

A yellow circular graphic with a red starburst pattern at the top left. The text "Animal Friends" is in a white sans-serif font, "2018" is in a large, bold, red sans-serif font, and "Annual Report" is in a bold, dark blue sans-serif font. A white circle with a black outline is positioned to the right of the text.

Animal Friends

2018
Annual Report



Vision Statement

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

Mission Statement

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.
- And, act as an advocate on behalf of animals in crisis and as an enforcer of their rights and protection through education, investigation and legislative efforts.

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

Culture Statement

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 Lifesaving and Life-Changing Programs ...

Low-Cost Spay/Neuter
Low-Cost Vaccine & Wellness Clinics
Animal Friends for Life

Admissions Services
Foster Care
Medical Wellness
Animal Care
Behavior Wellness & Enrichment
Adoption Services
Pets for Vets[®]

Humane Investigations
Humane Education
Therapets (Pet Therapy)
Animal Friends University
Literacy Services
Pet Loss Support

Chow Wagon Pet Food Bank
Re-Tail Store
Re-Tail Resale Store



Jamie Greene

And, Our Support Departments ...

Volunteer Services
Communications
Development & Donor Services
Finance & Administration



Executive Summary

Dear Friend,

It's hard to believe that yet another year of lifesaving work is behind us. From celebrating a milestone birthday to experiencing immense growth in our Outreach programming to the sheer number of animals who were placed into loving homes, it certainly was an incredible year.

We kicked off 2018 by celebrating our 75th year of lifesaving work in the Pittsburgh region. We reminisced about our humble beginnings and reveled in the hundreds of thousands of lives Animal Friends has touched – and improved – since 1943. Much has changed since our flagship year, but our commitment to the pets and people of our region has not.

No longer are we operating out of a rented room in the bottom of the William Penn Hotel. But rather, we've grown into a bustling campus. We wrapped up our first full year of operating in our Howard Ash Animal Wellness Center. Our team supported local pet owners with access to affordable vaccines, wellness care and a record-setting 12,000 low-cost spay and neuter surgeries.

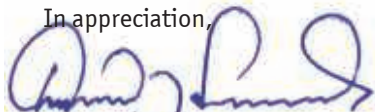
Our work also continued in the at-risk and underserved communities of Pittsburgh. Through Animal Friends for Life we're not only understanding more about the needs of struggling pet owners, but how we can better assist the pet-owning homeless population, as well. In addition, our Chow Wagon Pet Food Bank added even more pantries and established new partnerships with other regional hunger-based organizations.

More resources were added to our Behavior Department to begin to address the growing demand for behavioral support for shelter animals. Of course, our Admissions, Adoption, Medical Wellness, Animal Care and Foster Care teams provided outstanding individualized, daily care for each and every one of our animals while they waited for loving homes. A total of 2,504 of these animals are now valued members of a family. And, we can't forget that for yet another year more than 100,000 lives were touched and impacted by the educational and life supporting programs offered through our Outreach and Therapeutic Services activities.

This year was a great reminder of how far we've come ... and of how much more we have to do. I'm incredibly proud of the success that Animal Friends has achieved throughout the past 75 years. I know with your support, we can do so much more in the next 75.

And, for that, I cannot thank you enough.

In appreciation,



David J. Swisher
President & Chief Executive Officer



For Those Who Struggled ...

Aggressive spay/neuter programming is at the forefront of our mission because unnecessarily euthanizing pets can never be the solution to the pet overpopulation crisis in our region. We've stood by that premise for decades, and believe in it more than ever today.

To truly stem the tide of pet overpopulation, spay/neuter services need to be accessible and affordable to everyone – no matter their level of income. But that's only part of the equation to combat this crisis in our region. Another is ensuring these services are accessible to the struggling pet owners who need them most, just like we did for Karen ...

Karen had been a client of our Chow Wagon Pet Food Bank for years. As a retired drug and alcohol counselor she was on a very fixed income. From time to time, she found herself unable to make ends meet. When she would reach out asking for help, we were always happy to provide Karen with the pet food she needed so that her animals would receive the proper nutrition they needed.

Over the summer, we received a call from Karen – but this one was unlike any other she had made to us before. Panic-stricken, she didn't know what to do and was desperate for help.

As it turns out, Karen had taken to caring for a colony of community cats ... one of which had just given birth. Of the litter of kittens, all but one was doing well. Karen knew the kitten needed immediate medical attention if she was going to survive. Torn between her financial limitations and wanting to save a life, Karen knew exactly where to turn ... to Animal Friends.

