

*Animal Care, a part of the U.S. Department of Agriculture (USDA), administers the Animal Welfare Act (AWA) and the Horse Protection Act (HPA). We also support our regulated community and pet owners in preparing for natural disasters and emergencies. Most regulated entities are in substantial compliance: they meet AWA standards of care for their animals and have no serious or repeated problems on their latest inspections. For those who want or need to improve animal care at their facilities, we offer training, resources, and tailored guidance—with positive results.*

## Animal Care Impact Report

Fiscal Year 2018 ■ Quarters 1–2



### Inspections and Guidance

In February, we published an [open letter](#) on our progress in improving HPA compliance. We have also published a [report card](#) on HPA inspection statistics from October 1, 2017, to March 31, 2018, and a [letter](#) discussing those results. Our goal is to improve the quality of industry inspections when USDA is not present at an event.



### Customer Service

From January to March, we hosted five listening sessions at locations across the country to seek public input on using certification by qualified, third-party programs to help determine USDA inspection frequencies at AWA-regulated sites. We also received over 35,000 comments online via the *Federal Register*, and we are now reviewing all of the input. In addition, in February, we introduced a new [webpage](#) to give USDA customers a one-stop resource for obtaining permits to import dogs for resale.



### Learning Opportunities

Animal Care representatives attended multiple meetings of breeders, exhibitors, and the research community, as well as a Walking Horse trainers meeting, the National Alliance of State Animal and Agriculture Emergency Programs Summit, and two veterinary conferences (where we discussed the role of the attending veterinarian). When meeting with regulated entities, we discussed the issues they face, our oversight role, and the guidance we can provide, in addition to distributing USDA publications. In February, we also held a free shoeing clinic with the S.H.O.W. horse industry organization to help regulated individuals meet HPA standards.

**4,923** AWA site inspections *(excluding attempted ones)*

**97%** of AWA-regulated sites in substantial compliance

**213** AWA import permits issued for 649 dogs

**16** HPA-regulated events attended by USDA

**80%** compliance for horses shod with pads

**99%** compliance for horses shod without pads



### Assistance

From October to December, our staff monitored areas affected by 24 California wildfires to determine the status and needs of our regulated sites. We also shared information with Federal emergency managers and provided timely information for the public about animal evacuations and shelter locations. In all, we monitored the evacuation of more than 1,100 animals from regulated facilities (although not all of the animals were regulated species). In recent months, we also began a new process to enhance compliance support for our regulated community. Facilities with compliance problems will have an assigned specialist to work with them. This new approach allows for rapid, personal follow-up to offer facility owners optional help from Animal Care after an inspection.

**5,697**

phone calls received in field offices

**90%**

of calls answered immediately on receipt

**58**

average number of days to issue an AWA license after an application is received

**97%**

of AWA license renewal applications processed within 5 business days

**45**

noninspection visits or calls by specialists to help AWA facilities comply