



COVID-19 AW Pulse Survey Themes and Highlights

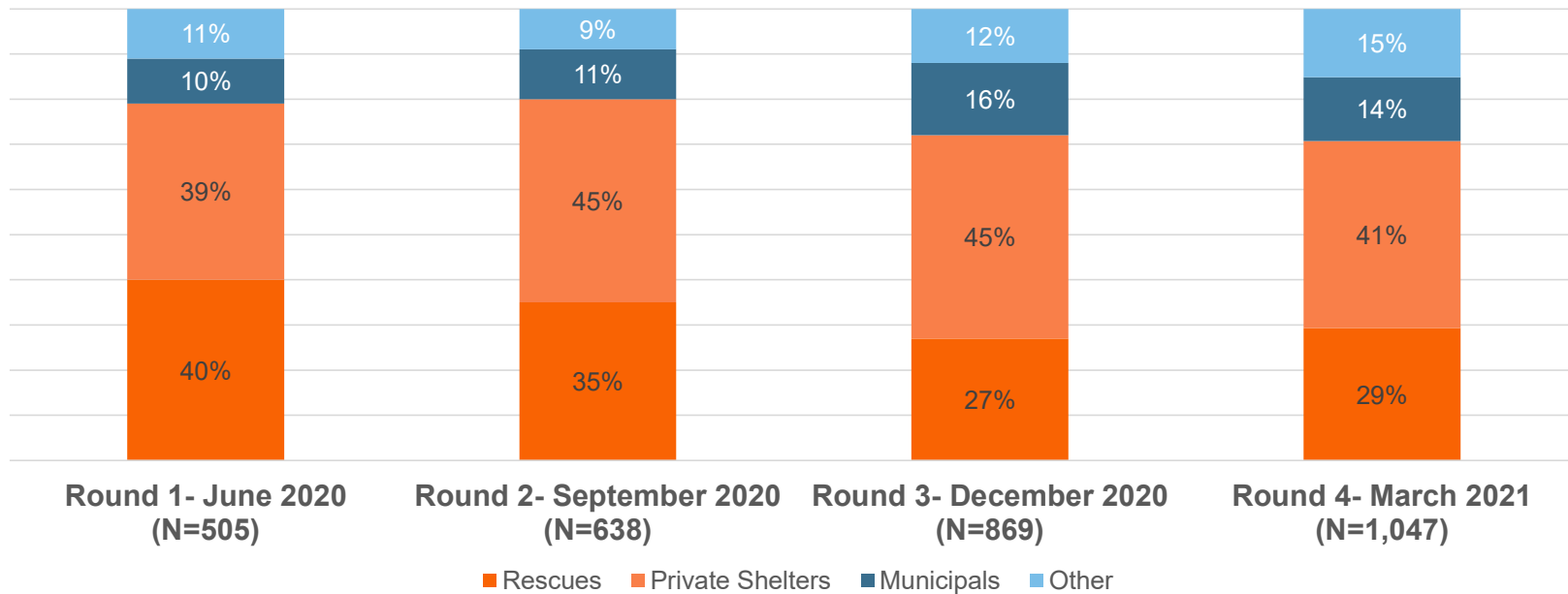
7/30/21

- Melissa Thibault



Survey Response

Responding Organizations by Type



Executive Summary

- Areas of Operations
 - Fundraising is the area of operation most likely to be reported to be functioning with major limitations or not at all; in contrast, behavioral and medical support for shelter animals, fostering and intake are the areas of operation that are most frequently reported to be functioning as usual or with slight limitations.
 - Fostering, fundraising, adoptions and community services are the areas most frequently reported to be receiving increased org focus.
- Experiences with Fosters
 - The need for foster homes continues to be split, with 60% of orgs reporting they need more foster homes, while 16% of orgs report they have all the foster homes they need; about 1/3 of orgs report needing help to manage their foster homes (consistent across collections).
 - Over half of orgs are leaning into foster home support towards adoptions, with 53% encouraging foster homes to adopt out directly from their homes, ~60% reporting that foster homes are frequently aiding in adoptions, and ~40% reporting foster homes are frequently facilitating the adoptions themselves (consistent across collections).
 - ~42% of orgs report that foster homes are infrequently experiencing behavioral issues with their foster animals, while less than 10% reported this was happening frequently.
 - Most orgs aren't frequently seeing foster homes return animals when shelter-in-place orders are lifted (between 51-56% across collections) while an additional ~30% report this is neither frequent nor infrequent.
- Needs in Communities
 - The most frequently reported community need in which orgs are seeing a large increase is the need for medical support for owned animals; this % increased from June to December (28% to 34% respectively) dropping down a little in March of 2021 (30%).
 - While 25% of orgs are reporting a perceived large increase in members of the community needing to surrender their animal due to financial hardship, and an additional 43% are reporting a slight increase, we are not seeing this reflected as increased intake in shelter data.



