

MISSION

To promote the humane treatment of animals, prevent cruelty to animals and provide education to enhance the human-animal bond.

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MAKING A DIFFERENCE THROUGHOUT THE NETWORK

The San Diego Humane Society and SPCA is a unique and an independent 501(c)(3) organization, and is not affiliated with any other local, state or national entity such as the Humane Society of the United States in Washington or the ASPCA in New York. We are supported by contributions, grants, bequests, investments, proceeds from our in-shelter retail outlets and some fee for services. Your contributions stay right here to help animals and people in need, and to enhance and support the human-animal bond in our local, San Diego area communities.

CONTACT INFORMATION

Central Campus:
5500 Gaines Street, San Diego, CA 92110

North Campus:
(For dogs)
2905 San Luis Rey Road
Oceanside, CA 92058

(For cats & small animals)
572 Airport Road
Oceanside, CA 92058

Main Telephone: (619) 299-7012

Website: www.sdhumane.org

A Network of Nurturing

Working together to create miracles every day.



Miracle Moments

Every day, we are privileged to witness the glory, unconditional love and resilience of the animals we nurture at our various locations. Throughout this report, we have captured the special moment when an animal has benefited from the care of a particular program, service or treatment at the San Diego Humane Society. These moments are made possible by the dedicated, caring hearts which support our work. Thank you for allowing these miracles to occur.

Tell Us About Your Animal Miracle!

It's no secret that animals enhance our lives and often fill our hearts with their unconditional love and zest for life. Perhaps you have your own miracle to share – an animal overcoming the odds or helping you in a miraculous way? If so, we'd love to hear from you!

Please share your story with us via email at love@sdhumane.org.

We will do our best to use your story in an upcoming magazine article, email, social media post or other correspondence. All responses received by March 31, 2012 will be entered in a drawing for a \$25 gift certificate to Muttique, the Humane Society's animal retail store.

The North Campus

(serving the North County of San Diego, including Oceanside and Vista)

Airport Road

- Care and adoption of cats, kittens and small animals
- Around-the-clock nursery for orphaned kittens, queens and their litters
- Educational and community programs

San Luis Rey Road

- Care and adoption of dogs and puppies
- Site of Animal Field Services Team
- Advanced shelter medicine
- Dog licensing

Off-Leash Dog Park

- Recently renovated and adjacent to dog shelter
- Separate play areas for large and small dogs

The Central Campus

(serving the greater San Diego community)

Gaines Street

- Care and adoption of dogs, puppies, cats, kittens and small animals
- Educational and community programs
- Private and public Behavior and Training Classes
- Advanced shelter medicine

Sherman Street

- Non-public, quiet place for animals to rehabilitate
- Foster care program, care for baby animals and those with special needs and injuries
- Site of Humane Investigations team

Paws Nursery

- Non-public, 24/7 neo-natal kitten nursery
- Advanced shelter medicine

Banks Street

- Operational support services for all locations in the network



Miracles come in small packages



The wonder of finding love

A Network of Miracles



The marvel of neonatal care



A bond that heals wounds



Connecting animals and people

As one of San Diego's oldest non-profit organizations, the San Diego Humane Society and SPCA is privileged to be an integral part of a caring and compassionate community of animal lovers.

Thanks to the leadership, support and commitment of our community, we are making tremendous strides in demonstrating that a Humane Society can be much more than a safe haven for homeless animals. As we successfully fight animal cruelty, save lives with advanced veterinary care and provide humane education to more children and adults than ever before, our programs extend beyond shelter walls and into the countless human hearts which declare, "An animal's love has made all the difference in my life."

A large part of the San Diego Humane Society's success is a result of utilizing multiple locations to serve the individual needs of each animal in our care. In this report, we are proud to share how our innovative "network" nurtures and honors every unique animal that comes through our doors, resulting in awe-inspiring miracles.

Veterinary Care

The Veterinary Medicine Department consists of highly skilled Veterinarians and Veterinary Technicians who work together to provide life-saving specialized surgeries, long-term rehabilitation and progressive treatments to thousands of animals every year. Between two veterinary hospitals in San Diego and Oceanside, and with the help of our local medical partners, the San Diego Humane Society is able to provide comprehensive care to every treatable animal in need, regardless of the severity of injury.



