

A photograph of a man with glasses and a beard, wearing a grey t-shirt, sitting on a wooden deck. He is holding a white cat with green eyes. To his right is a large, light-colored dog with its mouth open, showing its tongue. The background shows green foliage. A purple banner is at the top, and a teal banner is at the bottom.

**CONNECTING FRIENDS FOR LIFE**

**SAN ANTONIO HUMANE SOCIETY 2012 ANNUAL REPORT**



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## LETTER FROM THE PRESIDENT/CEO

I think the best way to close out 2012 is with a thank you to all of our friends, donors, partners, staff, and volunteers; so much has been possible with your help and shared compassion for the well-being of San Antonio's homeless pets.

2012 was a busy, albeit accomplished year. One of our most rewarding ventures in 2012 was working with Animal Care Services to help raise the city's live-release rate. We completed our first year as a high-volume transfer partner and in November agreed to renew our contract after seeing the overwhelming successes of working together. In addition to our work with the city, we also created a new community outreach department and added two new full-time positions: Director of Community Outreach and Foster Coordinator. In doing so, we've seen tremendous growth in our number of community partners and Foster Program. Their unprecedented achievements have been invaluable to the overall growth and success of the shelter.

In closing, I'm excited to share that we are on course to bringing our dreams of building an on-site shelter medicine hospital to fruition. Because of your support and confidence in our mission, we welcomed 2013 knowing we were well positioned to make tangible plans for our dreams.

Yours sincerely,  
*Nancy F. May*



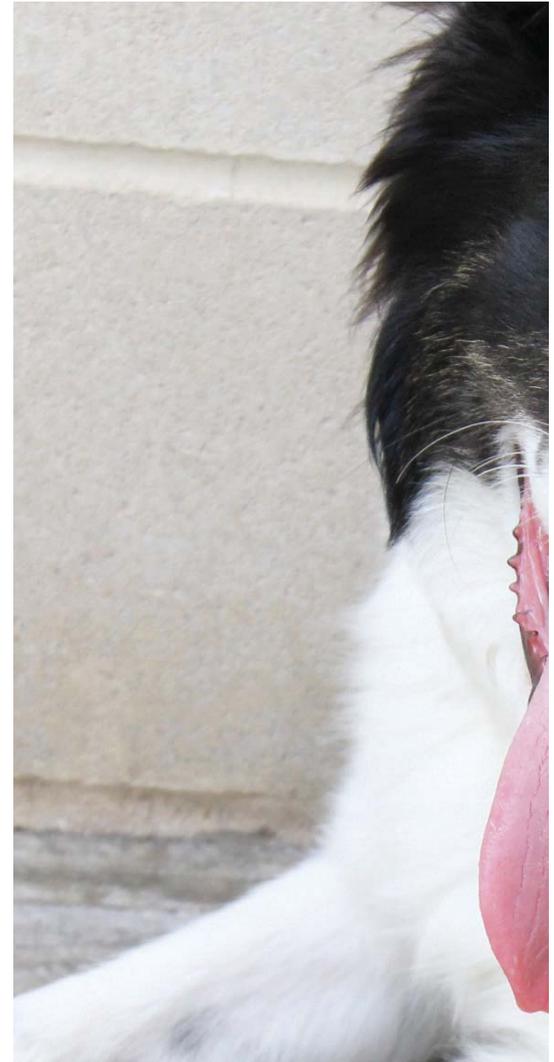
## LETTER FROM THE BOARD CHAIRMAN

A key to the success of any organization, whether a for-profit business or a non-profit, is excellent employees, both expert in their field and devoted to the institution's mission.

The success of the San Antonio Humane Society in 2012 exemplifies that idea. In every area – leadership, communication, fundraising, operations, education, and veterinary care – the San Antonio Humane Society is fortunate to have exceptionally strong and caring individuals.

That's why throughout this annual report you will find so much good news and so much progress toward our mission of protecting and improving the lives of dogs and cats. When you see the number of pets adopted to loving homes, the number taken from the city facility, the medical care provided, and the number fostered, you know that hasn't happened by accident.

