



# Annual Report 2021–2022

*San Francisco SPCA Registered Veterinary Technician,  
J. Adan Ruiz, with shelter kitten Lavender*



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# Breaking Down Barriers to Access to Care



One of the major issues we see in companion-animal welfare today is lack of access to basic medical care. Cost and transportation deter many pet guardians, while an industry-wide shortage of veterinarians is a crisis affecting veterinary clinics and hospitals across the nation.

Several years ago, as we looked ahead to the challenges of the new decade, we decided to refocus our energies and do everything we can to make veterinary care more accessible and more affordable.

Vision 2030 is our blueprint to address access to care long-term and to positively impact millions of animals' lives by the year 2030. We will do this by expanding our community medicine programs, shelter partnerships, and advocacy.

## The impact of your support

In the following pages, you'll learn about our remarkable achievements since we've set our sights on enhancing access to care.

In the past fiscal year alone, we awarded more than \$1 million in financial assistance to help pets receive medical care. We treated nearly 16,000 animals at our Call Ahead, Mobile Vaccine, and Spay and Neuter clinics; won a major victory for animals with the signing of AB 1282, which outlaws captive blood-donor dog facilities in California; and we launched our boldest venture yet—the SF SPCA Community Veterinary Clinic, now offering local, affordable veterinary care to San Francisco's Excelsior District and neighboring communities.

## An evolved mission & vision

We're proud of our new focus on access to care, and we want to reflect this new commitment in how we talk about ourselves and our work ahead. So we called on donors, volunteers, and employees to help us evolve our vision and mission statements.

More than 300 of you responded to our survey, sharing your thoughts about how best to describe who we are and the world we hope to create. After considerable input, I'm pleased to announce our updated vision and mission statements.

### VISION:

We envision a world in which the love people share with animals uplifts humanity to a state of greater compassion.

### MISSION:

Our mission is to ensure every companion animal has access to quality medical care, compassionate shelter, and a loving home.

Our new vision and mission statements set the course for our strategic planning work moving forward, and we hope these words resonate with you as they do with all of us. It's your unwavering commitment that makes this life-changing work possible.

