



# COMMUNITY SERVICES DATA

2021



Shelter Animals Count is a collaborative nonprofit organization that is home to The National Database of sheltered animal statistics.

View data from more than 5,000 organizations at [ShelterAnimalsCount.org](https://ShelterAnimalsCount.org)

## IN THIS REPORT

DATA ANALYZED FROM 2021

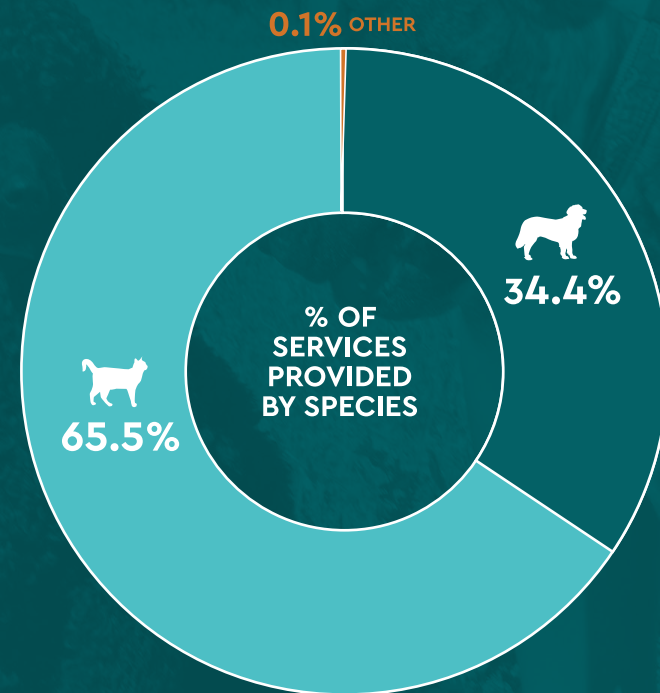
INCLUDES COMPLETE AND PARTIAL DATASETS

*representing*

# 102,265 SERVICES

PROVIDED TO COMMUNITY ANIMALS FROM

# 1,427 ORGANIZATIONS



Shelter Animals Count began collecting community services data in 2021 to capture the most common ways shelters, rescues, and service-based organizations are supporting pets and people in our communities.

These organizations provide services to keep owned pets in their homes and to keep community pets thriving in their neighborhoods. Organizations that contribute data include animal shelters, rescue groups and non-sheltering organizations that provide direct or partnered services.

These services exist to help keep pets in their homes and out of the shelters, and also to help people during difficult times.

#### COMMUNITY SERVICE DATA IS COLLECTED IN FOUR CATEGORIES:



**SUPPORT  
SERVICES**



**FIELD  
SERVICES**



**VETERINARY  
SERVICES**



**BEHAVIOR  
SERVICES**



**THE COMMUNITY SERVICES DATABASE ONLY TRACKS SERVICES PROVIDED TO COMMUNITY/OWNED ANIMALS THAT ARE NOT COUNTED AS AN INTAKE.**



# UNDERSTANDING THE DATA

Here's a few examples of how community services data is categorized.



THE COMMUNITY SERVICES DATABASE ONLY TRACKS SERVICES PROVIDED TO COMMUNITY/OWNED ANIMALS THAT ARE NOT COUNTED AS AN INTAKE.



## SUPPORT SERVICES

Retention and rehoming support provided to community members to ensure their pets can stay in the home, return to home, or find new placement without entering the shelter.

### FOR EXAMPLE:

**Temporary Housing:** An organization provides short-term housing for a pet while a family finds pet-friendly housing, preventing the pet from coming into the shelter.

**Pet Food:** A family experiencing financial hardships (or other) receives pet food from a pet pantry or human food pantry, preventing the pet from coming into the shelter.



## FIELD SERVICES

Services provided by organizations to care for and manage community pet populations such as community cats, and return animals to owners without entering the shelter.

### FOR EXAMPLE:

**Trap-Neuter-Return (TNR):** An organization traps community animals, animals are spayed/neutered and the trapping organization returns animals to their original location. Does not include animals that are trapped and then become an intake with the intention of a live outcome (adoption, transfer, etc).

**Return to Owner in the Field:** Animal Control Officer responds to a stray dog call, captures the dog, scans microchip and contacts the owner. Dog is reunited with it's owner prior to being taken to the shelter and would be tracked as a service because the dog never experienced an intake at the shelter.



