



# AnimalFriends

Annual Report 2019

## 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:

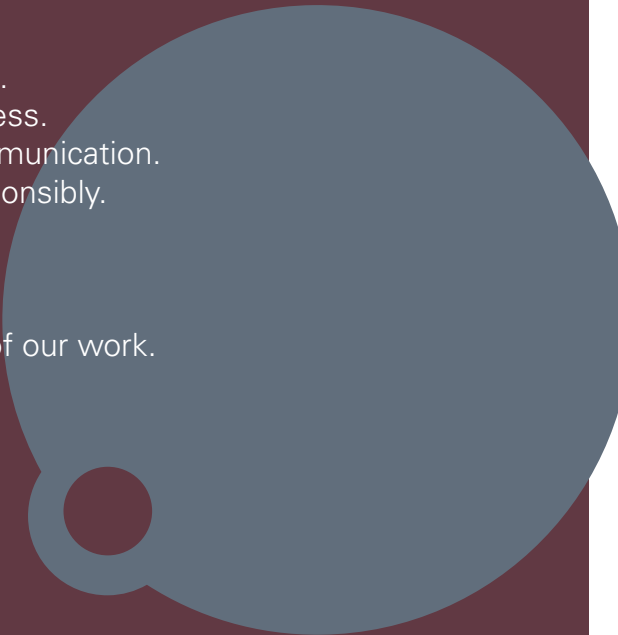
- Reduce the number of unwanted animals through aggressive spay/neuter programs.
- Provide for the well-being of companion animals in need, while adhering to our no-kill tradition and find each a lifelong, loving home.
- Offer affordable wellness services and resources to pets and owners in need, targeting 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.
- 







# Executive Summary

In 2019, we celebrated the appointment of our **new President & CEO, Kathleen Beaver.**

For more than 20 years, she has served as an unwavering advocate on behalf of our lifesaving mission. It is through her passion, dedication and leadership that Animal Friends looks forward to a brighter, stronger and more compassionate future.



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 Friend,

First and foremost, I want to thank you for being part of a life-changing and lifesaving year at Animal Friends. In 2019, we touched hundreds of thousands of lives and grew as an organization in so many ways. While 2019 was a year of change, one thing that remains the same is the steadfast commitment we have to the pets and people of our region.

At the core of each decision we make every day at Animal Friends is the well-being of the animals – both in our care and out in the community – especially those who struggle the most.

This past year had its fair share of ups and downs, successes and challenges, heartbreaking stories and happy endings – but we emerged stronger and more compassionate than ever. From the largest rescue in Animal Friends' history to rethinking the approach we take to providing individualized care to each of the animals who fill our kennels and foster homes, 2019 was quite an extraordinary year.

As the new leader of this amazing organization, I am proud to share this annual report with you. The stories you will read are from the perspective of staff members and volunteers who are committed to our lifesaving mission, vision and culture. And, none of it would be possible without your generosity and support. Because of you, Animal Friends looks forward to an exciting new year and decade where we will impact the lives of more animals (and the people who love them!) than ever.

With much appreciation,

Kathleen Beaver  
President & CEO





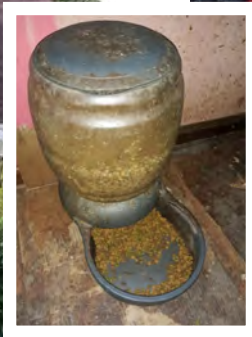
# A Year of Rescues

While 2019 was an amazing and lifesaving year for thousands of animals at Animal Friends, it was also an overwhelming year of large-scale rescues that stretched resources thin. Particularly as we entered the second half of the year, pleas from the community and reports of animals living in deplorable conditions became more and more common.

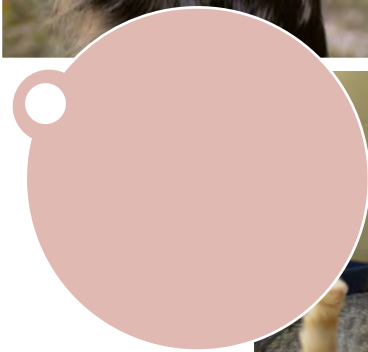
In total, **290 animals were rescued from inhumane, neglectful and cruel situations by our Humane Investigations team** in 2019.

But investigating these reports and removing the animals is just the start. Once they come through our doors and are given new names, each and every animal receives medical attention, vaccines, a microchip, a warm bath, a cozy bed and (of course!) lots of love. It takes a combined effort from each and every member of our dedicated team of staff and volunteers from every level in each department.

In June, we received a plea to take in 31 undersocialized and fearful cats from a house in Turtle Creek. For months, our team worked tirelessly to help these cats gain the confidence to interact with people. Sadly, this was just the beginning of a trend that would continue through the end of 2019, including







large rescues of 30 dogs from a Wilkesburg residence in November, 30 cats and 5 dogs from West Deer in December and 117 dogs from a single home in Ross Township in September – the largest rescue of its kind in Animal Friends’ 77-year history.

Some of these animals quickly adjusted to their new lives and found homes and loving families right away. Others will have a much longer journey to find their lifesaving second chance, but we will be there for them every step of the way for as long as they may need us.

