



Love to the rescue.

2021 ANNUAL REPORT





You. Us. We have all spent two years in survival mode.  
Making it understandable to want to shut down.  
But you didn't.  
And neither did we.

In fact, HSHV remained open every single day:  
24/7 Emergency Rescue.  
Adoptions, 7 days a week.  
Veterinary clinic with extended hours.  
Accessible and free pet food pantry.

And not just doors remained open.  
But hearts.  
Ours and YOURS.  
**Thanks to you, Love Came to the Rescue in 2021.**



When you're talking about tens of thousands of animals, every tenth of a percent matters. Really, every **one** matters. And this year, we served more individuals than ever before, with programs in our shelter, veterinary clinic, community centers, the Juvenile Detention Center, and Tiny Lions cat café, as well as virtually in teachers' classrooms and people's homes.

**In 2021, we helped 26,000 animals through a variety of services. Six thousand homeless and abused animals came through our shelter doors.**

**Because  
of you,  
we were  
able to  
save  
nearly  
97%.**





# 5,350! Most adoptions EVER.

HSHV'S 2021 ANNUAL REPORT



2021 marked the year we've had the most adoptions **EVER**. And not only did we have a record number in our main animal care facility, but also we had a record number in our cat café: 682!



## » Nine's Story

Her owner had died, but Nine still had more lives to live. Just no person to turn to.

This sweet old cat took everything in with cloudy eyes when she was dropped off at HSHV after her one and only beloved person left her. But she needed more than love.

Untreated cataracts, hypothyroidism, heart murmur, dental disease... those might stop most 14-year-old cats from getting adopted. But not Nine. And not at HSHV.

Thanks to community support, sweet purring Nine could afford to wait the two months it took to find just the right adopter.