Mouseberry

MEDICAL Mouseberry's Miracle

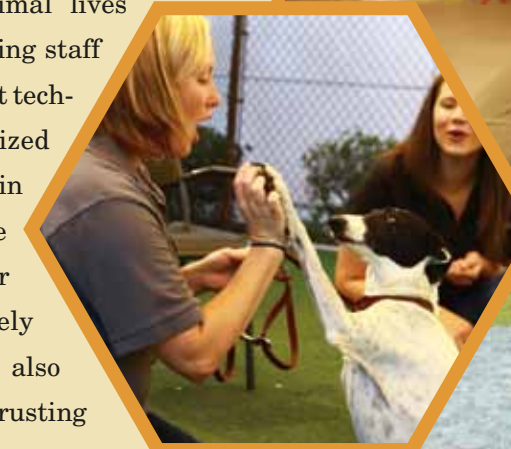
Things seemed hopeless when a Humane Officer found Mouseberry completely paralyzed, lying on the side of the road. Our veterinary team tenderly cared for Mouseberry and spent months rehabilitating her, teaching her how to walk again with the help of a specially designed wheelchair. Less than five percent of animals with chronic spinal injuries fully recover as Mouseberry did. Today, she walks and runs around freely in her new home as a cherished member of a new family, never taking a single step for granted.



Behavior and Training

In 2010, the San Diego Humane Society added a distinguished expert to its staff of professionals, Dr. Petra Mertens, a Certified Applied Animal Behaviorist. Dr. Mertens is a Diplomat of the American College of Veterinary Behaviorists and a Diplomat of the European College of Veterinary Behavior Medicine – Companion Animals, making her one of only three people in the world to hold both distinctions.

Dr. Mertens leads a specialized team which touched thousands of animal lives last year. The Behavior and Training staff incorporates positive reinforcement techniques and develops individualized training programs for animals in need. As a result, animals are happier and healthier in the shelter environment and are more likely to find a home faster. They are also more likely to build a lifelong, trusting relationship with their new family.



Roxy

BEHAVIORAL Rox's Miracle

Being deaf, Rox had always found the world to be a very scary place. When she was brought to the San Diego Humane Society, the trainers customized a plan to help her become more responsive and less fearful by using innovative technology and training tools that have proven successful among fearful, deaf dogs. Before long, Rox was showing signs of vast improvement and displaying boundless affection towards her human companions. She was soon adopted into a loving home that continues to work with her disability, which led to Rox's new job: supporting people who also have disabilities. Today, Rox is a fearless and happy contributor to others in need.

Humane Law Enforcement

A Voice for the Voiceless

Investigations and Animal Cruelty

Director of Humane Law Enforcement, Randall Lawrence, oversees both the Humane Investigations Team and the Field Services Team. The Investigations Team pursues cases of animal cruelty and neglect, enforces laws, educates the public on the proper care of their animals and rescues animals from emergency situations. The department also supervises the Animal Rescue Reserve, a group of specially-trained volunteers equipped to rescue animals threatened by natural and man-made disasters and other emergency situations.

Animal Field Services

Working in partnership with municipal authorities and law enforcement, the Field Services Officers pick up and care for stray or injured domestic animals, respond to dog bite reports, re-unite lost animals with their owners, and enforce other animal related laws in the communities of Vista and Oceanside.

FIELD SERVICES

Pumpkin's Miracle

The San Diego Humane Society's Field Services Department received a call about a stray dog who was hurt and unable to move in Oceanside. They drove to the scene and found Pumpkin lying on the concrete with two broken legs. Since Pumpkin was too fragile to be placed in the back of the van, Officer Emily Fisk cradled her in her lap the entire ride to the veterinary hospital. Though Pumpkin was in obvious pain, she kept looking up at Emily and kissing her face as if to say, "I love you" again and again. Pumpkin received months of veterinary support and rehabilitation from the San Diego Humane Society before she was adopted into a loving home with three children and a black Lab companion.

Pumpkin

Paws to Success: The Nurseries

The San Diego Humane Society and SPCA launched the Paws to Success Program in 2009, a three-point approach to ending the euthanasia of healthy and treatable animals countywide by 2020.

The first point of action in the Paws to Success program was to create a 24/7 kitten nursery, as research showed that 71 percent of at-risk and potentially treatable animals euthanized in San Diego Animal Welfare Coalition (SDAWC) shelters were kittens and cats. Specifically, 38 percent were kittens under the age of eight weeks old. Since its opening, the Paws Nursery has grown at an amazing rate. In June 2011, a second 24-hour kitten nursery opened in the North County at the Airport Road location. Here, orphaned kittens under eight weeks old are admitted, along with mother cats (called "queens") and their nursing litters. Last year, as a result of both kitten nurseries, 1,454 fragile lives were saved that would otherwise have been lost. To date, well over 3,000 kittens have been saved as a result of this program.