By the end of 2019, the shy cats from Turtle Creek had come out of their shells and their true personalities began to shine – with many of them finding adoptive families. Each and every one of the 117 Australian Shepherd mixes from the home in Ross Township found their second chance through adoption or placement with trusted breed rescue organizations.

With each new case comes a different set of unique challenges – from medical and behavioral difficulties to court holds, limited kennel space and strapped financial resources. But our team doesn’t give up. They just dig deeper to save more lives.

# Admissions & Foster Care

In 2019, our Admissions Department welcomed 2,546 animals into our progressive and compassionate network of care. This rewarding but challenging year was headlined by the number of large rescues that took place – especially as the year came to a close. In addition to those rescued by our Humane Investigations team, we provided a second chance to animals who

were transferred from partner organizations, abandoned, found as strays and whose families could no longer give them the care they needed.

We met dogs, cats, rabbits (and a few special cases including turtles, birds and an alligator!) with open arms who had nowhere else to go. Just like we did for Uncle Fester.

## By the Numbers:

**2,546**

animals admitted

**531** dogs | **153** puppies

**824** cats | **959** kittens

**72** rabbits | **7** exotics

**228,757**

foster hours

**23**

partner organizations

*Found by a construction worker in a nearby park, Uncle Fester was with three other rabbits. Recognizing that these were domesticated rabbits, he knew that they had no chance of surviving outdoors, so he called Animal Friends. After a thorough medical examination (and a good cleaning!) the rabbits were found to be healthy and in good condition. Although they were fearful at first, their fun-loving personalities emerged as they began to settle into their new surroundings. Before long, they were ready to find their new homes thanks to the lifesaving second chance they had been given by a good Samaritan.*





*“Many people may not be able to tell the difference between a wild rabbit and a domesticated rabbit, so we were incredibly thankful that he called us. Not only did we have space to admit the rabbits, but with the support of a volunteer and a partner organization, we were able to bring the bunnies to safety at Animal Friends.”*

*Kristy Pszenny*

Kristy Pszenny, Admissions & Foster Care  
Coordinator with Uncle Fester



*When dealing with unique cases like Batman's, we always try to research the best option for treatment available. Sometimes inspiration comes from the most unlikely place.*

*Eleanor*



# Medical Wellness

The knowledgeable and dedicated team that provides veterinary care to our animal residents treats each and every patient as an individual. Whether they require routine care or a specialized plan, our veterinarians, veterinary technicians and the rest of our Medical team work together to ensure that each animal's needs are being met with the highest standard of care from the moment they come through our doors.

In 2019, thanks to this collaboration and teamwork, our staff were provided with amazing educational opportunities and training in surgical and physical examination techniques. Through this continued education, more of our residents were able to be treated at Animal Friends rather than being taken off-site for specialized treatment. Not only does this mean a higher quality of care for our residents, it results in significant cost saving and creates new opportunities for education and innovative thinking.

*In October, a 6-week-old kitten named Batman was brought to Animal Friends. Within a few short weeks, he began having problems eating and processing food normally. Radiographs showed that Batman was suffering from a serious condition that prevented food from emptying into his stomach properly. But, with some outside-the-box thinking, our Medical team – with the support of Batman's dedicated foster guardian – was determined to help him fight.*

*Batman was on several daily medications, had to be elevated while eating (with the help of his own custom feeding station!) and then held upright for 20 minutes after he was done – but it was working! As he continued to grow, however, Batman's challenges returned and began to worsen. That's when a member of our Medical team learned of research that suggested using Viagra (yes, the little blue pill) to treat megaesophagus – the condition that affected Batman. As the year came to a close, Batman was preparing to begin his trial on a low dose in hopes of improving his digestive function and giving him the quality of life that every kitten deserves!*



# Behavior Wellness

Each dog, cat and rabbit who finds their way to Animal Friends spends time with our Behavior Wellness team where we learn about their personality, temperament, likes, dislikes and what type of family will be the best fit for them. Whether they're with us for days, weeks, months or years, our Behavior Wellness team continually monitors the mental and emotional well-being of our residents.



Suzanne Denk, Animal Enrichment Specialist with Mali and Sandra Dee



*We use clicker training to build relationships with the cats – the activity is cooperative and builds confidence in the pet and trust with the person.*

*Teaching a fun trick like a high five, is a great way to occupy the cat's body and mind.*

*Suzanne*

Clicker training is a technique that is used with our feline residents to give them mental stimulation and help them positively channel their energy. They quickly learn that offering a certain behavior causes a click and each click means that a treat is coming. The training allows the cats to use their minds, build confidence and form bonds with people. And, it can help cats like Rebel, who did not like being picked up. Through clicker training she learned to enter a carrier for easy trips to the vet! Countless other shy or fearful cats have also benefitted from clicker training as they've learned that positive interactions with people can have positive (and tasty!) results.

In 2019, our Behavior Wellness Department was dedicated to improving the quality of interactions between our animal handlers and the dogs, cats and rabbits in our care. By appointing an Animal Handling Liaison, dedicated to educating and training animal handlers and emphasizing the relationship they share with the animals, our Behavior Wellness Department had an increased focus on the human element of the behavioral needs of our animal residents.

