



IMPACT REPORT
2019-2020



From the President and CEO

San Diego Humane Society celebrated its 140th anniversary this year — and what a year it's been!

We kicked off the 2020 fiscal year in celebration: We opened our new and improved Behavior Center, one of only a handful of facilities in the country to provide lifesaving behavior training for animals who need more help than a traditional shelter can offer. We prepared for the inevitable rush of animals over the spring and summer. And then in March, the world changed.

When the COVID-19 pandemic began, bringing with it unprecedented challenges, San Diego Humane Society quickly adapted to continue our lifesaving work. While humans were social distancing, animals still needed us! Our teams implemented new policies and procedures to keep staff, guests and volunteers safe while meeting the needs of animals and our community — including virtual adoptions, caring for kittens while wearing facemasks, expanding our support for pet families in need and so much more.

As an open-admissions shelter, we don't turn animals away. With safety standards in place, we continued to take in companion animals and injured and orphaned wildlife. We kept caring for animals with serious medical needs and behavior challenges — animals who would have nowhere else to turn. And our Humane Law Enforcement team was still out in the field seven days a week, responding to our community's urgent calls for help.

While our work continued, we knew that COVID-19 would create drastic changes — including financial instability — for pet families. We immediately increased access to our Community Pet Pantry. Now, pet owners in need can come to our campuses in El Cajon, Escondido, Oceanside and San Diego, six days a week, and receive the food and supplies they need to keep the pets they love.

Every one of our accomplishments was made possible by you and others in our community. While this has been a challenging time for so many in San Diego, you made it possible for San Diego Humane Society to keep moving forward in our commitment to animals. You and your fellow San Diegans stepped up in incredible ways — from volunteering to foster pets in your homes to giving generously to support our work. And thanks to you, we are meeting this challenging time with service, hope and compassion.

San Diego Humane Society has been here for 140 years, and we remain committed to being here for animals and the people who love them. We are proud of the impact we're making, including ensuring that San Diego County continues to Stay at Zero euthanasia of healthy and treatable shelter animals. With you by our side, we look forward to continuing to make San Diego County the safest and best place to be — or have — an animal. We hope you enjoy this look back at the past year and all we've accomplished together.

Sincerely,

Gary Weitzman, DVM, MPH, CAWA
President and CEO, San Diego Humane Society

BY THE NUMBERS

44,483 Animals Admitted

19,230 Animals Adopted

17,473 Animals Spayed/Neutered

38,696 Responses by
Humane Law Enforcement

2,024,013 Pet Meals
Distributed





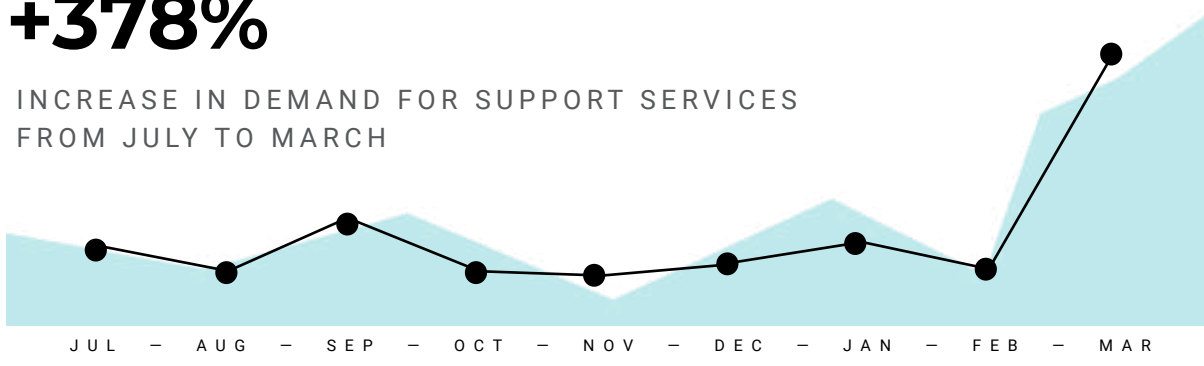
RESPONDING TO COVID-19

San Diego Humane Society is an essential service provider – and that means we never stopped being there for animals and the people who love them. When the pandemic hit, we quickly pivoted to provide virtual adoptions, expand our services for pet families in need and inspire compassion during this challenging time.