*Love to the rescue.*

HSHV took in  
**3,600**  
cats,  
*the most in 14 years*

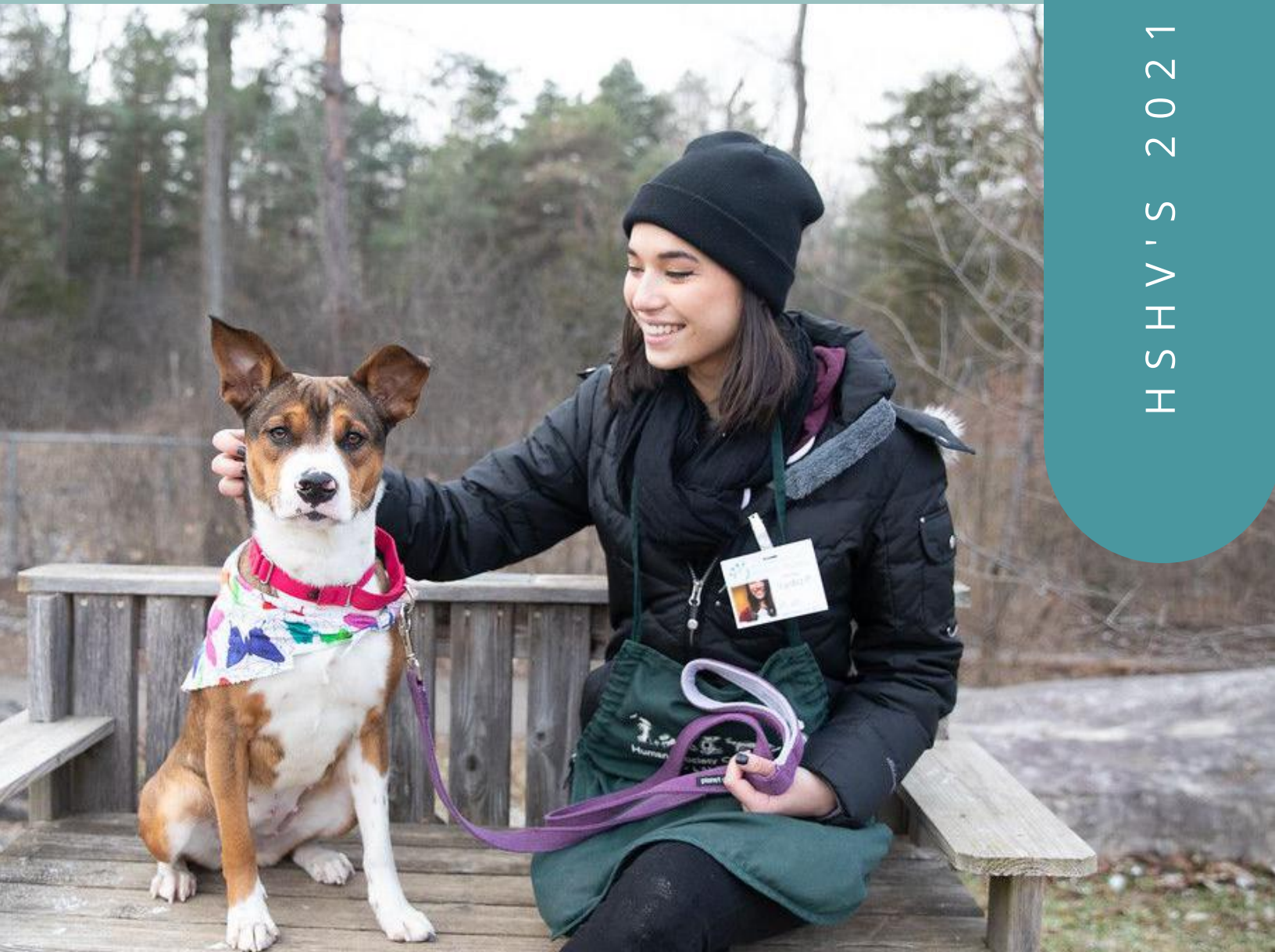




From walking dogs to comforting cats and all the not-so-sweet-smelling laundry in between, volunteers keep us going. We are so grateful for every moment they spend with the animals, helping them heal, adjust, and get ready for placement into loving homes. Volunteers donate their time, money, and love... and it shows.

**VOLUNTEERS DONATED**  
**79,942**  
**HOURS OF SERVICE .**

the equivalent of over 38 Full-time Employees



# FOSTERS TOOK IN 2,076 ANIMALS - the most ever.

Adoption is just the start of it. Or really, the end.

Animals come to us with unique beginnings.

From tiny newborns to the most elderly, those that come in sick or injured, or in need of special treatment or just respite from shelter life – sometimes it takes a home environment to help an animal thrive.

Our fantastic foster care corps provided lifesaving care to 35% of animals who came through our doors --the most in our history.





## » Yams's Story

Yams was found in a parking lot, covered in wounds, fur stained with urine and feces. Starving, she weighed only 36 pounds, half her healthy weight.

Yams had little trust in humans, and some days she even refused a walk. We sent an SOS to our foster corps.

A month later, her foster family happily reported:

"When Yams first came to our home, she was scared of our touch, not housetrained, pulled on walks, and hopped over seats in the car.

Now, only a short time later, we can love her, kiss her, rub her belly and back! She's housetrained and likes her crate for meals and to rest.

Yams plays independently with toys, solves puzzles, and loves cuddles and kisses! She enjoys long walks and is more comfortable riding in the rear of our SUV.

We've never met a dog that is so funny and has such a witty and loving personality."

About six weeks after foster care, Yams was adopted into a forever home.

This is just one of many examples of how our wonderful foster families make a lifesaving difference.

