



Serving the San Diego community for

125 Years

San Diego Humane Society and SPCA

Annual Report: July 1, 2004 – June 30, 2005

Mission Statement

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



Serving San Diego County since 1880, the San Diego Humane Society and SPCA provides vital services to animals and people alike through sheltering and adopting animals, providing positive reinforcement training for adoptable and owned animals through public training classes, investigating animal cruelty and neglect, providing adult and youth education programs, sharing animals through pet-assisted therapy and rescuing animals in emergency situations.

A private, nonprofit organization that receives no public or government funding, the San Diego Humane Society and SPCA is supported by contributions, grants, bequests, investments, proceeds from the Society's antique consignment store in La Jolla (Glorious Antiques) and some fees for service.

As we close the 2004-2005 fiscal year, we look forward to celebrating one of the most significant milestones for the San Diego Humane Society and SPCA: 125 years of serving the San Diego community. The San Diego Humane Society and SPCA has served the community since 1880, making our organization one of the oldest nonprofit organizations in San Diego. We look forward to celebrating our 125th anniversary with this wonderful community who has supported us for over a century.



At a Glance

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| Animals directly assisted | 30,310 |
| People directly assisted | 27,657 |
| Staff | 111 |
| Volunteers | 650 |
| Staff to volunteer ratio | 1:6 |

Animal Services



The Society's Animal Services Division continued to grow, evolve and achieve major successes during the fiscal year. One major departmental evolution was the division of the Animal Care Department into three sub-departments: Animal Care, Adoptions and Receiving. Dividing the department into smaller sections has allowed for each program to further develop their autonomy and proficiency at the services provided to customers.

During the 2004-2005 fiscal year the Animal Services Division began offering owner-present euthanasia services to the public for sick and suffering pets. Services are performed in a serene room with a beautiful wall mural and an outdoor patio garden. Staff who assist with this service undergo extensive training to prepare them for the emotional challenges of performing euthanasia and comforting grieving pet parents.

In addition during the 2004/2005 fiscal year Animal Services also increased the depth and amount of training required for employees performing behavior assessments on dogs to determine adoptability. The behavior assessment portion of the department's industry-related training classes was formed into a separate six-week course containing a majority of hands-on work, as well as a practicum and a written examination on the subject.

Our Sherman Street Department, located at the Humane Society's former facility on Sherman Street, has had great success in partnering with other area shelters to transfer healthy, adoptable animals to the facility, contributing over 1,300 new animals to our adoption program this fiscal year alone. To handle the increased number of animals cared for at the facility, our Sherman Street Department added two full-time and one part-time caregivers as well as an Animal Care Specialist to its team.

Our Animal Services Division continues to work closely with our colleagues at the County of San Diego Department of Animal Services (DAS) to develop our growing Foster Program and ongoing training for the Receiving Department. Additionally, during the past fiscal year we worked closely with DAS and Border Patrol to take in and care for over 100 puppies under eight weeks of age that were being illegally transported into California. Addressing the unique needs of

these puppies was and continues to be extensive as they often have parasites and diseases that prove challenging. Finally, we continue to meet with DAS on a monthly basis to discuss policy and procedures for the campus.

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| Total animal intake | 8,471 |
| Animals transferred to Society from DAS or other agencies | 1,221 |
| Animals transferred from Society to DAS or other agencies | 669 |
| Animals admitted to adoption program | 3,111 |
| Animals adopted | 2,469 |
| Animals given up for adoption but euthanized due to significant health or temperament issues | 247 |
| Animals that died of natural causes while in our care | 32 |
| Animals euthanized at owner's request (for health and/or temperament) | 1,390 |
| Deceased animals received | 2,272 |
| Animals returned to their owners | 204 |
| Behavioral assessments completed (dogs) | 1,494 |
| Total staff hours of training | over 4,500 |
| Volunteer classes taught | 78 |
| People assisted | 11,220 |

Veterinary Medicine

The San Diego Humane Society and SPCA's Veterinary Medicine Department provides an extraordinary level of service to all animals that come through our doors, including animals surrendered by their owners, impounded by our humane officers or transferred from other animal welfare agencies.

In addition to providing basic medical treatments and routine spay/neuter surgeries, we have been able to provide specialized surgeries and aggressive treatments to help place animals in new homes who may have previously been considered unadoptable.

During the fiscal year we added a digital X-ray processor (which allows us to email X-rays to other specialists or adopters) as well as a blood pressure monitor to the clinic. The Veterinary Medicine Department also began participating in a year-long study with UC Davis on feline Upper Respiratory Infection whose results will eventually impact the lives of cats in shelters across the nation. The Veterinary Services staff continued to grow with the hiring of an additional veterinary assistant and the creation of a Hospital Manager position to better oversee the activities of the Veterinary Medicine Department.