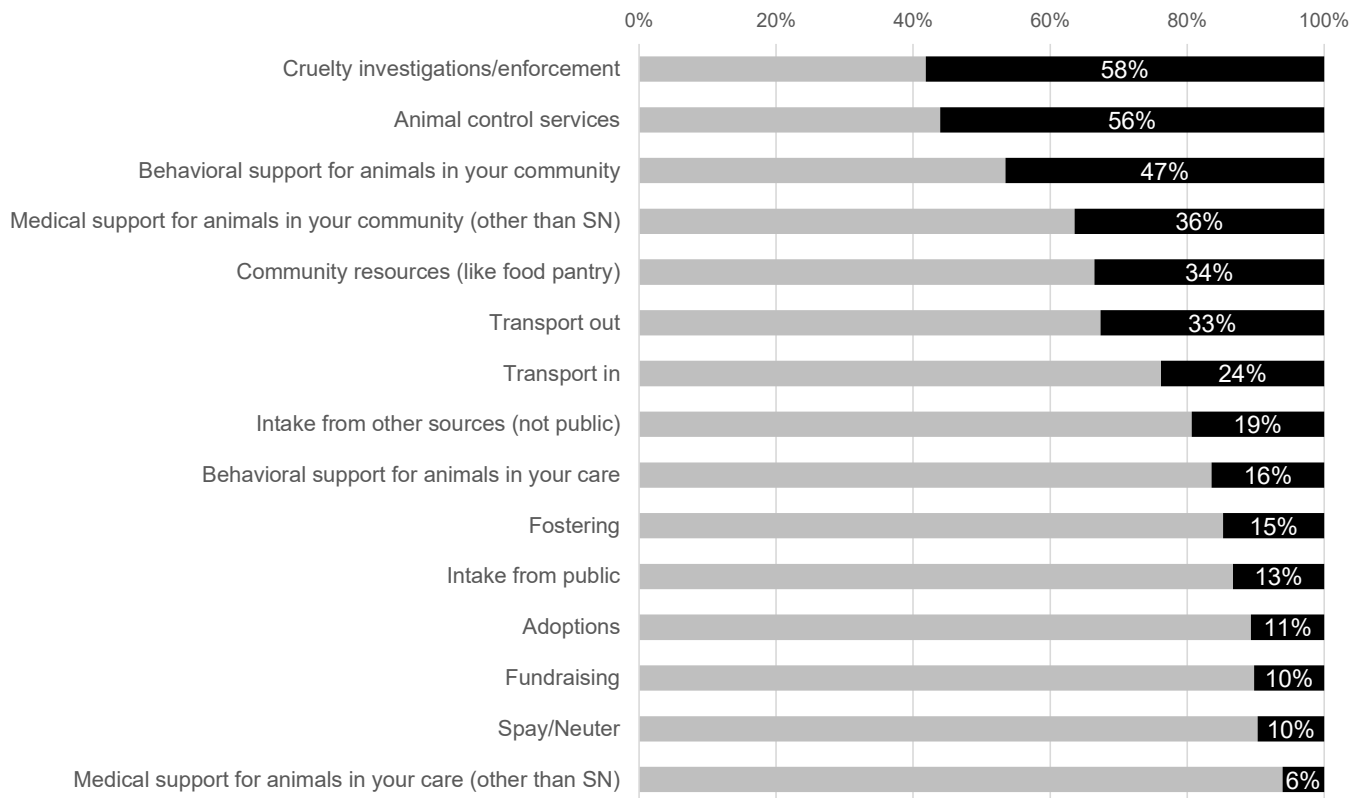
Key Topics

- How Various Areas of Operations are Functioning
- Experiences with Fosters
- Needs in Communities

