

### contents

3	welcome
4	adoption
6	clinic
8	behavior
10	foster & volunteer
12	our year in review
14	the center
16	financials
17	donors
23	board of directors
24	locations

on front cover: Whiskers
every pet featured in this report was adopted
from Animal Humane

# missionvisionvalues







Penelope

Harper

Callie

**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.

# partnerships & progress

Thank you for helping us conclude another successful year for pets + people!

Throughout FY19, our shelter housing allowed us to proficiently separate our population to keep healthy pets safe and available for adoption, while providing havens for cats & dogs recovering from common-to-complex illnesses. The same is true for our shy and exuberant pets, with each given the environment and enrichment needed to thrive.

Animal Humane's teachings permeated statewide as shelters and animal welfare professionals sought our counsel, toured our facilities, employed our strategies, transported pets to our Main Campus and attended our 14th Annual New Mexico Humane Conference. As knowledge is power, we freely share our findings to help others save more lives.



Executive Director Donna M. Stumpf & Board President Melissa Rosen Frankel spend some time with Nola & Penny in one of The Center's play yards.

May marked the opening of our new Doggie Day Care & Boarding facility; and our clients are finding it rewarding that their pet's stay supports our mission — much like Thrift Shop donations do.

Our Team's immense passion continues to be embellished by our Volunteers who elevate our work. From giving hope to a homeless pet, to pricing donated treasures, to sculpting our flourishing Main Campus landscaping, to nurturing growing & recovering pets, to ensuring our events run smoothly — their time and vast talents elevate the countless ways Animal Humane New Mexico impacts the lives of homeless and cherished pets ... and the people who love them.

Thank you for allowing our Staff to combine their exceptional talents into a powerful, adept force that uniquely transforms lives made possible by your generous giving. For that privilege, we extend our lasting gratitude and look forward to another spectacular year with you!

> Donna M. Stumpt executive director

Melissa Rosen Frankel board president

### slow and steady wins the race: Flint's story

ur Adoption Team is essentially a group of match-makers, ensuring each pet in our care finds the perfect family to accommodate their specific needs. Using tools like the ASPCA's Meet Your Match® & SAFER™ assessment allows us to learn the individual personalities of our pets and the lifestyles of potential adopters to set each new family up for happiness & long-term success.

Some of these matches are truly made in heaven — like Flint's.

Flint was alone and afraid in a small rural shelter in Gallup. The loud noises, strange smells and unfamiliar people there only intensify anxiety for the timid Heeler – in spite of the effort they put

into caring for him. Additionally, Flint's reserved personality prevented him from appealing to the limited adopters who visited Gallup's shelter.

Because of your generosity, Flint was transferred to Animal Humane through Project Fetch, where he was given a chance to rebuild his confidence and rediscover the love of a family.

When he arrived Flint's fear was paralyzing. He was uncomfortable with human contact and flinched away when touched. He wouldn't even take treats.

Our Behavior Team quickly realized Flint lived by the motto "slow and steady wins the race." The

4-year-old was never in a hurry to do anything. Not only was he slow & deliberate in opening up, he walked at a glacial pace.

Thanks to donors like you, it didn't matter how slowly Flint responded, our caring Team was in it for the long haul. **Day after day, we were there to remind Flint that he wasn't alone.** 

The more time he spent with us, the more Flint flourished. He began walking with confidence, allowing his tail to wag and his tongue to hang out. With newfound assurance, he started taking



Left: Flint in his early days at Animal Humane. Above: A happy, confident Flint finds his forever home.

treats from human friends' & willingly interacting with new people.

Because of his success, Flint was made available for adoption. But he needed a special family. We decided Flint would be most successful if he would go to a home with another canine family member to support him.

Days later, a young couple came to Animal Humane in search of a playmate for their senior Chihuahua. When they mentioned their hearts were open to pet who needed extra care, our matchmaking Adoption Team instantly thought of Flint.

Some pets stay at Animal Humane for sprints — they're adopted within days of arriving. Other pets remain with us for weeks before are ready for adoption.

Flint's process may have taken longer than most, but every second was worth it, because he finished his race. After 94 days at Animal Humane, because of your love and support, Flint found his perfect match.

