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
IN THIS REPORT
DATA ANALYZED FROM 2021
INCLUDES COMPLETE AND PARTIAL DATASETS
representing
102,265 SERVICES
PROVIDED TO COMMUNITY ANIMALS FROM
1,427 ORGANIZATIONS

% OF SERVICES PROVIDED BY SPECIES

- Dogs: 65.5%
- Cats: 34.4%
- Other: 0.1%

Shelter Animals Count is a collaborative industry-led nonprofit organization formed by a diverse group of stakeholders to create, share and steward The National Database of sheltered animal statistics, providing facts, and enabling insights that will save lives.
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

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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.

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.

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

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**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
PAGE 8
- Canine: 12,896 (30.3%)
- Feline: 533 (18.6%)

FIELD SERVICES
PAGE 9
- Canine: 533
- Feline: 533

BEHAVIOR SERVICES
PAGE 10
- Canine: 2,681 (2.9%)
- Feline: 292

VETERINARY SERVICES
PAGE 11
- Canine: 19,090 (48.2%)
- Feline: 30,108

Veterinary services are the most frequently provided services for canines and felines.

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

The National Database as of 3/1/2022. Community Services Data Matrix. Analysis includes 102,265 services provided from 1,427 organizations.
SUPPORT SERVICES
BY SPECIES & SERVICE TYPE

GROOMING
Animals receiving grooming services.

PET FOOD
Animals receiving pet food through pet pantries or similar services.

PET SUPPLIES
Animals receiving leashes and collars, cat carriers, or other supplies.

OTHER PET RETENTION
Animals receiving other support not captured above (i.e. fence repairs/builds, dog houses, pet deposits).

REHOMING SUPPORT
Animals receiving rehoming assistance outside of owner relinquishment or other shelter/resolve intake.

TEMPORARY HOUSING - ANIMALS
Animals receiving temporary short or long term housing WITH their owner.

TEMPORARY HOUSING - PEOPLE AND ANIMALS
Animals receiving temporary short or long term housing WITHOUT their owner.

* 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-7
Rehoming Support: Rabbits-3, Small Mammals-13, Farm Animals-1
Temporary Housing Animals & People: Birds-1

<table>
<thead>
<tr>
<th></th>
<th>GROOMING</th>
<th>PET FOOD</th>
<th>PET SUPPLIES</th>
<th>OTHER PET RETENTION</th>
<th>REHOMING SUPPORT</th>
<th>TEMPORARY HOUSING ANIMALS</th>
<th>TEMPORARY HOUSING ANIMALS &amp; PEOPLE</th>
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<td>2,087</td>
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<td>FELINE</td>
<td>26</td>
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<td>17</td>
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THIS DATABASE DOES NOT TRACK SERVICES PROVIDED TO ANIMALS COUNTED AS AN INTAKE.

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FIELD SERVICES
TOTALS BY SPECIES & SERVICE TYPE

88.4% of all field services provided were cats being trapped, neutered and returned (TNR) to the location where they were found instead of entering the shelter system.

TRAP-NEUTER-RETURN (TNR)
Animals not included in intake, already altered or altered after trapping, and returned to capture location.

RETURN-TO-OWNER IN THE FIELD
Stray animals returned to their owner without intake.

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

<table>
<thead>
<tr>
<th></th>
<th>TNR</th>
<th>RTO</th>
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<tbody>
<tr>
<td>CANINE</td>
<td>35</td>
<td>498</td>
<td>533</td>
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<td>FELINE</td>
<td>16,829</td>
<td>1,667</td>
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</table>

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

The National Database as of 3/1/2022. Community Services Data Matrix. Analysis includes 102,265 services provided from 1,427 organizations.
## BEHAVIOR SERVICES
### TOTALS BY SPECIES & SERVICE TYPE

**BEHAVIOR CONSULT**
- 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.

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**Diagram Note:**
- 44.9% of behavior services provided were to pets in group training.

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### Table: Behavior Services by Species and Service Type

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<thead>
<tr>
<th></th>
<th>CANINE</th>
<th>BEHAVIOR MODIFICATION</th>
<th>GROUP TRAINING</th>
<th>PRIVATE TRAINING</th>
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<tr>
<td>CANINE</td>
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<td>401</td>
<td>1,324</td>
<td>516</td>
<td>2,681</td>
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<td>FELINE</td>
<td>210</td>
<td>47</td>
<td>15</td>
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* OTHER: RABBITS, EQUINE, SMALL MAMMALS, BIRDS, FARM ANIMALS, REPTILES & AMPHIBIANS

Behavior Consult: Farm Animals-1  Group Training: Birds-4  Private Training: Equine-12

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**Database Note:**
- This database does not track services provided to animals counted as an intake.

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The National Database as of 3/1/2022. Community Services Data Matrix. Analysis includes 102,265 services provided from 1,427 organizations.
VETERINARY SERVICES
TOTALS BY SPECIES & SERVICE TYPE

Spay/neuter surgeries for owned pets make up 40.1% of all veterinary services provided.

<table>
<thead>
<tr>
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<th>Microchip, Collar, ID</th>
<th>Wellness/Preventative</th>
<th>Spay/Neuter Owned Pets</th>
<th>Basic Veterinary Care</th>
<th>Advanced Veterinary Care</th>
<th>Owner-Intended Euthanasia</th>
<th>TOTAL</th>
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</thead>
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<td>7,723</td>
<td>6,625</td>
<td>878</td>
<td>298</td>
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<td>Feline</td>
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<td>100</td>
<td>30,108</td>
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<tr>
<td>Other*</td>
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<td>8</td>
<td>0</td>
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<td>18</td>
</tr>
</tbody>
</table>

* 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

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.