



SFSPCA

2020/2021 Annual Report



*San Francisco
SPCA veterinarian
Dr. Jennifer Lee
with shelter puppy
Edamame*

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A Note from San Francisco SPCA President, Jennifer Scarlett, DVM



Heroes of Animal Welfare

When we laid out our strategic plan for Vision 2030, we concentrated on three pillars to serve as our foundation: Shelter Leadership, Advocacy, and Access to Care. Each pillar works in partnership with the others to achieve one common goal: to positively impact the lives of millions of animals by 2030. Today, we are seeing this goal come to life!

Shelter Leadership is centered on determining best shelter practices and creating partnerships with shelters across the state. These partnerships strengthen our Advocacy efforts where we seek to even the playing field for under-resourced shelters who face outdated laws and a lack of funding. Access to Care centers on expanding access to lifesaving veterinary services, whether they are available in-person, via telemedicine, or with the support of financial assistance. Innovations that arise from expanding this access will inform our next steps in leadership and advocacy.

After a full year of Vision 2030, we are thrilled that these three pillars have not only led to significant accomplishments in their respective areas of focus, but that they have also interlaced collaboratively to help achieve our overall vision for animal welfare.

Our 2020-21 fiscal year (FY21) proved to be extraordinary for the San Francisco SPCA, and it is with heartfelt gratitude that I share the highlights in this Annual Report. Thanks to your unending generosity, we are positioned to continue as a steadfast agency for animal care and a leading voice in the landscape of animal welfare.

Thank you for being a hero to animals and a friend to the SF SPCA.

A handwritten signature in black ink, appearing to be 'JAS', written in a cursive style.

Jennifer Scarlett, DVM
President

Your Impact By the Numbers

Every day, we are honored by the trust you place in the San Francisco SPCA. You trust us with your heartfelt donations and with the welfare of your pets. The generosity of our donors is what makes our work possible and our gratitude is immeasurable. We're excited to share the details of how your financial support provides not only a foundation for success, but a foundation for the future.

How was the SF SPCA able to add to its reserves after such a challenging year?

FY21 was extraordinary for the SF SPCA in so many ways. In addition to all of the work we did to continue serving animals and their people during the pandemic, we also received a historic number of bequests. In FY21, we received \$25.6M in bequests, which is approximately three times more than any of the previous five years. Additionally, we underspent our approved budget by \$6.35M, because we forecasted veterinary staffing costs that, due to the national veterinary shortage, never accrued. By the close of the fiscal year, our financial standing was strong enough to supply our reserves.

What do you do with those extra funds?