Expanding Our Reach

+378%

INCREASE IN DEMAND FOR SUPPORT SERVICES FROM JULY TO MARCH



1,530 1,387 1,797 1,351 1,308 1,390 1,638 1,490 5,637

As families throughout San Diego County faced the challenges and uncertainty caused by COVID-19, demands for our support services skyrocketed. In March alone, we impacted nearly four times as many families as we did in July. Just within the first month of the pandemic, we distributed more than 60,000 pounds of pet food – approximately 273,000 meals – to help people keep their pets. Thanks to your support, we've been there for our community when they've needed us most.



GOING ONLINE WITH PROGRAMS

To engage our community during social distancing, we developed a wide array of virtual programs! Our team started sharing weekly informative live videos featuring companion and wild animals through our Humane at Home series on Facebook. We also moved to a virtual format for many of our programs, including our adult lectures and school classroom visits, gave virtual tours of our facilities and fulfilled multiple requests for virtual birthday wishes!



MORE THAN 2 MILLION MEALS

Never has our work to help pet families facing financial hardship been more urgent than this year. With more people losing their jobs and struggling to make ends meet, we worked quickly to expand our pet meal distribution services. We opened a socially distanced drive-thru Community Pet Pantry at our Escondido, Oceanside and San Diego campuses that provided food and other supplies to anyone who needed them. We also partnered with local organizations – from schools and those serving seniors to other animal rescues – to increase the availability of pet food throughout San Diego County. Through these efforts, we provided more than 2 million meals for hungry pets this year!



KEEPING PETS OUT OF SHELTERS

San Diego Humane Society joined a national coalition of 19 tier-one animal welfare organizations that came together because of the pandemic to reimagine and expand the role of animal shelters in their communities. The Human Animal Support Services philosophy developed by the coalition focuses on ensuring as many people as possible get the help they need to care for – and keep – their pets. This means supporting families with services ranging from providing pet food, offering behavior assistance, accessing veterinary care and more, so families don't have to face the difficult decision to surrender a pet.



BEHAVIOR & TRAINING

Behavior Center Grand Opening

SEPTEMBER 2019

Behavior issues are among the most significant challenges facing animal welfare organizations today. Many animals admitted to our shelters have behavioral challenges that would prevent them from being adopted, if not for a skilled and intensive behavioral modification program. San Diego Humane Society's Behavior & Training program is unique in its scope and ability to give so many homeless pets a second chance — and the centerpiece of this program is the Behavior Center, where animals with the most severe behavioral challenges are enrolled. This state-of-the-art center, and our larger Behavior & Training program, is one of the most critical tools allowing us to Stay at Zero euthanasia of healthy or treatable animals.



+11%

601 shelter animals received behavioral modification:

- 335 cats and dogs enrolled in Behavior Center
- 266 cats and dogs engaged in behavioral modification training



+63%

1,449 adoption consultations to set new pet families with behavioral questions up for success



+46%

1,613 class attendees



+52%

261 public training classes



Transformation Tale

After 318 days at San Diego Humane Society – including 198 days working with trainers in the Behavior Center – 3-year-old Kai went home on Valentine’s Day. She is a fun-loving, high-energy dog who really likes to stay active. When she came into our care, Kai was shy and afraid of new things and strangers, likely because of a lack of socialization when she was a puppy. By enrolling her in our Behavior Center, we helped her learn to cope, overcome her fearfulness and prepare for success in a new home. Our positive reinforcement training paired something good (such as cheese or a tennis ball) with something that might be scary to counter-condition her feelings. Now Kai is living her best life in a home providing enrichment and confidence-building activities!



VETERINARY MEDICINE

Our veterinary medicine program continues to lead the way nationally in the scope and volume of cases we successfully treat. On any given day, our team must be prepared to repair a dog's shattered leg, spay an owned cat, rehabilitate a hawk with a broken wing and so much more. The size and expertise of our medical program not only benefits animals – it creates a unique educational experience as we train the next generation of shelter veterinarians through a comprehensive internship and externship program.

DENTAL PROCEDURES

627 

ORTHOPEDIC SURGERIES

163 

OTHER SURGERIES

876 

47,051

Total Services
and Procedures

17,473

Spay/Neuter
Surgeries

+35%

More Orthopedic
Surgeries

SHELTER MEDICINE PROVIDING MEDICAL CARE TO ANIMALS IN A SHELTER ENVIRONMENT IS A VETERINARY SPECIALTY RECOGNIZED BY THE AMERICAN VETERINARY MEDICAL ASSOCIATION. UNLIKE PRIVATE VETERINARIANS, OUR TEAM MUST BE PREPARED TO CARE FOR AN INCREDIBLE VARIETY OF SPECIES, OFTEN WITH LITTLE TO NO MEDICAL HISTORY. WE MUST BE VIGILANT IN CONTROLLING DISEASE TRANSMISSION DUE TO THE VOLUME OF ANIMALS IN CARE AT ANY GIVEN TIME. AND WE MUST RESPOND TO EMERGENCY SITUATIONS AND PARTICIPATE IN CRUELTY INVESTIGATIONS.



