mission: Our mission is to support and improve the lives of New Mexico’s cats and dogs through sheltering, adoptions, humane education and veterinary services.

vision: We envision a society in which every animal is treated with respect and compassion.

values: We believe in compassion, respect, accountability, quality, safety & stewardship.

on front cover: Stacie

every pet featured in this report was adopted from Animal Humane
Animal Humane New Mexico has always operated as a powerful wheel of strength and love where all programs & services are integrated to maximize support for pets & people. This connectedness was integral throughout this past year, and exquisitely magnified during the last quarter of Fiscal Year 20 (FY20).

We have always been grateful to be surrounded by the brilliance that exudes from our Team — and for the dedication of our Volunteers, thoughtful giving of our community and magnificent contributions of our donors. Relying on our Team’s resilience & your unwavering support allowed us to remain nimble and deftly navigate current times.

Your generosity, combined with several heartwarming and pivotal estate gifts, ensured FY20 ended on a positive financial note even though statewide health directives halted or reduced many of our income streams during the pandemic.

This report is filled with stories made possible by your passion for homeless pets. And, the importance of the animal + human bond has never been more beautifully exemplified than it was during COVID-19.

Pets are intuitive creatures. They needed us to be strong and innovative to protect & harbor them during a pandemic and to find imaginative ways to sustain our services & provide resources in a safe manner for all. In response, they expressed their gratitude with love & companionship that grounded us during the storm.

Knowing you were standing beside us and the pets under our protection, gave us the strength needed to move forward day after day — together. We hope you enjoy the following pages that highlight pets & people who have changed each other’s lives forever.

This cycle of love begins with you! We thank you for being valuable spokes in our wheel that continues to roll forward — changing countless lives along the way!
This past year, we needed our amazing pets more than ever. During a time of insecurity, illness and incredible hardships our beloved dogs & cats stuck by our sides. They provided comfort through the uncertainty, courage to stand up to our fears and companionship as we were quarantined at home. We thought we’d saved their lives, but it turns out, they are the ones who have truly saved ours. Here are some of the heartwarming and inspirational stories you have made possible.

Kettle Claws helps child with depression

written by Carson Bennett

Last spring, my 6-year-old son curled into a ball on the floor of his bedroom, sobbing and said that he didn’t want to be on earth anymore. He said he hated himself and believed the whole family would be happier if he didn’t exist. I’ve never before felt pain and fear like I did that night.

We took him to a psychiatrist who diagnosed him with depression. He was dealing with two losses, coupled with a genetic predisposition to depression that ultimately led to a breakdown.

He has been seeing a therapist ever since that scary night, and he’s doing better. But, the major turning point was when my son met a kitten he named Kettle Claws.

The kitten’s personality matches my son’s exactly (when he is not in a depressed state): exuberant, playful, adventurous, active and curious. Kettle Claws has helped bring those traits back out in my son. His laughter when the kitten pounces on a toy car or chases him and a string down the hallway makes me want to weep, because I genuinely didn’t know if our boy would be able to come out of the despair he felt. Things are getting better, in no small part due to the kitten our family adopted.

Depression in kids is a real thing, but so is complete devotion to and love for a pet. I will be forever grateful for Kettle Claws.
Over the three months Duggie spent in our care, our Team learned a lot about the American Pit Bull Heeler cross. We knew Duggie loved to play with people & other dogs. We knew he had an amazing talent for nose work games. We knew he liked to relax & enjoy life.

What we didn’t know was the incredible lengths Duggie was willing to go in order to comfort & protect his new family.

When he was adopted by Sally & her children, Duggie became fast friends with the 14-year-old daughter Kali, who has epilepsy. Duggie started sleeping at the foot of her bed & accompanying Kali on errands. The pup stays by her side, particularly on days when she wasn’t feeling her best.

One night, while Kali was cooking dinner, she began having a seizure. Kali fell to the ground, and Duggie quickly jumped into action without having any prior training.

“Duggie managed to drag her by the shirt collar into the dining room, and he even propped her head up by laying his neck under her until she recovered,” explained Sally, Kali’s mother. “It was an amazing and loving act to witness.”

Since the first astonishing act of bravery, Duggie has sensed two additional seizures and has provided endless love & support as Kali recovered from each.