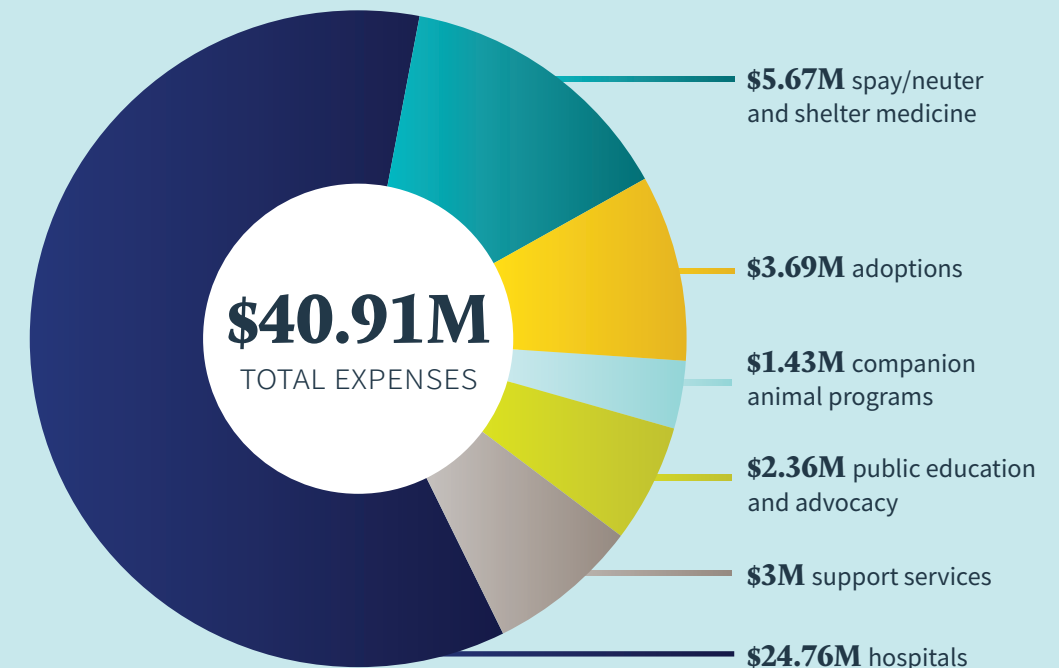
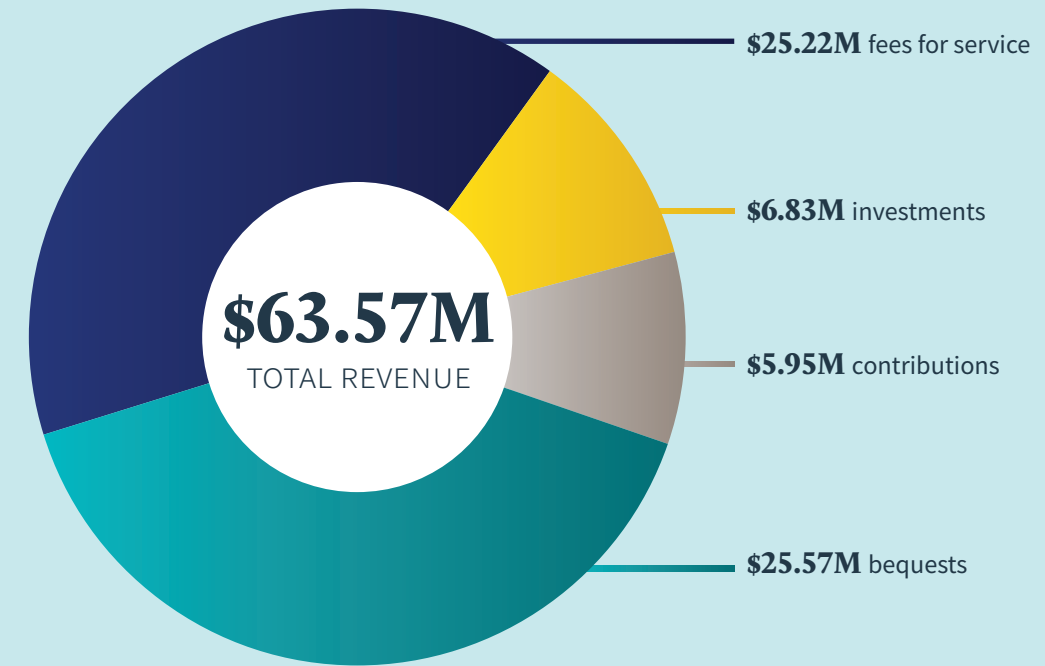
Thanks to your generous donations, we are looking to the future with confidence. All surplus revenue goes into our reserves, which, because of the extraordinary generosity of estate donors in FY21, total approximately \$52.2M. Our reserves are professionally invested with oversight by our Board of Directors. With a \$50M annual budget, these reserves reflect the SF SPCA's commitment to serving our community today and protecting the Society from unforeseen negative socio-economic events in the future.

Do you still need my support? Why?

YES! Without contributions in FY21, the SF SPCA would have lost \$7.6M and had to dip into its reserves, which would threaten our organizational sustainability. Having been a part of the community for more than 150 years, we are committed to ensuring that San Francisco—and the whole state of California—offers the highest protection and care for all homeless and owned dogs and cats. In both FY21 and FY22, your donations enable us to improve the lives of more than 1 million animals and offer more than \$1M in financial aid, so that California shelters can be an example of what is possible when we work together.

We are so grateful for your annual support and your long-term investment in the shared future of our animals and the people who love them.

A note about reserves: Our Board investment committee provides fiduciary oversight of our reserves to ensure the long-term financial stability of the organization and the ability to survive serious and/or unexpected negative events.



