



CITY OF SAN ANTONIO 

ANIMAL CARE SERVICES

FY 2022 | FOURTH QUARTER REPORT





SHANNON SIMS
ACS DIRECTOR

DIRECTOR'S DESK

With the next fiscal year upon us, we've taken a moment to look at building on opportunities identified post-pandemic. You've heard me say SAACS has been impacted in many of the same ways as other shelters throughout the country. Despite the cooling weather, more pets are still coming in than leaving. Understanding keeping pets with their families will help stem some of that shelter intake, I've instructed staff to ensure we are continuing to push resources into the community. I'm thrilled to announce we will continue with the community vaccination clinics we started last year with our partners at the Animal Defense League.

In fact, the mobile clinics have been so well received, SAACS is increasing the number of events we will be supporting.

The mobile clinics will still be held in strategic at-risk neighborhoods with a second monthly event scheduled. As our new Community Animal Support & Assistance team (CASA) has quickly found out, many local pet parents want to do right by their pets and simply need a little support to do so. CASA is seeing some early successes with this case management approach to encouraging humane pet care, and in the month of September alone, CASA helped more X. It's innovative, impactful work that's keeping families whole—one pet at a time. That pioneering approach was well displayed at the Texas Unites animal welfare conference where SAACS staff received continuing education training. In addition to bringing back exciting ideas to try in the shelter, several ACS staffers were tapped to provide presentations during the annual training.

CHAIR'S CORNER

The ACS Advisory Board has been very clear about our support for expanding community resources for families with pets. I've been following the pilot project Animal Care Services started with the Animal Defense League to increase the community's pet vaccination rates and I have to say I'm pleased with the progress!

The ACS-ADL events provide a full complement of vaccine protection for both dogs and cats as well as a registered microchip. Pets are being vaccinated against deadly diseases like Distemper and Parvo. This protection is vital because it's not only protecting these family pets but also creating a healthier pet community in our local neighborhoods. This has a trickle-down effect on local shelters like ACS where pets often come in with highly contagious diseases they've picked up on city streets. With not even a full year under their belts, the partnership has provided free vaccination packages for more than 700 animals!



RITA BRAEUTIGAM
ADVISORY BOARD CHAIR

I look forward to how much higher we can get those numbers as we expand this vitally important service!

CLEAR THE SHELTERS - ADOPTION EVENT

423 pets found their furever homes during the annual Clear the Shelters Adoption Event! Every year, NBC Universal partners with hundreds of shelters across the country (including San Antonio Animal Care Services) to host Clear the Shelters, a nationwide pet adoption campaign. This year alone, the annual event found homes for more than 161 thousand companion animals!

Thanks to this partnership, more than 703,048 pets have found their forever homes since 2015 throughout the country.



HAPPY TAILS-MAGGIE GETS HER SECOND CHANCE

It was early September when our team got a very sad call from our partners at SAPD. An officer on patrol had spotted a severely underweight and seemingly injured dog in need. Animal Care Officers Bennett and Miller responded to the call to find Maggie lying prone in a pile of trash. She had flies swarming around her, and as the officers got closer, they saw she couldn't get up. The smell from Maggie's injuries was overwhelming, and it was apparent she had been the victim of long-term neglect.

IA nearby resident told the officers Maggie had been abandoned more than a week prior, but it was obvious the sweet German Shepherd had not been well cared for in some time. As the ACS Cruelty Investigators examined her they were able to see she was extremely malnourished with significant injuries on her neck and shoulders; likely from a too-tight harness that had embedded into her skin. They collected all the necessary information from the nearby resident and loaded the frail pup into their vehicle and transported her to ACS for immediate medical care.

After spending time with the gentle Shepherd girl, Mr. and Mrs. B were ready to add her to their family. Our team informed the couple of Maggie's medical needs, and the B's reiterated how they were prepared to give Maggie the best life possible. Being a nurse, Mrs. B has the expertise to take over wound care for Maggie until she has healed up completely. Before finalizing the paperwork, they wanted to make sure Maggie and Tucker, their existing pup, got along. Maggie and Tucker hit it off immediately! After some good ole play time, the family was certain they were meant for Maggie. With that, we are happy to announce that Maggie is now the newest member of the B family!



