MISSION
To lead the way toward a compassionate and caring community for all animals.

VISION
Companion animals reside in loving homes.
Communities respectfully co-exist with wildlife.

FOSTER KITTENS, ADOPTED 2020
DEAR SUPPORTERS,

To many of us, 2019 seems like a lifetime ago. Indeed, it was part of a different era... an era in which we were free to travel, not afraid to shake hands, and more confident in our health and well-being.

For me, 2019 started with travelling cross-country from Virginia to Pasadena to meet with members of the Pasadena Humane Board of Directors and staff. Fortunately, as a result of those meetings, I was offered the opportunity of a lifetime... the honor of serving as President & CEO of this remarkable organization.

My love for Pasadena Humane has continued to grow ever since June 2019, when another cross-country trip brought me and my family here to stay. It’s hard for me to remember a time when I was not a part of this organization. I feel like I have found the place where I was meant to be.

What I have seen recently from our team in response to the COVID-19 crisis has inspired in me a deep admiration of and appreciation for the heroes of Pasadena Humane... the staff who rescue animals and provide life-saving care, the foster volunteers, the donors... in fact, each and every one of you who is a part of this organization.

Someone once said, “An optimist sees the opportunity in every difficulty.” We are a community of optimists! We are seizing upon this opportunity to envision an even better way of protecting animals and helping the people who love them.

An annual report is an opportunity to look back on our accomplishments in the previous year and to express our deep appreciation to all who helped to make those accomplishments possible. It was a wonderful year, and I hope you will enjoy reading about the lives you saved.

We are confident in our future and determined to make 2020 even better. In executing our new three-year strategic plan, Pasadena Humane will continue to grow and evolve to meet the needs of this community during good times and bad, just as we have done for over a century.

I am so thankful to be a part of this organization’s history and to join all of you in working together to lead the way toward a more compassionate and caring community for all animals.

Thank you for your support!

With heartfelt gratitude,

Dia DuVernet
President & CEO
Pasadena Humane

ACE, ADOPTED 2020
4,962 ADOPTIONS IN 2019

CHARLIE, ADOPTED 2019
ADoptions

Matching homeless pets with new families is at the core of what we do. In 2019, we found homes for 1,730 dogs, 2,857 cats, and 375 other critters. The majority of adoptable animals come to us from our 11 animal control service areas as strays, owner surrenders or abandoned. We also partner with shelters throughout Southern and Central California to bring at-risk pets to our shelter for adoption. In 2019, we transferred in 715 dogs, cats and critters.

Unstoppable Spirit

Harriet was found wandering the streets, covered in fleas and dragging her back legs behind her. Our medical team determined that she was permanently paralyzed. Still, Harriet had a joyful spirit, greeting new people as fast as her little front legs would carry her. We were determined to give her the best quality of life possible, and thanks to our wonderful donors, we were able to purchase a wheelchair for her. Finally, Harriet could run — and she ran right into the arms of her adopter, Janice. Even though Harriet’s story had a sad beginning, there’s nothing but happiness ahead.
1,166 Kittens fostered in 2019

FOSTER KITTENS, ADOPTED 2020
FOSTER

In 2019, 480 foster families fostered 1,441 pets. Our foster program expanded its kitten program to easily allow any person who found kittens to foster them with the full support of the foster team. Because community members like you stepped up to foster kittens, we saved 100% of healthy kittens. We also launched three new foster programs for adult animals in 2019: Foster Field Trip, Foster Sleepover and Foster to Adopt.

SURVIVING CRUELTY

Bluebell and her brother were just days old when they were thrown out the window of a truck right in front of our shelter. The poor kittens suffered numerous scrapes and cuts. Fortunately, a good Samaritan alerted us to the kittens, and even offered to take them home and bottle feed them. Once weaned, the kittens returned to our nursery. Bluebell eventually lost her tail as a result of her injuries, and her stub is the only reminder of her rough start to life. She now knows nothing but love with her new family.

