

April 1, 2020 – March 31, 2021

Annual Report



We proudly promote the human-animal bond by saving and serving pets in need, regardless of age, ability, circumstance or geography.

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Message from the CEO

February 2022

Greetings,

As we reflect back on our fiscal year 2020-2021 (April 2020 to March 2021), I would like to take this moment to thank the staff, volunteers and donor community who are essential to our work. Seattle Humane's future is bright, and we are committed to serving more pets through innovative and resourceful programs that meet today's challenges head on. Our goal is to lift up the entire animal welfare community together and create the best possible world for the pets in our collective care.

It is undeniable that this fiscal year threw many challenges our way; however, it is often during the most challenging of times when we learn the most about ourselves. And what we saw in the midst of countless unknowns and changing realities was a level of commitment, compassion and ingenuity across our staff, volunteers and supporters that helped start a new and exciting chapter for Seattle Humane.

Whether it was bringing our adoptions, behavioral support, events and educational programming into a virtual space, launching the Pet Owner Assistance Fund and Supporting Pet Owners in Transition (SPOT) program, or using our MaxMobile to create a mobile pet care clinic, we found powerful ways to show up for our community in the moments when they needed us most.

Out of a pandemic that forced us to continually reassess how to safely serve our community, we were able to find creative solutions, build innovative new programs and adjust to the changing landscape of animal welfare.

What we do at Seattle Humane is made possible by an incredibly dedicated group of staff, volunteers and generous supporters, and I am so proud to be part of this team.

On behalf of all the pets in our care and the community we serve – thank you!



Christopher Ross
CEO, Seattle Humane



Leadership

Board of Directors (FY 2020-2021)

John Wenstrup, Chair	Sue Borgman	Clare Pedersen
Janette Adamucci, Vice Chair	Kathy Connors	Jim Schuler
Jim Linardos, Vice Chair	Mike Ellison	Peter Segall
Leanne Webber, Vice Chair	Daryl Fiske	Lynda Silsbee
Chris Bayless, Secretary	Debbi Gillotti	Jason Stoffer
Colin Duffy, Treasurer	Luke Hublou	Bonnie Towne
Asher Bearman	Kaycee Krysty	Kelly Wittman

Staff Leadership

Paula Littlewood, Interim Chief Executive Officer (October 2019 -December 2020)

Christopher Ross, Chief Executive Officer (Started January 2021)

Lisa Drake, Chief of Community Programs

Ken Farmer, Chief Financial Officer

Efrat Hurvitz, Chief of Human Resources

Emily Keegans, Chief of Animal Behavior

Dr. Jessica Reed, Chief of Veterinary Medicine

Juli Ross, Chief of Animal Care

Jessie Swisher Spiers, Chief Advancement Officer



COVID-19 Defined 2020

Saving Lives, Completing Families & Keeping Pets With Their People

In April 2020, the start of our fiscal year, so much was unknown about COVID-19. All businesses – essential and non-essential – were discovering how to continue operating and remain of service. Seattle Humane completely reimagined how to facilitate adoptions, offer critical services and support to keep pets with their people and continue to care for the animals who needed us. The threat of the pandemic required Seattle Humane and many other shelters to balance our mission of saving animal lives with our responsibility to provide a safe and healthy environment for our staff, volunteers and the community we serve.

Despite many challenges, Seattle Humane continued to impact the lives of thousands of pets through transfers, veterinary care, adoptions and our community programs, including several created during the pandemic to help pets stay with their families during this turbulent time.

“Rather than just being a last resort for pets, we clearly saw the solution was to help people keep their animals out of the shelter system altogether – **we knew we could do that by making sure pet families had the resources and support they needed.** And we rose to this challenge while remaining committed to sheltering unhoused pets until they find their new families.”

