



Chicago Animal Care & Control (CACCC)

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Operational Overview 10/09/2025



Mission Statement

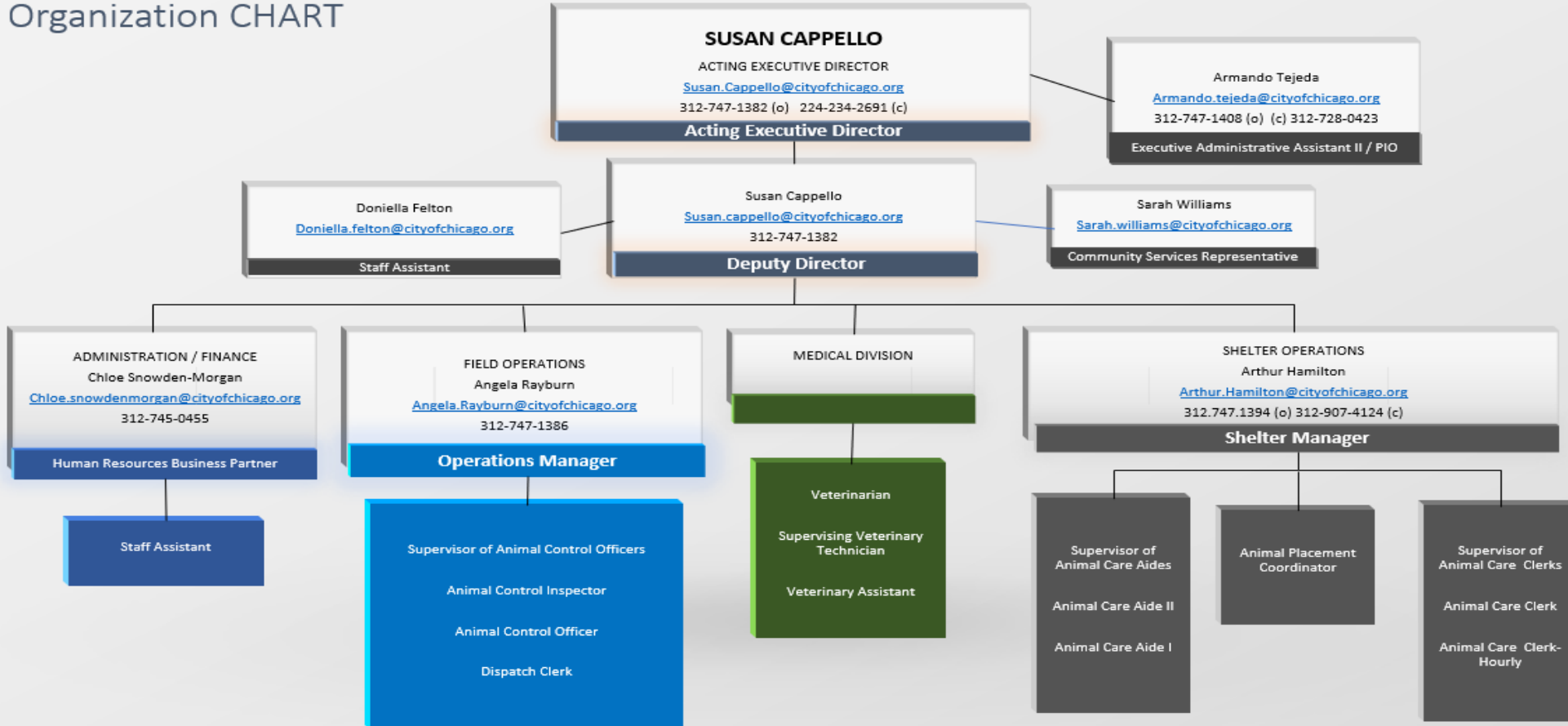
Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

Objectives

- To understand the role of the Department in protecting both people and animals across the city of Chicago.
- To look at trends related to animals in the city.
- To uphold the City's commitment to compassionate, equitable and accessible animal care services.
- To strengthen relationships with collaborative community partners, constructive advocates and caring residents to improve animal welfare outcomes and public engagement.

