



**Animal  
Friends**

**Impact Report  
2020**





Chow Wagon drive-thru pet food distribution, Saturday, April 11, 2020.



## Our Vision

To ensure the well-being of companion animals, while ending overpopulation, abuse and unwarranted euthanasia.

## Our Mission

Animal Friends, a premier companion animal resource community, is committed to promoting the animal-human bond and nurturing relationships with companion animals which are guided by compassion.

It is our mission to:

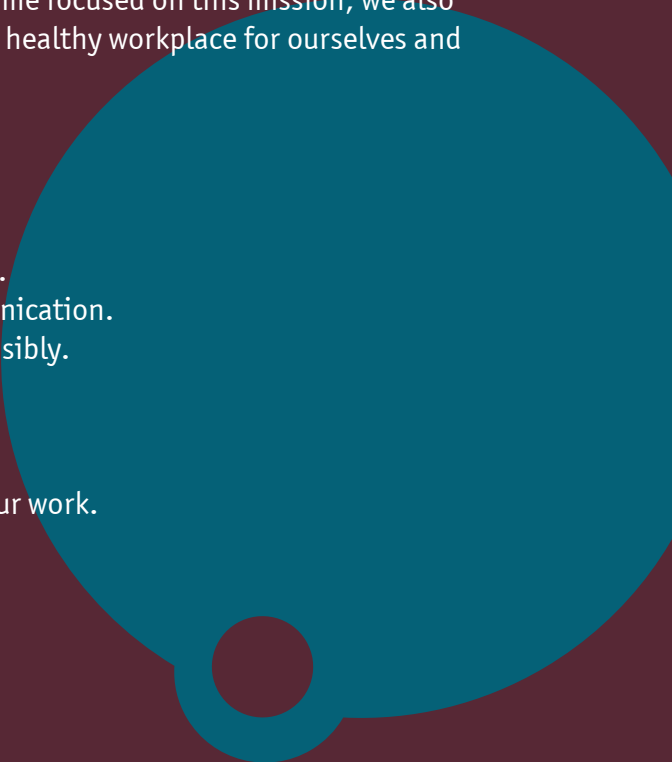
- Reduce the number of unwanted animals through aggressive spay/neuter programs.
- Provide for the well-being of companion animals in need, while adhering to our no-kill tradition and find each a lifelong, loving home.
- Offer affordable wellness services and resources to pets and owners in need, targeting underserved communities, to support whole-life care.
- Promote the animal-human bond through outreach, education and therapeutic programming.
- Act as an advocate on behalf of animals in crisis and as an enforcer of their rights and protection through education, investigation and promotion of companion animal welfare legislation.

We are deeply committed to these goals while ensuring the financial security and stability of the organization for future generations.

## Our Culture

We choose to work at Animal Friends because of its mission to serve as a compassionate advocate for animals. And while we spend our time focused on this mission, we also choose to create a compassionate, humane and healthy workplace for ourselves and each other.

Toward that end, we endeavor to:

- Support a united Animal Friends.
  - Practice collaboration and cooperation.
  - Embrace diversity and open-mindedness.
  - Practice open, direct and prompt communication.
  - Deal with conflict proactively and responsibly.
  - Promote trust.
  - Demonstrate respect.
  - Support a safe and healthy workplace.
  - Acknowledge the emotional aspects of our work.
  - Show appreciation and gratitude.
- 

# Our Impact

**83¢** of every  
dollar goes toward  
lifesaving care,  
programs and resources.

**96.3%**  
Live Release Rate

**100,000+**  
animal and human  
lives touched.

In 2020 Animal Friends continued to rescue, rehabilitate and rehome companion animals while offering lifesaving programs, services and resources for the pets and people who needed them most. Despite the many challenges that this year presented, our commitment to positively impacting the lives of our animal friends was stronger than ever.



Kathleen Beaver and Animal Friends' resident, Buffy.

