



Animal  
Friends

**Impact  
Report  
2022**

# Saving Lives ... And So Much More

## **Our Vision**

A humane and compassionate future for every animal friend.

## **Our Mission**

To rescue, rehabilitate and rehome animals in crisis, ensure healthy pets through education, advocacy and affordable services, and inspire a community where the animal-human bond is celebrated and nurtured.

## **Our Core Values**

We are: Solution-Driven | Resourceful | Compassionate  
Driven by: Integrity  
Committed to: Excellence

# Our Impact

**87¢**

of every dollar supports  
lifesaving care, programs  
and resources

**96%**

Live Release Rate

**200,000+**

animal and human lives touched



# Executive Summary

Dear Animal Friends,

We all know annual reports are about the numbers. The number of animals adopted. The number of surgeries performed. The number of lives saved. This data is critical as we analyze how effectively we are impacting our communities and assessing where we can improve.

By the numbers, Animal Friends had a very impactful year in 2022. Demand for each one of our programs grew substantially last year. Calls handled by our Humane Investigations program increased by 78%. The number of appointments at our affordable Wellness Clinic skyrocketed by 122%. The number of resources shared with struggling pet owners through our Friends for Life program swelled by 61%. Individuals impacted by our classes and therapeutic programs jumped by over 160%.

It was certainly a productive and lifesaving year.

But we know our accomplishments go beyond the numbers. We know that behind every pound of pet food donated, every low-cost surgery performed, every animal welcomed into our care there is a story, and there is a person or a pet who is simply looking for a helping hand.

I encourage you to take note of the meaningful numbers in this report. And, please take in the individual stories as I am certain that is where you will find the most important impact.

We know none of this would be possible without the support and generosity of foundations, businesses and people like you. Thank you for your commitment in 2022 and for ensuring that our impact continues to go well beyond the numbers.

With Gratitude,

Kathleen Beaver  
President & CEO  
Animal Friends

# Rescue

**78%**  
increase in Humane  
Investigations cases

## Admissions

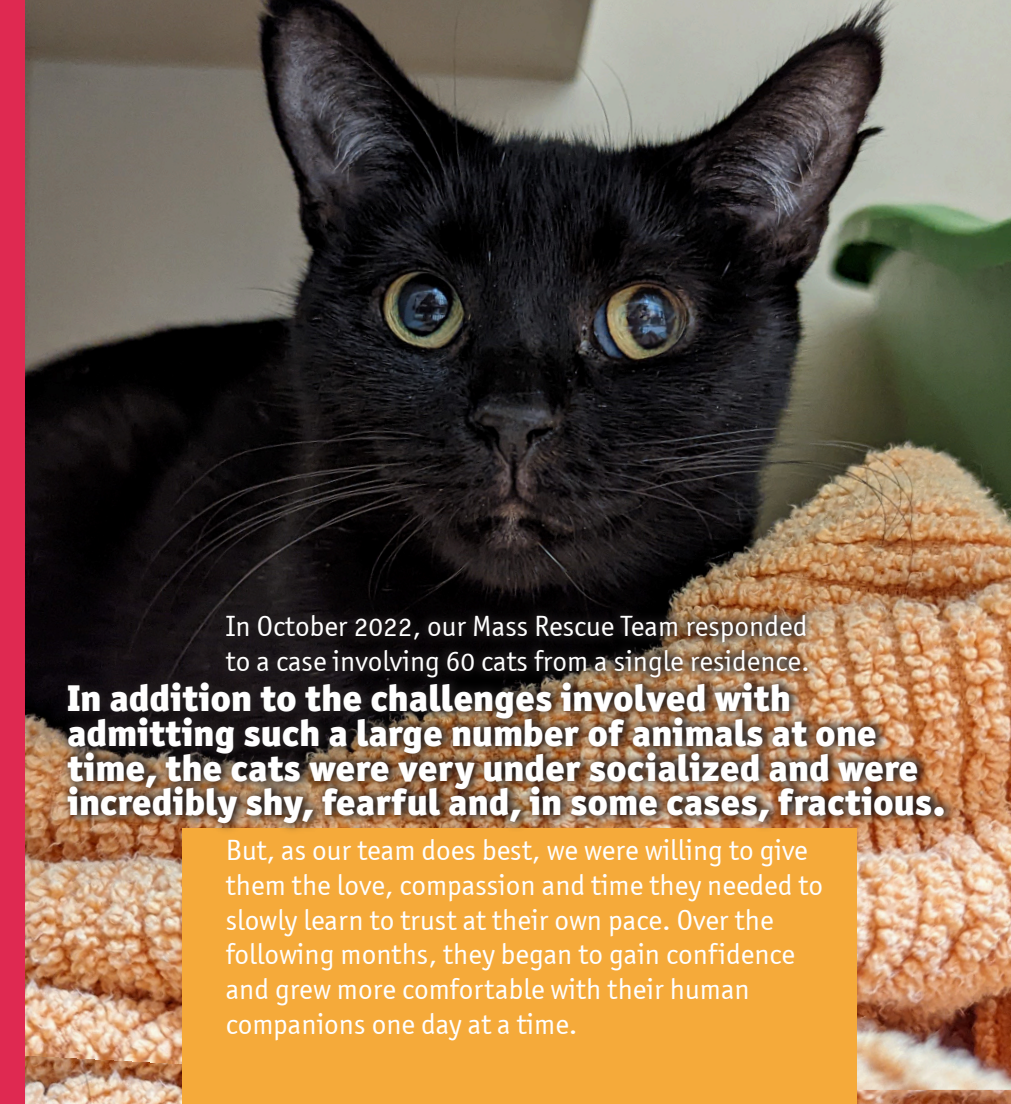
In 2022, Animal Friends provided safe haven to **1,744 animals** through a variety of admissions including owner surrenders, transfers from other organizations, strays and rescue of animals who were victims of abuse, neglect and cruelty. Regardless of their history, each animal is welcomed into our progressive network of care as they begin their second (or third, or fourth) chance at finding a loving family.