TEAM

2025 Chicago Animal Care and Control Organization CHART





Municipal Code of Chicago

CACC is incorporated into the following Chapters of the Municipal Code:

2-16 – Department Established & Executive Director – Powers and Duties

- To further the Departments mission of increasing live outcomes.

2-120 – Commissioners & Commissions / 2-120-010 Commission established

- 9 member board appointed by the Mayor to function as an advisory body to the Mayor and to CACC with regard to animal-related matters in the City of Chicago.

4-384 – Animal Care

- Covers general licensing provisions related to animal related business operations.

7-12 – Animal Care and Control

- Covers general Animal Care and Control provisions and enforcement including unrestrained animals, removal of injured or diseased animals and animal bite incidents.



New in 2024 & 2025

- **2024-2025**

- PAWS Chicago helps perform 1325 spay/neuter surgeries on CACC pets.
- Two separate Homeward Bound Partners stepped up to help with spay/neuter surgeries on adoptable pets.
- CACC verified that all 22 Chicago Police Districts have at least 2 microchip scanners to help finders scan lost pets.

- **2025**

- First in Chicago Outdoor 24-Hour Microchip Scanning station available for public use at the shelter.
- Stray Animal report map available on the CACC website through Petco Love Lost.
- First ever intake volunteer to help triage and provide supportive services at the intake line.
- Agreement with Safe Humane Chicago and the Alternative Schools Network to bring youth programming to CACC.
- PAWS Chicago provided spay/neuter surgeries for over 100 pets (dogs & cats) in one day.
- Highest number of Group / Corporate Volunteer Days at CACC.
- First ever Content for a Cause at CACC bringing local influencers to the shelter.



CACC Shelter Activity Highlights

(January 1 – September 30, 2025)

- **Intake Volume:**

Over 14,800 animals have entered the shelter so far this year. (highest intake since 2013)

- Same time frame in 2024 = 12,633 / 2019 = 12,790 / 2013 = 17,614
- **85.5%** of cats and dogs left the shelter alive. (*Excludes DOA and owner-requested euthanasia*)
- *70% of the intake is brought in by the public, 19% of intake is brought in by Animal Control Officers and 11% of the intake is brought in by the Chicago Police Department.*

- **2,652 Adoptions**

816 Strays Returned to Owner

7,195 Transfers to Rescue Partners

- **Euthanasia Overview:**

1,720 cats and dogs euthanized (This includes medical, behavioral, and space-based euthanasia decisions)

- Same time frame in 2024 = 1,613 / 2019 = 773 / 2013 = 3,943



CACC Field Activity Highlights

(January 1 – September 30, 2025)

★ 15 Animal Control Officers ★ 3 Animal Control Inspectors

★ 3 Supervisors

★ 2 Dispatch Clerks

★ 1 Operations Manager

Stray Animal Complaint	10,020
Report an Injured Animal	7,496
Nuisance Animal Complaint	4,761
Vicious Animal Complaint	4,533
Pet Wellness Check Request	2,718
Coyote Interaction Complaint	1,430
Animal Abandoned	1,249
Animal Bite Investigation	1,025
Agency Assists	932
Wildlife Assistance in Living Quarters	649
Animal In Trap Complaint	177
Trap Pick-Up	30
Animal Business Complaint	23
Animal Fighting Suspicion	8
Total	35,051

**Average Calls
Per Day:
129**



Service Requests

All service requests are handled by 311.

When requesting service, please be sure to include the following when making a report:

- Verify the address is correct
- Provide as much information as possible, including names, descriptions, etc.
- Provide your contact information (the contact information remains anonymous)
- If the service is no longer needed, please call 311 to cancel the request

- We have Service Request Descriptions available on our website.





Information about Wildlife

Requests for service involving wildlife must be handled in accordance with Illinois Law and in line with best practices. Generally speaking, CACC does not remove or relocate wildlife unless it is either injured, sick, or a threat to humans (such as within living quarters).

- Wildlife that do not appear sick or injured may be released in the vicinity where they were found in accordance with state laws.
- For more information on specific species of wildlife, please read our Wildlife Management and Co-Existence Plan which outlines feasible strategies and tactics to prevent potential wildlife encounters in the City of Chicago. Species specific information can also be found on the Flint Creek Wildlife website. CACC partners with Flint Creek Wildlife to provide assistance when taking in and/or relocating wildlife.

