



**HUMANE  
SOCIETY**  
of Southern Arizona

# Annual Impact Report 2021





## A few words from our CEO

I have a morning habit of walking around our holding areas to see the dogs and cats who came to us the previous day so I can see their great needs first-hand. I am so grateful to our donors — and call them personally each week to tell them — because I know that the only way we can meet those needs is through the generosity of those who support us financially.

Your generous contributions have increased by 52% over last year and that has enabled us to continue to expand our mission to meet those needs.

- We have opened the first stage of our Eastside shelter expansion at Wilmot and 22nd;
- We have expanded our clinic programs to see more low-income patients and provide more low-cost dental services;
- We have increased our spays and neuters, including our Trap, Neuter, Return program for community cats;
- We are saving lives in Cochise County by welcoming homeless pets from the Douglas shelter;
- We are reuniting pet families with improved Lost and Found procedures;
- And we are doing so much more — as you will see in these pages.

We know there is even more to do. We will not rest until we are able to find a loving home for every homeless pet in Southern Arizona and keep them in those homes for their entire lives. That is our vision, and that is why we are so grateful for your ongoing support.

Steve Farley  
Chief Executive Officer  
Humane Society of Southern Arizona



**Mission:** Compassionately serving pets and the people who love them.

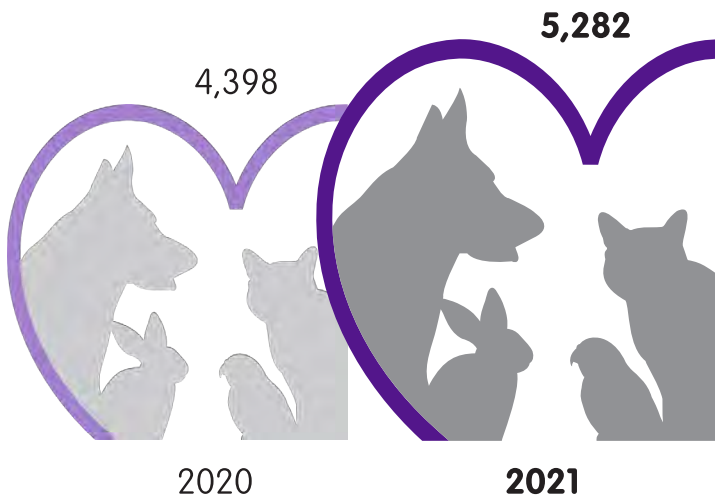
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(520) 327-6088 | HSSAZ.ORG  
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# 5,282 pets were admitted into our shelter

The unpredictable COVID-19 pandemic changed a lot of things for a lot of organizations, including ours. One thing that did not change was our focus on helping the homeless pets of Southern Arizona who needed even more help during this challenging year.

HSSA is a safe haven for all homeless pets who come through our doors. They come to the shelter with little in their corner, but the moment they enter our premises they gain a family of dedicated professionals fighting for them and an entire community standing behind them. With the unwavering love and quality medical care they receive from our staff and volunteers, their personalities quickly blossom and their confidence is rebuilt.

In 2021, HSSA welcomed 5,282 pets, 884 more than 2020, a 20% increase. In addition to intake from Pima County residents, rescues, and shelters, we now hold sheltering agreements with Cochise County and the towns of Sahuarita and Marana. As our name says, we meet the needs of homeless pets throughout Southern Arizona.





Simba - adopted October 2021 | Flipper - adopted November 2021

## 3,762 pets were adopted

HSSA has built our foundation on finding forever homes for pets and creating new families across our region. Adoptions began the year with an appointment-only format in order to keep you, our staff, the public, and the pets safe in accordance with guidelines in place at the time. Mid-year HSSA was able to adapt to meet updated guidelines by reinstating walk-in adoptions.

This move, along with boosting adoption efforts at offsite locations such as PAWSH at Park Place Mall, has enabled HSSA to reach more prospective pet families, increasing the number of adoptions to 3,762 pets in 2021 – an increase of 421 over 2020, a 13% increase.



