



For pets and the people who love them

Annual Report 2018







Kris Slaney  
Board Chair

In Loving Memory of  
Benson & Holly Girl  
We'll See You at the Rainbow Bridge  
- Jackie & Joel

Cheyenne Blue Agility Dog & Companion  
May You Have a Long and Comfortable Life  
- Steve Dancindawg

Memory of  
Romero

In  
our beloved best  
friend's  
memory  
you still

from our sight,  
our memories  
and Jabolinski

## A year of transition.

### 74 years on Kelvin Boulevard and one big move to Roger Road

What a year 2018 has been...full of dreams, goals, teamwork, ideas, and changes that we never could have achieved without the support of our community. Every event you attended, extra few dollars you donated when shopping at PAWSH or the HSSA Thrift Store, every monthly gift and volunteer hour you gave, all came together to help us turn a dream into reality and make the move to a beautiful new campus on Roger Road.

We don't say it often enough, but we consider it an honor to collaborate with you in caring for the animals in our community and those who love them. In 2019, we will continue to innovate to improve animal welfare for the pets and people of Southern Arizona. One thing that will not change is our steady upwards trajectory and focus on our three guiding pillars; Education & Outreach, Shelter & Placement, and Prevention.

Most importantly, we plan to continue connecting animals with their forever homes; 3,542 pets have been adopted over the past year. We have been able to sustain a 93% live release rate. Most recently, we celebrated as Jezebel - a kitty that had been in our care for over a year - went home to join her new family. It is this commitment to animals that are admitted to the Humane Society of Southern Arizona that really makes me proud of the organization. In Fiscal Year 2018, our dedicated clinic staff was responsible for 2,672 shelter pet surgeries and 3,437 surgeries for public pets, along with 22,385 vaccinations. The state-of-the-art clinic at the

new campus provides a safe, caring environment for the treatment and healing of animals. This would have never been possible without generous gifts from donors and the support of our community.

While you look through these pages, you will see many locations in our new home have been named after our most ardent supporters, but there are many important places that do not yet have a name! Our clinic, responsible for doing so much good in our community, is one such place.

As we begin a new year, we know there is much work to be done. Our commitment to all of our programs is strong; summer camps, youth internships, volunteer, and Pet VIP programs, to name just a few. I love that every dog in our care receives a walk every day. This would not be possible without our dedicated volunteer staff. HSSA has many things to be thankful for, and we hope you will continue to stand with us as we celebrate our 75th anniversary as part of the Southern Arizona community. We would like to thank you for allowing us to be your partner. We know 2019 holds even more promise, and we look forward to our continued partnership.

Kris Slaney, Board Chair, 2016-2018

Kris Slaney



## Adoptions

Space to meet your new family member



The biggest issue with the Kelvin Boulevard adoption area was the space itself. It was difficult to sanitize properly and lack of proper ventilation meant it was very easy for disease to spread. Keeping pets healthy was an on-going struggle.

Lobbies and meet-and-greet rooms were cramped and crumbling. There was never enough space, and when it was busy it was a logistical nightmare. Adopters would sometimes have to wait, simply because we didn't have the space to move about quickly and efficiently.

We have a much more efficient and spacious Welcome Center at our Roger Road campus. Featuring a PAWSH retail area, the *Lacy Barnhart Pet Pavillion*, and *Malenka's Cozy Cafe*, the Welcome Center is where *The Robert Milligan Cat Adoption Wing* and *Abby's Dog Adoption Wing* showcase our adoption-ready cats and dogs.

Most importantly, our pets are happier. The spaces they spend their time in are safe, clean, and much less stressful. And we all know: happier, healthier pets get adopted faster!





With so many surgeries and vaccinations performed at the Kelvin location, we had simply outgrown the space we had available. Simple tasks were difficult. Using a microwave to heat warming disks to keep patients warm could cause fuses to blow, and there was never enough space to separate cats and dogs at check-in. It was also a constant struggle to find space to house feral cats. We made it work, but it was never ideal.

Our clinic staff eagerly anticipated the move to our new, state-of-the-art building. Our surgical team can now move effortlessly between the prep room, surgery and recovery rooms and easily observe our patients' progress. Careful planning of the layout of our *Barbara Cecrle Surgical Suite* and the *Charles and Ellen Hardke Exam Rooms* allow us to follow best practices even better.

With two separate lobbies; one for cats and one for dogs, three spacious exam rooms, a dedicated recovery room for feral cats and medical equipment contemporary to the most progressive veterinary clinics, the HSSA Spay/Neuter Clinic is now poised to earn American Animal Hospital Association (AAHA) accreditation!

