



2023
IMPACT REPORT

**Every Number
Tells A Story.**





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
and **Compassionate**
Driven by **Integrity**
Committed to **Excellence**

2023: Our 80th Anniversary

Animal Friends was founded in 1943 at the height of World War II when several kindhearted individuals came together to help the animals who were being left behind when their owners were called to serve in the war. In the simplest of terms, they were a matchmaking service with no shelter but plenty of energy and commitment to find these pets homes. This spark ignited a whole new way to support, care for and rescue homeless animals.

Now, 80 years later, Animal Friends has blossomed into a full-service community resource center focused on celebrating the important role that pets play in our lives while solving big challenges in our community like pet homelessness, lack of access to affordable veterinary care, combating animal abuse and neglect and supporting a greater understanding of animal behavior and health needs through progressive programming.

At Animal Friends, we are thinking outside the cage.



AnimalFriends

Caryl Gates Gluck Resource Center | Howard Ash Animal Wellness Center
562 Camp Horne Road | Pittsburgh, PA 15237 | 412.847.7000 | ThinkingOutsideTheCage.org

Dear Animal Friends,

Each year, we share our numbers with you as a measure of our impact in the community.

Data helps us understand the difference our work makes in the lives of pets and people. It provides the structure for what is working – and what needs to be improved. The numbers show us patterns and give us insight into where to double down, and where to let go.

Numbers alone don't tell the whole story though. To really make our data meaningful, we need to understand the story of the animals and people behind the numbers. We need to frame the numbers within the context of our community and our resources.

In 2023, our numbers reflected the urgent and growing challenges the Pittsburgh region was facing. There was an unprecedented level of need in the area for pet-related support. People and their pets were struggling.

- Our Chow Wagon Pet Food Bank helped 17% more hungry pets with 5% less food to give away.
- We had hundreds of applications for animals awaiting admission into our network of care with dozens more requests pouring in weekly.
- Animal Friends' Wellness Clinic juggled 100 calls every day from pet owners looking for affordable veterinary care and spay/neuter services.

Despite the overwhelming demand, we didn't back down. We met the challenges with the support and generosity of foundations, businesses and individuals like you. Together, our lifesaving efforts made a difference greater than any number can represent.

Thank you for making it possible.

With gratitude,

Kathleen Beaver
President & CEO



To get the full story behind the numbers, visit
ThinkingOutsideTheCage.org/2023-Impact-Report
or scan the QR code to learn more.

LIFESAVING OPERATIONS

New Residents Come To Us In Many Ways

Dogs, cats and rabbits arrive at our door as owner surrenders, strays, transfers from other organizations and rescues from humane investigations and municipal police. In 2023, our admissions were curtailed as we juggled capacity and resources with the overwhelming and time-intensive demands resulting from mass rescues.



1,232
admissions



710
animals
fostered



1,228
placements

Healing Downtime in Foster Homes

Our 233 dedicated foster volunteers opened their homes to provide loving care for animals waiting to find their adoptive families and heal from trauma. Some of our dogs were also fostered off-campus at SCI Fayette, in a successful prison program where selected inmates are paired with dogs with whom they live, play and train with until the animal is adopted.

Foster families contributed over 295,936 hours of home care – the equivalent of donating over \$4,425,000 to the organization. Fostering accounted for over 75% of the total hours across all volunteer assignments.



learn more
about our
IKEA
free room
rooms





The Lengths We Go

Every adoption is a celebration of a resident animal finding a loving home of their own. We were especially delighted last year with many notable adoptions of long-term residents who, through the persistence and commitment of our adoption team, ultimately found their families.

Our much loved Sam, pictured on the front cover, found his match after 1,177 days. In Chicago! Dan Levy was adopted by his foster, who, with the special support of Yana's Special Feline's Fund, was able to make a long term, permanent commitment. And Phoenix, was finally able to retire his title as longest rabbit resident and move into his own loving home. Our impact, and our love, goes well beyond the numbers.

