

# ANNUAL REPORT 2022 🐾



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.

## 2022 AT A GLANCE:

**67,327**



**CLIENTS  
SERVED**

**62,213**



**VACCINES  
ADMINISTERED**

**\$405,040**



**IN CHARITABLE  
VETERINARY CARE**

**21,819**



**SPAY/NEUTER  
SURGERIES**

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# A MESSAGE *From Our CEO*

**Dear Friends,**

In 2022, the First Coast No More Homeless Pets team had a profound impact in our community as we continued to proudly serve pet-owning families and our rescue and shelter partners, as well as volunteer trappers and animal advocates who all rely on our safety net veterinary services and spay/neuter programs. With rising costs and effects of inflation, this year was an especially important time for us to remain available to the 67,000 clients that walked through our doors seeking our assistance for their furry friends – sometimes simply needing pet food to provide adequate nutrition for their devoted companions during a time of financial challenge.

As we celebrated our 20th anniversary and recognized the amount of compassionate care we were able to provide with your generous support of our many life-saving programs, your enthusiasm, trust, and continued commitment to our mission have fueled our desire to do more in the midst of finding ways to increase our capacity so that no pet is turned away, and no family is left without options to care for their beloved companions.

In 2022 we developed meaningful partnerships to ensure our services are protecting the vulnerable pets that are at risk of entering our shelter systems. One of these new partnerships has enabled our medical team to provide charitable veterinary care for senior citizens living on fixed incomes; this new collaboration with Aging True removes financial barriers so that ill or injured dogs and cats receive prompt medical intervention so they can recover and return to their loving homes. We know the human/pet bond is a powerful one and how much families cherish these special connections.

Our spay/neuter center provided care to 21,819 dogs and cats, preventing millions of unwanted litters, making us one of the largest spay/neuter centers in the nation again this year. Our Board of Directors and Leadership Team announced our exciting Leading The Way Capital Campaign and developed plans to improve and expand the Spay Neuter Center and Community Clinic. This substantial-- and much needed-- undertaking will have a positive effect on our ability to enhance and expand our level of patient care while creating more welcoming experiences for our clients, volunteers, staff, and most importantly, the dogs and cats we serve. We are now over halfway to our 2 million dollar goal!

I hope these next few pages touch your heart as you read the stories of the precious pets we have been able to provide healthy outcomes for, thanks to your caring and giving spirit. The future is bright for the animals in our community as we work together to strengthen our dedication to expanding access to care for all those who call upon us in the years ahead.



Jennifer L. Barker  
Chief Executive Officer



# CAPITAL CAMPAIGN

## Leading The Way



Over the past few years, it has become obvious that in order to keep up with the increasing demands for our services, our Norwood Spay Neuter Center and Community Clinic would require upgrades, renovation, and expansion. After many conversations, the exploration of how to best meet our needs led to a comprehensive campaign aimed at:

- Creating a more welcoming client experience through improved and dedicated intake areas for dogs and cats
- Expanding our surgical capacity and enhancing the quality of care for all patients
- Improving health outcomes by separating pet cats from feral cats
- Air-conditioning and filtering all spaces where our medical team and volunteers work
- Expanding parking for clients and staff with upgraded outdoor safety features
- Updating equipment for better sanitation, diagnoses, and service
- Increasing opportunities for training programs, including our partnership with the UF College of Veterinary Medicine

We have developed exciting plans that promise to vastly improve the Norwood Clinic's ability to meet the needs of owners, pets, and our dedicated staff. We believe that due to these upgrades, the entire experience will be positively transformed for all.

We would like you to join us, and invite you to scan the QR code to learn more.

*Scan here to learn more!*



*"I am proud to support the Leading the Way Campaign to renovate and expand FCNMHP's Norwood Spay/Neuter Surgery Center and Community Clinic. This project will not only increase its capacity, but also improve and enhance the experience of clients, volunteers, staff, and, most importantly, the dogs and cats it services."*

*-Delores Barr Weaver*



# OUR ANGEL FUND *Gives Lives*

FCNMHP PROVIDED  
**\$405,040**  
IN CHARITABLE  
CARE IN  
2022



When Gabriel brought his cat, Man, into our Cassat location, he was having trouble walking, eating, drinking, and was exhibiting other signs of distress. As our doctors did a complete evaluation, our client care team came to understand how important Man was to Gabriel. Earlier that day, he received a call at work that a fire had destroyed his home. He shared with us that when he pulled up to the scene, Man jumped into his arms and they held tight to one another as he surveyed the damage.

Our doctors were able to fix Man up, and our Angel Fund was used to offset the cost of the care. As Man left the hospital, our team once again realized how important their work is- far beyond just caring for sick animals.



Skadi had a rough time as a puppy; over the first few years of her life, she was confined to a small space and neighbors became increasingly more concerned about her. They were able to get her to a local shelter where she was made available for adoption. Sabrina had not had the best couple of years either and was feeling lost, until she adopted Skadi.

