

# FY 2024

## SECOND QUARTER REPORT



**ANIMAL CARE  
SERVICES**



# DIRECTOR'S REPORT



The world of animal sheltering is often plagued with misconceptions. Some of these are by our own making, to be sure, but just as many by presumably good-hearted people who are just misinformed about all the roles animal shelters support in their communities.

This is especially true when it comes to municipal animal agencies. That's why I'm so excited to bring you this quarter's advisory board report. Of course, the report includes the Animal Care Services metrics for the fiscal year's third quarter. But it also highlights the myriad of novel ways Animal Care supports humane pet care and public safety throughout San Antonio.

Take the recently held Big Fix, an annual mega-pet sterilization event hosted by our partner at Spay Neuter Inject Protect San Antonio

(SNIPSA). The MASH-style clinic uses a military hospital approach to sterilize as many dogs and cats as possible in a single day. Close to 500 S.A. pets were spayed or neutered at the event held in late March, an effort made possible by a positive partnership between SNIPSA, Animal Care Services, District 4 Councilwoman Dr. Adriana Rocha-Garcia and our gracious hosts at Port San Antonio.

Collaboration in support of the community is also behind two other stories you'll read about in these pages. In February, ACS marked National Act of Kindness Day with a pet food giveaway that benefited 300 local pet parents. Partnering with Chewy.com and the Humane Society of the United States, the department was able to distribute more than 17 TONS of pet food and supplies. Plans are underway

for another pet food distribution in the late Spring.

The month of love also saw the launch of another positive partnership; this time to address the difficulty many pet guardians have with ready access to spay/neuter resources. Working with Spay Neuter Network, Petco Love and the San Antonio Area Foundation, the City is supporting a new program that offers neighborhood-based transportation for spay/neuter appointments at the SNN clinic.

These latest efforts show the real value in moving conversation to collaboration to address pet related issues in the Alamo City. Rest assured, Animal Care Services has more on the horizon and we're always ready to work with solution finders.

**- Shannon Sims,  
ACS Director**

# CHAIR'S CORNER

Spring is a natural time of growth and nowhere is that more apparent than at your local animal shelters! But it's not unusual to see intake at Animal Care Services "blooming" long before the flowers that blanket our green spaces.

ACS partnerships like SNIPSA's Big Fix spay-neuter event aim to address San Antonio's animal overpopulation

issues head-on and it's no secret we need more City investment in these positive solutions. While I'm pleased to see the subsidized pet care efforts, Animal Care is supporting, I hope we'll see even more of these progressive community-centered resources come online as we head into our busiest time of the year.

**- Rita Braeutigam,  
Advisory Board Chair**





# REUNITED AND IT FEELS SO GOOD!

## Microchipping reunites Luna with her family

In a heartwarming reunion, Luna and her Family have been joyously reunited after months of separation. Several months prior, amidst challenging circumstances, the F Family made the difficult decision to temporarily entrust Luna to a close family friend in their earnest endeavor to ensure her well-being.

As the F Family's fortunes began to turn, Luna embarked on an unexpected journey, venturing away from her temporary caregivers. The ensuing concern, particularly from the two young boys who deeply missed their furry companion, was palpable. However, through the fortuitous intervention facilitated by Luna's



registered microchip, the shelter's dedicated team conveyed the remarkable news to the F Family – Luna had been located! The efficacy of microchipping proved instrumental in facilitating Luna's safe return to the embrace of her loving home.

This heartening narrative serves as a poignant testament to the significance of microchipping cherished pets. It underscores the pivotal role that this seemingly small investment plays in ensuring the eventual and joyous reunification of beloved animals with their families.





# SHELTER PARTNERSHIPS AND ACTS OF KINDNESS

## Pet Food Drive Distributes 35,000 Pounds of Pet Food to Over 300 Families



In observance of National Act of Kindness Day on February 17, 300+ families received free pet food at Animal Care Services! This significant outreach effort was made possible through the invaluable partnership with Chewy and the Humane Society of the United States.