# Executive Summary



Caryl Gates Gluck Resource Center | Howard Ash Animal Wellness Center  
562 Camp Horne Road | Pittsburgh, PA 15237 | 412.847.7000 | [ThinkingOutsideTheCage.org](http://ThinkingOutsideTheCage.org)

Dear Animal Friend,

What can I say about the year 2020? I could focus on the struggles we faced as a result of the pandemic, the shutdowns and restrictions that challenged our daily operations or the fear we felt at the thought of having to close our doors to the pets and people who needed us more than ever.

But what stands out to me about this year isn't the hardships we faced as an organization. It is the resilience, commitment, creativity, flexibility, compassion and dedication of our staff, volunteers and friends in the community who worked tirelessly to sustain our lifesaving work during perhaps the most difficult chapter in Animal Friends' 77-year history.

When the pandemic hit our community, we were forced to make the heartbreaking decision to temporarily suspend our public operations. Although our dedicated team was still hard at work behind the scenes ensuring that each and every dog, cat and rabbit who filled our kennels received the care they needed, we knew we had to re-open as quickly (and safely!) as possible.

**We knew that our community needed us.**

Navigating the ever-changing world of COVID-19 certainly presented its fair share of challenges. But our team never stopped. They assessed the need, rolled up their sleeves and continued doing what they do best ... saving lives.

I am so proud to share this community impact report with you. It will show you that even a global pandemic cannot stop this energetic organization from fulfilling its mission. At Animal Friends, we will never stop providing support and resources to those who need them. We will never stop rescuing and rehoming companion animals who have nowhere else to turn.

**And, we will never stop saving lives.**

With much appreciation,

Kathleen Beaver  
President & CEO





# Supporting Communities and Saving Lives

Without a doubt, 2020 was a challenging year at Animal Friends. But, we knew our community was struggling too. So when the COVID-19 pandemic hit in March, we got to work.

Day in and day out, our creative, hardworking and compassionate team developed new and innovative ways to continue the lifesaving programs that support the pets and people of our community.

Because at Animal Friends, we don't just sustain lives ... we save them.



# Lifesaving Care

Every single day, our dedicated team provides compassionate and individualized care for our homeless animal residents. Whether they are with us for days, weeks, months or even years, our level of commitment to the dogs, cats and rabbits in our care is unwavering.

## Medical

Adjusting our daily operations to allow for social distancing was especially challenging for our Medical team because their roles require them to work closely with others. But, because this essential team plays a vital role in the health and well-being of our residents, we were committed to finding a way. Our Medical team was flexible and developed new ways to provide holistic and compassionate care while always putting the animals first.

## Behavior and Enrichment

In a shelter environment, mental health is just as important as physical health. Even during a year where daily stresses weighed heavily, our Behavior Wellness team was committed to using positive, evidence-based training methods and providing enrichment activities to alleviate stress and anxiety.

## Daily Care

Our Behavior Care Technicians play a critical role in the daily lives of our animal residents. By taking the time to learn about their unique personalities, special needs, likes and dislikes, we can improve the quality of their lives ... no matter how long they are in our care.

approximately  
**19,000**  
canine meals  
prepared

nearly  
**2,000**  
vaccines  
administered

**33**  
Behavior  
Modification  
Plans

**8,372**  
cat enrichment items  
of the day

**400**  
fecal samples  
processed

**617**  
spay/neuter  
surgeries

**216**  
BunRuns



# Rescue and Rehoming

Our commitment to rescuing, rehabilitating and rehoming begins the moment an animal comes through our doors. Through expanded transfer efforts and a progressive approach to fostering and foster-to-adopt, we impacted thousands of animals in 2020.

## Admissions and Transfer

At the height of the pandemic with a stay-at-home order in effect, our Admissions team temporarily shifted to admissions on an emergency-only basis. But, with creativity, flexibility and careful and responsible procedures in place, this dedicated team regrouped and found ways to continue admitting animals in need of rescue and safe haven.

