



Organizational Update

Prepared for:

Animal Services Advisory Board

August 1, 2025



The 1st Call for Help: Animal Help Desk

When pet owners in crisis don't know where to turn, the Animal Help Desk is there to listen, guide, and offer solutions. Whether it's rehoming a pet, accessing resources, or getting advice, we're helping families stay together and pets stay safe.

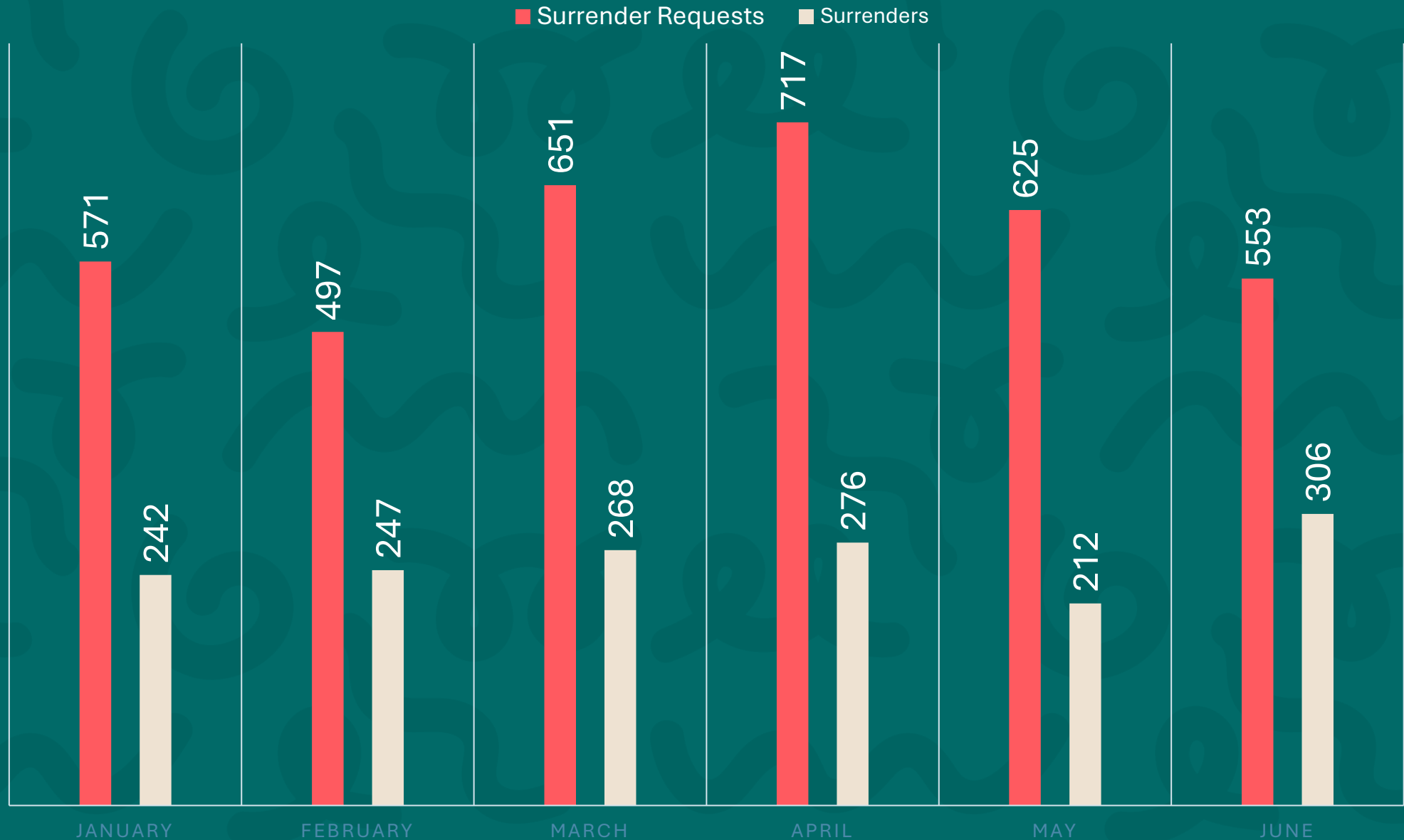
Key Stats (Q2 2025)

- **2,375** community contacts to the Help Desk
- **1,895** surrender requests fielded with empathy
- **32 hours** average response time
- **10 days** median wait time for surrender appointments



"Thanks to the Help Desk, I got the support I needed to keep my dog, and my peace of mind."
—Jane S., Help Desk Caller

Surrender Requests & Intakes





As the designated surrender agency for Washoe County, Nevada Humane Society provides a compassionate safety-net for pets who have nowhere else to go.

