2019 Annual Report

FIRST COAST NO MORE HOMELESS PETS



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OUR MISSION

The mission of First Coast No More Homeless Pets is to make veterinary care affordable and accessible to all as we save lives by keeping dogs and cats in homes and out of shelters, provide low cost spay/neuter services with emphasis on feral/community cats, and deliver a broad range of related programs and services.

WHO WE ARE

First Coast No More Homeless Pets offers affordable, accessible veterinary care at our regional safety-net hospital on Jacksonville's westside and our spay/neuter clinic on the city's northside. We treated and healed more than 91,000 animals from across northeast Florida and southeast Georgia this year. Our nationally recognized spay/ neuter clinic and wide range of additional programs and services are the foundation of our unique model that effectively decreases the number of pets entering shelters and increases the number of pets moving to homes from shelters.

We believe all our neighbors should have access to care for their pets with prices and payment plans that fit their needs. In keeping with our values, we have charitable programs to help people afford critical care, spay or neuter surgery, and food for their pets at our pet food bank.



LETTER FROM OUR CEO

Dear Friends and Supporters,

We hope you will enjoy seeing the work you helped make possible highlighted in the pages ahead. Your support of First Coast No More Homeless Pets this year made it possible. We are proud that tens of thousands of our neighbors turned to our team to receive affordable veterinary care, spay and neuter their pets, and gain support from our community programs ranging from charitable care to our Pet Food Bank.

This has been a year of change, reinvention, and most importantly, service to our community. As we have grown, we have faced new challenges and new opportunities. With the support of a passionate and committed volunteer Board of Directors, this year we took a hard look at all the great things our team does, and quite frankly, some of the key things that needed to be addressed for us to move forward as a mature, stable and sustainable non-profit enterprise.

With the support of volunteer consultants, experts in their fields, and our leadership team, we realized we are extraordinary providers of medical care and services, but we needed to develop new ways to track, measure and evaluate all our operating systems to make sure that we remain a worthwhile investment for each of your charitable dollars.

We have implemented a series of key performance measurements that form the basis for our budget and our operating plan in the year ahead. Our finance committee – all professionals in the field – and our Board of Directors continue

Zeke, a deaf dog who was the last to leave the Mega Pet Adoption event two years ago, is now living a happy life with the Levines, once again a healthy weight, a veteran of several successful surgeries, and able to understand sign language commands. Rob will tell you Zeke is the best dog on earth.

to work as committed volunteer partners to make sure we make the best business and service decisions we can on your behalf.

FCNMHP is a positive, collegial and collaborative volunteerdriven environment where you can trust that we all share one common goal: decrease the number of dogs and cats entering shelters. We do this by providing affordable, accessible veterinary care to all who call upon us and reducing dog and cat overpopulation by operating one of the nation's largest spay/neuter clinics.

Thank you for your support and trust, and I hope you will come visit us so we can share your First Coast No More Homeless Pets story and experiences.

Sincerely,

Rob Levine Chief Executive Officer

WHAT OUR COMMUNITY IS SAYING



Best Veterinary Practice First Coast No More Homeless Pets is proud to

be named Best Veterinary Practice in this year's Bold City Best. Nextdoor
 Neighborhood
 Favorite
 2019 WINNER

Neighborhood Favorite

Only one percent of all businesses are voted as a Nextdoor Neighborhood Favorite, and First Coast No More Homeless Pets is proud to be one of them!



Best Nonprofit First Coast No More Homeless Pets is proud to be named Best Nonprofit in this year's Folio 500 Best of Jax Awards.

Our holistic approach to animal welfare across our region has become a national model. But for us, the only thing that matters is that every dog and cat, and the people they love, get the care and support they need.

91,071 CLIENTS SERVED Hospital 69,627 Visits 69,627 21,444 Spay/Neuter Surgeries Charitable Care 10,342

 Best place in town. Everyone is very

 Caring. They put your pet's needs

 above all else. I recommend them highly

 Bagie [Google]

 December 2019

SAVING BATMAN: STEPHANIE'S STORY

Angel Fund Bio



Client Name: Stephume
Pets Name: <u>Batman</u>
How long has your pet been with you? his
life
Treating Staff Members:



Medical Situation: Blocked cut

Can you please provide a little bit of information concerning your bond with your pet? Three years ago, I lost a child Af course, nothing can replace my child, but Batman led me through it all. In my darkest moments, he was always just a purr away. This cat is what I held on to during that boss. Fast-forward two years, and I have a 1-year old who had her second open heart surgery on Nov. 12, 2019. It has been a very rough five years. Without Batman, I don't know what I would have done. I love this cut so much. I can't even explain my appreciation to everyone who helped and Batman Stephanie, Batman and so many more thank you.