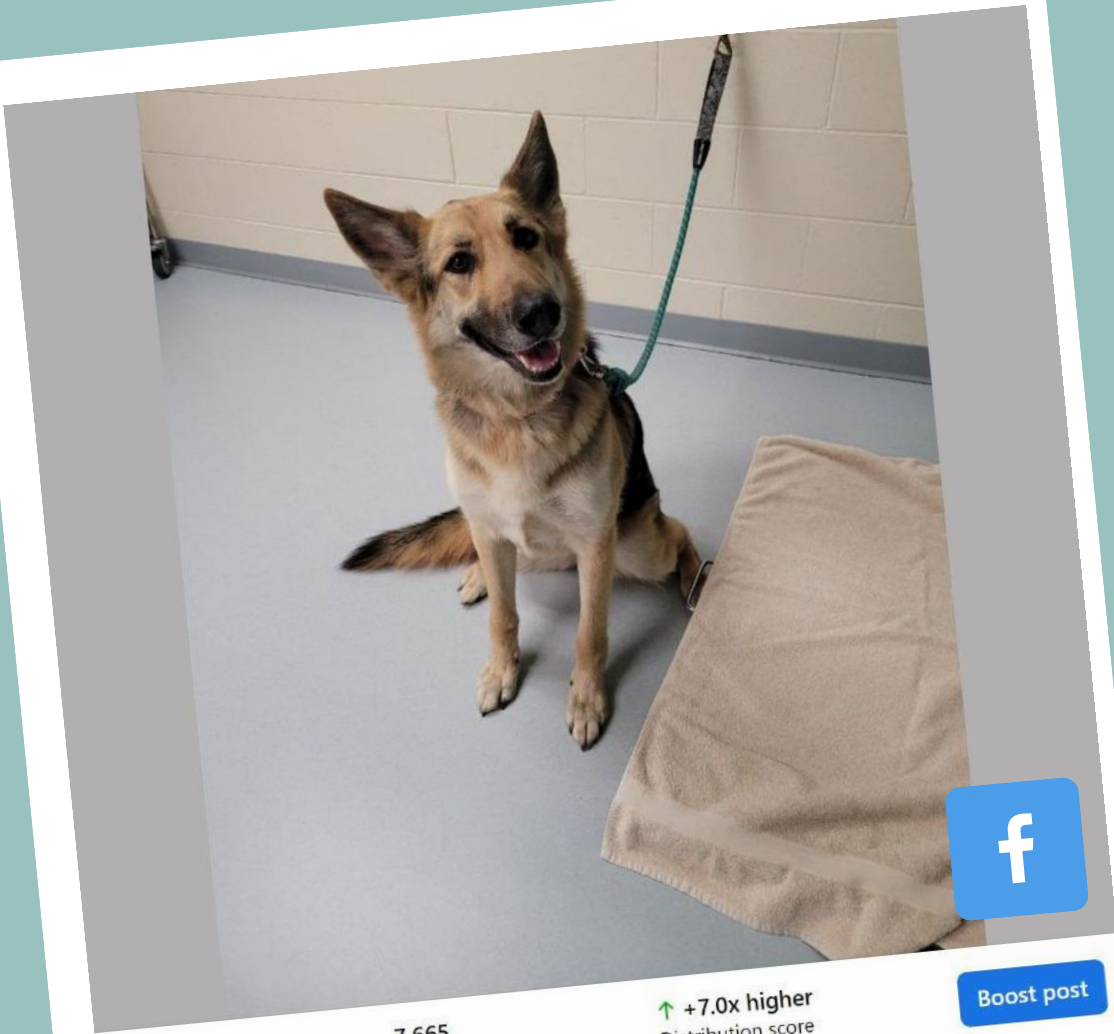
# 38,547

hours donated by loving foster parents, caring for the neediest and *helping animals get adopted.*



## Love to the rescue.





85,294  
People reached

7,665  
Engagements

↑ +7.0x higher  
Distribution score

Boost post

28 Comments 1.8K Shares

🙏👍🙏 325

This dog has been lost and brought to our shelter. Please help us find her home by sharing this post. She was found 4/20/21 at Huron River Dr and Mast Rd - Webster Township. If you think this might be your lost pet, please copy down the ID number listed, and call the HSHV Intake Department at 734-661-3545 for more information. We may need you to bring specific things with you to the shelter to claim your animal, so it is best to call first.

Animal ID#: A47579743

Female

Estimated age: 3 years

Guessed breed: German Shepherd

# 478

animals reunited  
with their families

Every week, twice a week, we post every stray animal who's come into our shelter on social media, pleading with our 87K+ followers to help us find their owners. In 2021, we happily reunited 366 dogs and 112 cats with relieved families.

