





**Mission:** Acting with compassion and responsible stewardship through innovative programs that serve pets and the people who love them

**Vision:** A community in which all pets are cared for and loved

**Diversity and Inclusion Statement:** The Humane Society of Southern Arizona values and champions diversity and inclusion. These values are part of who we are. Together, we will continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our HSSA team and the communities we serve.

HSSA is a private nonprofit 501(c)(3) charitable organization. We are not a department of the federal, state, county or city government, nor are we a branch of, or affiliated with, any other charitable organization.

# A few words from our CEO

IN FEBRUARY 2020, I had the distinct honor of being named the CEO of the Humane Society of Southern Arizona. Leading such a beloved community institution is profoundly humbling, but not as humbling as seeing our veterinarians and shelter staff do everything it takes to save the lives of vulnerable pets and find them forever homes — every single day.

This is profoundly emotional work. The millennia-long bond between humans and our pets is powerful. Helping the pets in need who show up at our doors is not easy, particularly in a year like the one we have just experienced. But HSSA staff and volunteers are always there, ready to serve.

The only way we can always be at service for those who need us the most is with your steadfast support. You enable us to do the good work in the following pages. For that we are all truly grateful.

For more than 76 years HSSA has served our community as a safe haven for homeless and abandoned pets. 76 years of unconditional love — from us to the pets and from the pets right back to us.

We believe that, thanks to our hard work and that of our community partners, the once unimaginable goal of ending pet homelessness in Pima County could be in sight, but it will take all of us working together to make it happen.

I am thrilled at the opportunities that lay ahead of us to carry out that mission as we save more pets in more places and in more ways. I am proud and hopeful to have you all by our side. There is no limit to what we can do, if we do it together.

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**Steve Farley** *Chief Executive Officer* 





# Rising to the challenge of our times

COVID-19 HAS CHALLENGED all of us, and the Humane Society of Southern Arizona (HSSA) is no exception. HSSA recognized in the early days of the pandemic that the safety and well being of not just the pets we serve, but also the people who love them would require huge and quick shifts in the way our organization operates.

Under the leadership of our new CEO, Steve Farley, measures were swiftly taken to ensure that every pet in our care would continue to receive the shelter, food, medical treatment, and nurturing that they needed while at the same time safeguarding the health of our staff, volunteers, and clients.

That is not to say staff have had it easy. Frontline staff have taken on additional cleaning duties, implemented new

safety precautions, and redoubled their efforts to provide every pet with the highest quality of care. Every single day, these staff members have demonstrated admirable resilience in the face of this crisis.

Meanwhile, staff in other departments faced their own challenges, from moving their workplace home, to reinventing our major annual fundraiser Puttin' on the Dog, to canceling or digitizing our outreach initiatives.

HSSA also responded quickly to new community needs, partnering with other local nonprofits to help as many Southern Arizona pets and people as possible, expanding programs like our pet food distribution program and our low-income wellness program..



Our adoption numbers demonstrate how quickly our team adapted to COVID-19. While prioritizing the safety of our pets, the public, and our staff, and reducing the chance of viral transmission by changing to appointment-only adoptions, the number of cats we adopted out in June 2020 was higher than any month for the previousfive years. After the end of the fiscal year, our numbers continued to increase year over year, thanks to the Southern Arizonans who opened their hearts and their homes to our pets. The quality time afforded by these adoption appointments helped many long-term pets find their forever homes in the midst of the pandemic, as Southern Arizonans looked to hunker down with a new best friend.

HSSA has been providing unconditional love for more than 76 years. Nothing about the pandemic has changed that. Thanks to the dedication of our staff, volunteers, and donors, we continue to accomplish our mission.

# **Century Club**

#### One hundred days feels like a century to a homeless pet.

THE CENTURY CLUB was created for pets who have been guests of HSSA for 100 days or longer. Thanks to Century Club donors, these pets have more opportunities for behavioral programs, exercise, and mental stimulation to stave off the anxiety, fear, and kennel reactivity that too much time in the kennel can bring to even the best-natured dogs and cats. Medical and dental procedures, medications, vaccinations, check-ups, routine examinations and specialty diets are frequently needed by many of these pets. Above all, these funds help completely cover the adoption fees of all pets in the Century Club, in hopes of uniting them with the right family who will fall in love, just as we have. Finding the pets in our care the perfect home can take a long time, but the Century Club ensures that these pets are given the highest quality of life, care and attention they deserve while they await that happy day.