## 1,675 pets in HSSA Foster Care Program

Many pets arrive at our shelter facing challenges that must be addressed before they are ready for adoption. Whether they are week old puppies or kittens who need round-the-clock bottle feeding, or sick and injured pets in need of a little extra healing time, HSSA's Foster Care system is standing by ready to help.

HSSA's Foster Care system is made up of a group of faithful volunteers who provide safety and care for pets not yet ready for adoption. Not only are these selfless volunteers offering their time, but they are also giving their homes to these pets - providing the necessary care and comfort specific to each pet's situation and giving them a fighting chance to find a forever home.



Foster volunteers make a huge impact, saving thousands of lives each year. In 2021, volunteers dedicated tens of thousands of hours to the 1,675 animals in HSSA's Foster Care system. Without the generosity and dedication of our foster volunteers we could not save all the lives we save. HSSA is grateful to the many volunteers who have sacrificed so much in the past year to provide a safe space and care so deeply for each of our foster pets.



HSSA Second Chance Medical Unit Patients Oliver and Zendaya

Affordable veterinary care keeps pets healthy and out of the shelter. HSSA's veterinary services range from vital spay and neuter clinics and life-saving vaccinations to wellness programs specialized for low-income families and the newest offering of dental care.

No family should have to give up their beloved pet due to an inability to pay for the medical care their pet needs. HSSA's Wellness program provides accessible and affordable life-saving care so that low-income families can stay together.

In addition to the innovative clinic services provided to owned pets, the same quality of care is extended to our shelter pets. Every pet that passes through HSSA is given a clean bill of health, physically and behaviorally, by the dedicated medical team at HSSA before being adopted into their forever home.

Just how impactful was HSSA's clinic in 2021? We administered 11,355 life-saving vaccines, performed 22,924 critical and life-saving surgeries, and spayed or neutered 6,938 animals.

Pets come to HSSA in all conditions – from minor bumps and bruises to life-threatening injuries and illnesses. When heartbreaking cases enter through HSSA's doors, the Second Chance Unit (SCU) medical team is ready, prepared to take on the challenge ahead and begin each animal's journey to healing. From preliminary medical examinations and testing, to identifying a cause and establishing and implementing a plan of action, HSSA's SCU medical team is highly knowledgeable and capable of remedying the critical cases that arrive. In 2021, HSSA's Second Chance Unit successfully treated 100+ pets giving quite literally a second chance at life to each and every one.

**11,355** life-saving vaccines were administered

**22,924** critical and life-saving surgeries performed

**6,938** pets were spayed or neutered

**100+** Second Chance medical patients healed



# 564 Wellness services and 88 Dental procedures performed



Through the services offered by HSSA's Wellness Program, we ensure that owned pets remain healthy with their families – and don't end up surrendered due to lack of funds. As a donor-supported program, the Wellness Program is able to provide life-saving medical services at an affordable cost, such as non-emergency medical treatments, soft-tissue surgeries, and preventative care like vaccinations and dental cleanings. We also offer lab work and testing for diseases like Valley Fever, as well as diagnostic work including digital x-rays.

For any family who feels the weight of struggling to keep their pets healthy, this initiative gives them hope in keeping their beloved pet in the home, healthy and happy. In 2021, there were 88 dental appointments and 564 Wellness services completed for owned pets in our community – 541% more than in 2020.

## 1,602 Community Cats altered and vaccinated

The Trap, Neuter, Return (TNR) program at HSSA is the centerpiece of our Community Cat Program, an effort to reduce community cat overpopulation and improve the lives of feral cats. In this program, community cats are humanely trapped to be spayed or neutered, receive preventative vaccinations, and are medically evaluated by a veterinarian. Upon completion of all procedures, the community cats are safely returned to their colonies to live healthier lives.

TNR is essential in humanely reducing the overpopulation in community cat colonies, resulting in a higher quality of life by preventing illness, decreasing unwanted litters, and diminishing nuisance behaviors that disturb and irritate those living near a colony. On occasion, some of the cats brought in through the program are placed for adoption at the shelter to find a forever home of their own – further minimizing the number of cats on the street and reducing the numbers of unwanted kittens suffering in the Southern Arizona heat.