HAPPY TAILS-PIG GETS THE PRINCESS TREATMENT

If hog heaven is real, Josephine surely found it with The Misfit Farm Animal Rescue and Sanctuary!

Josephine was found wandering the streets in mid-August when Miss V called 3-1-1 to request help from our team. Several of our Animal Care Officers assisted in loading up the plump pig and brought her to ACS, where she was cared for until a rescue partner could give her a more permanent home...outside of San Antonio. Owning swine is illegal within city limits, so Josephine was not available to be adopted.

After two weeks of reaching out to rescue partner after rescue partner to find Josephine the perfect fit, Dr. Christie, Founder of the Misfit Farm Rescue, happily agreed to take her in. Once the Doc arrived to meet Josephine up, they had a meet and greet before it was load up time. Our pretty pig friend was on her way!

Now, Josephine is living the good life wallowing in mud and splashing in the pool. Thank you, Misfit Farm Animal Rescue, for giving this porcine princess the life she deserves.

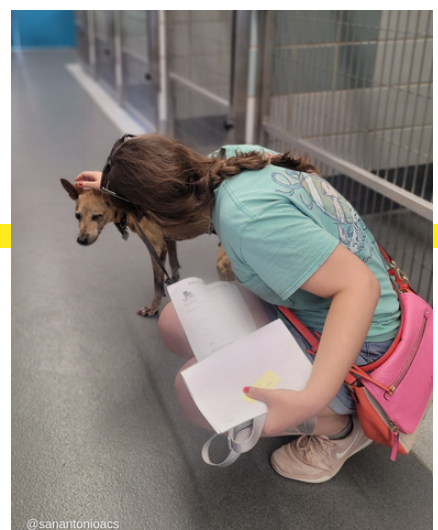
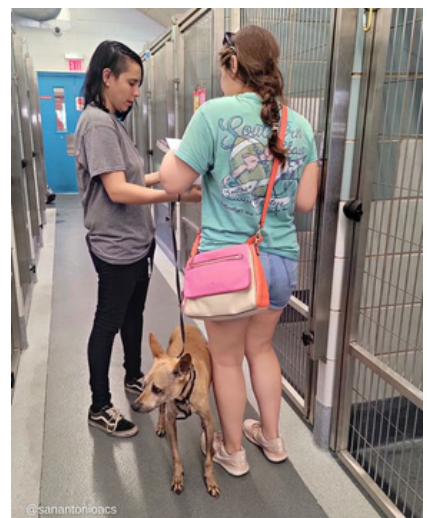


ALMOST A DECADE GONE...MICROCHIP REUNITES LOCAL PET PARENT AND THEIR SENIOR DOG

Talk about the best birthday gift ever! How about getting a phone call that your pet has been found after missing 7 years?! It was late summer when a local resident called ACS to let them know there was a senior dog resting on their front porch. The oldster looked like he needed some help (or maybe just a really long nap!).

In fact, when Animal Care Officer McCallister arrived at the home, he found the lost dog huddled up in a very deep sleep. Halo was microchipped but the contact numbers were not updated. Our team at the shelter wasn't going to give up and they pulled out all their stops to try to contact Halo's family while he was in our care.

ACS reached out to our partners, @findtexasdogs, in a last-ditch effort in helping in the search. It worked! One of their volunteers managed to find Halo's family who still had a daughter living in San Antonio. She was able to bring Halo home after almost a decade gone. We are so thankful for their help making these reunions possible....and we urge every pet parent to ensure all their pet's microchips are updated with current contact info so you never have to lose a moment with your furry babies!



DIFFERENT GROUPS....SAME LIFESAVING SUPPORT!

Animal Care Services is always excited to receive a helping hand from community partners looking to support humane care in San Antonio!

We have been very lucky to have friends from Aston Carter Staffing, the American Legion Gunsmoke Post 579 as well as the Human Resources team at Randolph Air Force Base join us at the shelter recently. Not only did these volunteers give of their time and talents over the last few months, we also had long term partners at Comfort for Critters deliver dozens of handmade blankets, toys and crate covers for the pets in our care.