MUSHU, ADOPTED 2019
36,673
ANIMAL CONTROL CALLS IN 2019

BABY PIG, ADOPTED 2020
ANIMAL CONTROL

Animal control officers are our first responders in the field. They are always ready to help an animal in need, whether it be a stray dog running down a busy street, an orphaned kitten seeking warmth in a car engine, or a report of animal cruelty or neglect. In 2019, our officers were deployed in service to our 11 animal control contract areas: Altadena, Arcadia, Bradbury, Glendale, La Cañada, La Crescenta-Montrose, Monrovia, Pasadena, San Marino, Sierra Madre, and South Pasadena.

SAVED FROM THE STREETS

Arriving on the scene at a Pasadena drug store, our animal control officer found two tiny kittens struggling to survive. The orange tabby siblings, Coraline and Wybee, were underweight, dehydrated, and suffering from severe eye infections. The officer knew the kittens needed to get back to the shelter for urgent medical care. An emergency veterinary exam revealed the kitten’s eyes were beyond repair and needed to be removed. The veterinary team was able to save one of Coraline’s precious eyes and, as the pair recovered, it became clear that Coraline was becoming her brother’s “seeing eye kitten.” Soon the kittens were adopted into a loving home to begin a new chapter of their lives together.

FRANKLIN,
ADOPTED 2020
5,825
SPAY/NEUTERS IN 2019

RU, ADOPTED 2018
MEDI CAL

Our veterinary health team oversees the wellbeing of all animals who enter the shelter, ensuring they receive timely and compassionate care. In 2019, we created programs to treat ringworm and parvo, as well as established an Intensive Care Unit, in our new shelter medicine division. Our veterinary health team expanded from two to six veterinarians, each uniquely qualified to handle different areas of shelter veterinary health, including emergency, internal, shelter, and wildlife medicine, as well as high volume spay/neuter and general surgery.

BEATING THE ODDS

When Sunny arrived at Pasadena Humane it was immediately apparent she was very sick. She was lethargic and quickly fading. Our medical team recognized these all too common symptoms and confirmed that Sunny was suffering from parvo, a deadly virus that mainly affects unvaccinated puppies. Sunny was quickly transferred to our new Intensive Care Unit (ICU), where she received continuous supportive care. After a few weeks of treatment, she successfully overcame the life-threatening virus. We are happy to report that Sunny was soon adopted by a loving family and is now living her best life.

STACH, ADOPTED 2019
2,186 WILD ANIMALS BROUGHT TO PASADENA HUMANE IN 2019

BABY SQUIRRELS, BROUGHT TO PASADENA HUMANE IN 2020
WILDLIFE

Our Wildlife program serves a dual purpose — to provide care for injured, orphaned and ill wild animals and to educate the community to peacefully coexist with our wild neighbors. To better serve the wild animals that come through our doors, we expanded our team to include one wildlife veterinarian and 4 full time wildlife staff members. The wildlife team led a series of sold-out Coyote Safety workshops and launched a text-based wildlife helpline to respond to wildlife inquiries in real time.

WORKING TOGETHER TO SAVE LIVES

In the height of wildlife season, our team noticed a strange new trend. The majority of baby squirrels arriving at the shelter were getting very sick with no obvious explanation. Our wildlife rehabilitation team worked tirelessly to both care for the squirrels and get to the bottom of this medical mystery, utilizing relationships with national exotic and wildlife veterinary experts across the country. Dozens of phone calls, discussions and tests later, we finally had an answer. Our baby squirrels were diagnosed with a parasite that had never been seen in fox squirrels on the west coast! With a diagnosis in hand, we tailored our treatment to help the squirrels recover.
PET PANTRY MEALS SERVED IN 2019

95,760

WINSTON, ADOPTED 2018
HELPING PAWS

The Helping Paws program provides free and low-cost essential services to pet owners in need of extra support. In 2019, Helping Paws provided 1,020 pets with vaccines, microchips, spay/neuter, critical food and care supplies, temporary boarding and other services. Throughout the year, our food bank grew to support 299 families and 593 pets.

KEEPING PETS WITH THEIR PEOPLE

Many owners have to make the heartbreaking decision to surrender their animals to a shelter simply because they can’t afford to care for them anymore. Fred and his partner, Rose, were both unemployed and finding it difficult to afford the essentials for their cat, Napoleon, and dog, Coco. Through our Helping Paws program, Napoleon and Coco were able to receive their vaccines, and Coco got her spay surgery at no cost. Fred and Rose have also received pet food at our monthly Food Bank. Our Helping Paws program helped Fred and Rose keep their beloved pets and we could not be happier for the entire family.