Three Is Enough

At just 6 weeks old and weighing barely more than a pound, Trois was surrendered to an overnight veterinary ER with a badly fractured back leg. The veterinarians gave him fluids and medication to help with his pain — and reached out to San Diego Humane Society for help. At our Pilar & Chuck Bahde Center for Shelter Medicine, we started him on antibiotics, took radiographs of his tibia and fibula, and determined the only way to give Trois the second chance he deserved was to amputate his leg. The surgery was successful and Trois healed beautifully. We kept him comfortable for several days while he stabilized — and when he was walking well on three legs, we helped this happy, playful kitten find his new family!



Back Home

A Great Pyrenees puppy named Chewy is back with his family, thanks to the compassion and care of our staff in Oceanside and San Diego. Chewy had a fractured femur when he first arrived at our Oceanside Campus. His owners could not afford the care and relinquished him to us. Chewy was brought to the Bahde Center for Shelter Medicine where our medical team repaired his fracture. After he recovered, because of our programs to keep pets with their families, Chewy was able to return to his original family!



KITTEN & FOSTER PROGRAMS

The 24-hour Kitten Nursery at our San Diego Campus is a key part of our Kitten Program, which also includes nurseries in Oceanside and Escondido. This facility – the first of its kind in the country – provides around-the-clock care for kittens who need extra attention in order to thrive. From bottle-feeding to specialized medical treatment, the Kitten Nursery is a lifesaving resource for some of the tiniest companion animals throughout San Diego County. Our nurseries as well as our Foster Program are models for other communities across the country.

Kittens younger than 8 weeks in nursery and/or foster care

3,091

Kittens older than 8 weeks in shelter care

+ 6,195

Total kittens

9,286

Flapjack

Flapjack was born with a condition called swimmer syndrome. Because his hind legs didn't develop normally, he couldn't walk. Our veterinary team crafted braces to straighten his legs — and after several weeks of practice and physical therapy, he was completely rehabilitated! Today he is healthy, strong and walking on his own.





PROJECT WILDLIFE



Finally Flying Free

After nearly 497 days in care, a peregrine falcon was released on Feb. 18, approximately 4.5 miles from where she had been found. In October 2018, the falcon was on the ground and unable to fly. After we repaired her damaged feathers, we contacted a falconer to help her with flight conditioning until she could be released.

12,612

WILDLIFE ADMITTED INTO CARE

Project Wildlife is the primary resource in San Diego County to care for wildlife who are ill, injured or orphaned, and we attended to the needs of 257 different species last year. At the Pilar & Chuck Bahde Wildlife Center, we provide the nurturing wild animals need to survive, whether it's specialized veterinary care, injury rehabilitation or simply a safe place to mature before being released back into the wild, where they belong.





HUMANE LAW ENFORCEMENT

ANIMALS SEEN IN THE FIELD

20,400

RESPONSES BY OFFICERS

38,696

ANIMAL SERVICE CALLS RECEIVED

16,821

CASES RESOLVED

16,775

CRUELTY COMPLAINTS

2,955

STOPPING CAT CRUELTY

This year, we responded to a large-scale animal cruelty case in Escondido. It took:

8 WEEKS OF INVESTIGATION
+ 11 SEARCH WARRANTS

to achieve a
felony arrest with:

11 COUNTS OF
ANIMAL CRUELTY

+ 1 MAN ARRESTED.

OUR HUMANE LAW ENFORCEMENT OFFICERS ARE SAN DIEGO COUNTY'S FIRST LINE OF DEFENSE IN ANIMAL-RELATED EMERGENCIES. WHETHER YOU HAVE AN ABANDONED DOG IN YOUR NEIGHBORHOOD, FOUND A RATTLENAKE IN YOUR GARAGE OR NEED TO REPORT CRUELTY OR NEGLECT, OUR HUMANE LAW ENFORCEMENT TEAM – ONE OF THE LARGEST IN THE STATE – IS HERE TO HELP. OUR OFFICERS ARE IN THE FIELD SEVEN DAYS A WEEK, ENFORCING ANIMAL-RELATED LAWS AND EDUCATING THE PUBLIC.