3 Key Tips for Wildlife Issues:

- Eliminate food sources – ensure lids are on garbage cans and pet excrement cleaned up
- Simple hazing – make noise, put together a shaker can by adding some pebbles into a soda can
- Keep weeds and brush maintained so there isn't a good hiding spot for critters





Did You Know?

CACC does not handle calls for:

- Deceased animals
 - Animal excrement on PRIVATE property
 - Pigeon feeding/excrement
 - Bees/hives
 - Rats
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- Any time animals are exhibited, the organization needs a Temporary Animal Exhibition Permit.
 - If an animal bites another animal or human, a bite report needs to be made through the Chicago Police Department.





Programming at CACC

- **Volunteer Program** – A Union Agreement established terms for volunteer worker involvement. Volunteers work to introduce families to pets who will treasure them for life; improve the quality of life for the animals by providing enrichment, exercise, and TLC; prepare pets for their new homes through training and socialization; and inspire others to adopt, foster, volunteer, and donate.
- **Homeward Bound Animal Placement Program** – A network of over 100 partner organizations working collaboratively with CACC to place every adoptable animal in a permanent and loving home.
- **Doggie Day Out Program (DDO)** – Designed to give long-term dogs (over 30 days) in our care an opportunity to get out of the shelter environment and spend time out in the world. This helps relieve the stress that many dogs feel living in the shelter environment, and it allows the dogs to be seen / marketed while out on their Doggie Day Out.
- **Diversion Efforts**– CACC has a program to help Chicago families keep their own pet as opposed to surrendering the pet to CACC. Pet food, leashes, collars, crates, etc. are available.
- **Pet Adoption Program** – Are you looking for a new companion. Look no further than Chicago Animal Care and Control.
- **Find Your Lost Pet Program** – CACC receives over 8,000 stray/lost animals a year. It's common for people to bring healthy animals directly into the shelter before first trying other outlets to get them back home. 70% of lost dogs are found less than a mile from their home? In the city, it's often within blocks. Cats seen outside may be someone's indoor/outdoor pet or a community cat that lives nearby. Research shows that cats are over 13 times more likely to be reunited with their owners if left in place rather than taken to a shelter. You can help decrease the number of stray animals flooding shelters.



VOLUNTEER PROGRAM

In March of 1999 CACC signed a Memorandum of Agreement with Union representing staff at CACC to allow volunteers to help out at the shelter. In October of 2009, CACC updated that MOA to add additional tasks. The agreement allows volunteers to do the following:

- Lost and Found Activities
- Adoption Activities (including enrichment activities)
- Humane Education
- Clerical & Administrative Support
- Veterinary Help (vaccine/chip clinics, spay/neuter services)
- Assist with Animal Care (adoption screening)
- Assist with Interim Maintenance cleaning (spot cleaning kennels)

Current Volunteer Onboarding Procedures:

- Attend an Information Session
- Complete an online survey
- Schedule a fingerprint background check – by appt only – City Hall 830a-430p Mon-Fri (no weekend hours)
- Begin volunteering on In-Kennel Enrichment (no animal handling)
- When fingerprints clear, begin training
 - Dog Handling or Cat Handling
 - Mentor Sessions
 - 1 on 1 Sessions