Tragically, the kitten was too sick and didn't make it. But the loss of this fragile kitten was all it took to ignite something in Karen. It ignited a spark to incite change so that no more of these cats would suffer.

Armed with tools, resources and knowledge our team had passed along, Karen went to work catching these felines through Trap Neuter Vaccinate Return efforts. It took patience – and quite a bit of tuna – but soon Karen ecstatically called us when she had caught her first cat. And, before we knew it she caught another



Cassandra Yeager

... and another ... and another. Karen was well on her way to making a difference in the lives of these cats – ensuring that the unnecessary births of kittens are prevented through spay and neuter.

Animal Friends spays and neuters more than 10,000 dogs, cats and rabbits each and every year – in 2018, a record-setting 12,078 surgeries were completed. We are here to help everyone – from pet owners who are struggling financially to our caregivers committed to a humane solution for neighborhood stray and feral cats.

Through our low-cost vaccine clinics, we're able to provide pets the basic wellness care to keep them compliant with the law and to prevent life-threatening diseases. And, our Chow Wagon program is stocking the shelves of our food pantry partners with nutritious pet food so owners can ensure their pets maintain healthy diets.

At Animal Friends, we believe that it takes hard work and dedication to keep our community pets healthy – especially for those who have nowhere else to turn. It's our commitment to make sure all pets – regardless of their owners' income – are safe and loved at home.

Our 2018 Community Impact By the Numbers...

Total Spay/Neuter Surgeries	12,078
Vaccinations Administered	28,254
Pet Food Bank Clients	19,309
Pounds of Pet Food Distributed	92,581
Animal Friends for Life Pets Impacted	650

At Animal Friends, we know the success of reducing companion animal overpopulation is built upon partnerships with trusted organizations. These partnerships require trust, time and lots of communication. They are what will carry our aggressive spay/neuter efforts into the future – and are well worth the effort to maintain. Without these dedicated organizations, our mission could not be sustained and critical resources would not be available to those most in need.

2018 Spay/Neuter Partners

A Darrah Bull Bully Rescue
A Little Bit of Snuggles
Animal Advocates
Animal SnipPets
Bridge to Home
Butler County Humane Society
Cat Aid Network
Cat Committee
City of Pittsburgh
Essence of Love
Fayette Friends of Animals
Feline Friends of Ellwood City
Fix Ur Cat
FluffyJean Fund
Foster Cat
Four Footed Friends
Hog Heaven
Homeless Cats of Butler
Hope for Erie Animal Wellness
Indiana County Humane Society
Kitty Queen Cat Rescue
Lawrence County Animal Relief Fund
Nardeccchia Spay/Neuter Fund
Operation Spay Neuter
Paws Across Pittsburgh
Pet Adoption League
Pittsburgh Cat
Merlin's Safe Haven
Rabbit Wranglers
Rainbow Animal Refuge
Sable Kennels
Steel City Pet Rescue
St. Gertrude Cat Initiative
Two Ladies Four Paws



For Our Animal Friends ...

The care and treatment of our homeless residents is always carried out with the highest levels of professionalism, integrity and compassion.

Our animals are treated as individuals from the moment they enter our doors – which starts by simply being given a name. That’s just the first step before they become deeply integrated into our holistic network of care. It’s this approach to our residents’ wellness – medically, environmentally and behaviorally – that makes Animal Friends so progressive.

It's Not All Fun and Games ...

Our Behavior team is incredibly skilled – and dedicated. They commit countless hours to the 250 dogs, cats and rabbits who fill our kennels every day – especially those who need extra socialization, behavior modification and specialized training to prepare them for their new home. They ensure every animal in our care receives mental stimulation in the form of games, activities and handling that wards off boredom, stress and anxiety. It's a big commitment, but we wouldn't have it any other way.

And, our team is constantly on the prowl to come up with fun and creative ways to get our residents to play, explore and, more importantly, relax. But sometimes, in the effort to get our animals to relax through play we occasionally find that some of our residents simply do not know what play is – which was exactly what happened with Linus and Lucy.

Linus and Lucy are a bonded pair of Flemish Giants. Coming from a home where they never had a single toy, it was apparent that we would be the ones to show them an entirely different way of life.

Our Behavior team quickly went to work bringing them out of their shells and encouraging them to open up. By introducing new items daily – laced with hay and treats, of course – it didn't take long for them to catch on. They were well on their way to a very new life.

Fearful. Shy. Hyperactive. Shut down. These are just some of the behaviors our team works to resolve to prepare our residents for their second chance.