BELLA'S ACT

A law went into effect on Jan. 1, 2019, with the intent to stop retail pet sales by requiring pet stores to only sell dogs, cats and rabbits obtained from an animal shelter or rescue organization. As our Humane Officers attempted to enforce the law, it became clear that some retail stores were using a loophole in the law to get around the ban. San Diego Humane Society sponsored our first bill, partnering with Assemblymember Todd Gloria to introduce AB 2152, Bella's Act, to completely ban all retail sales of dogs, cats and rabbits. As of Jan. 1, 2021, this bill allows pet stores to showcase adoptable pets in partnership with shelters and rescue groups so long as the pet store has no monetary or ownership interest in the pet and does not benefit from the adoption transaction.



EMERGENCY RESPONSE

Our Emergency Response Team includes staff and volunteers who are highly trained for all kinds of emergency scenarios. They are always prepared to deploy near and far to assist with animal rescue and care. This year their work included assisting the ASPCA in rescuing more than 75 animals from a Florida cruelty case, helping the County of San Diego Department of Animal Services with animal welfare checks near Valley Center during the #MillerFire and rescuing a horse who had fallen in deep mud during a rainy period.



OTHER HIGHLIGHTS

3,540

Community
Spay/Neuters

Providing our community with access to spay/neuter services is one of the most important ways we can prevent unplanned litters from one day entering shelters. In addition to the 13,933 spay/neuter surgeries provided to animals in our shelters, we also provided these services to 3,540 owned animals in our community. And through our Community Pet Events, we brought spay/neuter resources directly to the communities that need them most.



Winston

Winston, a sweet golden retriever puppy, was brought to San Diego Humane Society after he was attacked by another animal. His injuries were severe and left him blind. The veterinarians at our Pilar & Chuck Bahde Center for Shelter Medicine performed surgery to remove one of his eyes, healed his fractured skull and gave him plenty of love. When he was ready, Winston was adopted into a loving home. The support of our community allows us to provide the advanced medical care that animals like Winston need in order to survive and get the second chance they deserve.



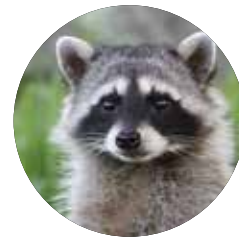
Adeline

Some animals require extra time and patience before they're ready for adoption. Adeline, a sweet, shy, 4-year-old pit bull, spent more than three months waiting for her new family. She needed a calm home where she could thrive and a patient family to help build her confidence. We were able to care for Adeline every single day until she was adopted. Every time a long-term animal like Adeline goes home, it's because of the support we receive from our community.



Barn Owl

This young barn owl's beak was completely misaligned after falling from her nest. Because she wouldn't be able to eat, straightening it was the only way to help her survive. The medical team at our Pilar & Chuck Bahde Wildlife Center performed an innovative surgery to insert two metal rods through her beak and slowly straighten it using rubber bands. After several weeks, the procedure was a success! The owl's beak healed beautifully. She was placed in satellite care with other barn owls until she was ready to return to the wild – where she belongs.



Raccoons

When seven young raccoon kits arrived at the Pilar & Chuck Bahde Wildlife Center, they needed to be bottle-fed in order to survive. Although they were from different litters, our wildlife team helped them thrive together. As the babies grew, they transitioned to a prerelease holding area where they learned to forage and prepared for the wild. And when they finally grew strong enough, we released them in a beautiful preserve near Julian to live out the rest of their lives.

FY 2020 Statistics

JULY 1, 2019-JUNE 30, 2020



Project Wildlife

Wildlife admitted	12,612
-------------------	--------

Companion Animals Admitted

Owner relinquishments	9,879
Animals transferred in	670
Animals seized by Humane Officers	216
Foster/shelter offspring	612
Stray animals	20,494
Companion animal admissions	31,871
TOTAL ANIMAL ADMISSIONS	44,483

Companion Animals Going Home

Dogs adopted	6,857
Cats adopted	10,099
Other animals adopted	2,274
Animals returned to owners	5,458
Community cats	1,620
Animals transferred out	3,166
TOTAL ANIMALS GOING HOME	29,474
Rate of dogs returned to owners	57.9%
Rate of cats returned to owners	13.1%