The family says life has been more positive since adopting the Animal Humane alum. They may have rescued Duggie, but they believe Duggie is the one who has truly rescued them.

Jodi inspires a healthy & joyful lifestyle

Louise & Joe had never had a pet. Following a life filled with world travel and adventure, Joe was diagnosed with Parkinson’s disease. As a result life became more sedentary for the couple.

“We thought a beloved pet would fill our home with life & energy,” says Louise.

Little did they know, their new fur-baby would do so much more. Though they had every intention of adopting a dog, it was a 4-month-old kitten who stole their hearts.

Named Jodi, after Joe, the orange Tabby had come to Animal Humane with a sibling as part of a stray litter. Happy & healthy, the young feline was quickly cleared for adoption, and two days after arrival, became a permanent part of Louise & Joe’s family.

When Joe was undergoing physical therapy & he was prescribed a daily walk and, like many of us, he needed a little motivation.

“We purchased a cat stroller which could serve as a ‘walker in disguise’ for Joe,” says Louise. “Ever since, Joe gets his exercise and Jodi gets to see the world.”

Jodi became his inspiration and brought joy back into their home. And like Jodi, their daily walks became a joy, too.
Stephanie and her husband had both been furloughed from their jobs when their dachshund, Mimi, fell ill in March.

The 11-year-old pup wasn’t acting like her playful, energetic self. She was lethargic, wouldn’t wag her tail and was biting at her water instead of lapping it up.

“We knew she wasn’t feeling well,” explained Stephanie. “Our kids were devastated to see her like that.”

Though finances were tight, their beloved Mimi needed help, so they took her to the vet. After maxing out their Care Credit card and spending all they could to run tests, they received the unfortunate news. Mimi had a 2-inch mass under her tongue and needed a costly surgery.

Stephanie was distraught. There was no way the family could afford additional medical care. With no other choice, she contacted Animal Humane to surrender her family’s beloved companion.

Because of you, heartbreak wasn’t the only option. Instead of a surrender appointment, our Admissions Team referred Mimi to our intake intervention program — Safety Net. This program helps keep pets out of the shelter by subsidizing the cost of care at emergency veterinary clinics when Animal Humane’s Donor-subsidized Veterinary Clinic is unable to help.

“It was such a relief,” says Stephanie, “I couldn’t help but cry.”

Your generosity helped cover Mimi’s surgery. As a result, you not only saved Mimi’s life, you kept a sweet family together.

“When Mimi came back from surgery we shared with our kids how much Animal Humane had helped her,” says Stephanie. “They were over the moon. It was life changing for my kids. We are so thankful.”

Every day through your support of our Safety Net program you are preventing unnecessary pet surrenders, saving the lives of pets like Mimi and giving their families hope. Thank you!
Our dogs & cats are with us through all of life’s ups and downs. They provide us with constant companionship and endless joy. Sometimes, whether we’re facing a job loss, medical emergency or other unforeseen financial situation, we need a little extra help caring for them.

When pet owners fall on hard times, **you ensure their treasured dogs & cats continue to receive healthy, yummy food through our Pet Food Bank.** For a $1 donation pet owners, like Lobo’s humans, can receive food to feed their four-legged family members each week.

The pet food we distribute comes from partners and businesses around Albuquerque, and from personal donations from pet lovers like you. Our Pet Food Bank is also nearly 100% staffed by caring volunteers.

A bag of pet food may not seem like much, but this small act of kindness makes a big difference for families in our community. It keeps their pets happy, healthy & thriving and keeps loving families together by preventing owner surrenders.

When researching the link between human and animal food insecurity a study from the University of Pittsburgh revealed that having a pet is associated with better food security than when people did not own a pet. Additionally, because our pets provide emotional and social support, in turn owners may be more motivated to visit a food pantry and manage the household finances so that they can continue to care for their pets.

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“**You are helping me afford to feed my pets.”**

– **Brooke, Pet Food Bank recipient**

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Four-month-old Lobo is one of the hundreds of pets you fed this year through our Pet Food Bank.
She arrived with sad brown eyes. Her pain came from the infected wounds and deep lacerations covering her 40-pound body. The 3-year-old Shepherd cross was also heartsick after being abandoned in rural New Mexico.