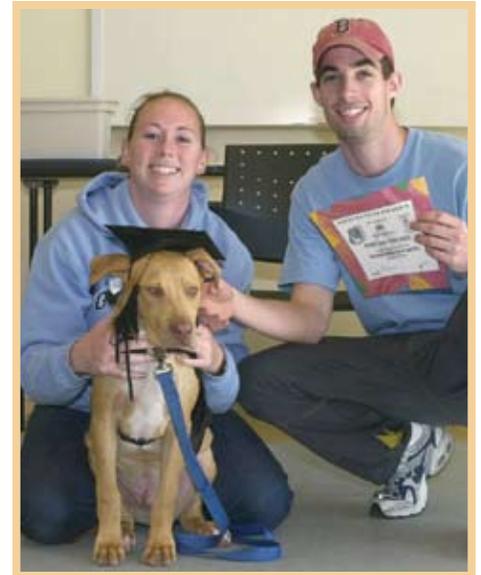
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| Total animals seen | 7,250 |
| Total spay/neuter surgeries | 4,299 |
| Spay/neuter surgeries for Society animals | 1,481 |
| Spay/neuter surgeries for Department of Animal Services animals | 2,741 |
| Animals spayed/neutered through the Litter Abatement Program* | 77 |
| Number of animals receiving outside specialty surgeries/treatments | 38 |
| Outsourced treatment expense incurred by Society | \$8,099 |
| Number of animals receiving in-house specialty surgeries/treatments | 2,829 |
| Veterinary consultations provided to prospective adopters | 172 |
| Post-adoption veterinary consultations provided | 186 |

*The San Diego Humane Society and SPCA works to decrease pet overpopulation in a number of ways, including through the Litter Abatement Program (LAP). When a person relinquishes a litter of kittens or puppies to the San Diego Humane Society for adoption, we offer to spay and/or neuter the parent animal(s) for free and return them to their owners through the LAP program.

Behavior and Training

Experts in the field of animal welfare know that socialization and positive reinforcement training are essential to raising safe, well-behaved companion animals. For this reason and more, our Behavior and Training Department plays a vital role in our community. The department not only provides unparalleled public training classes for people and their animals, but also works with the animals in our care to help make them more adoptable.

Our positive reinforcement training programs continue to be a success as our Behavior and Training Department grows. During the 2004-2005 fiscal year the behavior and training department worked with significantly more adoptable animals than in the previous year – providing individual training to almost 500 more animals in the adoption program than the previous fiscal year. The department also made several new puppy and kitten classes available to the public in order to help new pet parents get started “on the right paw”.



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| Number of SDHS animals receiving individual training* | 794 |
| Pre-adoption and post-adoption consultations provided | 301 |
| Adoption follow-up calls completed | 2,545 |
| Private consultations for owned animals | 285 |
| Behavior helpline calls received and answered | 673 |
| People instructed through public training classes | 1,651 |
| Number of classes offered | 233 |
| Number of Behavior and Training volunteers | 143 |
| Number of media appearances by Behavior and Training staff | 38+ |

*This individual training is in addition to the kennel presentation work provided to most dogs in the adoption gallery.

Investigating Animal Cruelty and Neglect



Investigating cases of animal cruelty and neglect, enforcing laws protecting animals and rescuing animals from emergency situations – our Investigations Department has a difficult, yet important job in our community.

The 2004-2005 fiscal year was a period of growth and revitalization for the Investigations Department. The department hired a new Chief of Investigations as well as a new lieutenant and three new officers and began working more closely with the volunteer Animal Rescue Reserve to better respond to the thousands of abuse, neglect and emergency animal situation calls the department receives each year. This fiscal year was the first year of the department’s three-year strategic plan and as such the department worked to implement new policies and procedures and moved toward becoming fully operational seven days per week.

The department also made tremendous progress in its geographic call tracking and prioritizing system, which will allow the department to determine which areas within San Diego County have a higher rate of animal neglect and abuse. Eventually a mobile Behavior and Training unit will provide one-on-one, no cost assistance in those areas, making Humane Society programs available to people who are not currently utilizing them, or may not have access to them, in hopes of improving the overall care of companion animals in our communities.

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| Number of calls received | 2,714 |
| New cases opened | 1062 |
| Animals seen in field | 9,496 |
| Animals taken into custody | 296 |
| Notices of violation | 67 |
| Arrests | 6 |
| Search warrants served | 1 |
| Pre-seizure and post-seizure hearings | 23 |
| Pet shop and stable inspections | 65 |
| Speaking engagements | 19 |

Raising Awareness in the Community

Educating the community about companion animals is a key element in achieving our mission and strengthening the human-animal bond.

During this past fiscal year, the Community Programs Department continued to increase educational offerings to children as well as adults. Due to the popularity of our new location at the San Diego Campus for Animal Care, the department conducted a record number of educational tours.

To help support the needs of our community, we added an evening Pet Loss Support Group session, educational birthday parties, and “Tots and Tales,” an interactive story-time that takes place once a month in our Animal House section of the Society store.

We hosted our third annual Spring Camp for 63 young animal lovers, and educated 334 campers through our Summer Camp program.

