



Kentucky  Humane Society™
Lifelong Friends



2020 Annual Report

Helping Vulnerable Animals & People During the Pandemic



Letter from Lori

A Year of Evolving and Resiliency

Dear Friends,

The year 2020 will be one that none of us will ever forget. Many people experienced significant losses: loved ones, jobs or even homes. Often it was our community's most vulnerable people and pets who suffered the most.

While the pandemic brought many challenges and heartaches, many of us spent more time with our animals than ever before – and we gained an even deeper appreciation of how much our companion animals mean to us. They gave us comfort, routine and love.

This 2020 Annual Report summarizes the challenges the Kentucky Humane Society faced during the pandemic – and how KHS evolved to meet these challenges so we could continue to serve Kentucky's vulnerable dogs, cats and horses, and the people who love them. With the steady guidance of our Board of Directors and Leadership Team – and with your tireless support – we found new ways to be champions for companion animals.

The last 18 months have taught all of us at KHS so much: we learned how to be resilient and to change quickly so we could assist those who needed help the most. We learned how to do things differently, whether it was adoptions by appointment, curbside pickup at our Pet Resorts, relying more on foster caregivers or hosting a virtual gala. We made difficult financial decisions, and we came back stronger.

We also learned the depths of compassion that our community has for those who can't speak for themselves. Whenever the animals needed help, you were there for them. I am awed by the generosity and selflessness that our donors and supporters displayed. And I am so proud of KHS' compassionate, resourceful and resilient team, who found ways to continue to serve animals and people in need.

KHS has been here for Kentucky's companion animals for over 137 years. With your support and belief in our lifesaving mission, we'll continue to be here as long as the animals need us.



Thank you for being part of the Kentucky Humane Society's family. With your love and support, KHS will continue to evolve, and Kentucky's dogs, cats and horses will be served by your generosity.

Sincerely,

Lori Kane Redmon
President & CEO

Our Mission

The Kentucky Humane Society is a champion for companion animals. Through leadership, education and proactive solutions, we are creating more compassionate communities.

Our Core Values

Our core values are Always Pawsitive, Compassion Matters, Inspire Others and Ever Evolving.

Board of Directors

We are grateful to our volunteer board members, who guided us through 2020.

Beth Andrews, Chair
Jena Stone, Chair Elect
Jennifer Branch, Secretary
Tony Deye, Board Governance
Patrick Padgett, Finance
Steve Codey
David Easterling
Mark Grindstaff
Melissa Hicks
Bill Myers
Darren Stein
Ellen Stubbs
Advisory Board: Brian Haara,
Rick Maynard, Patti Swope

Leadership Team

Lori Redmon, President and CEO
Britney Chaney, Chief Operating Officer
Alisa Gray, VP of Outreach
Karen Koenig, VP of Animal Welfare
Andrea Blair, PR & Marketing Director
Jeff Callaway, Facilities Director
Bob McGaughey, Finance Director
Kat Rooks, Kentucky Initiatives Director
Robin Vincent, Shelter Operations Director
Kristin Binkowski, Planned Giving Specialist



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2020 Annual Report

Helping Vulnerable Animals & People During the Pandemic

Our 2020 Annual Report highlights how the global pandemic impacted the Kentucky Humane Society, and how – with your help – we were able to meet this extraordinary challenge and serve our community’s vulnerable animals and people when they most needed help.

Meeting an Unprecedented Challenge

On March 6, 2020, the first COVID-19 case was detected in Kentucky. Within a matter of weeks, every aspect of daily life in the commonwealth changed. Businesses and schools shut down. Hospitals prepared for untold numbers of critically ill patients. Practically overnight, almost 40% of Kentuckians lost their jobs.

The Kentucky Humane Society was also impacted. With heavy hearts, in late March we closed our adoption centers and accepted incoming shelter animals on an emergency basis only. To address critical medical supply shortages, we donated all our extra PPE to human hospitals. Our Healthy Pets Clinic, S.N.I.P. Clinic, Eastpoint and Fern Creek Pet Resorts all closed. Fundraising events, summer camp and behavior training classes were canceled. Our volunteer program was put on indefinite hold.

But even on the most difficult of days, there was hope. We asked the public for help, and your response was extraordinary. Within a matter of days, over 100 animals were adopted, and another 300 shelter animals were sent to foster homes to wait out the pandemic. At the time, most of us thought the worst of the pandemic would be over in a matter of weeks or months, and that life would return to normal fairly quickly.