## VETERINARY SERVICES

Veterinary Services are provided to owned/community pets as free/low cost services. Includes microchipping, spay/neuter, preventative wellness care, basic and advanced medical care.

### FOR EXAMPLE:

**Spay/Neuter for Owned Animals:** An organization provides spay/neuter to owned pets in the community, not animals in shelter possession (intake). TNR partnered services are not tracked here, but in Field Services.

**Owner-Intended Euthanasia:** Euthanasia services by appointment at pet owner's request or after consultation with a veterinarian, for medical or behavioral conditions. Services provided at low or no-cost without agency taking possession of the animal.



## BEHAVIOR SERVICES

Low-cost/free behavior programs & services to assist community members with pet behavior issues that otherwise may lead to that animal coming into the shelter.

### FOR EXAMPLE:

**Behavior Consult:** Owned animals receiving behavior consultation and/or resources in-person, by phone, or online. Consults are provided as a free or low-cost community service.

**Group Training:** Owned animals participating in low-cost or free group training program.

For cats, **TNR** is the most common service provided followed by Spay/Neuter of Owned Animals and Pet Food.



For dogs, **Pet Food** is the most common service provided followed by Wellness/Preventative and Spay/Neuter of Owned Animals.



## 2021 COMMUNITY SERVICES HIGHLIGHTS



**Veterinary Care** accounts for 48.1% of total services provided, followed by Pet Retention Services. Behavior Services are the least cited.



**Pet Food** is the most cited individual service provided of all categories, followed by Spay/Neuter of Owned Animals and TNR.

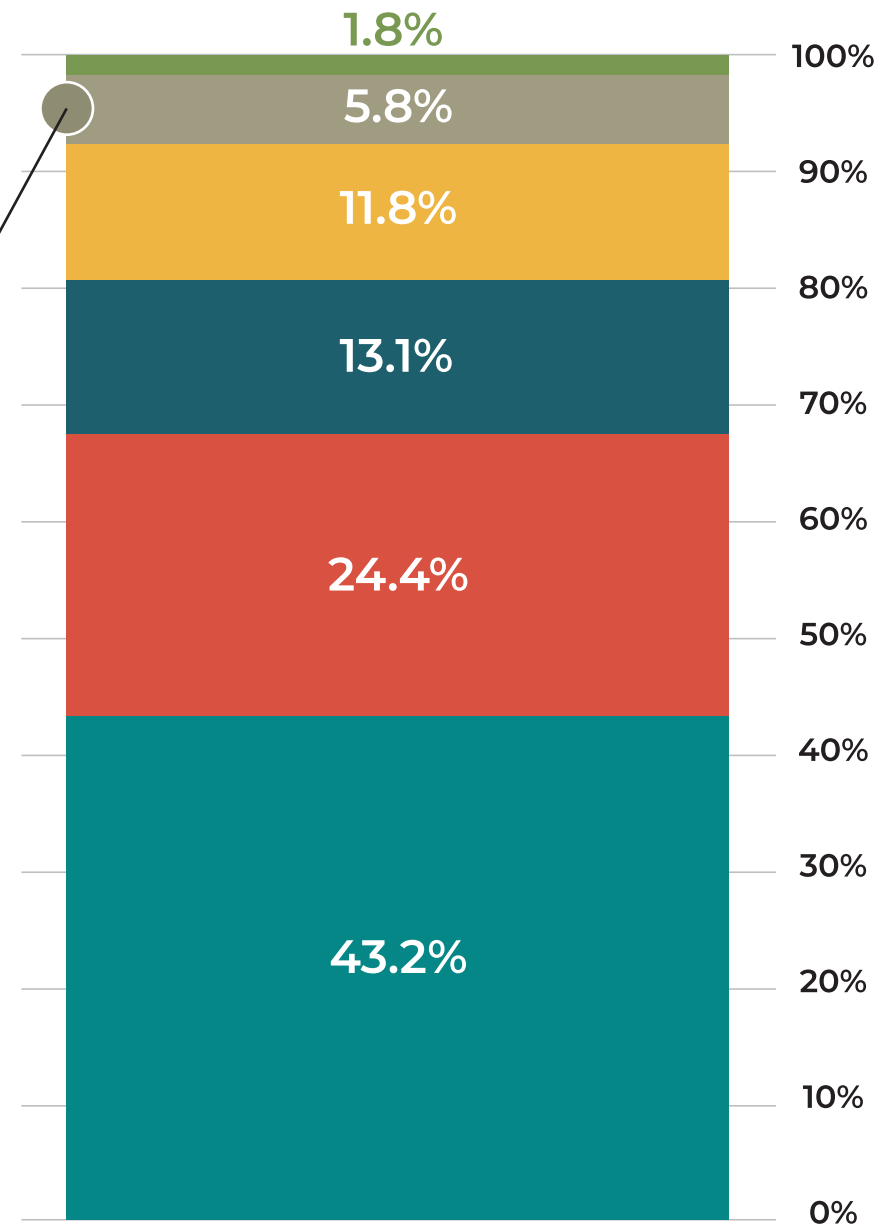
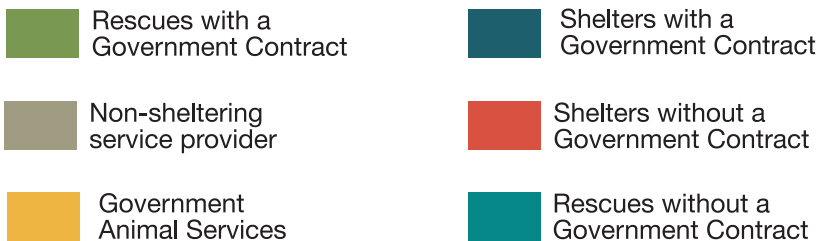