The work of our excellent staff has been supported and supplemented by literally hundreds of volunteers who provide an invaluable service to the





## CONT.

pets. They walk dogs, wash their bedding, play with cats – perform a myriad of tasks to comfort and socialize our pets. A strong board of caring community leaders is part of that picture as well.

We are exceptionally pleased that in 2012 the organization operated within a balanced budget and without debt. This strong financial position will allow us to plan a facility expansion to include a shelter medicine hospital for lost and stray pets, helping us to save more lives.

Those who read this report have been a part of the progress toward fulfilling our life-saving mission; for that, we thank you. But the work is not done; it continues in 2013.

Yours sincerely,  
*Lynnell Burkett*



**OUR MISSION IS TO PROTECT AND IMPROVE THE LIVES OF DOGS AND CATS BY PROVIDING SHELTER, CARE, ADOPTION, RESCUE, SPAY AND NEUTER SERVICES, AND COMMUNITY EDUCATION.**



# WHO WE ARE AND WHAT WE DO

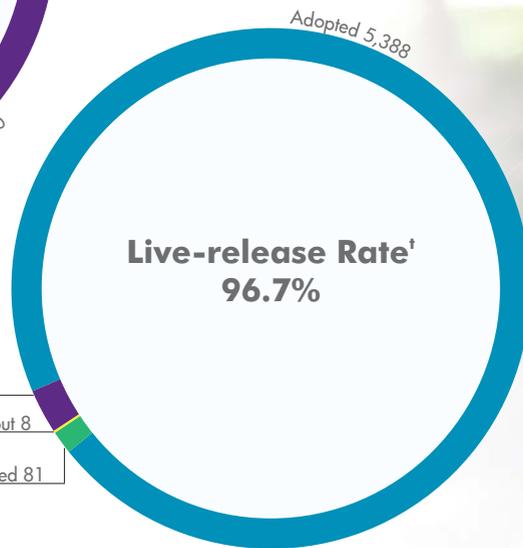
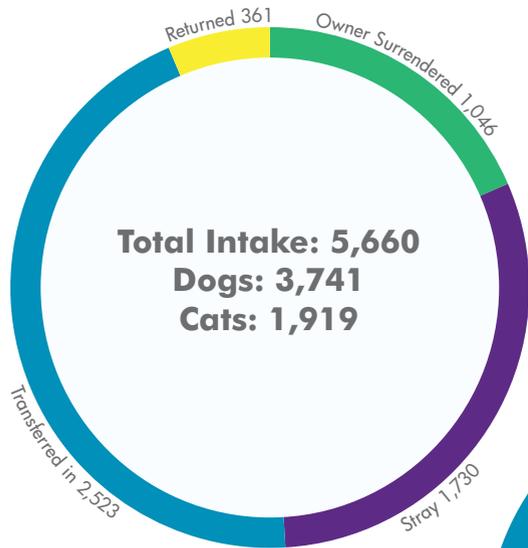
The San Antonio Humane Society is a non-profit, no-kill organization that has served Bexar County and its surrounding areas since 1952. We are not affiliated with the Humane Society of the United States or the ASPCA. Every year, we shelter, medically treat, and rehabilitate more than 5,000 pets that have been injured, abused, or abandoned until they are ready for adoption. As an adoption guarantee organization, we only euthanize pets that we are unable to treat, have a condition that poses a significant threat to the other pets in the shelter, or that have aggression issues. Through our Adoption, Volunteer, Foster Care, and Humane Education Programs, we educate the public on the importance of responsible pet ownership, micro-chipping, and spaying and neutering.

# SHELTER OPERATIONS

In 2012, we are proud to say that we found new homes for 5,388 pets. More than 2,000 of those pets were transferred from the city's open intake shelter, Animal Care Services, helping to more than double their live-release rate in just one year. We believe working together is the only way for San Antonio to achieve its goal of becoming a no-kill city. We are thrilled to see that our efforts are making an impactful difference in our community.

In 2012, the San Antonio Humane Society worked diligently to maintain the shelter's clean and welcoming atmosphere for our pets, adopters, volunteers, and staff. In addition to revising much of our signage to reflect our new branding, we also replaced 4 air conditioning units, 2 washers, 2 dryers, and cleaned all duct work. We feel that continual and thorough maintenance is the best way to ensure the health, comfort, and happiness of our shelter pets, volunteers, and employees.