Thank you for being a friend to animals,

Dr. Jennifer Scarlett  
SF SPCA CEO

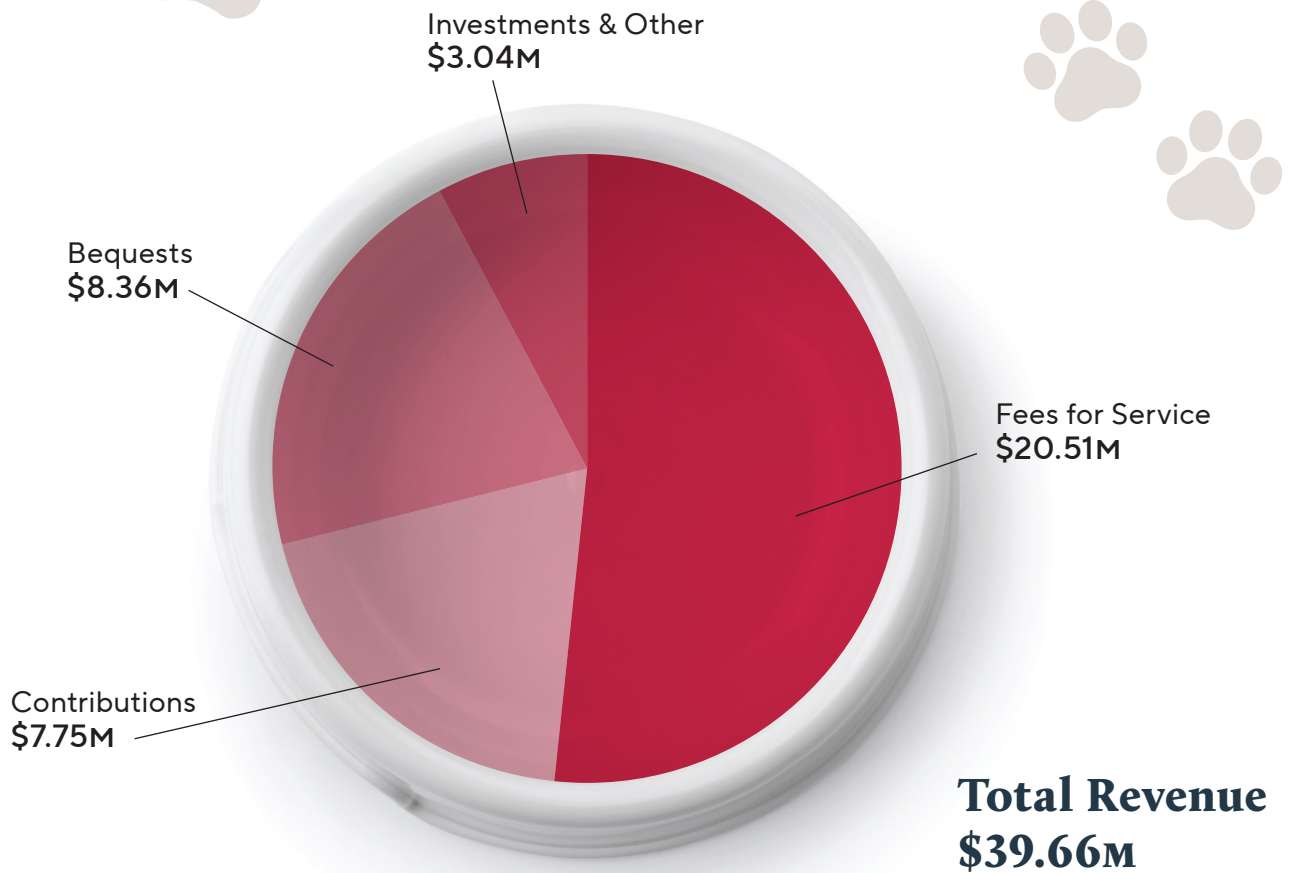
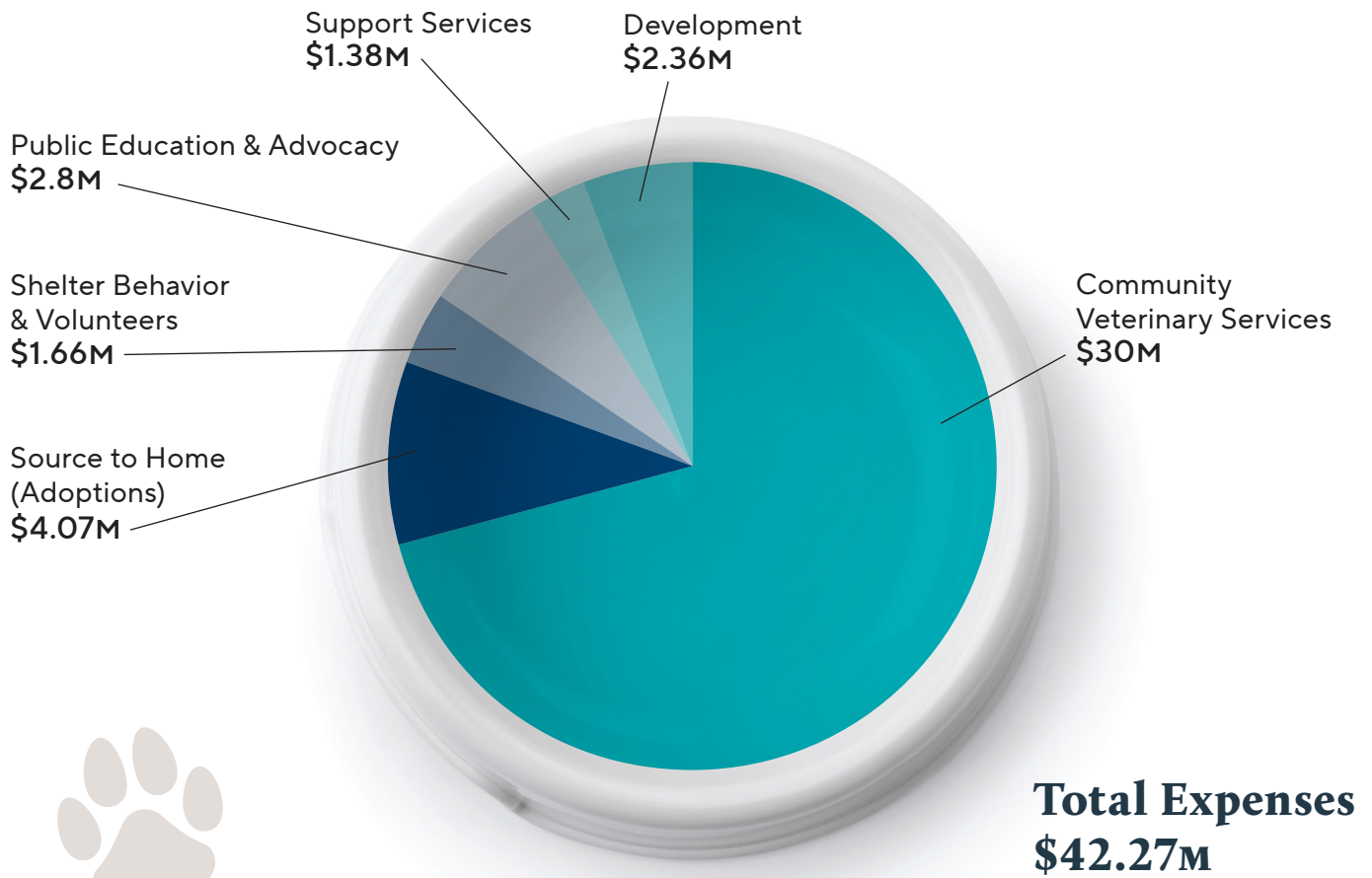
# Your Impact