* Collected March 2021

Which Areas of Operations were Orgs Performing Pre-pandemic

March 2021- Areas of Function not being performed before COVID



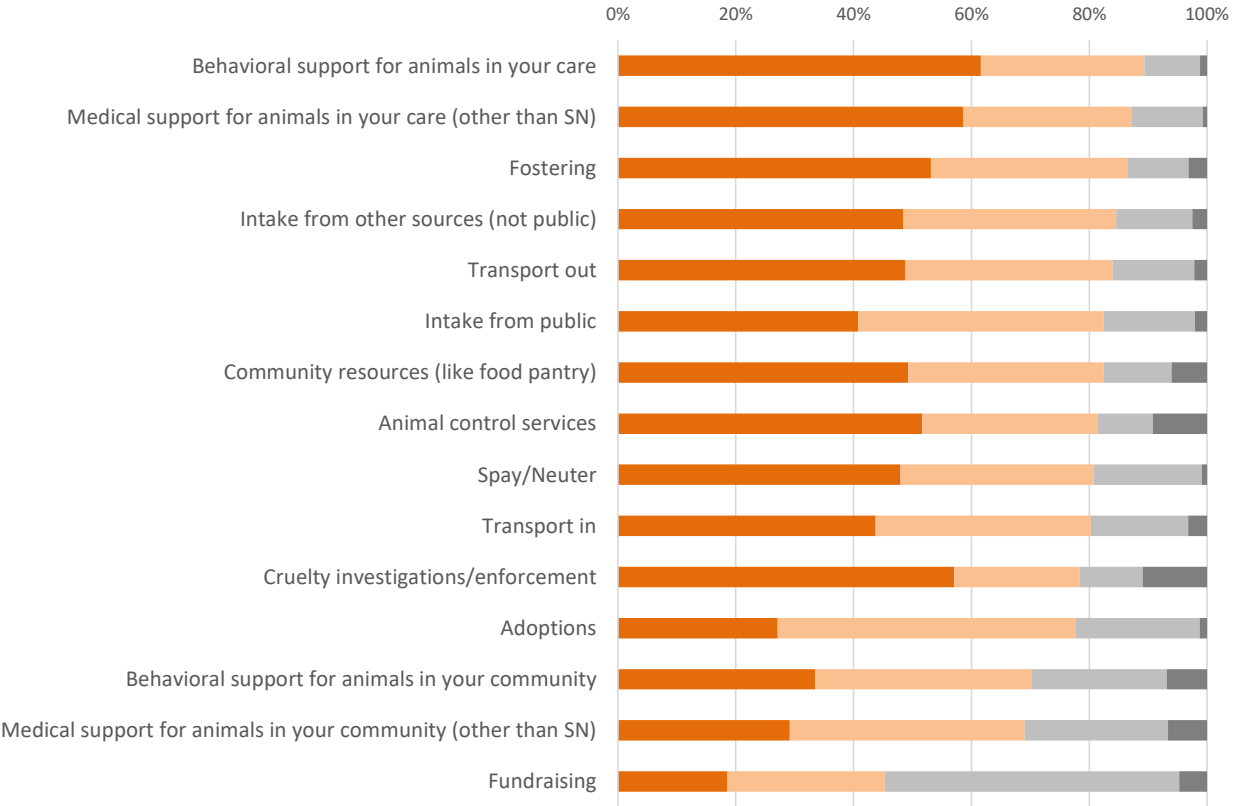
- Pre-pandemic, over half of responding organizations were not doing cruelty investigations/enforcement or animal control services.
- Almost half were not providing behavioral support for animals in their community, and over 1/3 were not providing medical support in their community, community resources such as pet-food pantries, or transporting animals out.
- Almost all orgs were providing medical support for animals in their care, providing spay/neuter services, fundraising and performing adoptions.



* Collected March 2021

How Various Areas of Operations are Functioning

March 2021- Level of Functioning



- Operating as usual
- Operating with slight limitation due to COVID
- Operating with major limitations due to COVID
- Completely not operating

- Among the orgs who perform these functions, behavioral and medical support for shelter animals, fostering and intake are the areas of operation that are most frequently reported to be functioning as usual or with slight limitations.
- Fundraising is the area of operation most likely to be reported to be functioning with major limitations or not at all.