An Era of Partnership

Now that our first full year of Vision 2030 is complete and our three pillars—Shelter Leadership, Advocacy, and Access to Care—are firmly established, we are putting into practice all that we have learned. Thanks to our Central Valley coalition partners, our tireless team of volunteers, and our committed community of donors, we managed a pandemic, a national veterinary shortage, and a time of global uncertainty. Together, we innovated solutions to seemingly insurmountable obstacles and came out stronger.

Three Pillars of Vision 2030

Vision 2030 is our road map to positively impact the lives of five million animals in 10 years.

For over 150 years, the San Francisco SPCA has provided care and protection for animals in need. Our new vision creates a community where pets can live their best lives. Our Vision 2030 strategic plan builds on Vision 2020 and our groundbreaking work to end animal abandonment in San Francisco.

Homeless animals represent only 4% of the nation's cats and dogs. For many years, shelters mainly focused on increasing the percentage of positive outcomes for animals that needed to be rehomed. We knew we could have an even greater positive impact for San Francisco's animals and animals throughout the state. After thoughtful consideration, we landed on our areas of expertise: Shelter Leadership, Advocacy, and Access to Care.

Shelter Leadership: Collaborating with colleagues, experts, and volunteers at other shelters so that all communities can improve outcomes for their animals.

Advocacy: Pursuing legal changes for the benefit of animals and their communities.

Access to Care: Making more veterinary services available to more people and in more ways.





Vision 2030 Year in Review

Success Story: Cricket

One of the animals transferred through CHATT was Cricket, who came from Kings County. She arrived needing treatment for abnormalities in her front legs, which inhibited her running and playing with other dogs. After countless hours of therapy, Cricket was fitted with custom orthotics and eventually permanent braces to help her run on her own. She is now living a happy, healthy life with her forever family.

Shelter Leadership

Launched the Purina Food Bank

In response to the COVID-19 pandemic, we worked with the Purina Shelter Champions program and local volunteer organization SF Dog, to supply pet food through the Mission food bank at Alabama and 19th streets. This food bank was a first for us and Purina, and together, we supplied food for guardians experiencing severe hardship. As the global emergency took hold and income was uncertain, many pet guardians in the Mission District struggled to afford food for themselves and their beloved animals. From August of 2020 to September 2021, we supplied 4,252 bags of pet food to the Mission community.

Expanded the California Humane Animal Transit Team (CHATT)

Now seven organizations strong, CHATT is a coalition of animal shelters created to improve sheltering practices throughout the state and share our collective resources. Established in 2018, CHATT includes Humane Society Silicon Valley, Marin Humane, Kings County Animal Services, Tulare County Animal Services, Fresno Humane Animal Services—and now Madera County Animal Services.

Madera wanted to expand their rescue services and needed medical support in order to treat injured or sick animals entering their shelter. Because we have the capacity, resources, and medical expertise to address complicated cases, more animals are being transferred to us from our CHATT partners. In FY21, we received 53 animals from Madera County Animal Services, 28 of whom required specialized medical treatment.

Access to Care

Increased Capacity to Meet Growing Needs in the Community

COVID-19 and the subsequent shelter-in-place order initially mandated that we close both our Walk-In Wellness Clinic (WIWC) and Mobile Vaccine Clinic (MVC). While this posed a significant challenge, our Community Medicine team strategized new ways to offer services, transforming the WIWC into a Call-Ahead Clinic (CAC) and introducing the Cow Palace parking lot as a new drive-through location for the MVC. Despite daunting circumstances, we reopened both clinics in a matter of months and made up for the lost time! The number of patients served at the CAC increased 172%, which also points to the tremendous uptick in need since the start of the pandemic.

Advocacy

Secured \$60M in Government Funding for Animals

During this year's state budget process, SF SPCA's Shelter Policy & Legal Services (Shelter PALS) lobbied alongside other animal advocacy organizations to secure a total of \$60M for California's shelter animals, \$10M of which is set aside for pets of people experiencing homelessness. This is the largest government investment in animal shelters in California's history and these funds will assist California's under-resourced communities to explore and create solutions. Sacramento's investment ultimately reduces the number of pets surrendered to shelters and increases lifesaving for hundreds of thousands of animals over the next five years.