## Clinic

A facility our human and furry clients deserve



## Education and Community Outreach

New opportunities to improve many more lives







At the old campus, the Education and Outreach Department was located in the Companions for Life Center (CLC), a big metal building separate from the rest of the campus. It was uncomfortable and inconvenient for staff, students, and even pets. There was never any spontaneity, and our other staff simply could not be involved with the education program, because there was too much distance between buildings.

Most importantly, we weren't able to comfortably focus on teaching. The children would become distracted, and the heat was always an issue. Swamp coolers would blow papers and craft supplies off tables, making any activity difficult and noisy. It was not an ideal, or always effective, teaching environment.

At our new campus, the *Owen Family Education Center*, containing the *William S. Anheuser Education and Outreach Classrooms* and *Walter and Juliet Absolon Foundation Lobby*, provides space for all of our departments to be involved in our educational efforts. Our foster care staff can bring fostered kittens and provide a live demonstration of proper bottle feeding techniques. Our PetVIPs can visit, or our adoptions staff can introduce a class to some of our adoption-ready pets. There's room for the children to gain hands-on experience handling many types of pets. This is an effective learning environment!









## Admission

### A healthier place to be

The Admissions lobby was the point of entry at the Kelvin location. Visitors, donors, customers, cats, dogs, foster pets and volunteers, would all meet in this over-utilized and under-sized space. There was never quite enough privacy or room to accommodate all the services we provide, or the number of people and pets we strive to support.

Examinations and assessments of incoming pets were also difficult. The facility layout was not conducive to proper intake, creating stressful situations for both cats and dogs. Healthy, sick, injured and vulnerable pets would often be housed in cramped spaces, serving the dual purpose of holding areas and exam rooms.

Receiving pets at HSSA's new *Gisela Urwin Admissions Center* is quite a different experience. Private and dedicated exam rooms, separate admission counters for cats and dogs, updated medical equipment, true isolation areas, holding habitats with natural light and proper ventilation, all contribute to a brighter and more inviting space for both pets and people.

The Roger Road facility allows for more efficiency in our daily animal care, as well as the safe and humane handling and housing of each pet entering our facility. The end result? Animal sheltering best practices!

## Foster Care

### Dedicated care for the most fragile lives

Because the old campus had just one lobby for admissions, foster pets would have to wait alongside all the other apets being admitted to the shelter. Puppies, kittens, expectant mothers, and vulnerable pets with medical issues, were potentially exposed to illness and disease.

Our Foster Care Program now has the dedicated *Dana C. Dawson Foster Care Lobby*, allowing foster parents and foster pets quick and easy access to both our foster care team and medical staff. Our new *Bonnie Kay Foster Care Office* also means we are able to provide better one-on-

one, private meetings with each foster volunteer. Medical care for these pets has been made more practical and convenient.

Foster care is a huge part of what we do. We foster more than 1,500 animals each year. The new foster care spaces have made the quality of our foster's interaction profoundly better. Our pets are healthier and able to find their forever homes that much quicker!

# 5,016 pets taken in

**3,542** pets adopted

**818** pets transferred to HSSA

**235** pets returned to their owners

**93%** live release rate

**689** feral cats spayed/neutered and vaccinated through HSSA's Trap, Neuter, Return program

**Total surgeries performed**

Shelter pets **2,675**

Public pets **3,437**

**Total vaccinations given**

Shelter pets **13,385**

Public pets **9,000**

**Number of treatments**

**administered to sick or injured pets**

Shelter pets **16,721**

Public pets **2,042**









## Animal Cruelty Taskforce

### Better facilities make for better advocates

One of the biggest issue the Animal Cruelty Taskforce (ACT) faced at the old campus was access. It was almost impossible to hold any ACT activities at the Kelvin location or meet with people to discuss cases involving animal cruelty or neglect.

From the *Simpson-Cavender Family Animal Cruelty Office* at our new Roger location, we easily can host large groups of people in a clean and safe environment. ACT now has the ability to coordinate meetings with community partners to collaborate on topics of animal abuse, neglect, hoarding, mental health, and other issues that impact the pets and people in our community.







## Volunteer

### Room for volunteers to help our pets grow and learn

Our new *Ellen B. Andrews Volunteer Center* provides workspace for both our volunteers and the staff who work alongside them. The office includes personal lockers, a break room with coffee and snacks, and a private bathroom. It was often difficult to perform volunteer activities at the old campus. When designing the new campus, providing our volunteers with ample and dedicated space was a priority.