We also increased support for those who've lost a pet, including free helper texts with tips and best practices to help ensure pets find their way home.

HSHV was founded in 1896 to prevent cruelty to animals and children. We were among the first humane societies in the nation leading a new movement to protect the most vulnerable. In 2021 we celebrated our

125<sup>th</sup> anniversary and a long, proud history of and future commitment to compassion and protection.

Herb Gay At The Humane Society Shows Children How To Feed Baby Squirrels, April 1952

Submitted by oldnews on Mon, 11/23/2015 - 1:36pm







## Love Train

**We marked our 4th full year of HSHV's Love Train, a transport program saving at-risk animals and bringing them to HSHV, where adopters await with open arms.**

In 2021, we transported 1,098 dogs and puppies, 443 cats and kittens, 5 ducklings, and a pheasant to boot!

We also participated in a large-scale rescue flight organized and sponsored by the Bissel Pet Foundation, taking in dogs and cats from overcrowded, struggling shelters in Louisiana.

## Where did the Love Train go?

- Atchafalaya River Rescue- Simmesport, LA
- Detroit Animal Care and Control- Detroit, MI
- Eva Burrell Animal Shelter- Manistique, MI
- Every Paw Animal Rescue- EPAR\*- Ville Platte, LA
- Hardin Animal Relocation and Transition Team (HARTT)- Clifton, TN
- Jackson Animal Shelter- Jackson, MI
- Kokomo Humane Society- Kokomo, IN
- Lake County Animal Control- Baldwin, MI
- Macomb County Animal Control- Clinton Township, MI
- Michigan Anti-Cruelty Society (MACS)- Detroit, MI
- Michigan Bay County Animal Services and Adoption Center- Bay City, MI
- Point Coupee Animal Shelter- New Roads, LA
- River Rouge Animal Shelter- River Rouge, MI
- TAILS- Grosse Ile, MI
- Webster County Animal Care and Control- Dixon, KY



# Affordable Veterinary Care



I've taken my dog here for 11 years after adopting her from the shelter. They've always been so kind, give her great care, and are really affordable.

It's important for us to keep companion animals in loving homes, and a component of that is keeping pet ownership affordable. Our high-quality, low-cost, full-service veterinary clinic has continued to stay open throughout the pandemic, expanding hours, services, and in-home capabilities.

## 2021 highlights:

- 2nd highest year of sterilizations in history-- nearly 8,500!
- Provided 2,811 discounted vaccines, serving 881 dogs and 326 cats through our popular Low-Cost Vaccine Clinics that are open to any community member
- Added affordable acupuncture service
- Named "Best Veterinary Clinic" in Current's Best of Washtenaw awards for 3rd consecutive year



Administered  
**2,811**  
discounted  
vaccines



Served **267**  
people in their  
homes



# Cat Café



HSHV'S 2021 ANNUAL REPORT

# 682

cats adopted  
through the café

Starting in 2016 with the goal of expanding service to both cats and humans, our Tiny Lions lounge and adoption Center (TLC) saw a record number of visitors and adopted cats and kittens in 2021.



These last few years haven't been easy on anyone. Folks shouldn't have to choose between feeding themselves or their beloved pets. Or surrendering their animal because of an emergency housing crisis.

Our Bountiful Bowls pet food pantry served **263 households this year, more than any other year.** We continued working with Ypilsani Meals on Wheels and Food Gatherers and established partnerships with Community Action Network and Ann Arbor Meals on Wheels to reach those who need us most.

distributed

**43,179**

pounds of donated food to  
neighbors who needed it

provided

**1,480**

days of emergency harbor to  
animals in the community





## » Polly and Prue's Story



Domestic abuse. Hospitalization. House fire. Imagine how hard it would be to lose your beloved companion animal on top of that.

For Polly and Prue, their human lost his home and didn't know what to do. He couldn't take his cats to a shelter, so we stepped in.