A Cautious Reopening

As the Centers for Disease Control learned more about the virus and created new guidelines, we felt confident we could reopen many of KHS’ essential services and still keep our staff and the public safe. We instituted even higher sanitation standards, ensured our staff had protective equipment and developed guidelines to limit foot traffic and reduce cross-contamination.

In late April, we opened adoptions by appointment at four locations: dog and cat adoptions at our East Campus on Lyndon Lane and at our Sam Swope Pet Treatment & Lifesaving Center on Steedly Drive, cat adoptions at Purrfect Day Café on Bardstown Road, and horse adoptions at our Willow Hope Farm in Simpsonville. We made the extremely difficult but financially necessary decision to not reopen our micro-adoption centers at Feeders Supply.

Soon, our S.N.I.P. Clinic reopened with new check-in and checkout processes to adhere to social distancing guidelines. Our two Pet Resorts reopened with curbside service for grooming and Doggie Daycare. The community behavior department launched Virtual Dog Training classes with phone and video support. Our Tuxes & Tails Gala went completely virtual, as did our Waggin’ Trail Walk for the Animals. Slowly, we all adjusted to a new normal.





19,882

FAMILIES COUNSELED BY PET HELP LINE

Our Help Line is at the frontlines of helping stressed pet owners, answering calls seven days a week. They provide free counseling, financial aid and help to struggling pet owners.



Assisting People and Their Pets in Crisis

During the pandemic, helping struggling pet owners became even more critical to our mission. Thousands of financially strapped pet owners lost their jobs, and many faced eviction. Many families had trouble affording to feed their animals or needed help accessing veterinary care. Others reached out to KHS for behavioral help, as their pets struggled to adjust to their owners' new schedules.

Pet Help Line

The KHS Pet Help Line, 502-509-4738, is at the frontlines of helping stressed pet owners. Our Help Line specialists answer calls seven days a week and provide free counseling for pet-related questions and access to local resources to help keep families and pets together. In 2020, 19,882 people called the Pet Help Line – a 36% increase over the year before. Almost half of these calls were related to pet retention.

COVID-19 Pet Food Bank

When the pandemic crisis began, one of our immediate concerns was making sure that owned pets were fed. On March 30, we opened our COVID-19 Pet Food Bank. In 2020, 1,707 clients and their 6,192 animals received pet food assistance. But some senior or disabled pet owners were homebound and unable to get to the Pet Food Bank. KHS shipped food directly to these owners to ensure their pets were fed.

Financial Aid Vouchers

In 2020, KHS saw a huge increase in the need for financial aid to help stressed pet owners care for their beloved companion animals. KHS assisted 641 pets through this program. Vouchers were used for spay/neuter assistance, emergency veterinary treatment, routine medical care, temporary housing, pet deposits for apartments, private training and pet supplies such as food, litter and crates. More than twice as many vouchers were redeemed than the year before.

S.N.I.P. Clinic

Despite facing pandemic shut downs and reduced capacity to adhere to social distancing requirements, our S.N.I.P. Clinic provided spay or neuter surgeries to 6,166 cats and dogs. This includes 969 free surgeries to pit bull terrier-type dogs and discounted or free surgeries to an additional 1,648 dogs and cats whose owners had trouble affording surgery.

Dog & Cat Training

With more time at home, record numbers of people added pets to their families during the pandemic. But this brought new challenges, such as how to socialize dogs and teach animals resiliency as their families' work and school schedules changed. To help, our Community Behavior Department launched Puppy Socials and virtual Manners for Life classes with phone and video support. KHS also saw an increased demand for cat training. 524 owned animals received training in 2020.

Helping Homeless Animals

Adoption Interest Skyrockets

During COVID-19, KHS saw an increased interest in adoption as more people spent time at home and wanted the companionship that animals provide. Despite pandemic disruptions to the adoption process, KHS found homes for 5,504 dogs, cats and horses in 2020. This includes 87 animals who were transferred to other rescues for specialized placement. In total, 97% of the animals at KHS found homes.

Cat adoptions continued an upward trend we first saw in 2019, with feline adoptions outpacing canine adoptions. In 2020, 3,259 cats were adopted. The majority of these adoptions – 1,851 – occurred at Purrfect Day Café, a cat café in Louisville. Adoption growth allowed KHS to take in cats from 30 different shelters or rescues representing 27 Kentucky and two Indiana counties.

Not only was adoption interest very high during the pandemic, but the number of animals coming into shelters declined. This was particularly noticeable with dogs. With more people spending time at home, fewer canines were surrendered or lost. In total, 2,191 dogs were adopted through KHS in 2020.

Our horses also benefited from more families wanting to adopt. Last year, 68 horses found homes through KHS.