Stephanie had been facing challenges few of us could imagine. From the loss of a child to mounting medical costs for her second child, she was overwhelmed when her trusted companion through it all, Batman the cat, became ill. She knew he needed treatment but simply didn't have the funds. That is what our Angel Fund is for. Your gifts makes charitable care possible for pets, and the people they love, in times of crisis. Our safety net is there because of you!

6.

OUR SERVICES

At the heart of everything we do here at First Coast No More Homeless Pets is our team of 110 paid staff, including 18 veterinarians, some 50 vet techs, and hundreds of volunteers who help keep our veterinary hospitals running seven days a week. We perform up to 25,000 spay/neuter surgeries every year at our 10,000 square foot Norwood Avenue Clinic, which also serves a large community with full-service veterinary care.

Our Cassat Avenue Hospital is recognized as one of the largest non-profit safety-net veterinary hospitals in the Southeast United States.

2019 SURGERY NUMBERS



426 Dental Procedures



333 Mass Removals



92 Lifesaving Exploratory Surgeries





OUR PROGRAMS

Many of our clients, our neighbors, cannot afford traditional veterinary services. With your support, they can avoid the most heartbreaking of choices ranging from animal abandonment to economic euthanasia. FCNMHP helps keep pets in homes with their families by ensuring all of our neighbors can afford to spay/neuter their pets and receive the medical care their pets need.



SPAY/NEUTER PROGRAMS

We provide free targeted spay/neuter surgeries for dogs and cats most at risk of entering the shelter: those owned by low-income community members.



FERAL FREEDOM

Feral Freedom is a Trap-Neuter-Return (TNR) program for community cats who live outside and don't belong to anybody. TNR is the most effective method for controlling feral cat population growth.



PET FOOD BANK

Some neighbors can scarcely afford to feed themselves, let alone their beloved pets. Thanks to this volunteer-driven program, we make it easier for people to keep pets in homes and out of shelters.

PET FOOD BANK

In 2010, First Coast No More Homeless Pets launched the Pet Food Bank as a way to keep pets in homes with their families and out of shelters. Since its first year, we have been able to offer more than 2 million pounds of pet food to qualified, low-income families.

First Coast No More Homeless Pets' Jacksonville Pet Food Bank provides a six-week supply of cat or dog food to households nine times per year.

SPECIAL THANKS TO OUR PARTNERS:







FERAL FREEDOM

The Feral Freedom program, introduced in 2008, was the first public-private collaboration to save feral, stray, and community cats that entered Jacksonville city shelters. To date, the Feral Freedom program has saved the lives of more than 32,000 cats and has a significant impact on guality of life issues across the City of Jacksonville. By working with community leaders, inspiring volunteer trappers and sharing best practices across our region, FCNMHP continues its focus on community cat programs to reduce the number of cats entering shelters and to increase the number of successful outcomes for cats and kittens across our neighborhoods.

WHAT OUR CLIENTS ARE SAYING

66 We have participated in the trap-neuter-release program in our local community for years. In each case, we have been treated well by your employees/volunteers and made welcome ... your program is needed more than ever...

Keep up the good work.

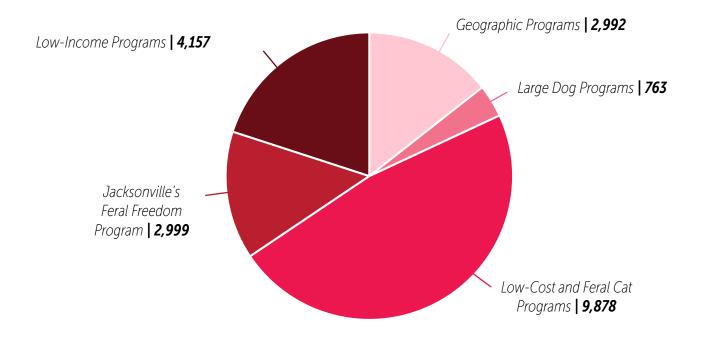
- John Email | September 24, 2019

7,846 Cats helped last year through the Feral Freedom Program



SPAY AND NEUTER PROGRAMS

There is no single solution to homelessness for dogs and cats. We are proud that at FCNMHP we have stayed true to our mission to end the killing of dogs and cats in shelters over the past 17 years even as we have worked to meet the evolving needs of our community and the ever changing challenges of our mission. As you can see below, our team touches many elements of the animal welfare spectrum as we help save animal lives, support our neighbors in need and help keep animals in homes and out of shelters.



