2019 Report to Our Community

THANK YOU for making so much possible!
"Animals are the bridge between us and the beauty of all that is natural. They show us what’s missing in our lives, and how to love ourselves more completely and unconditionally. They connect us back to who we are, and to the purpose of why we’re here." — Trisha McCagh, Author
Dear Friends,

For 145 years, Monadnock Humane Society has served the Monadnock Region by providing compassionate care and aid to animals and people. The citizens who joined together in 1875 to form The Keene Humane Society did so because they recognized that cruelty is the enemy of civilization and they wanted to alleviate suffering. They could not have imagined that their efforts would be continued and even expanded by equally passionate citizens and reverberate well into the 21st Century.

We’re committed to caring for that precious legacy and ensuring that MHS is meeting the needs of our community for the next 145 years, and beyond! After working diligently to overcome nearly a decade of financial hardship, we’re pleased to report that we’ve completed our third consecutive year of positive financial results and have invested over $840,000 back into our endowment. While we’ve implemented many strategic actions which have led to this path of success, one of our priorities has been to address the challenges and costs related to our twenty-year-old, twenty-thousand square foot facility.

Over the last year, we completed a comprehensive facilities audit and identified ways to decrease energy costs, both in the near and long-term, in order to continue our financial sustainability. To achieve this goal, the Board of Directors has committed to working on the following renewable and energy efficient initiatives:

- Solar Energy
- Biomass Wood Chip Boiler
- LED Lighting Upgrades
- HVAC Upgrades

To date, we’ve signed a contract with ReVision Solar for a new solar array of 256 panels that will provide 70% of the electrical power to MHS, saving us close to $13,000 annually. Additionally, we’ve signed a contract with Froling Energy for a new biomass wood chip heating system that will provide us with 90% of MHS’ heating needs and save $23,000 annually. These energy improvements have been made possible through the generosity of private donors and investors, as well as financial rebate programs. We’ve also received LED and HVAC proposals, and will continue to work to secure funding for these much-needed improvements, as well.

Combined, these environmentally conscious energy programs are not only beneficial to our financial sustainability and well-being, they’re beneficial to our environment. In fact, the carbon offset is equivalent to carbon sequestered by 60 acres of forests and the solar energy produced each year would be enough to charge 6.5 million smartphones and power 9 homes.

We’re proud of what we’ve accomplished in the past 3 years, and you should be too. Because all of us...our Board, Staff, Donors, and Volunteers, all working together, make MHS successful. We’re on a journey together to continue this legacy of compassion for the animals and people of our community and ensure that MHS will be here for the next 145 years... and beyond.

Thank you so much for making our work possible.

Wes Wretchford,
Board Chair
(pictured with Maddie and Honey)

Kathy Collinsworth,
Executive Director
(pictured with Hunter and Seamus)
The pet industry has grown dramatically over the last decade with the increase of pet ownership. At the national level, total pet industry expenditures increased from $17 billion in 1994 to $60 billion in 2015. Nationally the average dog owner spends close to $1,900 per year on dog food, vet bills, grooming services, boarding and other items. The average cat owner spends just over $1,200 per year. Given those figures, and the number of cats (777) and dogs (177) MHS adopted out between 2018 and 2019, we estimate MHS generates the following revenue for our region:

**$1,268,700**

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We greatly appreciate the many businesses and individuals who donate services and items, and sponsor our events. Because of that generosity, we can put our financial resources into fulfilling our vital mission. **THANK YOU!**
2018-2019 Shelter Reports and Data

Animals Received: 1,649
- Strays: 603
- Surrenders: 734
- Transfer In: 181
- Returned adoptions: 63
- Seized/Protective Custody: 68

Animal Outcomes: 1,491
- Adoptions: 1101
- Euthanized: 106*
- Return to owner: 269
- Transfer out: 15

* MHS will only euthanize an animal whose poor health cannot be resolved humanely by our highly skilled medical staff or consulting specialists. We also will choose euthanasia when an animal has extreme negative behaviors that are beyond our ability to correct, such as unmanageable aggression toward other animals or people. This is especially true if the animal presents a safety hazard to potential adopters or the community.

