



Compassion. Care. Commitment.

2014 ANNUAL REPORT



Dear friends,

As a lifelong “numbers guy,” I get excited about figures and formulas. But even if statistics make your eyes glaze over, I want to share a number that’s worthy of a double take:

That number is 88—and it’s a huge one for the Dumb Friends League. For fiscal year 2014, we achieved an overall placement rate for cats and dogs of 88 percent, with a rate of 90 percent or higher during the last seven months of the year. Not many shelters in the country can say that—and as an open-admission shelter that turns no animal away, an 88-percent-plus placement rate puts us among the rarest of the rare.

However, it’s not the number itself, but what it represents, that is truly important: the 17,568 pets that came to us last year that were adopted into new homes, reunited with their owners or transferred to placement partners.

In this annual report, you’ll read about the many programs and services we provided to those animals, and to the pets and people of metro Denver and Colorado. Here are just a few highlights of FY14:

- Even as our intake of homeless pets rose for the first time in three years, our pet adoptions increased by 5 percent over last year, and our cat adoptions climbed by an incredible 12 percent. Our partnerships with Petco and PetSmart, along with a strategic marketing plan specifically aimed at felines, contributed to this success.
- Our transfer program moved into high gear, with 2,505 pets coming to us from shelter partners. This “pets first” approach ensures that shelter pets receive the finest care and greatest chance for adoption, making Colorado a national model for collaboration among animal welfare organizations.
- We performed our 50,000th spay/neuter surgery on our mobile clinics, a milestone in our efforts to reduce pet overpopulation and the number of homeless pets in shelters.

It was a banner year for the pets and horses at the Dumb Friends League, but there is still much work ahead of us. We’ll continue to confront “the cat challenge” in order to move even more felines out of our shelters and into forever homes, and we’ll be directing additional resources to the growing number of pets that come to us with significant medical and behavior challenges.

Every statistic we compile is, in reality, a homeless animal that deserves the very best we can offer. Thank you for making our “very best” not only possible, but better with each and every year.

Sincerely,

Scott Stevens
Chairman
Board of Directors



Dear friends,

Compassion. Care. Commitment. You'll see those three words again and again throughout this annual report, and for good reason: Together, they sum up everything our organization stands for and all that we strive to be.

Compassion is at the heart of our mission. From the very beginning, our deep concern for all animals and all people has driven our decision to be an open-admission shelter. We gladly welcome every pet that arrives at our doors—regardless of age, medical condition or behavior challenges—and we treat each one of them with kindness, respect and humanity.

Likewise, we offer a compassionate welcome to the people who make the difficult decision to relinquish their pets, knowing that they trust us to do our best on behalf of their companions. And we extend our compassionate work far beyond our facilities to animals and people throughout our community and Colorado, bringing donor-subsidized spay/neuter services to underserved areas, educating pet owners about proper companion-animal care, and accepting pets from other shelters that may not have the resources or expertise we are blessed with, thanks to our generous donors.

Providing a high level of **care** for homeless pets and neglected horses is fundamental to our work. Last year, we saved 17,568 pets, including a growing number of cats and dogs that came to us in need of specialized medical treatment or behavior training. From performing emergency surgery on pets with life-threatening injuries, to patiently helping unsocialized or fearful animals learn positive behaviors, to providing loving foster homes where ill or injured pets can rest and recuperate—we are going to extraordinary lengths to ensure that the pets in our care become the best possible candidates for adoption.

Our **commitment** to preventing animal suffering, reducing pet homelessness and saving lives is unwavering. I can vouch for the fact that every person who works for or volunteers for this organization is here because they care deeply—from the core of their being—for animals. Our board, staff and volunteers are the kindest, most dedicated, most talented group of individuals I've ever had the honor of knowing, bar none. Together, we're committed to saving more pets' lives every year—and we will.

Of course, there's one other word that's responsible for inspiring our compassion, care and commitment. That word is "you." Your kindness and generosity make a life-changing difference every single day for homeless pets and horses. Thank you from all of us at the Dumb Friends League.

Sincerely,

A handwritten signature in blue ink, reading "Robert D. Rohde". The signature is fluid and cursive.

Robert D. Rohde
President and CEO

The Dumb Friends League: Compassion. Care. Commitment.

When our organization was founded in 1910, it was named after a London, England, animal welfare group called "Our Dumb Friends League." In those days, the term "dumb" was widely used to refer to animals because they lacked the power of human speech. Today, the Dumb Friends League is the largest community-based animal welfare organization in the Rocky Mountain region—providing a strong and steadfast voice for those who cannot speak for themselves, and supporting the members of our community through staff and volunteers who are guided by compassion:

Compassion for all animals that come through our doors—whether they are lost, relinquished or suffering, we will give them the treatment and care they need.

Compassion for every person that enters our facilities—whether they are here to adopt, here to find their lost pet, or here because they are unable to care for their pet and trust us to treat it with love and kindness.

Compassion for people and animals in our community—providing spay/neuter services at reduced fees, investigating instances of animal abuse and neglect, offering behavior counseling to pet owners, and delivering humane education to teach respect for animals.

Over the years, many of the programs initiated at the Dumb Friends League have been emulated by shelters across the country to improve the welfare of animals. Here in Colorado, we have been able to significantly reduce the number of homeless pets, find homes for more pets and support an overall better quality of life for animals in the community. Throughout our history, the benevolent metro Denver community and beyond has helped sustain the organization so we can fulfill our mission. We are eternally grateful for the community's trust in the Dumb Friends League and its support of the animals and people we serve.

One day we hope that, with the support of the community, there won't be any need for shelters, and that all animals are safely in homes. Until that day comes, we will continue to welcome the thousands of homeless pets and equines that enter our facilities each year.

OUR VALUES

We are an Open-Admission Organization Our mission as an open-admission organization, throughout our 104 years of service to the homeless pets and the people in our community, is to open our doors to all pets in need—whether they're old, ill, injured, unwanted, abused, neglected or lost.

We are a Pre-emptive Care Organization We have no set time limit for how long a pet can remain in our care. We use veterinary services, behavior programs, foster programs, special-needs adoption programs and placement partners to give as many pets as possible a second chance at a happy life in a new home.

We are a No-Suffering Organization We strive to relieve animal suffering, always keeping in mind the needs of the animal first. In some cases, this may lead to euthanasia and may be at the request of pet owners who have made that decision for their beloved pet. At no time do we take the ending of a pet's life lightly. Our staff devotes itself, just as a loving owner or veterinarian would, to treating each pet as a unique

living being that deserves respect, care and love.