## Donors empower us to make a difference

In our Vision 2030, we defined a bold new direction for our organization: to amplify our focus on access to veterinary care for all companion animals.

Our commitment to expand community medicine programs, shelter partnerships, and advocacy came with the decision to refocus resources on our new Community Veterinary Clinic in the Excelsior district of San Francisco. Based, in part, on the success of our Call-Ahead Clinic at our Mission campus, we anticipate that this new resource in our community will not only sustain itself but thrive in the long term.

Your unwavering partnership over the past fiscal year has allowed us to expand our programs and services beyond what we ever thought possible. On April 18, 2023, we will celebrate our 155th anniversary as an organization. Thanks to your ongoing support, we know that we can build on this past year's achievements and expand our impact even further as we move into our 155th year.



# Community Medicine



Our Community Medicine programs continue to improve access to veterinary care throughout our city. During the 2021 fiscal year, record numbers of patients visited the Call-Ahead Clinic at our Mission Campus, and we more than doubled the number of free vaccines administered at our mobile vaccine clinics.

The demand for services provided by our Community Medicine team continues to increase. In the past two years, approximately one of every four households experienced barriers to accessing veterinary care. We know that number will continue to grow in the coming years due to rising costs and the national veterinary staffing shortage. In fact, current projections suggest that 75 million pets in the United States will be without care by 2030.

Thanks to your generous support, our Community Medicine programs are making care accessible to cats and dogs who might otherwise go without.