For Our Very Special Residents ...

At Animal Friends, we never turn our back on the tough cases. From pets who need specialty medical care to those who need extensive socialization and behavior training, we are here for the ones who have nowhere else to turn ... like we were for Sheldon.

Sheldon's owner was gravely ill. He was in need of a kidney transplant that would save his life. But that would mean his beloved cat, Sheldon, would need to find another living arrangement because of the need for a sterile environment. Heartbroken, he reached out to Animal Friends for help ... and, of course, we admitted Sheldon.

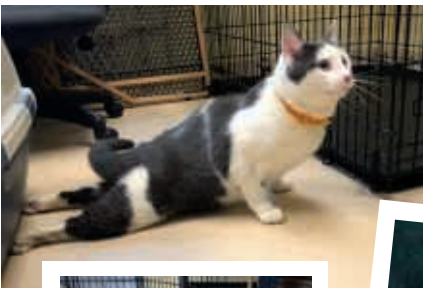
Sheldon is a very special cat. His owners suspected he suffered a serious fall as a kitten. Not in pain, he had limited use of his back legs.

You see, many shelters and rescue groups don't have the resources needed to take on an animal like Sheldon. Had he not come to Animal Friends, he likely would've been deemed unadoptable ... and wouldn't have survived.

But at Animal Friends, these cases are our specialty. We are proud to welcome hundreds of animals just like Sheldon each year. We are dedicated to providing the best possible care until they no longer need it.

Upon arrival, we settled him into a special space so that he could more easily move around. Initially timid, he warmed up quickly. While at first it seemed like Sheldon would take some time to get acclimated, it didn't take long for his sweet and adventurous side to shine. It was clear that his disability would not slow him down.

So, it was no surprise when one of our volunteers fell in love with him ... and he's now a beloved member of her family.



We Never Gave Up ...

Animal Friends has been transferring animals from partner organizations for decades. With these trusted groups, we've made the commitment to lessen overcrowding in shelters, find more animals homes and – ultimately – save more lives.

As one of the thousands of pets who came to Animal Friends from a partner organization, Toby made his way to us in 2011. It's no surprise that he didn't spend much time with us. With an incredibly sweet disposition, Toby was quickly adopted.

But this past spring, our Admissions team received a call from an animal control facility in Florida. There was a dog in their care with an Animal Friends microchip ... it was Toby ... and he was declining rapidly.

After tireless searching, we discovered that Toby no longer had a home – and he needed Animal Friends more than ever. Our dedicated staff and volunteers jumped into action. We arranged for a staff member to drive to Florida and bring Toby home.

He was not the same dog that we placed into a home seven years ago. He was emaciated with skin issues and had severely painful eyes. Without hesitation, our Medical team got to work.

For months, Toby received treatments for his skin, a specialized diet to gain weight and, of course, as much love and affection that he could handle. Soon, Toby began to flourish. He was looking just like his old self again. And, while we were sad to see him leave, we were thrilled when he found a new, loving home.

It's our commitment to provide every animal who enters our doors with the highest quality care during their stay with us. It's not just the extra special animals who receive this level of attention and treatment at Animal Friends.

We do it for every single one.

Linda Mitzel





2018 Live
Release Rate

95.9%

Sheltering and Adoptions by the Numbers ...

Animals Admitted	2,620
Animals Adopted	2,504
Veteran Adoptions	153
Foster Care	
Animals in Foster	1,170
Total Foster Hours	230,116

Animal Friends continues to cross county and state lines to admit animals in need of a second chance from partner shelters. By continuing this national trend, overcrowding is lessened in rural shelters and more diversity is brought to our kennels – and, more lives are saved as a result.

2018 Transfer Partners

Alachua County Humane Society* (FL)
Angel Ridge Animal Rescue
Animal Charity of Ohio
Animal Full Life Rescue
Animal Protectors of Allegheny Valley
Animal Snippets
Beaver County Humane Society
Cat Rangers Rescue
City of Labelle Animal Control* (FL)
Fayette Friends of Animals
Five Points Veterinary Hospital
Fix Ur Cat
Frankie’s Friends
Erie Area Rabbit Society (EARS)
Greene County Humane Society
Greenbrier Area Humane Society (WV)
Harrison County Humane Society (WV)
Homeless Cat Management Team
Humane Animal Rescue
Humane Society of the Ohio Valley
Jefferson County Humane Society (OH)
Lawrence County Humane Society
Montgomery County Animal Control* (TN)
Morgan County Animal Control (WV)
New River Humane Society/Fayette County
Animal Shelter (WV)
Operation Spay/Neuter
Orphans of the Storm
Paws Across Pittsburgh
Pulaski County Animal Control (WV)
PVSEC
Rabbit Wranglers
Randolph County Humane Society (WV)
Sable Kennels
South Hills Animal Control
Tuscarawas County Animal Control (WV)
Washington Area Humane Society
Wheek Care Guinea Pig Rescue

*These out-of-state transfers took place as a result of national emergency or in the case of Animal Friends’ animals relinquished to an outside organization.