We are a Leading Adoption Organization

The Dumb Friends League has one of the highest placement rates in the country for a shelter our size. In 2014, we were proud to have a placement rate for healthy cats and dogs of 98 percent and an overall cat and dog placement rate of 88 percent, with 90 percent or higher for the final seven months of the year. In the last year alone, 17,568 pets and 88 equines were adopted, reunited or transferred to placement partners or impounding agencies.

We are a Collaborative Organization

To better reach and impact our community, the Dumb Friends League is a proud partner of the Metro Denver Shelter Alliance (MDSA), a coalition of 25 public and private shelters, rescue groups and animal-service providers committed to saving pets and fostering responsible pet ownership and regular veterinary care. By coming together with local and statewide partners, we are able to place as many shelter and rescue animals as possible into loving homes within the far-reaching areas we serve.

UNDERSTANDING OUR LIFESAVING STATISTICS

We collect and report our statistics according to a nationally recognized formula and measure our success through the "live release rate," the placement rate for all cats and dogs that come to us for rehoming, regardless of their age, temperament or physical condition.

In the last year alone, 17,568 pets were adopted, reunited or transferred to placement partners. **At the end of fiscal year 2014 (June 30, 2014), our overall live release rate was 88 percent, and 90 percent or above for more than half of the year.**

Pet programs & services

PETS SERVED

PETS RECEIVED

Cats and kittens	9,958
Dogs and puppies	8,415
Other pets	1,845
Total	20,218

PETS ADOPTED

Cats and kittens	7,649
Dogs and puppies	5,845
Other pets	1,267
Total	14,761

PETS REUNITED

Cats and kittens	500
Dogs and puppies	1,182
Other pets	17
Total	1,699

PETS TRANSFERRED

through placement partners and other sheltering organizations

In	2,505
Out	1,108
Total transfers	3,613

Total number of pets saved	17,568
Placement rate for healthy cats and dogs	98%*
Placement rate for treatable/rehabilitatable cats and dogs	88%
Placement rate for treatable/manageable cats and dogs	90%

Of the 2,416 animals that were humanely euthanized, 39 percent had behavior issues, such as aggression or extreme fear, and 59 percent had serious medical issues. The remaining 2 percent included restricted breeds for which no homes could be found, and wildlife.

Live release rate	88%
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**Why isn't this number 100 percent? Because animals are evaluated upon arrival, and occasionally we detect an illness or an animal succumbs to an illness after assigning it a healthy status.*



"Ensuring adopters have a happy experience when they've chosen their new pet is equally as rewarding as working with a family that's making a hard decision around the future of their pet, which often involves having difficult conversations that end in tears and hugs. We commit to serving the animals that enter our shelters, but we also serve the people in our community during both positive and challenging moments in their lives."

—Kelly Tribelhorn
Buddy Center

PET INTAKE

a responsibility to care

Every day, the Dumb Friends League receives an average of 55 homeless animals. Some have been turned in as lost and will be reclaimed by their owners. Some won't be reclaimed and are put up for adoption. Other animals are relinquished by their owners for a variety of reasons: moving, allergies, financial burden, illness, behavior and the birth of an unwanted litter are just a few. Still others have been seized by law enforcement as victims of abuse or neglect. There is no way to characterize a homeless animal, as their backgrounds are as different as the colors of their coats. But they all have one thing in common: the need to love and be loved.

Last year at our two shelters, we received 10,959 owner-relinquished pets. Our Pet Intake staff members understand that relinquishing a pet is an emotional process, and they are trained in grief and loss counseling. At the Quebec Street Shelter, we offer private counseling spaces that provide pet owners a quiet place where counselors and owners can move through the difficult experience together, and where owners can share important information about the pet in a comforting environment. The more we know about the pet, the better chance we have of finding it a good match with a new owner. We also offer an appointment process and online Pet Surrender Questionnaire so that owners can better prepare for the event.

6,648 LOST PETS

554 REUNITED THROUGH MICROCHIP OR ID TAGS

1,699 PETS REUNITED

In FY14, the Quebec Street Shelter continued to focus on its strong relationships with local municipal shelters to better manage lost dogs, based on data that shows this arrangement improves the dogs' chances of being returned to their owners. Owners were encouraged to begin looking for their dog at the municipal shelter closest to where their dog was lost. In turn, these shelters encouraged owners to surrender their pets to us, and they transferred lost pets with medical or behavior challenges to the League for

"All the hard work, compassion and love that staff put into the care of our animals shows in the smiles of joy on our patrons' faces when they take their new family member home."

*—Donavon Brinson
Animal Care*



treatment and rehabilitation. This system capitalizes on the strengths of each shelter and makes it possible for more lost pets to be healed and either reunited or placed into new homes.

We continue to educate the community on the importance of ID tags and microchip implants to further reduce lost pets.

PRE-ADOPTION CARE
behind-the-scenes, a second chance

Veterinary Care The Roath Medical Center at our Quebec Street Shelter is a state-of-the-art medical and surgical center that features four prep tables, three surgery tables, two dental machines, a digital dental X-ray machine and a digital full-body X-ray machine. Animals at our two shelters are lovingly cared for by six full-time veterinarians and 18 veterinary technicians and assistants.

Our veterinary team performed more than 1,800 dental surgeries last year, relieving cats and dogs from long-standing pain related to dental disease. Other frequent procedures include spay/neuter surgery, mass removal, wound repair and orthopedic surgery.

We also work collaboratively with veterinarians locally, regionally and nationally to help pets with special circumstances, and we appreciate the support of organizations like the Colorado Veterinary Medical Association, the Denver Area Veterinary Medical Society (DAVMS), and institutions such as Colorado State University, among others, in our efforts to ensure the well-being of our animals.

397 FOSTER HOMES

2,455 PETS

IN FOSTER CARE

Foster Care Our Foster Buddies program lets League volunteers bring pets from our shelters into their homes on a temporary basis to prepare them for adoption. We know fostering can sometimes be a challenging experience—in the love that’s invested, the commitment involved, and, eventually, in saying goodbye to a pet that’s been nurtured for an extended period of time. But foster parents truly make a difference: Every pet that’s fostered has a better chance for a happier and healthier life ahead with a forever family.

After a foster volunteer goes through the application, approval and home-inspection process, they are matched to a homeless pet and provided with all the supplies needed, including food, litter, bedding, toys and enrichment items, and medical care.

Fostered pets include those recovering from illness or injury, orphaned kittens and puppies, mother cats and dogs nursing their litters, and pets that benefit from spending time in a home environment before they find new forever homes. Fostering may last anywhere from two weeks to several months, depending on the pet’s needs.