They say those that can, do. And those that can do more, volunteer! We couldn't agree more and we're thrilled to have had such continuous help making a difference everyday.



ACCIDENT LEADS TO CHIHUAHUA REUNION

No one ever plans on losing their pets, but accidents can happen to anyone. Late in the evening on Wednesday, August 31st, Animal Care Officer Centeno responded to a 3-1-1 call regarding a small dog that required immediate medical attention after being struck by a car. Knowing she needed immediate help, he rushed the injured chihuahua, named Lady, to Animal ER where she was treated until she could be transferred into ACS's veterinary care the following day.

Once at ACS, our veterinary team quickly went to work on treating Lady's injuries and making her as comfortable. All the while, we were also following up on Lady's microchip but the number was out of service! After some detective work, we got a hold of Ms. S who explained her family (including Lady) were staying at an AirBNB in north SA when the pup managed to slip out sparking an (all night) unsuccessful search.

The S family was incredibly thankful that Lady's injuries were not more severe and grateful for ACS's veterinary care and detective work in contacting her. She assured us that she updated the contact information registered to Lady's microchip, so she never has to risk losing her again!



FY 2022 3RD QUARTER PERFORMANCE

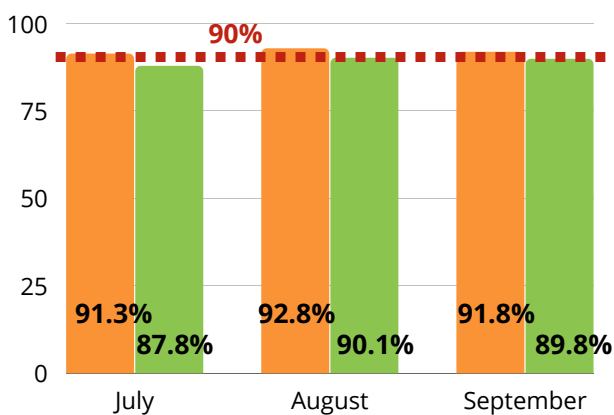
Analysis of the annual metrics for Fiscal Year 2022 will be a comparison of the results for Fiscal Year 2022 and the average of respective metric totals for the previous three years (Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021). Annual Fiscal Year 2022 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

INCREASING THE LIVE RELEASE RATE

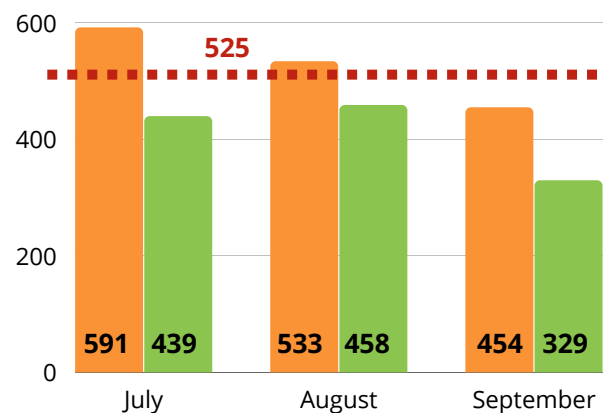
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing to maintain and raise the Live Release rate: Free dog training for adopters helps 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.



