COMMUNITY SERVICES DATBASE™

(VRS 2.2025)   *FORMERLY KNOWN AS THE COMMUNITY SERVICES MATRIX*

Introduction

The Community Services Database (CSD)™ was designed to serve as a tool for basic data collection. The goal is to capture the most common ways shelters and other organizations are supporting community members and keeping pets from becoming homeless. There is much depth to the types of services provided and those receiving services. For the purposes of this first attempt at national standards for community services data collection, the data collected focus on the number of animals receiving each community service each month. Based on user feedback and activity, Shelter Animals Count will continue to update the data categories and definitions to ensure the CSD is meeting the needs of organizations serving their communities.

Who Should Report Services Data Through the Community Services Database?

Animal shelters, rescue groups, and other non-profit organizations that are providing direct or partnered services in their communities should report their data through the Community Services Database. Examples of direct services include TNR-focused organizations counting cats they trap-neuter-return each month or shelters providing pet food to community members in need. Examples of partnered services include your shelter providing low-cost or free veterinary care to a community pet in need through a local veterinarian with your organization covering the expense. The organization reporting services is the organization providing the resource, directly or indirectly, to avoid animals being counted more than once per service.

What is Intake?

"Intake" makes reference to possession. If the shelter or organization is accepting an animal into their shelter or rescue, that animal should be counted as an intake in the Intake & Outcome Database (IOD)™, not in the Community Services Database. The primary concept here is one of ownership. Animals tracked in the Community Services Database are owned or cared for by members of the community.

What Animals are Counted?

The 2021 update to the Intake & Outcome Database (IOD) expands beyond canines and felines to include other domestic companion animal categories: rabbits, equines, small mammals, farm animals, birds, and reptiles + amphibians. The Community Services Database follows the same species format of the Intake & Outcome Database. Many organizations also provide extraordinary services for other animals such as wildlife, but that work is not captured in this database.

Equine: Horses, donkeys, mules, and other equines.
Small Mammals: Small, domestic mammals such as guinea pigs, hamsters, rats.
Farm Animals: Non-equine, hooved farm animals like pigs, llamas, and cows.
Birds: Domestic birds like chickens, pigeons and parrots.
Reptiles and Amphibians: Pet reptiles and amphibians like turtles, snakes, iguanas.

Tracking by Species and Age

To help organizations assess and understand differences between various populations of animals, the Community Services Database includes a break-out by species and age for service categories. The age tracked is the age at which the service was provided. This document defines puppy and kitten as under 5 months of age (see below: Determining Age). For animals beyond canines, felines, there is a single age category.

Determining Age

The Intake & Outcome Database (IOD), which is replicated in the Community Services Database, utilizes 5 months as the break point between puppy/kitten and adult. At or near 5 months of age there are changes in the teeth which can help guide trained staff regarding proper categorization of the animal. For cats, at 4-5 months of age permanent canines, premolars and molars are coming in (all in by 6 months of age). For dogs, at 5-7 months of age permanent canines, premolars and molars are coming in (all in by 7 months of age). Source: Animal Sheltering.

RTF vs TNR

Trap Neuter Return (TNR) programs involve the management of community cats by trapping, sterilizing, and returning cats to where they originated. Return to Field (RTF) programs involve community cats who have been admitted to an animal shelter, brought in by animal control personnel or by members of the public. While the programs function in similar ways, the key difference is that RTF cats are admitted for sheltering and are therefore part of the animal sheltering function. TNR cats are NOT admitted for sheltering, only for a service or services (sterilization and/or vaccination). Both programs are lifesaving, but the admission for sheltering, or not, is an important distinction. TNR cats can be counted using the Community Services Database. RTF cats can be counted using the Intake & Outcome Database (formerly known as the Basic Data Matrix).

Defining Owner Intended Euthanasia

Beginning July 1, 2022 all Owner Intended Euthanasia (OIE) numbers will be represented as a Community Service in SAC's reporting. This change reflects the most accurate intent of this service to the community.