Gabby (855429) | 624 days at HSSA | Adopted October 30, 2019



4,398 PETS were admitted into our shelter

590 PETS were transfered into our care from other shelters

217 PETS were reunited with their families from lost and found

18,812 PETS served by all our programs

93<sup>%</sup> live release rate



#### Helping the most vulnerable

FROM THE TINIEST puppies and kittens to recuperating seniors, there are always pets at HSSA in need of a little extra help.

The HSSA's Foster Care Program provides care for pets not yet ready for adoption. Volunteers care for pets in their own homes, providing time to grow and heal for pets that are underweight, underage, sick, or injured. Our foster volunteers save thousands of lives each year.

HSSA is grateful for the many families who rose above the challenges of the pandemic to devote their extra hours at home to care for our most vulnerable pets. 1,461 pets went through our foster care program

182 foster care volunteers collectively donated over 67,798 hours



#### Always there for those in need

HSSA IS DEDICATED to helping pets and the people who love them. In response to the economic burden that the current pandemic has placed on Tucsonans, HSSA has continued to provide food for pets in need through our monthly Pet Food Distribution Program.

HSSA's Pet Food Distribution Program is made possible thanks to the many food donations offered by HSSA supporters. With an increased need, these gifts have been critical in supporting families and their pets in Southern Arizona.

Thousands of pet tummies were filled by our Pet Food Distribution Program

# Shop HSSA and save lives

THE HUMANE SOCIETY OF SOUTHERN ARIZONA THRIFT STORE has created a fun, guilt-free shopping experience for our customers that includes accessories, artwork, books, magazines, clothing, electronics, housewares, linens, office supplies, pet supplies, shoes, sporting goods, tools, toys, games and seasonal items. HSSA Thrift Store also has a great selection of furniture that includes might-as-wellbe-new furniture from our generous partner Sam Levitz Furniture available at super affordable prices. Our fun-loving staff is happy to help you find the perfect item. And you'll never pay any sales tax!

HSSA Thrift Store is committed to continuing to update inventory daily and provide lower prices. We are able to do this thanks to the many high-quality donations we receive. Every dollar raised at HSSA Thrift Store goes to homeless pets in need.

#### Customer purchases at HSSA Thrift Store contributed an additional <sup>\$</sup>355,998 to support our pets and programs









# Shopping you can feel good about

Whether you are looking to find a new furry friend or need treats and toys for the ones you have, HSSA's PAWSH stores at our main campus and Park Place are the only pet supply stores in Tucson that support the efforts of Southern Arizona's original nonprofit animal welfare organization.

PAWSH stores have adapted effectively to COVID-19 circumstances and adopted out ever-increasing numbers of pets. Staff and volunteers stepped up through closures and reductions on in-store customers, keeping the store safe through face-covering requirements and deep-cleaning procedures.

Thanks to their continued dedication PAWSH Park Place found 685 pets their forever families and both stores contributed \$156,952 to support the pets and programs at HSSA.

#### 685 pets were adopted from PAWSH Park Place

Customer purchases at PAWSH stores contributed an additional \$156,952 to support our pets and programs

# We make an impact



HSSA'S EDUCATION DEPARTMENT imparts the principles of animal welfare, compassion and kindness to thousands of children and adults each year. We work hard to educate and inspire Tucsonans to care for and love pets the way we do. Most importantly, we make it fun!

Over 500 school visits were scheduled before precautions due to COVID-19 began. All HSSA education programs have adapted to accommodate safe socially distanced learning and online learning alternatives.

As those individuals carry the ideals of humane education with them throughout their lives, they impact others and spread our vision for a community in which all people and pets are cared for and loved.

238 children attended educational programs, camps or classes at HSSA Main Campus **356 classroom visits in Tucson reached 10,680 students in 50 schools** 





# New Canine Good Citizen Training

HSSA OFFERS the American Kennel Club's Canine Good Citizen (CGC) Training Program, designed to recognize dogs that have good manners at home and in the community. This program stresses responsible dog ownership for owners and basic training and good manners for dogs. The CGC test consists of 10 skills needed by all well-mannered dogs and their people, including meeting new folks, grooming, walking on a loose leash, and commands such as sit, down, stay, and come.

#### **36 teams participated in HSSA's Canine Good Citizen Training Program**



#### Second Chance transformations



THIS SWEET LITTLE DOG came to us with mange (a parasite) that caused her skin to become cracked, raw and infected. The infection could have been treated easily with a round of antibiotics early on but, left untreated, it became life-threatening and almost too painful to bear. This pup was oonly five months old she likely suffered from this condition for her whole life.. We named her Curie.