Behavior Training Our in-shelter behavior training for homeless pets resulted in thousands of cats, dogs and rabbits getting the extra help they needed to become better candidates for adoption. Investment in behavior training also helps keep adopted pets in homes, ultimately contributing to fewer homeless pets in shelters. Our programs included:

- **Feline Fortitude** is for cats that exhibit stress in the shelter setting, which puts them at a disadvantage in terms of attracting adopters. Clicker training (click and treat) helps many of these cats make positive associations with people by focusing their attention on performance and reward, while providing mental and physical activity that alleviates stress.
- **Kitty Comfort** and **Bunny Buddies** are enrichment efforts that help make shelter life easier on our cats and rabbits.
- Our successful **Head Start** program teaches good manners to our young adult dogs, thus increasing their adoption potential. **Canine Courage** and **Canine Encouragement** give our timid or under-socialized dogs the confidence they need.

1,206 ORTHOPEDIC,
SOFT TISSUE &
WOUND-REPAIR SURGERIES

1,889 DENTAL SURGERIES

7,194 SPAY/NEUTER
SURGERIES

People who consider adopting pets that have received intensive help through our behavior programs get an in-depth consultation before making their commitment. We want to ensure they understand how to continue the work we have begun so their new family members get off to the best possible start in their new homes.

ADOPTION

an act of compassion for homeless pets

Our staff is happiest when we find forever homes for the animals in our care. We present pets for adoption seven days a week in bright, clean environments. We stress good customer care, offering potential adopters advice and information to aid in their pet selection. Our adoption package for cats and dogs includes spay/neuter surgery, microchip ID, collar, tag, leash, carrier, pre-adoption health screening,

free office visit at a participating DAVMS veterinarian, and free 15-day post-adoption health support.

We made great strides this fiscal year in adopting out pets into permanent homes. Our adoptions increased by 5 percent over the previous year, and cat adoptions increased by an amazing 12 percent! This growth can be attributed to some of our new and improved programs:

- We launched a **cat adoption partnership with PetSmart and expanded our relationship with Petco**, allowing us to place almost 1,400 cats featured at these stores in homes throughout the Denver metro area.
- We redesigned our website, which now features a more **appealing display of adoptable pets and easier ways to view them from tablets and phones**.
- We added **online "Live Chat"** to our website adoption pages, enabling patrons to talk directly to adoption counselors and allowing us to develop relationships with potential adopters the moment they see a pet they like.
- We added **Lonely Hearts Club icons** to showcase pets that have been at the shelter the longest. These pets are also promoted on media, highlighted throughout the shelter and featured on our website home page and in weekly advertising.
- We developed a **barn cat program** that places less social, outdoor cats into safe and work-oriented environments.
- We promoted the **Personal Pet Shopper** program, which matches people to the types of pets they're looking for.
- We offered **ongoing pricing specials and events** throughout the year, with 60 percent focused on cats.
- We created a spring **"Life with Pets" adoption campaign** that highlighted the human-animal bond and the emotional benefits of having a pet. During this campaign, cat adoptions increased by 10 percent and dog adoptions rose 28 percent.
- We hosted a day-long **CatFest® celebration** that resulted in over 100 cat adoptions in one day, a record for the six-year-old event.

By emphasizing the many benefits of shelter pets, making our pets more accessible throughout the community, promoting adoption as the best option for acquiring a new pet and offering incentives to prospective pet owners, we continue to increase the number of homeless pets that receive a second chance for happiness.

Buddy Center Our Castle Rock shelter, which serves the Douglas County community, offers adoptions, pet intake, lost-and-found services, and behavior and humane education classes for the public. The Buddy Center takes in more than 4,000 animals a year, and also works with Douglas County Animal Services and Castle Rock Animal Control to help comfortably house lost pets and animals involved in court cases.

Petco/PetSmart In FY14, we started a partnership with select PetSmart stores in the Denver metro area, complementing a similar partnership with Petco stores. Both relationships help bring Dumb Friends League cats closer to adopters in more local communities, and we appreciate these companies supporting and promoting the adoption of homeless pets. Dumb Friends League cats available for adoption at Petco and PetSmart stores are spayed or neutered, have a microchip ID implant and have received their initial vaccinations. Adoption fees are the same as at our shelters.

Pet Care-avan The Pet Care-avan, our education and adoption vehicle, traveled to 48 sites and events throughout the year, including the People's Fair, PrideFest and St. Patrick's Day Parade.

1,677
CATS IN CLICKER
TRAINING

3,172 FELINE
FORTITUDE,
KITTY COMFORT & BUNNY BUDDIES

2,517 DOGS
IN HEAD START, CANINE COURAGE &
CANINE ENCOURAGEMENT

7,112
PETS IN BEHAVIOR PROGRAMS
ADOPTED



"I choose to work here because the Dumb Friends League gives me the resources I need to help homeless pets with their behavior challenges. With time, patience and care, I can help animals trust, learn and love—which makes them more adoptable. Through the Dumb Friends League, I can truly improve their lives."

—Fernando Diaz
Behavior

Placement Partners The All Breed Rescue Network and other specialty adoption groups, together with several partnering humane societies and shelters, helped us by accepting pets that required more extensive behavior modification than we could provide and those that were prohibited from placement due to local ordinances.

Pet Transfers Shelters across Colorado work together to place as many homeless pets as possible, saving 90.2 percent of all animals entering shelters and rescues—a model for the nation. The Dumb Friends League receives transfers from throughout metro Denver and Colorado because we can offer enhanced opportunities for adoption. In FY14, we focused on strategic adoptions with our partners and added a transfer vehicle to increase the number of pets coming into and leaving our shelters for a better chance at finding a home. A total of 3,613 pets were transferred into and out of our shelters last year, an increase of 49 percent over the previous fiscal year.

REDUCING HOMELESS PETS IN OUR COMMUNITY solutions at the core

Spay/Neuter Programs for the Underserved The Dumb Friends League offers convenient, donor-subsidized spay and neuter surgeries for pets to help reduce pet overpopulation.