In 2021, HSSA's Community Cat Program successfully altered and protected 1,602 community cats through our TNR initiative, a 120% increase over 2020. In 2022 this program will be expanded in a new Community Cat Center sponsored by Stacy & Dr. Anthony Silva – a wing of the HSSA Freeman Education and Behavioral Center now under construction.



# Humane Education and Community Outreach

**3,472** students reached from  
**102** free classroom visits in  
**40** local schools

**591** youth and adults  
attended humane education  
programs, camps or classes

**82** pet classes held

HSSA's Humane Education department reaches thousands of young minds across Southern Arizona each year through in-person school visits and education programs that take place at HSSA's Main Campus. These programs are performed with a commitment to children learning about the principles of animal welfare, and to nurture a more kind and compassionate community, through our actions and teachings. COVID-19 pandemic related school closures forced our team to adapt and find a new way of offering this program safely - virtual classes.

We virtually visited 40 schools, reaching 3,472 students in 102 classroom visits. With in-depth safety measures and modifications put in place to ensure the safety of both the staff and youth guests, the humane youth programs were able to continue throughout the year.

591 youth and adults attended education programs, camps, or classes on our campus in 2021, a year where many of them were otherwise stuck indoors with minimal interaction with others. Through engaging and interactive programs that enrich each person's imagination and expand their wealth of knowledge of animals and their care, the Education Department inspires our community - both our people and pets.

The human-animal bond is central to what we do at HSSA. In a variety of pet education classes, humans and their pets learn new ways to communicate, and new tools to help correct behavior challenges. In 2021, 82 pet classes took place at our campus.





## 331 pets were returned to their loving families

All pet owners share the fear of losing their beloved family pet. That devastating loss is not an uncommon occurrence. Every week HSSA takes in lost animals and receives calls and emails from frantic owners who have lost their pet. That is why we have a Lost & Found team devoted to helping pet parents locate and reunite with their lost pets.

We can keep pets out of the shelter in the first place by working to keep owned pets in their homes with their families who love them. Through an innovative system of tracking and recording pets who enter the shelter as strays and utilizing research tactics to identify family matches across a variety of media, HSSA's Lost & Found team reunites families with their pets more effectively and efficiently – 331 pets were returned to their loving families in 2021.



## 117,056 hours donated by 1,083 dedicated volunteers

We are fortunate to have an amazingly dedicated team of volunteers willing to donate their time to our cause. HSSA would not accomplish nearly as much as we do for homeless and owned pets in this community without the help of these selfless individuals.

With 117,056 hours donated in 2021 by 1,083 volunteers, the impact felt organization-wide by this help is powerful. The hours donated are invaluable to the ability for HSSA to achieve our goals for the organization. One study values a single volunteer hour at \$28.54. Whether diving head first into the challenges of working with animals or entering data in the office, HSSA volunteers play a vital role in the safety and care of each shelter pet.



HSSA volunteers have developed long-lasting relationships with the staff, but perhaps the most beautiful relationship formed is with our pets. There is something truly magical about the impenetrable bond volunteers create with the pets at HSSA. Each volunteer witnesses triumphs and tribulations as injured or behaviorally challenged pets improve during their time in the shelter. Volunteers bring out the best in each pet by showing them unconditional love from the moment they enter HSSA's doors to the moment they leave for their forever home.



# HSSA Thrift Store

Thanks to those who have donated their unwanted goods, the Humane Society of Southern Arizona Thrift Store is home to some of the most amazing and unique items you will not find anywhere else. Thrift moved twice this year, finally finding its forever home at 1010 S Wilmot Rd on July 17, 2021. Since its opening, the Wilmot location has been a resounding success - bringing in an unprecedented level of funds – all of which support homeless pets.