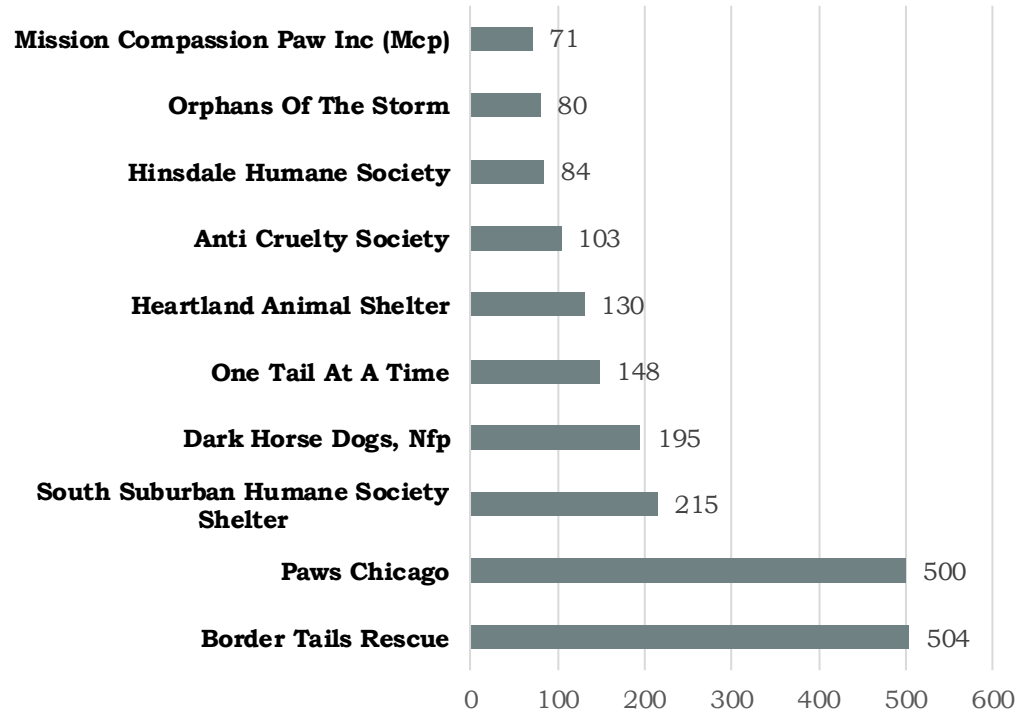
Homeward Bound Program

(January 1 – September 30, 2025)

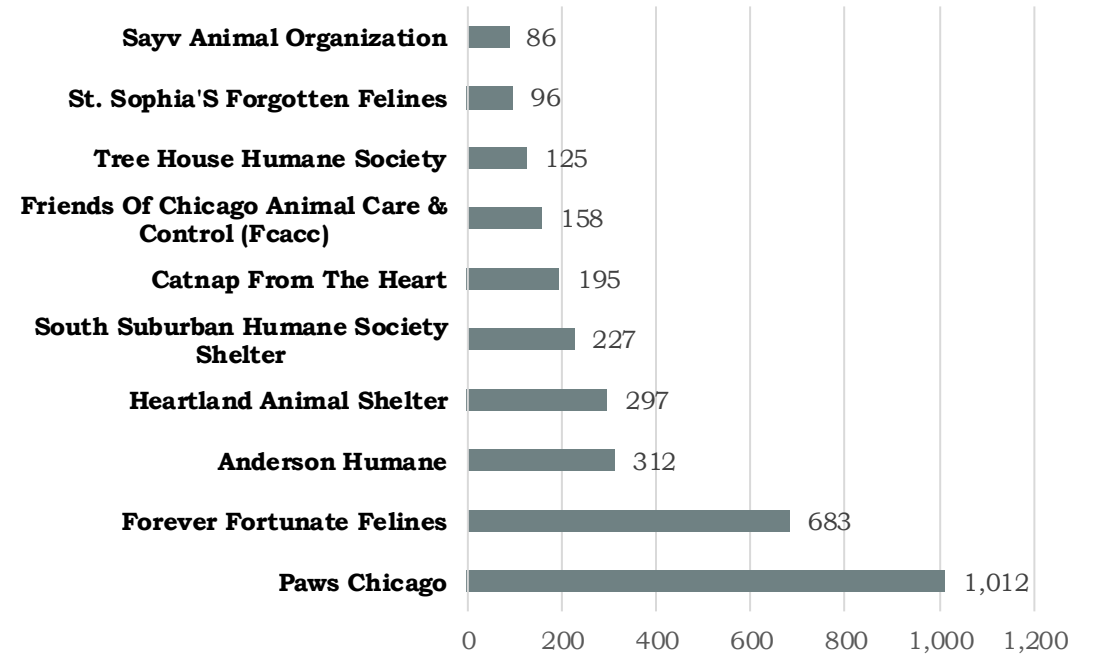


7,195 animals were transferred from CACC to rescue partners.