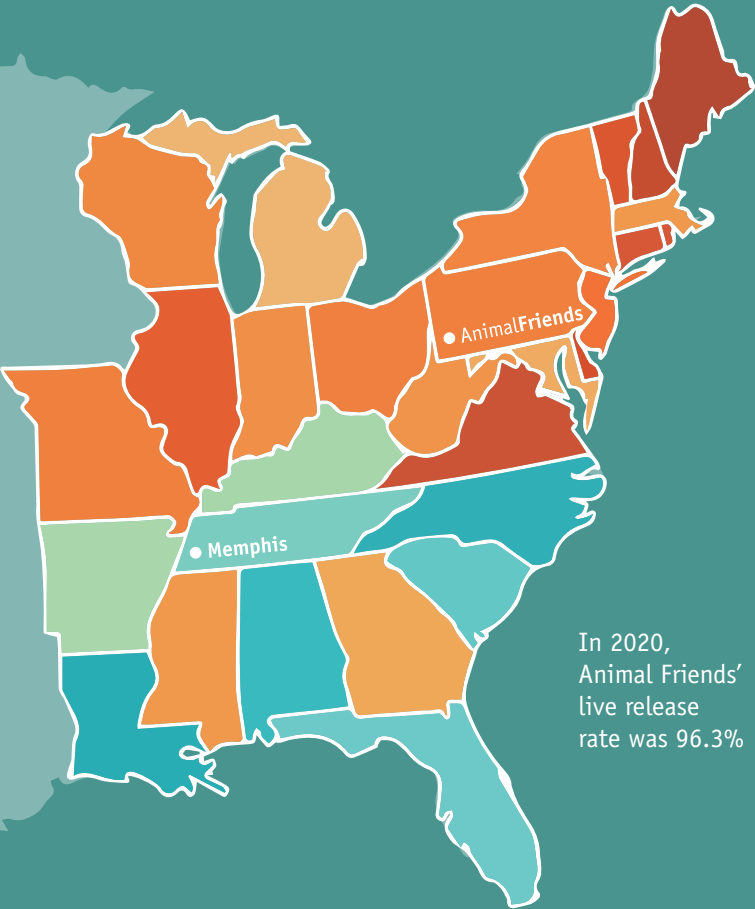
Despite the challenges presented by COVID-19, Animal Friends expanded our impact by establishing new partnerships to transport dogs from the Memphis area where overpopulation and euthanasia of healthy, adoptable animals continues to be a common problem.

### Live Outcome Rates by State

source: Shelter Animals Count



**314**  
animals transferred  
from other  
organizations



In 2020,  
Animal Friends' live release  
rate was 96.3%



**Capone,** our longest-term resident, was adopted after 1,134 days in our care.

Total Adoptions

**1,659**

Adoptions after the shutdown\*

**1,143**

\* March 18-Dec 31

## Adoption

Our Adoption team began the year with a goal of finding loving families for 2,500 homeless animals. But, after the pandemic hit adoptions temporarily came to a halt and our team began to reinvent the way we make matches. By beginning the adoption process virtually and scheduling adoption meet-and-greet appointments, this dedicated team exceeded their adjusted goal for the year, and matched more than 1,100 animals with families after the shutdown.

## Worth the Wait!

**170** animals adopted after 90 days or more in our care

**24** animals adopted after 1 year or more in our care

**5** animals adopted after 2 years or more in our care





# Foster Program

As we shifted to staggered schedules and fewer staff and volunteers in the building, we also needed to find creative solutions to maintain the highest level of care for our animal residents. Fortunately, with more of our neighbors working from home, applications to become foster guardians for our animal residents began to pour in.

With fewer animals in our kennels and a surge in foster hours, we were able to ensure that each animal was receiving the individualized care they needed. And, **61 fosters became adopters** as they opted to make their temporary arrangements a little more permanent!

## Foster Hours (March, April and May)





# Pet Retention and Affordable Services

When the pandemic hit in March, our Animal Wellness Center was forced to temporarily shut down all elective, non-emergency procedures including spay/neuter surgeries and vaccine clinics. But, our team knew that there were more struggling pets and people than ever.

Because we were unable to meet our clients in person, we launched Telehealth, a free service for pet owners who had concerns about the health of their beloved companions. Through hardwork and creative thinking, we continued to provide a safety net and peace of mind for animal lovers in our community.

