The mission of the San Francisco SPCA is to save and protect animals, to provide care and treatment, to advocate for their welfare, and to enhance the human-animal bond.
Founded on April 18, 1868, the San Francisco SPCA was the nation’s fourth humane society and the first west of the Mississippi. It has become one of San Francisco’s most enduring and respected institutions, as well as a national leader in saving homeless cats and dogs and advancing animal welfare.
Dear Friends of the SF SPCA,

Looking back on our year of growth and accomplishments makes us proud. More importantly, it makes us so very excited for the future. When we look at how, in partnership with our community, we’ve been able to improve the welfare of animals despite difficult economic times, it gives us confidence that our goals are within reach — that we can indeed end animal abandonment in San Francisco.

That may sound like an audacious plan, but it’s achievable. Each of our programs works toward this goal, as you will see in the following pages. They reinforce a “virtuous cycle” of preventing animals from being abandoned, rescuing those animals who are homeless, and educating this and the next generation about responsible guardianship. Consider just a few of the amazing things we were able to accomplish this past year:

- We spayed and neutered more than 9,000 animals in fiscal year 2010–2011, the most in one year in the history of the SF SPCA. Over 80 percent of these were discounted or free surgeries.

- We launched a new program, the Community Cares Initiative, which brings free vaccines, spay/neuter, hospital charity care, and behavior and training information to a high-risk, underserved community in San Francisco. Last year, we provided vaccines for 1,253 dogs at the Mobile Vaccine Clinic and over 300 spay/neuter surgeries.

- The SF SPCA Veterinary Hospital served 15,000 clients — a new record — and 3,366 of the animals served would not have received care without our charity program. We’re proud to report that the hospital funds all of its charity programs through the income we earn from paying clients — what some have termed a “social enterprise.” Last year, we provided more than $1.9 million in services to clients who otherwise would not have been able to afford care for their animals.

- Our Animal Assisted Therapy program, the oldest AAT program affiliated with a humane society, celebrated its 30th anniversary by producing groundbreaking research on the human-animal bond. Through a multi-year study in collaboration with the San Francisco Unified School District, we were able to scientifically prove that children who regularly read to an animal significantly improve their reading speed and comprehension.

San Francisco is the safest major city in the United States for homeless dogs and cats. Our programs form a critical safety net, and it’s working. Because of the innovation and efficiency of our efforts, we have not seen a spike in surrenders, as is happening elsewhere in the country. Likewise, citywide euthanasia rates have remained among the lowest in the country. As the birthplace of no-kill, we are proud to continue to be an example of how this bold philosophy can work without overcrowding or harming the animals that are being re-homed.

The fiscal year 2010–2011 was remarkable in one other way: a number of generous donors left us in their wills. These generous legacy gifts will fund a number of exciting new initiatives and pilots in fiscal 2011–2012. But bequests are a one-time windfall that we must invest wisely. Continued support from loyal and committed donors and volunteers helps sustain our programs year after year, and we’re thankful to people like you who make our amazing work for the animals possible.

We thank you. They thank you.

Jennifer Scarlett, DVM
Co-President

Jason Walthall
Co-President
A National Leader in Saving Homeless Animals

The San Francisco SPCA is the oldest humane society in the West. Since its founding in 1868 by James Sloan Hutchinson, the SF SPCA’s pioneering programs have saved the lives of countless animals, and have made it a national voice for animal welfare. The historic 1994 pact between the SF SPCA and the San Francisco Department of Animal Care and Control made San Francisco the safest major city in the United States for homeless cats and dogs, due in large part to the SF SPCA’s innovative and effective programs.

Did you know?

• In 1884, the SF SPCA built the first horse ambulance in the West.

• In 1905, the SF SPCA took over animal control services for 84 years.

• The SF SPCA has provided retirement for the city’s work horses since 1918. Retired SFPD horses live out their final years at a ranch in Sonoma County.

• In 1994, the SF SPCA invented the concept of no-kill, that no healthy, adoptable dog or cat should be euthanized.

• The SF SPCA Adoption Center, opened in 1998, was the first cage-less adoption center ever built.

• In 2004, the SF SPCA played a major role in the development of the Asilomar Accords, a nationally recognized system that categorizes the medical and behavioral conditions of shelter animals.

• The SF SPCA Veterinary Hospital at the Leanne B. Roberts Animal Care Center, opened in 2009, is the second largest veterinary center in North America.