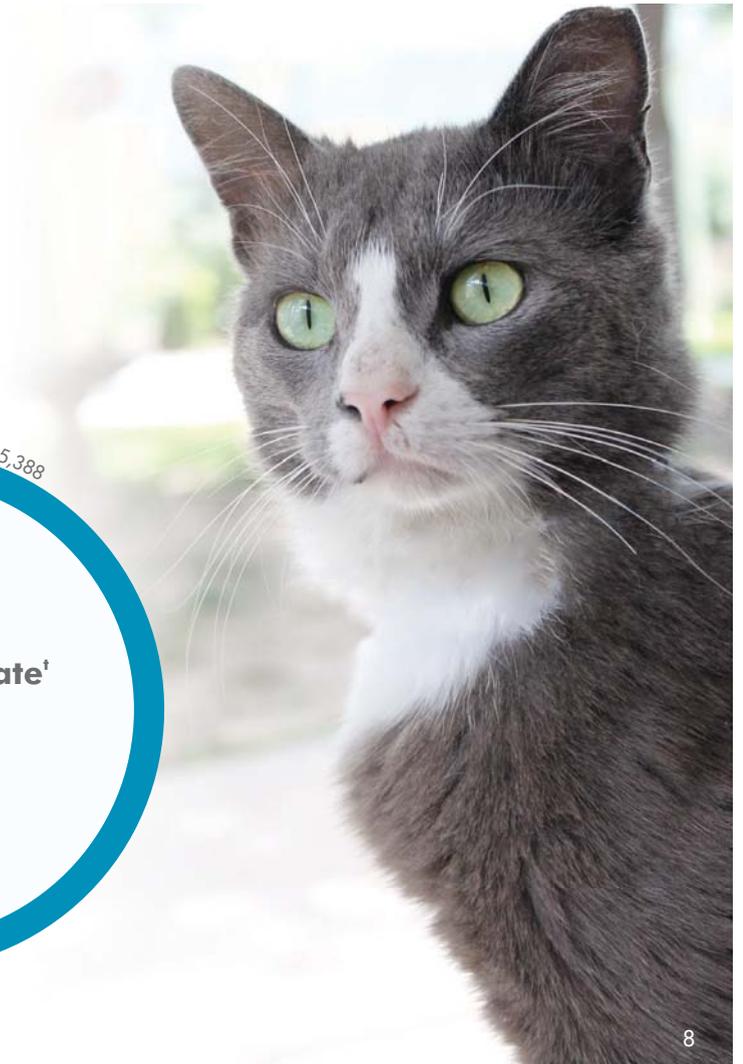
Another foundation of our shelter operations is helping members of our community with limited income properly care for their pets. During 2012, we held 24 Wellness Clinics and helped more than 1,200 pets by providing them with vaccinations, microchips, heartworm prevention, and other basic care services, all at a reduced cost to the owner.



\*Euthanized 155  
 Transferred out 8  
 Returned 81

<sup>\*</sup>In a shelter environment, it is impossible to have a 100% live-release rate. Some pets come in too injured or too ill for us to treat and, as life takes its course, some pets will pass away from natural causes.

<sup>1</sup>Live-release rate = (adopted + transferred out + returned)/total intake



# SURGERY

2012 was the first full year our surgery department was equipped with an ultrasound and dental x-ray machine, both of which allowed for a tremendous boon to our diagnostic capabilities at the shelter and have made the care of many of our injured pets much easier and efficient.

We also received a grant from PetSmart Charities® to fund the spaying and neutering of 1,000 pit bulls throughout the year. The promotion was so successful that the shelter funded an additional 28 surgeries, bringing the total number of pit bulls spayed and neutered in 2012 to 1,028.

Throughout the year, our surgery department spayed and neutered 8,387 pets: 5,485 dogs and 2,902 cats. 3,787 sterilizations were shelter-owned pets, while the remaining 4,600 sterilizations were public-owned pets or feral cats. As spaying and neutering is one of the most effective ways to control our city's pet overpopulation issue, we strive to increase this number each year.