Top 10 Dog Transfers



Top 10 Cat Transfers





Partnerships

Outside of other City Departments, Ward Offices and Sister Agencies, CACC partners with:

- **Friends of CACC** – Supports with collars, leashes, harnesses, ID tags for adoptable pets, after-hours care, laundry facilities, and x-ray machine maintenance. Volunteer Coordinator position at CACC.
- **Cook County Animal & Rabies Control** – Joint efforts on vaccine clinics, IDPH rabies submissions, intake coordination and training opportunities.
- **PAWS Chicago – 360@CACC & Big Fix Programs**– Supports diversion, parvo recovery, volunteer assistance, Rescue Ready/Rescue Together programming and spay/neutering services.
- **Safe Humane Chicago** – Youth education programs, playlot programming, volunteer management, and corporate group engagement.
- **Flint Creek Wildlife** – Assists with wildlife related issues and transfers wildlife.
- **Dark Horse Dogs & South Suburban Humane Society** – Spay/neuter partnerships.
- **Lost Dogs Illinois / Microchip Hunters** – assistance with microchip research and microchip scanners.
- **Barriers Against Repeated Cruelty Chicago (BARC)** – Provides enrichment equipment for agility and nosework.
- **University of Wisconsin-Madison School of Veterinary Medicine** – Consulting on best practices.
- **Illinois Animal Control Association** – Training, best practices
- **Illinois Animal Welfare Federation** – Training, conferences, best practices.
- **PetCo LoveLost** – Grant for DAPP Vaccines for vaccine clinics.
- **Tails Together** – Provides training to adopters of CACC dogs.
- **PetSmart Charities** – Consulting on best practices.



Friends of Chicago Animal Care & Control

The City of Chicago takes in thousands of unwanted animals every year. Friends of Chicago Animal Care and Control provides adoption opportunities for CACC animals through a foster program, gifts the city shelter with resources the city budget doesn't cover like collars, leashes and tags for adopted pets, management for the shelter volunteers, maintenance for the washer and dryer amongst other things. In addition to covering the cost of the After Hours Crisis Care Program (\$1,024,572.95).

Cook County Animal and Rabies Control


- Interagency Agreement in place for animal sheltering, partners with CACC on FREE Dog Vaccination Clinics across the City of Chicago. Year to date, CACC performed 10 clinics in 2025 servicing 944 of pets. Services include rabies vaccination and tag, distemper vaccination and microchipping with registration. We have the potential to service 200 more pets at our final 2 clinics, provides training and conference opportunities at no cost to Chicago Animal Care and Control staff and assists with Illinois Department of Public Health rabies submissions.





PAWS Chicago 360@CACC Program

360@CACC is a public-private partnership between PAWS Chicago and Chicago Animal Care and Control (CACC) to offer life-saving resources to Chicago's homeless and at-risk dogs and cats. The 360@CACC provides a robust suite of prevention and lifesaving programs that have made significant progress in reducing euthanasia rates across the city.

- **Rescue Ready: *Helping Rescue Groups Take More CACC Animals*** . Rescue Ready provides subsidized medical services to animals—including spay/neuter, microchips, vaccines, heartworm tests, and FeLV/FIV testing – to encourage qualifying rescue organizations with limited veterinary resources to transfer more pets from CACC into their adoption programs.
 - **The Big Fix: *Getting CACC Pets Adoption-Ready through Spay/Neuter*** . The Big Fix program transports pets to the PAWS Chicago Lurie Spay/Neuter Clinic, where the animals are altered, vetted, and returned same-day to CACC ready for adoption. This helps animals go home sooner and reduces wait times for families ready to adopt. In 2024, PAWS spayed/neutered 931 CACC pets through the Big Fix.
 - **Adoption Support Program: *Facilitating Adoptions at CACC***. PAWS Chicago is providing a full-time staff member onsite to provide adoption support and matchmaking, ensuring potential adopters get the chance to meet pets and leave with a pet that best matches their home and lifestyle. In addition, PAWS Chicago adoption counselor volunteers supported CACC adoption events, helping send more animals home the day of each event.
 - **Pet Owner Support Program: *Helping Animals Stay in Their Homes***. Data suggests that 15-20% of families surrendering their pets to CACC would keep their pets with support to cover the rising costs of pet care. The Pet Owner Support program provides basic care and necessities—from food and pet supplies to vaccinations, spay/neuter and medical care for acute illnesses—to keep pets in their homes and out of the city shelter. In 2024, PAWS successfully kept 123 pets out of CACC through these vital services.
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Diversion History