Her wounds revealed that she had lived alone for days — days without medication to ease her pain, days without a comfortable bed on which she could rest and heal, days without the loving touch or soothing voice of a caring human.

Then you came into her life. You would heal her body inside and out. You would give her a second chance to find love again. Because of you, we named her Hope.

Hope came to us in May, when our shelter was operating at limited capacity due to COVID-19. Very few Team members were on our Main Campus and we were only accepting emergency intakes. Hope definitely qualified. But, without your incredible support during these tough times it would have been impossible to provide her with the care she desperately needed.

Because you believe pets deserve the very best, even during a pandemic, Hope received the necessary medical care — and so much more!

Hope was immediately seen by one of our veterinarians, Dr. Kim Hamel, who prescribed pain medication and antibiotics. Her injuries were flushed to clean them and dressed with ointment. One short day later, Hope went into surgery. The severe lacerations that traversed her back, elbow and hind leg were again cleaned and then stapled closed.

For 14 days Hope was monitored closely as she rested and remained on medications. In mid-June the sweet girl’s infection...
had disappeared and her staples were removed. Hope was walking again and eager for the future.

Hope was adopted two months after you came to her rescue. Today she is enjoying her new life, pain free & comfortable, surrounded by her amazing humans.

Hope’s journey shows the lengths you are willing to go, even during a pandemic, to rescue New Mexico’s pets in need. We will be forever grateful for the lives you have changed and for your resilience during very challenging times.

Many of our normal Clinic operations were deemed non-essential during COVID-19. Beginning on March 23, our services were restricted to urgent & emergency care for pets with an active Veterinarian-Client-Patient-Relationship and necessary care for all pets in our shelter’s care. With your support, we continued to meet the needs of every pet we could while exploring innovative solutions to help us expand our service reach.

Our Team made additional adjustments to allow for safe, no-contact interactions including curbside pick-up & mailing of prescription medications. We also implemented telemedicine appointments with our veterinarians providing 46 consultations over the telephone.

Spay & neuter surgeries resumed on May 6, as did in-person appointments of essential & nonessential services for current & new clients, though they now featured curbside check-in and other social distancing accommodations. Trap/Neuter/Return services remained limited throughout the end of the fiscal year.
Since its inception in 2009, our CAT program has resulted in **2,038 total feline adoptions**.

### 2,000 cats and counting

Marsellus Wallace was dressed and ready for a night on the town from the moment he arrived at Animal Humane. And, with your help, we were ready to take him on a new adventure.

The adorable tuxedo cat came in as a stray. Though he was found alone, the 3-year-old was no stranger to humans. In fact, he was quite the charmer.

**Cats like Marsellus Wallace — with charismatic personalities and adventurous spirits — are often recruited for our Cats Around Town, or CAT, program.** Through this special program, cats & kittens are showcased in Albuquerque businesses, who value pets like you do. This additional exposure often leads to quicker adoptions. The average length of stay for cats at our shelter is 16 days. However, when placed at a CAT partner location, the average length of stay is only 7 days.

This was certainly true for Marsellus Wallace. He was placed with our partners at Gamers’ Anonymous on a Wednesday and adopted in less than 48 hours! And, while we celebrate each family that is made whole by a new pet, Marsellus Wallace gave us another reason to celebrate. **HE was our 2,000th cat adopted through this life-saving program.**

When cats are housed off campus through our CAT program, space is made available at our shelter to take in even more homeless & at-risk cats who need your help. **Through this program you are serving not only the felines chosen to participate, but our entire cat population.**

### behind the scenes at Thrift

At Animal Humane’s Thrift Shop, your donations turn into dollars that make a difference in the lives of pets we serve.

**Top 5 Best Selling Items**
1. Clothing
2. Home Décor
3. Housewares
4. Furniture
5. Pet Supplies

**Top 5 Most Unique Items Donated**
1. 1957 Monopoly Game
2. Vintage popcorn & candy machines
3. New Nintendo Wii Console
4. Star Trek PEZ Dispenser Collector’s Series
5. Christian Wagner copper fondue set
Animal Humane’s camps have inspired young animal advocates since 1997. Typically, during the summer months our campus is flooded with curious students whose passion for pets always inspires our Team and Volunteers. This year these future animal welfare advocates, veterinarians and pet lovers flooded our computer screens instead, as Camp Humane went virtual.