**Temporary Housing for People with Pets** is the least cited individual service provided.

# % OF SERVICES BY ORGANIZATION TYPE

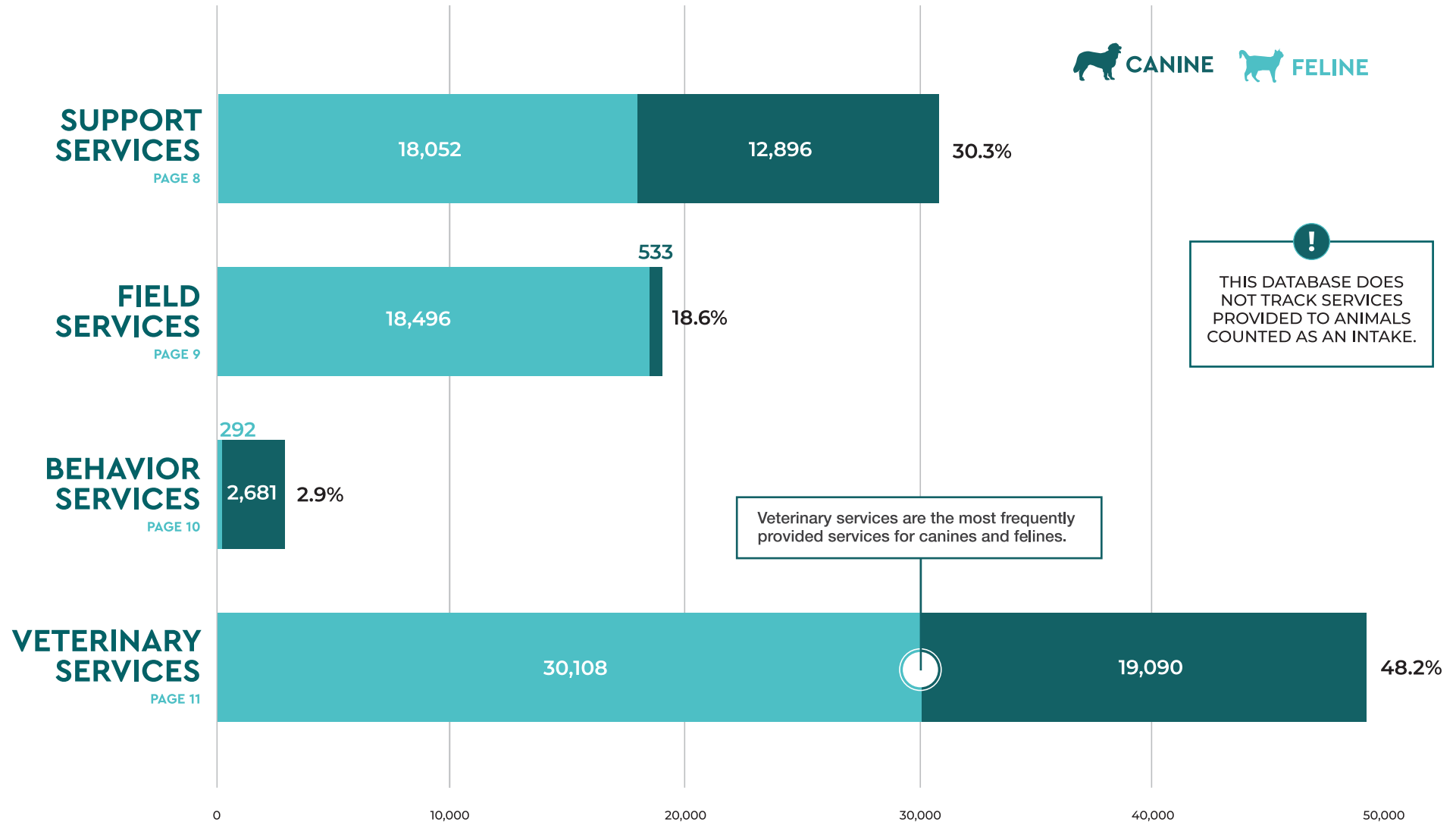
**Rescues without a government contract** provided 43.2% of all services reported in 2021, followed by **shelters without a government contract** (24.4%).