Other Outcomes

Animals euthanized	3,058
Owner-requested euthanasia	3,195
Died or lost in shelter care	327
TOTAL OTHER OUTCOMES	6,580
Placement rate for healthy animals	100%
Placement rate for treatable/rehabilitatable animals	100%
Live release rate	91%

Veterinary Care/Shelter Medicine

Spay/neuter surgeries for shelter animals	13,933
Spay/neuter surgeries for owned pets	3,540
TOTAL SPAY/NEUTER SURGERIES	17,473
Dental procedures	627
Diagnostics	27,912
Orthopedic surgeries	163
Other surgeries (e.g., mass removal, exploratory, eye/ear, abscess drainage)	876
TOTAL SERVICES AND PROCEDURES	47,051



Statistics continued



Humane Law Enforcement

Animal bite quarantines	2,585
Animal service calls received	16,821
Animals responded to in the field	20,400
Cases submitted for prosecution	53
Cases resolved	16,775
Citations	445
Cruelty complaints	2,955
Educational speaking engagements	23
Notices of complaint	2,487
Other inspections	5
Patrols	2,140
Responses by officers	38,696

Emergency Response Team

Volunteer hours	4,371
Rescue hours	446
Animals assisted in emergencies	771
Volunteers	106

Kitten Program

Younger than 8 weeks in nursery or foster care	3,091
Older than 8 weeks in shelter care	6,195
TOTAL KITTENS	9,286

Behavior & Training

Shelter animals enrolled in the Behavior Center	335
Shelter animals engaged in behavioral rehabilitation	266
TOTAL ANIMALS RECEIVING BEHAVIOR MODIFICATION	601
Behavior animals adopted	460
Pre- and post-adoption consultations	1,449
Behavior Helpline calls/emails	978
Public training classes	261
Public and private training class registrants	1,613

Services for Pet Families in Need

Pet meals distributed to families	1,380,813
Pet meals distributed to partner organizations	643,200
Vet vouchers distributed	317
TOTAL PET FAMILIES IMPACTED	41,119

Community Engagement

People served through pet-assisted therapy	12,418
Number of locations for pet-assisted therapy	425
Resource Center phone calls	128,117
Education event attendees	58,734

Volunteers

Number of volunteers	3,491
Volunteer hours	423,928
Value of volunteer services	\$13,357,971

Foster

Foster homes	1,442
Animals in foster care	4,560

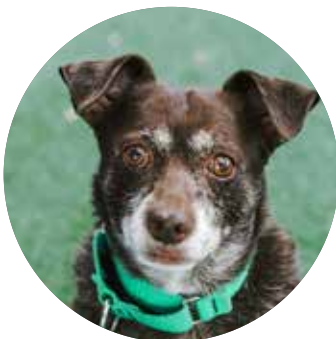


San Diego Humane Society Companion Animal Statistics

In August 2004, animal welfare industry leaders from across the country agreed to gather statistics about animals served in a standardized form. The statistical guidelines they developed, known as the Asilomar Accords, serve as an important tool to consistently track the progress of reducing or eliminating the euthanasia of healthy or treatable shelter animals across the United States. This method of calculating impact is used by all shelters in the San Diego Animal Welfare Coalition (SDAWC), including San Diego Humane Society. The table below reflects our organization's numbers for the 2020 fiscal year.