"Skadi immediately brightened my existence. I have learned so much from this amazing animal...She is the biggest blessing to come into my life."

Sabrina almost lost Skadi when a dogfight broke out and Skadi suffered serious wounds. Thanks to the generous support of the Angel Fund, our doctors were able to patch up Skadi without adding overwhelming financial pressure to Sabrina's tight budget.

Andrew found Lucky in his mechanic shop when he was so young his eyes hadn't even opened yet! After watching him grow up as part of the family, Andrew became concerned when Lucky developed a blockage.

"Luck"ily, our team got him the care he needed (including emergency surgery!) at a cost Andrew could afford.

Lucky is happy, healthy, and back at home, where he greets Andrew at the door every day after work!



**67,330** *clients served in 2022*

## CLIENT TESTIMONIALS

*"I just wanted to express my appreciation for your service and especially the Staff, the staff was wonderful. From the moment I pulled up, I was treated with complete professionalism and the entire process was very orderly and efficient. I was impressed. Feral hurt kitty Eve says thank you!"*

**-Dawn S., Facebook**

*"I initially visited First Coast No More Homeless Pets almost 10 years ago for their low-cost neuter surgery for my dog. The staff was welcoming and knowledgeable, assuring me that my pup was in good hands. The procedure and healing process went so smoothly! I have continued to visit the Norwood clinic over the years for all of my veterinary needs. We know we can trust First Coast No More Homeless Pets to provide excellent and affordable veterinary care. You all are truly an amazing group - always doing what is best and right for the animals. We highly recommend FCNMHP to anyone with pets. A huge THANK YOU to Dr. Kampalli and his team for everything. FCNMHP rocks!"*

**-Blair I.**

*"Our TNR program here in Jax is amazing! Thank you to you guys for all that you do to make it happen, and thank you, fellow trappers."*

**-Pyrojen, Instagram**

## OUR MEDICAL TEAM *Making a Difference*

**47 Veterinary Technicians support our team of veterinarians. These skilled team members provide care and comfort to dogs and cats during procedures, process dozens of diagnostic samples, and communicate with pet owners to understand their concerns and help address their needs. Our lifesaving work is simply not possible without these dedicated and incredibly compassionate superstars!**

**MEET OUR STAFF**



## TERRA



Before she became a Vet-Tech Lead, Terra was a regular at our clinic! She has been TNRing feral cats with us for as long as our doors have been open. “I felt it was the place for me. It was never about making a paycheck, but making a difference.” Terra grew up on a farm, where she and her family took in retired racing horses and helped place them in forever homes. “Keeping animals healthy and happy is the main goal,” she said. Helping animals has been a passion throughout her whole life!

## MELINDA

After a long career in customer service roles, Melinda came to FCNMHP looking for a way to continue her love for making people happy while also applying her passion for animal welfare! Melinda has the remarkable ability to make everyone she interacts with leave with a smile- even when their fur babies are sick- making her such a wonderful asset as one of our Customer Service Representatives. She is described by her team as radiating love and positivity- “ I try to put happiness and positivity into the world because you get out what you put in!”



## JAKE



Jake has been a member of our team at FCNMHP for a little over four years now, “it has been an amazing experience, I have learned so much in the time I have spent here. I am very fortunate to be surrounded by a team of professionals that all share a passion for animals and this great mission!”

## CHRIS

Chris is authentic and sincere, and he always goes above and beyond to ensure our clients feel valued and heard. During his 12-year career with FCNMHP, he has been in 5 positions! He has been involved in our Community Outreach programs, supported our team as facility manager, oversees our Feral Freedom program, and currently functions as a veterinary technician providing tender loving care to all the dogs and cats in need that come to our Norwood veterinary clinic.





## DR. MACKINZE

Dr. Sara Mackinze joined the veterinary field as a volunteer at 13 years of age, earned her doctorate in veterinary medicine in 2004, and began performing high-quality, high-volume, low-cost spay/neuter surgeries in 2006. Over the years, she has developed a strong passion for this particular niche in the profession. Dr. Mackinze is both proud and humbled to have the opportunity to help thousands of animals by providing life-saving spay/neuter surgery and wellness care.

Dr. Ainsley Horton, born in Miami and raised in Tallahassee, obtained her bachelor's and master's degrees from Florida A&M University and her doctorate from Tuskegee University. She is the proud dog mom of a Boston Terrier (Simon) and a Rottweiler (Ansel). She visited FCNMHP while still in veterinary school and immediately knew it was the right place for her! Being able to provide affordable and quality veterinary care for the community makes her lifelong dream even more fulfilling.