# COMMUNICATION

One of the primary focuses for 2012 was revising the branding of the San Antonio Humane Society through graphic and photographic consistency. 2012 was also an important year for the San Antonio Humane Society's visibility and accessibility to the community. Throughout the year we worked with KENS 5, WOAI, FOX, Univision, The Express News, MySA.com, La Prensa, Alamo City Times, BMP Radio, Clear Channel Communications, and Cox Radio. Steps were also taken to actively track the shelter's presence and impact in the media from print, web, television, and radio. To better communicate with San Antonio and pet lovers from around the world, we expanded SAhumane.org to become the go-to web resource for pets in San Antonio and continued to expand upon our Facebook, Twitter, and YouTube channel.

2012 was also a successful year for our major events, El Rey Fido and Paws on the Patio. Our 10th annual El Rey Fido and Royal Court raised more than \$50,000 for the care and shelter of our pets and we had an estimated 600 people and 400 pups attend Paws on the Patio.



**IN 2012, WE HAD 955 ACTIVE VOLUNTEERS DONATE 17,926 HOURS OF THEIR TIME TO HELP OUR SAHS SHELTER PETS.**



# COMMUNITY OUTREACH

In 2012, the Department of Community Outreach was created to encompass the Volunteer, Foster, and Humane Education Programs. With all three programs expanding, we realized these programs needed more direct leadership and a new focus rooted in our San Antonio community. In addition to the creation of a new department, we also established a community outreach office on campus where volunteers and fosters can meet, relax, and talk with our program coordinators. We have found this new meeting space has established a sense of community and family that has benefited our staff, volunteers, and fosters.

The Volunteer Program continued to flourish in 2012 with the addition of new and easier ways to volunteer. For example, we now offer a special \$15 orientation fee for active-duty military and their immediate family and for service volunteers who volunteer specifically to complete community service hours within 6 months. We also created a Volunteer for a Day Program. Mainly geared toward corporations, groups can either donate 10 items from our wish list or \$25 in order to have several people from one organization volunteer together for one day.

# COMMUNITY OUTREACH CONT.

The San Antonio Humane Society's Foster Care Program is an essential part of our organization, allowing for more pets to be in our care, despite the fact that they may not be ready for adoption. In 2012, we had 100 foster families give a total of 17,542 hours of their time to our pets in need. More than 400 pets were saved because they were able to be placed with foster families who never shy away from showing our pets their support.

In 2012, we continued to expand our Humane Education Program and also broadened our reach by moving our educational programs into the city. In addition to what we were doing on-site, we started pilot programs for off-site Camp Humane, in-school monthly humane education sessions at select elementary schools, a Humane Achievement Program, and off-site humane education programs offered at local organizations who expressed a need. We estimate that we educated more than 2,000 children and adults in 2012.







**BECAUSE OF OUR DONORS, OUR DREAMS OF BUILDING A SHELTER MEDICINE HOSPITAL ARE BECOMING A REALITY.**

# DEVELOPMENT

In 2012, the San Antonio Humane Society expanded its Ambassador Program by recruiting 11 new SAHS ambassadors. An ambassador introduces our organization to people in the community by recruiting them to attend a Behind the Scenes Tour. On the tour, guests learn about the intake process, the importance of spay and neuter, the adoption procedure of getting shelter pets into loving homes, and the many ways we are reaching out to our community with humane education programs. In 2012, our staff gave 14 tours to 168 guests.

Also in 2012, our top donor club grew; the Humane Friends Giving Circle expanded to include 94 individual pet lovers who have committed to a 5 year pledge of \$1,000 or more to sustain the operations of the San Antonio Humane Society. These are very special donors: they care deeply about continuing our high standards of care and treatment that we offer to every orphaned pet who passes through our doors, they share our dreams, and they have made a commitment to making those dreams come true.