Knowing the importance of Humane Education, our innovative Education & Volunteer Teams curated a new Camp Humane website filled with learning materials, craft tutorials, campus tours and more to provide campers with an incredible online camp experience. From 9 am – 12 pm during the five day sessions, students could join in live Zoom video sessions hosted by our Humane Educator, Jeanne Frye-Mason.

“Though our students were not here on campus with us, their excitement and engagement was awesome to see,” says Ellen Schmidt, Senior Director of Adoptions, Outreach & The Center.

Similar to our in-person camps, virtual camp sessions let children explore animal-related topics, learn more about pet care and discover how humans can help animals and the environment. Campers and their parents reported this year’s camp was both educational and entertaining.

“I am quite amazed at how you kept my kid engaged for three hours every day, and always with glowing reviews at the end of the session,” said Lisa B, whose child Ruby attended camp.

Like our Main Campus & Westside adoptions, our CAT program was also suspended briefly during the height of the pandemic. As soon as our CAT hosts reopened for business our program resumed. Despite being temporarily on hold, last fiscal year 8% of Animal Humane’s cat adoptions were facilitated through Cats Around Town and 215 fabulous felines found forever homes.

Our Thrift Store was the first Animal Humane service affected by COVID-19. In mid-March the store closed to the public and remained closed through June 8. Over those twelve weeks, we estimated a loss of $60,000 per month for a total of $180,000. When Thrift did reopen our policies were updated in accordance with state orders. Through the remainder of the fiscal year the number of shoppers inside our store was reduced. With losses from the Thrift Shop, your generous donations were crucial in continuing our life-saving work.
Vader finds his second chance amidst the pandemic

A playful Australian Cattle Dog named Vader was surrendered to the Bernalillo County shelter early this year. You gave him a second chance at finding the perfect home when he was transferred into our care in January through Project Fetch.

What we thought would be a simple and quick journey for Vader turned into a considerably longer stay at Animal Humane when he tested positive for heartworm. In spite of this setback, you remained in Vader’s corner, fighting for him every step of the way. Vader was placed with a temporary Foster Caregiver and he began intensive heartworm treatment.

For three months Vader received medications and regular health checks. And, he continued to receive this life-saving treatment even as we adjusted during a global pandemic. Finally, Vader was cleared for adoption. But COVID-19 prevented him from returning to our Main Campus to find his forever family.

Like many other dogs, the 4-year-old was placed back into Foster Care as part of our Fetch Some Fun program. And like 86 other pets placed into temporary Foster Care, Vader’s Foster Family fell madly in love with him. He was adopted in late April – a true foster win!

You have shown time and time again that for pets like Vader, nothing can stop your love. Thank you for being there when New Mexico’s dogs & cats needed you most.

Top: Vader, healthy & ready for his new home.
Bottom: Vader & his new family celebrating on adoption day.
Meisha’s best friend passed away in early 2020. The beautiful Torbie cat had spent the last nine years with her loyal human companion. Then one day, her family was gone.

Understandably, Meisha was agitated and wanted to be left alone when she arrived at Animal Humane. Originally adopted from us in 2011, the 15-year-old hadn’t been back to our Main Campus since then. Meisha was confused and missing her home, but you provided her with a safe space to decompress. She was met with patience and kindness as we waited for her heart to heal.

After a few days to cool down, Meisha was declared healthy by our Clinic Team and made available for adoption. But, the shy girl had a difficult time attracting the attention of potential adopters.

Meisha waited patiently for six weeks, and suddenly the COVID-19 pandemic struck. As your donations and love poured in, Meisha went to live with a Foster Caregiver as part of our brand new Purr-cation program — a COVID-19 created program to reduce stress and increase positive interactions for our felines during the shutdown.

It was in her Foster Home that Meisha began to thrive. Because of you, she found comfort and confidence once again in the warm home environment. She slowly opened her heart to the possibility of a new family.

Meisha was only in her temporary home for three weeks before her Foster Mom started to suspect that she wouldn’t be leaving. They’d grown very fond of the gorgeous girl. And, both Meisha and her Foster Family knew they made the perfect match. Thank you for giving Meisha a second chance at love and making her heart whole again.