The Thrift Store is just the first step for this expansive location. With a multifaceted plan for this space, HSSA will begin phase two of our eastside expansion - implementing adoption and vaccination programs - in the new year. Low-cost vaccines will be offered starting in 2022, and on-site adoptions are already ramping up.

Special Dogs of Tucson or S-DOT, was rolled out at the end of 2021. Volunteers and Thrift Store staff dedicate a corner of the store with a sofa and plant decor between 10:00 AM and 12:00 noon on Tuesday, Wednesday, Thursday, and Saturday of each week. The dogs selected to come to the store are senior pets who not only get a decompression break from the stressful shelter environment, but also get greater exposure and increase their chances of being adopted. As work continues on this location, this program will continue to evolve into full-service adoptions.

## March Muttness<sup>SM</sup>

This past year wasn't just challenging for HSSA. Shelters all across the country have been struggling to keep up. We decided to reach out through our new national fundraiser, March Muttness<sup>SM</sup>, to present shelters from around the country a chance to raise essential funds for the pets and people in their communities.

The 2021 version was such a success, we're doing it again! March Muttness<sup>SM</sup> 2022 will be bigger and better than ever, with up to 128 shelters taking part in an electrifying bracket-style fundraising tournament that raises life-saving funds for homeless pets in a fun and exciting competition. Last year we raised over \$200,000 for 32 participating shelters. This year, the sky's the limit as we help even more pets across the USA. Stay tuned for more information about March Muttness<sup>SM</sup> 2022 coming soon!



## Looking ahead...

Thanks to your support, we at HSSA have been able to enter an era of new growth to accomplish our mission more effectively. In the coming years we anticipate opening new buildings and new and expanded programs to serve pets and the people who love them throughout Southern Arizona. Here are just a few of our upcoming initiatives.

HSSA's 635 W Roger Road headquarters, our Westside home since 2018, will continue to provide excellent service over a complete range of shelter and clinic needs. Right next door, we will be opening our brand-new Freeman Education and Behavioral Center in the fall of 2022 featuring an amphitheater for lectures, performances and presentations, a huge indoor space for training classes, classrooms for humane education and kids' camps, a research facility for the University of Arizona's Center for Canine Cognition to learn how dogs think (and how people think around dogs!), and an innovative Community Cat Center.

Our Eastside location —1010 S Wilmot at 22nd St — has been a phenomenal success as Tucson's best thrift store, turning your donated items into a consistent stream of revenues to support homeless pets. Starting this year, we will open weekly low-cost vaccination clinics and daily adoption events on site.

We are raising funds to build a full-service shelter next to the thrift store, including adoptions, admissions, a cat cafe, a low-cost clinic, education and training, and — in a first for Tucson — a 24/7 low-cost pet emergency hospital that will also serve as a teaching hospital for the University of Arizona College of Veterinary Medicine. No pet in distress should have to wait for hours and hours in the middle of the night for emergency care — nor should their families end up with a bill for thousands of dollars. We plan to fix that.

HSSA's new Eastside shelter complex, complete by 2025, will serve our community in many ways and become the place to be for all pet-loving Tucsonans in the central and eastern parts of the region who feel we moved too far away when we left our longtime, but dilapidated, Kelvin home.

We are also raising funds for an HSSA shelter in Bisbee, building on our new partnership with the Douglas shelter to help save the lives of homeless pets in Cochise County. It has been 34 years since we changed our name to reflect the service area of all Southern Arizona — not just Tucson — and it is time we committed ourselves to serving the entire region.

There is a huge veterinarian shortage throughout Arizona, and it affects everyone who cares about animals. We are doing everything we can to help train tomorrow's veterinarians through internships and daily shifts in our clinic with vet and vet tech classes from Pima Community College, Pima JTED, Pima Medical Institute, and the University of Arizona College of Veterinary Medicine. Through these partnerships, we will offer advanced students real-world high-quality experience while keeping our prices low for the public. In addition, we are working with partners in Arizona government to provide incentives for vet school graduates to stay and practice right here in Arizona.

