

2021

ANNUAL IMPACT REPORT



PASADENA
HUMANE



PASADENA
HUMANE

dear friend,

Looking back on 2021, I am so grateful for the kindness and generosity of our supporters and the entire Pasadena Humane team. Despite the hardships presented by the ongoing pandemic, we continued to lead the way in providing compassion and care for animals, thanks to you.

One of my biggest takeaways from the pandemic is that our community is more generous and willing to help than we could have ever imagined. By fostering animals in your homes, contributing to our Miracle Medical Fund, helping to reunite lost pets with their owners, and in countless other ways, you have contributed so that together we could create a community of compassion.

We noticed the animals coming into the shelter during the pandemic had greater needs and often required costly medical or specialized behavioral care. You made it possible to provide the critical care these animals so badly needed.

I know we all feared that pets adopted during the pandemic would be returned to the shelter once people began returning to work. Thankfully, we did not experience that at Pasadena Humane. The emotional bonds formed between people and their pets during the pandemic proved just as strong, if not stronger, than the bonds formed in less challenging times.

A positive of the pandemic for the animals, and an improvement we plan to keep, was a move to appointment-based services. Dogs, cats, and critters benefitted from the quieter environment. They were able to sleep more, were less stressed, and stayed healthier, which translated to pets getting adopted more quickly.

Beyond our shelter walls, we turned our attention to helping all animals in need. Pasadena Humane is more than a shelter. We are an animal resource center providing pet owners with information and resources to keep pets with the families who love them. And we help our wild neighbors too, through wildlife rehabilitation and education to promote peaceful co-existence with wildlife.

I'm so proud of what we were able to accomplish in 2021 with your support, and I hope you will enjoy learning more about your impact in this annual report.

With heartfelt appreciation,



Dia DuVernet
President & CEO
Pasadena Humane



39,344
ANIMALS HELPED



more than a shelter

Pasadena Humane is more than a shelter; we are an animal resource center for the community. We provide lifesaving care, shelter and second chances for the animals who need it most. Beyond our shelter walls, we offer services and support to help keep pets with the people who love them. Providing above-and-beyond care for animals in need takes a tremendous amount of resources. As a donor-supported nonprofit organization, we thank you for your support and partnership in saving lives.



johnny WALKS WITHOUT PAIN

Johnny was just five weeks old when he was found alone and in horrible pain. His hind leg was badly broken, and he had developed a life-threatening infection. Despite his small size, our team of five skilled shelter veterinarians knew amputation was Johnny's best chance at living a happy life. Thanks to our Miracle Medical Fund donors, Johnny received the specialized surgery he needed and soon found a loving home.



PASADENA
HUMANE

3,036

PETS PLACED



every animal is an individual

At Pasadena Humane, we believe every animal deserves the individualized care they need to thrive. Whether that's high-quality medical attention, in-shelter behavior modification, or extra TLC in a foster home, we are committed to helping animals find new homes. Since the beginning of the pandemic, we've offered admissions and adoptions by appointment, which enables us to provide better service to our human clients and the animals. Limiting the amount of people at the shelter helps our animals stay healthier, happier and find homes more quickly.



HELPING **shabba** SUCCEED

When Shabba first arrived at Pasadena Humane, he showed high levels of fear, anxiety and stress. Over many months, our team of skilled behavior specialists used positive reinforcement and Fear Free training techniques to gain Shabba's trust and build his confidence. Gradually, his playful, affectionate side emerged. He enjoyed running in the yard with his favorite toy, a pink ball, and made friends with staff and volunteers. After nearly eight months at the shelter, Shabba was adopted and is now thriving in a loving home.

253,560

FOOD BANK
MEALS SERVED



keeping pets & people together

Supporting pet owners is more important than ever as the economic and emotional toll of the pandemic continues to impact our lives. As an animal resource center, we offer surrender prevention programs like a drive-through pet food bank, emergency boarding, veterinary vouchers and fee-waived clinic services to help keep pets with their families. We also partner with two local human service nonprofits to provide free vaccines, microchips and pet food to their clients.



oreo RETURNS HOME

Oreo's owner entered a domestic violence shelter that did not allow pets. Thanks to the support of donors like you, Oreo was admitted into our temporary boarding program. This meant that his owner did not have to give him up in order to seek safety for herself. Instead, we cared for Oreo at Pasadena Humane while his owner got help in securing a pet-friendly apartment, and the two reunited after a short shelter stay.