*Through my various roles in sheltering, I have seen that the most valuable resource for animal handlers is information. Regularly providing updates about how the residents have been doing has helped handlers to remain involved with their favorite animals even when not at the shelter. I love being the person they come to for sharing the news and notes from their own experiences.*

*Danny*

## **Behavior Department Mission Statement:**

To provide for the emotional and cognitive well-being of shelter animals through progressive, positive and humane behavior management, modification, training and enrichment while also promoting continued education of staff, volunteers, other organizations and the community.

In our daily interactions, we strive to:

- Approach animals with a holistic understanding that their emotional and mental well-being is integral to their welfare, and are therefore dedicated to incorporating best practices from across animal welfare sciences.
- Engage with our volunteers in a safe and supportive environment that emphasizes species-specific educational opportunities that empower them to have positive impacts in the lives of our shelter residents.
- Support members of the public with professional and empathetic assistance in helping them to meet the behavioral needs of their companion animals.




Danny Rosenmund, Animal Handling Liaison with Veronica

# Behavior Care

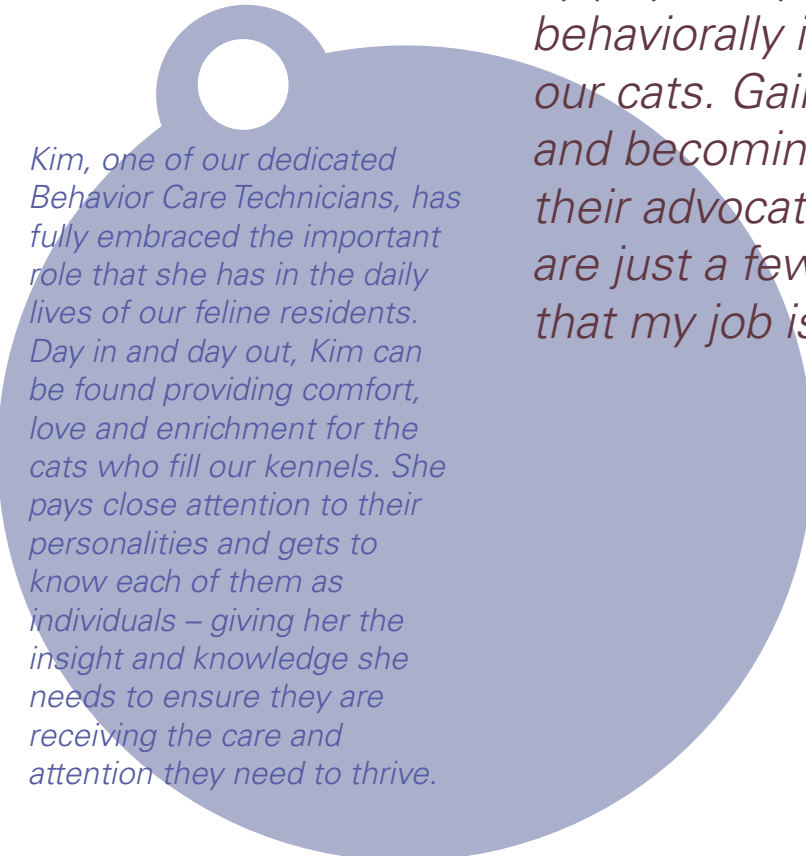
With an increased focus on animal behavior and how it can be used to provide more individualized and specialized care, our Animal Caregivers became our Behavior Care Technicians in 2019.

Recognizing the role that behavior plays in the way we care for our shelter residents, we emphasized that behavior care includes more than training, modification,

management and enrichment. Our Behavior Care team pays keen attention during each interaction with our animals – from feeding and cleaning to walking, socializing and playing – and uses these interactions as opportunities to reinforce training and behavior management in tangible and lifesaving ways.



*Working in Behavior Care gives me an amazing hands-on opportunity to be the eyes and ears of our Medical and Behavior teams by physically, emotionally and behaviorally interacting with our cats. Gaining a cat's trust and becoming their friend, their advocate and their voice are just a few of the reasons that my job is so fulfilling.*



*Kim, one of our dedicated Behavior Care Technicians, has fully embraced the important role that she has in the daily lives of our feline residents. Day in and day out, Kim can be found providing comfort, love and enrichment for the cats who fill our kennels. She pays close attention to their personalities and gets to know each of them as individuals – giving her the insight and knowledge she needs to ensure they are receiving the care and attention they need to thrive.*



*Kim*







*As Adoption Counselors, we strive to be matchmakers and the “S Dogs” each needed to be matched with very special adopters. The meet-and-greets took place over multiple visits – in some cases up to a month – so that the dogs could take things at their own pace. In the end it all paid off as the very last of these sweet dogs found a patient, loving family.*

*Naomi*



Naomi Weissman, Adoption Counselor  
with Montel

# Adoption

More than 2,500 animals found loving homes in 2019 thanks to the personalized approach taken by our Adoption team. Over the course of the year, our Adoption Counselors met with families and matched them with dog, cat and rabbit companions that suited their lifestyles. By taking an individualized approach and getting to know our adopters

and the types of pets they were searching for, our team successfully placed many of our most unique, long-term and special needs residents. And, of course, the last of our beloved "S Dogs" who had been waiting for more than 3 years after first arriving at Animal Friends in April 2016.