We're here for the tough cases: the pets whose families are facing housing insecurity, financial hardship, illness, or crisis.

647

Q2 Surrenders

1,283

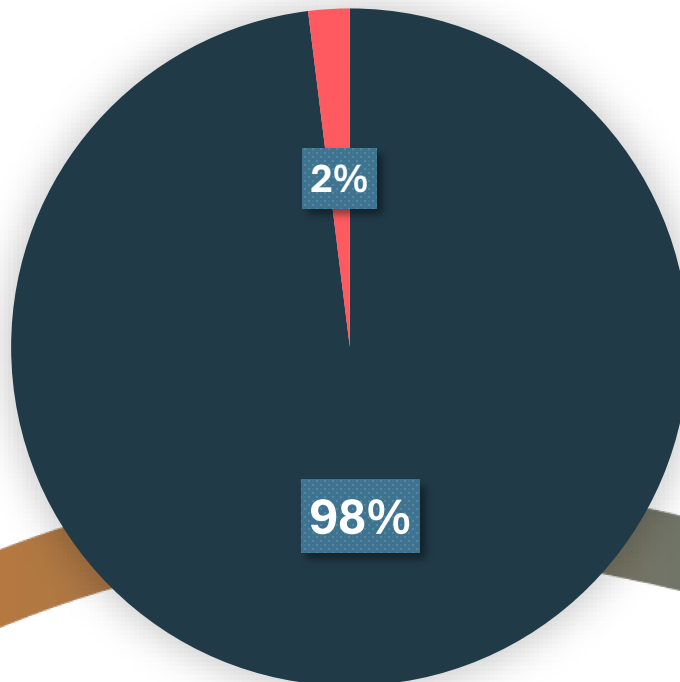
Year-to-Date Surrenders

Partnership in Action: Transfers from WCRAS

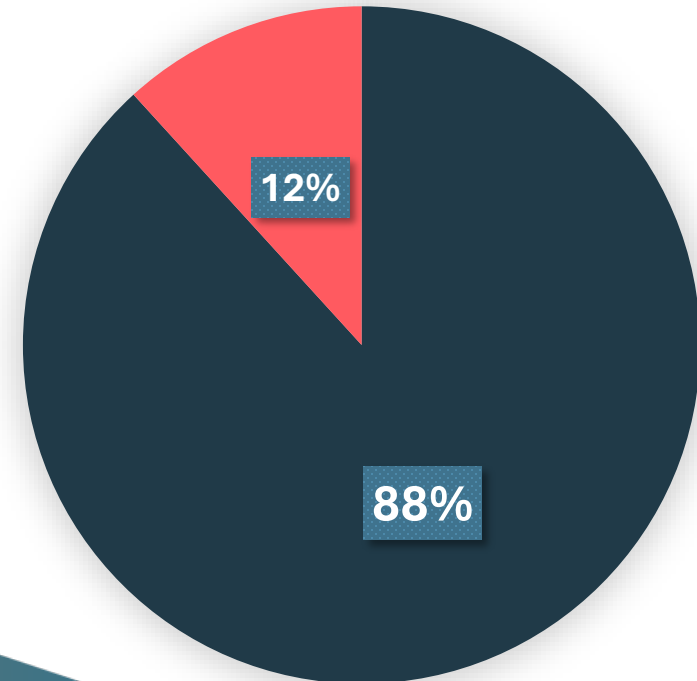
Our partnership with Washoe County Regional Animal Services is the cornerstone of lifesaving in our community.

Every animal transferred from WCRAS into our care represents a coordinated effort to give pets the best possible outcome, whether that's medical treatment, foster care, or a new beginning through adoption.