LIVE RELEASE

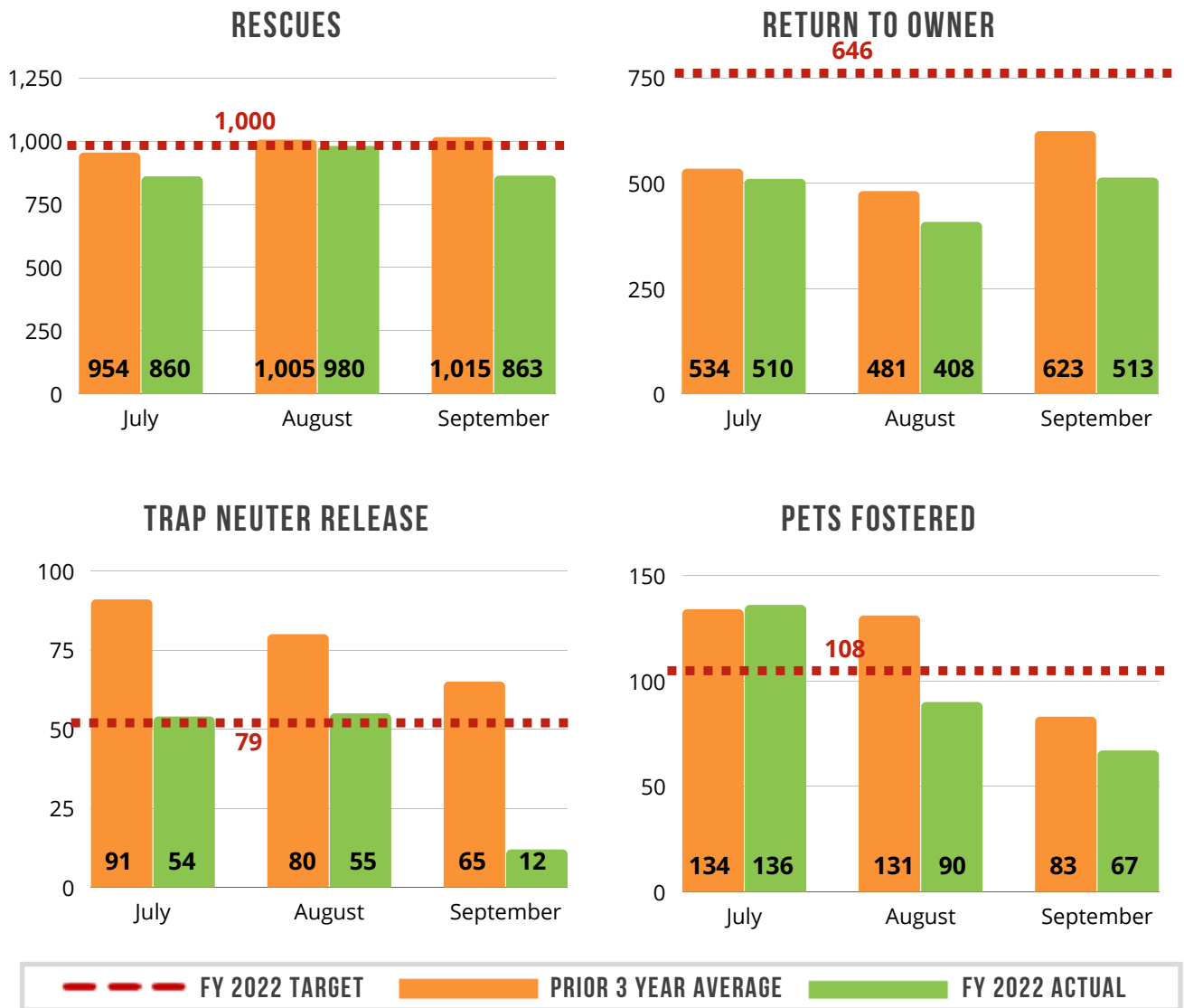


ADOPTIONS



--- FY 2022 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2022 ACTUAL

INCREASING THE LIVE RELEASE RATE (CONT'D)