## Veterans Services

As the official Pittsburgh Chapter of Pets for Vets®, Animal Friends proudly serves veterans and the brave individuals who continue to serve in our Armed Forces. In 2019, we were pleased to continue this commitment through 143 priceless adoptions for veterans and active service members.

Our outreach efforts in the veteran community expanded in 2019 with the creation of the Veterans Ambassador Council, a group of Animal Friends staff, volunteers and supporters who are committed to spreading the word about Animal Friends' Veterans Services. While the core mission of the program is to provide appropriate companion animals to veterans in need, the Veterans Ambassador Council has also worked together with VA mental health departments, crisis centers, veteran centers, VA social workers and visiting nurses with the goal to better understand how to reach and support veterans in need – especially those living with PTSD, anxiety, depression and other unresolved stresses.

## By the Numbers:

**2,501**  
adoptions

**514** dogs | **164** puppies  
**799** cats | **945** kittens  
**69** rabbits | **10** exotics

**96.24%**  
live release rate

## Satellite Adoption Locations

Through continued partnerships with Petco and Colony Café, even more of our adoptable felines are able to meet potential adopters and find homes. In 2019, the success of these satellite adoption locations continued with 125 cats and kittens finding families at Petco in Bethel Park and 134 cats being adopted from Colony Café – a record-breaking year in their third year of operation in the Strip District.



# Clinic & Community Services

At Animal Friends, we know that unnecessary euthanasia can never be the solution to pet overpopulation. With progressive and affordable spay/neuter programming at the forefront of our mission, we continue to compassionately and proactively work toward ending overpopulation in our region – one surgery at a time. At the same time, we recognize that affordable and accessible resources for pet owners are in short supply – especially among underserved communities.

Our expanding Clinic & Community Services Department is breaking down barriers and offering safety nets for limited-income pet owners. We recognize that the size of a paycheck

has no impact on how much someone loves their pets. By offering low-cost, high-quality services and a support system to the pets and people who need them, we're keeping more pets in homes with loving families ... right where they belong.

*Katie, a veterinary technician on our Clinic Services team, takes this mission to heart each and every day she spends working with the clients of our Low-Cost Spay/Neuter and Vaccine Clinics. Katie goes above and beyond to be sure that each client (two- and four-legged alike) is treated with respect and compassion.*

## By the Numbers:

**8,407**  
surgeries performed

**24**  
vaccine clinics hosted


**20,009**  
low-cost vaccines and  
other services

**5,385** during on-site  
Vaccine Clinics  
**10,865** during spay/neuter  
appointments  
**1,276** aboard our Mobile  
Resource Center  
**2,483** during Community  
Vaccine Clinics

## Animal Friends for Life and Compassionate Communities

In 2019, we launched Compassionate Communities as an addition to Animal Friends for Life, a program committed to providing affordable wellness resources to the pets who need them most. Compassionate Communities was designed to expand our spay/neuter and wellness initiatives by encouraging local communities to

adopt ordinances that provide for the humane treatment of animals within their municipalities. As we welcomed our first two members, Sharpsburg and Bellevue, we began to work with their community leaders to provide guidance on updated language in borough ordinances to advocate for the animals of their community.



I'm working in a field that I love with a compassionate and dedicated team around me. We don't cut corners when it comes to patient care. Together, we are having a positive impact on thousands of lives.

Katie

Katie Helscel, Clinic Services  
Veterinary Technician with Magenta



## Chow Wagon Pet Food Bank

In addition to providing affordable health and wellness programs, we are also filling the bowls of hungry pets throughout our region. Last year, our Chow Wagon Pet Food Bank distributed more than 102,000 pounds of food to 32 food pantries and Meals on Wheels programs. By providing pet food to nearly 2,000 families each month, this program aims to ensure that our neighbors who struggle with food insecurity will never have to face the difficult decision between feeding themselves or their beloved pets.

*At the forefront of these initiatives is our Animal Friends for Life Coordinator, Liz. Last year, she met Kevin through Operation Safety Net, a program that serves the homeless community. He was living on the streets with his best friend – his dog, Little Man. Thanks to our Animal Friends for Life and Chow Wagon programs, we were able to bring Little Man to Animal Friends for a wellness appointment and provide him with vaccines and a nutritious meal. Then, this past summer, Kevin contacted us to share that he had found stable housing for himself and his beloved dog.*



Liz Moser, Animal Friends  
for Life Coordinator with Mirium

*We still maintain a close relationship with Kevin – we bring food to him once every month or so and were even able to provide him with a flea collar for his pup! Kevin is an amazing person and a perfect example of how someone with very few resources can make incredible sacrifices for their pet.*

*Liz*

By the Numbers:

**733**

animals served through  
Animal Friends for Life

**102,157**

pounds of food distributed  
by Chow Wagon

**\$234,269**

in sales at our Retail Store

## Retail Store

Our two on-site Retail Stores seek to provide the wide range of visitors to our campus with all of the products they need to give their pets the happy and healthy lives they deserve. From food and treats to toys, collars, leashes and health and wellness products, our Retail Store features reasonable pricing on products that are tested and approved by our staff and shelter residents. By attending events such as the Pittsburgh Pet Expo and PrideFest and hosting events on our campus including Crafting with Cats, Dog Wash appointments and the always popular Pawp Up Yard Sales, our Retail Stores exceeded \$200,000 in sales in 2019 with 100 percent of the proceeds benefiting our dog, cat and rabbit residents and lifesaving mission.