Shelter Animals – Medical Care
Total animals receiving health exams*: 1,636

- Dental surgeries: 14
- Canine spays/neuters: 93
- Feline spays/neuters: 469
- Rabbit spays/neuters: 40
- Other surgeries: 26

(including other small animals)

Average investment made in every cat and dog at our Adoption Center

<table>
<thead>
<tr>
<th>Service</th>
<th>Approx. value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spay/Neuter</td>
<td>$125 - $350</td>
</tr>
<tr>
<td>Microchip implant and registration</td>
<td>$50</td>
</tr>
<tr>
<td>Heartworm test and preventative (dogs)</td>
<td>$35</td>
</tr>
<tr>
<td>Updated vaccinations</td>
<td>$50</td>
</tr>
<tr>
<td>Diagnostic</td>
<td>$75</td>
</tr>
<tr>
<td>Other medical procedures or surgeries</td>
<td>$100 - $2,500</td>
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<tr>
<td>(as needed)</td>
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<tr>
<td>Flea and parasite prevention</td>
<td>$35</td>
</tr>
<tr>
<td>Vet exam</td>
<td>$35</td>
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<tr>
<td>Dental (when applicable)</td>
<td>$250</td>
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<tr>
<td>Food and care (for at least 14 days)</td>
<td>$210</td>
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<tr>
<td>Time with Behavior Trainer</td>
<td>$100</td>
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<tr>
<td>ID tag</td>
<td>$6</td>
</tr>
<tr>
<td>Collar, leash or carrier</td>
<td>$24</td>
</tr>
</tbody>
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Average committed to every cat and dog: $620 - $3,720

We are equally committed to other animals in our care. Approximate value of services that other animals receive varies by species.

Special Community Services
MHS is pleased to offer the following services to those in our community who are experiencing financial or circumstantial difficulties in their lives.

The Animal Safety Net Program
MHS offers a safe haven for pets and peace of mind for survivors of domestic violence, for those who need to be in rehabilitation, or for those who are experiencing homelessness as they navigate transition and find solutions for their challenges.

Emergency Pet Boarding
For families displaced by emergencies or in transition, MHS offers safe housing while they seek out a new home that allows their pets.

MHS provided boarding for 46 pets through both of these programs in the past fiscal year.

The Pet Food Pantry
MHS provides pet food for those in our community who may be struggling financially.

MHS provided pet food for 277 pets and 96 families in the past fiscal year.
Community Pet Medical Services

Low-cost Feline Spay/Neuter Clinics
- Number of clinics held: 3
- Spayed/Neutered: 90
- Microchipped: 21
- Flea treatments: 38
- Rabies vaccinations: 74

Rabies Vaccination and Microchip Clinic
- Number of clinics held: 1
- Number of pets vaccinated: 101
- Number of pets microchipped: 36

(Note that we suspended public spay/neuter clinics during the time we were searching for a staff veterinarian from Sep. 2018-Jun. 2019)

MHS Medical Funds

The Madden Fund
A fund created by one of our longtime supporters specifically for cats who need special care and surgery.

The Jazzzeuvelle Fund
A fund created by another of our longtime supporters for dogs who need special care and surgery.

If you are interested in contributing to either of these funds, please visit our website for more information or call 603.352.9011, ext. 107.

Dog Training

The MHS Guinane Training Center

Did you know?
- The MHS Training Center now offers free and discounted classes to all dogs and puppies who are newly adopted from MHS
- Over 200 community members and dog owners attended our Free Arm Chair Dog Trainer lectures in 2019
- Group class offerings increased to include 3 new classes: Canine Freestyle, Come & Walk and Fitness, Fun and Training Games
- Over 20 trained volunteers participated in our Shelter Dog Class offering
- 59 Monadnock Therapy Pets volunteers participated in Therapy Dog activities at MHS and in our community. Meetings and training for Therapy Dogs took place at the MHS Training Center
- One-on-One Private Lessons have increased to over 30 hours each month
- 30 active Blue Ribbon Rewards members received discounts on Training Classes, lessons and rentals

Boarding/Daycare

The MHS Dog Daycare, Puppy Play School, and Pet Boarding Center

Our Pet Boarding Center has well-trained animal professionals on staff to care for your pet while you’re away from home for an extended period of time. Our Dog Daycare Center is ideal for people who want their dogs to enjoy socialization and playtime while their owners are at work.

Pet Boarding:
Dog days 3,120  Cat days 869

Dog Daycare:
Full days 6,538  Half days 1,513

Puppy Play School
Full days 120  Puppies 45
Volunteers donated over 18,311 hours in the 2018-2019 fiscal year. That’s an impressive number, but the impact is even more powerful. Their work enables MHS to provide quality services to the community and give the animals the best care possible. They helped with our database, conducted volunteer program assessments and staff presentations, did high-level shelter tasks like adoption follow up and greeting the public, assisted with Shelter Dog classes, did Community Outreach, assisted with community service programs, served on event committees and fundraised, participated in therapy pet programs such as Paws-to-Read, kept up our Community Cash Box program (which brings in over $6K annually) and so much more!

This year, MHS received a scholarship for the HIVE program – High-Impact Volunteer Engagement initiative. Through the program’s needs assessment process, we realized that we needed an IT upgrade. Volunteers conducted interviews with staff and made recommendations to help with this upgrade. Improvements based on these recommendations included implementing Gingr, a turnkey dog daycare, boarding & grooming management software application. We also upgraded the WiFi in the community room, and a number of other crucial upgrades that will improve customer satisfaction.