• We are an independent 501(c)3 charity, with no affiliation to national organizations like the ASPCA or HSUS.

• We take no federal, state, or local government funding and are entirely supported by private donations from community members like you.
The San Francisco SPCA ran a balanced budget of approximately $18.5 million in Fiscal 2011. We are proud to be able to grow our vital programs during these difficult economic times. At the same time, we became more efficient in how we managed the Society, enabling us to significantly reduce the percentage of expenses going to supporting services.

The Hospital became a larger proportion of our budget this year, as word continues to get out about our world-class veterinarians and state-of-the-art facility. As expenses for the hospital have grown, so too has revenue, and the hospital continues to generate positive income, with all profits going to fund the charity care we provide. But the hospital is not the only growth story. We were able to increase funding for the majority of programs this fiscal year.

We were fortunate to receive a number of extraordinary and generous bequests in Fiscal 2011, which made our total revenue exceed our total expenses. Bequest income must be used carefully as amounts change significantly from year-to-year and extraordinary bequests are unlikely to repeat in a predictable way. These funds are being used in the current fiscal year to carefully expand some programs, invest in our campus and ensure we have adequate financial reserves.

We are immensely grateful to our donors and volunteers. It is their generosity that makes everything we do at the SF SPCA possible.
Impact of spay/neuter on surrenders
There is a clear relationship between our increased spay/neuter efforts and the reduction in homeless animals in San Francisco. Spay/neuter saves lives.

4,052 adoptions
Thousands of animals found new homes through the SF SPCA Adoption Center and mobile adoption programs.

9,209 spay/neuter surgeries
Preventing unwanted litters is the first step toward ending homelessness and abandonment.

72,644 AAT visits
The SF SPCA Animal Assisted Therapy program enhanced the human-animal bond with visits to more than 70,000 people in senior centers, hospitals, schools, and nursing homes.

$1.9 million in charitable veterinary care
The nonprofit SF SPCA Veterinary Hospital at the Leanne B. Roberts Animal Care Center offered free and low-cost care for animals in need.

.0013 euthanasias per capita
San Francisco’s euthanasia rate of 1.3 per 1,000 people makes it the nation’s safest major city for homeless cats and dogs.
Randy and Michael previously had a pair of black cats, which inspired them to open their home to another bonded pair. They adopted 4-year-old Leo and Lance, and all are living happily in Oakland.
Loving Homes to the Rescue

An important part of ending animal abandonment is ensuring that animals have loving homes, whether they’re permanent adoptive homes or temporary foster homes. The San Francisco SPCA has several unique programs to ensure that even animals temporarily without a home are comfortable.

- The SF SPCA Adoption Center focuses on reducing animals’ stress so they can find their perfect human companion and their next forever home more quickly. Most dogs are housed in pairs, and cats live in spacious “condos,” many complete with cat trees and windows for sunlight.

- The SF SPCA Foster Care Program is a lifeline for underage, sick, or injured animals who cannot be immediately adopted. Volunteer foster parents open their hearts and homes to kittens, puppies, and animals who need extra time and attention before they enter the adoption process. Over 1,300 cats and dogs were fostered last year.

- Foster Hospice, or “Fospice,” allows animals diagnosed with a terminal, non-contagious illness to live out their final days in a loving foster home. Because of their condition, these animals would not be able to seek traditional adoptive homes.

- The Sido Program gives pet owners peace of mind. In the event that the pet outlives its guardian, the SF SPCA guarantees care. Pets in the Sido Program are taken into the Adoption Center and cared for until a new permanent home can be found.
Caring for Our Companions

Caring for companion animals is an integral part of the San Francisco SPCA’s mission. Financial assistance and free veterinary care make it possible for those who cannot afford traditional hospitals to receive services, and Shelter Medicine provides care for animals without guardians.

- The SF SPCA Veterinary Hospital is located in the state-of-the-art Leanne B. Roberts Animal Care Center, opened in 2009. During the 2010–2011 fiscal year, the SF SPCA provided $1.9 million in charitable care to animals in need.

- The SF SPCA Spay/Neuter Clinic, also in the Leanne B. Roberts Animal Care Center, completed more than 9,000 spay/neuter surgeries, including over 1,600 free surgeries for owned animals. Our spay/neuter program is core to our mission of ending animal abandonment.