– Christopher Ross | Seattle Humane CEO





How We Support Our Community

In addition to providing shelter and care for animals in need of homes, Seattle Humane also serves and supports thousands of community pets who never enter the shelter. Seattle Humane offers a variety of services for low-income families who, without help, may have to make the heartbreaking choice between caring for themselves or their pets. Through various community programs, many launched during the pandemic, Seattle Humane strives to reduce pet surrenders by supporting people as they provide love and care for their animals.



Pet Food Bank

Our Pet Food Bank collects and distributes donations of pet food and supplies to low-income pet owners. With thousands in the community suddenly furloughed or laid off from their jobs due to the pandemic, requests for help with pet food began pouring in. Seattle Humane mobilized immediately, joining with other local organizations to extend the reach of our Pet Food Bank to families in need across King, Snohomish and Pierce counties.



1.2 million
meals provided



180,000 lbs
of pet food distributed



1,600 pets
fed monthly through
the Pet Food Bank



Mobile Pet Food Bank events like this one in Maple Valley on June 10, 2020 helped hundreds of families in communities across the Puget Sound region. Thousands of pounds of food and supplies were also distributed to partner shelters, food banks and senior centers.

Pet Owner Assistance Fund

This timely and innovative fund was created through a generous donation from the Fontaine family in July 2020 based on the belief that animal companionship should be accessible to everyone regardless of income and circumstances.

The Pet Owner Assistance Fund helps families struggling with high or unexpected expenses or other situations challenging their ability to keep their pets healthy and safe. This can include veterinary care, help with training, short-term boarding and supplies.



\$88,660

distributed



400 Pets

from 324 families helped



\$221 Average

support provided
per pet



When Gizmo the cat injured his paw and needed immediate treatment, a local family reached out to Seattle Humane. The Pet Owner Assistance Fund helped pay a portion of the veterinary costs.

Owner Joey told us, "I don't know what I would have done without your assistance. Gizmo is my world. His paw is good as new."

If all **400** animals we assisted were instead surrendered by their families, Seattle Humane would have spent **nearly three times as much** to care for them at the shelter.





Home To Home

353 Community pets rehomed

This free rehoming program, launched in June 2020, helps place pets directly into homes, avoiding the shelter entirely and the unnecessary stress on the animal. It gives pets needing a new home the best of both worlds – their current guardian can find the best fit, and their adopter can learn all about their personality and preferences first-hand.

Pets for Life

107 Community pets served

Pets for Life is a program model from the Humane Society of the United States intended to close the service gap for people and their pets living in underserved areas.

The Pets for Life program at Seattle Humane currently serves people and animals in Seattle's 98108 zip code (Georgetown, South Park and Beacon Hill). The program provides free spay/neuter surgeries, wellness care, vaccines, pet supplies and other pet care resources to help pets stay with the people who love them.

SPOT Temporary Foster Program (Supporting Pet Owners in Transition)

14 Pets helped

The SPOT program uses Seattle Humane's existing foster network to serve as a safety net and house pets for owners who need temporary care (up to 90 days) due to housing insecurity, hospitalization or other personal crises.

This popular service continues to grow and we are on track to help six times the number of pets in the program's second year.



Humane Education



960 Kids, teens and family members supported through programming
3,366 Visits to virtual resources

With local schools closed and kids unable to visit the shelter, Seattle Humane's Education team went digital, reaching thousands of kids of all ages in a whole new way. We quickly launched a free and fun resource page full of lessons and games for families who had signed up for Animal Adventures Summer Day Camp and participants in Seattle Humane's popular Kitty Literature program. Our Humane Teen Club (HTC), a teen leadership club for animal advocates who are 13-17 years old, continued virtually and HTC members, along with volunteers, created videos to engage youth. Families were also invited to enjoy weekly virtual pet visits.

MaxMobile

Seattle Humane's beloved MaxMobile was transformed into a mobile pet care clinic, allowing members of our Vet Services team to offer exams and vaccines to community pets.