## Humane Investigations

As our Humane Investigations Department has grown, so has the number of cases they investigate and, in turn, the number of lives they touch. This past year, we were pleased to add a third Humane Society Police Officer who now serves as our Community Resource Officer, working with struggling pet owners to provide them with education and resources to ensure their pets are receiving the care that they deserve and is required by law.

Animal Friends' Humane Investigations team handled **551 cases** involving **2,056 animals** in 2022. These cases resulted in 429 animals being rescued and admitted to Animal Friends' care. In cases involving animals who are not voluntarily surrendered by their owner, Animal Friends is required to hold them – either on-site or in temporary foster homes – until their court case is resolved. Unfortunately, this process can take weeks, months or even years with an animal on a Humane Investigations hold spending an average of **325 days** in our care.

One particularly alarming trend over the past several years has been a growing number of large-scale rescues. Of the cases that resulted in animals being admitted to Animal Friends, **25 included five or more animals** living in one residence. With the increase in mass rescues, we formed a new Mass Rescue Team, comprised of Animal Friends staff and volunteers who are specially trained to assist during these unique rescues.



In October 2022, our Mass Rescue Team responded to a case involving 60 cats from a single residence.

**In addition to the challenges involved with admitting such a large number of animals at one time, the cats were very under socialized and were incredibly shy, fearful and, in some cases, fractious.**

But, as our team does best, we were willing to give them the love, compassion and time they needed to slowly learn to trust at their own pace. Over the following months, they began to gain confidence and grew more comfortable with their human companions one day at a time.



**Roger was extremely sick and his owner was not willing to pay for the testing that was needed to properly treat him.**

In September, we were contacted about a young puppy named Roger who had been surrendered to a local emergency veterinary office.

After his initial exam, we found that Roger was about 6 weeks old and had likely been separated from his mother too soon and was unable to eat on his own. Our team was concerned that he would not make it through the week, but we were determined to help the sweet young pup in every way possible.

Members of our Medical team stepped up to foster him and provide around-the-clock care, feeding him with a syringe as often as every 2-3 hours to keep his blood glucose levels high enough. Roger had lost his sight and continued to be lethargic as a result of his condition, but was slowly responding to his treatment, becoming lively and acting more like a normal puppy. After nearly 2 months of close monitoring and ongoing care from our Lifesaving Operations team, Roger was healthy enough to be neutered and was adopted in no time!

# Rehabilitation

## Beyond the Numbers

Thinking outside the cage is more than just a tagline at Animal Friends. It is a philosophy we live by each and every day, especially when it comes to improving the daily lives of our animal residents. Here are just a few of the ways that we promote mental and physical health for our animal population ...