Our volunteers can now focus on enriching the quality of life of the pets in our care. Spacious areas for volunteers to walk every dog on the *David Andrews Walking Path*, indoor/outdoor 'catios' that provide volunteer socialization and interaction for cats, and new agility equipment to further prepare pets for their new homes - all of this is designed to better the lives of the pets in our care.

## Development

### Room to discuss big ideas

The Development Department trailer was in such bad repair, we didn't feel comfortable bringing donors back to our meeting spaces. Staff would have to meet people in the adoptions lobby or somewhere – anywhere – else. The adoption lobby wasn't ideal either.

Our new office's improvements extend beyond its brand-new condition. Now, utilizing our *Kathryn Pabst Conference Center*, we are able to work in better harmony with other HSSA departments, members of the public, as well as with donors. Most importantly, the culmination of

the capital campaign towards the construction of our new home, proves that we manage gifts effectively, and that when we ask for a gift, we do what we say we will do with that gift. The new campus is a symbol. It is proof positive that we keep our covenant with our donors.

## Events

### Becoming the host with the most

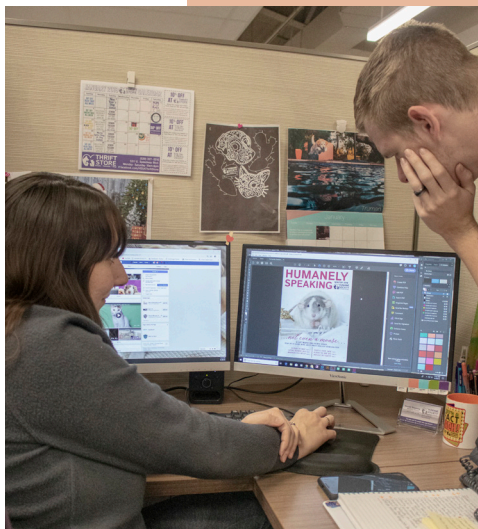
We can actually host events at our Roger Road location! The old campus was not a place where we could celebrate our work. There simply wasn't enough parking or space to accommodate a large group of people.

In contrast, the grand opening for our new home saw hundreds in attendance. We're looking forward to our 75th anniversary in July 2019 with a number of events - both offsite, as well as here at our new Roger Road campus. We certainly never could have done that at Kelvin Boulevard.









## Marketing

Let us show you everything this place can do

Spreading the word about the dozens of programs, hundreds of events, and thousands of pets we care for is no small undertaking, and it's so much easier to do in our new Roger Road campus! The move means we can now take a professional photo of every pet that enters our shelter, thanks to the careful planning that included a dedicated digital photo room.

We're also able to communicate much more effectively and timely here, because the marketing team isn't housed in a trailer away from the rest of the staff. We can tell more complete and compelling stories about the essential and life-saving work our dedicated staff undertakes every day, now that we are part of the action!





## Adoption and Retail Locations

### Representing HSSA all across Tucson

It might not be obvious at first how the move to our new campus relates to our offsite locations. After all, PAWSH La Encantada, PAWSH Park Place, and the HSSA Thrift Store didn't move.

However, during the hectic move, it was up to these locations to keep day-to-day operations running smoothly. We were able to continue adopting pets during this time thanks to our PAWSH boutiques.

Our PAWSH locations have allowed us to feature adoption-ready pets to more people, and eight years after the HSSA Thrift Store started, it continues to support our operations.

#### **PAWSH La Encantada**

2905 E. Skyline Dr., Suite 208  
Tucson, AZ 85718  
520-327-6577

#### **PAWSH Park Place**

5870 E. Broadway Blvd.  
Tucson, AZ 85711  
520-881-7406

#### **HSSA Thrift Store**

5311 E. Speedway Blvd.  
Tucson, AZ 85712  
520-327-0010



# Income

<i>Public Support - General</i>	\$5,326,632	69%
<i>Service Revenue</i>	\$800,703	10%
<i>Special Events</i>	\$349,752	5%
	<hr/>	
	\$6,477,087	
<i>*Public Support - Capital Campaign</i>	\$1,270,182	16%
<b>Total</b>	<hr/> <hr/>	<b>100%</b>