When poor air quality caused by the devastating wildfires raging across the state canceled a previously planned clinic in Auburn, Seattle Humane's Veterinary Services team joined with One Health Clinic in quickly organizing a pop-up clinic in the Seattle Humane parking lot. Dozens of local families and their pets turned out despite the last-minute change in location.

"When families are experiencing so many challenges with housing, employment, education and food insecurity, the last thing we want them to also be worrying about is having to give up a member of their family or watch them suffer because they are unable to access veterinary care," said Dr. Katie Kuehl, who helped organize the clinic.



Seattle Humane's MaxMobile is repurposed as a free mobile vaccine clinic outside the shelter on September 11, 2020.

Behavior Program



441 Pets helped

Our Behavior Team works with the harder-to-place pets in our care to assess the needs of each animal, determine how we can minimize their stress in and out of the shelter, and offer them the best chance of finding – and staying – in a loving home.

In the wake of COVID-19, with almost every animal now in foster care, our Behavior Team launched a Helpline to support the foster parents of these pets as well as potential adopters before, during and after the adoption process. Through consultations and detailed training plans, the team helped potential adopters understand the behavior and management needs of each pet and offered support if they needed advice after adoption.

When we were forced to discontinue in-person dog training classes, the Behavior Team also launched virtual dog training classes on everything from basic canine body language to dog park safety and etiquette.



4-year-old pit bull/lab mix Indy came to Seattle Humane in November 2019 and quickly developed quite a following. He was adored by staff and volunteers who called themselves 'Indy's Army,' each one dedicated to helping him with his reactivity toward other dogs.

After months of work with our Behavior Team, volunteers, and his various foster families, Indy found the right fit with Mike, who used our highly successful Foster-to-Adopt program to see if he and Indy could make it work. They've been together ever since.

Nearly a year after his arrival, Indy was formally adopted September 26, 2020. According to Mike, "Waking up to Indy's sweet little face brings me joy every day."

Volunteer Program



74,425 Volunteer Hours

We had over 3,800 active volunteers when the pandemic forced us to close our doors to the public and volunteer workforce in March 2020. In a typical year, our volunteers support almost every function at Seattle Humane, including walking dogs, helping prospective adopters find their perfect pet, fundraising, caring for animals and packing pet food. Due to safety concerns during this time, opportunities for volunteer support were limited to foster families and others who could support our work safely from outside the shelter. While we greatly missed seeing all of these wonderful friends and partners on campus, it would be several more months before we could welcome back many of our volunteers.



Volunteers Dea Barnett and Leslie Wang spent hundreds of hours tending the grounds around Seattle Humane during the pandemic, coming to the campus weekly — rain or shine — to pull weeds and spread wood chips, even bringing in plants from their own yards. We could not be more grateful for their help and the beauty they've brought to our campus.

Foster Care Program



1,018 Pets received foster care

From the very start of the pandemic, the community answered our call for help and hundreds of animals were moved from the shelter to foster homes in a matter of days.

Our amazing foster families generously volunteered and cared for **1,018 pets** during this critical time, including kittens, puppies, cats, dogs, rabbits and other small critters.



In the past 9 years, Evelyn Barron-Roemer has fostered 137 animals, including kittens, cats, dogs and puppies. She remained a steadfast foster throughout the pandemic, providing loving care to all of her animals and never shying from complex medical cases.



Liam Ernest signed up to foster Sasha (now named Brioché) during the pandemic. He ultimately decided he couldn't part with his "quarantine buddy" and adopted her.



Veterinary Services

Throughout the pandemic, Seattle Humane's Veterinary Medicine program never stopped serving pets in need. With enhanced safety protocols in place, our team continued exams and surgeries for shelter and community pets, moving to telemedicine visits where appropriate and curbside drop-off and pick-up for appointments at the Schuler Family Medical Center.

Seattle Humane continued to offer reduced-cost spay and neuter surgeries for dogs and cats of low-income families in our community. And building on our belief that people and their pets deserve access to high-quality and affordable veterinary care, we launched our Community Medicine program and began offering wellness care, microchips and vaccines through our new Wellness Clinic in late 2020.