### BunRuns

### Play Yards

### Agility Work

### Calming Cabin

### Sensory Garden

### Scent of the Day

### Canine Play Group

### Wooded Walking

### Individual Social

### Daily Enrichment

### Morning Afternoon

## Medical

Our Medical Department provides veterinary care for the dogs, cats and rabbits at Animal Friends and in our foster homes. From administering routine vaccines and medications to performing advanced procedures and the unique challenges of managing infectious diseases in a shelter setting, this team is committed to providing the highest quality of care to each of our animal residents.

## Behavior

Our highly skilled and credentialed Behavior team spends time with each companion animal who comes through our doors. During a thorough evaluation process, we get to know the unique personality of each animal before they are made available for adoption. And, for those who need more time, patience or expertise, we create individualized support plans to set each of our animal residents up for success with their new family – at their own pace.

## Behavior Care

A shelter setting can be a stressful place for any animal. Thanks to our dedicated Behavior Care team, each of our residents is treated as a member of the family from the day they arrive at Animal Friends. Our Behavior Care Technicians have an individualized approach to the daily routines of the dogs, cats and rabbits in our care to ensure their time with us is as comfortable and stress-free as possible.

## Enrichment

Enrichment is an incredibly important aspect of our animal residents' routines. By providing activities that offer novel experiences and stimulate the mind, enrichment helps to prevent boredom, reduce stress and anxiety and contribute to an improved mental and physical well-being. Whether they are with us for days, weeks, months or longer, we are always creating new ways for our animals to explore new textures and smells, contributing to an enhanced quality of life.

## Lennon first came to Animal Friends in 2021 through a Humane Investigations case and spent nearly two years in our care.

During that time, we got to know her unique personality and developed a specialized plan to help her work through some behavior concerns. We knew that when it was time for her to find a home, we would need to support her new family with training and resources to help her acclimate.

Thankfully, Lennon's adopter was open to a foster-to-adopt arrangement and committed to working with our foster trainers to ease Lennon's transition into her new home. After several visits to the home, we were confident that Lennon had found her perfect match and her adoption was official. Working with a long-term resident with such a unique background takes hard work, dedication and most importantly patience. Lennon was fortunate to have the support she needed from our team and the love of a foster-turned-adopter who was committed to setting her up for success.

**110**  
animals  
adopted by  
their foster  
guardians



# Rehoming

## Foster

With a limited number of kennel spaces available in our Resource Center, continuing to provide rescue and rehabilitation to the animals who need us the most presents a constant challenge. Thanks to the support of our dedicated and experienced foster guardians, we were able to increase our capacity for homeless animals while providing an extra level of support to **784 animals** who were navigating medical challenges, working on behavior plans or who simply needed a break from the daily stresses of life in a kennel.

This past year, we began to put an extra emphasis on a unique approach to adoptions with our foster-to-adopt efforts. We have seen countless examples of our animal residents who thrive in their foster homes after struggling in a shelter setting. So, for some of our most unique residents, a foster-to-adopt approach allows our team to work closely with potential adopters during the first days and weeks an animal is in their home. The results were astounding as **110 different animals** were adopted after first spending time in their home as a foster pet.

## Adoption

Every adoption is unique, which is what makes the role of our Adoption Counselors as matchmakers so important. Not every animal requires the level of support as some of our most unique residents, but we approach each adoption with the same importance in terms of finding a match that is appropriate for both the animal and adopter alike. By year's end, our Adoption team had matched **1,676 homeless animals** with loving families.



# Affordable Care



**Shadow was one of 62 pets who received care thanks to the Save My Pet Fund in 2022. Her owner was moved beyond words and Shadow was on her way to recovery and a long, healthy life.**

Our Clinic Services and Pet Retention teams hosted a community outreach event in Mt. Oliver this past summer where we provided free vaccines, food and supplies to pet owners in the neighborhood. During the event, we met Shadow and her owner.

While performing her exam, we discovered that Shadow had a pyometra, or an infected uterus, that required immediate care. Shadow's owner was devastated, because he did not have access to transportation or the funds to pay for the emergency spay surgery. So, a member of our team stepped in to transport Shadow to Animal Friends the next day where she underwent a successful procedure underwritten by our Save My Pet Fund, a good Samaritan fund that our team can utilize at their discretion in life-threatening cases.

Our longstanding commitment to providing free and affordable resources to pet owners remains a core piece of our lifesaving mission. We know that the best way to keep pets out of shelters and in loving homes where they belong is by providing affordable access to resources, supplies, education and veterinary care.