## DR. HORTON



## FCNMHP CARES: *Workplace Wellness*

We received a grant that provided our team with a mental health counselor to support employees, and now offer team visits and one-on-one sessions. See how this has benefitted our team:



**Reduced Employee Turnover**  
(compared to prior year)  
CSRs - reduced by 82%  
Vet Techs - reduced by 119%



**Improved Employee Tenure:**  
2.7 years  
compared to 2.1 in 2020

# BECOMING A NATIONAL MODEL FOR *Workplace Wellness*



A group counseling session with Kal, a psychologist who visits our two locations monthly

***“ Our counselors, Debbie and Kal, taught me different pointers that I can use on a daily basis in the workplace and in life as well. Just talking to them both has changed me a lot. ”***  
***-A valued employee***



*Compassion fatigue*

affects our team members working in a high-volume atmosphere where there are constant demands as the need for our services has escalated. Our workplace wellness program has been a tremendous help in these situations.



# VTEEP VET TECH EDUCATION & EMPLOYMENT PROGRAM

Designed to educate, support, and employ residents from targeted low-income zip codes across the Northeast Florida region.

The program focuses on the early entry workforce program and provides unique access to STEM-based comprehensive vocational training in the fast-growing veterinary medicine sector. Since launching this program in August of 2019, we have served 11 young women and 3 young men.



**71%**  
**GRADUATION  
RATE**

**4/10**

GRADUATES CONTINUE TO BE EMPLOYED  
BY FCNMHP. 2 ARE WORKING IN  
VETERINARY PRACTICES.



WE WORK WITH  
SEVERAL  
COMMUNITY  
PARTNERS TO  
RECRUIT NEW  
STUDENTS.

## VTEEP *Students*

### JASMINE



Jasmine loves helping people and animals, and found that being a veterinary tech allowed her to do both!

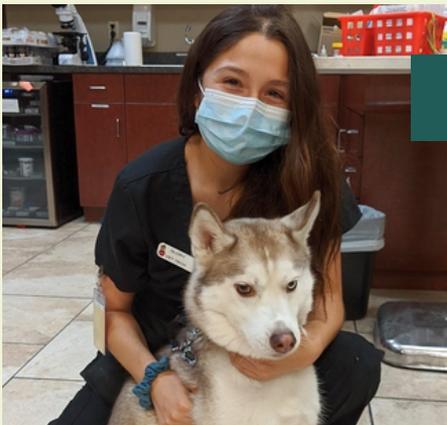
She is 19, loves basketball, and wants to pursue a career in the medical field.

"FCNMHP is a good environment to work in, everyone is helpful and works as a team daily. There is such positive energy."

### GLORY

Glory has always been interested in helping animals and always wanted to find a job that allowed her to do that.

She was so excited when she was accepted into our VTEEP program but thought it would only "get her foot in the door," but said she has learned and achieved more than she thought was possible!



# OUR VOLUNTEERS *Helping Us Make a Difference*

Volunteers at FCNMHP are a vital part of our organization. With their help, we are able to provide continued care, love, and support to our four-legged friends and their pet parents. Individuals, corporate employees, and students help with laundry duties, ground maintenance, distributing food at our pet food bank, as well as assisting with clerical tasks. Volunteers make a difference in so many ways including assisting our medical team with restocking of supplies, sanitizing animal holding areas, sterilizing surgical instruments and so much more.

We love our volunteers and rely on their support to achieve peak efficiencies so we can focus on saving more lives!



**5,466**  
volunteer  
hours  
in 2022!

## *Meet* OUR VOLUNTEERS

Marty has been trapping feral cats for 22 years. She noticed the constantly growing number of kitten litters being born across the city and knew she had to help. Marty shares her time and helps trap community cats in many different areas. Her support of our TNR program has had a tremendous impact and we can't do this vital work without wonderful supporters like Marty!

### MARTY



### CORPORATE GROUPS

Knighted Gaming came to us to volunteer across both of our locations. The team helped by greeting guests and assisting our veterinary techs, giving our landscaping a refresh, organizing 22 pallets of donated food for our Food Bank, and doing a lot of laundry. We are so grateful for their help!

*"I mainly started volunteering at FCNMHP for school, but I love it here so I continue to come back- even though I already met my requirement! I have helped in the food bank and the hospital ward. I've found it really heartwarming to see how much it is helping people when I give out pet food, and I love getting to see the animals when I work in the hospital. I always feel useful when I'm here."*

**-Rebecca S.**

*"I started volunteering at FCNMHP 3 years ago by doing the laundry. I've never folded so many towels and blankets in my life but knowing that they'll make a pet more comfortable makes it such an easy job. It has been such a pleasure to volunteer here. I've done a little bit of everything, but now, I'm the one who runs our food bank."*