The Shelter Animals Count Community Services Database is the first database to allow both animal sheltering and non-sheltering organizations, as well as human services organizations, to count their animal services in a central database.



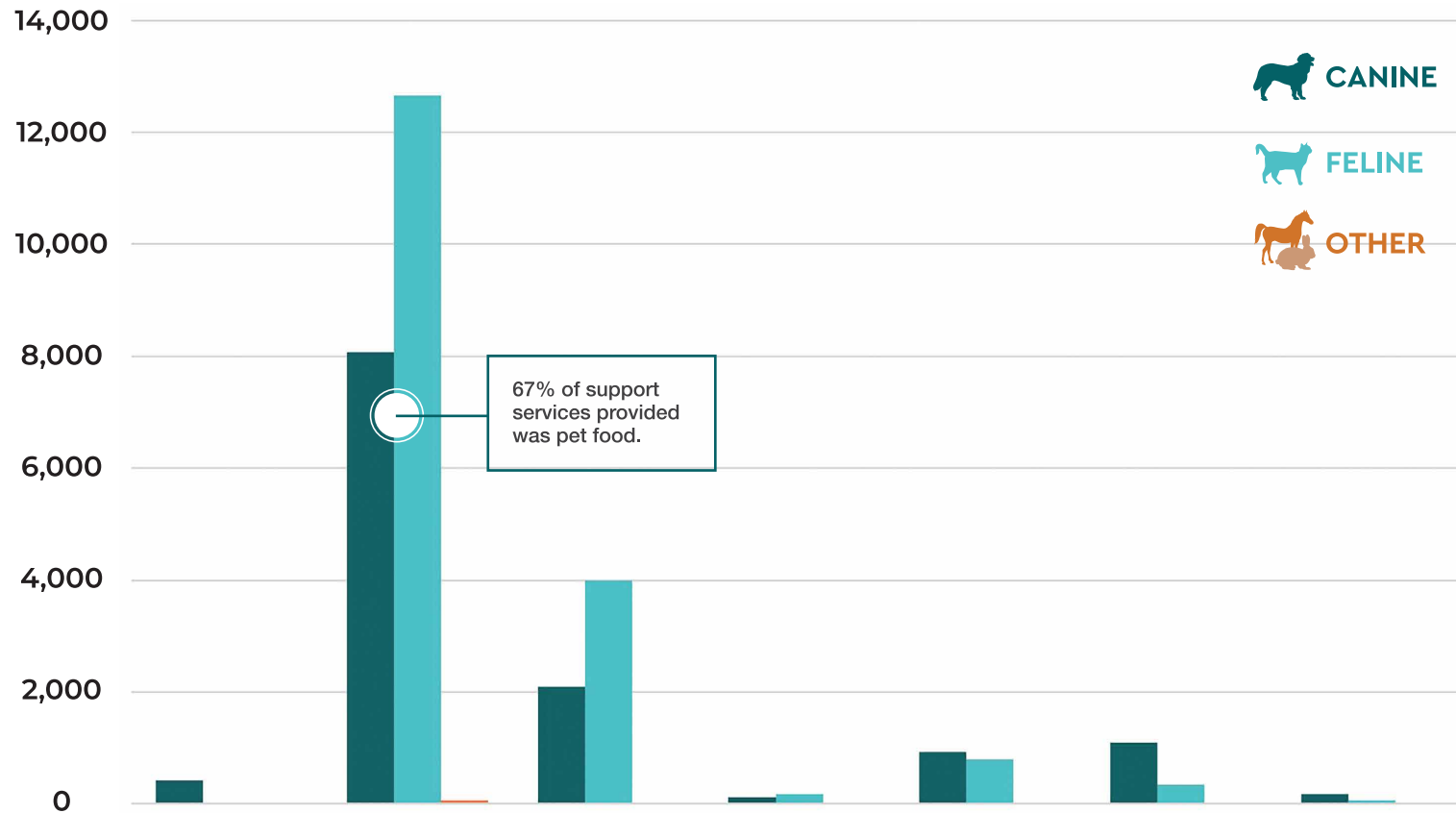
# COMMUNITY SERVICES

## TOTALS BY SPECIES & SERVICE TYPE