Since the roll-out of our Community Services Database in 2021, shelters/rescues have had the opportunity to enter OIE as either an intake/outcome or as a community service, and that hasn't changed. You still have the choice of which database to enter your OIE data – if you enter it as an intake/outcome it will feed to our Intake/Outcome dashboards and if you enter your OIE data as a service it will automatically feed to our Community Services dashboard. Regardless of which dashboard best fits your organization's needs, all of the OIE data will be combined and reported only as a service in SAC published reports.

This will apply to all future as well as historical data used for reporting. You can change which dashboard your historical OIE data is reported to by logging into your SAC portal.

NOTE: An owner intended euthanasia is defined as a pet whose owner brought the pet to the shelter/community service clinic with the intent of requesting euthanasia due to a medical or behavior condition or the owner selects euthanasia as the best treatment option after consultation with a veterinarian. It is not defined as a euthanasia that takes place after an owner surrenders a pet without the intent to euthanize and the shelter/rescue then determines the euthanasia outcome.

Community Services Database™
Total Services Provided Each Month Per Community/Owned Animal

For Canines, Felines, Rabbits, Equines

Equine category includes horses, donkeys, mules, and other equines

For all other species (including small animals, reptiles, livestock, etc.), please report services provided to these pets as adults. Shelter Animals Count does not track age-specific community services for these species.

FIELD SERVICES	ADULT	UP TO 5 MONTHS	AGE UNKOWN	TOTAL	DEFINITIONS
Trap-Neuter-Return (TNR) *Felines Only*					When a cat is brought to an organization or one of their contracted spay/neuter providers for the purpose of sterilization and ultimately return to where it was found.
Return-to-Owner in the Field					A pet that is found by animal control or shelter staff while in the community and returned to their owner without entering the organization or processing as an intake.
TOTAL FIELD SERVICES					

BEHAVIORAL SERVICES	ADULT	UP TO 5 MONTHS	AGE UNKOWN	TOTAL	DEFINITIONS
Behavior Consultation					Owned animals receiving behavior consultation in-person, by phone, or online. Limited to this definition: consult is provided as a free or low-cost community service.
Group Training					Owned animals receiving training in a group setting. Limited to this definition: 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. Limited to this definition: training provided as a free or low-cost community service, not all training classes provided by an organization.
Behavior Modification Program					Owned animals participating in a behavior modification program. Limited to this definition: training provided as a free or low-cost community service, not all training classes provided by an organization.
TOTAL BEHAVIORAL SERVICES					

SUPPORT SERVICES	ADULT	UP TO 5 MONTHS	AGE UNKOWN	TOTAL	DEFINITIONS
Pet Food					Animals receiving pet food through pet pantries or similar services.
Pet Supplies					Animals receiving leashes and collars, cat carriers, or other supplies.
Grooming					Animals receiving grooming services.
Temporary Housing for Owned Animals					Animals receiving temporary short or long term housing <u>without</u> their owner.
Temporary Housing for People & Animals					Animals receiving temporary short or long term housing <u>with</u> their owner.
Other Pet Retention Services					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/rescue intake.
TOTAL SUPPORT SERVICES					

VETERINARY SERVICES	ADULT	UP TO 5 MONTHS	AGE UNKOWN	TOTAL	DEFINITIONS
Microchipping and/or Collar with ID tags					Animals receiving insertion of microchip and/or application of longwear collar with identification, as well as registering microchip/recording identification.
Spay/Neuter for Owned Animals					Owned animals receiving spay/neuter services. Trap-Neuter-Return is not counted here. Count TNR above in Field Services.
Wellness/Preventive Medical Care					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.).
Sick Animal Care/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.)
Sick Animal Care/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)					Limited to this definition: Owner makes an appointment with the shelter to euthanize their animal due to a medical or behavioral condition <u>or</u> owner selects euthanasia as the best treatment option after consultation with a veterinarian. Owner Intended Euthanasia (OIE) should not be reported in both the community services database and as an intake/outcome. All OIE data submitted to SAC as an intake/outcome will be reported as a community service in our public data.
TOTAL VETERINARY SERVICES					