On June 1, our Animal Wellness Center re-opened to a flood of need from the community. Through innovative scheduling practices and heightened health and safety measures, our clinic was once again able to offer in-person support to the clients who needed us.



**107**

Telehealth  
appointments



**14,878**

low-cost  
vaccines



**5,455**

spay/neuter  
surgeries



# Chow Wagon Pet Food Bank

While many of our programs were suspended at the onset of the pandemic, others – like our Chow Wagon Pet Food Bank – saw a surge in demand. With pet owners in our community struggling to feed their animal companions, the need for resources like Chow Wagon was greater than ever before.

So, our team began to find new and inventive ways to distribute free, nutritious food to the pets of our community who needed it most. In April we hosted a drive-thru pet food distribution on our campus, providing **16,500 pounds of food** to more than **1,600 hungry companion animals** in just a few short hours.

But we didn't stop there! By the end of 2020, our dedicated and compassionate team had provided **646,974 meals** to **29,152 families**, nearly doubling the amount of pet food distributed in 2019.

## Chow Wagon Donations

2017  
**72,013 lbs**

2018  
**92,584 lbs**

2019  
**102,815 lbs**

2020  
**202,171 lbs**

During our drive-thru pet food distribution event, we saw firsthand how much our community needed these resources. During the weeks and months that followed, our **Animal Friends for Life** team began to establish community resource hubs throughout the region, providing food and supplies to the neighborhoods that were facing the greatest challenges.

**6**

community resource  
hubs established  
during the pandemic

**374**

free or subsidized  
spay/neuter  
surgeries

**1,547**

free or  
subsidized  
vaccines

# Humane Programming

Our efforts to make the places we live more humane simply cannot be put on hold. Although Animal Friends – and the animal welfare community at large – faced a number of obstacles in 2020, we remained focused on our vision of a more compassionate future.

## Humane Investigations

With members of our community required to stay at home, our concern was that fewer cases of animal cruelty and neglect would be reported. Although the number of calls our Humane Investigations Department received decreased during the stay-at-home mandate, our team continued to offer education, resources and remote support while addressing concerns from the community. And, over the course of a turbulent year, we were thrilled as two members of our Humane Investigations team took significant strides toward being sworn in as Humane Society Police Officers in the new year.





# Humane Legislation

As we look toward a brighter future for companion animals, our efforts to enact positive change through humane legislation continued to grow in 2020. Through virtual meetings with community members, lawmakers and stakeholders, we continued to make progress on critical legislation including **Victoria's Law** and the **Prohibition on Declaw**.

**Victoria's Law** seeks to end the sale of commercially bred dogs, cats and rabbits in pet stores.

**The Prohibition on Declaw** is working toward banning the practice of declawing cats in communities throughout southwestern Pennsylvania.

# Outreach and Therapeutic Programs

At Animal Friends, our outreach programs typically touch well over 100,000 lives in the community each year. But as schools and businesses shut down and hospitals and care facilities suspended visiting hours, many of these programs were forced into hiatus.

Our **Therapets** program, which offers compassionate support from certified pet therapy teams, frequently visits those in the community who are in need of mental or physical healing. **Animal Friends University**, our public training program, was shut down for much of 2020. Thankfully, the warmer weather gave our AFU team the opportunity to offer Play Yard rentals and outdoor training classes.

And, our **Veterans Programs** continued on a limited basis as we did everything we could to offer support to our military community, even if that meant simply reaching out to check in with them during the pandemic. We maintained our longstanding commitment to the brave individuals of our Armed Forces, facilitating **64 priceless matches and specially-trained service animals** as the official Pittsburgh Chapter of Pets for Vets®.

**320**

virtual  
Therapets visits

**15,388**

individuals  
touched through  
outreach programs

**318**

Play Yard  
reservations

**346**

check-in calls to  
veteran adopters



**1,489**

volunteers contributed

**287,605**

hours of service  
in 2020.