- 2014 PAWS Chicago launched their first outreach program at CACC.
- 2015 PAWS Chicago launched their first diversion program, Paws Immediate Placement Program (PIPP) at CACC.
- 2016 Inception of Chicagoland Rescue Intervention & Support Program (CRISP). CRISP initially operated one day a week, later expanding to 2–4 days/week by 2019. During COVID, CRISP shifted to virtual support or just one day onsite.
- 2023 CACC and PAWS entered into an MOU launching the 360@CACC program. This program remains in place today and has already invested more than **\$1.3 million** into the program. PAWS publishes comprehensive data monthly on their website, ensuring transparency.
- 2024 CACC hires a Community Services Representative to help support the ongoing need.

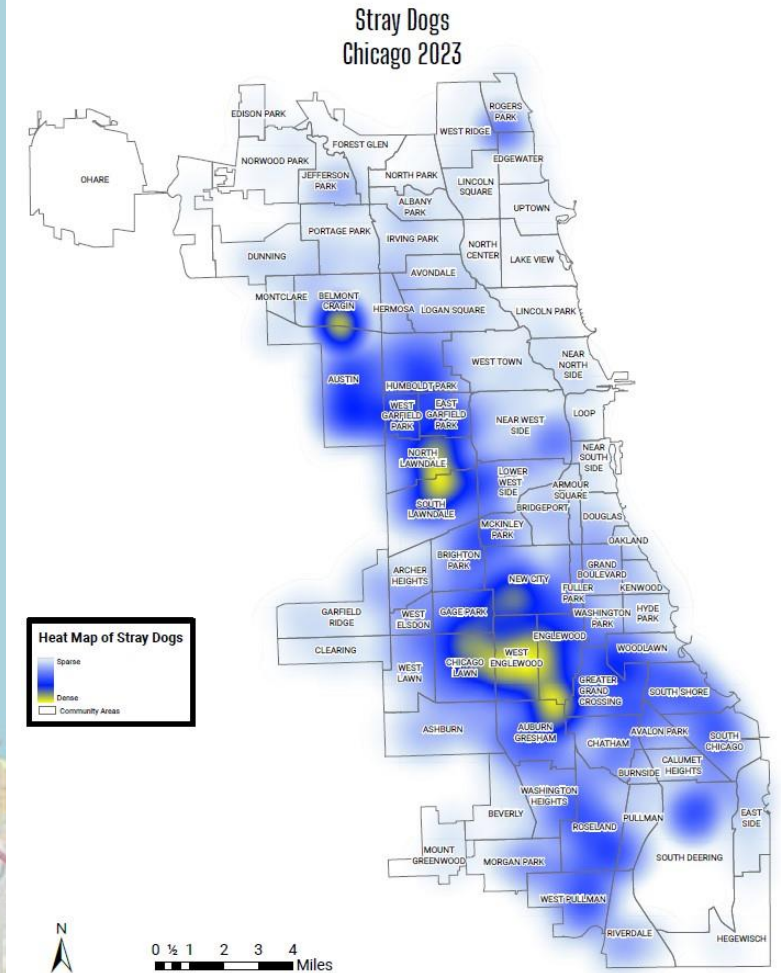
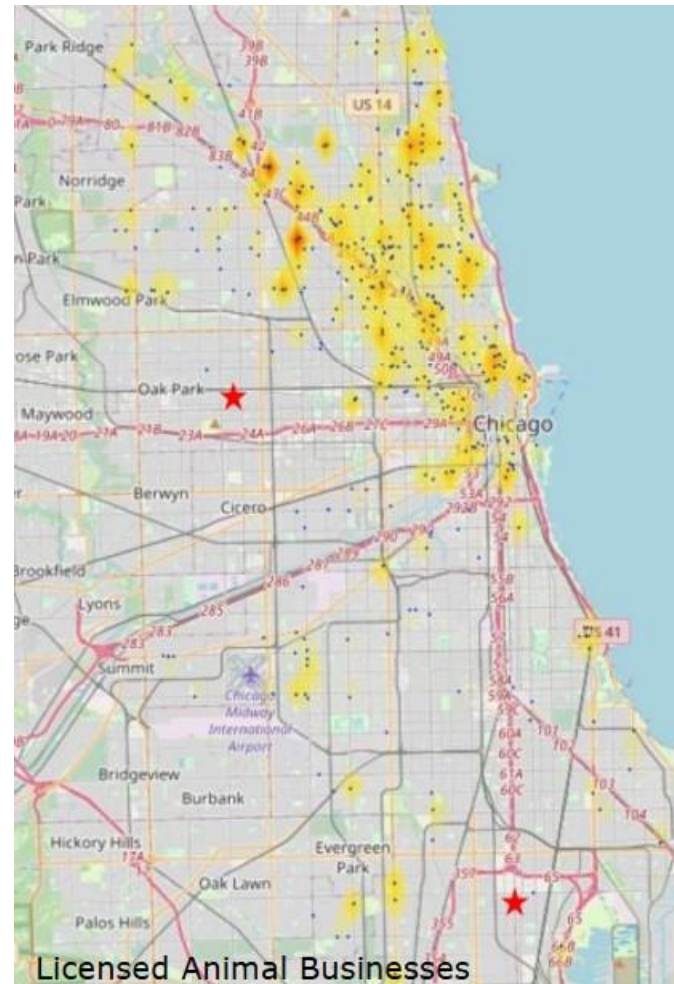