Guide to our services:

Feral Freedom: Trap-Neuter-Return program covering cats in Duval County to humanely and effectively manage feral and free-roaming cat populations

Low-income programs: spay and neuter programs focused on serving cats and dogs in low-income families Large Dog program: targeted spay-and-neuter program focused on at-risk large breed dogs Geographic programs: spay-and-neuter programs targeted by zip codes

CHARITABLE CARE

One of our core commitments is to never turn away a critically ill pet for financial reasons. Our hospital and clinic are located in low-income areas of Jacksonville. Even with our low-cost, high-volume model and our full range of accessible payment plans, some clients simply cannot afford to pay for care. All too often in traditional veterinary practices, economic euthanasia is the only option; *we will not allow that to happen*.



Dakota | February 2019



Oliver | May 2019



Chino | March 2019

SAVING LIVES WITH THE ANGEL FUND AND OTHER CHARITABLE FUNDS

Our charitable care is made possible by the support of our donors.

This year, 260 lives were saved. Each case must be reviewed for both medical and financial need – and with increasing capacity and awareness at the hospital, we expect that number to grow in the years ahead.

VOLUNTEERS MAKING A DIFFERENCE

Volunteers at First Coast No More Homeless Pets are vital to our organization. With their help, we are able to provide continued care, love, and support to our four-legged friends across our region.

WHAT OUR VOLUNTEERS ARE SAYING

66 We're thankful to be able to provide pet food for those less fortunate and who need help, knowing pets are family too.

It means we know the pets are not going hungry and their families don't have to stress about it.

- Mike Lubecke Volunteer **66** I like volunteering at First Coast No More Homeless Pets because they are flexible and accepting. I feel comfortable here, and I know I am making a difference

> - Ifoluwapo Olayemi US Navy, NAS JAX Volunteer

VOLUNTEER SERVICE DELIVERY NUMBERS

13,645 Volunteer Hours

219,247 Pounds of Pet Food Distributed by Volunteers



OUR VOLUNTEERS IN ACTION















MEGA PET ADOPTION

First Coast No More Homeless Pets is proud to host our Mega Pet Adoption events. These large-scale adoption events have provided forever homes for more than 18,000 dogs and cats since 2012. The Mega Pet Adoption event features hundreds of dogs and cats from over a dozen different agencies, rescues and shelters from across the region.

With the support of the Petco Foundation and BOBS From Skechers, Mega Pet Adoption Events introduce an easy and welcoming open adoption process.



OWEN

Owen was adopted by this wonderful family at the Fall 2019 Mega Pet Adoption event! Owen was excited to head home with a few new precious best friends!

JUDIE

The Trenschel family added one more family member to their pack. Thanks to this amazing family for giving Judie a chance to have a family after waiting for so long!











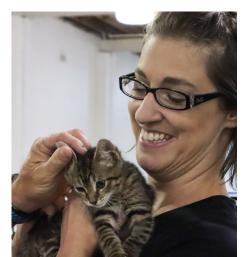
LIVES SAVED.

FAMILIES BUILT.











OUR LEADERS

Our paid and volunteer leadership staff provide direction to our team of professionals, volunteers, and supporters. Together, our leaders make sure the people and pets who count on FCNMHP each and every day enjoy quality care and innovative animal welfare solutions across our region and beyond.

THE BOARD

Martin Rees | Board President and Treasurer Lisa Crowley | Board Vice President Teresa Arnold-Simmons | Board Secretary Emilie Johnson | Past Board President Joseph A. Strasser Mary Ashley Rene Kurzius Kelly Overby Lauren Rautenkranz

LEADERSHIP

Rob Levine Chief Executive Officer

Jennifer Barker Chief Operating Officer

Dr. Yvonne Kline Chief Medical Officer

Susan Toffolon Chief Accounting Officer

THANK YOU, RICK for your passion,

dedication, and vision

66

Earlier this year, our Founder and CEO Rick DuCharme moved on to help animal welfare organizations across the nation learn from the FCNMHP model.