# adoptionSanimalcaresuccesses

fiscal year 2019

### 4,446 pets received

1,872 owner surrenders (42.1%) 1,750 animals transferred from other shelters (39.4%)

571 strays (12.8%) 245 adoption returns (5.5%) 8 shelter offspring (18%)

### 4,133 pets adopted, returned to owner or transferred out

**1,471** dogs adopted (35.6%) **981** cats adopted (23.7%) **811** kittens adopted (19.6%)

620 puppies adopted (15%) 210 pets returned to owner (5%) 40 pets transferred out (1%)

### outcomes of pets not adopted

O healthy animals euthanized

O treatable animals euthanized

239 unhealthy/untreatable animals euthanized

260 animals still available for adoption on 06.30.19

### average length of stay

14.7 days/dogs

17.5 days/cats

9.7 days/puppies

12.3 days/kittens

### other significant numbers

10,132 vaccinations given 9,209 individual doses of medication administered

93% live release rate

# clinicsuccess

owned pets cared for at our donor-subsidized veterinary clinic

3,824 health exams

453 spay/neuter surgeries

216 dental cleanings & tooth extractions

369 special surgeries, including 35 orthopedic procedures

### shelter pets helped with your support

13,537 health exams

2,508 spay/neuter surgeries

134 dental cleanings & tooth extractions

170 special surgeries, including 37 orthopedic procedures

1,316 community cats sterilized through our Trap/Neuter/Return program



Above: Scramble after surgery at Animal Humane. Right: An exuberant Scramble is ready to play.

# sometimes the unthinkable happens

Cramble knows that better than most. The 3-year-old Border Collie fell out of the back of a swerving truck that was speeding down the highway. Unfortunately, Scramble was struck by car who couldn't avoid him at such speeds. The sweet dog's story could have ended here — but it didn't.

A State Trooper witnessed Scramble's fall and immediately rushed the injured pup to a Veterinary Clinic, who stabilized him and turned him over to the Bernalillo County Animal Care & Resource Center. Their team cared for Scramble while they researched his best option for the future. Thanks to you, the young canine's best hope was here, at Animal Humane.

We transferred the delightful dog in through our

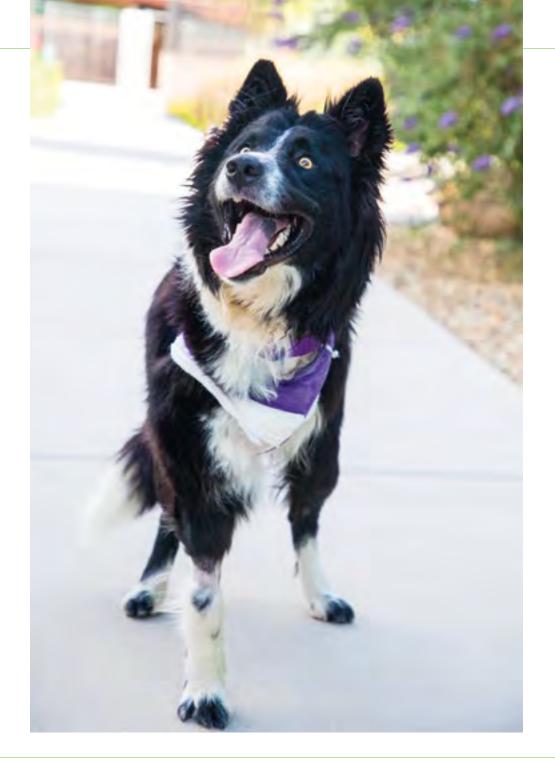
Project Fetch program, and he immediately went to visit with our Donor-subsidized Clinic Team. They confirmed Scramble's ulnar fracture and elbow dislocation and decided that amputation would afford him the greatest quality of life. So, one day after arriving at Animal Humane, our Clinic Team sedated Scramble and removed his left front leg.

After his surgery, Scramble did what dog's often do best ... he met the challenge of amputation with licks and tail wags, sharing his hope and love with everyone he met. Because of your generosity, this sweet dog had a safe, clean and quiet place to rest and recuperate.

As his body healed Scramble, who was available for adoption under our Medical Recovery Foster program, anxiously awaited the right family. The love and attention you ensured Scramble received in the shelter was important, but nothing compares to the lifetime of love that he'll receive with his forever family. Fortunately, just two weeks after his surgery, still bandaged, this brave dog's dreams of a loving home came true.

Each day, we are a little closer to creating a compassionate community for cats and dogs here in New Mexico. You are an integral part of that change. Thank you for making homeless pets a priority — their world, our world is brighter for it.

this brave dog's dreams of a loving home came true



## Lil Kim catches the love bug



oming from a hoarding situation in Socorro, Lil Kim struggled with human interaction. After living with 40+ other cats, the 1-year-old Tortoiseshell was easily overstimulated and preferred to stay hidden from our Team and dedicated volunteers.

When we tried to socialize with her, Lil Kim would meow & yowl in distress. Clearly, the beautiful cat had never felt a human's love.