Meisha enjoys a day of rest and relaxation in one of our communal cat rooms.

FOSTER CARE COVID-19 RESPONSE

On March 23, in accordance with Gov. Michelle Lujan Grisham’s statewide “stay-at-home” public health directive, Animal Humane continued emptying our shelter in effort to keep pets, their people, our staff and volunteers safe and at the lowest risk of exposure. With your support we placed our dogs & cats into temporary Foster Care homes through our new Fetch Some Fun & Purr-cation programs.

We also put out a call for additional short-term emergency Foster Caregivers to help meet this need. You answered that call and as a result 141 pets were kept safe & secure. Eighty-seven of these dogs & cats met their forever families and were adopted through their temporary placements.
## ADOPTIONS

3,940 Pets Received
- 1,885 owner surrenders (47.9%)
- 1,191 transferred in (30.2%)
- 674 strays (17.1%)
- 182 adoption returns (4.6%)
- 8 shelter offspring (0.2%)

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3,768 Pets Adopted, Returned or Transferred Out
- 1,239 dogs adopted
- 533 puppies adopted
- 855 cats adopted
- 872 kittens adopted
- 236 pets returned to owner
- 33 pets transferred out

### Average Length of Stay
- 14 days - dogs
- 8 days - puppies
- 16 days - cats
- 16 days - kittens

### Outcome of Pets Not Adopted
- 0 healthy euthanized
- 0 treatable euthanized
- 109 unhealthy/untreatable euthanized
- 299 still available for adoption (6/30/20)

## ANIMAL CARE

### Pets Helped in Animal Care
- 8,069 vaccinations given
- 10,127 doses of medication
- 268 pets with ringworm received
- 423 lime sulfur baths
- 95.6% Live Release Rate

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## BEHAVIOR

### Pets Helped in Behavior
- 115 shelter pets completed behavior plans
- 655 calls & emails to our Behavior Helpline
- 332 evaluations performed
- 4 behavior specialists

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## CLINIC

### Shelter Pets Helped
- 10,583 health exams
- 2,298 spay/neuter surgeries
- 127 dental cleanings & tooth extractions
- 265 special surgeries including
  - 26 orthopedic surgeries

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- 2,298 spay/neuter surgeries
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## FOSTER CARE

### 918 Pets Cared For
- 131 dogs (14.3%)
- 71 cats (77%)
- 545 kittens (59.4%)

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## PROJECT FETCH

### 1,191 Pets Transferred
- 743 dogs
- 448 cats
- 34 transfer partners in 17 New Mexico counties

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- 743 dogs
- 448 cats
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THE CENTER

Doggy Day Care & Boarding
- 675 pets attended
- 3,589 times a pet was boarded
- 7,322 times a pet attended doggie day care

Agility, Behavior & Training
- 138 Stay & Train sessions
- 753 agility class participants
- 104 agility classes
- 671 agility private sessions
- 275 behavior class participants
- 76 behavior classes
- 188 behavior private sessions

COMMUNITY PARTNERSHIPS

4 Pet Health Fairs
- 731 pets served
- 389 families served
- 485 pets microshipped
- 1,267 vaccinations given at health fairs

Saftey Net
- 201 pets kept in homes

EDUCATION & OUTREACH

Learn Humane
- 4,262 students & teachers reached
- 60 schools & groups reached
- 5,255 contact hours
- 140 offsite visits
- 20.5% of Albuquerque Public Schools visited

Camp Humane
- 38 Campers
- 8 Junior Volunteer Counselors

VOLUNTEERS

485 Active Volunteers
40,415 Hours of Time Donated
19.4 equivalent of full-time employees

PET FOOD BANK

7,521 Total Visitors
70,016 Total Pounds of Food
18,240 total pounds of cat food
51,776 total pounds of dog food
Animal Humane New Mexico is a private 501(c)(3) nonprofit organization that receives no city, state or federal funding. We earn or raise 100% of our annual operating budget. If you have questions about vital programs & services, or our financials, we cherish the opportunity to speak with you at any time.

All figures are based on Fiscal Year 2020 Financial statements audited by Pulakos CPAs, PC, an independent firm that has given Animal Humane New Mexico a clean opinion. Our full report and IRS Form 990 are available at AnimalHumaneNM.org/Financials-2020.