For Those Who Needed the Healing Powers of Our Animal Friends ...

At Animal Friends, not only are we committed to our region's animals but we're also committed to the people who love them. Through our shelter tours, kids programs, training classes, literacy services and other programs we're strengthening and nurturing the animal-human bond in every way we can.

Even doctors are confirming what we've known all along – pets are a prescription for lives better lived. Pets can bring more comfort and healing than one would ever expect. And, when tragedy strikes we will always be there for our community in its greatest time of need, like we were after the Tree of Life Synagogue shooting ...

The headlines roared, “Six wounded, 11 dead ... hate crime in a Pittsburgh synagogue ... deadliest shooting against the Jewish community in the United States ...”

Glued to their TV screens, our entire region had been rocked to its very core that something so malicious could happen in our own backyard. Strangers and neighbors alike came together to support each other and honor the victims.

But despite their best efforts to heal the sadness was palpable ... and unwavering. We couldn't stand idly by. We knew we had to support our community in a unique and powerful way.

Without hesitation, our staff and volunteers began offering pet therapy visits in the Squirrel Hill area. As the days went on, dozens upon dozens of requests poured in seeking the comfort and relief from our trained pet therapy teams. A total of 86 volunteers and numerous staff members blanketed the area with love, compassion and support with their trusted therapy animals.

As our teams arrived at the visitation sites, those impacted by the tragedy flocked to them. Nurses, doctors, trauma staff and the families of the victims buried their faces into the soft coats of the animals at the hospitals. Community members of all ages sat in silence with the animals simply stroking their fur. No words were needed as just witnessing the quiet moments between each visitor spoke for itself.

Even those who were trained and most prepared to cope with a situation of such gravity were grateful for our presence. The first responders, police officers, FBI agents and many others found much-needed comfort and solace during the visits.

We knew we couldn't erase the tragedy, but we were proud to help our city heal, and were honored to have supported our community through the shared love of our animal friends.



Impact On Our Community By the Numbers ...

Total Lives Touched	124,954
Therapets (Pet Therapy) and Pet Loss Support	111,117
Education and Children's Programs	9,948
Animal Friends University	3,889
Total Volunteer Hours	343,719
Active Volunteers	2,882
Total Humane Investigations Cases	943
Animals Involved	1,439
Campus Visitors	66,263
Website Visits	758,941
Avg. Monthly Social Media Followers	82,328



Animal Friends would not be the progressive, successful organization that it is today without our supporters ...



Angela Pulice

Our dedicated volunteers are among those who are most committed to our lifesaving mission. From spending time with our residents and lending a hand at our public training classes, low-cost vaccine clinics, special events and through administrative projects, our volunteers contributed more than a whopping 343,000 hours in 2018 alone. And, it goes without saying that each and every hour given is simply invaluable to our mission.

And, of course, all the work done at Animal Friends would not be possible without our financial contributors. Our compassionate and generous donors believe wholeheartedly in the work we do for the animals and people of our community. They truly are at the heart of our organization making so many lifesaving programs possible.



Simply put, we cannot thank them enough.



Cassandra Yeager



Donor Spotlights

Debbie and Jimmy Campbell, *Black Tie & Tails 2018 Honorary Co-Chairs*

Debbie and Jimmy Campbell have been long-time supporters of Animal Friends. For the past five years, Debbie has provided sound leadership and compassionate guidance as a member of our Board of Directors. Her generous support has been crucial to the continuation of our lifesaving mission. Inspired by the love and companionship of their beloved Huskies, Marco and Millie, and Miniature Pinscher, Juliet, Debbie and Jimmy selflessly devote their time, talents and energies not only to Animal Friends, but our entire community.



Christi and Connor Robinette, *'43 Friends 2018 Co-Chairs*

In 2018, this mother and son duo served as Chairs of '43 Friends, our program that engages philanthropic Pittsburghers who love animals, have a passion for animal welfare and want to support Animal



Friends' mission. Long-time supporters of Animal Friends, Christi and Connor share an undying love for animals and have always had a soft spot in their hearts for those with a difficult medical history. So, it's no surprise they have three Pit Bulls and two cats. During their time fundraising, they came up with all sorts of creative fundraising activities – and easily exceeded their goal – while being an inspiration for the other '43 Friends Honorees.



