



Animal Custody Record Summary Report

Frequently Asked Questions

Who is required to submit a custody record summary report?

All Virginia releasing agencies are required to submit an annual custody record summary report. This includes public animal shelters, private animal shelters, home-based rescue groups, and animal control field offices.

When is the report due?

The report is due annually, during January or February of each year. A reminder letter will be sent out each December notifying you of the open submission period for the year's report, but you are responsible for submission regardless of receipt of this courtesy notice.

What information must be reported?

The report includes contact information, an intake policy (.doc, .pdf, .xls, or .jpg file from your computer), and sum totals of all animal intake and disposition for the year, separated by category and species. If you transferred animals to or from another Virginia releasing agency, you will also be required to provide the name and address of each transfer facility. If your organization had intakes or dispositions outside of the methods delineated in Code, you will be required to provide an explanation. Examples of reasons include births in your facility or stolen/escaped animals.

Do I have to submit individual custody records?

No, you do NOT need to provide any individual custody records. You will be asked to provide a total number of animals for each intake and disposition method by species (i.e., total number of dogs, cats, etc. for each intake/disposition category).

Who can access the information I provide?

Your report is part of an online database, which is accessible to the general public. Your contact information, all report details, and your intake policy will be available to anyone who visits the website: <https://arr.va-vdacs.com/Home/SelectReportNew>. You can also view previous years' reports using this web address.

How long do I have to submit my report?

The submission period generally lasts for 30 days, and will be announced each December. Submissions will NOT be accepted outside of the open submission window.

Where should I record...

- ...previously adopted animals that were returned to our organization?
 - The intake for these animals should be recorded as 'Owner Surrender.'
- ...animals currently being held by a foster?
 - The disposition for these animals should be recorded as 'On-hand December 31,' as they are still in the custody of your organization regardless of where they are physically housed day-to-day.
- ...animals which our organization will keep until the end of their lifespan?
 - The disposition for these animals should be recorded as 'On-hand December 31.'
- ...animals which were deceased before we collected them?
 - Animals dead on arrival should NOT be included in your report.

How do I fix mistakes or correct my report?

Before the submission deadline: Contact the database administrator at 804-692-4001 or animalcare@vdacs.virginia.gov.

After the submission deadline: Changes will NOT be accepted. You can use the 'other/miscellaneous notes' box to note any inaccuracies when you submit next year's report.

What is an intake policy?

This is the policy your agency uses to make decisions about animal intake. It may include the types of animals typically within the custody of your agency, those of which your agency does not take custody, and/or the policies utilized to make those decisions.

The names and addresses of my transfer organizations will not fit in the space allowed. How can I submit this information?

First, try separating your entries by commas or semicolons instead of line breaks. This significantly reduces the number of characters used. If you still exceed the character limit, use any of the other text boxes on your report to continue your list. Do NOT mail, fax or email any portion of your report to this office. You must list names and addresses in your report. Notes such as "list too long, see shelter for more information" will NOT be accepted.

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The 'On Hand January 1' column is not correct, and the numbers are grayed out. How do I change them?

This column is carried over from your report last year. Any animals you reported as "On Hand Dec. 31" (Column Q) the previous reporting year, will be included as "On Hand January 1" (Column A) on this year's report. If these numbers are incorrect due to recordkeeping or other errors, use the "Other" intake and disposition columns (Columns H and P) to correct any discrepancies. Be sure to provide an explanation in the corresponding text box.

I'm having trouble submitting my report/How do I know my report went through successfully?

When you select "submit" at the bottom of the report, a screen will appear notifying you that your report has been submitted successfully. If you do not see this screen, your report did NOT transmit. **Scroll down the page to view any validation errors, which will appear midway down in red.**

Do NOT mail, fax, or email any portion of your report to this office. Information provided outside of the reporting system will NOT be accepted.

Common problems with submission are:

1. Taking too much time in the system. The system will prompt you to continue your session, but will eventually time out anyway. We recommend you gather your submission materials in advance to minimize time spent logged into the system.
2. Failing to submit an intake policy. Directly under your contact information, you must use the "choose file" button to select an intake policy file from your computer. You will NOT be able to submit your report without one.
3. Not reconciling intake and disposition numbers. Each animal reported for the year must have both an intake and disposition method. The 'totals' columns in each section MUST match.
4. Not ensuring zeroes are present in all empty boxes. Each box not containing a number must contain a zero, or the form will not work correctly. If you have not included a zero in an empty box, the corresponding row and column totals will show 'NaN' instead of a sum.

My organization is an independent animal control field office, which contracts with a shelter to house animals. Do I have to submit a report? Who should report animals taken to the contracted facility?

Yes, a report is required for animal control field offices. However, animals taken to the contracted shelter facility should appear only on the shelter's animal custody summary report, NOT on the animal control field office report. Only animals NOT taken to the shelter should be included in the field office report. This may include, but is not limited to, critically injured animals taken straight to a veterinarian for euthanasia, or animals impounded and returned directly to the owner, rather than being taken to the shelter. The report should NOT include animals that were not alive when impounded by animal control (DOA).

My organization is closed now. Why am I still being asked for a report?

If your organization closed during the reporting year, you will be required to submit one final report summarizing any intakes or dispositions during the final year of operation. If your organization was closed the entire year, contact the database administrator at 804-692-4001 or animalcare@vdacs.virginia.gov to be deactivated.

My question was not answered in this FAQ. Where can I find more information?

The following additional resources are available on our website:

- Detailed System Walkthrough
- Required Information Checklist
- Definitions of Report Fields

<http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml>



You may direct any further questions to the database administrator, at 804-692-4001 or animalcare@vdacs.virginia.gov, during normal business hours.