Months after adopting him from Seattle Humane, the family of 2-year-old chihuahua/terrier mix Xavier (now named Luke) noticed he wasn't feeling well. They brought him in to the Schuler Family Medical Center where our Wellness Clinic team treated him for intestinal parasites.



7,910 Exams

Our team of veterinarians treats every pet and every illness, from neonatal kittens to arthritic seniors and everything in between, totaling 7,910 exams last fiscal year. This includes 2,202 telemedicine visits, which were implemented in the early days of the pandemic.



2,048 Surgeries

At Seattle Humane, we provide comprehensive medical services and care for all treatable medical conditions, including spay/neuter surgery to prevent unwanted litters, dental surgery, mass removals, amputations, wound repairs and more. Our team performed 2,048 surgeries last year.



197 Neonatal Kittens

Caring for tiny kittens is a big part of what we do at Seattle Humane. Many shelters around the country euthanize sick or underage orphaned kittens because they require extensive care and significant resources. Last year, our team provided neonatal care for 197 kittens.



1,743 Diagnostic Exams

Many of these sick pets and animals with chronic conditions require diagnostic testing, and often need repeated testing to diagnose and treat them effectively. 1,394 lab studies and 349 X-rays were performed last year, for a total of 1,743 exams.

Veterinary Student Training Program

COVID-19 safety considerations put our highly successful training program with Washington State University's (WSU) College of Veterinary Medicine on hold during this time. Started in 2013, the program offers two weeks of on-site training to fourth-year veterinary students. Rotations were paused due to the pandemic, but more than 60 students cycle through during a typical year.

World Rabies Day Vaccine Clinic

Dozens of local families turned out September 26, 2020 as Seattle Humane hosted a Vaccine Clinic and Pet Food Bank in North Bend to mark World Rabies Day. In partnership with the WSU Paul G. Allen School for Global Animal Health and One Health Clinic, Seattle Humane joined with other local shelters and nonprofits across King County to offer free vaccines to pets of people who are low-income or experiencing homelessness.



Members of the Seattle Humane team prepare the MaxMobile for a Vaccine Clinic and Pet Food Bank in North Bend to mark World Rabies Day on September 26, 2020. In all, dozens of pets were vaccinated and our Pet Food Bank distributed nearly 1,500 pounds of dog and cat food to families in need.

Providing Extra Care for Fragile Animals

Seattle Humane is a safety net for pets and the people who love them. We provide sick, injured and elderly animals with the extra care they need to thrive in a new home.

170 Senior pets benefited from **Sammie's Fund** for elderly shelter animals. Seattle Humane cared for a total of **320** pets, age seven or older, last year.

105 Dogs benefited from the **Lexus Fund**, a medical fund for shelter dogs to help them get the extra care they need to be adoptable.

110 Cats benefited from the **Grinstein Fund**, a medical fund for shelter cats.

Adoption Services

Adoptions are an important way we save and serve pets in need and will remain a core part of operations at our Bellevue campus. Adoptable pets come to Seattle Humane primarily through our Lifesaver Rescue program or owner surrender. Each pet receives needed veterinary services, behavioral support, loving care and enrichment as we prepare them for the next step on their journey home. For the fiscal year ending March 31, 2021, more than \$1.2 million of veterinary care services were provided for our adoptable animals through our on-site veterinary clinic and our placement rate (or save rate) for Seattle Humane remained well above the national average at 98.6%.

We also save lives by providing services to keep pets happy and healthy for a lifetime. For every pet that can stay in their loving home, Seattle Humane will have greater capacity to shelter and care for pets who need the most support.

2,668 Overall Pet Placements

This number includes pets adopted, returned to their owners or transferred to partner shelters. It also includes pets placed directly with adopters through our new Home To Home program.