“  
*There is an obvious intersection of our Clinic Services and the outreach we do in underserved communities. By combining our high-quality services with programs that support those individuals, we are able to break down barriers and take a more holistic approach to serving those who need us the most.*  
”

*Jenn*



Jenn Geibel, Director of Clinic & Community Services with Eileen



## Humane Legislation

Giving a voice to animals through humane legislation is one more way Animal Friends continued to fight for companion animals in 2019. Since embarking on a new advocacy initiative in 2017, we continued to meet with community members and stakeholders to better understand the legislative process, current legislation and how we can communicate with those who have the power to make a change.

By providing education about current laws to constituents and trainings for Humane Society Police Officers, municipal law enforcement, lawyers, judges and social service agents, we are spreading the word about how we can protect our animal

companions under current Pennsylvania State Animal Cruelty Law. And, by meeting with local, state and federal legislators and partnering with the Humane Society of the United States and other humane action groups, we are continuing to fight to move humane legislation forward.

After celebrating a number of legislative victories in 2018 including the Animals in Distress law, which allows public safety professionals to rescue animals from vehicles in extreme temperatures, the PACT Act was signed into federal law in November 2019, giving federal law enforcement agencies the power to prosecute malicious animal cruelty.

## Humane Investigations

Our Humane Investigations Department responds to reports of animal cruelty and neglect from members of the community. Our Humane Society Police Officers' primary goal is to provide education – to both pet owners and other law enforcement agencies – about Pennsylvania State Animal Cruelty Law. Sadly, there are times when our officers must intervene in cases where one or more animals are being subjected to inhumane, negligent or even cruel conditions.

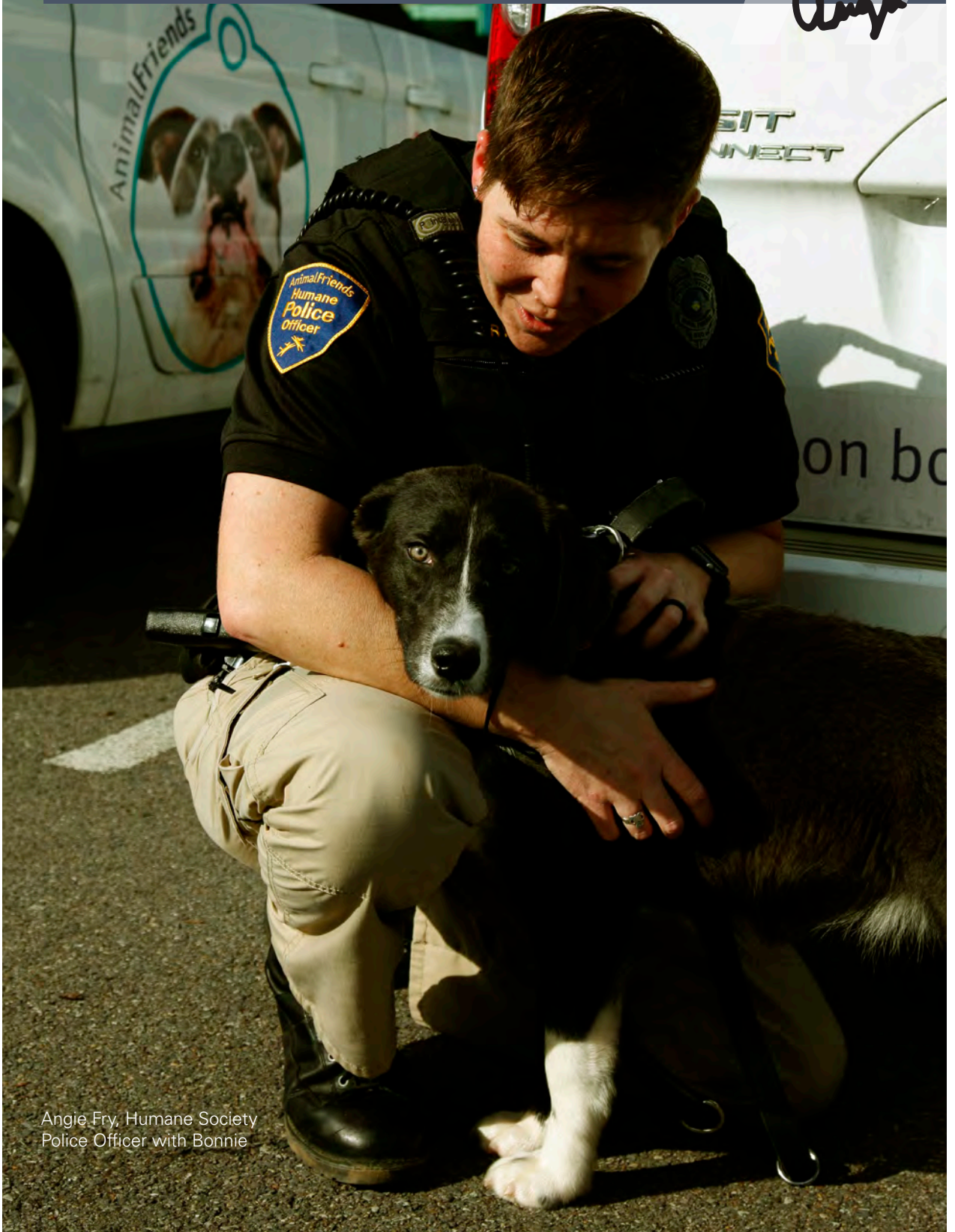
And, 2019 was a particularly busy year for Humane Investigations.