Remarkably, a total of 35,000 pounds of pet food were distributed during this initiative, alleviating the burden of food insecurity faced by numerous families and their beloved animal companions. The collaboration between the shelter, Chewy, and the Humane Society exemplifies the collective commitment to enhancing the well-being of pets and their caregivers within the community.





# FOSTERING HEROES: THE O FAMILY'S JOURNEY

## Fosters make a huge impact on the lives of pets in S.A.

San Antonio Animal Care Services expresses profound gratitude to The O Family, esteemed foster volunteers, for their unwavering dedication to shelter pets. Miss O's journey began with the shelter in 2016 as a volunteer and blossomed into fostering in 2019. She describes fostering as advocating for pets in need and providing them with a temporary haven to reveal their true selves.

Their fostering experience has been emotionally enriching, from dog-walking to nurturing, culminating in the joy of seeing pets find forever homes. ACS commends The O Family's advocacy, emphasizing that fostering is more than sheltering—it's about showcasing pets' personalities and facilitating their transition to permanent homes.

Miss O highlights the shelter's support in vaccinations, neutering, and marketing, enabling foster families to focus on pet acclimation and personality discovery. The O Family's



**FOSTERS  
ROCK!**

dedication, exemplified by their care and commitment, brings hope to shelter pets awaiting their forever families, like Sadie (A576882).

## WANT TO MAKE A DIFFERENCE IN THE LIVES OF PETS?



Visit us at: [saacs.info/foster](https://saacs.info/foster)  
and help transform the lives of  
shelter pets in need!



# DISTRICT 5 TRIUMPHS: SHELTER AWARDS GOLDEN PAW FOR KINDNESS UNLEASHED CHALLENGE

## Great job, District 5!

This March ACS proudly announced the recipient of the Golden Paw award: District 5. A commendation is extended to the City Council District Offices for their enthusiastic participation in the inaugural Kindness Unleashed Challenge.

Through collective efforts, the City Council District Offices made a substantial impact by collecting a significant quantity of pet food to

assist community members in need. District 5, in particular, demonstrated remarkable generosity by contributing over 200 pounds of pet food, emerging as the champion of the challenge.



ACS continues to welcome pet food donations to sustain support for community members and their animal companions. Every contribution, regardless of size, plays a vital role in improving the lives of those facing hardship. Donations can be conveniently dropped off at the shelter during operational hours.

**Thank you to the  
San Antonio Community  
for their ongoing  
kindness, generosity, and  
commitment to pets.**



# ENHANCING PET CARE ACCESSIBILITY

## Spay Neuter Network Launches Transportation Program

Launched this past February, the latest collaboration with the Spay Neuter Network, aimed at enhancing accessibility to pet care services began! This partnership introduces the Spay Neuter Network transportation program, in collaboration with Petco Love and the San Antonio Area Foundation.

The program offers a solution for pet guardians with limited transportation, enabling them to conveniently access sterilization services for their furry companions. Pet guardians can

reserve transportation for their pets from a designated central location in their area to the Spay Neuter Network clinic for surgery. Following the procedure, pets will be safely transported back to the pickup location.



San Antonio Animal Care Services extends its gratitude to the Spay Neuter Network, Petco Love, the San Antonio Area Foundation, and members of the Animal Care Services Advisory Board for their collective efforts in making this initiative possible.



## NEED ASSISTANCE?



Register now at:  
[spayneuternet.org/  
services/transporting/](https://spayneuternet.org/services/transporting/)





# SPAY-NEUTER SUCCESS

## ACS and SNIPSA Host Mega Clinic, Sterilizing 483 Pets

Another successful BIG FIX event merits a big thank you to all involved! SNIPSA, in collaboration with ACS, hosted a mega spay-neuter clinic over the weekend, resulting in the sterilization and vaccination of 483 dogs and cats during this marathon event.

The remarkable success of the event is attributable to the dedication and hard work of numerous volunteers, veterinarians, and veterinary technicians who contributed their time and expertise to make it possible.