**The name and image of the pet have been changed to protect the owner's privacy.*

8,495

FIELD SERVICE
CALLS COMPLETED



servicing our community

Providing animal care and control services is core to our mission of leading the way toward a compassionate and caring community for all animals. Animal control officers respond to reports of abuse, cruelty and neglect and are our first responders in the field for animal emergencies. In 2021, we proudly negotiated new five-year animal care and control contracts with all cities we serve that had expiring contracts. We value our municipal partnerships and are thankful we can continue to serve the animals and people in our community.



A CHRISTMAS **miracle**

In December, animal control officers rescued 52 cats and kittens from squalid conditions at a local area home. Once at the shelter, the cats received the loving care and medical treatment they needed so badly. Because we rescued these special felines just before the holidays, they became known as the “Christmas Cats,” with names like Jolly, Merry and Jingle. Thanks to our wonderful adopters and donors, all the Christmas Cats found new homes in no time at all.

11,105

PET LICENSES
ISSUED



healthy & safe pets

In 2021, we partnered with DocuPet to make it quick and easy to purchase or renew your pet's license online. Pet licenses are required by law for all dogs, and in some cities, cats, age four months and up. Pet licenses help ensure a healthy community by requiring that pets be vaccinated against rabies and promoting spay/neuter. Plus, all licensing proceeds help fund our programs and services, including our public spay/neuter and vaccine clinic.



GOT **tags?**

A pet license tag serves as an additional form of identification on your pet's collar. Every Pasadena Humane license tag comes equipped with DocuPet's HomeSafe™ lost pet service. Plus, you can let your pet's personality truly shine by choosing from hundreds of designer tags. 20% of the designer tag proceeds are donated back to Pasadena Humane.

3,551

COMMUNITY CAT
STERILIZATIONS
PERFORMED



partnering to save lives

To increase our lifesaving efforts, we work in collaboration with other animal welfare organizations and professional associations. In 2021, we signed on as a member of Human Animal Support Services, a national coalition of shelters committed to keeping pets and people together. In addition, since the beginning of the pandemic, we have been active participants in the statewide California Animal Shelter COVID Action Response group and the local LA County Task Force.



nicholas's NEW LEASE ON LIFE

When 12-year-old Nicholas came to the shelter as a stray, he was by far one of the most extreme cases of matting we had ever seen. The senior dog could not fully extend one of his legs due to matting, and his muzzle was matted shut with fur wrapping around his teeth. Our partners at Pet Care Foundation carefully groomed Nicholas, freeing him from the painful mats and starting him on his road to recovery.

3,957

WILDLIFE
HELPLINE
CALLS &
TEXTS



wild friends

We celebrated our first baby season in the Sandra J. Goodspeed Wildlife Center in 2021. This upgraded new home for wildlife features an intensive care unit for the critically ill and injured, a separate incubator room to care for orphaned babies and outdoor space to prepare orphaned, growing wildlife for release back into the wild. Our Wildlife Helpline is housed in the new Center, providing text and phone support to community members with a goal of keeping healthy wild animals in the wild.



healthy pigeon STAYS WILD

When a good Samaritan found a fledgling band-tailed pigeon on the ground, they thought it might be injured and texted our Wildlife Helpline for assistance. Once our team was sure that the young bird was healthy, the pigeon's finder was guided on how to make it a new nest using a wicker basket and soft t-shirts. The pigeon's parents began using the nest and the family was quickly reunited.

1,122

KIDS REGISTERED IN
HUMANE EDUCATION
PROGRAMS



community connections

MOBILE OUTREACH

After a pandemic pause, the Wiggle Waggle Waggin' was back on the road in 2021, bringing adoptable pets and information about our programs and services straight to the community. These pop-up adoption events at local pet stores and businesses resulted in 97 dog, cat and critter adoptions. Plus, our outreach volunteers were out again at community events, spreading the word about our helpful resources.







FUN & LEARNING

Like much of the world, our programming went hybrid in 2021. We were thrilled to welcome kids back on campus for summer camp and after-school clubs while continuing to offer virtual opportunities. For the adult audience, attendees of our monthly webinar series learned about a wide range of topics, including catios (enclosed cat patios), the science behind microchips and pet dental health.