With your support, our Behavior Team evaluated Lil Kim to learn how to best meet her needs. We felt her best option was to be available for adoption as a Working Cat.

Our Working Cat program provides perfect homes for cats whose temperament is not ideal for typical companion pet. After

thorough vetting of the location, working cats are adopted to live happily at hobby farms, nurseries and other locations where they can easily choose to limit their human interactions.

Despite her timid nature, our kind-hearted volunteers continued to shower Lil Kim with whatever love & affection she would

accept. And, with each passing day, Lil Kim gradually began to respond.

Then one day, much to our surprise, **Lil Kim** caught the love bug. Your love helped break through her tough exterior and it changed her life.

Growls and hisses turned into purrs and headbutts. as Lil Kim started seeking attention.



We couldn't believe the radical change we witnessed. After six weeks in our care, the now confident cat's Working Cat restrictions were lifted. She allowed her true personality to shine, and Lil Kim went home with a family she adores.

Because of you, life-changing transformations, like Lil Kim's, happen every day. It's amazing what your love can do!

# behaviorsuccesses

208 shelter pets completed individualized Behavior Modification plans

747 calls to our Behavior Helpline 544 detailed behavior evaluations performed

84 hours of free behavior assistance to our community 4 shelter behavior specialists



Far left: Lil Kim gradually repsonded to the love & affection from our Team and volunteers. She made a magical transformation & after six weeks, was ready to be adopted.

Above: Our Behavoir Team from left to right: Paul. Jessica, Justin & Erin sit with Wren, another successful graduate of our Behavoir Modification program, who is now in her forever home.

# projectietch successes

1,073 dogs transferred from other shelters

677 cats transferred from other shelters

1,750 total pets transferred from 33 partner shelters in 17 counties across New Mexico

### from Roswell to Raton

ur statewide transfer program, Project Fetch, brings in cats and dogs from overcrowded shelters around New Mexico who might otherwise be euthanized for lack of space or length of stay. Last fiscal year, Project Fetch saved the lives of 1,750 homeless or abandoned pets from 17 counties.

The true heart of Project Fetch lies in the relationships we are able to build with our partner shelters. This last fiscal year, our Team sought opportunities to deepen our existing relationships by providing training and sharing what we've identified as best practices for the pets in our care. By working with these shelters to improve vaccination schedules, cleaning protocols and more, our Team is improving pet care across the state of New Mexico!

Our Animal Care Manager Armando held a training session with Paws & Claws Animal Rescue of Quay County, Inc. The Tucumcari

shelter began implementing new practices that have positively enhanced the lives of pets in their care.

"We all learn from each other to keep our animals healthy ensuring bright and lasting futures for all," says Tamy Willard of Paws & Claws Animal Rescue of Quay County in Tucumcari, NM. "Dealing with the parasite Giardia at our shelter taught us to revise our cleaning procedures to be more effective. We are an established but small rescue, and we are still learning from others, including Animal Humane New Mexico, which is hugely important for the welfare of our animals and animals across the state."

From Aztec to Artesia and everywhere in between, you are making a difference in the lives of cats & dogs throughout our state.

## Papaya & Pummelo's strong drive to survive



Above: Baby Papaya is prepped for Foster Care. Right: Happy, healthy & alert, Papaya is ready to join her adoptive family.

Below: Pummelo eagerly awaits his new family. Below right: Baby Pummelo receives care before joining his Foster Care family.







Then kittens and puppies come to Animal Humane V too young & tiny for immediate adoption, a special group of volunteers is ready with a temporary home and loads of love & cuddles. These amazing people are our Foster Caregivers. From bottle feeding babies who haven't learned to eat on their own, to taking puppies out multiple times a night while pottytraining, Foster Caregivers not only donate their time, but they also share their homes and their hearts with pets in need.

"Yes, it's hard. Yes, it takes time. But, I highly recommend it, because it's so rewarding," says Jennifer Barol, Foster Caregiver.

Papaya & Pummelo experienced the exceptional nurture and care of the Barol Family, who watched over the siblings temporarily.

"Papaya & Pummelo stole our hearts," says Jennifer. "They were resilient, with a strong drive to survive."

The brother and sister pair had been discarded in a dumpster behind a Circle K in Albuquerque. Fortunately, a kind neighbor heard their cries and saved their lives. The infants were brand new to the world — umbilical cords still attached to their small tummies — when they were brought to Animal Humane.

The gray Tabby kittens were tiny, weighing under 1/4 pound each. They needed a safe, loving home where they could grow. Without mom around, the pair required bottle feeding to receive the nutrients they needed to grow.