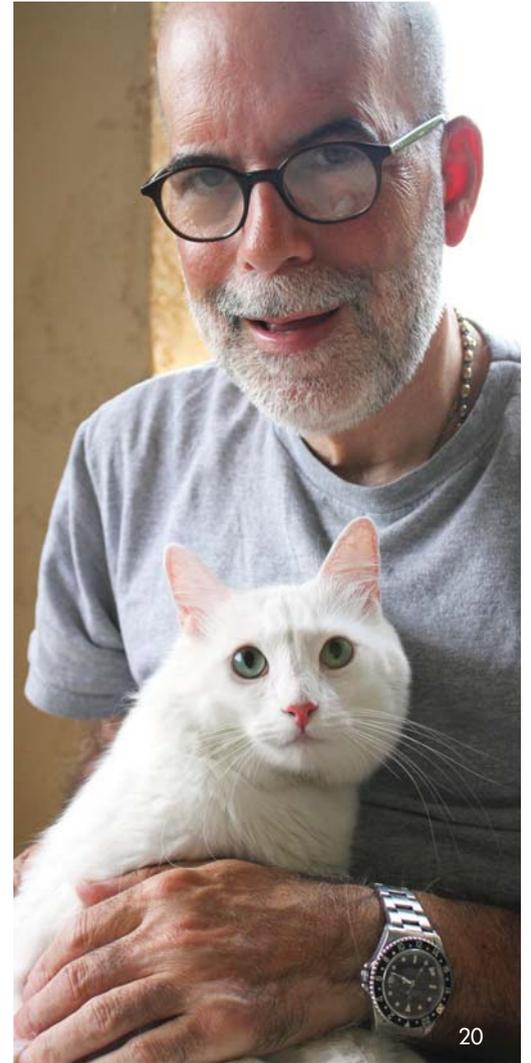
Another highlight of 2012 was the expansion of online donation opportunities. Through the advancement of the website, it is now easier for donors to give online, especially for those with a PayPal account, join the Humane Friends Giving Circle, set up a recurring gift, or purchase a memorial brick. Additionally, another easy way to support the shelter is by ordering the San Antonio Humane Society Visa Platinum Rewards Card. The bank will donate \$50 and a percentage of all your future purchases on the card to the San Antonio Humane Society.

# SUCCESS STORY: MEET OUR COVER MODELS, ERNEST & HEMINGWAY

Dr. Michael Palladino has been an avid medical rescue donor and SAHS supporter since 2011. On multiple occasions, his donations made it possible for us to perform intensive medical procedures to improve the quality of life of our pets. He even ended up adopting Ernest, one of the cats he helped save by donating to his necessary amputation surgery. Read on for their incredible success story!

“Ernest has grown into a very handsome young cat and has adopted Hemingway as his best friend. They love to chase one another around my apartment with Ernest taking refuge behind the couch or under the bed. This completely frustrates Hemingway as he is too big to navigate Ernest’s hiding places. However, they both enjoy this game, especially in the evenings when I’m home. They are also very affectionate toward one another as Hemingway enjoys licking Ernest’s face and Ernest enjoys snuggling with Hemingway’s head (when Hemi is lying down). As you can see, Ernest is an inspiration to all as he functions to the fullest, regardless of his disability. Together they are a dynamic duo regardless of their diversity. I am so thankful to have been adopted by these two beautiful and loving creatures that only know unconditional love.”

*-Michael Palladino*



# 2012 FINANCIALS

Donations are an integral part of our organization. Because of your support, along with the support of others in our community, we are able to ensure that our mission to save and shelter homeless pets is always proactive and never forgotten. Each donation also brings us closer to our ultimate goal of one day making San Antonio a city with no homeless pets.

## **Revenue**

Public support includes: mail campaigns, newsletter revenue, unsolicited public support revenue, pledges, memorial and tribute donations, and donations made through our website.

## **Investment Activity**

Investment activity includes realized and unrealized gains and losses as well as change in values of assets held.