PAWS

Eeyore's Miracle

Eeyore was left in a plastic bag in a dumpster at just a few days old. Thankfully, someone heard his cries and brought him to our 24-hour Paws Kitten Nursery at our North Campus in Oceanside. With severe injuries on the top of his head and tail, he was transferred to our Central Campus on Gaines Street for extensive medical care and surgery. Eeyore was given tender, unwavering care by Paws staff and was socialized with other kittens during his rehabilitation process. Lucky to benefit from the network of support that led to his full recovery, Eeyore was adopted as a healthy and happy kitten into a loving home.

Eeyore

The Network Continues to Grow in North County

Airport Road Opens!

The latest addition to the San Diego Humane Society and SPCA is its newest location in Oceanside at 572 Airport Road, which was opened in June of 2011. The addition of 30,000 square feet provides more space to house cats, kittens and small animals. It also serves as a center for animal-related community programs and as a hub for the North County-based animal cruelty Investigations Department. Animals across the network benefit from this expansion, as we are now able to offer specialized care to more animals in need and provide more convenient access to our programs and services for the pets and people in North County. With heart, tenacity and teamwork, we hope to utilize our success at the Central Campus on Gaines Street in San Diego as a model for continued growth at Airport Road, providing the animals with the highest level of quality care, and as always, quality love.



Celebrating the Human-Animal Bond in North County

Supporting the animal-loving community is an integral part of what the San Diego Humane Society does. Beyond the adoption of animals, the vision of the San Diego Humane Society is to provide a range of opportunities for the community to enjoy their companion animals and to experience the special connection called the human-animal bond. For this reason, the San Diego Humane Society recently renovated its dog park in North County, with the generous support of PETCO and the PETCO Foundation. Now, as Oceanside's only off-leash dog park, this beautiful community resource provides a positive, fun, healthy and educational environment where people and their dogs can spend quality time together.



Gin Gin

AIRPORT ROAD *Gin Gin's Miracle*

Gin Gin found himself without a home after his owner passed away. Having just lost his family, his safe and familiar surroundings and the home he'd loved all his life, Gin Gin was shy, fearful and overwhelmed when he first arrived at the San Diego Humane Society. He was in need of advanced medical intervention to manage a heart murmur, a skin infection and dental disease. After receiving months of veterinary care and lots of love from the Behavior and Training Team, along with staff and volunteers, he slowly began to come out of his shell. Before long, Gin Gin grew affectionate, warm, and was ready to love unconditionally again – and soon thereafter, he found the home of his dreams.





Community Programs

Whether a child is learning how to appropriately pet a dog for the first time or what it means to be a Humane Investigations Officer, our Humane Education Department provides countless little learning experiences yielding big results. Last year, 18,841 children participated in humane education, a 44% increase from 2009-10.

Adults also benefit from our various Humane Education programs, such as Project KEPPT (Keeping Every Person and Pet Together). On the first Sunday of each month, the San Diego Humane Society offers a vaccination clinic, pet food bank, licensing, micro-chipping, behavior and training advice, pet-friendly housing referrals and more at our Airport Road location in Oceanside. This special program provides vital support for those in the community who need assistance in keeping and caring for their companion animal.



Pet-Assisted Therapy

The San Diego Humane Society and SPCA recognizes that sometimes what an animal can give and teach is a powerful source of healing and personal connection. Animals provide unconditional love and emotional support. Without long to-do lists or worries blocking them from the present moment, they live in the here and now and fill it with compassion. The San Diego Humane Society's Pet-Assisted Therapy program touched

the lives of nearly 11,000 people last year, as volunteers brought dogs, rabbits, guinea pigs and rats to patients at convalescent homes, hospitals, mental health centers, abused children's homes, juvenile detention centers and more. Sharing love, spreading joy, and boosting spirits is the amazing work of our Pet-Assisted Therapy Team.



PET-ASSISTED THERAPY *Hippity's Miracle*

After being attacked by a dog, Hippity was in shock when he was carried through the doors of our North Campus with four broken ribs and possible pulmonary contusions. Hippity received immediate veterinary care and was then fostered by Humane Society volunteer, Kevin Rootin. Kevin noted during the weeks he cared for Hippity that despite his rough start to life, this was one of the most gentle and affectionate creatures he'd ever met. As a result, Hippity was placed into the San Diego Humane Society's Pet-Assisted Therapy program, visiting those who needed, but rarely received, compassion and love from a nonjudgmental creature. Countless days have been brightened as a result of this resilient, love-filled rabbit who overcame the odds.