### SPAY & NEUTER CLINIC

Spay & Neuter Surgeries



**50%**  
PUBLIC SURGERIES DISCOUNTED OR FREE

### CALL-AHEAD CLINIC



Cats & dogs treated  
**4,157**



Low-cost vaccines administered  
**7,895**

### MOBILE VACCINE CLINIC



Total animals treated  
**3,220**



Free vaccines administered  
**1,999**



Free flea-prevention doses  
**3,064**



Total value of services provided  
**\$429,327**

# Access to Care

## Community Veterinary Clinic

# Celebrating the SF SPCA Veterinary

### Enhancing access to care in San Francisco's Excelsior district

Access to veterinary care is increasingly out of reach for many pet guardians due to barriers like cost, transportation, and a declining availability of veterinarians. We're now addressing this dilemma head-on with the September opening of the SF SPCA Community Veterinary Clinic in the Excelsior district of San Francisco.

### A new way to deliver care to our communities

The SF SPCA Community Veterinary Clinic is the first of its kind in the city, offering a selection of low-cost, preventive services that help keep small problems from becoming more serious. "The Community Veterinary Clinic is about getting away from a one-size-fits-all approach to care by listening to our clients and working with them," said SF SPCA Chief Medical Officer, Dr. Jena Valdez.

"We're creating ways to help prevent animals from being surrendered to shelters," she said, "and identifying what we can do to help them stay in the best home possible: the one they're in."

The new clinic is a welcome addition to neighborhoods in and surrounding the district, where pet guardians have typically traveled up to an hour or more to access veterinary care. Maribel Ramirez, resident and executive director of Excelsior Action Group, shared, "It's wonderful to have such an amazing organization provide the services our neighbors, families, and friends need."

# ing the Opening of PCA Community ry Clinic

## Bringing equity and inclusion to veterinary care

The Community Veterinary Clinic also introduced our Community Medicine Education Training Program (CoMET), which is made possible thanks to the support of Maddie's Fund. The goal of this program is to recruit and train a more diverse population of aspiring veterinary and animal health care professionals.

At a time when the number of veterinarians is declining, CoMET will bring new recruits into animal care while expanding communities represented and languages spoken. The program focuses on youth from San Francisco communities who have been traditionally underrepresented in the field.

"I'm a first-generation minority college graduate," said Stephanie Patzan, one of our first CoMET participants. "I don't have the connections or financial resources to afford training like this program offers. This is giving me an opportunity to help under served communities in San Francisco."

## A model for the rest of the state

Inspired by the success of our Call-Ahead Clinic at the SF SPCA Mission Campus, the Community Veterinary Clinic is a model that can be replicated wherever it's needed in our city and in communities throughout the state.

Over time, we hope to collaborate with partners across California to expand this model and help close the access-to-care gap for all pets and the people who love them.



# Access to Care

# Hospital



Our full-service veterinary hospital is a lifeline to all companion animals and pet guardians throughout the city, regardless of income. We're broadening access to hospital care through our financial-assistance programs. Last fiscal year, we provided more than \$1 million in financial aid, including spay and neuter discounts, to help pets receive much-needed medical care.



Number of hospital clients

**36,559**



Surgical grants

**85**



Financial assistance cases

**646**



Average assistance per grant

**\$1,524**



Average assistance per case

**\$341**



Spay/neuter grants

**2,150**



The SF SPCA underwrote

**\$24,231**

in care for community members served by  
Veterinary Street Outreach Services (VET SOS)

# Access to Care

## Fighting for justice for California's companion animals



Since our founding more than 150 years ago, the SF SPCA has been a voice for justice for animals in our city and beyond. In fiscal year 2021–22, the SF SPCA Shelter Policy and Legal Services team (Shelter PALS) continued to expand its reach by offering pro-bono legal aid to shelters in California and by championing policy change in Sacramento that improves the lives of animals.

### After three years of lobbying, captive blood-donor dogs will be free

In 2021, we secured a major victory for companion animals and ended a little-known cruelty in California. The signing of the Animal Blood Bank Law, AB 1282, will phase out closed-colony blood-donor dog facilities and move our state to a voluntary donation system.