Experiences with Fosters

Topic	Highlights as of Q1 2021
Foster program	<ul style="list-style-type: none"> In all 4 rounds of data collection, about 80% of orgs reported having a foster system in place.
Org experience with fosters	<ul style="list-style-type: none"> The need for foster homes continues to be split, with 60% of orgs reporting that they need more foster homes, while 16% of orgs report that they “have all the foster homes they need now or anticipate needing”. About 53% of orgs report “encouraging foster homes to adopt out directly from their homes”, which has been consistent across collection periods. About 1/3 of orgs report needing help to manage the foster homes they have (consistent across collections). There has been a drop in the percentage of orgs reporting that they “anticipate an influx of animals as the shelter-in-place orders lift”, starting at 30% in June, dropping to 21% in December and March.
Foster Experience	<ul style="list-style-type: none"> About 60% of orgs report that foster homes are frequently <u>aiding</u> in adoptions facilitated by the shelter, and about 40% reported that the foster homes were frequently <u>facilitating</u> the adoptions themselves (consistent across collections). About 1/3 of orgs report that foster homes are frequently adopting their foster animals. Around 42% of orgs report that foster homes are infrequently experiencing behavioral issues with their foster animals, while less than 10% reported this was happening frequently. Most orgs aren't frequently seeing foster homes return animals when shelter-in-place orders are lifted (between 51-56% across collections) while an additional ~30% report this is neither frequent nor infrequent. Most orgs aren't frequently seeing foster homes returning animals due to human sickness.

Needs in Communities

Note: In large part, this question was intended to fact-check the scenarios we are concerned may happen but could also be used to prioritize forms of community support.

Topic	Highlights as of Q1 2021
Medical (veterinary) support	<ul style="list-style-type: none"> The most frequently reported community need in which orgs are seeing a large increase is the need for medical support for owned animals; this % increased from June to December (28% in June to 34% in December) dropping down a little in March of 2021 (30%). <i>Note: We also heard from 36% of orgs that they don't offer this support, and 12% reported that this was an area of operation that they were focusing on less.</i> <i>This may be a growing unmet need.</i>
Surrender due to financial hardship	<ul style="list-style-type: none"> 25% of orgs are reporting a perceived large increase in members of the community needing to surrender their animal due to financial hardship, and an additional 43% are reporting a slight increase. <i>We saw no evidence of this in shelter data from PetPoint or SAC (even regionally) during the same time period or at other points in the study. In fact, SAC reported "owner surrender" counts to be down 25% in 2020 versus 2019.</i>
Temp boarding due to finances or human sickness	<ul style="list-style-type: none"> Few orgs are reporting a large increase in the need for temporary boarding due to financial hardship or human sickness; 20% and 12% respectively. Some orgs are reporting that they are not seeing the need for temporary boarding due to financial hardship or human sickness in their community at all (18% and 24%, respectively).
Stray or abandoned	<ul style="list-style-type: none"> While 19% of orgs are reporting a perceived large increase in animals being abandoned or found stray since the start of the pandemic (and an additional 26% are reporting seeing a slight increase), 35% are saying they see no change and 13% are reporting perceived decreases. The remaining 7% are not seeing this in their community, at all. <i>Again, we saw no evidence of an increase in stray or abandoned animals in the shelter data at any time point. SAC showed a 28% decrease year over year in stray intake among reporting orgs.</i>
Behavioral support	<ul style="list-style-type: none"> 40% of orgs are reporting no change in the need for behavioral support for owned animals in their community. Only 16% are reporting a large increase and an additional 31% are reporting a slight increase. The remainder are reporting decreases in need, or not seeing this need, at all.
Surrender due to human sickness	<ul style="list-style-type: none"> 13% of orgs are reporting that they are not seeing the need to surrender animals due to human sickness in their community at all, and an additional 36% reported no change to this need. Alternatively, some organizations are reporting increases, with 12% reporting large increases and 38% reporting slight increases. <i>Again, we saw no evidence of this in shelter data from PetPoint or SAC during this or any other time period in the study. In fact, SAC reported "Owner surrender" counts were down 25% in 2020 versus 2019.</i>