DAN LEVY
adopted after
566 days

get the
full story
on Sam



SAM
adopted after
1,177 days



PHOENIX
adopted after
364 days



Tending to Physical and Emotional Needs

We all want the animals who reside in our care to be as healthy and content as possible. With the increased number of animals with complex medical and behavioral challenges admitted, that can be a tall order. In true Animal Friends form, our team of skilled veterinarians, veterinary technicians, credentialed behavior professionals, expert husbandry staff and volunteers went above and beyond to provide the highest levels of specialized care.

To prevent boredom and anxiety in the shelter environment, we created individualized plans and specially outfitted accommodations to ensure every dog, cat and rabbit's time with us is as stress-free and comfortable as possible.



SAFETY NET PROGRAMMING

Keeping Pets and People At Home Together

Affordable and accessible vaccinations and spay/neuter surgeries have always been at the forefront of Animal Friends' lifesaving services. We know 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.

If People Are Hungry, So Are Their Pets

Our Chow Wagon Pet Food Pantry, with its 37 food pantry partners, supports financially struggling pet owners with resources and referrals to keep their pets fed!



Helping to Stop the Suffering

Last year, with just two officers responsible for covering 730 square miles, our Humane Investigations team assisted in handling 561 cases of cruelty, neglect and abuse. In response, we created a collaborative pilot program to train local law enforcement to help handle the extraordinary number of cases.



95%
live release
rate



345,962
total volunteer
hours

1,661
active
volunteers



Every Volunteer Hour is Priceless

In 2023, Animal Friends' 1,661 active volunteers donated hours equivalent to more than 166 full-time employees.

Our volunteers assist in every aspect of 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 our Board of Directors.

Without our steadfast corps of volunteers, we simply couldn't continue to support the hundreds of thousands of animals and people who are impacted by our lifesaving mission each year.





Special Programs For Special People

Our Therapets teams, with handler and their animal, are specially trained to provide comfort and affection to those who need it most. The program grew significantly with 40,000+ additional interactions in 2023. Last year also saw the Pet Assisted Literacy Services-PALS training program successfully relaunched, making it available to students for the first time since the pandemic. PALS helps build confidence and promotes a love of reading through the animal-human bond.

137
Therapets
teams



84,000+
therapeutic
interactions



Supporting vets. Rescuing pets. Saving lives.

The Animal Friends for Veterans program continues to grow as proof of the critical niche it fills in our community. Veterans have said that their companion animals are the reason they did not give up on life; that their pet's presence in the home is the only way some traumatized veterans are able to sleep at night. They've told us their animals are their best friends or only family they have. With 32 AFFV adoptions and more than 1,000 outreach contacts, this lifesaving program grows each year.



32
AFFV
adoptions



1,100+
veteran
contacts

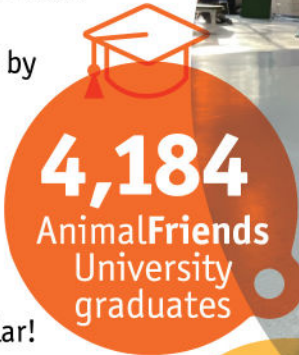
services for
those who
served



Classes for First-Time and Longtime Pet Owners

Animal Friends University introduced several new classes to its ever-expanding course catalog to provide the human end of the leash with valuable skills and knowledge to help make their pets' lives happier, healthier and safer – and strengthen the bond they share. The classes are led by our talented and credentialed staff of trainers.

And it's not just training, it's grooming too. Every bunny needs spa days. From nail trimming to fur brushing and ear cleaning, rabbits require regular grooming to stay happy and healthy. Our monthly bunny grooming appointments became super popular!



The Next Generation of Animal Advocates

Throughout 2023, Animal Friends Academy grew in the number of youths engaged, the depth of their engagement and in the development of meaningful collaborations.

Our Mini Apprenticeship Summer Program, for example, enrolled 30 teens in its first year and provided them with real-world experiences in a shelter setting with topics such as Canine Companions and Animal Allies.



COMMUNITY ENGAGEMENT

Raising Awareness and Raising Funds

Our Communications and Development Departments are responsible for raising awareness and funds to support our progressive programs and lifesaving services. We spread the word about our work to diverse audiences through our website, social media, local TV appearances, Petsburgh magazine and other outlets.



Our fundraising events are fun, innovative and well-attended. From Alley Up Bowling to Bow Wow Bingo, the Golf Open and our annual Black Tie & Tails gala, every dollar donated has an impact in the lives of the pets and people of our community.