Shelter Leadership By the Numbers

Adoptions

Despite numerous obstacles presented by the COVID-19 pandemic, FY21 proved to be an incredible year for our Adoptions team. Staff designed new protocols to connect homeless animals with eager adopters by instituting virtual meet-and-greet appointments, one-on-one in-person matchmaking sessions, a kitten pick-up drive-thru, and a user-friendly wait-list system that enables clients to apply for puppies and kittens with a single application.

1,753

total number of cats adopted

1,650

total number of dogs adopted

Shelter Behavior

In FY21, our Shelter Behavior team worked one-on-one with shelter dogs and cats to decrease stress and encourage calmer interactions between humans and other shelter animals. For animals experiencing shelter life for the first time, learning to trust humans and developing increased confidence makes all the difference in being deemed "adoption-ready."

153

participants enrolled in Kitten Kindergarten, a 16% increase

276

total dogs who received training, a 52% increase

236

total cats who received training, a 49% increase



Shelter Behavior Manager Sarah Welsh engages shelter kittens Rollo and Rocket in an enrichment activity

Shelter Medicine

What a year for Shelter Medicine! The impact of the pandemic and ongoing veterinary shortage proved to be an unrelenting challenge, yet we persevered and created workable solutions. Our Shelter Medicine team examined 3,604 animals, 67% of whom required medical treatment.

2,419

total number of animals treated

818

total number of animals requiring specialized care

248

*total number kittens and cats treated in SPORE**

*SPORE is the SF SPCA's Shelters Preventing Outbreaks of Ringworm Through Education program.



Success Story: Beau

Four-year-old Beau was extremely fearful and anxious. His guardians brought him to our Behavior Specialty Clinic for support. With stress-reducing medication and behavior training sessions, Beau grew into a confident companion. "We now understand the world from Beau's point of view," said his guardians. "Training, behavior modification, medication—it all works together!"

California Humane Animal Transit Team (CHATT)

Due to a lack of resources, veterinary medicine is not readily available for many dogs and cats in neighboring counties. This is true for many of our partner shelters in the CHATT coalition, which includes Humane Society Silicon Valley, Marin Humane, Kings County Animal Services, Tulare County Animal Services, Fresno Humane Animal Services, and Madera County Animal Services. Those of us in the CHATT coalition that have the resources to treat our partner shelters' sick or injured animals do so on a regular basis, transferring as many animals as we can serve to ensure they receive the veterinary care and/or behavioral treatment they need to lead their best lives.

2,149

total number of animals transferred from CHATT

425

total number of animals from CHATT requiring specialized care

Advocacy

By the Numbers

Shelter Policy & Legal Services (Shelter PALS)

Legal issues affecting shelters and access to care have an immense impact on companion animal welfare. But, there are few organizations focused on this critical area. In order to take on the complex legal challenges facing animal welfare today, we launched the Shelter Policy & Legal Services (Shelter PALS) team, a first-of-its-kind free legal support service for animal shelters. This consortium of legal professionals allowed us to act expeditiously when the pandemic hit. Within three days of the shelter-in-place mandate, Shelter PALS was able to designate shelter workers as essential, saving untold numbers of vulnerable animals from languishing in shelters indefinitely.

In May 2021, the SF SPCA, along with other claimants, sued the California Veterinary Medical Board under the First Amendment right of free speech to lift restrictions imposed on veterinary telemedicine. This pending lawsuit has tremendous potential for creating more equitable access to animal care. We are grateful to the premier law firms Latham & Watkins, LLP and O'Melveny & Myers LLP, whose attorneys have donated thousands of hours in pro bono work through Shelter PALS to expand legal protections for pets.