Prior to AB 1282's passing, California was the only state still requiring blood used in veterinary hospitals to come from closed-colony donor-dog facilities. At these privately owned sites, former racetrack greyhounds have been kept in cages for the sole purpose of collecting their blood.

Proponents of the captive-donor system argue that groups of isolated dogs ensure a clean blood supply, but the process traumatizes animals, falls short of current demand, and operates in relative secrecy.

The SF SPCA Shelter PALS team spent more than three years working alongside fellow animal advocates for legislation to end this inhumane practice.

### The end of a cruel, ineffective, and long-outdated practice

Despite the dedicated source supplied by captive-donor facilities, blood shortages in California veterinary hospitals have persisted for years. AB 1282's new model, which is already used successfully in all other states, will help alleviate the blood shortage while ensuring the safety and welfare for both donor and recipient animals.

Prior to AB 1282's passing, blood-collection facilities were exempt from many public-records laws, including visibility into state-inspection records. The new law requires transparency, supervision of new community blood banks, and testing of all public donor animals for disease.

The SF SPCA is grateful to our supporters, without whom this level of advocacy would not be possible. We applaud Assembly-member Richard Bloom (D-50) and Senate Republican Leader Scott Wilk (R-21) for authoring this legislation, and Governor Newsom for signing AB 1282 into law.



Length of time these blood banks operated in California

**30+ years**



Captive-donor dogs to be freed by AB 1282

**Hundreds**



CA shelters receiving ShelterPALS's free legal assistance

**35**

# Shelter Partnerships



## ADOPTIONS

With the peak of the pandemic behind us, fiscal year 2021-22 saw a nationwide slowdown in adoptions as people returned to the office and the economy slowed. At the same time, shelters faced an influx of homeless animals due to the delay of spay and neuter surgeries during the pandemic. These trends disproportionately impacted larger dogs, who often have a harder time getting adopted.

Thanks to our campaign to promote their rescue, and the hard work of our outreach and shelter staff, adoptions at the SF SPCA continue at a steady pace.



Cats adopted

**1,600**



Dogs adopted

**1,731**



Average SF SPCA cost for each adoption

**\$2,000**

## SHELTER MEDICINE

The opening of our new surgical suite in fiscal year 2021-22 was a huge success. Thanks to the increased capacity, we're now able to provide medical procedures for more homeless animals. By freeing up space in our Spay/Neuter Clinic, we've also doubled our spay and neuter capacity. It's a good thing, because the need for these services is higher than ever.



Total number of animals treated

**470**



Percentage of shelter animals needing treatment

**67%**



Kittens treated for ringworm (SPORE program)

**190**



## CHATT

The California Humane Animal Transfer Team (CHATT) is a coalition of shelters sharing lifesaving resources where they're most needed. Launched as an SF SPCA pilot in 2018, CHATT is now among our most successful animal-welfare programs, helping animals in Kings, Tulare, Fresno, and Madera counties. Twice weekly, we take supplies to Central Valley shelters and bring animals back to the SF SPCA, where many receive specialized medical and behavioral care before they're placed in loving homes.

## Success Story: Ted Lasso

Like his namesake, former SF SPCA shelter dog Ted Lasso defied the odds. A bouncy, adolescent chap, he was prone to jumping, barking, and "mouthing." He was brought to our shelter after lunging at a family member who was wearing a Halloween costume.

Luckily, Ted Lasso's otherwise winning personality proved his saving grace. Toto Vu-Doc, who had surrendered him to our shelter, missed him and regretted letting him go. With a move to a home with more space and the help of SF SPCA shelter behavior staff, she learned how to use positive reinforcement training to improve Ted's manners.

Now Ted is reunited with his family and loving his forever home. "Thank you for supporting our reunion," Toto wrote to us after bringing him home. "I know every dog owner says their dog is the perfect dog, but Ted is the perfect one for me."