- The SF SPCA’s veterinary services extend beyond the hospital walls through the Community Cares Initiative. This program includes the Mobile Vaccine Clinic, which travels to San Francisco’s Bayview neighborhood each month to provide free veterinary care. During fiscal year 2010–2011, more than 1,200 vaccines were administered at the clinic, and as a result the community saw a dramatic drop in the number of dogs sick with parvo, a highly contagious and deadly virus.

- Community Cats provides assistance and resources to those caring for feral and community cat colonies in San Francisco. Trap-neuter-release efforts, training, free food, and free spay/neuter surgeries help control the community cat population and keep it healthy.

- After faithfully serving the community, San Francisco’s former police horses find sanctuary and live out their final years on a retirement ranch in Sonoma County. The SF SPCA has provided retirement for the city’s work horses since 1918. Contributions from supporters help provide stabling, food, and veterinary care.

Shelter Medicine Patient:
Zsa Zsa

Zsa Zsa came to the San Francisco SPCA from Animal Care & Control. She had head trauma, including multiple skull fractures and a jaw fracture that had been surgically wired by ACC’s veterinarian. Her injuries were exceptionally painful, and she was unable to open or close her mouth fully, which made eating very difficult.

Zsa Zsa stayed in the shelter’s medical treatment room, which allowed for special feeding, pain management, and antibiotic administration. After a few weeks she was eating well on her own and was able to groom herself. She went to a foster family, where she will spend the remaining month until her jaw is fully healed.

Once her fractures heal, she will have another surgery and dental procedure, and then will be ready for her forever home.

Zsa Zsa exemplifies the extent of medical care that the San Francisco SPCA provides animals in need, an opportunity that is made possible through the Shelter Medicine program, the Cinderella Fund, and the state-of-the-art facilities at the Leanne B. Roberts Animal Care Center.
The Leanne B. Roberts Animal Care Center served 15,000 clients during the 2010-2011 fiscal year. Charitable care worth $1.1 million was given to animals whose guardians demonstrated financial need, and $800,000 in care was given to homeless animals.
The Humane Education department operates year-round, enhancing the human-animal bond in 4,000 children by teaching them about responsibility, compassion, and pet care. These programs directly impact the next generation of animal advocates.
The Human-Animal Bond

Both people and animals benefit physiologically and emotionally from mutual interaction. Many of our programs are designed to strengthen and nourish the human-animal bond.

• The Humane Education department offers programs for kids from preschool through high school. These include summer animal camps, preschool story time, and birthday parties. During fiscal year 2010–2011, Humane Education touched the lives of 4,000 students.

• The Animal Assisted Therapy program celebrated its 30th anniversary, making it the oldest program operating within a large animal welfare organization. In fiscal year 2010–2011, over 100 volunteer teams served more than 72,000 people in hospitals, nursing homes, and psychiatric facilities.

• Training dogs to be well-behaved canine citizens helps keep them in their homes and out of the shelter system. The SF SPCA offers playgroups and a variety of training classes for dogs of all levels and ages. More than 2,600 dogs benefited from these services during fiscal year 2010–2011.

• Our pet loss support group meets monthly and offers free support to those who have lost their animal companions. In 1982 the SF SPCA became the first humane society to offer a regular monthly grief counseling service.

• Developed in 1978, the San Francisco SPCA Hearing Dog Program was designed to train homeless dogs as service animals and place them with hearing-impaired guardians. The program currently supports over 100 active hearing dog graduate teams.

• The SF SPCA’s Public Information Department responds to public inquires and provides a vital resource for the San Francisco community. This information helps serve pet owners, homeless animals, and community members.

AAT Volunteer: Moher Downing

After suffering a stroke in 2005 and several personal tragedies, Moher Downing longed for a dog’s companionship. She spent two years searching for the perfect companion before she found Scarlett O’Hara, a young Standard Poodle. Scarlett was perfect for someone with restricted mobility — she always walked beside Moher and never pulled on the leash.

Scarlett inspired Moher to volunteer in Animal Assisted Therapy, which sends human-animal teams to places such as hospitals and nursing homes. “There is something very special about her that I knew would work well in the program,” Moher said. “With her calm manner, loving attention, and intuition, she befriends everyone. She even knows when it’s OK to get up on someone’s bed!”

“After my stroke I couldn’t walk or talk, except for three words,” Moher continued. “Now, I’m able to go anywhere. Scarlett and I love helping other people and bringing joy into their lives in whatever way we can.”
Volunteers

We couldn’t achieve our goals at the SF SPCA without our dedicated teams of volunteers. They keep animals happy in shelter and foster care, assist with adoptions, and lend a hand during special events. Volunteers play a vital role in saving lives every day.