Over the course of the year, our team investigated nearly 900 cases affecting more than 1,500 animals. In coordination with local law enforcement, 290 animals were rescued from a variety of situations that included deplorable living conditions, inadequate shelter, no access to food or water and a large number of animals living in a single residence. These cases became increasingly common in the latter part of the year as our team responded to a growing number of reports of potential animal hoarding, highlighted by the rescue of 117 Australian Shepherd mixes from a house in Ross Township.

In 2019, we welcomed two new additions to our Humane Investigations team including Humane Investigations Coordinator, Krista Sobecki and Humane Society Police Officer, Angie Fry. Officer Fry was sworn in on Sept. 11, 2019 by the Honorable Judge Jeffrey Manning. That same afternoon, she would respond to her first official call that led to the Ross Township Rescue.

44  
These dogs lived in a shell of a house ... no walls, no furniture and only hardwood floors to walk and lay on. The ammonia levels were so high that it was dangerous for humans or animals to live inside.

Angie



Angie Fry, Humane Society  
Police Officer with Bonnie



# Outreach & Therapeutic Services



Leslie Wessner, Literacy Programs Coordinator  
with Rockefeller

Through these animal-centric reading programs, we are putting literacy in the hands of children, allowing them to interact with a dog, cat or bunny while simultaneously encouraging the value of reading.

*Leslie*

## Literacy Services

The impact of our Reading with Rover and Pet-Assisted Literacy Services (PALS) programs continues to resonate with the students, teachers and parents of our community. These programs encourage young readers and help to build confidence through interactions with certified therapy animals and their handlers. Not only do our literacy programs help shy or struggling readers learn to love reading, but they also teach about respecting our animal companions.

## Animal Friends University

At Animal Friends, we are not only committed to finding loving homes for the animals in our care, we are also dedicated to giving them the support they need to stay in those homes. Animal Friends University offers training classes for dogs, cats, rabbits and even people! With a wide variety of courses designed specifically for the pets in our community and the people who love them, we are using training, education and proven positive reinforcement techniques to help pets succeed in their homes.

And, our program users seem to agree! With classes ranging from Cat Massage Therapy and Bunny Bonding Sessions to Companion Dog Manners and the ever-popular Dog Sports for Fun and Play Yard Rentals, our class attendees have nothing but positive things to say.



## Therapets

We have seen time and time again the positive impact that therapy animals can have on the mental and physical health of people. In 2019, our certified Therapets teams provided comfort to more than 100,000 individuals during visits to schools, hospitals, assisted living facilities and other events in the community. By creating new partnerships and hosting continued education courses like “Shining the Spotlight on Pet Therapy” this past May, Animal Friends continues to spread the word about the incredible benefits of pet-assisted therapy. We were also proud to welcome 96 new Therapets teams this year including 86 dogs, 7 cats and 3 rabbits. Many of these teams were already making visits and attending events as the new year began.

*I just wanted to say thank you so much for the Play Yard rental – we had a blast! Due to Petey’s dog reactivity, he has never been able to go to regular dog parks, so to be able to see him run and play off leash for the first time was incredible.*

*– Jacob M., first-time Play Yard renter*



*We are so fortunate to have the support of kind students and teachers! During our Kindness Event and Art Show, guests made enrichment toys for the animals and student artists kindly donated their artwork. It was fun to welcome so many new visitors to Animal Friends!*

*Dana*



Dana Schultz, M. Ed., Humane Education Coordinator with Lucy

## Humane Education

Through Humane Education, we are building relationships and educating the next generation of pet owners. Over the course of the year, we met thousands of students, teachers and chaperones during field trips, enrichment workshops, kindness events, Kids' Club meetings and summer camps. Students from preschool through high school experience Animal Friends' lifesaving work first-hand through our Humane Education programming.

During Remake Learning Days, a two-week initiative across the country, we co-hosted our Kindness Event and Art Show with students from a local school district. As part of "Project Sketch and Fetch," the students created one-of-a-kind art that featured our animal residents. And, the paintings were donated by each of the students so they could be sold at the event to raise funds for Animal Friends.



### By the Numbers:

**12,457**

lives touched through  
Literacy Services

**52** schools

**882** Volunteer hours

**9,262**

students, teachers and  
chaperones educated

**102,651**

Therapets interactions

**489** events attended



# Volunteer Services

Without our dedicated corps of more than 3,000 active volunteers, the life-changing work we do each day simply wouldn't be possible. In 2019, our volunteers contributed 297,191 hours toward Animal Friends' mission. Volunteers impact the lives of our animals in many different ways – both directly and indirectly – from corporate days of service to special needs groups, individuals completing community service and (of course!) the loyal and compassionate volunteers who donate their time on a monthly, weekly or even daily basis.

In 2019, Animal Friends took our commitment to volunteering one step further as we were certified as a Service Enterprise by Points of Light, the world's largest organization dedicated to volunteer service. This certification means that Animal Friends fully integrates volunteers into 100 percent of our mission, programs, services and daily operations. And, Animal Friends is just the second organization in Pennsylvania to earn this distinction.