*Everyone I've worked with now feels like family to me!"*

**-Lynn R.**

*"I've been working with FCNMHP for 15 years- I started getting the feral cats in my neighborhood fixed by another veterinarian, who actually recommended FCNMHP and their amazing TNR program to me. Over those 15 years, we have reduced the population of feral cats in our neighborhood from the 65 that started there to 12. The TNR program is just wonderful! I would love to see everybody get on board with it, and see more people get involved with utilizing it!"*

**-Brenda H.**



*Pet Food Bank*



**Our volunteers  
helped us  
distribute**

**166,100 lbs**

**of pet food to  
families in need in  
2022**



# 2022 BY THE *Numbers*

**PROGRAM SERVICES: \$6,657,183**

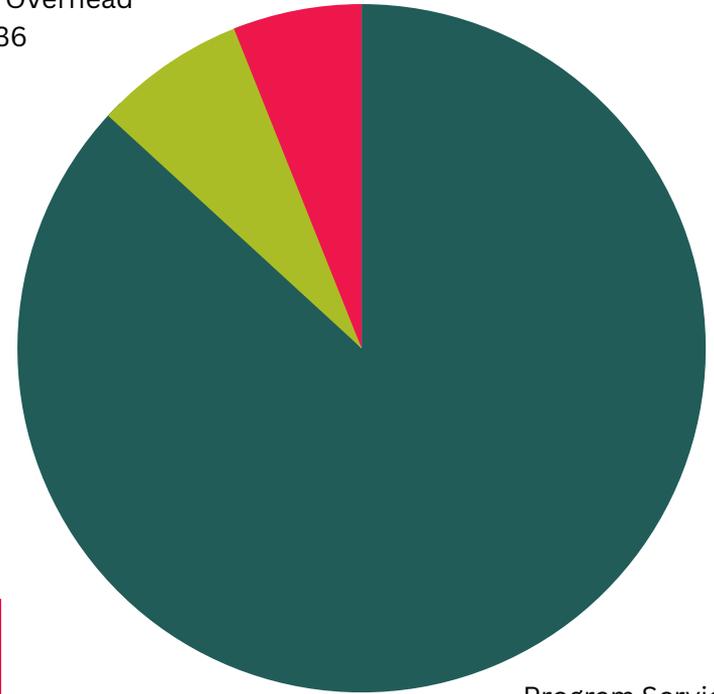
**MANAGEMENT & OVERHEAD: \$547,336**

**FUNDRAISING: \$463,731**

**TOTAL EXPENSES: \$7,668,250**

Management & Overhead  
\$547,336

Fundraising  
\$463,731



Program Services  
\$6,657,183

## THE DONOR DOLLAR

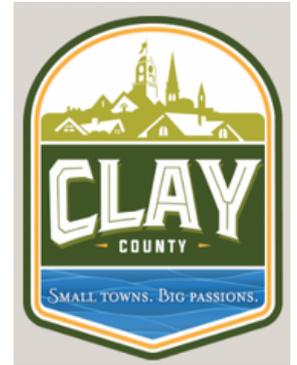
NEARLY 87 CENTS OF EVERY DOLLAR GOES TOWARD THE PROGRAMS AND SERVICES TO SUPPORT OUR MISSION.



2022

# RESCUE & SHELTER PARTNERS

Our collaborative efforts with 20 rescue and shelter partners ensure that nearly 7,000 animals annually are prepared for adoption and move on to their next journey of finding their forever homes. These crucial partnerships help keep Jacksonville a no-kill community as we work together to find positive outcomes for at-risk dogs and cats. Many of these rescue groups rely on the services FCNMHP offers, including access to low-cost spay/neuter programs, discounted veterinary care, and receiving pet food and other supplies from our pet food bank.





## **ORGANIZATION LEADERSHIP**

Jennifer L. Barker | CHIEF EXECUTIVE OFFICER  
Nancy Kelley | CHIEF DEVELOPMENT OFFICER  
Dr. Yvonne Kline | CHIEF MEDICAL OFFICER  
Susan Toffolon | CHIEF ACCOUNTING OFFICER



## **BOARD OF DIRECTORS**

Mary Coleman | PRESIDENT  
Lesley Roberts | VICE PRESIDENT  
Mike Schnell | TREASURER  
Lisa Crowley | SECRETARY  
René Kurzius, Anthony Austin, Laura Davis,  
Elizabeth Larey, Dr. Linda Ann Di Teodoro

We extend much gratitude to our leaders and donors that make sure our life-saving services are available to the people and pets who count on FCNMHP every day.



**Norwood Avenue Spay/Neuter Center and Community Clinic**

6817 Norwood Avenue, Jacksonville, FL 32208

**Cassat Avenue Regional Veterinary Hospital**

464 Cassat Avenue, Jacksonville, FL 32254



**Veterinary Services (904) 425-0005 | Donor Services (904) 520-7900 | [fcmhp.org](http://fcmhp.org) | [info@fcmhp.org](mailto:info@fcmhp.org)**