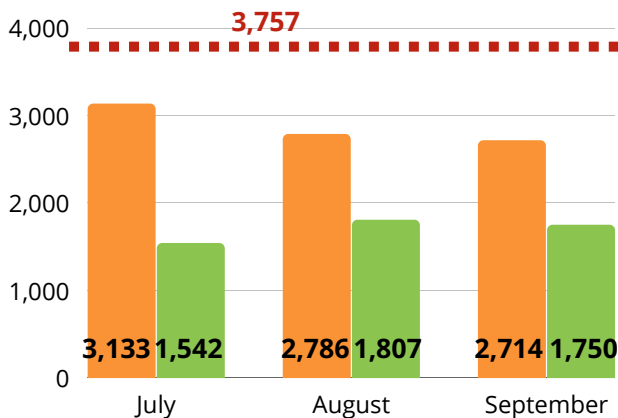




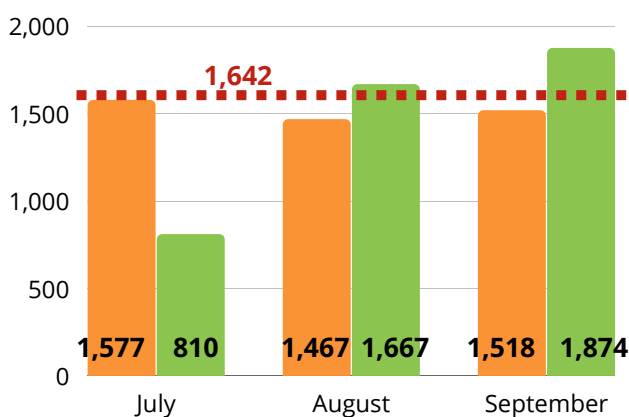
CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services (ACS) strategic priority 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.

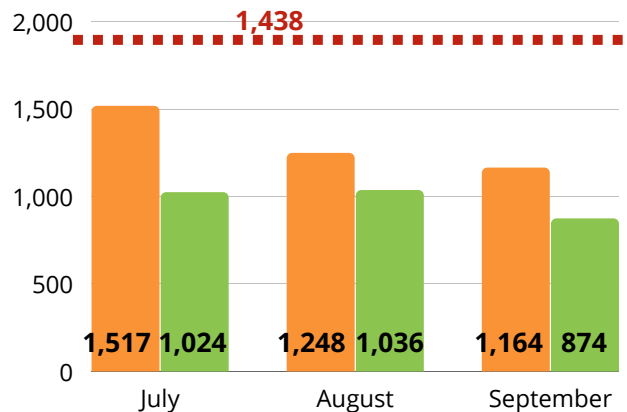
TOTAL SPAY & NEUTER SURGERIES



DECEASED DOG/CAT PICK-UP*



MICROCHIPS REGISTERED



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

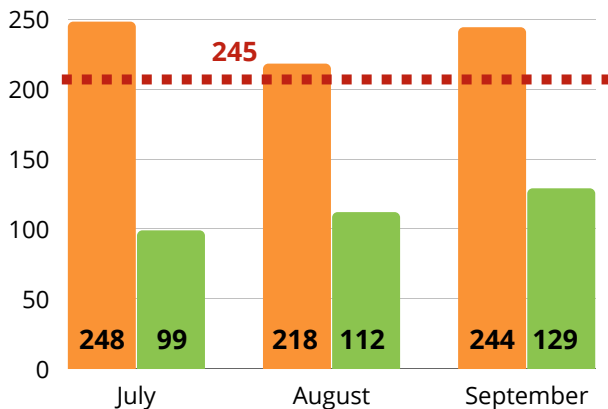
■ FY 2022 ACTUAL

ENHANCED ENFORCEMENT

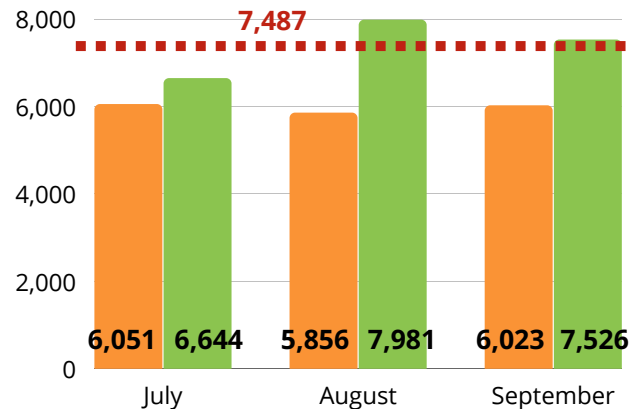
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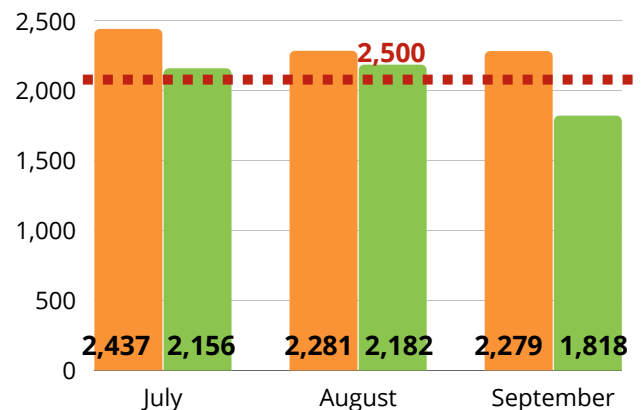
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS



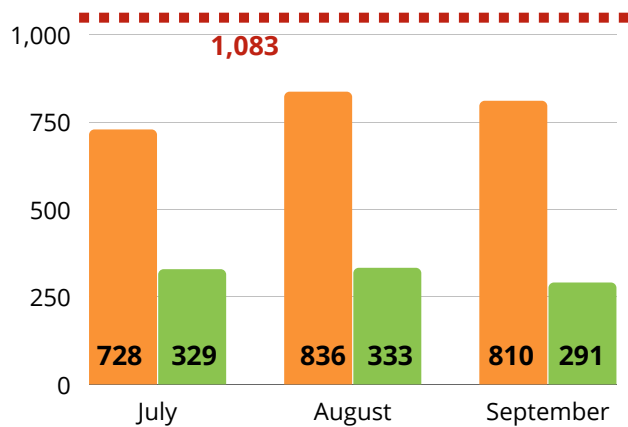
--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

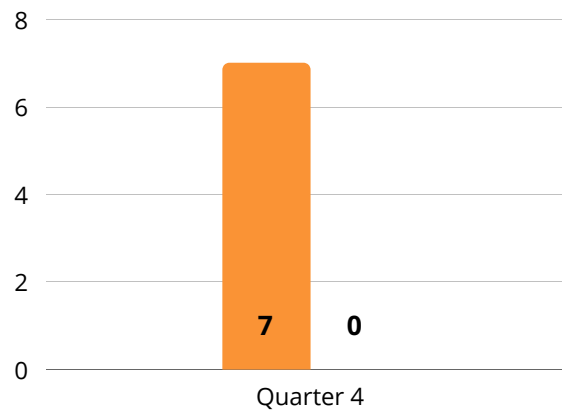
■ FY 2022 ACTUAL

ENHANCED ENFORCEMENT (CONT'D)

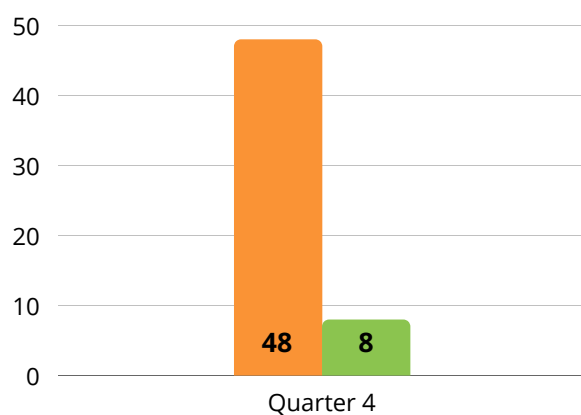
CITATIONS WRITTEN



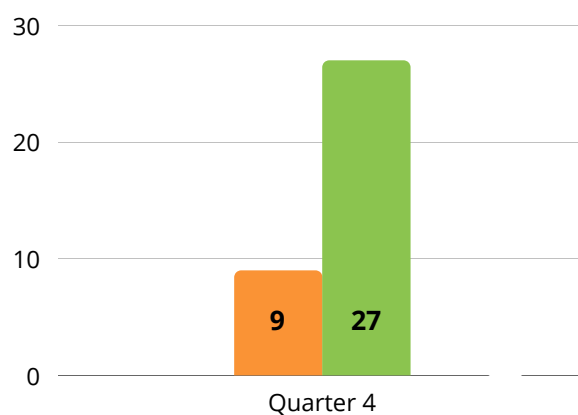
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