Curie came from a litter of puppies with the same severe condition. She was the only one that survived. Our shelter medical team went straight to work bathing her and giving her pain medications. Much of her hair fell out during her first bath with us and she moaned in pain and confusion. Your donations gave her the antibiotics, the fluids, the antiseptics, and the soothing creams that our shelter medical team administered each day. Your donations gave her a safe, warm place to sleep and kept her bowl full of food each day. Your donations gave her a second chance to be to be a puppy for the first time in her life.

Curie made a full recovery and found her forever family on April 14, 2020. She is happy, playful and has so much love to give. Her family is incredibly grateful for the love and treatment HSSA was able to provide for her.

#### Over 100 pets were helped by our Second Chance Medical Fund

4,739 total surgeries performed

10,919 total vaccinations given

344 pets were treated through our Wellness Program





### **HSSA Clinic services**

AS A NON-PROFIT ORGANIZATION focused on caring for and placing homeless pets into loving homes, HSSA is able to offer a diverse range of programs and services for both homeless and owned pets. This includes the crucial HSSA Spay/ Neuter Clinic. For decades, the HSSA Spay/Neuter Clinic has provided the public with preventative surgeries and essential vaccinations and has expanded to include wellness services for low-income families.

Services in the Wellness Program are donor-subsidized and offered to the public at cost. The Wellness Program provides non-emergency medical treatments, soft-tissue surgeries (beyond spaying and neutering), and preventative care. Lab work and testing for diseases like Valley Fever are also provided through the initiative. The clinic also began offering dental procedures later in 2020.



#### 733 pets were treated by TNR

# **Trap Neuter Return**

TRAP NEUTER RETURN (TNR) is the humane trapping of feral cats to be spayed or neutered, vaccinated and medically treated by veterinarians. Once treatment is complete adult feral cats are returned to their colony. If kittens are young enough, they can be placed into a foster or adoption program, decreasing the number of cats living on the streets. Research has shown that TNR helps to gradually reduce feral cat colony size over time and helps feral cats to live healthier lives. As a result, TNR helps feral cats be better neighbors to the humans around them and ensuring these cats are vaccinated helps community cats against diseases that are a public health concern, such as rabies.

Bringing cats in to HSSA's TNR program takes a lot of patience and dedication. Clara Lee Arnold, HSSA's first TNR Specialist, works odd hours often over the weekend and late in the evening. Some days she finds herself hanging out by smelly garbage cans. Other days she crawls into places that leave her covered in dirt and grease.

Clara Lee has been instrumental in helping HSSA perform outreach to underserved areas, helping folks in need of feral colony support. Her skill, knowledge and experience have been vital to the increase in numbers of feral cats the HSSA Clinic has been able to help. This success has led to the inauguration of a Community Cat Coalition and the creation of a Community Cat Center — with two full-time staff — later in 2020. This program is aiming to make sure no kittens are unwanted in Southern Arizona by 2025.





#### **Canine enrichment**

CHUCK NEEDED HELP and the Humane Society of Southern Arizona's New Beginnings Program was there for him. Our behavior team led by Canine Enrichment Specialist Stephen Szostek never gave up, working tirelessly to provide him with the mental stimulation and emotional regulation he needed to grow during his wait for his forever family.

He bonded closely with staff and volunteers, providing the sense of security and the obedience training he needed to grow confident and calm. Chuck gained a sense that he was cared for and that everything was going to be okay. Chuck's adopter Spenser - a graduate student at University of Arizona - now proudly declares, "What don't I love about Chuck?!" Spenser credits the numerous hours we invested in Chuck as shaping him into the loving dog he is today. Dogs are given the chance to exhaust their bodies and minds during their time at HSSA. From daily walks and oneon-one time with volunteers, to agility training and basic obedience, to pajama parties, we make sure our dogs are given the mental stimulation and emotional support needed while waiting to find their forever homes.

HSSA is committed to staying by your side through every step of your pet owning journey. In 2021, we will be expanding our behavioral and training services for pets and the people who love them.



# Donor Impact Lunch

On February 8, 2020, the Humane Society of Southern Arizona held an Donor Impact Lunch featuring bestselling author Garth Stein. Garth Stein wrote *The Art of Racing in the Rain* that has sold over six million copies world-wide and spent more than three years on the *New York Times* bestseller list.