Open-end Slides



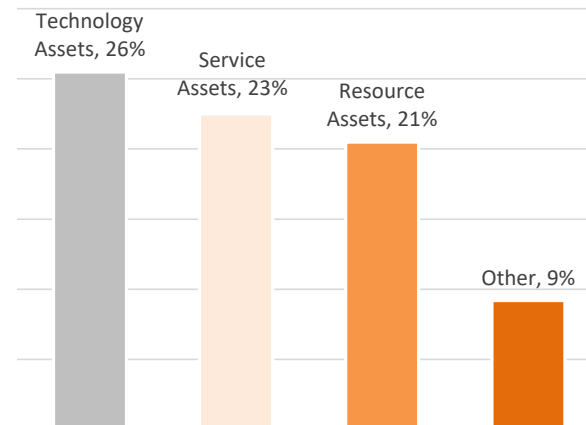
* Collected June 2020

What resources has your organization found most valuable during this pandemic?

Most common answers

- Financial resources (donations, grants)
- Foster homes
- Technology (Internet) based assets (social media, webinars, online adoptions)
- Donations of pet food

Types of Resources



- Group 1- reported valuing specific services and resources (funds, foster homes, social media, online adoptions methods)
- Group 2- reported valuing informational and policy setting resources including the email digest, zoom meetings and webinars

ASPCApro

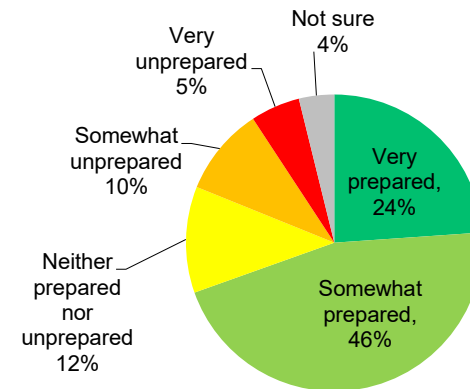
* Collected September 2020

What does preparedness mean within your organization?

Most common answers

- Having a plan in place
- Holding enough funds and resources
- Having a reserve of foster homes

70% of respondents reported feeling somewhat to very prepared in September

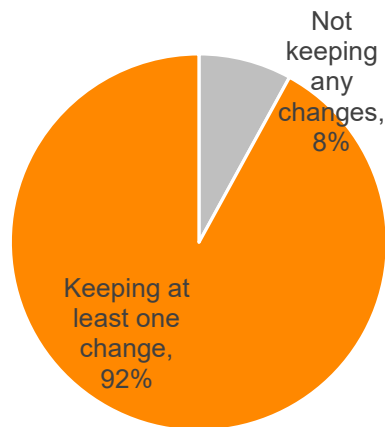


“How prepared is your organization for the current disaster season or a possible second surge in COVID-19?”

* Collected December 2020

What areas of your operations will be permanently changed after the pandemic?

Only 8% of organizations report not planning to keep any changes they made during COVID