Volunteers

In every area of our work, volunteers play a significant role in our success. From walking dogs and bottle-feeding kittens to fundraising and helping with clerical work, the Humane Society would not be where it is today without its more than 1,100 dedicated, talented and inspirational volunteers.



Fiscal Year 2010-2011: The Network – By the Numbers

SUMMARY

Total Animals Impacted	37,653
Total People Impacted ¹	190,020
Staff	244
Volunteers	1,124
Staff to Volunteer Ratio	1:5

¹Includes Customer Service Department contacts.

ANIMALS RECEIVED

Owner Relinquishments	989
Stray Animals Admitted	4,770
Animals Transferred from other agencies to the Humane Society ²	140
Animals Rescued for their Protection	138
Adoption Returns	186

Total Intake 6,223

²Includes animals outside of our jurisdiction, queens and/or transferred medical cases, etc.

ANIMALS GOING HOME

Dogs	1,489
Cats	2,289
Small Animals & Horses	251
Animals Returned to Owners/Reclaimed	902

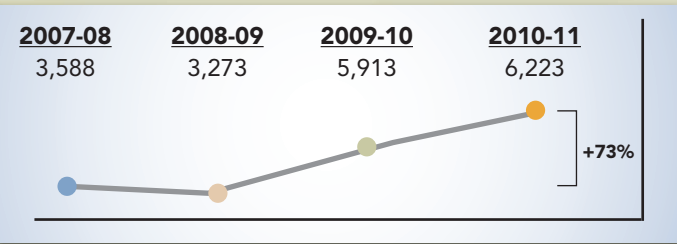
Total Animals Going Home 4,931

ANIMAL INTAKE – INTERPRETING THE TREND

Although the intake of animals admitted to the San Diego Humane Society and SPCA continues to increase as a result of our municipal contracts with the cities of Oceanside and Vista, the overall population of animals is changing significantly, booming more challenging for a variety of reasons:

- Stray animals have no owner history;
- Over 80% of the stray animals have medical conditions including an abundance of emergency critical care needs;
- Stray animals generally have significant behavioral issues associated with lack of history, poor socialization, and many being mature and unaltered.

As a result, the animals in our care are needing a higher level of care and generally require lengthier stays to be re-homed.



By law, stray animals can only be accepted at our North Campus as part of our municipal contract, and cannot be accepted at any of our other locations. Space permitting, the SDHS accepts owner relinquished animals at all public locations.

OTHER OUTCOMES

Animals Transferred to Other Agencies	194
Animals Euthanized ³	989
Animals that Died of Natural Causes While in our Care	97

Total Other Outcomes⁴ 1,280

³Of the animals euthanized, none were considered "healthy," "treatable," or "rehabilitatable." All animals euthanized were considered "unhealthy" or "untreatable" due to serious medical or behavioral issues.

⁴Does not include the difference between beginning shelter count and ending shelter count of 12.

Placement Rate for Healthy Animals	100%
Placement Rate for Treatable/Rehabilitatable Animals	100%

For animals that are classified as "unhealthy" or "untreatable" for medical or behavioral reasons as dictated by SDAWC Accords, to end unnecessary suffering, and in some cases for obvious public safety reasons, a small percentage of animals are euthanized. In Fiscal 2010-11, 16% of our animal population fell into this category.

BASIC VETERINARY CARE

Total Animals Examined by a Veterinarian	10,120
Spay/Neuter Surgeries for Humane Society Animals	3,241
Spay/Neuter Surgeries for Department of Animal Services Animals	3,834
Parent Animals Spayed/Neutered Through the Litter Abatement Program ⁵	43
Veterinary Pre- and Post- Consultations Provided	439

⁵When a litter of kittens or puppies is relinquished to the San Diego Humane Society for adoption, we offer to spay or neuter the parent animal(s) at no cost and return them to their owners.

ADVANCED SHELTER MEDICINE

Dental Procedures	265
Laboratory Procedures (i.e. blood work, biopsies and other diagnostics)	3,225
Radiographs	742
Orthopedic Surgeries	96
Other Surgeries (i.e. mass removal, exploratory surgery, eye/ear surgery, abcess drainage)	315
Outsourced Specialty Surgeries	239
Outsourced Treatment Expense Incurred by the Humane Society ⁶	\$379,711

⁶Includes specialty surgeries, diagnostics, critical care and procedures that cannot be performed in-house. For FY 10-11, a significant portion of this amount was for SDHS spay/neuter surgeries.