The Public Relations and Marketing Department continued to forge important partnerships with local businesses, community groups and media outlets, all in an effort to raise awareness about responsible care of and support for companion animals.



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| People attending Doggie Café events | 262 |
| People attending Happy Hour Lectures | 175 |
| Participants in children’s educational programs | 4,012 |
| Pet PALS Kids Club membership | 53 |
| Information booths and speaking engagements | 46 |
| People reached through information booths/speaking engagements | 20,254 |
| Radio and television media segments | 300 (720 minutes) |
| Newspaper, magazine and on-line placements | 330 stories |

Development and Special Events



As a private, nonprofit organization that receives no tax dollars or government funding, the San Diego Humane Society and SPCA relies on financial support from generous private individuals and corporate sponsors. In fact, donations represented more than 80 percent of the Society's income during this past fiscal year through donations and from a variety of fundraising efforts, which include annual special events.

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| Total individual gifts received | 34,312 |
| Income raised through special events | |
| · Fur Ball | \$246,674 |
| · Telethon | \$242,371 |
| · San Diego Walk for Animals | \$255,075 |

There are many ways to help the Society, including participation in events such as our Fur Ball, Telethon or Walk for Animals. You may also wish to help by making a cash donation, purchasing needed items from our Wish List, donating your old vehicle or by thinking of us when preparing your will or trust. For more information about how you can help the San Diego Humane Society, please call our Development Department at (619) 243-3401.

Glorious Antiques

Did you know the Humane Society has its own antique store? You can shop for beautiful antique home furnishings, artwork, jewelry and more and feel good knowing that all proceeds benefit the animals and programs of the San Diego Humane Society and SPCA. Glorious Antiques' online eBay store, launched in the previous fiscal year, continued to be a success this fiscal year selling items online almost daily. Visit Glorious Antiques' eBay store online at <http://stores.ebay.com/Glorious-Antiques>. Glorious Antiques sincerely thanks the customers, local businesses, consignors, volunteers and staff members who helped make this year a success on behalf of animals. Glorious Antiques is located at 7616 Girard Avenue in La Jolla. They are open 10 a.m.-4:30 p.m. Tuesday – Saturday and can be reached at (858) 459-2222.

Volunteers



Not only does the San Diego Humane Society and SPCA rely on the financial generosity of our community, we also depend on people who volunteer their time to help animals. Volunteers assist with virtually every aspect of our organization from direct animal care to staffing our antique store. We simply could not accomplish what we do without the dedication and hard work of this valued group of individuals. For more information about how you can become a volunteer, please call (619) 299-7012, extension 2252, or visit www.sdhumane.org.

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| Number of volunteers by area of service: | |
| Animal Care/Behavior and Training/Mobile Adoptions | 231 |
| Animal Rescue Reserve and Investigations | 39 |
| Board and Advisors | 36 |
| Community Programs/Youth Education | 78 |
| Customer Service (clerical and greeters)/Special Events | 158 |
| Glorious Antiques | 32 |
| Pet-Assisted Therapy | 92 |
| Foster Care | 20 |
| Total volunteer hours | 52,693 |
| Total number of volunteers | 686 |

Pet-Assisted Therapy

For more than 30 years, the San Diego Humane Society and SPCA has brought the unconditional love of animals to long-term care and assisted living facilities, children's homes, mental health centers and more. Pet-Assisted Therapy animals and volunteers make daily visits to facilities throughout the county, spending time with those who aren't able to have animals of their own.

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| Total facilities visited | 570 |
| Total people reached | 10,337 |

Animal Rescue Reserve



Part of the official County Disaster Team, the San Diego Humane Society and SPCA's Animal Rescue Reserve is specially trained and equipped to rescue animals threatened by natural and man-made disasters and other emergency situations. During this fiscal year, this mostly-volunteer, uniformed unit provided life-saving assistance to animals in our community, including working hand-in-hand with our Campus partners, the Department of Animal Services. There were several notable rescues this year, including two dogs who had tumbled down ravines and become stuck and a horse that had fallen in a pool.

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| Emergencies responded to | 25 |
| Animals rescued | 189 |

Financial Information

Functional Expenses

Total functional expenses \$6,908,769

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| Adoptions and animal services | 65.3% |
| Management and general | 10% |
| Donor development, fundraising and Capital Campaign | 9.8% |
| Investigations | 7.4% |
| Community outreach | 4.8% |
| Marketing and public relations | 2.7% |

Income

Total support and revenue \$10,142,763

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| Bequests and planned gifts | 51.5% |
| General contributions | 28.4% |
| Investment interest/dividends | 8.7% |
| Adoption/training/animal care fees | 4.3% |
| Special events | 3.2% |
| Retail/facilities revenue | 2.1% |
| Education program fees | 1.8% |

The San Diego Humane Society and SPCA has received Charity Navigator's highest 4-star rating for sound fiscal management.

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July 1, 2004 – June 30, 2005

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