FRIDA, ADOPTED 2020
Volunteers are critical to every aspect of our organization. Our dedicated team of volunteers gave 61,032 hours of their time in 2019. Volunteers were welcomed into new programs like ICU Cuddlers, ringworm treatment, Foster Field Trip and Foster Sleepover. Each volunteer orientation welcomed an average of 120 new volunteers to the program and we increased new volunteer onboarding by 17% over the previous year.

BOOMERANG, ADOPTED 2019

1,716 VOLUNTEERS IN 2019
SHELTER SHOP & DOG BOARDING

The Shelter Shop has provided pet supplies to our community for decades. We carry a variety of high quality food, treats, toys and essentials like flea preventatives and ID tags. In 2019, our store generated $184,105 in profit for the shelter animals and logged more than 14,000 transactions. Plus, 1,391 dogs were booked to board into our boarding kennels.

BEHAVIOR & TRAINING

Our behavior team oversees training and enrichment for both our community’s pets and shelter animals. In 2019, we added a clicker training workshop and a reactive rovers support group. For our shelter pets, we increased the number of dog playgroups, an essential tool for reducing anxiety during a dog’s shelter stay, and started cat training with the help of Jackson Galaxy’s Cat Pawsitive program.
2,967 KIDS EDUCATED IN 2019
COMMUNITY OUTREACH

Being an integral part of our community is part of the fabric of our organization. In 2019, we did 94 Wiggle Waggle Wagon events, 61 campus tours, and our pet-assisted therapy teams made 395 visits to libraries and residential facilities. New events for 2019 included a workshop with advocate and social media influencer Kitten Lady, an evening of Cat Man Bingo, and a live recording of The Purrrcast podcast.

HUMANE EDUCATION

Fostering compassion and care in young animal lovers is central to our mission. In 2019, we welcomed 2,967 Kids for Animals, children and teens under the age of 18 who engaged with us through kids programming, tours, volunteering and service projects. Our Howlin’ Halloween family event had over 200 guests, and we launched Scout Sunday, a new educational program for scouts ages 5-11.
Thank you to our community for your support. With your help we were able to expand our impact in 2019.
COMPANION ANIMALS

Pasadena Humane accepts all animals regardless of age, breed, behavior, or medical condition, including animals turned into the shelter for euthanasia by their owners. Animals who are irremediably suffering or pose a significant behavior risk to the community are humanely euthanized.

SHELTER ADMISSIONS

11 ANIMAL CONTROL SERVICE AREAS
3,231 Dogs
3,843 Cats
655 Critters (rabbits, reptiles, and other small pets)
7,729 TOTAL

TRANSFER IN
428 Dogs
255 Cats
32 Critters
715 TOTAL

8,444 TOTAL COMPANION ANIMAL ADMISSIONS

OUTCOMES

ADOPTIONS
1,730 Dogs
2,857 Cats
375 Critters
4,962 TOTAL

RETURN TO OWNER
1,231 Dogs
132 Cats
16 Critters
1,379 TOTAL

TRANSFER OUT
107 Dogs
268 Cats
155 Critters
530 TOTAL

TOTAL ANIMALS RE-HOMED

6,871 TOTAL ANIMALS RE-HOMED

OTHER OUTCOMES
427 Shelter Euthanasia
227 Died or lost in shelter
669 Owner Requested Euthanasia
1,323 TOTAL

In 2019, we placed 100% of healthy and safe animals.

91.3% LIVE RELEASE RATE
(Dogs, Cats & Critters)

The LRR was calculated using the Asilomar Lite formula of (Live Outcomes) divided by (All Outcomes minus Owner Requested Euthanasia).

WILDLIFE

INTAKE

2,186 WILD ANIMALS
Including bobcats, owls, rabbits, falcons, herons, hummingbirds, and hawks, to name a few.