Polly and Prue's dad gave us five pages of information about the two kitties, from when they are fed (breakfast and dinner) to what they like (laser pointer, sleeping in windows) and their best qualities (both play gently and love everyone).

At the end, he wrote, "They are very special."

HSHV staff and volunteers lovingly cared for Polly and Prue until their person could get back on his feet. And after two months, the family was happily reunited!

There's one unsung hero in this story. You. We can only offer harbor because of caring, generous people who want to help others.

*Love to the rescue.*

# 50

animals harbored at HSHV. Sheltered, fed, cared for, while their people got back on their feet.

## » Lou and Ro's Story

Lou and his best friend Ro lived together for years. The sweet pups were a lot alike -- same age, same size, even the same painful eyes.

The only difference: Lou's broken jaw made it hard to eat, smile, or stay comfortable.

He was in a shelter that tried, desperately, three times to fix his little jaw but couldn't.

Because of our generous supporters, Lou underwent specialty surgery to repair his jaw and our clinic treated both of their painful eye conditions. Lou and Ro healed in a loving foster home together, and we were committed to finding them a loving home together.

Finding an adopter for two older dogs wasn't easy, let alone two with special needs. But they relied on each other, and we were happy to wait until they found a perfect match.

Generous supporters. Dedicated staff. Caring Volunteers.  
*Love to the rescue.*



Did you know more than half of the animals that come to us require special medical or behavioral treatment before adoption?

In 2021, we continued to improve both and save more lives.





## Community Cats

**Over fifteen years ago, HSHV created the first shelter-based TNR program in the state ending the needless killing of healthy cats. It's now a national model to address over-population effectively and humanely.**

In 2021, we sterilized and vaccinated 1,829 community cats, saving innocent lives and preventing countless litters. We found indoor homes for 153 outdoor kittens and friendly cats and 147 loving barn placements for cats who prefer an outdoor home.

Our Compassionate Feast celebrated community cats in a big way - by featuring TNR advocate Sterling "TrapKing" Davis. Despite the virtual format, our generous supporters made it our most successful fall fundraiser yet!





# Humane Education



My 13 year old son is part of their excellent Junior Volunteer program. They do a great job helping animals AND kids!

**As we say: "Love starts here." And for the future's sake, we hope it starts young. Our programs further the human-animal bond and make the world a better place for all with robust humane education that spans all ages and extends across and beyond the community.**

## 2021 highlights:

- Started Sensory Story Time for neuro-divergent children
- Continued symbiotic programs like Rescue Reading, which helps socialize animals while getting youth to practice their reading skills in front of a non-judgmental audience
- Launched a new pet-sitting course for young people
- Added children's playscape, benefitting kids and adoptable dogs
- Created plant-based food giveaways and farm animal education
- Implemented educational workshops, social media posts, lessons, and resources centered on animals in entertainment, community cats, pit bulls, farm animal welfare, declawing, and wildlife
- Increased programs for at-risk youth through new partnerships with local organizations



Reached nearly  
**35% more**  
**youth**  
than 2020



Extended  
programming to  
**at-risk youth**





**When people think of us, they often think of dogs and cats. But, the truth is that for over 125 years, HSHV has advocated for the rights of all animals and used education to promote respect and compassion. Our goal has and always will be to improve the protection of animals at the local, state, and national levels.**

**2021 highlights:**

- Helped establish the state's first association of shelters/rescues, focused on best practices and advocacy
- Worked tirelessly on critical issues to create a more humane world for all animals including:
  - Protecting wolves, Sandhill cranes, and deer from needless death
  - Ending painful, unnecessary laboratory experiments on animals
  - Shutting down greyhound racing
  - Stopping wildlife killing contests and cruel fur-trapping
  - Ensuring dogs and cats used in research find adoptive families
  - Increasing awareness of factory farming and animals used in entertainment
  - Promoting peaceful co-existence and cruelty-free choices



Worked with local leaders to help pass ordinances banning wildlife killing contests, inhumane trapping and sale of fur, and improved signage to protect wildlife in parks



# Rescue in the Field



I found an injured bunny in the yard. We immediately called HSHV. The bunny was saved. 10/10 experience.