PAWS TO SUCCESS

Total Kittens Admitted	1,830
Kitten Adoptions	1,454
Live Release Rate ⁷	88%

⁷Live release rate also includes kittens still in our care.

BEHAVIOR & TRAINING

Humane Society Dogs and Cats Receiving Specialized Training ⁷	1,736
Pre- and Post- Adoption Consultations Provided	334
Adoption Follow-up Calls Completed	3,751
Behavior Helpline Calls/Emails Received and Answered	562
Behavior Training Classess Offered to the Public	245
Registrants Instructed through Public Training Classes/ Workshops	1,391
Private Consultations and Training Sessions for Owned Animals	194

⁷This customized training is in addition to the basic training provided to most animals available for adoption at the Humane Society.

INVESTIGATIONS & ANIMAL CRUELTY

Cruelty and Neglect Reports Responded To	1,926
Animals Seen in the Field	14,551
Animals Taken into Custody (Relinquished and Seized)	138
Notices of Violation	510
Pre- and Post- Seizure Hearings	12
Pet Shop, Stable/Feed Store, Rodeo, Circus, Foster and Other Inspections	104
Educational Speaking Engagements	56
Cases Resolved	1,852

ANIMAL FIELD SERVICES

Animal Bite Quarantines	515
Number of Field Services Complaints (ie. Running at Large, etc.)	6,237

ANIMAL RESCUE RESERVE

Hours of ARR Volunteer Training	5,877
Hours Spent Executing Rescue	683
Animals Assisted in Emergency Situations	45

RAISING COMMUNITY AWARENESS

Community Outreach

ADULT PROGRAMS

Doggie Café	419
Happy Hour Lectures	248
Pet Loss Support Group	115
Pet First Aid Classes	53

On Site Adult Participation 835

Info Booths	10,023
Speaking Engagements	208

Off-Site Adult Participation 10,231

TOTAL ADULT PARTICIPANTS 11,066

CARE AND CONFIDENCE: The San Diego Humane Society and SPCA utilizes Shelter Buddy™, an animal shelter database system, for its animal tracking, statistical management and reporting.

YOUTH PROGRAMS

Animal Adventure Camp (Spring and Summer)	583
Birthday Parties	863
Storytimes	339
Home-School Programs	130
Scout Programs	983
General Tours	197

On-site Youth Participants 3,095

School Outreach	15,391
Listening E.A.R.S.	355

Off-site Youth Participants 15,746

TOTAL YOUTH PARTICIPANTS 18,841

TOTAL ADULTS AND YOUTHS REACHED 29,907

Other Community Outreach Efforts

PET-ASSISTED THERAPY

Total Facilities Visited	589
Total People Reached	10,970

PROJECT KEPPT⁸

Total People Impacted	7,565
Total Animals Impacted	6,578

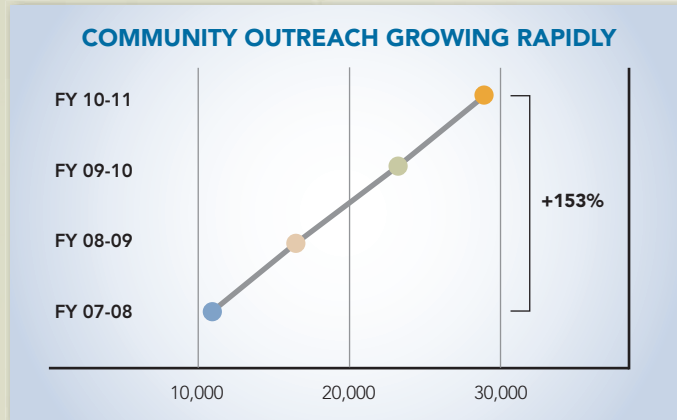
⁸Project KEPPT (Keeping Every Person and Pet Together) is a community service initiative to provide education, resources and services to those in need to assist our community in keeping their companion animals and to enhance the human-animal bond.

FUNDRAISING & DEVELOPMENT

Total Individual Gifts Generated	44,450
Total Bequests and Planned Gifts Received	64

COMMUNITY OUTREACH AT A GLANCE

A vital part of the San Diego Humane Society and SPCA's mission is to provide humane education through various community outreach efforts. In FY 2010-11, the number of people directly impacted by humane education increased by nearly 30%, and 153% over the past four fiscal years. With our expansion into the North County, we anticipate this trend to continue.