Board Chair Martin Rees recognized DuCharme for his dedication and commitment to animal welfare and First Coast No More Homeless Pets.

> Since Rick founded our organization in 2002, FCNMHP has grown from the vision of one man to end the needless killing of dogs and cats in the City of Jacksonville to a vital regional resource that has saved and cared for hundreds of thousands of animals. Duval County and our entire region have become a national model in animal welfare best practices, thanks to Rick's passion, dedication, and focus on mission.

> > - Martin Rees, July 2019

MAJOR DONORS

We are so grateful to our Major Donors, who are helping to spread our mission far and wide.

OVER \$100,000

Amazon Jax 3/Vendor Return Petco Foundation Joseph A. Strasser

\$50,000-\$99,999

Terry & Sharon Fowler Jim Moran Foundation

\$10,000-\$49,999

Applaws c/o MPM Products USA, Inc. Mary & Richard Ashley Banfield Foundation Compass MSP Robert Davis Dogs Trust USA Inc. Flizabeth Brown Foundation Feeding Northeast Florida Fleming Family Foundation Carolyn Fogarty Linda Gordon Alan & Pam Green Steve & Jane Horn Kevin Johnson Barry & Suzanne Kramer Rene' & Lawrence Kurzius Greg & Lesa Mullins Kelly Overby Martin & Marian Rees Women's Giving Alliance Jackie Zehring

\$1,000-\$9,999

A Econo Rooter LLC ADT Cares AETNA Foundation **19.**

The Albert F and Birdie W Finstein Fund Inc Alley Cat Allies Amazon Smile Foundation Anonymous Teresa Arnold-Simmons Justin & Crystal Ashourian Christie Atkerson Robert Austin Bank of America Charitable Foundation Bank of America Employee Giving Barco Family Foundation Richard & Claudette Barker Barbara Barrett BDO Phyllis Beecroft Benevity Berman Family Foundation Best Friends Animal Society Better Home Improvement, Inc. Betty Donahue Trust BISSELL Pet Foundation Boot Rack Saloon Virginia Briggs Janice Burnett CEC NCA CarePlus Health Plans Steven Carriere Chase Bank Mrs. Cheever Porter Foundation Inc. Indra Chhabra Lee Conway **Elizabeth Copley CORYS** Thunder Lamar & Nancy S. Corley Crete Carrier Corporation

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Hall-Halliburton Foundation Mary Hardee Sharon Hart Nancy Herlong Lisa Herklotz Kevin Hickey Andrea Hooper Jillian Hubbard Ivnn Huber **IHeartMedia** Jacksonville Jaguars Foundation Jacksonville Icemen Jass Enterprises LLC Karl G. Estes Foundation Bobbie Keelean Edward & Linda Kelly Jennifer Kile Patricia Kilgore Mary Kinsey Karin Kinzalow Elizabeth Larey L. Dee Foundation Cindy Laurendeau Rob & Cindy Levine Bill & Anne Levden Steve & Donna H. Magel Sonny & Cheryl Martin MaryEllen Willis Foundation McCormick & Company McKesson Medical-Surgical Tammy McKinley Lynda Mixson Janet Montgomery Emily Mooers Lance Mora Jorge & Marjorie Morales JP Morgan Chase Foundation Jeff Mullins Judith Mullins

Chip & Tina Nichols Chris & Jean Noe Nonprofit Center of Northeast Florida, Inc. Robert & Carolyn Olney Raymond & Lois G. O'Steen Virma Pendleton Victoria Pennington Petco Store - Atlantic Blvd Petco Store - Marsh Landing Phillips and Tadros, P.A. Mearl Platt Publix - Neptune Beach Publix - Roosevelt Publix - San Jose Puff Darlin' Raven Transport Robert & Joan Ray Dophen & Angela Redden Donald Reid Louisa Reid John Reynolds Cindy Rose James & Barbara Ross **RTJC Hogan Family Foundation** The Sandra Atlas Bass and Edythe and Sol G. Atlas Fund, Inc Shirley Seals Susan Seasholtz Sandy Simonson Southeast Bio-Solutions Stein Mart, Inc. Patricia Stephens Sandra Suchomski & Laurie Ackerman Ginger Sumner EJ Tavlor Tegna Foundation Mari Terbrueggen Tracy & Noreen Thurson

Thurston Roberts Charitable Foundation Mary Lee Travner Triad Financial Services T-Mobile Turner Pest Control Tommy Ulman **Ruth Valentine** Johnny VanZant **VOYA** Foundation VvStar Credit Union WellCare Health Plans William Yarbrough Philip and Betsey Walker Walmart #1083 WalMart #5816 Walmart #5818 Linsay Warren Sue Williams Winn-Dixie Martha Williams Christa Wilson Donald Woods

FIRST COAST FAMILY

Special thanks to our First Coast Family, who give each month to help support our life-saving programs.