# SUPPORT SERVICES

## BY SPECIES & SERVICE TYPE



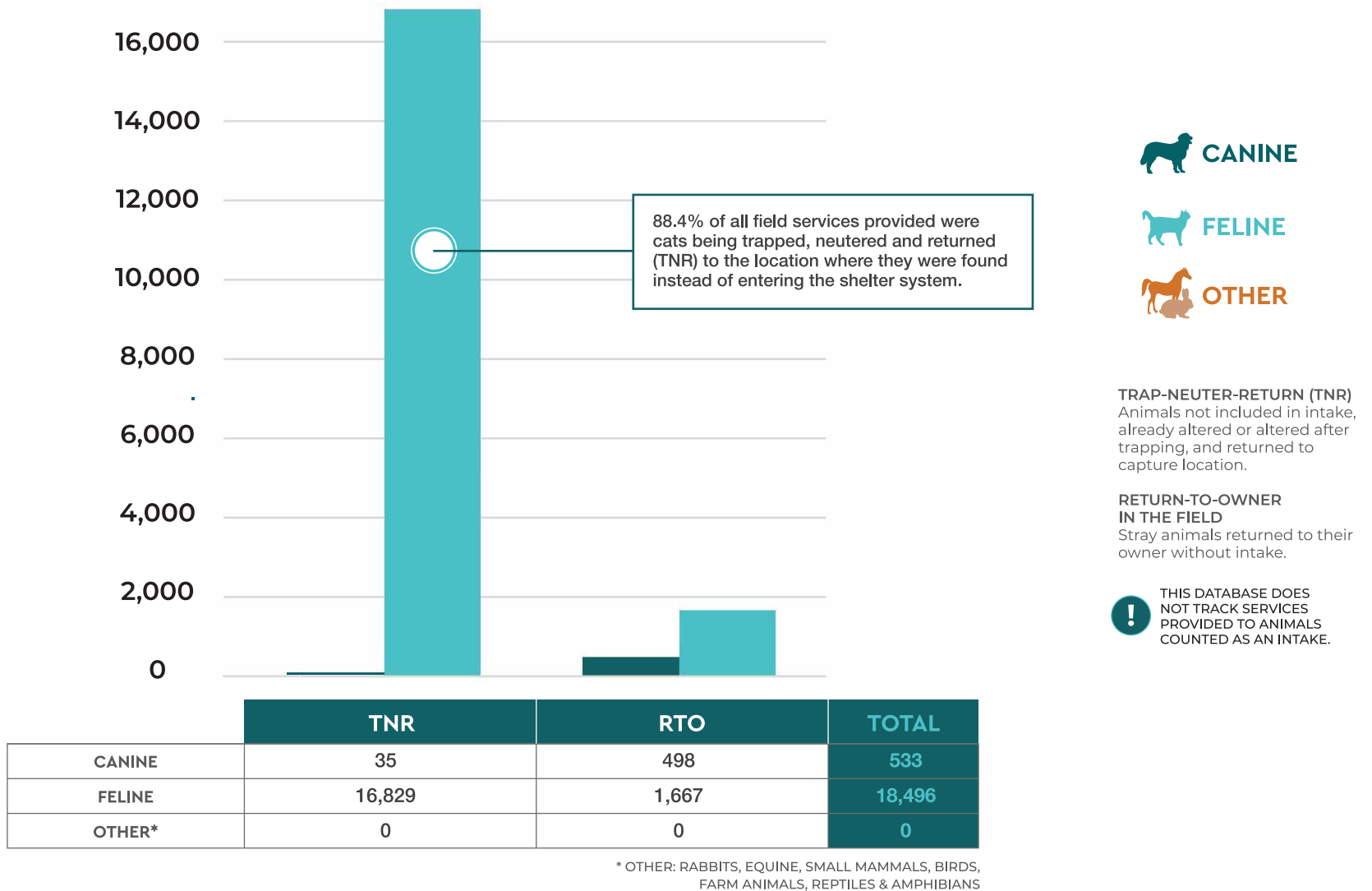
	GROOMING	PET FOOD	PET SUPPLIES	OTHER PET RETENTION	REHOMING SUPPORT	TEMPORARY HOUSING ANIMALS	TEMPORARY HOUSING ANIMALS & PEOPLE	TOTAL
CANINE	417	8,068	2,087	127	929	1,089	179	12,896
FELINE	26	12,654	3,996	179	791	340	66	18,052
OTHER	0	55	9	0	17	0	1	82