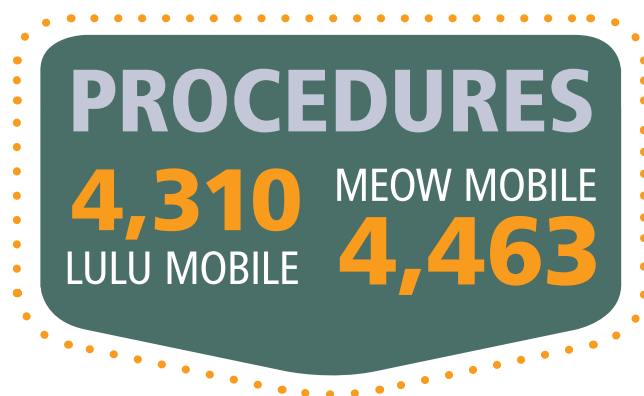
Our Lulu Mobile provides mobile spay/neuter services to both cats and dogs in underserved areas, while the Meow Mobile, donated by longtime Dumb Friends League supporter Henry Roath, serves cats only. We thank our host sites for permitting us to set up in their parking lots and also for helping publicize our services to their customers.

Both clinics are staffed with veterinarians who are licensed in the state of Colorado to perform the surgeries. Some are in private practice and volunteer through the Denver Area Veterinary Medical Society, while others are on the staff of the Dumb Friends League.

In February 2014, we participated in World Spay Day, collaborating with Denver Animal Shelter and the Downtown Animal Care Center to spay or neuter 167 cats at no cost to cat owners.

We also partner with local animal welfare organizations in a trap-neuter-return (TNR) program for community (un-owned) cats to help reduce the number of unwanted litters born and the number of kittens and cats brought to shelters.

All told, more than 50,000 surgeries have been logged since the 2005 introduction of our community-wide, high-volume, high-quality mobile spay/neuter program. The number of pets helped represents a team effort by our hosts, our donors, our



51,246 SURGERIES
SINCE PROGRAM BEGAN

employees and volunteers, and the veterinarians who donate their time on the Meow Mobile.

We thank the following for their participation:

Dr. Casara Andre	Dr. Karrie Holston
Dr. Rose Barr	Dr. Cindy Johnson
Dr. Lauren Barrow	Dr. Pauline Lant
Dr. Jennifer Bolser	Dr. Gwen Lombard
Dr. Jason Cordeiro	Dr. Lindsey Matheson
Dr. Holly Foster	Dr. Lisa McCarthy
Dr. Dawn Goronja-Shaw	Dr. Rebecca Monahan
Dr. Tracie Grubb	Dr. Heather Reeder
Dr. Meghann Haase	Dr. Naomi Weber
Dr. Donna Harris	

Behavior Advice & Education for Pet Owners Our free Pet Behavior Helpline assists pet owners in having positive relationships with their pets—whether or not they were adopted from our shelters—through the sharing of best behavior practices. Additionally, our adopters may receive follow-up behavior support via phone or email as part of our adoption package. Altogether, 1,725 pet owners were counseled by our behavior specialists last year.

Ultimately, the Dumb Friends League strives to keep pets in stable homes through the education of both pets and their owners, further reducing the number of homeless pets in our shelters and our community.

The Dumb Friends League also offers classes to the public, including:

- **Clicks & Tricks**—a fun way for cat owners to reduce stress and undesirable behaviors in their cats by teaching them “tricks” through clicker training.



"Working on our mobile spay and neuter vehicles allows me to be out in the community bringing services to where they're needed. I see how grateful pet owners are and the impact we make on a daily basis. It's great to be part of an organization that cares so much for its community."

—Dr. Graciela Guzman
Outreach

- **Kitten Kindergarten**—an opportunity for socialization with other kittens, new people and new environments in a controlled and positive manner.
- **Animal Behavior Series**—in-depth workshops on cat or dog behavior that are geared toward shelter workers, volunteers and veterinary clinic employees, but are open to anyone who wants a deeper insight into the pets that share our lives.

Additionally, we offer more than 80 recently updated behavior handouts for pet owners and shelter workers in the Resource Library on our website. Shelters across the nation use these materials to supplement their own knowledge and distribute to adopters.

Humane Education for the Community Our humane education program for children and adults offers messages of compassion and respect for animals, teaches proper treatment of pets, and introduces the services of a community animal shelter and the many ways to get involved.

We believe this investment in education is directly related to reducing future cases of neglect, cruelty and misunderstanding of animal behavior, all of which can lead to homeless pets.

We brought our messages to more than 18,000 children and adults through hundreds of programs and shelter tours. Our offerings included:

- **Animal Adventure**—an in-depth, multi-week program covering a variety of animal welfare-related topics.
- **Critter Camp**—popular multi-day camps for elementary and middle-school students that teach compassion and respect through working with shelter pets and learning about animal welfare during summer, winter and spring school breaks.
- **Junior Volunteer Clubs**—youths age 12–15 are mentored by adult volunteers in various shelter departments. We have two clubs specifically focusing on enrichment for our cats and small mammals, and a third club for all homeless pets.

By teaching humanity toward all living things, our humane education program is helping to instill values that can prevent bullying, reduce violence and create a kinder world for animals and people.

25 ANIMAL
ADVENTURE

CRITTER
CAMP **39**

72 JUNIOR
VOLUNTEER CLUB SESSIONS

770 ALL
PROGRAMS

NUMBER OF CHILDREN
& ADULTS REACHED

18,811



"I make a difference for every animal that comes through our doors needing care. I make a difference in the lives of patrons who need consolation as they surrender their pets to us. And I've made a difference in myself: I'm a better person by being surrounded by these pets in need, by adopters who open their hearts to adopt, and by my co-workers, who give it their all to better the world we live in."

—Jon Rogge
Pet Intake

Equine programs & services

EQUINES SERVED

EQUINES RECEIVED

Total (including 10 born at facility)	162
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EQUINES ADOPTED

Total	61
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EQUINES TRANSFERRED

to placement partners and other sheltering organizations

Total	27
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Total number of equines saved 88

Of the 66 equines that were humanely euthanized, four had behavior issues, such as aggression, and 62 had severe medical issues.

Live release rate* 54%

**This is the percentage of all equines dispositioned that were adopted or transferred.*

EQUINE INTAKE

rescuing animals from desperate circumstances

The Dumb Friends League Harmony Equine Center™ receives and cares for Colorado horses, ponies, donkeys and mules that have been removed from their owners by law enforcement authorities due to abuse or neglect. The staff oversees up to 100 horses at a time at the facility, which includes three sizable, well-equipped barns and 140 acres of verdant pasture. Top-quality care is provided by a knowledgeable, professional staff that is on the premises seven days a week.

Horses and other equines are evaluated for rehabilitation and potential adoption. The evaluation criteria follow a set of standards established by local equine and animal welfare professionals. The standards take into account the animals' medical and behavioral needs, their long-term prognosis for quality of life and their potential for adoption to new owners.

Horses that are candidates for rehabilitation receive the therapy they need to help them thrive. Veterinarian-approved treatment plans restore their health. Gentle, structured behavior programs help them overcome fear memories, develop new social skills, gain self-confidence and learn to trust.