*For the past 40 years, Lois, Dottie and Shirley have played a critical role at our Low-Cost Vaccine Clinics. During each of these bi-weekly clinics, these knowledgeable and passionate volunteers keep visitors and their pets safe and organized, help guests with paperwork and support staff with keeping the high-volume clinics running smoothly.*



*Marcy and her students are another group of individuals who volunteer their time to Animal Friends. Several times each week, Marcy – a community coach at a local school – works with small groups of students to sort donations, keep inventory and stock the shelves of our Retail Re-sale Store. Not only does this group help to keep our shelves clean and organized, but they're learning valuable life and work skills – not to mention, spending many of their days with our animal residents!*



# Administration

Behind the scenes at Animal Friends, our Administrative team is hard at work ensuring that the organization continues to operate efficiently.

Dedicated staff work in Communications, Development and Special Events, Finance, Administration, Human Resources and Maintenance to support the needs of the organization with everything

from marketing and fundraising efforts to paying bills, maintaining our campus and everything in between!

*In 2019, our staff and volunteers began the Compassion in Balance program. Developed by Jessica Dolce, a Certified Compassion Fatigue Educator who has*

*15 years of animal welfare experience, the program has helped thousands of students learn how to manage the many emotional challenges of working in animal welfare.*

*Animal welfare professionals are particularly susceptible to secondary traumatic stress because of the vulnerable nature of the animals they care for and the unpredictable nature of their jobs. When staff are suffering, this lessens the organization's ability to achieve their mission. – Jessica Dolce, Compassion in Balance*

## Communications

As Animal Friends continues to grow and evolve as an organization, our public image must grow with it! This past year, our Communications team took on the challenges of updating the organization's website and flagship publication, *Petsburgh Magazine*. With hundreds of thousands of animal-loving supporters throughout western Pennsylvania and across the country, Animal Friends depends on professional, timely and eye-catching materials to spread the message about our work – keeping our existing audience informed while cultivating new supporters of our lifesaving mission.



By the Numbers:

**803,409**  
website visitors

**93,744**  
social media  
followers

**71,351**  
visitors to our  
campus



Lloyd and Virginia Gluck  
**OUTREACH CENTER**

“Sabre and I have experienced great joy doing Nosework together and it brought us closer together in many different ways. I love working at Animal Friends because I truly believe in the work that we do every day.”

Tom



Tom Snee, Maintenance Coordinator  
with Carmella

While not all of our staff work directly with the animals on a daily basis, this doesn't mean that they don't take full advantage of the opportunities that are available to Animal Friends' employees, volunteers and the community at large.

*Tom, our Maintenance Assistant, enjoys spending time with our animal residents any chance he can. And, when he's not working at Animal Friends, he continues to build a strong bond with Sabre, his dog and an Animal Friends' alumnus.*

*These two first started by taking Nosework sessions through Animal Friends University. Since graduating from those classes, Tom and Sabre have gone on to compete at national competitions, working toward an elite scent work level.*

## Development & Special Events

Because Animal Friends operates solely on contributions from individuals, foundations and corporate supporters, our Development & Special Events team is vital to the continued success of the organization. By building relationships with the members of our community who are as passionate about our mission as we are, Animal Friends is fortunate to receive generous support that is absolutely critical to keeping our lights on and our doors open to animals in need.

The highlight of our event season each year is Black Tie & Tails, our signature gala hosted in September right here on our 75-acre campus. This year, more than 600 guests attended this two-night event that was voted "Best Gala in the Burgh."

The event showcases our work and highlights the

homeless animals who were afforded a lifesaving second chance thanks to our supporters. Black Tie & Tails had a very special guest in 2019 as two-time *New York Times* best-selling author and host of Animal Planet's *My Cat From Hell*, Jackson Galaxy joined us for both nights.

## Alina's Light

*In 2019, we formed a new relationship with Alina's Light, a charitable foundation that honors Alina Sheykhet, whose life was taken far too soon due to unspeakable violence. Because Alina was very passionate about the performing arts, children and animals, the organization chose to honor her with a contribution to our lifesaving mission. This generous support will not only change the lives of animals in need, it will continue spreading the light that Alina brought to the lives of others.*







George Moura, Special Events Coordinator with Fred

*Being a part of Black Tie & Tails for the first time was an incredible experience. It is a massive event and definitely a lot of work, but to see the community come together to support Animal Friends at such a magical evening was so heartwarming and made all the hard work worthwhile.*