### revenue

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<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>General Contributions</td>
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<tr>
<td>Estate Gifts</td>
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<tr>
<td>Adoption/Training/Animal Care Fees</td>
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<td>Retail Revenue</td>
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<td>Special Events</td>
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<td>Investment Interest/Dividends</td>
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<td>Gain on Disposal of Assets</td>
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<td>TOTAL SUPPORT &amp; REVENUE *</td>
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### expenses

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<td>Community Outreach</td>
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<td>&amp; Education Programs</td>
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<td>TOTAL FUNCTIONAL EXPENSES *</td>
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* Donated advertising, goods and other professional services in the amount of $588,740, are included in both Total Support & Revenue and Total Functional Expenses, creating a net effect of zero.
Every time you support Animal Humane New Mexico — whether by making a financial contribution, attending one of our events, volunteering your time or simply spreading the word about the work we do — you support the animals we serve.

Our life-saving work would not be possible without you. Thank you!

We would like to acknowledge the following individuals, businesses, foundations and estate donors who made donations over $500 during the 2020 fiscal year.

**Bequests & Estate Gifts**
- Anonymous (3)
- Betty Lou & Maurice Ashland
- Cheryl Bennett
- Bill E. Bingham
- Jean Clarke
- Luci R. Dawson
- Claude W. Eden
- Jerry W. Forester
- Marie Gilbreath
- The Harry Richard and Anne Elizabeth Gilstrap Irrevocable Trust
- Marjorie R. Keeler
- M. Myron Liberman
- John S. Marchetti
- Mary L. McCachren
- Velma Z. Modie
- Anne O’Brien
- Alan D. Schlosser
- Carol A. Stoller
- Marguerite Swanson
- Storm D. Townsend
- Ute Franz Vorherr
- Maria V. Young

**Monetary Contributions Champions**

$100,000+
- Anonymous (2)
- Carroll Petrie Foundation
- PetSmart Charities, Inc.

$50,000 - $99,000
- Corio Foundation
- Robbie Jones Animal Welfare Fund
- Zimmer Feline Foundation

$25,000 - $49,999
- Cindy & Randy Edwards
- Frederick H. Leonhardt Foundation, Inc.

$10,000 - $24,999
- Anonymous (3)
- Terry & Ed Auerbach
- Wendy Beach
- Emily & Carl Eckelman
- Mary L. Edgar
- Fiesta Subaru
- I. Keith Gordon
- Andrea & Mark Grubelich
- Tracy Jenks
- Marilyn & Steve Kraft
- New Mexico Bank & Trust
- Kurt Oelsner
- PNM Resources Foundation
- SB Foundation
- Dr. John & Kris Stichman Target Circle
- Philip L. White

$5,000 - $9,999
- Anonymous (4)
- ASPCA
- Brabson Library and Educational Foundation
- Donna & Rob Bradley
- The Cherry Picker Foundation
- Coonquest Maine Coons
- Kandy Cordova
- Robyn & Mario Cruz
- Donna & Randall Cygan

**Lifesavers**

$2,500 - $4,999
- Anonymous (1)
- Albertsons Market
- AmazonSmile Foundation
- Patrice & Bill Armstrong
- Nancy & Edward Artiglia
- Catherine A. Aves
- B & D Industries, Inc.

**Garcia Automotive Group**
- Nancy L. Adam Charitable Fund II of InFaith Community Foundation
- PETCO Foundation
- Mary Sprinkle

**Linda Ferro**
- Andree Fritschy
- The Furry Friends Fund
- Julie & Jim Goodding
- Helen Hillman
- John W. & Clara C. Higgins Foundation
- Buck Elton Johnson
- Margaret I. Keller
- Cynthia King Schultz
- Andrea & Duane Kinsley
- Pam & Tim Nichols
- Payday HCM
- Sandra Richardson
- Melli's Schmidt
- Susan Whiting Scholl
- Kathy Schwendeman
- Kathy Smith
- Jeff Sterba
- Pam J. Sullivan

**T.J. Sivley and Mary Ray Sivley Perpetual Endowment Fund of ACF T-Mobile Foundation**
- Drs. Lorene Valdez-Boyle & Timothy Boyle
- Carol & Gene Venturini
- Pat Vincent-Collawn

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