A training program using natural horsemanship methods is proving extremely beneficial. The program covers everything



"I'm proud to be part of the Harmony Equine Center, where we're compassionately addressing the long-standing issue of suffering horses while providing hope for rehabilitation and adoption."

—Garret Leonard
Harmony Equine Center

from basic ground work to performance under saddle. Head trainer Brent Winston has been instrumental in giving the center's horses the preparation they need to be safely adopted. He employs the same thought processes, communications and behaviors that horses use to interact with each other in a herd. By taking on the role of the herd's "alpha mare," Winston teaches the horses to trust and respect him, and to see him as their surrogate leader.

Rehabilitation efforts may take weeks or months, but it's all worth it: The Harmony Equine Center saved 88 horses, ponies, donkeys and mules in FY14, giving them a second chance at the lives they deserve.

ADOPTION

an act of compassion for equines

Once the animals at the Harmony Equine Center are restored to health, they are offered to responsible new owners through an application and interview process.

To encourage adoptions and awareness of the center, the Dumb Friends League reached out to the community last year with:

- An **Open House** in May at the Harmony Equine Center, which included tours, demonstrations, educational booths and adoptable horses. This event attracted more than 1,500 guests.
- A new, quarterly **equine-enthusiasts newsletter** that has nearly 2,000 readers.
- **Three summer classes** for adults on horse selection and horsemanship, plus a **two-day camp for youths**. These classes brought in more than 100 horse-loving attendees.

"It's an honor to plan events and create opportunities for thousands of people and pets in our community to come together with the goal of helping more homeless pets find their forever families. The level of support and compassion I see from the people of Colorado is inspiring!"

—Katie Shipley
Special Events



In the community, for the community

FIELD SERVICES

teaching and protecting

Protecting companion animals and horses from acts of cruelty or neglect is an integral part of our mission. Animals in the Denver metro area have been within our jurisdiction for decades, but those living beyond it, particularly on the eastern plains and in southern Colorado counties, have been vulnerable.

In 2010, we established an affiliate agency, The Colorado Humane Society & SPCA, to address this problem. In 2012, we aligned the functions and jurisdictions of our two organizations, and last year we had seven state-commissioned agents providing services in 38 counties across the state. Our goal is to educate pet and equine owners and help them bring the care of their animals into compliance with the law. Working with local law enforcement agencies, we responded to reports involving over 3,000 animals.

ADVOCACY

courage for change

Two bills passed in the 2014 Colorado General Assembly—and supported by the Dumb Friends League—stand to help animals throughout our state.

The Pet Animal Care and Facilities Act (PACFA), which was up for review this year, oversees all pet-animal facilities in Colorado, including shelters, rescues, groomers,

pet stores and breeders. A wide variety of stakeholders collaborated to make House Bill 1270 as strong as possible, continuing PACFA's ability to regulate how animals in these facilities are treated. The bill was signed by Gov. John Hickenlooper on June 6, 2014.

We also supported Senate Bill 39, which was signed into law on March 20 and allows first responders to stabilize animals at the scene of an accident.

These successes in FY14 were proof positive that collective participation in the legislative process continues to make a lifesaving difference for animals throughout Colorado.

38COUNTIES

9SUMMONSES

392FOSTER
INSPECTIONS

39PRE-
ADOPTION
INSPECTIONS



1,172CASES

3,022
ANIMALS
INVOLVED

"I entered the field of veterinary medicine not knowing I would end up working in a shelter. It didn't take long before I realized this is the place for me. The amount of selfless dedication I am surrounded by every day only makes me want to work harder for the animals in our care. I am committed to the animals and to this organization, which gives them the second chances they deserve."

—Suzanne Sutton
Veterinary Services



Collaboration: The key to success

VOLUNTEERS

the power of community service

Our volunteers made a life-changing difference for the cats, dogs, small pets and equines at the Dumb Friends League. Their importance cannot be overstated.

Some of these dedicated individuals provided foster care in their homes for animals too young for adoption or in need of socialization or recuperation. At our shelters, volunteers work in operations as kennel technician assistants,

sponsored our three major fundraising events: the Furry Scurry® dog walk, Wag 'n Trail™ dog hike and Pledges for Pets Telethon, and provided funding for the Pet Care-avan, CatFest, our pet photo calendar and more. We are grateful for this valuable support. To give the company an animal welfare perspective, we serve on its advisory board.

1,309 VOLUNTEERS
181,747 HOURS OF SERVICE
EQUIVALENT TO **87** FULL-TIME **EMPLOYEES**
DOLLAR VALUE OF DONATED TIME
\$4.1 MILLION

pet grooming specialists, adoption information assistants and adoption counselor assistants, as well as in humane education, communications, development, finance and general administration. They also help with socialization and behavior training of cats and dogs. At our equine center, volunteers work as barn attendants, mucking stalls and providing enrichment for the equines. And our major events wouldn't be possible without the hundreds of volunteers that help make them happen. All volunteers receive orientation and ongoing training in the tasks they perform.

Volunteers with the Dumb Friends League are regularly rewarded for their efforts through daily "thanks" from staff and a yearly appreciation celebration, during which we recognize their hard work and announce volunteer awards. We ensure that volunteers know that their participation in the Dumb Friends League is instrumental to our success as stewards of animal welfare.

BUSINESS & PROFESSIONAL COLLABORATIONS

partners for the greater good

Under our partnership with Hill's Pet Nutrition, Inc., we received Hill's® Science Diet® pet food for all our cats and dogs. Hill's



"I have committed my life to working in animal welfare, specifically as a Dumb Friends League adoption counselor, because of the satisfaction I get from serving people and animals. When I see people and pets walk out of this shelter with faces smiling and tails wagging, I know I've just been a part of something magical, and that fulfills me."

—George White
Customer Care

Our ongoing relationships with Amica Insurance, Banfield Pet Hospital, Boehringer Ingelheim Vetmedica, HomeAgain, Merck Animal Health, Merial Limited, PetSmart and Whole Foods Market also were beneficial. These generous companies donated goods and services and sponsored our events.

We worked actively with the Denver Area Veterinary Medical Society and PetAid Colorado, and we continued our membership in the Metro Denver Shelter Alliance—a coalition of local groups working to reduce euthanasia and increase pet adoptions at area shelters.

Others with whom we collaborated included the Animal Assistance Foundation, Coalition for Living Safely with Dogs, the Colorado Alliance for Cruelty Prevention, Colorado Federation of Animal Welfare Agencies, Colorado Pet Overpopulation Fund, Colorado Unwanted Horse Alliance, Denver Domestic Violence Task Force, National Council on Pet Population, National Federation of Humane Societies, and the Society of Animal Welfare Administrators.