In 2022, our Clinic Services team performed **7,123 spay/neuter surgeries**, administered **22,775 vaccines**, provided **5,425 wellness examinations** and completed **6,072 specialized procedures** for pets who may have otherwise gone without the care they needed. But, our commitment to the pets and people of our community doesn't stop there ...

**1,120**  
pets provided  
with free resources

**181,234**  
pounds of food

**27,542**  
owners supported

## Friends for Life

Our Friends for Life program is designed to meet struggling pet owners where they are and connect them with the resources they need to provide the best life possible for their beloved pets. We know that financial hardships should never be the reason to make the heartbreaking decision to surrender an animal companion, which is why we were proud to provide free resources through Friends for Life, keeping them in loving homes where they belong.

## Chow Wagon

Our Chow Wagon Pet Food Bank is among our most sought-after resources and has continued to grow over the years. In 2022, Animal Friends supported **36 food pantries** and nearly 30,000 pet owners with more than 180,000 pounds of free pet food. By helping animal lovers in our community care for their pets, we're ensuring that everyone in the household, two- and four-legged alike, is living a happier and healthier life.



# New Spaces

2022 brought several new spaces to Animal Friends' Resource Center, focused on making our campus more welcoming and accessible to our community, promote the health and wellness of our animal residents and a hub for education of the next generation of animal advocates.

## Welcome Center

In early 2022, our Retail Store closed its doors and the space was transformed into our Welcome Center. Serving as the homebase for our volunteers, reception and a selection of Animal Friends' apparel and retail items, our Welcome Center is the first point of contact for visitors to our Resource Center, ensuring that our guests can quickly find the support they need. And, the renovations also included the addition of our Cat Cottage, always highlighting one of our feline residents who needs some extra help finding a family.



## Humane Education & Engagement Center

Our vision of a more humane and compassionate future for every animal friend starts with engaging young animal lovers. After renovations were complete, we opened the doors of our brand-new Humane Education & Engagement Center in June. This unique space was designed for youth and their families to explore, create, share and learn through interactive, self-guided activities and a new theme each month.



## Rabbit Retreat

Our rabbit residents experienced a big change to their space this past September with the opening of our new rabbit retreat. By thinking outside the cage and reimagining the space where our rabbits spend their days, we provided them with more space to exercise and play and improved their quality of life. This space also provides additional separation from our dog and cat residents while giving our adoptable rabbits more visibility to the public and potential adopters.

## Humane Education

In addition to the opening of our Humane Education & Engagement Center, 2022 was an eventful year for our Humane Education program. Throughout a busy summer camp season and several other classes, events and other offerings for youth, we engaged **3,082 young animal lovers** with humane and compassionate lessons and activities.

# 66,763

lives touched through humane programs

## Animal Friends for Veterans

After kicking off in late 2021, our re-designed Animal Friends for Veterans program celebrated its first full year, supporting **550 veterans and active members of our Armed Forces**. Although Animal Friends' commitment to the military dates back to our founding in 1943, our team is constantly striving to further support those who served. Animal Friends for Veterans through customized adoptions and waived adoption donations, pet food support, discounted veterinary resources, behavior help and more made possible in part through the Major Ben Follansbee Fund.



## Therapets

It was an incredible year for our Therapets program as our certified animal-human therapy teams were out in the community impacting lives after 2020 and 2021 saw a decrease in their ability to reach the people who needed them the most. Our Therapets teams showcased the healing power of the animal-human bond during **59,430 therapeutic interactions** as many hospitals, schools, libraries and other facilities once again opened their doors to visitors.

## Animal Friends University

We proudly offer affordable access to training classes and opportunities through Animal Friends University that promote the animal-human bond and support our commitment to providing pet retention resources that keep pets in their homes. Our ever-expanding course catalog provides a wide range of offerings for longtime to first-time pet owners taught by our talented and experienced staff of trainers.

Animal Friends University provided training to **3,701 class participants** in line with our philosophy on humane and positive reinforcement techniques. Humane training is based on an understanding of how animals learn and incorporate kindness and respect rather than inflicting unnecessary distress or discomfort. Strengthening the bond that people share with their pets is the first step to laying a strong foundation for long-term success and lifelong happiness.