\* OTHER: RABBITS, EQUINE, SMALL MAMMALS, BIRDS, FARM ANIMALS, REPTILES & AMPHIBIANS  
 Pet Food: Rabbits-1, Equine-4, Small Mammals-5, Birds-7, Farm Animals-38 Pet Supplies: Rabbits-4, Equine-1, Small Mammals-3, Birds-1  
 Rehoming Support: Rabbits-3, Small Mammals-13, Farm Animals-1 Temporary Housing Animals & People: Birds-1



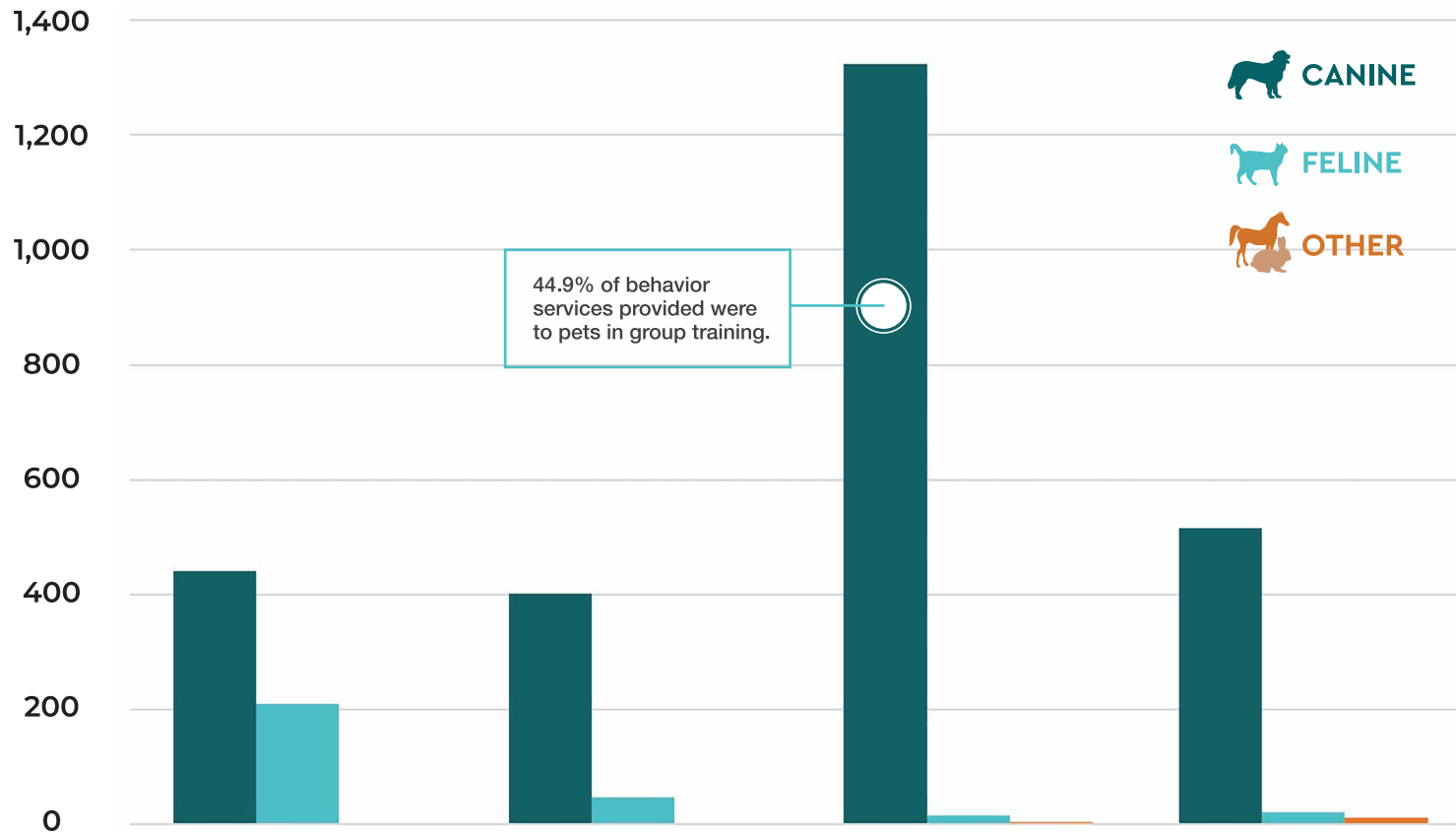
# FIELD SERVICES

## TOTALS BY SPECIES & SERVICE TYPE



# BEHAVIOR SERVICES

## TOTALS BY SPECIES & SERVICE TYPE



**BEHAVIOR CONSULTATION**  
Owned animals receiving behavior consultation in-person, by phone, or online. Consult is provided as a free or low-cost community service.