Investment championed by Governor Gavin Newsom and included in California's state budget to help homeless animals through the Animal Shelter Assistance Program

\$50M

amount secured FY21

\$5M

amount secured FY20

Allocation made in California's state budget to fund the Pet Assistance and Support Program to provide shelter, food, and veterinary care for pets of unhoused Californians

\$10M

amount secured FY21

\$5M

amount secured FY20

Value of donated legal services from Shelter PALS pro bono law firm partners directly benefiting dogs and cats

\$2M

amount donated to Shelter PALS FY21

\$1M

amount donated to Shelter PALS FY20

Access to Care

By the Numbers

Community Medicine

Our Walk-In Wellness Clinic (WIWC) opened in October 2019, expanding access to care by offering low-cost wellness exams and affordable preventative services to the community. With the onset of COVID-19 and the shelter-in-place order, the WIWC restructured for health and safety and transitioned to a Call-Ahead Clinic (CAC), allowing clients to make same-day, low-cost appointments at the Mission Campus. This further supported our hospitals by providing an alternative for non-emergency clients who would otherwise wait to be seen in the ER. Our Mobile Vaccine Clinic (MVC) also reached a milestone with a record-breaking 245 patients seen in a single day—the highest number in its 11-year history!

7,026

total number of spay/neuter surgeries

3,324

total number of patients at WIWC/CAC

6,012

total number of low-cost vaccines at WIWC/CAC

842

total number of free vaccines at MVC

1,074

total doses of free flea preventative treatment provided at MVC

Hospital

Throughout the COVID-19 pandemic, our hospitals remained open and even expanded emergency services (ES) to accommodate the increased need. In FY20, we provided 11,487 ES appointments, and in FY21, we provided 19,205. That's a 67% increase in demand during a veterinary labor shortage. Additionally, we supported 320 families with financial assistance and gave more than \$76,000 in surgical grants to clients in need.

Financial Aid

490

animals given Compassionate Care Grants worth a total of \$112,273.86

48

animals given Surgical Grants worth a total of \$76,428.76

538

animals given Hospital Grants worth a total of \$188,702.62

1,593

animals given Spay/Neuter Grants worth a total of \$518,425.00

1,335

animals treated at our free Mobile Vaccine Clinic worth a total of \$115,237.56

28

animals treated by Vet SOS* clinics worth a total of \$16,126.18

*Vet SOS provides free veterinary care to the companion animals of San Franciscans experiencing homelessness.

Overcoming COVID-19



The COVID-19 pandemic put a whole new spotlight on safety, mandating rapid changes in veterinary medicine, human interactions, and organizational structure. Immediately, we rose to meet the unprecedented circumstances. Our Shelter Policy & Legal Services (Shelter PALS) team had shelter workers designated as essential during the shelter-in-place mandate. This enabled the SF SPCA and all of California’s shelters to continue their lifesaving work. We then focused on creating best shelter practices, which were shared by the California Department of Public Health. Today they are widely used by shelters across the state.

While we faced hard issues affecting both companion animals and people, we remain optimistic, always seeking new, positive solutions. While the pandemic presented unforeseen obstacles, we responded with timely, thoughtful, lifesaving innovation.

Volunteer Engagement

While we typically rely on 1,200 volunteers to keep day-to-day shelter operations running, in FY19-20, the pandemic forced us to decrease the number of people allowed into our facility to less than 100. As restrictions eased, we invited a group of longtime, specially trained volunteers back to support our Adoption and Shelter Medicine teams.

At the start of the pandemic, we asked our foster volunteers to help us move all animals out of the shelter and into foster homes to ensure their safety and protection. Our volunteers responded with open arms, allowing us to maintain care in the safest way possible. This year, foster volunteers provided shelter, enrichment, socialization, and medical care to nearly double the amount of animals fostered the year before. At the same time, our Animal Assisted Therapy (ATT) program continued to provide virtual visits, bringing the joy of animals to hospitals, schools, homes, and senior communities.

Volunteers **895**
total volunteers

Foster **465**
total foster volunteers

2,314
total animals in foster homes

Animal Assisted Therapy **9,931**
people reached through ATT General Program

707
people reached through ATT’s Puppy Dog Tales

Fear Free Symposium Hosted by the SF SPCA

While COVID-19 created obstacles to providing medical and behavioral treatment, it also presented an opportunity for something new. In February 2021, we introduced the first-ever Fear Free Symposium hosted by the SF SPCA, a virtual conference designed for three audiences: pet guardians, shelter personnel, and veterinary professionals. We developed the symposium with Fear Free LLC (founded by Dr. Marty Becker) with an aim of helping to transform the lives of animals and people across the country by teaching simple ways we can reduce stress, fear, and anxiety for pets. Attendees joined from every state in the U.S. and 24 countries worldwide.