Cindi Adams Roni Adams Sharon Joel Albright Margaret & Thomas Allen Ana & John Antunes Teresa Arnold-Simmons Thomas Bailey Lia Baker Patricia Baldwin Rachel Baron Yadira Batlle-Gomez Roberta Beattie Pamela Belmonte Peggy & Bruce Benson Stephen Berg Tracie Best Margo Bliss Suzanne Bradlev Alison Bremer Christy Brown Joyce Bryan Jane Brvant Janice Burnett Rhonda & Wayne Carmichael John Carter Crystal Caswell Carol Catlett Candace Chastain Colleen Clements Jennie-Lynn Collins Judith Connare Elizabeth Copley Barbara Cowan Barbara Cox

Frances & Gary Czito Dianne Davis Sharon DeBriere Gina DeGovanni Gale Disney Dixon Hughes Goodman, LLP Irma & Stewart Dowless Ruth Drve Susan & Millard Dusenbury Penny Edwards Andrew Eliera Aileen Fearson-Frisz Donna Fisher Kacie Flagor Carolyn Fogarty Sharon & Terry Fowler Karen & Jack Freeman Christopher Gravley Patricia Green Vicki Greene Barbara Hall Sonva Harrell Linda Harrison Linda Harrold Tessa Harvey Laura & Thomas Hash Louise & James Heffner Carolyn Helm Rob Hendrix Lisa Herklotz Julie Holland Michelle Holland Dennis Hunsicker Denise Landoli

Peggy James Jennifer Johnson Dewitt Jones Judy & Sheldon Kelley Jennifer Kile Suzanne Kirby Kris Kolbinskie Teresa Kratt Tina Kuhlman Walter Lansford Jean LeDell Janet Leigh Stephanie Leone Jeanne Lightcap Steve Lloyd Maura Lopez Barbara I orah Donna & Steve Magel Tiffany Manasco Vicki & Olin Mauldin Laura McAllister Lisa McClain Patricia McClellan Della McCormies Lasonya McDowell Patricia McGee Alexis McMackin Deborah McMillan Daniella Medina Jasper Miller Mark Miller Susan Miller Pamela Moran Lesa & Greg Mullins

Clark Newell Charlotte Newman Vicki Newsome Margaret Niswonger Judy & Kenneth Noon Peggy Paris Jayne Parker Allie Parnell Virma Pendleton John Perritt Rhonda Perry James Polk **Reshelle** Potter Sharon Pritchard Sheila Reeger Louisa Reid Benjamin Reisiger Lori Rickard Michelle Rickert Susan Robert **Emily Robertson** Flizabeth Roboch Ashleigh Rondon George Rosado Stephanee Rose Judith Rote Tammy Rouse Mary A Rozakis Larry Rush Denise & James Russell Kerry Sanders Margaret Schriefer Julie Sears Virginia Sherrill

Holly Shock Patricia Simard Melanie Simmerman Andrea Sisneros Jennifer Smith Rachel Smith Chris Smoke Mary Sowerby Karen Spiegelberg Patricia Steinhauser Natalia Stewart Julie Stromick Sandra Suchomski Ginger Sumner Mary Sutherland Rhonda Taylor Carol & James Tebeau Michael Thompson Tracy & Noreen Thurson Susan Toffolon Margaret Tussey Karen VanDeluyster Michael Varady Katy Vega Susan & Elgin Villaluz Pamela Ward Lorrie Washkewicz Barbara & David Wells Carol White Maribeth Whitney Cherie Whyte-Carter Nancy & Kevin Williams Christa Wilson Paige Woodall Donald Woods Brenda Wray Lois Wright Ellen Yordan Anna Young

CIRCLE OF FOREVER FRIENDS

Our **Circle of Forever Friends** is made up of our special friends who want to leave a legacy of their love of animals by including FCNMHP in their estate plans.