# Humane Programming

# Volunteering



**336,459**  
hours of volunteer  
service

## **Volunteering**

Without our dedicated corps of compassionate volunteers, Animal Friends simply couldn't continue to support the hundreds of thousands of pets and people who are impacted by our lifesaving mission each year. In 2022, our volunteers donated the equivalent of more than **160 full-time employees**.

Animal Friends' volunteers assist in nearly every aspect of our daily operations, from caring for our animal residents with feeding, cleaning and socialization to supporting maintenance and administrative needs, assisting with special projects and, of course, volunteering their time and talents as members of our various advisory committees and board of directors. Whether they volunteer once a month or several times a week, each one of our volunteers makes a difference in the lives of pets and people in our community.

## **Maintenance**

Our Maintenance team is hard at work behind the scenes, keeping our facilities running and our campus looking its best. From landscaping and snow removal to overseeing repairs and renovations to our Animal Wellness Center and Resource Center, our Maintenance Department is always busy with the next project to improve our facilities for our animal residents, staff, volunteers and visitors to our campus.

## **Information Technology**

As technology continues to evolve at a rapid pace, Animal Friends has invested in several improvements to make our daily operations more secure, streamlined and efficient. By continuing to leverage new advancements in technology, we are committed to providing our teams with the equipment and information to creatively and efficiently reach adopters, donors, program users and better serve the animals in our care and the community we serve.

## **Sustainability**

Our commitment to sustainability took another step forward in 2022 as we formed our Sustainability Committee. This forward-thinking group began taking a closer look at short- and long-term initiatives that not only focus on minimizing our impact on the environment, but how Animal Friends is making the most responsible and sustainable use of our resources. By taking a fresh look at energy usage, water consumption and researching the environmental and financial benefits of solar power, our goal is to make sustainable investments that will benefit Animal Friends for generations to come.

## **Accounting**

At Animal Friends, we take pride in utilizing our financial resources wisely. From being good stewards of our generous donors' support to making sound purchasing and investment decisions, our Accounting team ensures that our finances are in order and that we can continue to serve as a lifesaving resource for those who need us.

# Community Engagement

443 Black Tie & Tails attendees raised  
**\$686,908**



## Black Tie & Tails Gala

Animal Friends' 25th annual Black Tie & Tails gala raised nearly \$700,000 to support our mission as our campus was transformed for an incredible evening. By the end of 2022, our fundraising efforts successfully generated over \$8 million, in large part thanks to an incredibly generous bequest from longtime Animal Friends volunteer and supporter, Lillian Abernethy. Lillian's legacy will live on as our Cat Adoption Center was re-named in her honor and her gift will play a significant role in supporting our lifesaving operations, programs and initiatives that support pets and people throughout our community.