2010-2011 Financial Information

EXPENSES		
Adoptions and Animal Care	\$11,345,055	65%
Donor Development and Fundraising	\$2,521,989	14%
Management and General	\$1,293,218	7%
Investigations and Field Services	\$1,196,625	7%
Community Outreach	\$804,454	5%
Marketing and Communications	\$379,755	2%
Total Functional Expenses	\$17,541,096	100%

INCOME		
Bequests and Planned Gifts	\$18,517,100	60%
Investment Income (net of expense)	\$4,832,381	16%
General Contributions	\$4,030,402	13%
Field Service and Licensing Fees	\$1,622,935	5%
Special Events (net of expense)	\$416,074	2%
Veterinary Health Services	\$401,671	1%
Adoption/Training Animal Program Fees	\$398,110	1%
Education Program Fees	\$262,658	1%
Retail (net)/Facility Income	\$218,923	1%
Total Support and Revenue	\$30,700,254	100%



Development

For more than 130 years, compassionate animal lovers have supported the San Diego Humane Society and SPCA, an organization which is funded almost entirely through private donations.

Because of our community’s generous support and endless love of animals, thousands of precious lives are saved and human hearts touched by the incredible experience of loving a companion animal.

Every year, members of the community tune into our Telethon, Walk for Animals and dress up with their dogs to attend our Fur Ball gala, raising the critical funds necessary to care for countless animals and serve people in need.



San Diego Animal Welfare Coalition Accords

In August of 2004, a summit of animal welfare industry leaders from across the nation convened at Asilomar in Pacific Grove, California, for the purpose of building bridges across varying philosophies, developing relationships, agreeing on common definitions and gathering statistics in a standardized format. The statistical guidelines developed from the spirit and vision of this meeting came to be known as the Asilomar Accords. They serve as an important tool in tracking the progress and goal of the Asilomar Accords, which is to significantly reduce the euthanasia of healthy and treatable companion animals in shelters across the United States.

ANNUAL ANIMAL STATISTICS TABLE				
	Dog	Cat	Others	Total
A Beginning Shelter Count (July 1, 2010)	249	480	92	821
INTAKE				
B From the Public	2,992	2,778	313	6,083
C Incoming Transfers from Organizations Within Community/Coalition	5	121	7	133
D Incoming Transfers from Organizations Outside Community/Coalition	1	1	5	7
E From Owners Requesting Euthanasia (Not Healthy)	1,357	735	78	2,170
F Total Intake (B + C + D + E)	4,355	3,635	403	8,393
G Owner Requested Euthanasia (Not Healthy)	1,357	735	78	2,170
H ADJUSTED TOTAL INTAKE (F - G)	2,998	2,900	325	6,223
OUTCOME				
I Adoptions	1,489	2,289	251	4,029
J Outgoing Transfers to Organizations Within Community/Coalition	24	46	11	81
K Outgoing Transfers to Organizations Outside Community/Coalition	90	1	22	113
L(1) Return to Owner (Stray animals Only)	785	70	8	863
L(2) Reclaim (Animals relinquished by and then returned to owner)	29	10	0	39
DOGS & CATS EUTHANIZED				
M Healthy (Includes any healthy animal euthanized at owner request)	0	0	0	0
N Treatable – Rehabilitatable	0	0	0	0
O Treatable – Manageable	0	0	0	0
P Unhealthy & Untreatable	469	489	31	989
Q Owner Requested Euthanasia (not healthy)	1,357	735	78	2,170
R Total Euthanasia (M + N + O + P + Q)	1,826	1,224	109	3,159
S ADJUSTED TOTAL EUTHANASIA (R - Q)	469	489	31	989
T Subtotal Outcomes (I + J + K + L(1) + L(2) + S) Excludes owner requested euthanasia (not healthy)	2,886	2,905	323	6,114
U Died or Lost in Shelter Care	33	43	21	97
V TOTAL OUTCOMES (T + U) Excludes owner requested euthanasia (not healthy)	2,919	2,948	344	6,211
W Ending Shelter Count (June 30, 2010) [A + H - V]	328	432	73	833
X Annual Live Release Rate/Percentage [(I + J + K + L(1) + L(2))/ T]	84%	83%	90%	84%

The Annual Live Release Rate does not include (Q) owner requested euthanasia which were not healthy and (U) animals that were lost while under shelter care.