Special recognition is extended to our partners at Port San Antonio for their instrumental role in realizing the latest installment of the Big Fix initiative.



## HORSES RESCUED

### A Texas-sized thank you to ACS rescue partner, Winding Branch Ranch

In response to a neglect call last month, ACS Officer Weiss encountered a distressing scene, wherein two horses were found tethered under dire circumstances.

A stallion was found tethered to a utility trailer, while a mare was tied to the front fence line, both bearing the physical toll of neglect and adversity. Recognizing the urgent need for assistance, it became evident that the horses lacked proper shelter and basic care. Following discussions with the homeowners regarding the situation, the family relinquished custody of the horses to the shelter's care.

The shelter's partnership with Winding Branch Ranch proved instrumental in providing a lifeline to these resilient animals. Under the nurturing care of Winding Branch Ranch, the horses now have the opportunity to thrive, experiencing the love, attention, and happiness they deserve.

San Antonio Animal Care Services expresses immense gratitude



to Winding Branch Ranch for their invaluable contribution in transforming the lives of these horses and providing them with the prospect of a brighter and more fulfilling future.



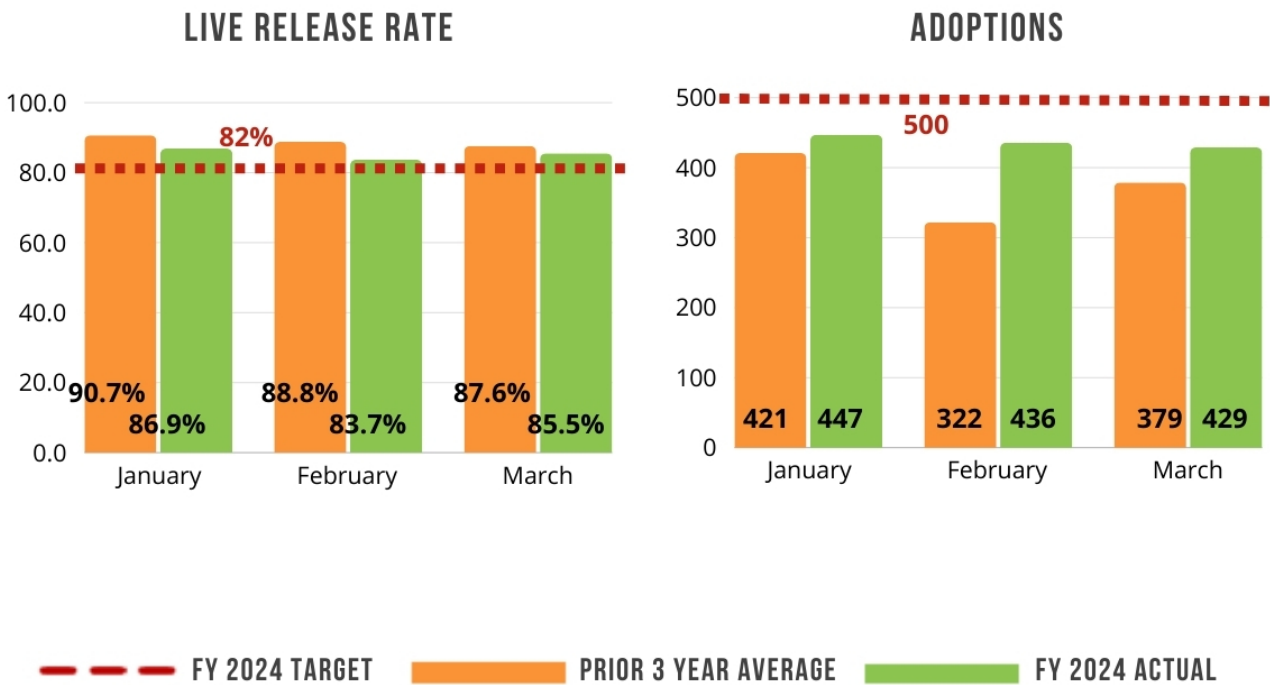


# SECOND QUARTER PERFORMANCE

Analysis of the annual metrics for Fiscal Year 2024 will be a comparison of the results for Fiscal Year 2024 and the average of respective metric totals for the previous three years (Fiscal Year 2021, Fiscal Year 2022, and Fiscal Year 2023). Annual Fiscal Year 2024 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