"We had the responsibility of bottle feeding and then weaning Papaya & Pummelo," explained Jennifer, "My husband is the professional. It takes a lot of time and patience. He is very patient with the kittens we foster."

Over the past four years of fostering, Jennifer and her family have fostered 113 cats & kittens, volunteering over 3,000 hours.

As Papaya & Pummelo grew, their Foster Care family brought them to our Main Campus for regular health checks. When they were old enough, our Donorsubsidized Veterinary Clinic spayed and neutered the growing kittens.

After ten weeks, the Barol Family said their goodbyes to Papaya & Pummelo. Our happy, healthy and socialized kittens returned to Animal Humane ready to find their permanent homes, with your help.

In a matter of days, Papaya & Pummelo had won the hearts of their new families, and they headed home -where they would never again experience the pain of being unwanted.

Once treated as someone's trash, Papaya & Pummelo became treasures for their extraordinary Foster Care and adoptive families.

"I'm a happier person when I'm taking care of the little babies that need love, support and care," says Jennifer. "It makes us so happy to be able to help them!"

It was the love and support of friends like you and the dedication of our Foster Care volunteers that gave Papaya & Pummelo, and 845 more vulnerable pets, new hope and new homes last fiscal year.

## fostercaresuccesses

845 pets were cared for 505 kittens (59.7%) 233 puppies (27.6%) 63 dogs (7.5%) 44 cats (5.2%)

29 bottle babies were nurtured

27 pets entered medical recovery foster & were adopted by their foster families once they were cleared by our Veterinary Team

1,678 incoming, outgoing or check-up appts. performed by our Foster Care Team

204 Foster Care Families

# volunteersuccesses

548 active volunteers, including 204 Foster Care Families

50,414 hours of donated time providing our pets with love and affection, equivalent of 24.2 full-time employees

# the learnewey

### 2018









jul: Our 6<sup>th</sup> season of Camp Humane ends ... encouraging 68 children to be compassionate advocates for pets across New Mexico.

aug: Looking to the future! Almost 200 Animal Welfare professionals attend our New Mexico Humane Conference

sept: Seven months after arriving, energetic Kady finds her forever home.

oct: Peak Kitten Season ends, you helped 396 kittens survive & thrive!

nov: 36<sup>th</sup> Annual Doggie Dash & Dawdle raises over \$325.000 for homeless pets.

dec: We were selected as Garcia Subaru East's Share the Love Hometown Charities partner for the 3rd year...raising \$44,566 for homeless pets!





# julaugseptoctnovoec2018

### theyearinreview

2019











ian: We wrapped up our 5-year ASPCA Community Partnership grant, which solidified our strong working relationship with Albuquerque Animal Welfare.

feb: The Center at Animal Humane hosted its first competitive Agility Trial - the Southwest Agility Team's Starters/Advanced USDAA featuring 30 Agility Dogs from around the

mar: We rolled out a new giving stream, our Change4Pets Nickel Pledge, supporting the important spay/neuter work our Clinic does. Learn more at AnimalHumaneNM.org/ Change4pets.



apr: Instagram favorite Wren is adopted after 365 days in our care.

may: Our Westside Adoption Center adopts out its 2,500<sup>th</sup> pet - Squash, a contemplative 2-year-old.

jun: In celebration of our 10,000<sup>th</sup> Instagram follower our pets enjoyed an Ice Cream Paw-ty!

# 2019 janfelomara ormay

# thecentersuccesses

126 pets participated in boarding/doggie day care\*

94 families served through boarding/doggie day care

87 individual times a pet was boarded

715 individual times a pet attended doggie day care

5 baths

1 stay & train participant

\* Above data collected since opening on May 19, 2019.

702 agility class participants

194 agility classes

1,383 agility private sessions

613 behavior class participants

71 behavior classes

253 behavior private sessions

# like **Disney Land** for dogs

ur newest endeavor at Animal Humane was expanding The Center with the opening of our Doggie Day Care & Boarding facility.

Open to the public, Doggie Day Care enhances a pets' quality of life, as they develop the skills and confidence necessary to better socialize with other dogs and with people. Boarding at The Center is simple and stress-free for both people and pets. We host dogs of any breed in our 19 spacious, state-of-the-art suites of varying sizes - each with private air ventilation and drainage. You made it possible.

Riley, an 8-year-old Gollie (Golden Retriever Border Collie cross) was one of the first clients in line to participate in our special Stay & Train program at The Center. "Our dog Riley was in desperate need of training," says Melissa Rosen Frankel. "He lacked impulse control and needed to learn social skills."

Riley suffered from social anxiety, as well as separation anxiety. His concerned family had resisted putting him in other boarding facilities because of their concerns.