Bunnies, birds, skunks, raccoons, foxes, squirrels, opossums, groundhogs, chipmunks, ducks, geese, coyotes, crows — our Emergency Rescue Field Officers never know what a day will bring. Our Rescue Hotline operates 24/7, answering the concerns of Good Samaritans and the pleas of injured strays and wildlife in our community.

## 2021 highlights:

- Answered **5,559 calls** and delivered education, support, and advice to local residents on our rescue hotline
- Continued our trusted and valuable partnerships with wildlife rehabilitators, specialized veterinarians, and respected sanctuaries
- Took in over 1,000 wildlife, including 806 wild mammals, 228 birds, and 28 reptiles — and helped countless more through education and advice



Helped  
**over 1,000**  
wild  
animals



Rescued  
**over 200** injured  
stray or lost dogs  
and cats



investigated  
**432**  
cruelty complaints



## Sabrina's story

Garbage and feces piled around her, but Sabrina couldn't escape her tether. This young pup had been tied to a wall, abandoned for days, and neglected far longer. Her ribs, hips, and backbone were showing.

Our Emergency Rescue Officer immediately found a discarded ice cream container and filled it with water. She drank desperately for over a minute, and when the container was dry, she licked the drops from the floor.

She cried out in pain, and we held back our tears as we rushed her back to the shelter, hoping we'd made it in time.

Fortunately, we did. In addition to food and water, Sabrina craved kindness. She climbed right into our laps and into the heart of an adopter who gave her more than she'd ever asked for: a "sister" Shepherd about the same age. Sabrina would never be alone again!

*Love to the rescue!*

# Awards and More

## "Best Place to Volunteer"

Ann Arbor Family Favorites

Earned GreatNonprofits

## "Top-Rated Award"

**10** awards in Current's "Best of Washtenaw" contest, including "Best Animal Nonprofit," "Best Place to Volunteer," "Best Veterinary Clinic," "Most Generous During Covid," "Most Helpful To The Community," "Best Activist - Tanya Hilgendorf," "Outdoor Event - Walk and Wag," "Annual Event - Walk and Wag," and "Best Socially Distanced Activity - Walk and Wag"

**91.5%**

favorable customer  
service rating



Awarded Charity  
Navigator's highest rating  
for the 10th straight year  
placing HSHV in the top  
3% of nonprofits  
nationally