• The SF SPCA’s cat and dog volunteers help animals get the socialization, exercise, and training they need to quickly find new forever homes. Volunteers also serve as adoption counselors, helping ensure the perfect match for both animals and adopters. Those who are specially trained also provide care for the animals undergoing treatment in the Shelter Medicine area.

• Each season for the past 24 years, the SF SPCA has displayed adoptable animals in San Francisco holiday storefront windows. At Macy’s, volunteers assist with adoptions, taking donations, greeting visitors, and transporting animals.

• Special programs for teenagers allow them to work one-on-one with the shelter animals. High school students help feed and care for the animals and provide information to potential adopters.

• Volunteers at the Mobile Vaccine Clinic assist both with intake and veterinary care, depending on their training. During the 2010–2011 fiscal year, 1,253 vaccines were provided to 983 dogs at these clinics.

• Photography volunteers help ensure that each animal is pictured on the SF SPCA website. They also photograph animals for the “Adoptable of the Week” update on Facebook and cover special events.

Cat Volunteer: Bruce Adams

Bruce Adams has worked with the cats at the San Francisco SPCA Adoption Center for nearly four years and visits the shelter most weekdays. As a mentor volunteer, he also teaches classes and assists new volunteers.

“It’s been an amazing experience, and I’ve come to fully embrace the mission of the SF SPCA and the goals of animal welfare,” Bruce said.

“Although my favorite part of volunteering is spending one-on-one time with the cats, I also particularly enjoy working as a matchmaker at the Adoption Center. I feel privileged to be there at the moment that humans and cats connect. It’s very satisfying to see a cat leave the building on its way to a forever home.”

Bruce said he came to the SF SPCA thinking he had something special to give to the cats, but now believes it’s the cats that have something special to give to him.
The Spay/Neuter Clinic performed 9,209 surgeries during fiscal year 2010–2011, 80 percent of which were discounted or free. About 1,400 community cats received free surgeries and continue to receive free care — no appointment necessary — on certain weekdays.
Preventing Animal Abandonment

Ending animal abandonment in San Francisco is our primary goal, which we will achieve by promoting spay/neuter, offering behavioral training so animals are not abandoned due to behavioral issues, and assisting with charitable veterinary care for those who are struggling to afford services.

- The Spay/Neuter Clinic performed over 9,000 surgeries, 80% of which were no cost or low cost. This included nearly 1,400 community cats that received free services and nearly 1,000 animals from San Francisco Animal Care & Control. Our spay/neuter programs address the root cause of animal abandonment by stemming overpopulation.

- Behavioral issues are most often given as the reason for surrender by pet guardians. Many of these issues can be addressed through proper training and behavior modification. During 2010–2011, 1,416 dogs attended our behavior and training classes. In addition, our cat Animal Care Associate team provides knowledgeable advice and counseling for cat adopters and guardians. This year, the SF SPCA added Dr. Jeannine Berger, DVM, DACVB board certified veterinary behaviorist, to the roster. She addresses behavioral problems in dogs and cats that go beyond the scope of training problems.

- During fiscal year 2010–2011, the Leanne B. Roberts Animal Care Center provided $1.9 million in charity care for owned and homeless animals. By offering assistance to pet guardians facing financial hardships, the SF SPCA helps prevent animal abandonment due to the cost of veterinary care. The hospital also provides free services and support to programs such as VET SOS, which assists homeless people who cannot afford to care for their animals.

Behavior & Training Staff:
Daniel Quagliozzi

As a member of the San Francisco SPCA Behavior and Training team, I am inspired by the positive change we create every day for homeless animals and the people who love them. Our main priority is our commitment to saving as many lives as possible while providing the right balance of care and compassion.

The duties of the behavior team never stop with intake. We work with each animal and adopter to ensure the right match, and provide after-care counseling for those animals who have already found loving guardians of their own.

Many animals are surrendered because of behavioral issues, and by helping them overcome those challenges, we help keep them where they truly belong: in their loving homes. The successful placement of cats and dogs is an achievement we strive for with each and every animal that enters into our care.
Wyeth Coulter, 14, (right) started a pumpkin patch to raise money for charity in 2005, and was joined by his friend Philip Goss, 13, (left) in 2006. They have raised $8,650 for the SF SPCA. "We love helping the animals," said Wyeth and Philip.