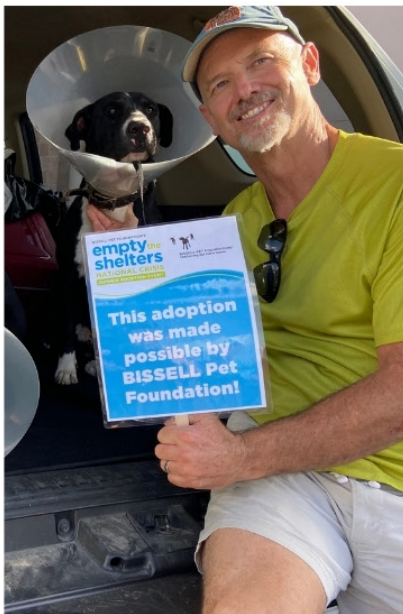
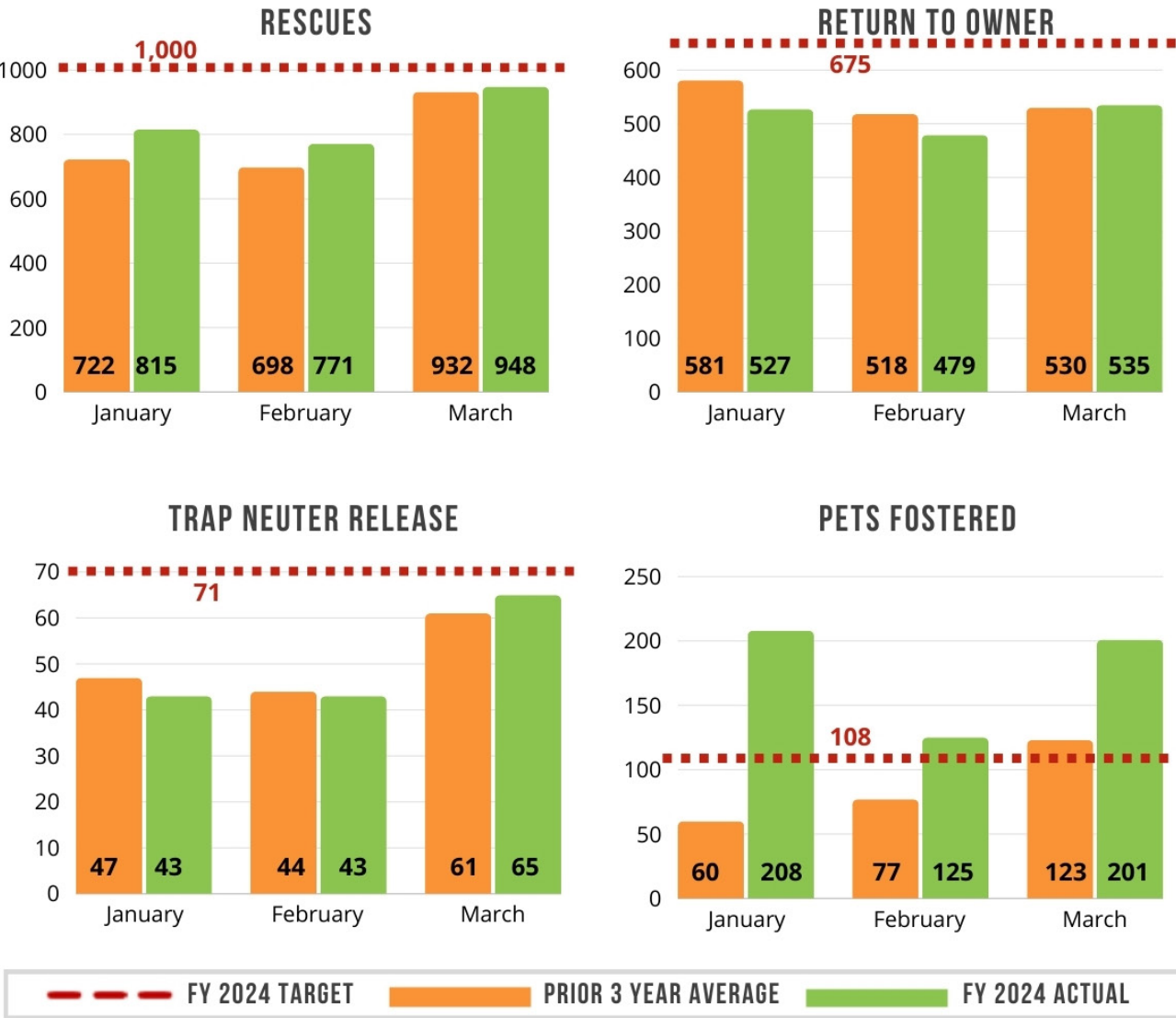
## SUPPORT THE PLACEMENT OF PETS FOR LIFE