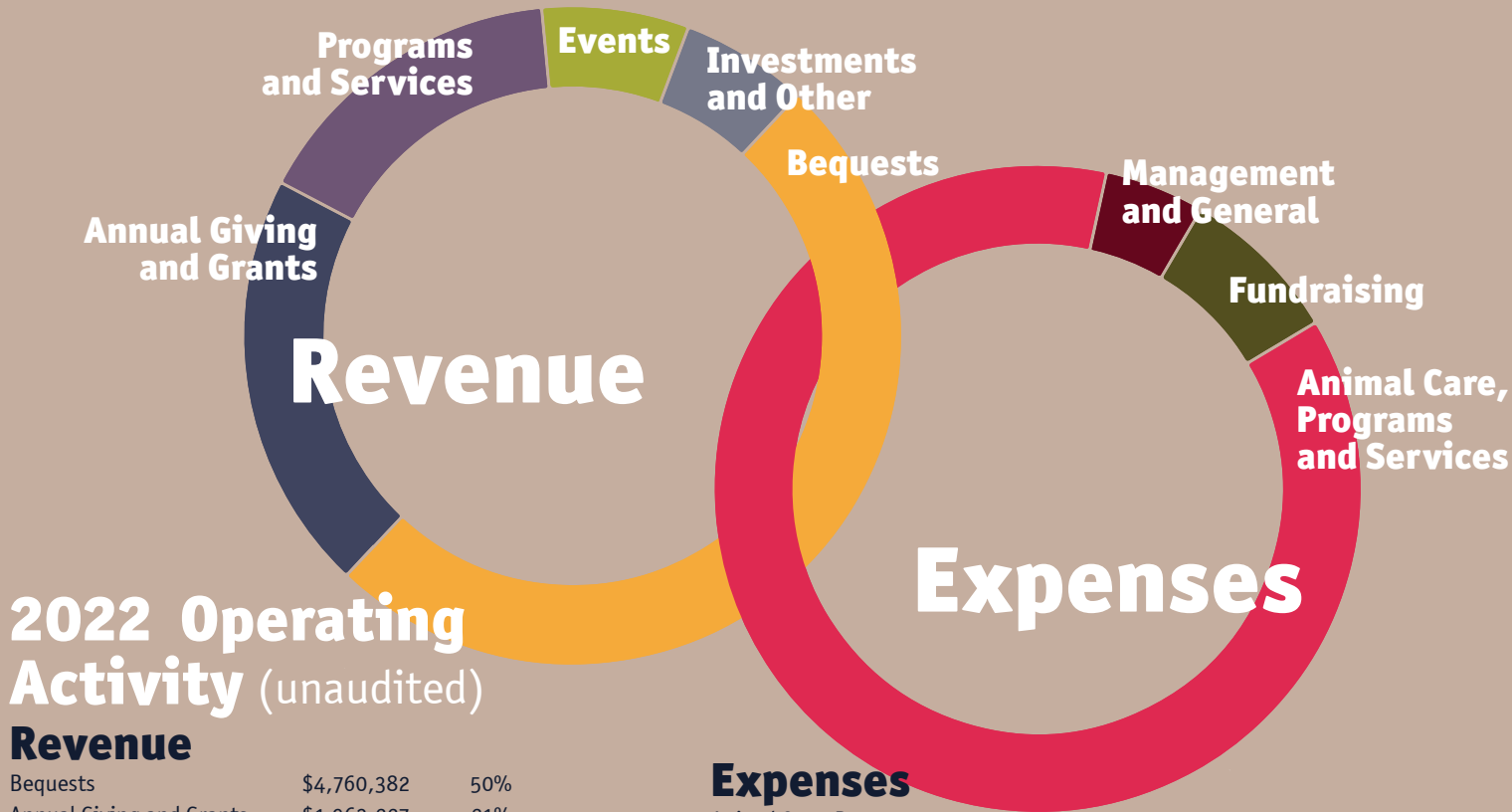
## Community Engagement

Our Communications and Development Departments are responsible for supporting Animal Friends by raising critical awareness and funds to support our wide range of lifesaving programs and services. As a progressive leader in the animal welfare community both regionally and nationally, it is important to reach our broad audience in a variety of ways. In 2022, Animal Friends' social media accounts created over 8.3 million impressions while our website hosted **844,352 visitors** to view adoptable animals, learn more about our programs and events, read educational blog posts and more.



**8,329,334**  
Social Media impressions

**35,000**  
*Petsburgh Magazine* readers



## 2022 Operating Activity (unaudited)

### Revenue

Bequests	\$4,760,382	50%
Annual Giving and Grants	\$1,963,227	21%
Programs and Services	\$1,501,333	16%
Events	\$686,670	7%
Investments and Other	\$594,756	6%
<b>Total Revenue</b>	<b>\$9,506,368</b>	<b>100%</b>

### Expenses

Animal Care, Programs and Services	\$5,910,028	87%
Fundraising	\$543,451	8%
Management and General	\$339,657	5%
<b>Total Expenses</b>	<b>\$6,793,136</b>	<b>100%</b>

As is consistent with our audited financial statements and Form 990, the events and investments revenue is net of direct expenses. Functional expense allocation does not include depreciation expense.

## **Board of Directors**

Sarah McKean, **Chair**

Gina Carlos, **Past Chair**

Matt Monsour, Esq., **Vice Chair**

Beth Henry, **Secretary**

Robert Fragasso, **Treasurer**

Mary Ann Bogosta

Michelle Race

Andrea Curtis

Dan Ringer

Jeff Dutkovic

Cindy Russell

Elizabeth Klamut

Doug Shriber

Sheri Levine-Everett

Charlotte Stephenson

Howard Loevner

Kelly Swart

Bonnie Loya

Alyssa Tokorcheck

Dena Mosti

John Weinstein

Jeff Mulrooney, Esq.

Cris Winter

## **Director Emeritus**

Marleen Ashton, Esq.

## **In Memoriam**

Alice Richardson, Founder

Lloyd Gluck, Esq.

Jeff Gleason

*As of December 31, 2022*