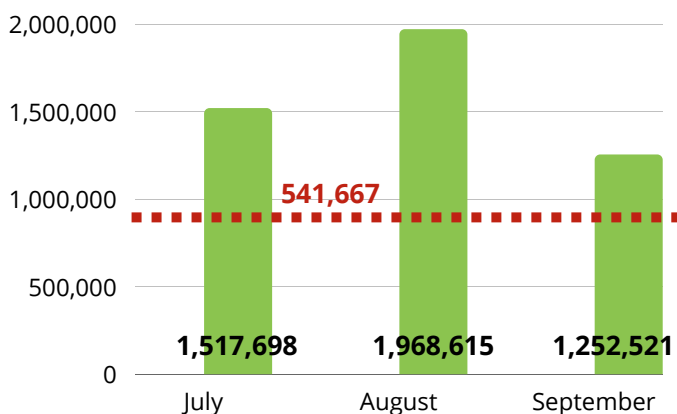




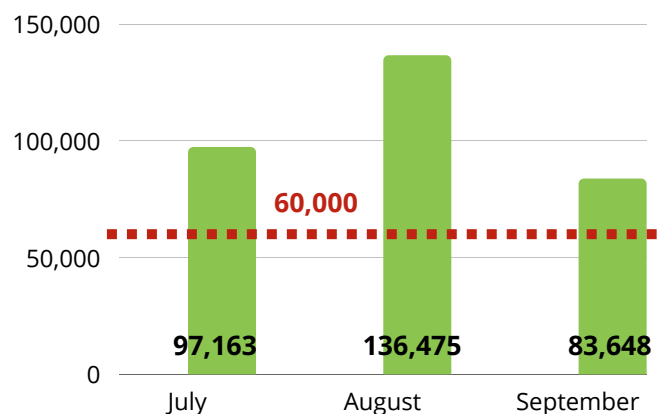
ENGAGE AND EDUCATE THE COMMUNITY

The ACS strategic priority to engage and educate the 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).

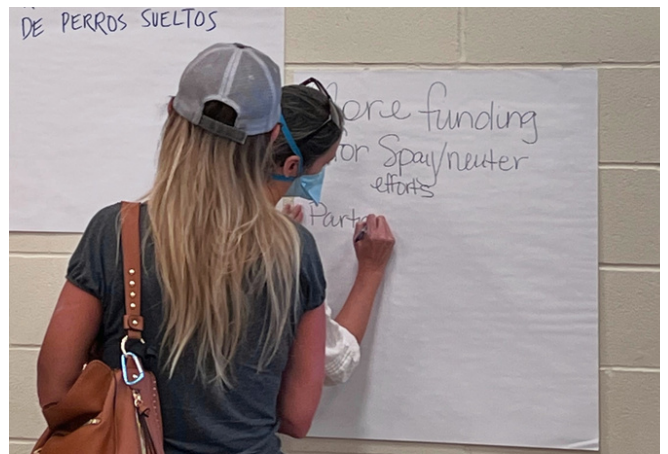
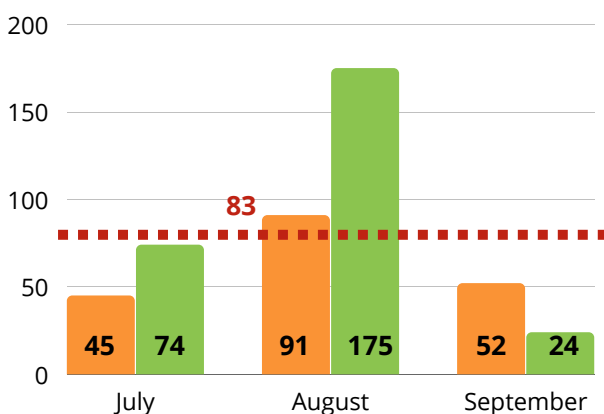
DIGITAL REACH*



DIGITAL ENGAGEMENT*



MEDIA INTERACTIONS



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