The Adoptions team met many challenges head on, adapting every aspect of their work to continue finding loving homes for pets. The adoption process was shifted primarily online, and included in-depth conversations over the phone with potential adopters about the pets they were interested in. Adoption-by-appointment and curbside pick-ups followed, keeping our staff and community safe.



Bob the kitten (now named Neo) found a loving home and family at the height of the pandemic, when safety measures required adopters pick up their pets curbside.



Second Chances for Special Cats

Seattle Humane is one of the few shelters in the region that treats cats and kittens with a variety of life-threatening diseases, providing a second chance they might not receive at other shelters.



Mouser Program

This program saves the lives of semi-feral or feral cats who can't be adopted as indoor companions. Instead, they're adopted to private homes, farms or local businesses as mousers for pest control.



FeLV/FIV+ Cats

A cat who tests positive for Feline Leukemia or Feline Immunodeficiency Virus can live a happy life for years, just like any other cat. Seattle Humane strives to find families who understand these diseases can be easily managed and that adopting these pets and giving them a loving home can be a positive and rewarding experience.



Ringworm Cats

Ringworm isn't a worm at all, but a fungus that can spread easily in shelters without proper precautions. Thanks to our dedicated staff and foster families, we were able to provide weeks of necessary treatment in our isolation (ISO) unit and foster, and find families for these special cats and kittens.



Lifesaver Rescue Program

681 Pets Transferred

Our Lifesaver Rescue program pulls pets from overcrowded and disaster-stricken shelters that lack the resources to care for them. During the pandemic, our ability to transfer animals from out of state was extremely limited.

The picture began to shift in late October, when Seattle Humane and nearly a dozen other shelters participated in Paws Across the Pacific, an historic rescue flight that brought more than 600 dogs and cats to the Northwest from overcrowded shelters on five of the Hawaiian Islands. It was the first out-of-state transfer from Hawaii since March.



Cat Nyx flew in on the historic Wings of Rescue flight from Hawaii. "She's AMAZING, I'm utterly besotted," writes her new dad. "Thank you so much to everyone who helped bring this magical creature into my life!"

In February 2021, following a devastating and deadly winter storm in Texas, Seattle Humane took part in an emergency transfer of shelter dogs from Houston.



Lifesaver Rescue Program Supervisor Sarah Davidson holds Beade, a 6-year-old Chihuahua mix, one of more than a dozen dogs transferred in from Texas on February 26, 2021.



Beade, now named Nona, found a loving family who adores her. "To be totally honest, we could not be any happier with Nona," her family writes. "She is a very loving little girl, has totally fit in and has become a very important part of our family."

Financials & Statistics

Everything we do is made possible through the support of generous donors. It is with heartfelt gratitude we thank you for being a champion for animals during unprecedented times in the community and animal welfare. You helped change the lives of thousands of pets inside our shelter and keep thousands of others outside the shelter at home with their families.

In 2022, we will celebrate our 125th anniversary and begin implementation of our new strategic vision. With your critical ongoing support, we are looking ahead to our next chapter – and how we can build on our mission of ensuring that animal companionship, and the benefits of the human-animal bond, are available to all.

REVENUE

62.9% Donations & planned gifts*

\$7,744,164 Donations & Fundraising

\$2,402,915 Bequests & planned gifts

\$310,836 Program revenue

\$5,669,918 Investment & misc. revenue, net

\$16,127,833 Total Revenue

**In a typical year, nearly 90% of our operational funding comes directly from donors.*

***We are proud to report that more than 80 cents of every dollar we spend goes directly to the pets in our care.*

EXPENSES

82% Animal care & programs**

\$6,587,894 Animal care & adoptions

\$1,157,827 Fundraising

\$640,019 Management & general

\$910,854 Low-fee spay/neuter

\$318,466 Humane education & other services

\$500,622 Community outreach services

\$10,115,682 Total expenses

NET ASSET BALANCE

\$25,621,497 Without donor restrictions, property & equipment

\$15,040,245 Without donor restrictions

\$10,417,575 With donor restrictions

\$51,079,317 Total net assets



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