In FY 2017, Animal Care Services (ACS) hit and maintained an annual Live-Release rate of 90+% for several years. While this is a monumental achievement, ACS - like open-admission shelters across the country - has faced severe challenges over the past couple years. This is why the Placement Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing raise the Live Release rate include: Free dog training for adopters to help ensure successful outcomes; Building partnerships with external agencies to take part in national events and grant opportunities; Continuing to support and be supported by committed rescue partners.





# INCREASING THE LIVE RELEASE RATE (CONT'D)



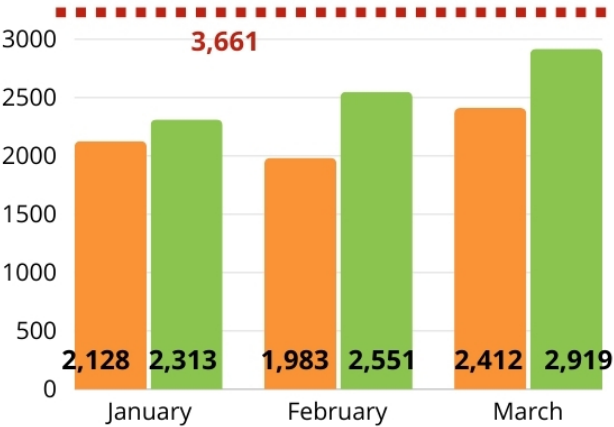




# CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services (ACS) strategic goal to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

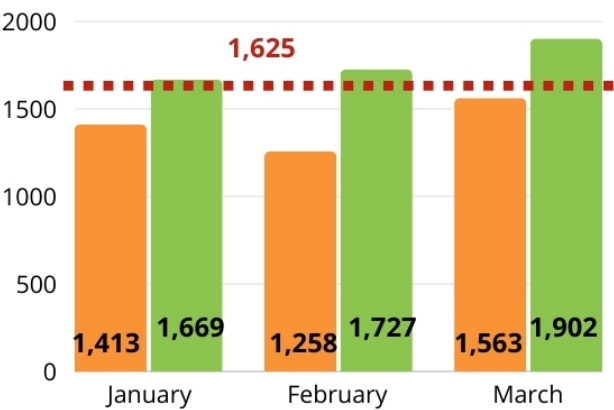
## TOTAL SPAY & NEUTER SURGERIES\*



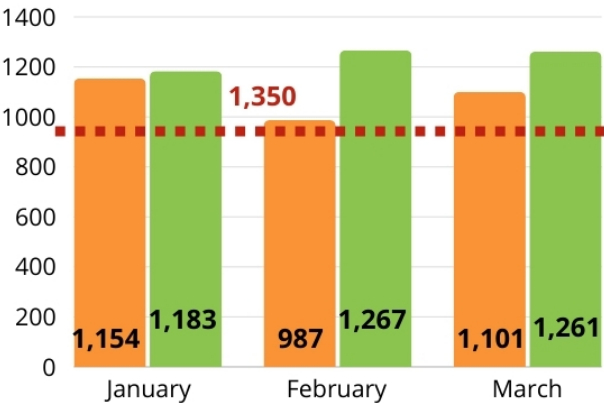
\*Due to reporting delays, Q2 is pending some partner actuals