		DOG	CAT	OTHERS	TOTAL	
INTAKE	A	Beginning Shelter Count (07-01-2019)	419	1,354	198	1,971
	B	From the public	13,166	14,965	3,070	31,201
	C	Incoming transfers from SDAWC members	59	265	6	330
	D	Incoming transfers from ALL other organizations outside of SDAWC	273	43	24	340
	E	From owners requesting euthanasia	2,228	885	82	3,195
	F	Total Intake (B + C + D + E)	15,726	16,158	3,182	35,066
	G	Owner-requested euthanasia (not healthy)	2,228	885	82	3,195
OUTCOME	H	ADJUSTED TOTAL INTAKE (F - G)	13,498	15,273	3,100	31,871
	I	Adoptions	6,857	10,099	2,274	19,230
	J	Outgoing transfers to SDAWC members	316	330	84	730
	K	Outgoing transfers to other organizations outside of the SDAWC	1,117	933	386	2,436
	L1	Return to owner (stray animals only)	4,481	2,146	83	6,710
	L2	Reclaim (animals relinquished by and then returned to owner)	244	122	2	368
EUTHANASIA	M	Healthy (includes any healthy animal euthanized at owner request)	0	0	0	0
	N	Treatable	0	0	0	0
	O	Unhealthy & untreatable	635	2,149	274	3,058
	P	Owner-requested euthanasia (not healthy)	2,225	884	82	3,191
	Q	Total euthanasia (M + N + O + P)	2,860	3,033	356	6,249
	R	ADJUSTED TOTAL EUTHANASIA (Q - P)	635	2,149	274	3,058
	S	Subtotal outcomes (I + J + K + L(1) + L(2) + R) excludes owner-requested euthanasia (not healthy)	13,650	15,779	3,103	32,532
	T	Died or lost in shelter care	42	168	117	327
	U	TOTAL OUTCOMES (S + T) excludes owner-requested euthanasia (not healthy)	13,692	15,947	3,220	32,859
	V	Ending Shelter Count (6-30-2020)	225	679	78	982
W	ANNUAL LIVE RELEASE RATE/PERCENTAGE $(I + J + K + L(1) + L(2)) / S$ The Annual Live Release Rate does not include (P) owner-requested euthanasia, which were not healthy and (T) animals who were lost while under shelter care.	95.3%	86.4%	91.2%	90.6%	

FY 2020 Financials



Income

General Contributions	13,941,847	29%
Bequests and Planned Gifts	8,890,574	19%
Field Service/Licensing/Humane Law Fees	19,157,054	41%
Special Events (Net of Expenses)	1,555,549	3%
Program and Other Revenue	1,829,785	4%
Investment Income (Net of Expenses)	1,809,920	4%
	\$47,184,729	100%

Expenses

Adoptions and Animal Care	30,697,978	68%
Humane Law Enforcement	4,473,819	10%
Donor Development and Fundraising	3,334,286	7%
Community Outreach	2,889,634	6%
Management and General	2,915,365	6%
Marketing and Communications	1,200,929	3%
	\$45,512,011	100%



San Diego Humane Society has been awarded Charity Navigator's highest four-star rating since the fiscal year ending 2009, making us among the top 2% of nonprofit organizations nationwide.





Non-Profit
Organization
U.S. Postage
PAID
San Diego, CA
Permit No. 331

EL CAJON CAMPUS

1373 N. Marshall Ave.
El Cajon, CA 92020

ESCONDIDO CAMPUS

3500 Burnet Drive
Escondido, CA 92027

OCEANSIDE CAMPUS

2905 San Luis Rey Road (dogs)
572 Airport Road (cats, small animals)
Oceanside, CA 92058

RAMONA CAMPUS

18740 Highland Valley Road
Ramona, CA 92065

SAN DIEGO CAMPUS

5500 Gaines St.
San Diego, CA 92110

619-299-7012 • sdhumane.org

VISION

A more compassionate world.

MISSION

Create a more humane world by inspiring compassion, providing hope and advancing the welfare of animals and people.

PRESIDENT AND CEO

Gary Weitzman, DVM, MPH, CAWA

SENIOR LEADERSHIP TEAM

Brian Daugherty, SVP and Chief Philanthropy & Communications Officer
Jessica Des Lauriers, CAWA, SVP and Chief Operating Officer
Audrey Lang, SPHR, SVP of Organizational Development
Michael Lowry, SVP and Chief Financial Officer
Bill Ganley, VP and Chief of Humane Law Enforcement
Dr. Zarah Hedge, DVM, MPH, DACVPM, DABVP, VP and Chief Medical Officer
Tina Nguyen, SPHR, SHRM-SCP, VP of Employee Engagement
Stacey Zeitlin, MAT, VP of Community Impact

FY 2020 BOARD OF TRUSTEES

Chair Kenneth M. Cohen; Secretary and Chair of Finance Committee David Lynn; Chair of Board Governance Committee Susan Davis; Chair of Philanthropy Committee Dee Anne Canepa; Eve Benton; Steve Bernitz; Colleen Blackmore Reilly; Sharon Blanchet, JD; Richard Bockoff; Dana Di Ferdinando; Anne Liu; Lynn Pechet-Bruser; Emily Rex; Julie Ruehle; Jodi Smith; Esteban Villanueva, JD; Faye Wilson; Tori Zwisler.

San Diego Humane Society is a unique and independent 501(c)(3) organization and is not affiliated with any other local, state or national entity. We are supported by contributions, grants, bequests, municipal contracts, investments and some fees for services. Your contributions stay right here in San Diego to help animals and people in need.