Total CHATT transfers

**2,152**



CHATT animals who received non-routine medical and behavioral care

**1,465**



CHATT animals who received highly specialized care

**373**

## SHELTER BEHAVIOR

Our top-tier behavior experts continue to save lives by addressing behavior problems that hinder adoption and might otherwise lead to surrender. We work with frightened shelter dogs and cats to ensure the homes they find are forever and help pet guardians with positive, scientifically proven training techniques.

### KITTEN KINDERGARTEN



**86** Graduates

**0** Kittens returned

### PRE-ADOPTION TRAINING



**124** Cats



**103** Dogs

### POST-ADOPTION TRAINING



**11** Dogs

**37** Appointments

## VOLUNTEER ENGAGEMENT

This fiscal year, after a pandemic-imposed hiatus, we finally re-opened our doors to volunteers. Their long absence was challenging for our staff, and we are so grateful to welcome them back. Our Animal Assisted Therapy (AAT) programs have also returned, and many of the same schools, senior homes, and other facilities are thrilled to reunite with their favorite furry ambassadors.



Volunteers

**1,029**



Volunteer hours

**55,065**



Foster volunteers

**453**



People reached through Animal Assisted Therapy

**10,801**



## Animals Took Them to Their Happy Place

*Legacy Society members  
Sally Dalton & Peter Gochis*

SF SPCA Legacy Society members Sally Dalton and Peter Gochis shared a love of literature, the outdoors, and—most of all—animals. Their devotion to the dogs, cats, and horses they cared for was evident to all who knew this kind and generous, yet private, couple. Animals were their pride, their joy, and their happy place.

Family friend and trustee, Bob Menzimer, recalls the pair's most treasured memory; Sally navigating the trails of Mount Diablo atop her beloved horse, Ali, with Peter, an avid runner, jogging along behind. "Those were their happiest memories," said Bob, "heading out to their special place, where they had lunch while Ali grazed."

As they advanced in age, Sally and Peter wondered what would become of their animals once they were no longer able to care for them. Around that time, Ali passed away, but their two cherished cats, Roy and Lily, would likely outlive them.



## A plan for the treasured pets who would outlive them

That's when the couple discovered the Sido Pet Protection Program, a membership service offered by the SF SPCA that ensures the well-being of cats and dogs after their guardians pass on. Through the program, members direct special care and feeding for their pets and ensure they land safely in loving homes.

Bob said knowing their pets would be cared for gave Sally and Peter great comfort in their twilight years. "They were so attached to their cats," he said. "Sally left detailed care instructions for Roy and Lily. What time she had left, she spent reminding all of us not to forget them."

## Leaving a legacy of love for all animals

When Sally and Peter asked Bob to serve as trustee for their estate, they introduced him to the SF SPCA. "When it came to drawing up their trust, there was no question SF SPCA was high on the list of designees."

Since Sally and Peter's passing, Bob has grown to share the couple's high regard for the SF SPCA. "The organization was critically important to these two great friends of mine," he said, "and, as a result, it's become a critical organization to me."



## The San Francisco Society for the Prevention of Cruelty to Animals

Founded April 18, 1868

### Locations

#### Administration

201 Alabama Street  
San Francisco, CA 94103  
(415) 554-3000

#### Adoption Center

250 Florida Street  
San Francisco, CA 94103  
(415) 554-3500

#### Community Veterinary Clinic

4527 Mission Street  
San Francisco, CA 94103  
(415) 429-5410

### Board Officers

Ashley Goldsmith  
*Board Chair*

Curt Kirschner  
*Vice Chair*

Ryan Ellis  
*Treasurer*

Jennifer Scarlett, DVM  
*CEO*

### Board of Directors

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Andy Chen  
Kathy Coffey  
Rebecca Doherty  
Ryan Ellis  
Ashley Goldsmith  
Yunha Kim  
Curt Kirschner  
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