OUTCOMES

308 RETURN TO FIELD
442 TRANSFER OUT
465 DIED IN SHELTER CARE
950 EUTHANASIA

Pasadena Humane primarily admits wild animals that are sick or injured. We actively seek a live outcome for any animals that can be rehabilitated and released back to their habitat. Sadly, for others, euthanasia represents a humane end to suffering.

10,630 TOTAL SHELTER ADMISSIONS (Domestic & wild)
HUMANE EDUCATION
2,967 Kids Educated

BEHAVIOR & TRAINING
124 Classes Offered
947 Dogs Enrolled
882 Behavior Helpline Calls & Emails

VOLUNTEER
1,716 Active Volunteers
61,032 Volunteer Hours

HELPING PAWS
1,020 TOTAL ANIMALS HELPED

PETS RECEIVING FEE-WAIVED OR REDUCED:
653 Vaccines
147 Microchip
135 Spay/Neuter
77 Impound Animals
56 Temporary Boarding
173 Other Wellness Services

95,760 Meals Served in Food Bank

OUTREACH
205 Pet-Assisted Therapy Visits
190 Barks and Books Visits
94 WAGGIN’ EVENTS
248 Pets out on Waggin’
81 Pets Adopted Straight from Waggin’

11 MOBILE WELLNESS CLINICS
532 Pets Served At Mobile Wellness Clinics
1,036 Vaccines Given
71 Microchips
163 Pets Licensed

FOSTER
1,166 Kittens
13 Momma Cats
29 Puppies
3 Momma Dogs
36 Dogs on Foster Sleepovers
194 Dogs on Foster Field Trips
480 Foster Volunteers

SHELTER MEDICINE & PUBLIC VET CLINIC
5,825 TOTAL SPAY/NEUTERS
6,185 ANIMALS SERVED AT WELLNESS CLINICS

LICENSING
20,348 LICENSES ISSUED
FINANCIALS

INCOME

Program Fees & Contracts $5,541,141
Fundraising $6,402,714
Investment Income $693,215

TOTAL $12,637,070

PERCENTAGE BREAKDOWN - INCOME

Program Fees & Contracts 44%
Fundraising 51%
Investment Income 5%

TOTAL 100%

EXPENSES

Programs and Services $10,089,315
Administration $1,764,665
Fundraising $1,452,434

TOTAL $13,306,414

PERCENTAGE BREAKDOWN - EXPENSES

Programs and Services 76%
Administration 13%
Fundraising 11%

TOTAL 100%

*Derived from internal financial statements that have not yet been audited.
Thank you to the generous donors who supported us in 2019.
HEROES CIRCLE GIFTS

SUPERHEROES ($50,000+)
San Marino Motor Classic
Valerie and Aaron Weiss

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Anonymous
Capital Group
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VCA Animal Hospitals

LYCHEE, ADOPTED 2019
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BAMBOO, ADOPTED 2012
Our 1903 Society honors those who have demonstrated unwavering support that will last beyond a lifetime by including us in their wills, life insurance, IRAs, trusts or other estate plans. These legacy gifts will help to ensure that we will be able to care for animals most in need well into the future. If you have already made plans for a future gift, please let us know so that we may thank you! If you would like information on how to become part of the 1903 Society, please call 626.792.7151 ext. 123 or email development@pasadenahumane.org.

Jim Avedikian and K.M. Evans
Dr. Julia Bailey
Cynthia Benton
Beverly and John Biber
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Birdie and Martin Zitnick

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SAVE LIVES

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Weta and Allen Mathies
My Busy Dog
Natural Balance
Nothing Bundt Cakes

VELVET, ADOPTED 2019
In preparing this report, every effort has been made to ensure its accuracy. Please notify our Philanthropy Department of omissions or corrections at 626.792.7151 ext. 123 and accept our sincerest apologies. Thank you.
EXECUTIVE TEAM

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Vice President of Administration & CFO, Ruthie Hughes
Vice President of Community Engagement, Jack Hagerman
Vice President of Philanthropy & Marketing, Kristina Lamas, CFRE
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Robert Fidler
Weta Mathies

Huge thanks to Sorrell Scrutton for the original studio photography that fills this report.

Story photos provided by shelter staff and volunteers.