2021 financials

INCOME

 Program Fees & Contracts	\$4,897,091	29%
 Fundraising <small>Includes contributions and bequests</small>	\$8,837,845	52%
 Investment Income	\$1,904,206	11%
 PPP Loan (Forgiven)	\$1,422,000	8%
TOTAL	\$17,061,142	100%

EXPENSES

 Programs & Services	\$11,408,832	81%
 Administration	\$1,374,934	10%
 Fundraising	\$1,345,125	9%
TOTAL	\$14,128,891	100%

Derived from unaudited financial documents

Does not include unrealized gains on investment portfolio

2021 shelter stats

TOTAL ANIMALS HELPED:

39,344

LIVE RELEASE RATE:

DOGS & CATS

90%

CRITTERS

87%

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

**companion
animal**

ADMISSIONS

3,436

RETURN TO HOME

434

**ADOPTIONS
& TRANSFER**

2,602

**ANIMALS
FOSTERED**

1,407



**In 2021,
we placed
100%
of healthy &
safe animals.**

For the full list of 2021 animal intake and outcome statistics, visit pasadenahumane.org

wildlife



ADMISSIONS

1,552

OUTCOMES

RELEASED

166

TRANSFERRED

205

NON-LIVE OUTCOME

1,179

WILDLIFE HELPLINE CALLS & TEXTS

3,957

ANIMALS HELPED TO REMAIN IN THEIR NATURAL HOME VIA PHONE AND TEXT

2,168

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.



SPAY/NEUTER

1,852

ANIMALS TREATED FOR PARVO & PANLEUKOPENIA

81

ANIMALS TREATED FOR RINGWORM

58

TELEMEDICINE CASES

420

shelter medicine

field services

COMPLETED SERVICE CALLS

8,495

INVESTIGATIONS

(CRUELTY, NEGLECT, ABANDONED ANIMALS, MUNICIPAL CODE VIOLATIONS)

2,042

STRAY PETS & RESCUE

1,332

WILD ANIMALS

1,581

DEAD ANIMAL PICK UP (COMPANION & WILDLIFE)

3,540

INBOUND DISPATCH CALLS

24,150

(MAY - DECEMBER 2021)

PETS REUNITED WITH OWNERS IN THE FIELD

271

support & prevention

HEALTH & WELLNESS

ANIMALS OWNED OR CARED FOR BY COMMUNITY MEMBERS

PET SPAY/NEUTER

1,536

COMMUNITY CAT SPAY/NEUTER

3,551

PET VACCINES ADMINISTERED

4,754

PET MICROCHIPS IMPLANTED

824

PET FLEA TREATMENT AND DEWORMERS ADMINISTERED

1,196

LICENSING

LICENSES ISSUED

11,105

ANIMAL RESOURCE CENTER

CALL CENTER CALLS (INBOUND/OUTBOUND)

49,512

MAY - DECEMBER 2021
AVERAGE OF 202 CALLS PER DAY

IN-PERSON APPOINTMENTS

3,099

HOME-TO-HOME ADOPTIONS

81



HELPING PAWS

TOTAL ANIMALS HELPED

605

INCLUDING TEMPORARY BOARDING, VET VOUCHERS, SUBSIDIZED SPAY/NEUTER, FREE VACCINES AND MICROCHIPS

PET FOOD BANK

PETS ACTIVELY ENROLLED:

820

POUNDS OF FOOD DISTRIBUTED

67,111

MEALS SERVED

253,560



community



COMMUNITY PROGRAMS

PROGRAMS OFFERED

23

REGISTRANTS

2,968

MOBILE ADOPTION & OUTREACH EVENTS

29

PETS ADOPTED AT MOBILE ADOPTION EVENTS

97

HUMANE EDUCATION

PROGRAMS OFFERED

47

KIDS REGISTERED

1,122

VOLUNTEER

VOLUNTEERS

520

VOLUNTEER HOURS SERVED

43,377 HOURS
= **22** FULL-TIME STAFF MEMBERS

PASADENA HUMANE 2021 donor list

thank you to the
generous donors who
supported Pasadena
Humane in 2021

HEROES CIRCLE GIFTS

SUPERHEROES (\$50,000+)

John Hermann
Beverly C. Marksbury
Joan A. Payden
Pet Care Foundation
San Marino Motor Classic
Ten-O-Chock Foundation
Valerie and Aaron Weiss

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VCA Animal Hospitals
Judy Waller
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Peter K. Chen M.D. Trust
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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.**

Lisa Avebury
Jim Avedikian and K. M. Evans
Dr. Julia Bailey
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