**CHARITY  
NAVIGATOR**

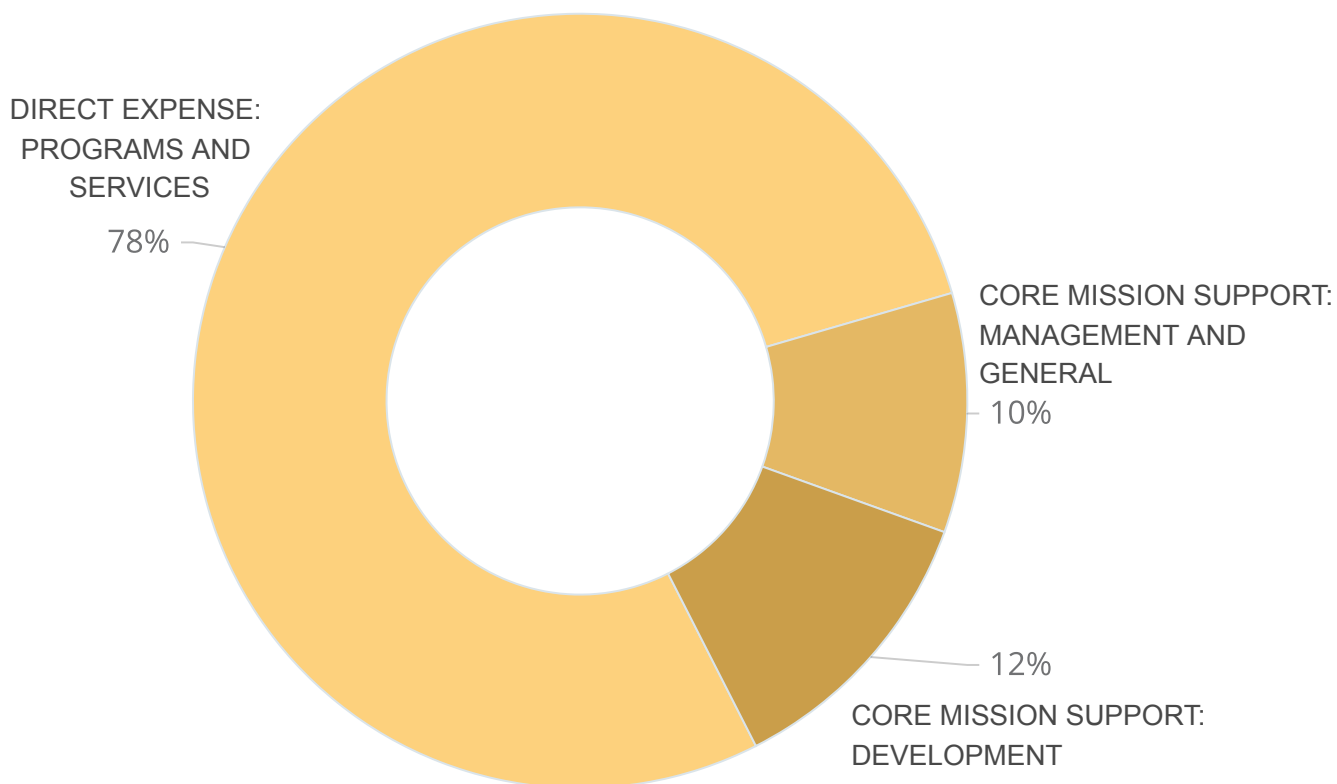


**Four Star Charity**



# Where do your dollars go?

## 2021 Financials



STATEMENT OF REVENUE AND EXPENDITURES	
Contributions, Special Events, and Bequests	\$5,767,623
Clinic, Adoptions, and Special Programs	\$4,632,285
Investment Income	\$1,626,846
<b>Total Revenues</b>	<b>\$12,026,754</b>
Programs and Services	\$7,265,057
Management and General	\$907,698
Development	\$1,111,380
<b>Total Expenses</b>	<b>\$9,284,135</b>
<b>Net Operating Gain (Loss)</b>	<b>\$2,742,619</b>

\*Based on 2021 unaudited financials. Audited statements available Summer 2022.

# *Love to the rescue...because of you!*

As we close out 2021 and look forward, words cannot truly express our gratitude to our supporters and what you enabled us to do. In 2021, we celebrated our 125th anniversary. With your help, we've worked passionately since 1896 to protect animals and lots of people along the way. While we've grown and changed in ways our brave forebearers could've never imagined, we've stayed true to our original mission: to prevent cruelty to all animals.

Though we put significant effort into rescuing, sheltering, healing, and rehoming, we remain steadfast in our commitment to prevention efforts. To keep animals from being hurt in the first place.

Those prevention efforts include robust humane education—nourishing the natural compassion of our young people. It includes education and support for adults—helping folks make more compassionate choices and be better pet parents. It means working to keep loving pet families together and keeping animals out of the shelter. And it means advocating for better legal protections and peaceful co-existence.

2021 was another record-breaking year. We adopted out more than 5,300 homeless and abused animals! Through an array of services, we helped roughly 26,000 animals and worked directly with thousands of adults and children. And, with compassion and courage, we continue to fight for a better world for all. While doing this important work, we received another 4-Star rating from Charity Navigator, placing us among the top 3% of all charities nationwide and many other honors. Because to do the most good, we must do our work well.

Like last year (and the year before), we face some extra unknowns. But with your kind and generous support, we remain laser-focused on doing better and doing more to save, protect, and spread more love and compassion for all.



Tanya Hilgendorf, President and CEO







**Thank you for making 2021 a record-breaking year! With compassion, courage, and your support, we will continue fighting for a better world for all.**



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