Planning for the future

STRATEGIC PLAN

a commitment to saving more lives

In FY14, we completed year two of our five-year strategic plan. This collaborative effort of board members, staff and volunteers takes us to 2018 and allows us to make an even greater impact on the animals and people in our community and beyond, with the support of our generous donors.

The plan challenges us to reunite and adopt more dogs and significantly more cats every year. It ultimately raises the placement rate for cats and dogs to 90 percent by the end of the period—that's 90 percent of all the cats and dogs that come to us for rehoming or return to owner, regardless of their age, physical condition or temperament—with a 1-percent-per-year goal specifically for cats.

We are happy to report that we increased our overall live release rate by 4 percent last year, from 84 to 88 percent, with an amazing jump in cats: from 81 percent in FY13 to 86 percent, exceeding our cat-specific goal by 4 percent! Our focus on cat adoptions seems to have taken root in the community, and all of our efforts around cats appear to be paying off on their behalf.

The plan also acknowledges our broader responsibility to pets and horses that suffer from abuse or neglect. It calls for developing a network of animal welfare and law

"Most people feel sorry for homeless and abused animals. I decided that pity is a worthless sentiment unless one takes action upon their sorrow. Working here has enabled me to take direct action on their behalf. It has been and continues to be a purposeful and worthwhile labor of love for me."

*—Keith Davis
Field Services*

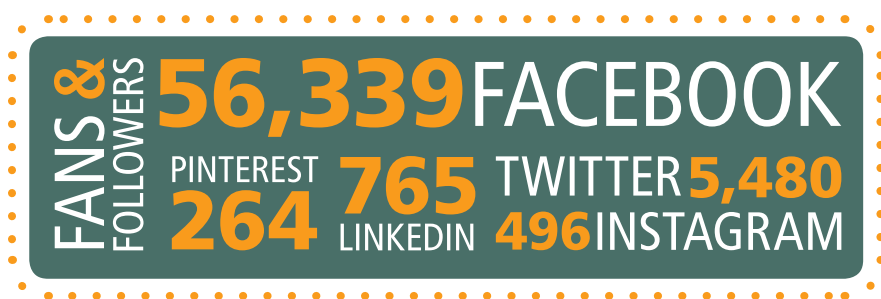


enforcement agencies covering the entire state, and for becoming a valued resource in the area of equine welfare. To that end, we maintained our coverage of six metro Denver counties, working more integrally with them, and provided investigative services to 32 rural counties as well. This increase in investigative services allowed us to spend more time educating pet and equine owners, and to develop strong relationships with law enforcement, come to the aid of suffering animals, and collaborate with other agencies and animal welfare organizations during emergencies that affected animals and their owners.

Other strategic goals include:

- An **expansion of outreach to the underserved** through both English and Spanish spay/neuter and trap-neuter-return programs.

- **An increase in collaborations with local animal welfare organizations** to continue to improve our overall offerings, advocate for animal welfare issues, encourage lifesaving transfers and build strong partnerships that lead to more adoptions and a higher community live release rate.
- A proactive, ongoing, targeted **communications strategy** to promote our programs and services. To this end, we are using a more marketing-oriented communications approach through targeting, planning and results analysis. In addition, we have analyzed the Dumb Friends League brand with the consultation of a nonprofit-branding company and are taking steps to ensure our brand reflects our forward-thinking vision.
- **Improved organizational development and processes** to ensure we have the leadership and efficiencies in place to offer the animals and the community the best programs and services possible.



Raising awareness, raising funds

THE SOCIAL WEB

Our website has become increasingly important to our reputation and to the outcomes of the animals on our Web pages. This year, we launched an entirely new site. Key features include:

- Modern, simple and responsive design, resulting in a 258 percent increase in mobile visitors
- Clear calls to action to guide our supporters to "Adopt, Donate, Get Involved"
- Improved images and display of adoptable pets and horses
- A searchable Resource Library of updated behavior, Dumb Friends League, community and teacher resource handouts
- More frequently refreshed content overall

Last year, we received over 1.6 million visitors to our website, with our mobile visitors increasing by 258 percent.

Social media allowed us to communicate almost instantly with our supporters, thereby strengthening relationships between the Dumb Friends League and the community we serve. Social media also supported our adoption and donation efforts. Our Facebook followers increased by 22 percent, with a current fan base of 56,339. We used a ranking service and best practices to guide us in making strategic posts, and created contests and ads to gain followers. On Twitter, we posted more current news, resulting in a 14 percent increase in followers. We also added Pinterest, Instagram and LinkedIn to our social-media mix, further increasing the number of people who follow and support us.

ADVERTISING AND MEDIA

Advertising As consumer habits have changed, so has the Dumb Friends League in its approach to advertising and media. In advertising, we placed a significant portion of our ads through online outlets. For special events, such as the Furry Scurry dog walk, we used "home-page takeover" tactics to better reach our target audiences and increase traffic to our website. We also capitalized on our contract with *Westword* to send text alerts and promotional email blasts. For the spring adoption campaign, we increased our presence in movie theaters and retargeted overall ads for the Denver market, particularly in areas within a close radius of the shelter.

We continued to capitalize on the Spanish-speaking market through radio, allocating half of the spay/neuter advertising budget to Spanish radio ads.

Media The support of the media in the Denver metro area is impactful both to the animals we have for adoption and to the overall impression Colorado residents have of the Dumb Friends League.

We featured animals in print and on television, radio and online 5,576 times. We placed hundreds of feature stories on animal welfare issues, pet care and special events. Many regional and community newspapers ran our ads and articles, and we appeared regularly on the following broadcast stations:

CW2/KWGN-TV
 CBS4/KCNC-TV
 7News/KMGH-TV
 9NEWS/KUSA-TV
 FOX31/KDVR-TV
 50 Univision/KCEC-TV
 Colorado's Best, CW2/KWGN-TV
 Colorado & Company, KUSA-TV
 Comcast Cable, Pets on Demand
 KOSI 101.1 FM



"When I talk to kids and adults about animal welfare, I know I may have changed someone's way of thinking about how they treat animals and view shelter pets. Educating people on spaying and neutering to reduce overpopulation, or how to care for a pet, or even something as simple as how to safely meet an animal is exactly what I was put on this earth to do, and I am so very lucky that I get to do it for a living."

—Tracy Owen
Humane Education



"I do everything in my power to provide a level of care for our horses that they've never had before. A soft hand and a kind tone goes a long way with these animals, who have often suffered hardships."