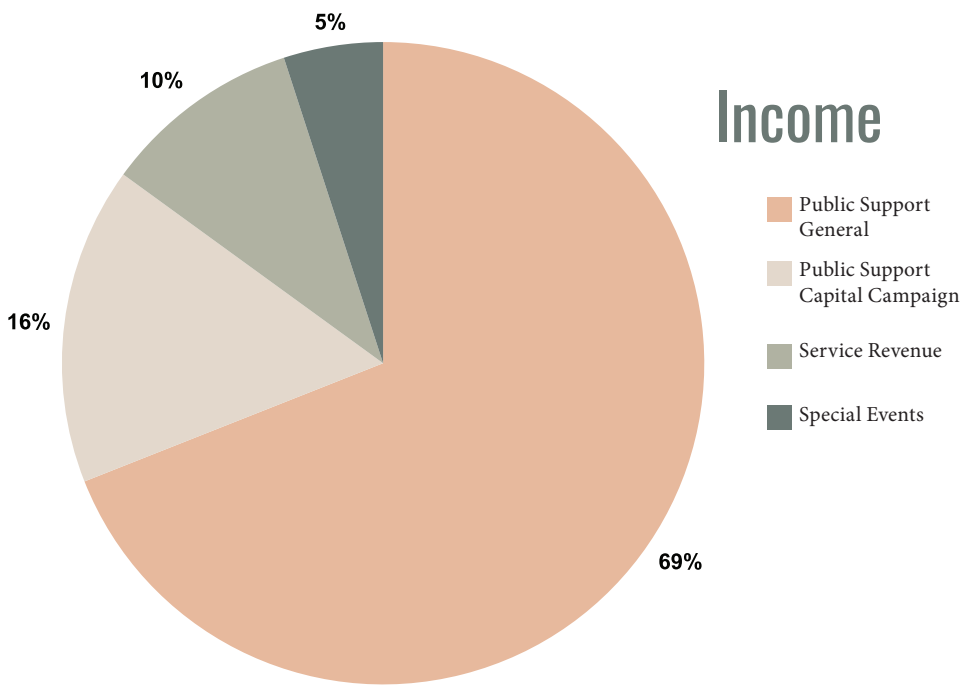
*\$1,270,182 was raised for construction of  
HSSA's new Animal Welfare Center*

# Expenses

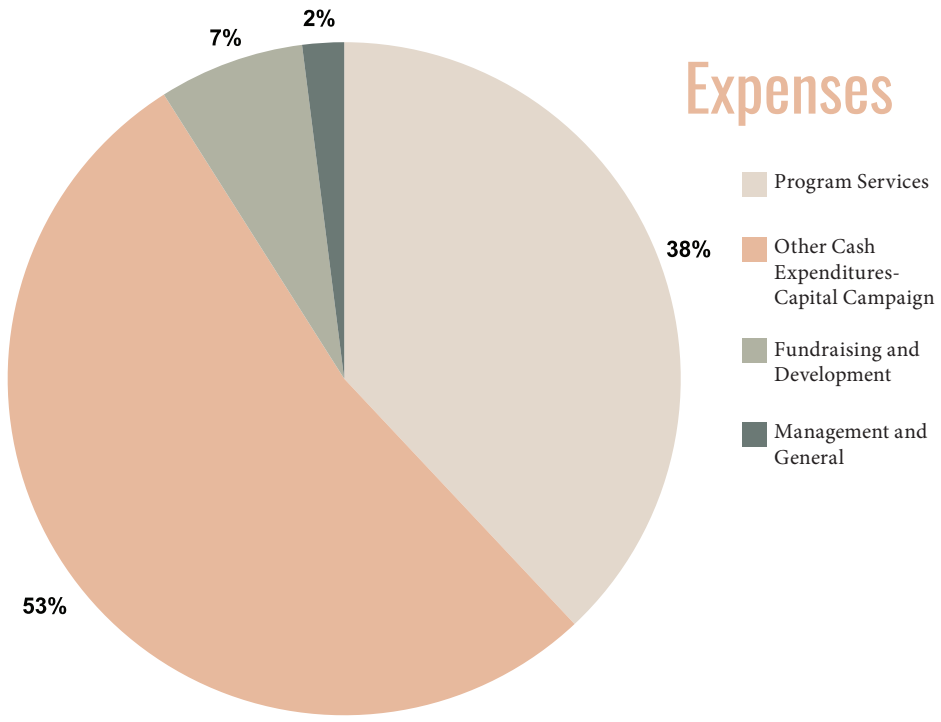
<i>Program Services</i>	\$4,656,055	38%
<i>Fundraising and Development</i>	\$868,852	7%
<i>Management and General</i>	\$182,802	2%
	<hr/>	
	\$5,707,709	
<i>**Other Cash Expenditures - Capital Campaign</i>	\$6,394,982	53%
<b>Total</b>	<hr/> <hr/>	<b>100%</b>

*\$2,705,787 was released from restricted funds  
for construction of HSSA's new Animal Welfare Center*

# Income



# Expenses





## HSSA Staff

Let's work together. Contact us.

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Check out our campus tour video at [HSSAZ.org/Campus](https://www.hssaz.org/Campus)