Garth Stein shared many stories of how his pets have impacted his life and how they inspired him to write his book. Following lunch, a very exclusive VIP Event was held that allowed attendees to take a photo with Garth Stein and receive an autographed book.

The Annual Impact Lunch and VIP Event hosted 375 attendees and raised \$40,049 for pets in need.

# HSSA's Donor Impact Lunch and VIP Event raised over \$40,000 for pets in need

# Caring for pets and the people who love them

BANDIT AND GYPSY came to HSSA after their loving owner passed away. These dogs were grieving and our staff immediately gave them the special attention they needed to keep their bodies healthy and their hearts warm. Bandit and Gypsy were a part of our Guardian Angel program which ensured that they were given a loving home together after their owner's passing. By enrolling your pets in this program and naming HSSA as a beneficiary in your estate plan, you are ensured loving, attentive care for your pet when you are no longer able to provide care yourself. To enroll in this important program please call HSSA's Chief Development Officer, Diana Cannon, at 520-327-6088, ext. 117.



# What makes us different



#### We're not just an animal shelter.

Our organization is built on Three Pillars: Shelter and Placement, Prevention, and Education and Outreach. These principles guide our decisions and help us to do the very best we can to improve the lives of pets and people who love them. We offer clinic services, humane education classes and more.

#### We are NOT government funded.

This means we receive no tax dollars and we operate solely on the donations of local donors like you. HSSA is not affiliated with government funded shelters or with national groups like The Humane Society of the United States (HSUS) Without your help we could not do what we do for pets in need.

#### We are a managed intake shelter.

By managing the admission of pets entering our shelter, we are better able to provide the appropriate space and care for each pet. We are interested in making sure our pets find the right adopters, not in pushing the most adoptions without looking to the longevity and health of that adoption. We care for pets indefinitely until they find their forever homes. For some pets this will be hundreds of days, though our average length of stay is less than a month.

#### We are local.

We are locally run right here in Southern Arizona by a volunteer board of directors, our CEO, 100 Tucson staff members, more than 1,300 dedicated volunteers, and thousands of generous donors. We are your neighbors and care deeply about our mission. We are here to help our community become a better place for pets and people alike. When you give to us, you become part of a 76-year-old community institution that puts Southern Arizona pets first.



#### We are innovative.

We not only provide top tier care and enrichment to the pets at our shelter, we go the extra mile to make sure a pet you adopt from HSSA is as healthy and happy as possible before entering your home. Our New Beginnings Canine Training program helps at-risk dogs learn skills that will give them the best chance for remaining with their new adopted family. We offer cat socialization and sometimes spend months helping shy cats learn to trust and show potential adopters their true and sweet personalities.

#### Income

Public Support	\$4,809,514	70%
Paycheck Protection Plan	\$499,000	7%
Animal Services Revenue	\$798,076	12%
Special Events	\$336,915	5%
Investment and other	\$ 408,456	6%
Total	<sup>\$</sup> 6,851,961	100%

#### **Expenditures and Appropriations**

Program Services	\$5,014,826	79%
Fundraising and Development	\$967,656	15%
Management and General	\$230,505	4%
Capital Purchases	\$141,023	2%
Total	\$6,354,010	100%
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Appropriations to Reserves	\$3,404,484	



For more information and to support our work visit HSSAZ.org



# Leaping into the Future

THIS YEAR is the beginning of unprecedented forward motion for our mission at HSSA. Thanks to the generosity of key donors, in Spring 2021 we will break ground on a new community-focused Education and Behavioral Center as the new heart of our Roger Road campus, further strengthening our emphasis on providing pet families with the tools they need to solve behavioral problems and deepen the bond they share with their pets. These efforts help to keep pets in their forever homes.

In this new building we will also collaborate with the new University of Arizona College of Veterinary Medicine and their Canine Cognition Institute as they shed new light on the humananimal bond. Our groundbreaking Community Cat Center will be headquartered in another wing of this new space to support trap-neuter-return, working cat training for feral cats, and our Kitten Kindergarten to socialize trainable ferals so they can find their forever families in our adoption center.

The Education and Behavioral Center is a physical covenant with those we serve: We are with you to offer support for the entire lifetime of your pets. The Center will fulfill many needs, and declares to Southern Arizona and beyond that we are an organization and a community that values and supports pets and the people who love them, now and into the future.

And Eastsiders, stay tuned for some huge new announcements in 2021. We'll just leave that right here.