—Brent Winston
Harmony
Equine Center

Publications Our publications are a mixture of the established and the new. We continue to publish *Pet Tales*, our quarterly newsmagazine, to more than 37,000 of our supporters. *Closer View* newsletter, also published quarterly, was mailed to 4,300 generous donors, and *Founders Legacy* provided information to 5,000 people interested in helping animals through their estate plans. *League Mews* and *Inside Scoop*, our bi-monthly electronic news and event e-newsletters, were emailed to 71,715 subscribers, 14,000 more than last year. *Harmony Post*, a quarterly newsletter for equine enthusiasts, was sent to nearly 2,000 recipients.

SPECIAL EVENTS

Our ninth annual **Wag 'n Trail** dog hike took place Sept. 21 at Glendale Farm Open Space north of Castle Rock. The event, benefiting the Buddy Center, attracted 1,500 animal lovers and yielded donations of more than \$152,000. Attendees and their dogs walked the 1.6-mile trail, watched demonstrations and shopped for pet merchandise.

The 16th annual **Pledges for Pets Telethon** on Jan. 26, broadcast live from our Quebec Street Shelter, raised more than \$327,000. Seventy-six pets went to new homes that day. The five-hour show on FOX31/KDVR-TV also educated the community about homeless pets and our services.

In its 21st year, the **Furry Scurry dog walk**—our largest fundraiser—reached another milestone. With 5,281 registered participants and 150 vendors, exhibitors and sponsors, it brought in more than \$1,005,000. The May 3 two-mile walk for animals drew an estimated 12,000 people and 5,000 dogs to Denver's Washington Park.

Many thanks to our sponsors and to each individual who contributed or raised funds for these events.

Furry Scurry

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HomeAgain
Whole Foods Market

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The Denver Post
Yelp

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Kyjen
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TD Ameritrade
The Lodge Casino
The Poo Crew
The Shane Company
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Veterinary Referral
Center of Colorado
Wells Fargo
Zuke's

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TITLE SPONSOR

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CW2/KWGN-TV

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Frontline Plus
Good Times Restaurants Inc.
Heartgard Plus

HomeAgain
Kyjen
Mama Lisa's Little Italy
Sassy & Lola
The Poo Crew
Whole Foods Market

DEVELOPMENT

Our donor base included more than 55,000 individuals, businesses and foundations. Hundreds of Colorado employees donated through workplace-giving programs, a number of corporations matched their employees' gifts or their volunteer service, 43 individuals donated vehicles and several friends held fundraising events on our behalf. Of special note:

- Board-member emeritus Jana Bartlit and her husband, Fred, hosted the 12th annual **Lulu's Barkin' BBQ** at their Castle Pines home. The sold-out event raised more than \$860,000.
- **Colorado Gives Day**, a one-day, annual event, encourages charitable giving by providing comprehensive, objective and up-to-date information about Colorado charities—and an easy way to support them online. The Dumb Friends League was the second-most-popular charity last year, raising more than \$157,000.
- Pat Miller, TV and radio's popular Gabby Gourmet, hosted **Give Paws** at The Infinite Monkey Theorum in Denver. Top chefs created gourmet dishes for more than 175 guests, whose generosity raised \$68,000.
- Rob Proctor, gardening expert on 9NEWS/KUSA-TV, provided a tour of "**Proctor's Garden**" on behalf of the Dumb Friends League, garnering nearly \$8,000.

Our thanks to the following individuals, companies and organizations whose fundraisers helped us help thousands of animals:

A Night in West Egg	Fido Fest	Merrill Lynch	Reagan and Ella's
Aimco Cares	Gioielli	Merrill Middle School	Bake Sale
Aspen Prep Academy	Girl Scout Troop #1520	MGA	Renewable Energy Systems Americas Inc.
Assured Title Agency	Girl Scout Troop #60461	Communications, Inc.	Rollo, Inc.
Aurora Public Schools	Girl Scout Troop #64375	New Apostolic Church of Northglenn	Sage Hospitality
Avnet	Girl Scout Troop #64515	Office of the District Attorney	Saint John's Cathedral and University Park
Bank of America	Great West	Office of the State Auditor	United Methodist Church
BC Billiards and Spas LLC	Hale Pet Door National LLC	Penny Harvest—Bradley International School	Sill-TerHar Motors Inc.
Bottle & Bottega	Hanson Christmas Charity	Penny Harvest—Centennial Elementary School	SolarCity Corporation
Bradley International School	Highline Academy Charter School	Penny Harvest—Dakota Valley Elementary School	Southmoor East Garden Club
Brian Mark Photography	Insane Inflatable 5K	Penny Harvest—Godsman Elementary School	Southmoor Elementary School
Camille and Connor Leach Bake Sale	Isabella Bird Community School	Penny Harvest—Greenlee Elementary School	Starbucks
Cherry Creek High School	Jefferson County School District	Penny Harvest—Mesa Middle School	Steck Elementary
Cherry Hills Community Church	Jim E. Slater	Penny Harvest—Mt. View Elementary School	Stop Animal Abuse
Cimarron Middle School	Johns Manville Corporation	Pooch Plunge	Spread the Word
Colorado Expression	Kathy Stevens' Super Bowl Party	QBE National	The Academy—Westminster
Colorado Runner	Katie Marvoux Dog Walking Service	Farmers Union Insurance	The Community Foundation of Boulder County
Columbia Middle School	Keller Williams Realty Downtown Golf Tournament	Ralston Elementary First Graders	The Import Mechanics
Daisy Troop #927	Krause & Company PC		The Petco Foundation
Daisy Troop #63918	Liberty Middle School		Wells Fargo
DCS Montessori Charter School	Lila Sacha Bake Sale		West Elm
Douglas County School District	Madison Hospitality		Your Cause Sports
E-470 Public Highway Authority	McDonald Automotive Group		Zoom Room Denver
Elitch Gardens			
Fairways and Greens, Inc.			
Faith Community Center			



"Hill's Pet Nutrition has proudly worked with the Dumb Friends League for 10 years to help care for the nutritional needs and well-being of the dogs and cats in their care. The premium nutrition in Hill's Science Diet pet food helps keep the pets healthy, happy and ready to adopt. It's our privilege to support this leading animal welfare organization as it strives to transform the lives of homeless pets every day."

—Kostas Kontopanos
President, North America, Hill's Pet Nutrition, Inc.



"Staff and volunteers truly work together to give each animal the best care possible. This starts from the moment the animals set their paws in the door at Intake to when they walk out of the doors with their new families. When I train volunteers, I let them know how important they are to saving our pets' lives. In this and so many ways, I think we set a great example for the rest of the country."