Pet guardians learned ways to support their pets emotionally to lessen the stress around vet appointments and gained enrichment tools to ease fear of loud noises or to help pets cope with separation anxiety. Shelters learned how to apply Fear Free handling to everyday operations by recognizing fearful body language in dogs and cats as well as how to provide housing that alleviates shelter stress. Veterinarians attained skills in managing pain with the “considerate approach,” which involves alternatives to restraint techniques and instead focuses on gentle touch.

SVP of Animal Welfare and Rescue, Dr. Jeannine Berger, said, “Providing the highest level of care for animals requires not only medical, but emotional consideration as well. We need to assess every animal’s complete health, which includes their overall well-being. Fear Free calls attention to not just what type of care is needed, but how that care will be provided.”

2,200
number of attendees

24
number of countries in which attendees participated from



Granting Kerri's Last Wish: Ensuring Peace of Mind through the Legacy Society and Sido Program

A lifelong animal lover, Kerri Dukas considered her three cats her closest family members. Buttercream, Danica, and Sabrina lived in Pacifica with Kerri for years, enjoying plenty of snuggles and snacks, playtime and petting. Kerri gave what she could to the SF SPCA and wished she could make a bigger impact with a larger gift.

"The SF SPCA is the first place where Kerri felt she could make a difference," said longtime friend and trustee Manuel Kichi Wong. "She took on the crusade to help animals find homes."

In the last years of her life, Kerri made a heartfelt decision and joined the Legacy Society by naming the SF SPCA as a beneficiary in her estate. Bequest gifts from Legacy Society members like Kerri play a major role in our ability to respond to the wide variety of our community's needs. This includes, but is not limited to, rescuing animals impacted by wildfires, providing financial assistance that keeps animals healthy and in homes, and continuing the lifesaving work of connecting adoptable animals with forever families. Kerri's legacy gift fulfilled her wish to help more animals find the love and shelter they deserve.

Kerri also made plans for her beloved cats by enrolling them in the SF SPCA's Sido Program. Started in 1979, Sido provides peace of mind for guardians should they no longer be able to care for their dogs and/or cats. Pets are matched with a new home and given complimentary medical care at our hospitals for two years; staff relay medical history, food preferences, and other important details to the new adoptive families.

Manuel said, "I am extremely grateful for the support of the Sido Program, not only for taking Kerri's three cats, but also for the lawyer who worked on behalf of the SF SPCA. The lawyer helped with litigation and was able to give this story a happy ending. Having the support of the Sido Program helped me achieve Kerri's wishes and I couldn't have done it without that support."

After Kerri's passing, Danica (now Dani) and Sabrina were adopted as a bonded pair, and Buttercream (now Butter) was adopted into a new family of his own. While Sabrina passed away in late September, Dani is still enjoying the good life and Butter is blissfully happy in his forever home. Butter's new guardians told us that while they adopted Butter for their daughter Kate (pictured), the entire family has fallen in love with him.

If you would like to learn more about the Legacy Society and Sido Program, contact June Hom, Director of Planned Giving, at jhom@sfsPCA.org or Michelle Chan, Legacy Giving Officer, at mchan@sfsPCA.org

Legacy Society member Kerri Dukas enrolled her beloved cats in the Sido Program to ensure their safety in her absence. After her passing, the SF SPCA found new loving homes for all three of them



Since 2018, Dani and Sabrina have enjoyed the good life in their forever home with new guardian, Jeanine [above]; Butter is adored by his forever family and has a special bond with BFF Kate [below]



The San Francisco Society for the Prevention of Cruelty to Animals

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Founded April 18, 1868

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Locations

Administration

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

Adoption Center

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

Mission Campus Veterinary Hospital

201 Alabama Street
San Francisco, CA 94103
(415) 554-3030

Pacific Heights Veterinary Hospital

2343 Fillmore Street
San Francisco, CA 94115
(415) 554-3030

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About the Cover

Photographer Peter Samuels spent an afternoon with Dr. Jennifer Lee and shelter dog Edamame to capture the cutest pictures possible. Soon after the photo shoot, sweet Edamame was adopted by a loving family and is now enjoying his happily ever after.



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Change service requested