Foster Growth

One of the positives of the pandemic was the increased interest in fostering. By providing temporary homes to shelter animals, volunteers help keep animals healthy and happy while they wait for their forever homes. Last year 60% of all animals at KHS (3,637 out of 6,016) spent time in foster care, compared to 34% of animals the year before.

We were able to increase the number of animals spending time in foster because more families volunteered to open their homes and hearts. In total, 470 volunteers donated 181,850 foster hours, compared to 354 fosters and 132,269 hours in 2019.

Waystation for Shelter Pets

Our Fern Creek and Eastpoint Pet Resorts provide compassionate overnight boarding, grooming and Doggie Daycare to owned animals, with proceeds benefiting shelter pets. The Fern Creek Pet Resort also has a direct hand in our mission programs, serving as an overnight waystation for shelter animals transported by the ASPCA from overcrowded Southern shelters to shelters in the Midwest. In 2020, 2,854 dogs and 116 cats spent the night at the waystation on their journey to adoption.

LIVES SAVED

5,504

KHS found homes for 5,504 dogs, cats and horses; 97% of the animals who came through our doors were saved.




ANIMALS SPENT TIME IN FOSTER

3,637

In 2020 60% of the pets at KHS spent time in foster – our most ever – thanks to 470 volunteers who opened their homes to shelter animals.




A Resource for Kentucky's Rural Communities

During COVID, we continued our commitment to helping rural and under-resourced communities in Kentucky, where companion animals are often particularly at-risk.

Assisting Animal Shelters

Many shelters in Kentucky struggle with lack of resources and local adopters. KHS helps by transferring in animals when shelters become overcrowded and providing give-back fees so shelters can become more sustainable. In 2020, 3,367 dogs and cats came to KHS from other shelters in 34 Kentucky counties, and our Equine C.A.R.E. program took in 16 horses from 7 Kentucky shelters or rescues.

Love 120 Program

Through our LOVE 120 program – which aims to positively impact companion animals in all 120 Kentucky counties within the decade – we provided intensive support to three pilot communities that were selected based on their interest in making positive changes for animal welfare and their diverse locations.

In 2020 we provided 1,279 low-cost or no-cost spay/neuter surgeries and 1,569 wellness services to clients in our Love 120 communities of Breckinridge, Graves and Perry Counties. We additionally provided spay/neuter and wellness services via a mobile clinic to 30 residents of Daviess and Henderson Counties.

Equine Rescue

In the midst of the pandemic, KHS was asked to respond to a large-scale cruelty case involving over 40 horses. The Kentucky State Police charged a Wayne County horse owner with 44 counts of cruelty, after finding 4 dead horses and dozens more suffering.

Our Equine team arrived at the scene and coordinated the rescue. We brought 21 horses back to our Willow Hope Farm – including five deemed to be in the worst condition and numerous pregnant mares. Other horses went to trusted rescues that KHS lined up. By December, all but two of the mustangs and paint horses had found new homes.

1,279

SPAY/NEUTER SURGERIES ACCOMPLISHED

Through our Love 120 program, KHS provided spay/neuter surgeries and wellness services to owned pets in rural communities, where affordable veterinary access is often lacking.



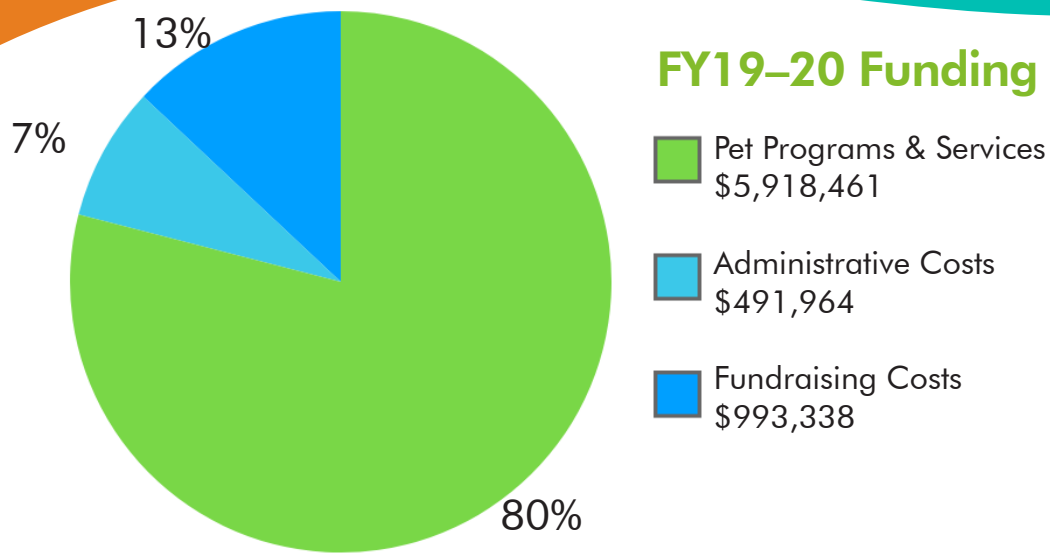
34

KY COUNTIES ASSISTED THROUGH TRANSPORTS

In 2020, KHS found homes for 3,367 dogs and cats and 16 horses coming from overcrowded animal shelters across Kentucky.