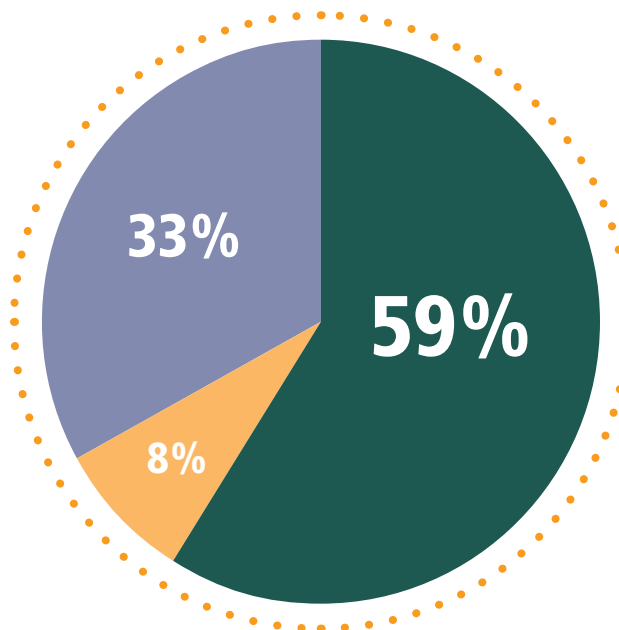
—Claire Oatey
Volunteer Services

Financial Report*

SUPPORT FROM ALL SOURCES: **\$21,907,000**

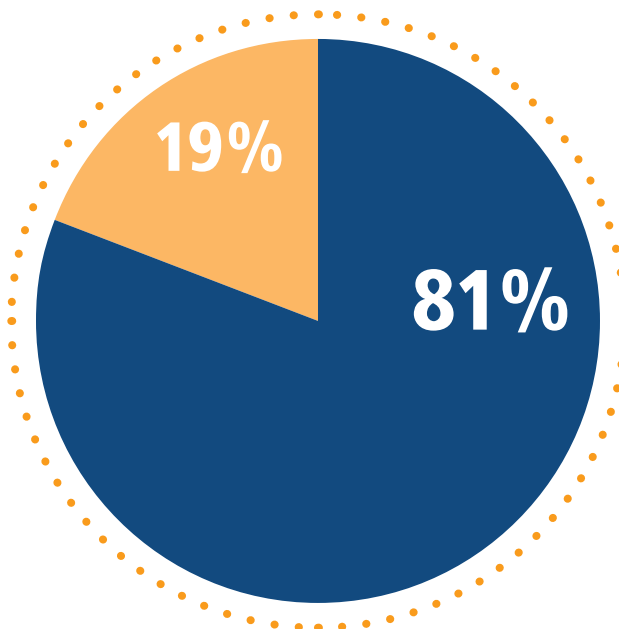
Of every dollar donated, 81 cents went to animal care services, education and outreach.

- Contributions
- Income from pets & equine services
- Net investment & other income



EXPENSES: **\$16,260,000**

- Program services
- Supporting services



* Unaudited numbers are used in this document. An audited financial report is available upon request.

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Dr. Mary E. Bates was one of the early leaders of the Dumb Friends League. Upon her death in 1954, she left an estate gift that provided for homeless animals well beyond her lifetime.

The Dr. Mary E. Bates Founders Society honors individuals who have included the Dumb Friends League in their estate plans. For information, contact Rick D. Gabrielson, vice president of development and communications, at (720) 241-7083.

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** in honor of our deceased Founders Society members*

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 Dorothy L. Broncucia
 Joyce Calvert
 Carmela M. Canoso Living Trust
 Paula M. Colangelo
 James M. Decker
 Charlotte DeGroat
 Robert J. Failing
 Arthur Folsom
 Agatha Foster
 Mary B. Frisk-Baker
 Frederick Gillies
 Sharon Gravelle
 Gloria A. Greby
 Joanne C. Hastings
 Lila F. Heimann
 Diane Henthorn
 Maurice Henthorn
 Donna D. Hultin
 Judy S. Johnson
 Margit Katz
 Marshall W. Keathley
 Geoffrey Kuhn
 Frederick and Elizabeth Libot
 Elynn Long
 Scott McCraner
 John McInnes
 Helen E. Moore
 Virginia I. Mullison Trust
 Irene V. O'Donnell
 James Parker
 Lettye C. Peterson
 Elfriede M. Raabe-Struebing
 Preston W. Rell
 Mark J. Schulte
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Janice C. Shellhammer
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Vincent A. Zarlengo

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John R. Nagy

Vice President of Administration & Finance

Rick D. Gabrielson

Vice President of Development & Communications

Duane Adams

Vice President of Operations

Locations & hours

Quebec Street Shelter

2080 S. Quebec St.
Denver, CO 80231

Adoptions

Monday–Friday: 11 a.m.–7 p.m.

Weekends: 10 a.m.–5 p.m.

Appointments available

Pet Intake/Lost and Found

Monday–Friday: 7 a.m.–7 p.m.

Weekends: 7 a.m.–7 p.m.

Appointments available

Buddy Center™

4556 Castleton Court
Castle Rock, CO 80109

Adoptions

Monday–Friday: 11 a.m.–6 p.m.

Weekends: 10 a.m.–5 p.m.

Pet Intake/Lost and Found

Monday–Friday: 9 a.m.–6 p.m.

Weekends: 9 a.m.–5 p.m.

Dumb Friends League Harmony Equine Center™

5540 E. Hwy. 86
Franktown, CO 80116

Adoptions

By appointment and

Fridays, Saturdays and Sundays:

11 a.m.–3 p.m.

All locations are closed on major holidays.

Partner Adoption Locations

Select Petco and PetSmart stores feature our adoptable cats.

See ddfl.org for details.

Phone

(303) 751-5772

Website

ddfl.org

Our mission

The Dumb Friends League is committed to the welfare of animals:

- We shall provide shelter and care for animals
- We shall provide programs and services that enhance the bond between animals and people
- We shall be advocates for animals—speaking for those who cannot speak for themselves

Our community commitment

As part of a compassionate community, we collaborate and innovate to:

- Rescue sick, injured and neglected animals
- Investigate cases of cruelty and abuse
- Provide shelter, veterinary care, and behavior and training programs to homeless companion animals and horses
- Adopt homeless pets and horses to new homes
- Reduce pet overpopulation through mobile spay and neuter projects in underserved areas
- Offer learning opportunities for the public to keep more pets in homes
- Educate children and adults about animals and their needs

