Protecting animal welfare continues to be a core mission of the U.S. Department of Agriculture (USDA). In recent years, we have expanded our approach to promote compliance with the Animal Welfare Act (AWA) by using collaborative, results-driven methods. Supporting our regulated community helps support AWA compliance—and the humane care of animals. With more than 8,000 AWA licensees and registrants and over 1 million animals to protect, this part of our work is crucial.

**Why Working Together Matters**

- **Gains faster compliance** than traditional enforcement actions
- **Improves animal welfare** by encouraging best practices that exceed standards
- **Maximizes resources** and broadens the impact of our Animal Care work

**What About Enforcement?**

Collaborative methods won’t work in every situation. We’ll always use OUR ENFORCEMENT AUTHORITY when collaborative methods aren’t appropriate or effective.

**How We Promote Compliance Through Customer Support**

**Customer Service**

- **Online licensing and registration assistant** to help facilities quickly find out if they need to be licensed or registered under the AWA
- **Courtesy visits** for regulated facilities seeking our help with questions about compliance or input on strategies or best practices to resolve a challenge

**Quality Inspections**

- **Teachable moments** bring facilities into immediate compliance and help them better understand their responsibilities
- **Inspection Guide** and training exercises to ensure our inspection process is clear, consistent, and fair

**Outreach**

- **Connecting with attending veterinarians** to establish partnerships for animal welfare oversight that extend beyond our inspections
- **Informational aids and resources** give practical guidance to support facilities in providing the very best care to their animals

**Direct Support**

- **Compliance visits and calls** to follow up on non-compliances and give facilities personalized help with their compliance challenges
- **Reminder calls** to ensure timely license renewals