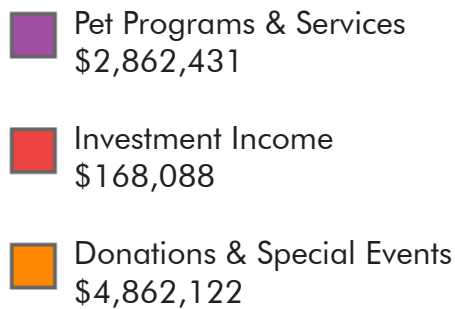


FY19–20 Funding Allocations



Numbers in this section reflect the Kentucky Humane Society's audited fiscal year of October 1, 2019–September 30, 2020. The total ending net asset value as of September 30, 2020, was \$17,837,326.

FY19–20 Funding Sources



Increase in Philanthropy

Perhaps one of the most surprising aspects of the pandemic was how generous our supporters were. Those who could afford to donate did so – and they often made larger annual gifts than normal. In total, KHS received over 34,000 donations; the average gift was \$96.

In addition to cash gifts, supporters donated hundreds of thousands of dollars' worth of Wish List items and supplies for our COVID-19 Pet Food Bank. Whether we needed kitten milk replacer, senior dog food or horse halters, our donors were there for us!

We also saw success with our virtual events. Our Waggin' Trail Walk for the Animals raised over \$82,000 to support our mission programs. And our Tuxes & Tails Gala – our largest fundraiser of the year – raised over \$210,000 including \$74,000 for our TLC (Tender Loving Care) Fund to help medically or behaviorally fragile animals.

Traditionally, the Kentucky Humane Society has had a unique and diverse funding model, with almost half of our budget coming from self-generating revenues, such as proceeds from our two Pet Resorts, Healthy Pets Clinic, behavior training classes and summer

camp. This makes KHS unusual among nonprofit animal shelters, which depend more heavily on fundraising.

But with our revenue-generating areas declining or at a standstill in 2020, KHS' dependence on philanthropy increased. In addition to increases in donations from individuals, KHS also received a number of COVID-19 relief grants from local and national charitable organizations and foundations. We also received a Paycheck Protection Program (PPP) loan. These revenues helped make up for losses from our income-generating areas.

NOTE: On April 15, 2020, KHS received \$783,900 in loan funding from the Payroll Protection Program established as part of the CARES Act and administered by the U.S. Small Business Administration. The loan proceeds were used to cover payroll costs and all loan proceeds were used by September 30, 2020. The loan was completely forgiven by the SBA on January 13, 2021, and is recorded as a contribution in fiscal year 2020-21.

6,166

SPAY OR NEUTER SURGERIES AT OUR S.N.I.P. CLINIC

Despite pandemic restrictions, the KHS S.N.I.P. Clinic found ways to safely provide low-cost and no-cost spay/neuter surgeries to needy cats and dogs.



6,192

ANIMALS FED BY OUR COVID-19 FOOD BANK

In 2020 we opened a COVID-19 Pet Food Bank to help feed pets whose owners were financially struggling.



641

FAMILIES RECEIVED FINANCIAL AID VOUCHERS

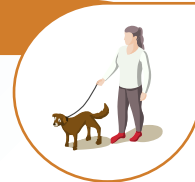
Thanks to grants, our Pet Help Line provided financial aid to struggling families to help them pay for their pet's veterinary care, temporary housing or supplies – twice as many as the year before.



524

OWNED ANIMALS TRAINED

For dogs and cats needing behavioral help during the pandemic, KHS offered virtual classes and private training with phone and video support.



4,991

PETS GROOMED AT PET RESORTS

Despite fewer guests during the pandemic, our Pet Resorts provided compassionate grooming, supervised Doggy Daycare and overnight boarding. Proceeds from the Pet Resorts support our shelter mission.



2,970

PETS STAYED AT WAYSTATION

Our Fern Creek Pet Resort not only boards owned pets, but also animals being transported from overcrowded Southern shelters to waiting adopters in Midwest communities.