Q2: Cats



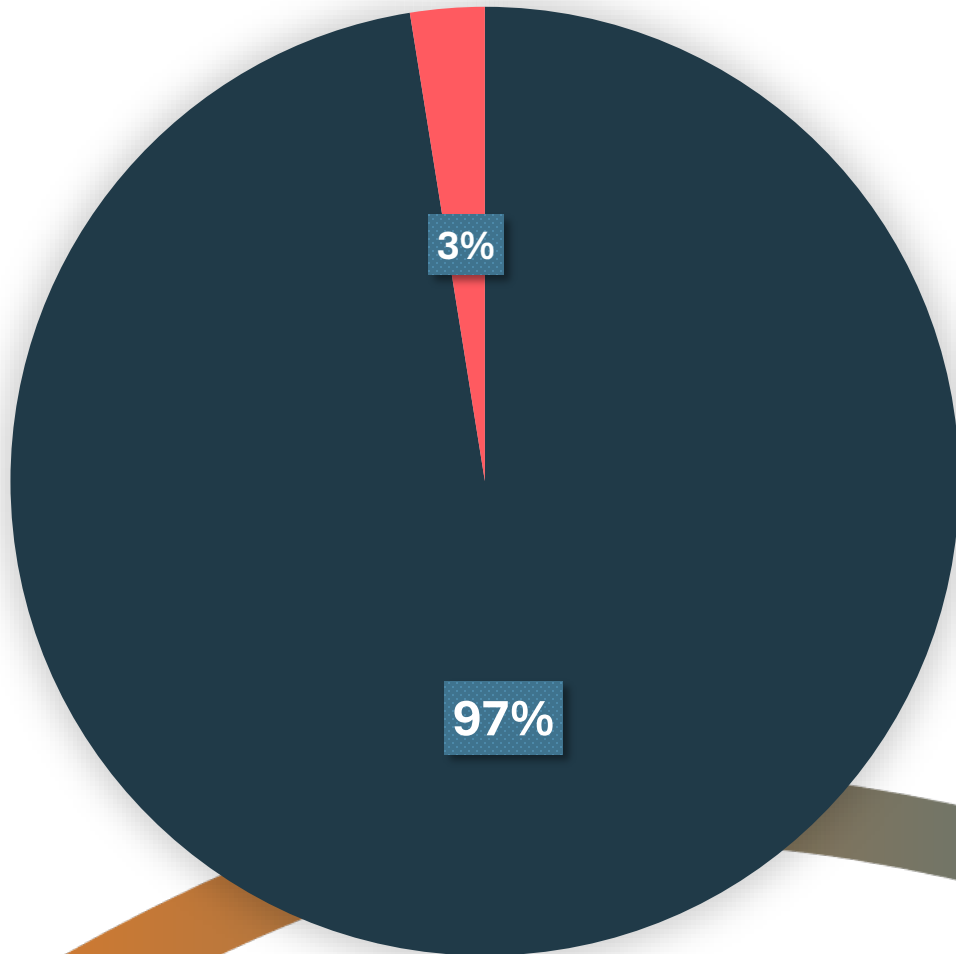
Q2: Dogs



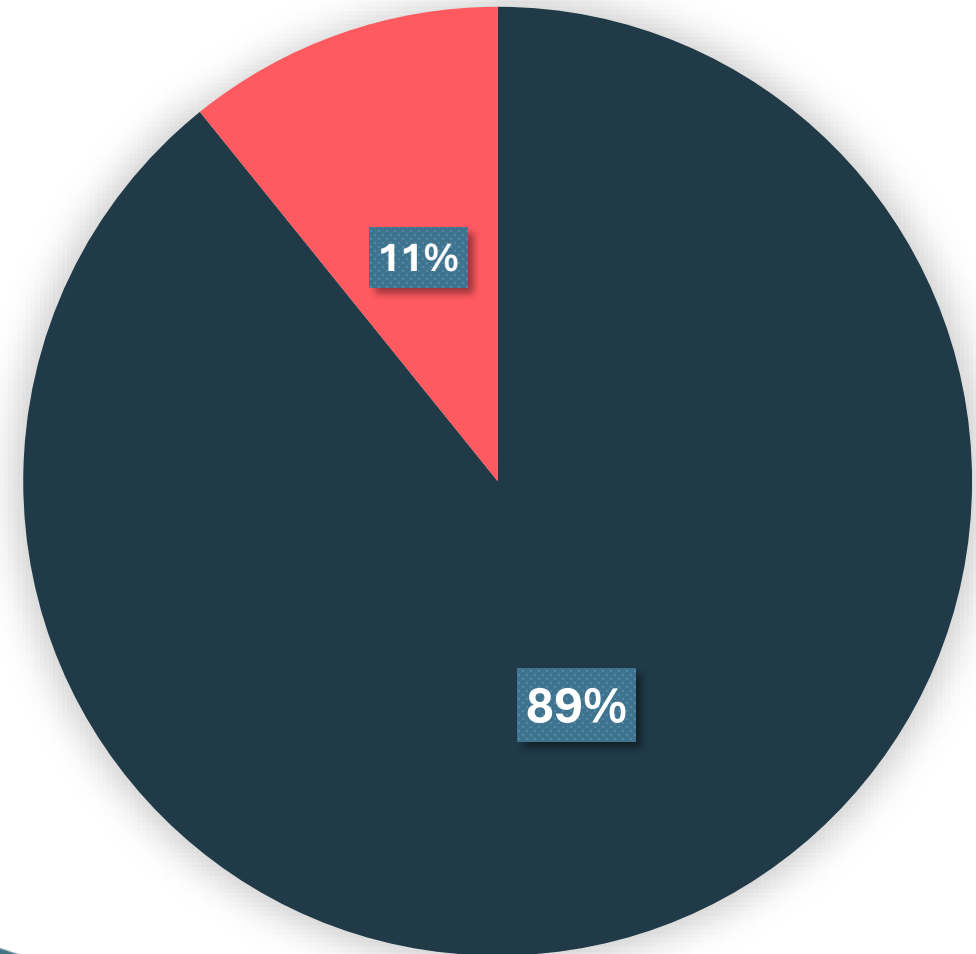
■ NHS
■ Other Partners

Year-to-Date Transfers from WCRAS

2025: Cats



2025: Dogs



■ NHS
■ Other Partners



Tiny but Mighty: Good Samaritan Surrenders

Every spring, our community sees an influx of fragile kittens, orphaned, underweight, and too young for adoption.

Nevada Humane Society is proud to be the safety-net for these tiny lives. We accept any kittens under 2 lbs. so they can bypass the shelter environment and enter loving foster homes, where they grow strong and social, ready for forever families.

Key Stats:

- **648** Q2 Good Samaritan Surrenders
 - **452** 2024 Q2
- **711** Year-To-Date Good Samaritan Surrenders
 - **1,099** 2024 Total



Q2 Total Intakes

2,662

794

Intakes – Surrender

1,135

Intakes – WCRAS Transfer

648

Intakes – Good Samaritan

85

Intakes – Other

2025 Year-To-Date Intakes

4,229

1,551

Intakes – Surrender

1,846

Intakes – WCRAS Transfer

711

Intakes – Good Samaritan

121

Intakes – Other



Happiness From Nose to Tail

The thousands of pets each year just like him, are why we do what we do:
creating happiness from nose to tail for pets and the people who love them.

1,854

Q2 Adoptions

3,403

Year-to-Date Adoptions

1,690

Q2 2024 Adoptions

3,217

2024 Year-to-Date Adoptions

Low-Cost. High-Impact.

Our public spay & neuter program is one of the most effective ways we prevent unwanted litters, reduce shelter intake, and support our community. By making these services accessible and affordable, we're helping people care for their pets — and keeping more animals out of the shelter.



168

Dog Spay & Neuter Surgeries



1,121

Cat Spay & Neuter Surgeries



1,289

Total Public Surgeries

Nanna's Story