## **Charitable Trusts**

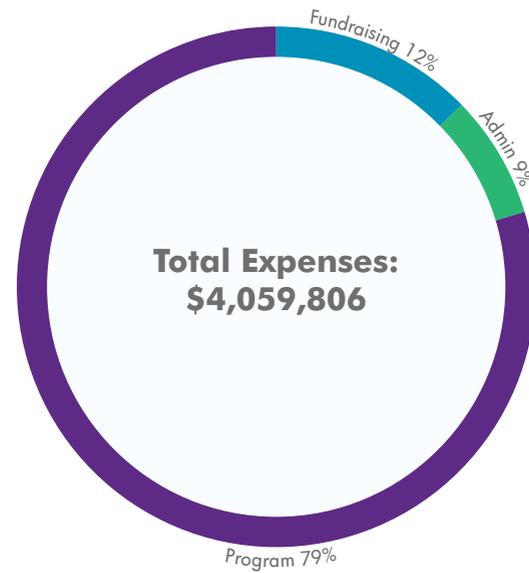
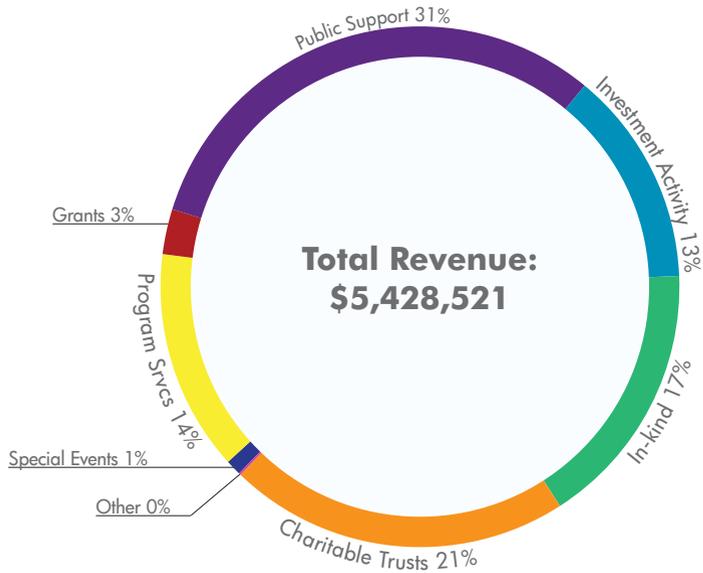
Charitable trust revenue reflects full value of beneficial interests in trusts held by others.

## **Program Services Revenue**

Includes fees from: adoptions, pet surrenders, spay and neuter services, volunteer orientation, Camp Humane, and Wellness Clinics.

## **Event Revenue**

El Rey Fido & Paws on the Patio.



**ALTHOUGH CATEGORIZED AS REVENUE IN 2012, CHARITABLE TRUST ASSETS, ACCOUNTING FOR \$1,150,159, WILL BE RECEIVED IN SUBSEQUENT YEARS.**

*Complete financial statements are available upon request or can be found on our website at [SAhumane.org](http://SAhumane.org). The San Antonio Humane Society's audit of financial information is conducted by Akin, Doherty, Klein, & Feuge P.C.*