## DECEASED DOG/CAT PICK-UP



## MICROCHIPS IMPLANTED



--- FY 2024 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2024 ACTUAL

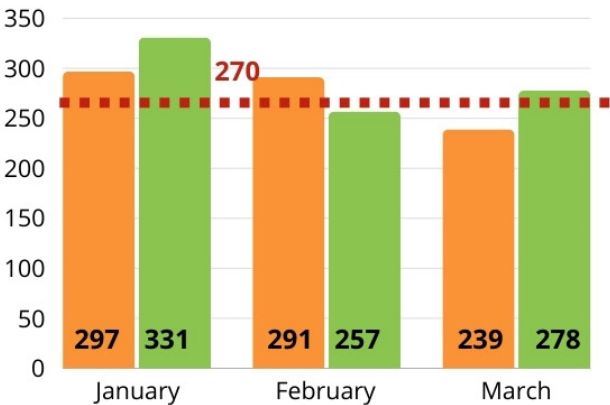


## SUPPORT A SAFE COMMUNITY

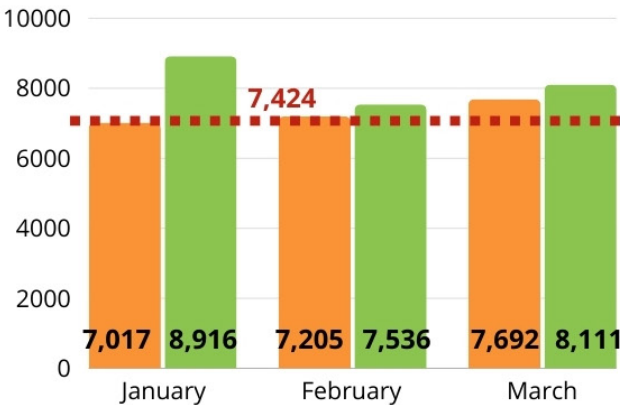
Animal Care Services (ACS) strategic priority to support a safe community includes programs that advance public safety through strong processes and partnerships to boost guardian accountability and promote a sense of security in our communities. These programs are largely measured by the work performed in the ACS Field Division. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets.



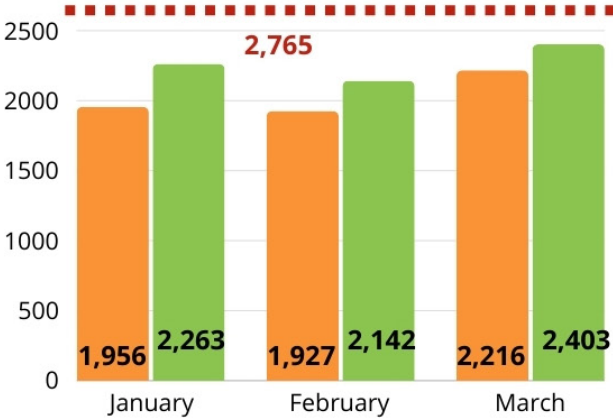
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS

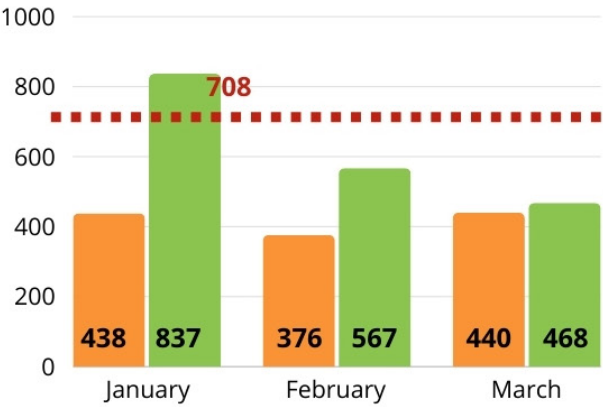


--- FY 2024 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2024 ACTUAL



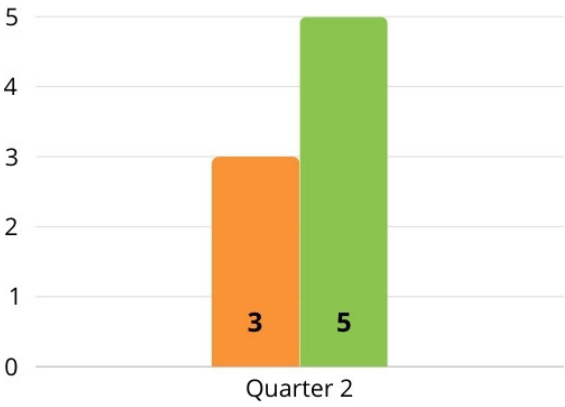
SUPPORT A SAFE COMMUNITY (CONT'D)

CITATIONS WRITTEN

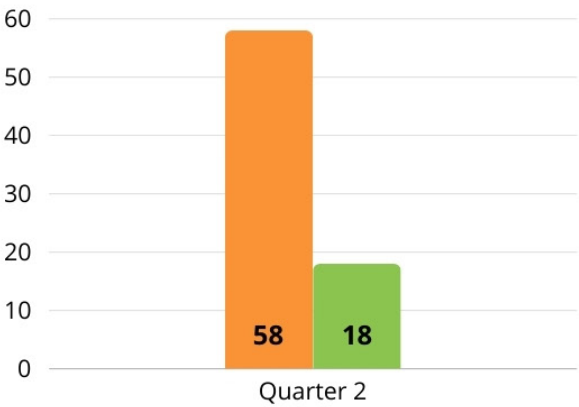


\*Beginning FY24 Q2, these numbers include civil citations, criminal citations, and notices of violation.

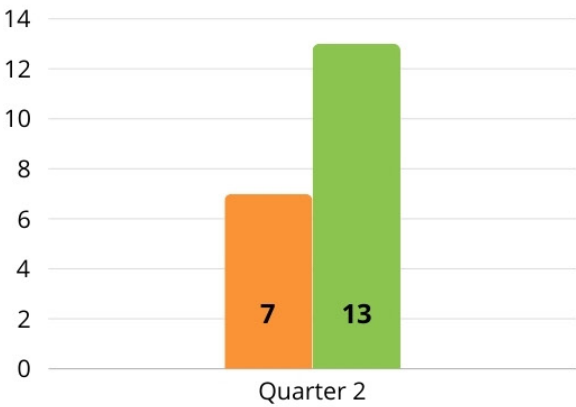
SERIOUS BODILY INJURIES



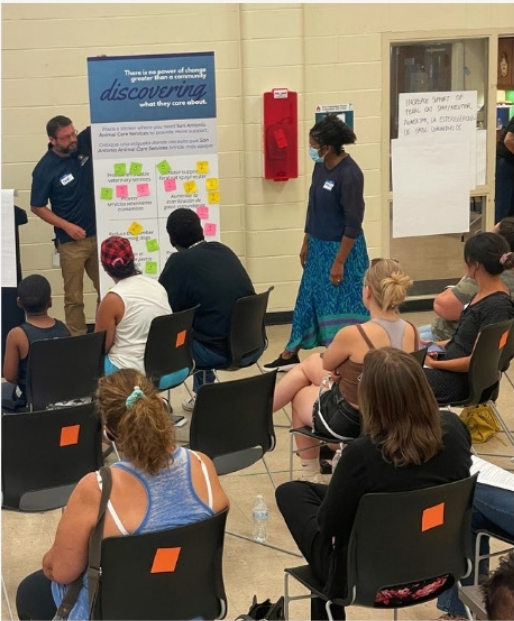
AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED



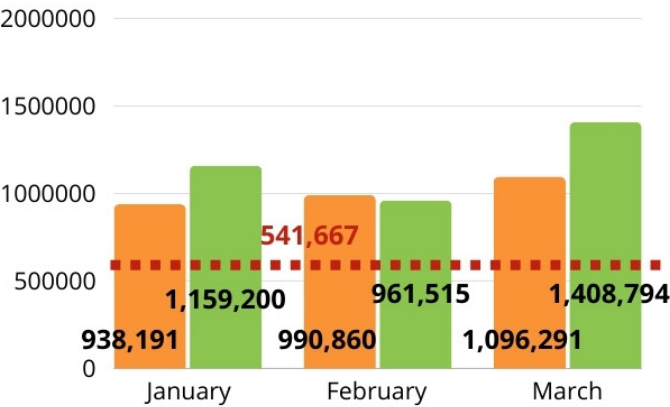




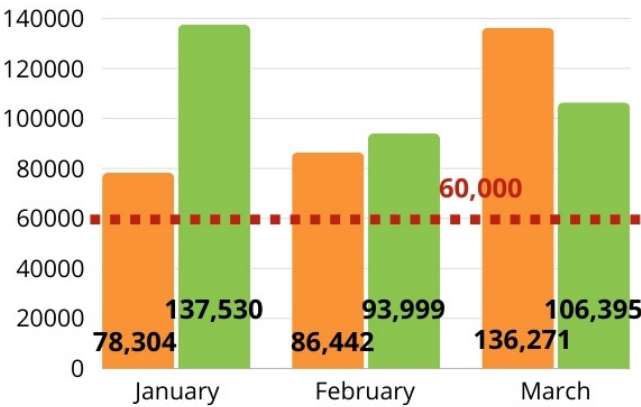
## FOSTER POSITIVE CONNECTIONS WITH OUR COMMUNITY

The ACS strategic priority to foster positive connections with our community is the objective of the Education & Outreach Division. Through strategic outreach efforts including digital engagement and promotion, the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes digital outreach efforts as well (effective February 2020).

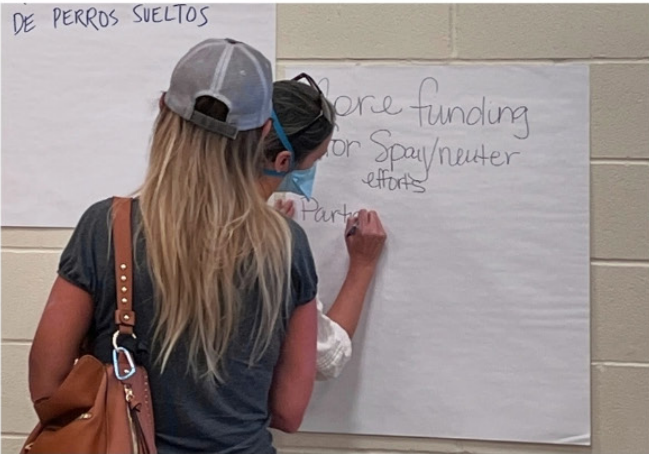
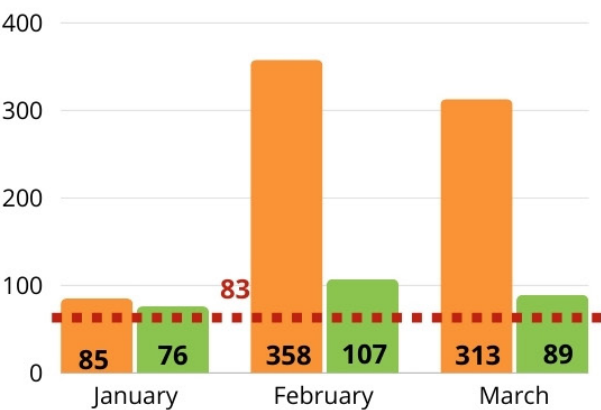
### DIGITAL REACH



### DIGITAL ENGAGEMENT



### MEDIA INTERACTIONS



--- FY 2024 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2024 ACTUAL