## Our Volunteers

One of the brightest spots of 2020 at Animal Friends was the incredible support of our dedicated corps of volunteers. Throughout a year of constantly changing guidelines and restrictions and complicated scheduling, our volunteers remained committed to both the animals and our lifesaving mission. Despite all of the challenges we faced as we adjusted to the ever-changing climate, nearly 1,500 volunteers contributed their time to support our animal residents.



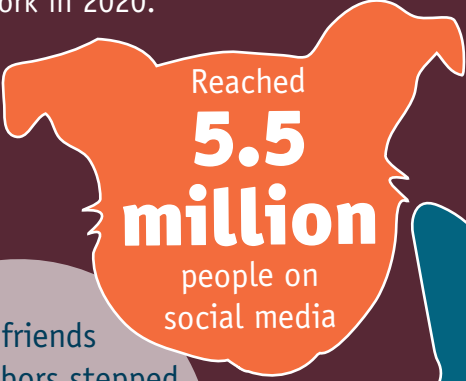


## Community Engagement

During a year of social distancing and isolation, it was more important than ever for us to engage with our community. Without in-person interactions, we relied on our website and social media channels to stay in touch with our supporters

Although we could not be together in person, we remained connected with our community as our fundraising events and outreach activities went virtual. Even our largest fundraiser and signature gala took place virtually as we presented the first-ever Black Tie & Tails at home.

Without the incredible generosity of our loyal donors and steadfast support from companies, foundations and other community groups, Animal Friends simply would not have been able to sustain our lifesaving work in 2020.



Reached  
**5.5**  
**million**  
people on  
social media



Our friends  
and neighbors stepped  
up to host **48 third  
party fundraisers  
and community  
events.**



**17,224**  
individual donations,  
grants, sponsorships  
and other  
contributions

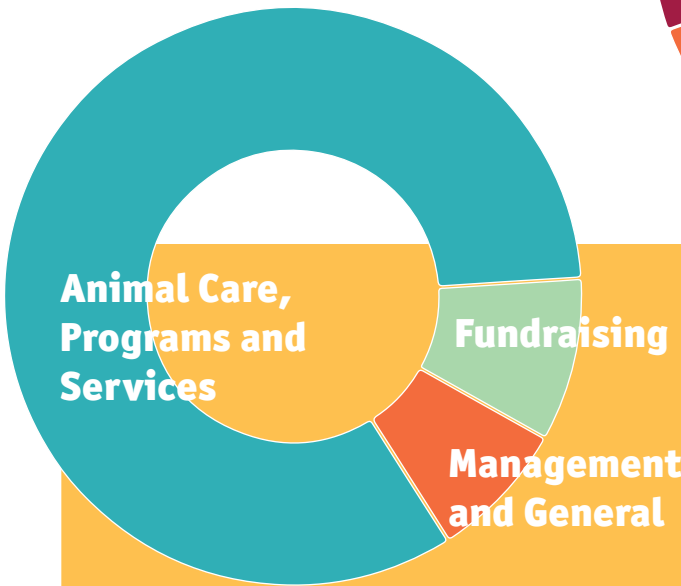


More than  
**500**  
guests virtually  
attended  
Black Tie & Tails

# 2020 Operating Activity (Unaudited)

Annual Giving and Grants	\$2,103,787	41%
Bequests	\$1,207,485	24%
Programs and Services	\$649,463	13%
Events	\$500,349	10%
Investments and Other	\$633,510	12%
<b>Total Revenue</b>	<b>\$5,094,594</b>	<b>100%</b>

## Revenue



## Expenses

Animal Care, Programs and Services	\$3,927,569	83%
Management and General	\$371,003	8%
Fundraising	\$433,089	9%
<b>Total Expenses</b>	<b>\$4,731,661</b>	<b>100%</b>

As is consistent with our audited financial statement and Form 990, the events and investments revenue is net of direct expenses.

Functional expense allocation does not include depreciation expense.



# Board of Directors

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## *In Memoriam*

Alice Richardson, Founder

Lloyd Gluck, Esq.

As of Dec. 31, 2020

Every dollar has an impact in the lives of the pets and people in our region who are struggling the most.

This lifesaving work can't continue without you.