**BEHAVIOR MODIFICATION**  
Owned animals participating in a behavior modification program. Training provided as a free or low-cost community service, not all training classes provided by an organization.

**GROUP TRAINING**  
Owned animals receiving training in a group setting. Training provided as a free or low-cost community service, not all training classes provided by an organization.

**PRIVATE TRAINING**  
Owned animals receiving training in a private setting. Training provided as a free or low-cost community service, not all training classes provided by an organization.

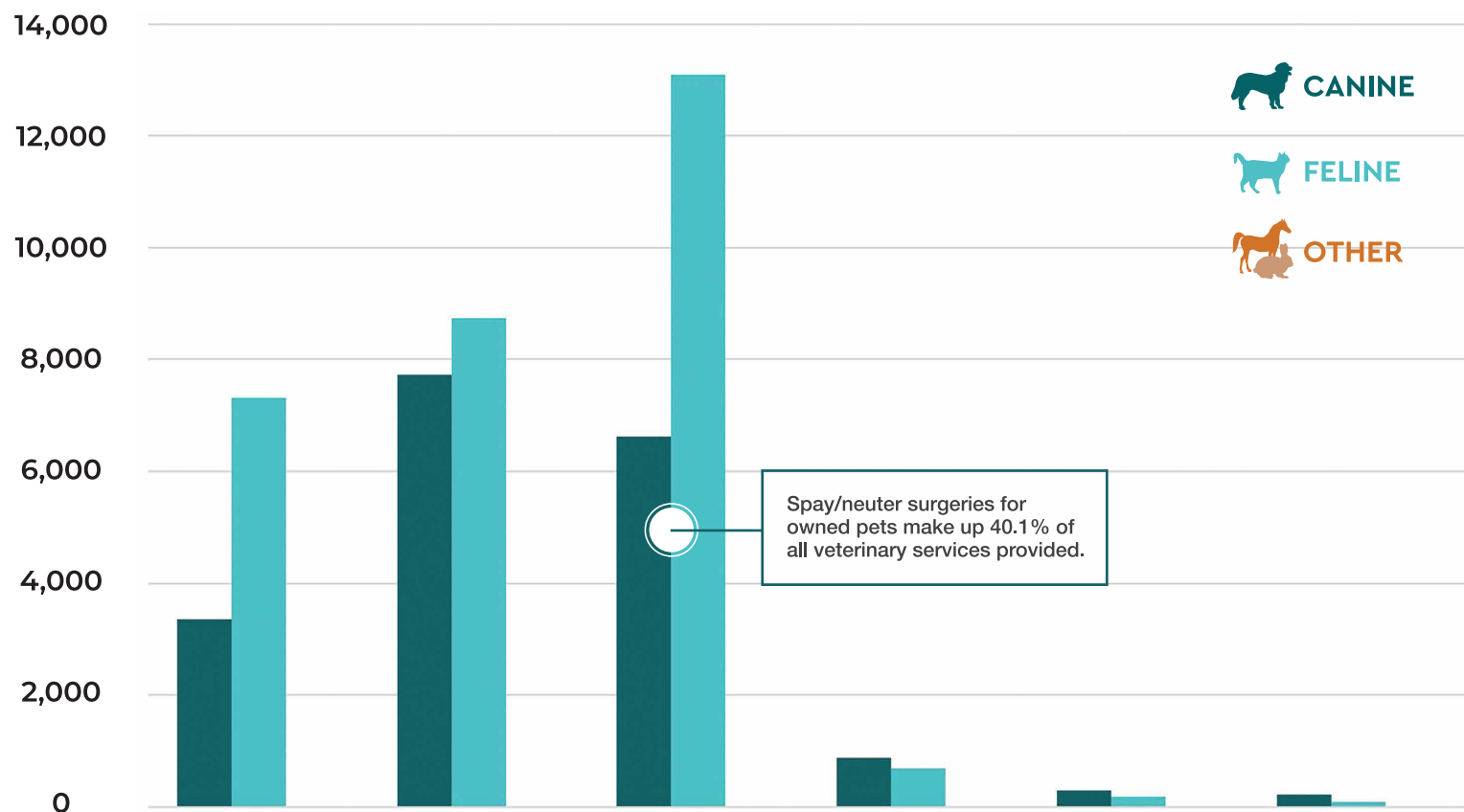
**THIS DATABASE DOES NOT TRACK SERVICES PROVIDED TO ANIMALS COUNTED AS AN INTAKE.**