Sharon Joel Albright Elaine & Robert Anderson Barbara Barrett Hunter Barnett Sharon & Roy Beagle Phyllis & Jim Beecroft Barbara & Carl Bloesing Linda Camnetar Judy Connare Margaret Costa Arlene Cox Anne Craig & Richard Pena **Becky Cummins** Janet Dahlseid Doreice Denson Twila Fast Julian Farl Farris Debbie & Craig Fields Becky Filion Patricia & Norman Foy Heide & Alan Freed

Colleen & Donald George Linda Gordon Sheila Grimm Linda Gummow & Robert Conger Barbara Hall Maggie Hand Katherine Hart Lvnn Huber Shirley & Dennis Hunsicker Jeanene Janes Janice & John Knapik Jolee Land & Todd Nelson Elizabeth Larey Julie Lepper Heidi Lokev Barbara Lorah Suzanne Magish Nannette Martin Deinva Mautz Douglas Maxwell Gloria McClain

Jill Miller Chervl Mitchell Barbara Newcomer Gloria Oehlman Flise Perkins Louisa Reid Marian & Martin Rees Lesley Roberts Linda Rockev Madelvn Rubin Marv Lou Russell Susan Seasholtz Christina Swanson Julia Sweet Mari Terbrueggen Penelope Thompson Barbara Unglesbee Venetia & Russ Vaughn William Videll Kimberly Walker Delores Ward

Ruth Weatherford Jan Williams Jackie Zehring

If you have included us in your estate plans, we'd love to include you in our Circle of Forever Friends!

Please contact Barbara Barrett at 904.520.7901 or email her at bbarrett@fcnmhp.org.

OUR HIGHLY TRAINED PROFESSIONALS















COMMITTED TO COMPASSIONATE CARE



OUR PARTNERS

MAKING A DIFFERENCE DOWN THE STREET, ACROSS THE REGION AND BEYOND

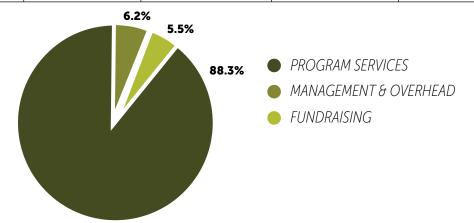
No one organization can end the killing of dogs and cats in shelters across the nation but First Coast No More Homeless Pets is proud to work with so many partners to help animals. We work with rescues and shelters across our region and beyond to make sure that every partner has access to low cost spay/neuter surgery, Mega Adoption events to help clear shelters, crucial veterinary services as needed, and so much more.



OUR BUDGET

The team at FCNMHP takes great pride in our stewardship of the donor dollar and our operating efficiency across our full range of services and programs. As you review our budget numbers, we think you will agree that we work hard to keep costs down as we increase medical care, grow service delivery, and focus on our core mission: to end the killing of dogs and cats in shelters.

YEAR	PROGRAM SERVICES	MANAGEMENT & OVERHEAD	FUNDRAISING	TOTAL EXPENSES
2007-2008	\$811,890	\$40,191	\$85,547	\$937,628
2008-2009	\$1,496,037	\$138,709	\$138,214	\$1,772,960
2009-2010	\$1,732,424	\$161,348	\$140,976	\$2,034,748
2010-2011	\$2,452,242	\$284,765	\$189,754	\$2,926,761
2011-2012	\$3,693,662	\$242,321	\$210,634	\$4,146,617
2012-2013	\$3,581,237	\$405,328	\$196,615	\$4,183,180
2013-2014	\$5,401,934	\$395,015	\$288,030	\$6,084,979
2014-2015	\$5,415,900	\$459,173	\$279,309	\$6,154,382
2015-2016	\$5,856,577	\$532,124	\$271,252	\$6,659,953
2016-2017	\$7,028,033	\$506,370	\$404,039	\$7,938,442
2017-2018	\$7,690,368	\$697,616	\$410,906	\$8,798,890
2018-2019	\$8,034,783	\$672,892	\$507,834	\$9,215,509







Printing, Signs & Promotional Products

> *Norwood Spay/Neuter Clinic* 6817 Norwood Ave., Jacksonville, FL 32208

Cassat Regional Veterinary Hospital 464 Cassat Ave., Jacksonville, FL 32254 **Appointments** (904) 425-0005

Donor Services (904) 520-7900