Sponsor Spotlights

Corporate partnerships continue to provide critical support year after year – and 2018 was no exception. We were especially grateful for the growing support of FedEx Ground. They have been a faithful supporter of Animal Friends. For years, their employees have been a part of numerous Days of Service where they participated in projects that helped to keep our campus looking beautiful, help with events and, of course, care for the animals.

This year they extended their partnership to include a sponsorship for our Adoption program. So, not only do they contribute in a hands-on way but they're also helping to find more loving families for our homeless residents.

Over the past several years, we have been incredibly fortunate to have found a corporate partner that is so dedicated to Animal Friends' mission. As our official dry pet food partner, we are incredibly grateful for the support of Rachael Ray Nutrish. The continuity of their in-kind support fills our residents' and foster animals' bowls while providing them with healthy, consistent diets.

Rachael Ray Nutrish is also affecting countless other lives beyond the walls of our facilities. Their in-kind donation is supplying our Animal Friends for Life program and Chow Wagon Pet Food Bank with much-needed pet food for struggling pet owners. Because of them, more pets and people of our region are receiving nutritious food.

RACHAEL RAY™
NUTRISH®

REAL RECIPES. REAL INGREDIENTS. REAL GOOD.™



2018 Operating Activity (Unaudited)

Donations

		Projected Budget	Actual Activity	% of Budget
Bequests	22.4%	\$1,550,000	\$3,325,631	214.6%
Special Events	19.3%	\$1,335,000	\$1,064,773	79.8%
Annual Giving	14.8%	\$1,024,000	\$763,284	74.5%
Program/Services.....	23.2%	\$1,599,000	\$1,451,896	90.8%
Grants.....	4.0%	\$275,000	\$258,691	94.1%
Other	4.7%	\$317,000	\$317,353	100.1%
MRC Campaign	8.7%	\$600,000	\$601,773	100.1%
Capital Campaign - Operations.....	2.9%	\$200,000	\$200,000	100.0%
Total Donations		\$6,900,000	\$7,983,401	115.7%

Expenses

		Projected Budget	Actual Activity	% of Budget
Mortgage - CGGRC.....	2.8%	\$194,000	\$194,297	100.2%
Capital Improvements	1.0%	\$75,000	\$67,954	90.6%
Payroll and Related ...	54.4%	\$3,736,986	\$3,623,923	96.9%
Direct Animal Care ...	15.7%	\$1,079,500	\$1,047,505	97.0%
Insurance	4.3%	\$294,896	\$294,274	99.8%
Utilities	3.6%	\$246,525	\$235,753	95.6%
Events.....	4.8%	\$334,400	\$356,830	106.7%
Printing and Postage	2.3%	\$161,100	\$135,157	83.9%
Programs	2.3%	\$162,000	\$140,098	86.5%
Publicity.....	0.8%	\$53,000	\$67,970	128.2%
Facilities	2.3%	\$160,000	\$158,673	99.2%
Computer	2.0%	\$137,000	\$186,978	136.5%
Office Costs	2.1%	\$146,218	\$165,845	113.4%
Human Resources.....	0.7%	\$52,875	\$95,836	181.2%
Vehicles	0.3%	\$23,500	\$23,371	99.4%
Professional Fees	0.3%	\$22,000	\$21,197	96.3%
Other	0.3%	\$21,000	\$15,565	74.1%
Total Expenses		\$6,900,000	\$6,831,226	99.0%
Net Operating Activity		\$0	\$1,152,176	

Board of Directors

Gina Carlos – Chair

Stefania Romoff – Vice Chair

Marleen Ashton, Esq. – Past Chair

Sarah McKean – Secretary

John Weinstein – Treasurer

Brooke Anderson

Richard Applegate

Howard Ash

Mary Ann Bogosta

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Matthew D. Monsour, Esq.

Gina Pferdehirt

Michelle Race

Cindy Russell

Nicole Shapiro

Doug Shriber

Charlotte Stephenson

Cris Winter

Stephen Zappala, Jr., Esq.

In Memoriam

Alice Richardson, Founder

Lloyd Gluck, Esq.

David J. Swisher

President & Chief Executive Officer



Animal Friends

Caryl Gates Gluck **Resource Center**
Howard Ash **Animal Wellness Center**

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ThinkingOutsideTheCage.org

