking for their perfect companion. PACC shifted to online and appointment-based adoptions and special events.

In April 2021, we held a drive-in movie-style event where pets available for adoption were shown on a giant blow-up screen in our parking lot. Attendees would wave a glow stick out their car door window when they saw a pet they wanted to meet and adopt.



To cope during COVID, PACC held drive-in adoptions.



Wicked, so named because he loves musicals, with his adopters.



Jack the dog

The story of Jack

"You all may remember this guy; this is the pup with the valley fever and the lameness in his back left leg. When I first got him, he didn't know his name, and he began responding to Jack, or Blackjack."

"I just wanted to share with you how he is doing and how much of a difference he's made in my life. In a period where I am living alone for the first time, Jack has become my best friend. I picked him up while in Arizona, living out of a school bus I had converted a few weeks back into a camper. He has adapted extremely quickly to this lifestyle, and we are going on some amazing adventures together."

I just want to say thank you sincerely for the opportunity to adopt Jack. This was my first experience adopting a dog, and for a while, it was one of the hardest things I've had to learn to do.

I learned so much about myself and my new buddy, and I wouldn't trade the experience for anything. We are currently back in Kentucky visiting family, and will be off to the next adventure soon. If you're looking for your new best friend come down to Pima Animal Care Center and adopt today!"



Jack with his owner.



FOSTERS

Caring for pets awaiting their forever homes

PACC'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.

At the beginning of the pandemic, PACC reached out to the community for help. The response was overwhelming. Over 730 were adopted or placed in foster homes in less than one week.

Last fiscal year, PACC placed 25% of the pets coming into the shelter into temporary foster homes, offering vital respite to animals desperately in need of a loving home.



The Safety Net Program was developed to provide critically important back-up to pet owners who temporarily cannot care for their animals. This may be related to financial instability, domestic violence, incarceration, or hospitalization.

For example, Safety Net fosters stepped in earlier this year to care for a pretty pup named Nala whose family was displaced by a house fire.

Fosters with the program also have taken in animals whose families were affected by COVID-19, evictions and 2020's Bighorn Fire.

The Safety Net Foster Program is a part of Human Animal Support Services, an international coalition of animal services leaders and more than 30 pilot organizations who strengthen the bond between people and animals.

"Fostering feeds two souls, the animal and mine. The rewards are beyond measure, teaching me compassion, patience, and unconditional love while nurturing the vulnerable and most deserving animals. Fostering helps the abused, neglected, and those animals physically or emotionally lost that are produced by our society. It is a safety net for animals in the greatest need of help.

Fostering allows the animals to know security, safety, and love in a home environment that increases their chances of having a successful future and adoption.

Who would not love to be a part of this? There is a pride in knowing I am a part of a community of caring, dedicated and compassionate people who support our local shelter and community."

- Erin Brown, PACC Foster



Erin with foster cat Shirley

192

dogs and cats placed in foster care as safety net

817

adult dogs and cats fostered

1,720

pets placed in foster care for medical reasons

1,533

foster families

3,501

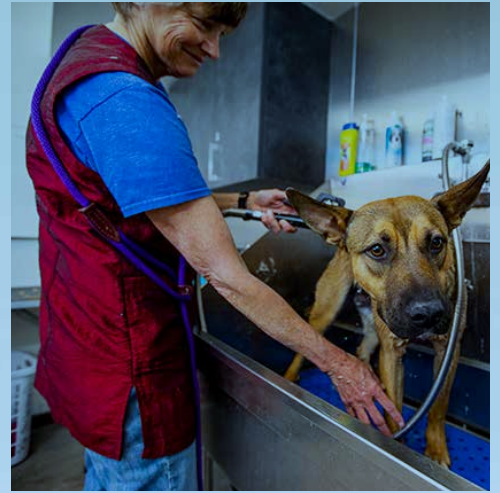
pets placed in foster care

VOLUNTEERS

Getting the job done

Volunteers have long been considered “essential” to operations, with many serving at PACC throughout the pandemic.

PACC is onboarding and training an average of 60 new volunteers each month while maintaining safe physical distancing.