Last year was unique with Black Tie & Tails Unleashed. We hosted community resource events throughout Pittsburgh to support people who were struggling financially, helping them keep their pets at home where they belong. Later in the fall, we celebrated with a party and spirited live auction at Rockwell Park. The event was a big success, thanks to our generous sponsors, donors, staff, volunteers and friends.

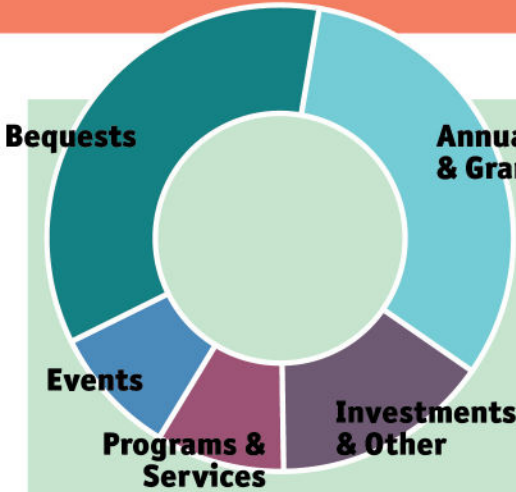
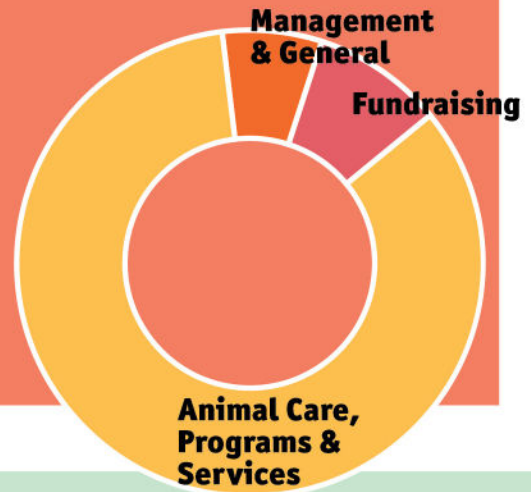
AnimalFriends is proud to be awarded the highest 4-star rating for 13 consecutive years from Charity Navigator, the country's premier charity evaluator.



2023 OPERATING ACTIVITY (UNAUDITED)

Expenses

Animal Care, Programs and Services	\$6,089,354	84%
Management and General	\$507,446	7%
Fundraising	\$652,431	9%
Total Expenses	\$7,249,231	100%



Revenue

Bequests	\$3,310,846	35%
Annual Giving and Grants	\$3,039,269	32%
Programs and Services	\$1,368,760	15%
Events	\$820,600	9%
Investments and Other	\$879,552	9%
Total Revenue	\$9,419,027	100%

Looking ahead to future success stories.

2023 was a lifesaving year at Animal Friends. The numbers and stories show our progress and what lies ahead. We know there are still too many animals who are struggling in our community, and not enough affordable and available resources to help them all. We know the animals who come to us for shelter and care have greater challenges – both medical and behavioral – that require expertise and a greater investment of time and patience. And we know that it takes very special people – staff and volunteers alike – who recognize the changing landscape of animal welfare and are joining us to be part of the solution as we navigate and embrace this change.

There is still much to do, and we have big plans for the future. In addition to several capital improvement projects on our maturing campus, we are also investing in more sustainable ways to do our work, enhancing roles that will increase much-needed support to our friends who are struggling in the community as well as those in our care, and continuing our research and planning for a progressive new housing and rehabilitation concept that will bring hope and healing to so many dogs who have nowhere else to turn.

Thank you for making the successes of 2023 possible and committing to the lifesaving work we have ahead.

84¢
of every dollar goes to lifesaving care, programs and resources

225,000+
animal and human lives touched

Saving lives. It's what we do.

Board of Directors (as of 12/31/2023)

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Marcy Tenaglia, Esq.

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John Weinstein

Cris Winter

Marleen Ashton, Esq.
Director Emeritus

In Memoriam

Alice Richardson, Founder

Lloyd Gluck, Esq.

Jeff Gleason