# STAFF DIRECTORS

## **President/CEO**

Nancy F. May

## **Chief Financial Officer**

Jean Flores

## **Chief Veterinarian**

Dr. Courtney H. Bridgeman

## **Director of Communication**

Seamus R. Nelson

## **Director of Community Outreach**

Sara Phippen

## **Director of Development**

Patricia F. Good

## **Director of Operations**

Cynthia Martinez





# BOARD OF DIRECTORS

## **Chairman**

Lynnell Burkett

## **Vice Chairman**

Irene K. Hahn

## **Treasurer**

Larry Walker

## **Secretary**

Lavonne Garrison

## **Board Members**

Bill Crow

Dr. Maria Ferrier

Shannel George

Erika Ivanyi

Bob Logan

Andrea Lutz

Lindsay Martin

Judith McCarter

Elizabeth Netting

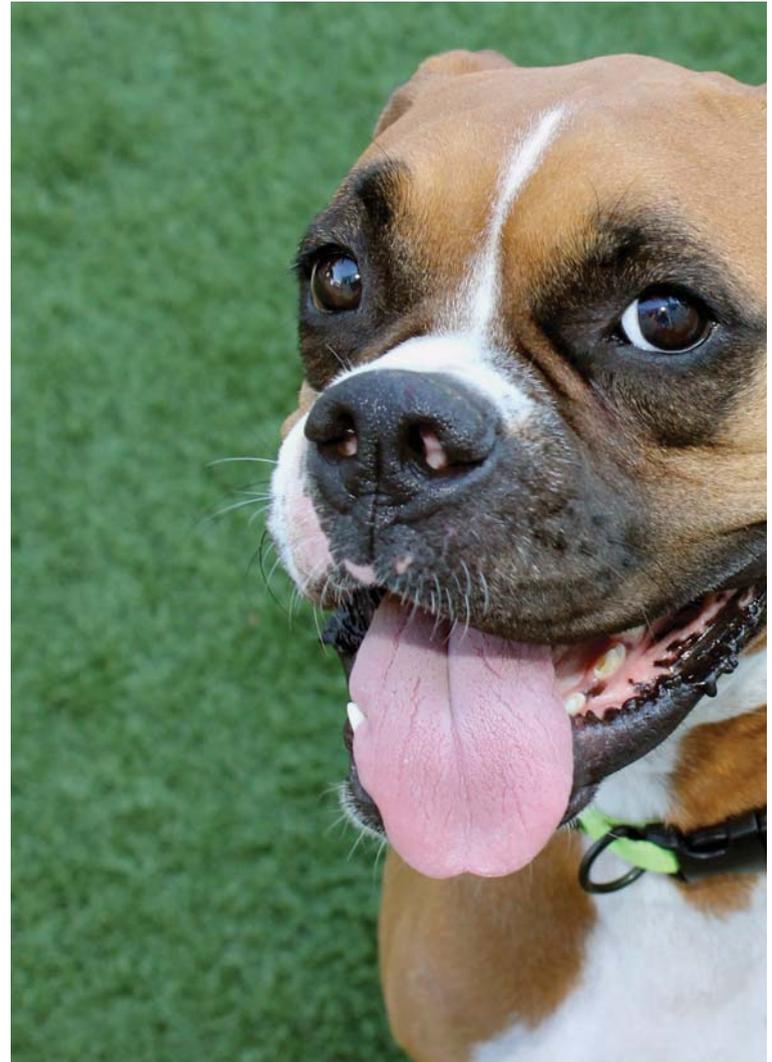
Howard Peak

Carol Pfrommer

Natalie Rongonui

# DEDICATED TO THE MEMORY OF BILL MICHAELS

On August 10, 2012, we had to say goodbye to an incredible man and member of the San Antonio Humane Society family, Mr. Bill Michaels. Aside from being a dedicated supporter, Bill exemplified the leadership, vision, and passion that were needed to help us make invaluable strides in our mission. It is because of him that the Bill and Helen Michaels Medical Rescue Fund was founded and stands today as a living legacy to their passion for the medical rescue of sick and injured dogs and cats.





# THANK YOU

A most sincere thank you to our volunteers, fosters, supporters, donors, and staff. Without your help and dedication to our mission, 2012 would not have been such a successful year for our pets and shelter. We look forward to connecting friends for life together in 2013.

# HELP THE SAN ANTONIO HUMANE SOCIETY'S HOMELESS PETS WITH A TAX-DEDUCTIBLE GIFT.

Please select one of the following. I would like to give a:

- A one-time gift of \$ \_\_\_\_\_
- A monthly gift of \$ \_\_\_\_\_ (\$10 minimum, account charged monthly until canceled)
- A quarterly gift of \$ \_\_\_\_\_ (\$10 minimum, account charged quarterly until canceled)

Please charge to:

- VISA     MASTERCARD     DISCOVER     AMEX

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

3 or 4 Digit Security Code \_\_\_\_\_

Print name on card \_\_\_\_\_

Signature \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

If you would like your donation to be a memorial or honor gift, please fill out the following:

In memory/honor of \_\_\_\_\_

Send notice to \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Detach this form and mail it to: San Antonio Humane Society, 4804 Fredericksburg Rd. San Antonio, TX 78229





4804 Fredericksburg Rd. San Antonio, Texas 78229 ☎ 210.226.7461 ☎ SAhumane.org