DEAR FRIEND,

It’s hard to look back on 2020 without experiencing a mixed range of emotions. I feel deep sorrow for the personal loss, financial hardship and social injustice faced by so many people in our community and beyond. At the same time, I feel an enormous sense of encouragement and hope.

In this report, you will learn about the many ways your support helped Pasadena Humane adapt and change during this incredibly challenging year. We courageously faced seemingly insurmountable obstacles and came out stronger and better able to serve the animals and our community.

One of our biggest achievements in 2020 was opening an Animal Resource Center, backed by expert telephone support and a wide range of online education. Our goal is to provide the community with the information and help needed to resolve problems and, hopefully, prevent animals from having to come into the shelter, whenever possible.

If someone finds a litter of orphaned kittens, our foster team provides support so families can foster these babies until they are old enough for adoption. If someone locates a lost pet, we help reunite the pet with its owner. If a pet owner is in crisis, we connect them to resources, such as free food through our Pet Food Bank, temporary boarding, and our free animal behavior helpline.

Our work doesn’t stop with companion animals. Concerned community members can connect with a wildlife expert, using our wildlife helpline. Not sure what to do with a baby bird who fell out of its nest? We will walk you through how to reunite an animal with its mother. And if a wild animal is truly orphaned, injured or sick, these animals can be brought to the shelter for care and rehabilitation, with the goal of releasing them back into the wild.

We’ve helped thousands of animals and pet owners throughout the pandemic, and the truth is that we could not have done any of this without you. I am so grateful to each and every one of you. Despite all the hardships of the past year, you continued to create a more humane and compassionate community for all animals.

Thank you for your love of the animals and for your support.

With heartfelt appreciation,

Dia DuVernet
President & CEO
Pasadena Humane

“Despite all the hardships of the past year, you continued to create a more humane and compassionate community for all animals.”
In April 2020, staff, volunteers and supporters joined together for a drive-by celebration of our Animal Control Officers who have worked on the front lines throughout the COVID-19 pandemic.
Animal Control Officers rescued fifteen dogs and five cats from a Pasadena apartment fire in September. Three cats were rushed back to our medical clinic for oxygen treatment before reuniting with their owner. Animal Control also assisted at Red Cross evacuation sites during the Bobcat Fire.
When the pandemic hit in March, we put out an urgent call for new foster volunteers. Hundreds of community members raised their hands to help, and we placed every eligible dog, cat, and critter into a foster home within a couple of days. LOLLIPOP and her 8 kittens, pictured here, spent time in a foster home before getting adopted.
To meet the safety needs of our staff and the public, we created a hybrid virtual and in-person adoptions process where our expert counselors match adopters with a pet that fits their lifestyle. GUMBO, pictured here, was one of the first pets to be adopted via our updated adoption process.
Staff remained onsite throughout the pandemic to ensure that every animal that came through our doors was treated with compassion and care. Animals like TIERRA, pictured here, enjoy spending time with staff members before being adopted into loving homes.
Our dedicated team continued to provide high-quality medical care to all animals in need, including this badly injured turtle with a life-threatening crack to her shell. A shelter veterinarian fashioned metal strips to hold her shell together, allowing it to properly heal.
In July, we hosted a five-day Trap-Neuter-Return-Monitor (TNRM) event where nearly 600 community cats from around Los Angeles County were spayed/neutered, vaccinated, and ear-tipped. TNRM helps improve the lives of community cats, curbs nuisance behaviors and reduces the number of kittens born on the streets.
The number of pet owners in crisis rose during the pandemic and we were there to support them with programs like emergency boarding, veterinary vouchers, and free behavior consultations. At the beginning of the pandemic, our Pet Food Bank pivoted to a drive-through model to keep people safe and ensure that no pet would go hungry.
In December, we began renovations to create the Sandra J. Goodspeed Wildlife Center. The new center will include a nursery with incubators, as well as a radiology and surgical suite where our veterinary staff can diagnose and treat a variety of medical conditions in birds, mammals and reptiles with the ultimate goal of returning them to the wild.
When the pandemic hit, we moved all of our in-person events and community programs online with a new series of webinars, social media engagements, and re-imagined fundraisers. In April, Instagram followers tuned into a special live from our kitten nursery to learn more about caring for orphaned kittens and becoming a kitten foster.
As school moved online, so did our humane education programs for young animal lovers. Kids across the region learned about animal care in our after-school Kids for Animals Club, explored the world of working with animals in our Careers in Animal Welfare series, and painted along during our monthly Wildlife in Watercolor workshop.
2020 financials

INCOME

- Program Fees & Contracts: $4,589,772 (36%)
- Fundraising: $5,765,326 (45%)
- Investment Income: $945,864 (8%)
- PPP Loan (Forgiven): $1,422,000 (11%)
- TOTAL: $12,722,962 (100%)

EXPENSES

- Programs & Services: $10,173,251 (76%)
- Administration: $1,929,748 (14%)
- Fundraising: $1,377,727 (10%)
- TOTAL: $13,480,726 (100%)

NET RESULT: -$757,764

* Derived from internal financial statements that have not yet been audited
** Does not include unrealized gains on investment portfolio
2020 shelter stats

In 2020, we placed **100%** of healthy & safe animals.

**LIVE RELEASE RATE**

**91.5%**

(DOGS, CATS & CRITTERS)

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<th>COMPARISON ANIMAL</th>
<th>WILDLIFE</th>
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<td>ADMISSIONS</td>
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<td>2,545</td>
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<td>RETURN TO HOME</td>
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<td>698</td>
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<td>NON-LIVE OUTCOME</td>
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<td>959</td>
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<td>WILDLIFE HELPLINE CALLS &amp; TEXTS SINCE APRIL 2020</td>
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<td>1,665</td>
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Visit pasadenahumane.org for the full list of 2020 animal intakes and outcomes.

Pasadena Humane primarily admits wild animals that are sick or injured. We actively seek a live outcome for any animal that can be rehabilitated and released back to its habitat. Sadly, others die while in our care or are humanely euthanized to prevent further suffering.
### ANIMAL RESOURCE CENTER

**Phone Calls**  
725/day average

**In-Person Appointments**  
1,101

### FIELD SERVICES

**Investigations**  
(Cruelty, Neglect, Abandoned Animals, Municipal Code Violations)  
2,274

**Stray Pet Calls**  
1,536

**Wild Animal Calls**  
1,641

**Noise Complaints**  
283

**Pets Reunited with Owners in the Field**  
219

### HEALTH & WELLNESS

**Companion Animal Spay/Neuter**  
2,704

**Community Cat TNRM Surgeries**  
1,405

**Microchips Implanted**  
2,922

**Telemedicine Calls**  
471

### HELPING PAWS PET SAFETY NET PROGRAM

**Pet Food Bank**  
714 pets actively enrolled

**33% Increase in Demand**

**Fee-Waived & Subsidized Spay/Neuter Surgeries**  
150

**Fee-Waived Vaccines**  
232

**Fee-Waived Microchips**  
69

**Temporary Boarding**  
28 pets

**Vet Vouchers**  
11 pets

### OUTREACH & EDUCATION

**Virtual Programs Registrants**  
11,066

**Members of Our Kids for Animals Program**  
3,054

**Website Visitors**  
828,145

### LICENSING

**Pet Licenses Issued**  
13,797

### BEHAVIOR & TRAINING

**Virtual, Phone & Email Consultations**  
742
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To lead the way toward a compassionate and caring community for all animals.

OUR VISION
Companion animals reside in loving homes.
Communities respectfully coexist with wildlife.

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Wiggle Waggle Walk

BEST ANNUAL EVENT