Most common answers

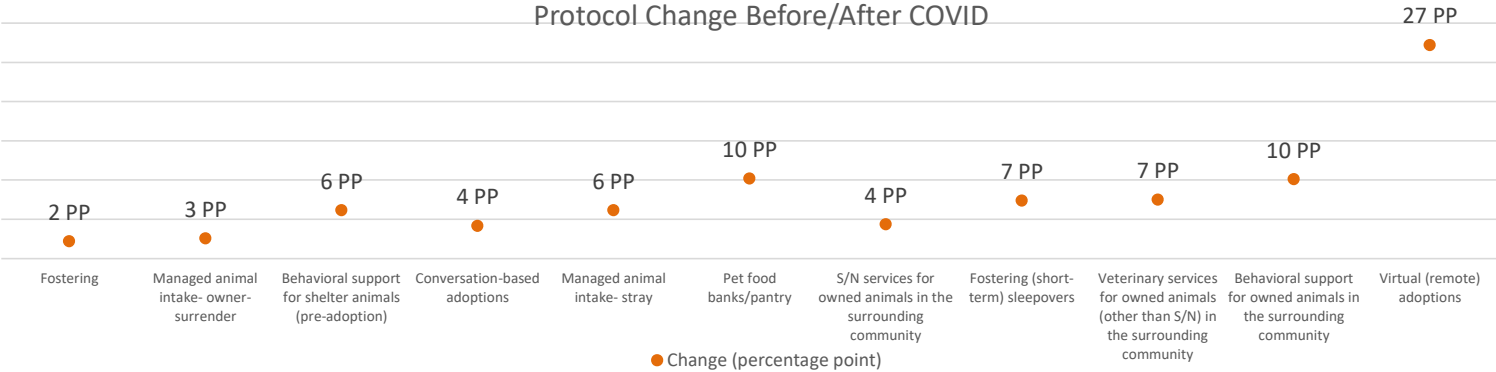
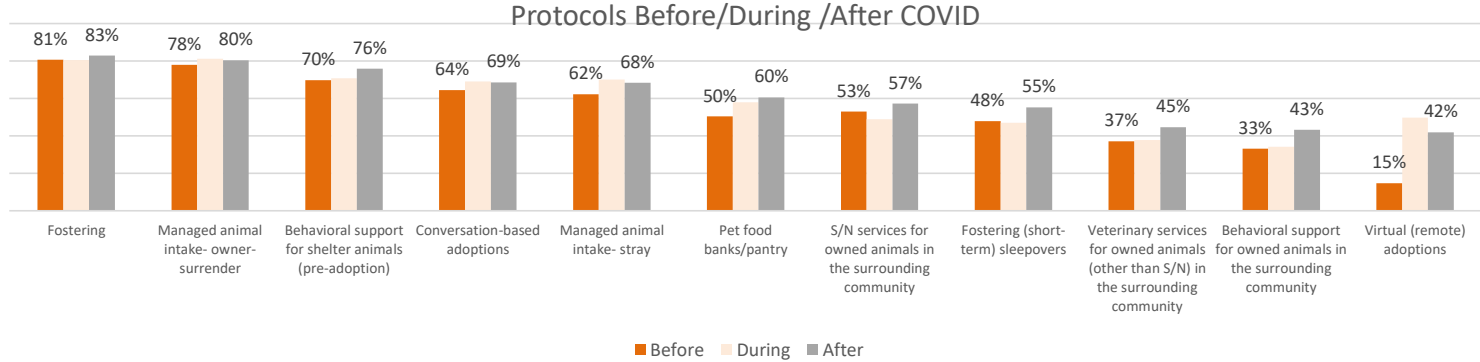
- Adoptions by appointment only
- Increased use of foster homes
- Increased services in the community to support pet retention and improve care



Other Topics of Interest

* Collected March 2021

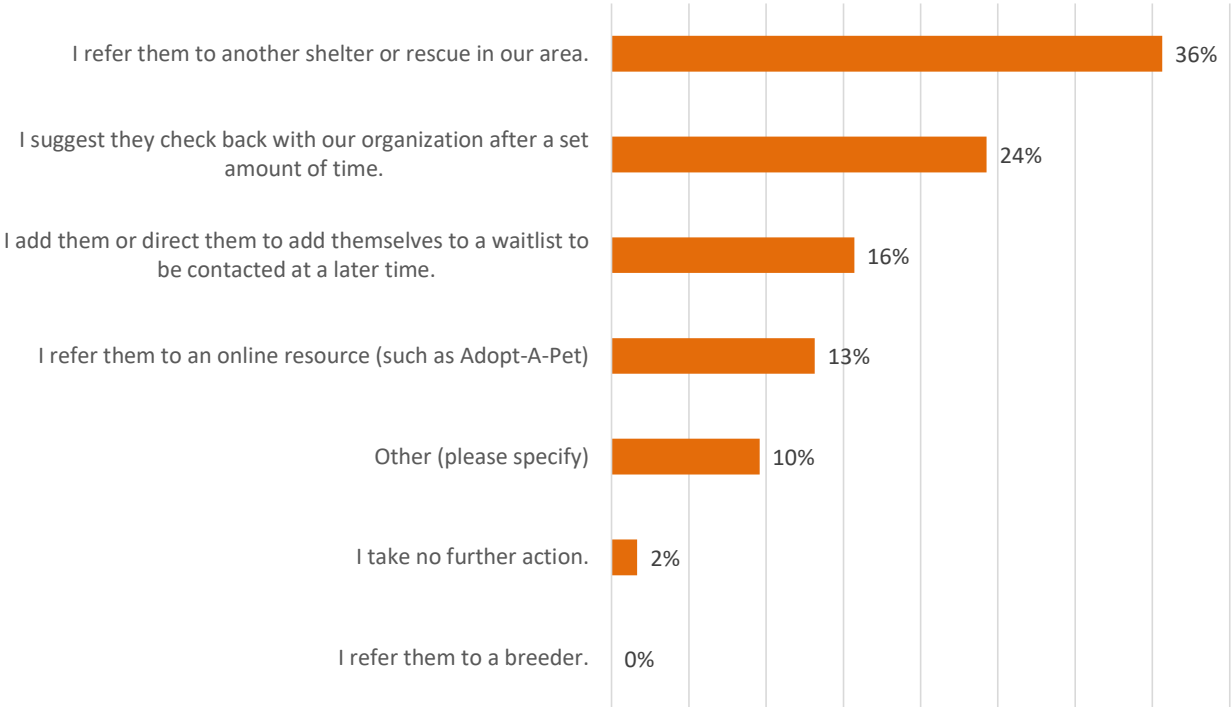
Did your organization perform these procedures before, during, or after COVID?