*GG*

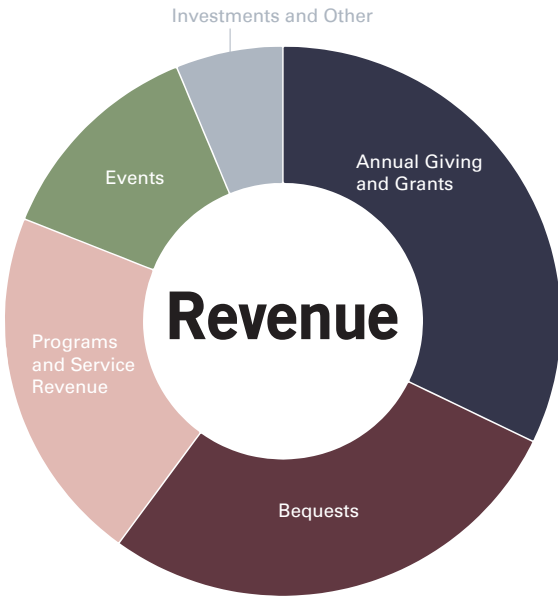
We welcomed back Fragasso Financial Advisors as our presenting sponsor for the 22nd year. Through the generosity of Bob Fragasso, guests at Black Tie & Tails also had the opportunity to contribute to the Perfectly Imperfect Challenge, with a matching gift of \$100,000 in memory of his beloved dog Polka. Black Tie & Tails wouldn't be a success without the generosity of our donors and sponsors.



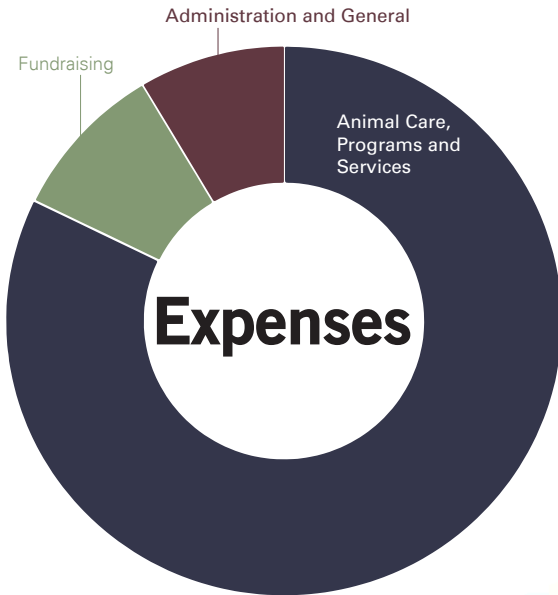
Jackson Galaxy at Black Tie & Tails 2019

Jamie Green

# 2019 Operating Activity (Unaudited)



Annual Giving and Grants	\$1,621,445	32%
Bequests	\$1,400,841	28%
Events	\$639,773	13%
Programs and Service Revenue	\$1,058,034	21%
Investments and Other	\$314,188	6%
<b>Total Income</b>	<b>\$5,034,281</b>	<b>100%</b>



Animal Care, Programs and Services	\$4,781,747	83%
Administration and General	\$484,735	8%
Fundraising	\$518,976	9%
<b>Total Expenses</b>	<b>\$5,785,458</b>	<b>100%</b>

*As is consistent with our audited financial statement and 990s, the events, programs and investments are net of direct expense.*

*Functional expense allocation does not include depreciation expense.*





# Board of Directors

**Gina Carlos**, *Chair*

**Marleen Ashton**, *Esq., Past Chair*

**Sarah McKean**, *Vice Chair*

**Matthew D. Monsour**, *Esq., Secretary*

**John Weinstein**, *Treasurer*

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Mary Ann Bogosta

Dorothy Boyer

Debbie Campbell

Jeff Dutkovic

Robert Fragasso

Beth Henry

Elizabeth Klamut

Leslie Lafferty

Sheri Levine-Everett

Howard Loevner

Bonnie Loya

Michelle Race

Cindy Russell

Doug Shriber

Charlotte Stephenson

Cris Winter

Stephen Zappala, Jr., Esq.

## In Memoriam

Alice Richardson, Founder

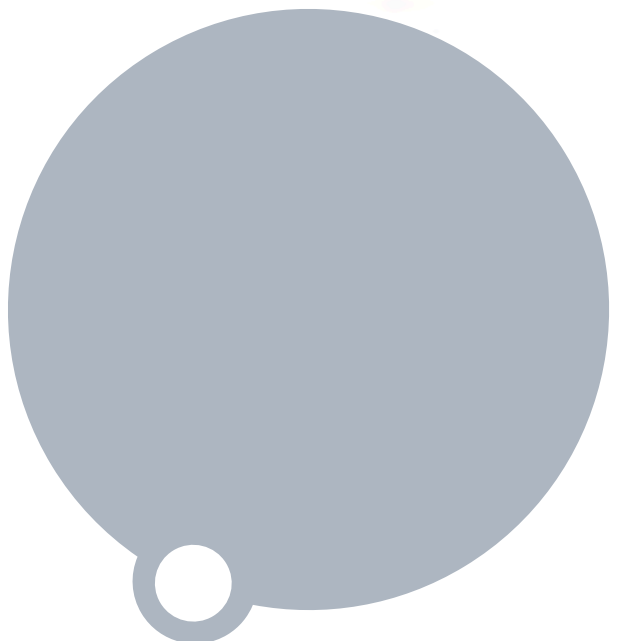
Lloyd Gluck, Esq.

**Kathleen Beaver**, *President & CEO*

*As of Dec. 31, 2019.*



Linda Mitzel



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. Please, give generously.

Feature photography by  
Cassandra Yeager.





## AnimalFriends

Caryl Gates Gluck Resource Center  
Howard Ash Animal Wellness Center  
562 Camp Horne Road | Pittsburgh, PA 15237  
**ThinkingOutsideTheCage.org**