"The Center provided us with the opportunity for Riley to not only be boarded during our six-day vacation, but he could also play in Doggie Day Care and work one-on-one with a trainer to learn the skills he lacked."

Like Riley's stay at The Center, each client's experience can be tailored to the individual needs of their pet. A combination of training, playing and staying creates the perfect environment for any pet to thrive.

"The Center Team pays close attention to each dog in their care, watching individual behaviors so they know exactly what a pet needs," says Melissa. "When we were away from Riley, I could trust that The Center was making the best decisions for my dog, and he was never put in harm's way."

An online live video stream of the Day Care rooms also gave Riley's family peace of mind. "My husband and I were obsessed with watching the camera," says Melissa. "We watched Riley play and interact with other dogs. It reassured us, knowing he was ok."

Melissa compares Riley's visit at The Center to summer camp. "He made



While Riley, left, plays with his new friends, Melissa & her husband can watch him interact on our webcams.

new friends and learned new skills. He came home and was so exhausted that he slept for two days."

After a successful week of Stay & Train at The Center, Riley has become a regular participant in day care. "When we are driving toward The Center, Riley knows exactly where he's going. He acts like he's on his way to Disneyland, howling out the car window. It's worth every penny."

The icing on top of the cake for clients

of The Center is knowing that while their precious pets are having a blast, they are also supporting Animal Humane's life-saving work for thousands of homeless and at-risk cats and dogs.

Riley looked like he'd been at summer camp. He was exhausted and played out.

# 2019 financials

s a private 501(c)(3) nonprofit organization, Animal Humane New Mexico receives no city, state or federal funding. We must earn or raise 100% of our annual operating budget.

In Fiscal Year 2019, earned revenue was generated through the following: 1) Fees from Adoptions 2) Fees from services performed by our Donorsubsidized Veterinary Clinic 3) Fees paid for Train Humane & Agility Classes, as well as Boarding & Doggie Day Care at The Center at Animal Humane 4) Revenue earned at our Thrift Shop, Main Campus Animal Outfitters & Westside Mercantile.

The remainder of our operating budget was raised through private contributions from dedicated pet lovers, generous sponsorships and grants from corporations and foundations, and legacies of love in the form of estate gifts. Each donation makes a life-changing difference to the pets in our care.

Animal Humane is honored to hold both Charity Navigator's coveted 4-star rating and Guidestar's Platinum Participant rating. These ratings independently signify our continued commitment to accountability, transparency and the judicious use of every dollar earned or donated.

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 2019 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.

expenses			
Animal Care Programs	\$5,395,388	<b>72</b> %	
Community Outreach & Education Program	\$805,563	11%	
Donor Development & Fundraising	\$823,139	11%	
Management & General	\$436,065	6%	
TOTAL FUNCTIONAL EXPENSES *	\$7,460,155	100%	
income			
General Contributions	\$2,427,192	32.4%	
Program Designated Funds,			
including Capital Campaign	\$1,586,398	21.2%	
Adoption/Training/ Animal Care Fees	\$1,125,305	15.0%	
Estate Gifts	\$958,339	12.8%	
Retail Revenue	\$863,363	11.5%	
Special Events	\$397,956	5.3%	
Investment Interest/Dividends	\$130,487	1.7%	
Rental Income	\$2,875	0.0%	
Gain on Disposal of Assets	\$2,641	0.0%	
TOTAL SUPPORT & REVENUE *	7,494,556	100.0%	

<sup>\*</sup> Donated advertising, goods and other professional services in the amount of \$688,304, are included in both Total Support & Revenue and Total Functional Expenses, creating a net effect of zero.

# ourdonorsmakethedifference

/ / e are deeply thankful for every life-saving donation we receive; and we are honored to acknowledge the following individuals, businesses, foundations and estate donors whose gifts were particularly impactful during the 2019 fiscal year.

Thank you for giving us the opportunity to cuddle more cats, delight in more dogs and save more lives every year!

### **Estate & Bequest Gifts**

Anonymous (3) Cheryl Bennett Bill E. Bingham Beth E. Brown Marie Gilbreath Lorraine Hankins Fred C. Hannahs Dr. Charlotte K. Jensen Vivyan Jordan Morgan L. Kramm Kenneth W. Mazze Billie J. Miller Trust Zo Modie & Kay **Bostetter** Nancie Wozniak **Animal Trust** David Pankey Candice & Roger Pearson Bernice & Arthur Warn

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### Champions \$100,000+

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#### \$50,000-\$99,000

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### \$25,000-\$40,000

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#### \$10,000-\$23,999

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