* Collected March 2021

Over 1/3 of orgs refer adopters to other orgs in their area if they don't have the desired/any animal

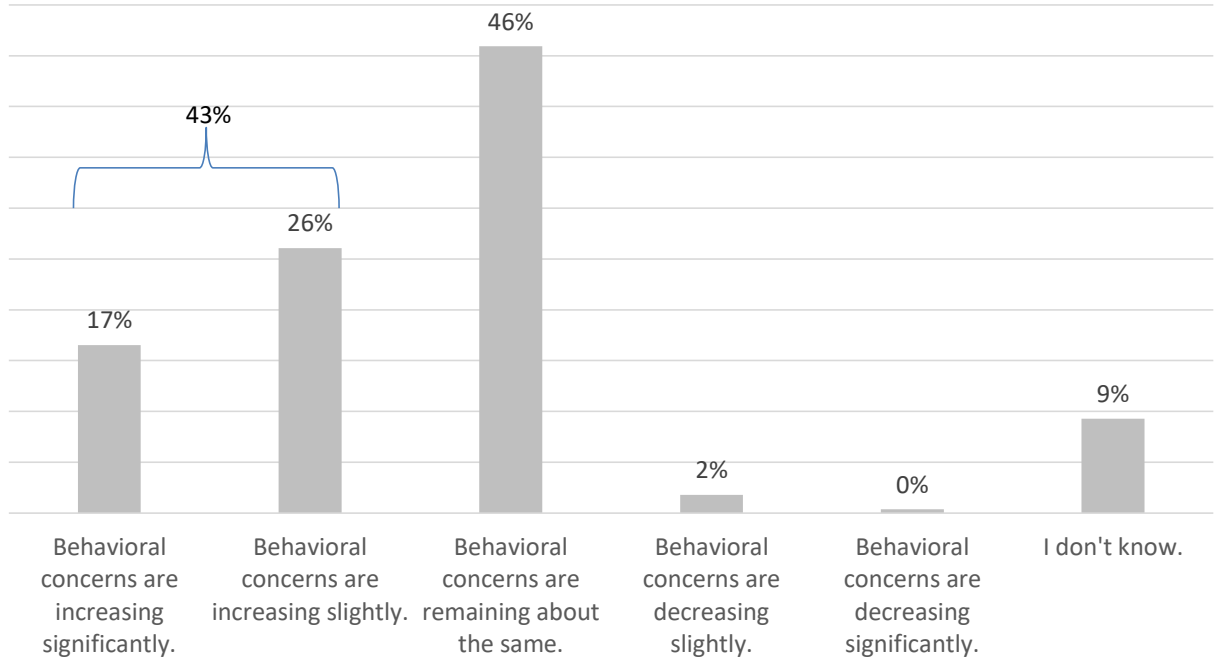
If your organization doesn't have an animal available for adoption that fits the client's needs or preferences (or you don't have any animals for adoption), which of the following steps do you take? (please select the action you take most frequently)



* Collected March 2021

Similar numbers of orgs reported that behavior concerns were increasing vs. staying the same

Overall, how would you describe how behavioral concerns are changing for the animals entering your organization?



**Questions?
Please reach out.**

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