★ Supportive Services

In conjunction with CACC's Racial Equity Plan, CACC selected two community areas to focus on based on collected data.

In 2024, CACC opened an onsite storage unit for providing pet supplies to keep pets with people that care for them.

In 2025, half year data showed an increase of 900% more interactions with the public (from 14 households in 2024 to 140 in 2025).





The David R. Lee Animal Care and Control Facility is located at 2741 South Western Ave., Chicago, 60608.

CACC has a budget of \$7,519,976 with 73 budgeted FTE positions. Current vacancies include Executive Director (to be appointed by the Mayor), Staff Assistant (1), Animal Control Inspector (1), Animal Control Officer (4), Animal Care Clerk (1), Animal Care Aide I (1), Animal Care Clerk Hourly (4)

In November of 2024, CACC reduced its hours to be more efficient with staffing. We are proud to say that compared to 2024, CACC reduced the use of overtime by almost 36% in 2025.

2024 Q1 through Q3 = \$359,241

2025 Q1 through Q3 = \$128,765

- Staff are in the facility from 7a.m. to 7:30 p.m. daily for the care of the animals.
- Field Staff respond to service requests from 7a.m. to 7p.m Mon through Fri and 7a.m. to 3p.m. on Sat and Sun.
- To help find your lost pet or adopt a new pet, CACC is open from Noon to 7 p.m. daily.
- Animal Intake hours are 3p.m. to 7p.m. daily. Members of the Chicago Police Department have access to CACC 24 hours for emergency animal impoundments.
- Volunteer hours are from Noon to 7p.m. daily and partners in the Homeward Bound Animal Transfer Program are able to visit the shelter from 9a.m. to 7p.m. daily.



RESOURCE NEEDS

Access to Veterinary Care:

Help connect Chicago residents with free or low-cost spay/neuter services and community vet care.

Keeping Pets in their Homes:

The shelter should be a last resort. Communities need more vaccine clinics, pet food pantries, and temporary pet support (to include behavior services) to prevent surrenders. Additionally, CACC is seeing that housing limitations are the largest barrier.

Referral Network:


Collaborate with CACC & PAWS Chicago to help expand the 360@CACC Referral System to help pet owners and finders of stray animals keep the pets out of the shelter environment.

Prevent Misinformation:

When it comes to animal welfare in Chicago, we encourage everyone to use current, accurate CACC data.

Immediate Need: Transfers

The longer an animal remains in a high-volume shelter, the lower its chances of being re-homed. We're calling on our partners to prioritize Chicago animals and pull locally as opposed to out of state. We need space for the animals who truly need us.





**For more information, please
visit our website:
[Chicago.gov/cacc](https://chicago.gov/cacc)**