She has lived with her family for her whole life and has been a healthy and sweet dog. She is now 7 years old, and her owner noticed decreased appetite, increased water intake, and vaginal discharge. She went to a full-service vet and was diagnosed with pyometra. The owner could not afford the \$4,000 estimate. She was able to receive surgery at NHS and went home with her family the same day.





Protecting Pets, Supporting People

In addition to spay & neuter services, we provide low-cost vaccines and microchips to help keep owned pets healthy, safe, and home where they belong.

These services are vital for families who want to do right by their pets but may be facing financial barriers.

1,117

Animals Microchipped in Q2

2,886

Animals Vaccinated in Q2

5,050

Vaccine Doses in Q2

Volunteers: The Power of Showing Up



Volunteers are the heart of our mission — walking dogs, cuddling kittens, supporting events, and so much more. Their time and compassion make lifesaving possible every single day.

Key Stats

Q2 2025

- **7,102** Total Volunteer Hours
- Equivalent to **15** Full Time Staff

Year-to-Date

- **14,076** Total Volunteer Hours

Fostering: Lifesaving Starts at Home

When space is tight or a pet needs extra care, foster families step in. From bottle babies to recovery cases, fostering gives pets the time, comfort, and love they need to thrive.

- **1,049** Placements in Q2
- **1,400** Placements Year-to-Date



Full Bowls, Full Hearts

Our Pet Pantry helps keep pets where they belong, at home, with the families who love them. By providing free pet food and supplies to those in need, we're preventing surrender and supporting pet owners through tough times.

Key Stats

Q2 2025

- **46,795** lbs. of Food
- **2,059** Dogs Fed
- **2,760** Cats Fed

Year-to-Date

- **100,110** lbs. of Food
- **4,250** Dogs Fed
- **6,040** Cats Fed





NEVADA **Humane Society**

Happiness From Nose to Tail