Volunteers provide many services like bathing dogs

Don volunteers by walking dogs



Fabian folding laundry

58,100

total hours
contributed

650

number of
PACC volunteers



Our amazing volunteers play a critical role at PACC and are essential to our overall success. Our volunteers are integrated into all program levels of our shelter: Outreach, Intake/Admissions, Lost and Found, Pet Support, Clinic, Behavior, Fostering, Adoptions, Licensing, and Administration. They serve because they care about the animals and families we support and our lifesaving mission to keep pets with the families who love them.

Each volunteer must be comfortable in our environment.

Once a volunteer has onboarded, we provide classes on handling animals, fundamental skills, and higher-level skills needed for animals with illnesses, recovering from surgeries, or behavioral issues. In addition, each volunteer spends time with a mentor practicing the skills they learned before they handle animals independently.

Seven volunteers join the 1K Club

The following volunteers were recognized for contributing 1,000+ hours:

Laura O'Brien.....1,560 Hours
 Kevin Leaser1,440 Hours
 Christy Holliger 1,341 Hours
 Norma Helentjaris 1,265 Hours

Christy Swinford 1,226 Hours
 Gail Smith..... 1,021 Hours
 Sharon Woolridge 1,000 Hours

VOLUNTEERS
 SAVE LIVES!



28,024

Dog walking
 hours
 contributed

6,169

Clinic hours
 contributed

2,857

Cat activity
 hours
 contributed

2,220

administrative
 support hours
 contributed

'Friends' instrumental to funding PACC's life-saving work

Friends of PACC, our fundraising partner, works diligently throughout the year to ensure that all pets have a chance to stay with the families who love them. The animals in our community are the most vulnerable in a crisis and are best served by Friends of PACC proactively helping them. For example, \$325 can keep the average pet with their family compared

to the average cost of \$525 to admit a pet to the shelter and rehome.

The Friends of PACC "Keeping Families Together" (KFT) project provides funding for pet deposits, minor medical needs, and behavior training. This funding has been critical to PACC's lifesaving efforts as we continue to see our communities' needs grow due to the pandemic. Friends also fund 12 employees, including a veterinarian, vet techs, cat medical care, outreach, and dog behavior staff.

Friends of PACC received the Arizona Daily Star's Readers Choice Award for the Best Non-Profit in 2020.



Volunteers working at an outreach event.

429

pets receiving KFT funds

9,637

pets kept with their families

\$1 million total raised

Thank You!

From the staff of Pima Animal Care Center



As we reflect on this past year, we have so much to be grateful for and exciting projects to look forward to in FY 2021/2022. Thanks to a large grant from Petco Love, we will continue programs like Pet Reunification and utilizing new technologies to increase our efficiencies.

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.

Thank you, Pima County, for supporting the lifesaving efforts of PACC.

PACC SENIOR STAFF

Monica Dangler, *Director of Animal Services.*
J.J. Johnson, *Interim Deputy Director*
Michele Figueroa, *Human Animal Support Svcs. Dir.*
Dr. Jennifer Wilcox, *Director of Medical Services*
Christina Snow, *Animal Services Protection Mgr.*
Kelly York, *Volunteer Mgr.*
Danielle Harris, *Lifesaving Operations Mgr.*
Bennett Simonsen, *Community Programs Mgr.*
Nikki Reck, *Public Information Officer*

PACC JURISDICTIONAL PARTNERS

City of Tucson • City of South Tucson
Pascua Yaqui Nation • Town of Oro Valley

ADVISORY COMMITTEE MEMBERS

Tamara Barrick, *County Administrator Representative*
Laura O'Brien, *Friends of PACC*
Dr. Erin O'Donnell, *Southern Arizona Veterinary Medical Association*
Cindi Bezaury, *Volunteer Representative*
Dr. Gail Smith, *Board of Health Representative*
Andrew Squire, *PACC Jurisdictional Partners*
Steve Farley, *District 1*
Dr. Amy Kratch, *District 2*
Jodi Cavanaugh, *District 3*
Kristin Almquist, *District 4*
Dr. Kristen Pogreba-Brown, *District 5*
Monica Dangler, *County Administrator Representative*



PIMA COUNTY
ANIMAL CARE CENTER

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

Chuck Huckelberry