	BEHAVIOR CONSULT	BEHAVIOR MODIFICATION	GROUP TRAINING	PRIVATE TRAINING	TOTAL
CANINE	440	401	1,324	516	2,681
FELINE	210	47	15	20	292
OTHER*	1	0	4	12	17

\* OTHER: RABBITS, EQUINE, SMALL MAMMALS, BIRDS, FARM ANIMALS, REPTILES & AMPHIBIANS  
Behavior Consult: Farm Animals-1 Group Training: Birds-4 Private Training: Equine-12

# VETERINARY SERVICES

## TOTALS BY SPECIES & SERVICE TYPE



### MICROCHIP, COLLAR, ID

Animals receiving insertion of microchip and/or application of longwear collar with identification, as well as registering microchip/recording identification.

### WELLNESS/PREVENTATIVE

Routine preventive care provided to healthy pets and/or same treatments provided to mildly affected pets (i.e. vaccinations, routine deworming, flea/tick treatment, heartworm prevention, etc.).

### SPAY/NEUTER OWNED PETS

Owned animals receiving spay/neuter services. Trap-Neuter-Return (TNR) is not recorded here, but in Field Services.

### BASIC VETERINARY CARE

Minor medical or surgical care provided to pets with a condition requiring single course of treatment (i.e. dentistry, tooth extraction, minor heartworm disease, routine skin allergy, ear infection, etc.)

### ADVANCED VETERINARY CARE

Animal presents with illness as complaint and illness requires more than routine preventive medical or surgical care to address. Condition requires ongoing or chronic care, or hospitalization to prevent death/disability (i.e. fractures, chronic diarrhea, URI, parvo, diabetes, cancer, etc.).

### OWNER INTENDED EUTHANASIA (OIE)

Owner makes an appointment with the shelter to euthanize their animal due to a medical or behavioral condition OR owner selects euthanasia as the best treatment option after consultation with a veterinarian. OIE provided to pets received at intake for OIE is not counted here, but in the Basic Data Matrix.

**! THIS DATABASE DOES NOT TRACK SERVICES PROVIDED TO ANIMALS COUNTED AS AN INTAKE.**

	MICROCHIP, COLLAR, ID	WELLNESS/PREVENTATIVE	SPAY/NETUER OWNED PETS	BASIC VETERINARY CARE	ADVANCED VETERINARY CARE	OWNER-INTENDED EUTHANASIA	TOTAL
CANINE	3,351	7,723	6,625	878	298	215	19,090
FELINE	7,316	8,730	13,099	685	178	100	30,108
OTHER*	0	6	4	8	0	0	18

\* OTHER: RABBITS, EQUINE, SMALL MAMMALS, BIRDS, FARM ANIMALS, REPTILES & AMPHIBIANS

Wellness/Preventative: Rabbits-1, Small Mammals-3, Birds-2

Spay/Neuter Owned Pets: Rabbits-4 Basic Veterinary Care: Rabbits-5, Small Mammals-3



THE NATIONAL DATABASE



[WWW.SHELTERANIMALSCOUNT.ORG](http://WWW.SHELTERANIMALSCOUNT.ORG)

Shelter Animals Count  
931 Monroe Dr NE  
Ste A102 #109  
Atlanta, GA 30308

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