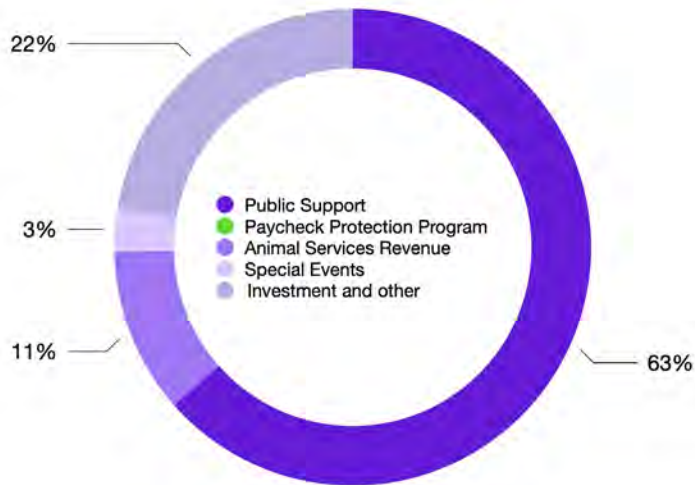
The challenges we all face are great. We have solutions. Your support enables us to put those solutions in play, making life better for pets and the people who love them across our region. Thank you.



# HSSA's Financials

## Income

Public Support	6,586,537	63%
Paycheck Protection Program		0%
Animal Services Revenue	1,168,317	11%
Special Events	305,510	3%
Investment and other	2,323,040	22%
	<b>10,383,404</b>	<b>100%</b>

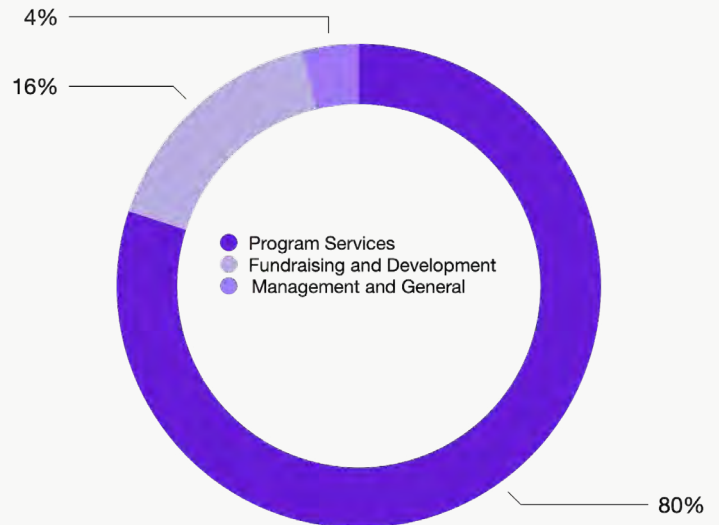


## Expenditures

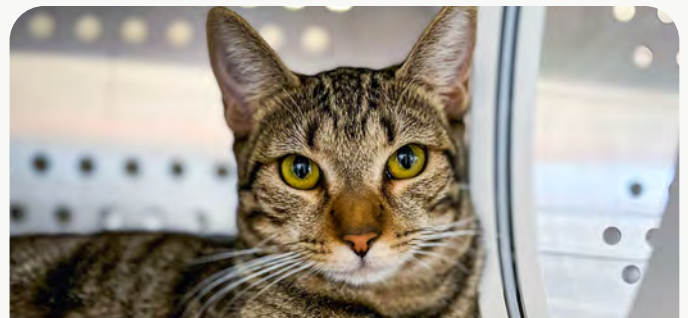
Program Services	5,506,477	80%
Fundraising and Development	1,116,225	16%
Management and General	258,124	4%
	<b>6,880,826</b>	<b>100%</b>

Net income 3,502,578

Capital Purchases 2,015,542



Donations directly support HSSA's expansive and innovative programs. To learn more please contact HSSA's Chief Financial Officer at [finance@hssaz.org](mailto:finance@hssaz.org) or see additional information online at [HSSAZ.org](http://HSSAZ.org)



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