MHS continued to partner with local groups to maintain our 90 acre property. We're grateful to Liberty Mutual, Savings Bank of Walpole, Fenton Family Dealership, Selman Co., People’s United Bank, and Clark-Mortenson (through Monadnock United Way).

MHS maintained an active partnership with local colleges and schools. We’re grateful to Keene State College (Sorority Tau Phi Xi, Fraternity Tau Kappa Epsilon), Franklin Pierce University Athletics, Keene High School, and Monadnock Regional High School.

Congratulations to the volunteers who joined this year’s 500 Hours Club - Laurie Muscat, Steve Schumacher, and Robin Shenise. Congratulations, also, to volunteers who are in this year’s 200 Hour Club - Mary Przywara, Diane Christenson, and Trish Dalto.

2019 Awards

Volunteer of the Year – LEE RIGBY

Lee is full of talent, kindness, strength, and compassion. Despite challenges in her personal life, she has continued to support MHS through a variety of ways - mentoring dog walkers, helping with the Shelter Dog Training Class, contributing to the HIVE program, spearheading the registration process at this year’s Walk for Animals (no small feat), and always being reliable and capable. She is fully committed to the mission and the work of MHS. It is a great pleasure to honor Lee as this year’s Volunteer of the Year!

Employee of the Year – CRYSTAL FORD

It is clear that Crystal cares deeply about the mission of MHS and is one of the hardest workers we’ve known. She has great attention to detail and doesn’t let anything fall through the cracks. She is quick to jump in and help her coworkers and helps brainstorm solutions when challenges that arise. Crystal is a caregiver, a teacher, a mentor, and someone to look up to. Even when things are stressful at the front desk, she smiles and does her job to the best of her ability because placing the animals in a home, or comforting someone in need is important to her. We all are thrilled to honor Crystal as this year’s Employee of the Year!
the vulnerable populations of society. Many stories of her courage as she fought for animals, women, and children. History holds roads of the Monadnock Region saving named Jennie B. Powers walked the back
Over a century

**2018-2019 MHS Board of Directors**

**OFFICERS:**
- **Board Chair** – Wesley H. Wratichford
- **Board Vice-Chair** – Susan Peterson
- **Board Treasurer** – Christopher Bowen
- **Board Secretary** – Mary Dziedzinski

**MEMBERS:**
- Elana Baron
- Peggy Bedore
- Daniel R. Dodge
- Mike Faulkner
- Timothy Jordan
- Ryan Reed
- Bob Schaumann
- Michael Spitze
- Valerie Starbuck
- Kristen Trombly

**LIFETIME
VICE PRESIDENTS:**
- Dr. Carla Folkert
- Linda Guinane

**MHS Management Team**

**Executive Director** - Kathy Collinsworth
**Director of Operations** - Emily Kerylow
**Facilities Maintenance Director** - Dan Smith
**Assistant Shelter Manager** - Beth Doyle
**Assistant Shelter Manager** - Ashley Okola

**Training Center Manager/Trainer** – Rachel Brostrom
**Boarding/Daycare Manager** - Linda Thompson
**Boarding/Daycare Assistant Manager** - Bethany King
**Marketing Communications Manager** - Carol Laughner

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**2019 Community Recognition**

**Best of Monadnock Readers’ Choice Awards**

**First (Gold) Prize:**
- Non-profit Organization
- Event for Charity - The Hair Ball
- Dog Training
- Dog/Cat Kennel

**Second (Silver) Prize:**
- Pet Sitter

**Keene Sentinel Choice Awards**

**Best Local Fundraising Event**
- The Hair Ball
- Duke Champney

**Best Local Dog Trainer**
- MHS Boarding & Daycare Center

**Best Local Pet Boarding**
- MHS Wagtime Grooming

**Best Local Dog Groomer – Runner up**
- MHS Wagtime Grooming

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**The Jennie B. Powers Legacy Society**

Over a century ago, a daring young woman named Jennie B. Powers walked the back roads of the Monadnock Region saving animals, women, and children. History holds many stories of her courage as she fought for the vulnerable populations of society.

**MONADNOCK HUMANE SOCIETY**

101 West Swanzey Road, Swanzey, NH 03446
(603)352-9011, www.monadnockhumanesociety.org

The MHS Mission is to strengthen the animal-human bond by promoting and providing for the well-being of animals.

Thank you to the photographers who contributed images for the cover and many of those in the interior: Heather Smith/Pawprints Photography; Mary Przywara, and Starr Royce; and all of the Happy Tails pet parents!

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Today, you have an opportunity to help continue the work she started so many years ago. We’d like to invite you to become a charter member of the Jennie B. Powers Legacy Society – a group of people who are committed to fostering a compassionate community and strengthening the animal-human bond, today - and perhaps more importantly - into the future through Planned Giving. For more information about how to become a member, please visit our website.