



# FIRST COAST NO MORE HOMELESS PETS 2018 ANNUAL REPORT



**2018 WINNER**  
BEST VETERINARY PRACTICE

**CARE • COMPASSION • COMMUNITY**





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# WHO WE ARE

The mission of First Coast No More Homeless Pets is to end the killing of dogs and cats in shelters in our community, across our region, and beyond.

We operate a high-quality, low-cost veterinary hospital and clinic where we treat and heal more than 95,000 animals from across northeast Florida and southeast Georgia. Our nationally recognized spay/neuter clinic and wide range of additional programs and services are the foundation for 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, so our prices for veterinary care are significantly lower than for-profit veterinarians. In keeping with our values, we have special charitable programs to help people afford critical care, spay or neuter surgery, and food for their pets at our Pet Food Bank. One of our core commitments is that no pet in need of critical care will go untreated due to the financial capacity of their loved ones. We have proudly distributed more than 1.8 million pounds of pet food to low-income pet owners since this program launched. We have saved the lives of thousands of feral cats through our nationally recognized Feral Freedom program. And, of course, our nationally recognized Mega Adoption Events have found homes for more than 17,000 dogs and cats from shelters and rescues across northeast Florida, southeast Georgia, and beyond.

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.***



Norwood Spay/Neuter Clinic



Cassat Regional Veterinary Hospital

# LETTER FROM OUR CEO

Dear Friends and Fellow Animal Lovers,

As I sat down to write the annual report note this year, I realized the most important thing I needed to do was convey my deepest and most sincere gratitude to all of you, our supporters, who make our efforts possible. We had another terrific year of lifesaving work, thanks to your trust and passion for our mission. We expanded our community presence, helped so many of our neighbors across the two-state region, and kept dogs and cats out of shelters and in homes. No need for a detailed list here. The information, and perhaps more importantly, the pictures in this annual report will vividly capture the efforts of our doctors, our volunteers, and staff in a way that I never could in a single note.

I do hope after you review this annual report that you will come visit us and see the amazing work we do each and every day. My greatest joy is to walk around our hospitals and visit with clients and supporters as together we see volunteers working to support our mission, staff engaged with clients as they meet their needs, and veterinarians caring for animals to make sure they have a life filled with health and happiness.

Thank you for your interest, your support, and your trust!



*Rick DuCharme*

Rick DuCharme  
Founder and Chief Executive Officer  
(904) 520-7910

*Gizzy*

## SAMUEL GETS A SECOND CHANCE

### Front Cover Story

Samuel was a feral cat who lived on the streets with his three brothers in southeast Georgia. Thanks to the care and compassion of our partners at No Kill Glynn County, all three feral cats were saved from the streets and brought to FCNMHP to be neutered – still the best and most humane way to end overpopulation.

During that routine surgery, our doctors realized that Samuel had a severe eye infection. With the support of generous donors, our doctors were immediately able to perform surgery to keep the dangerous infection from spreading and claiming his life. Unfortunately his left eye had to be removed as part of the treatment.

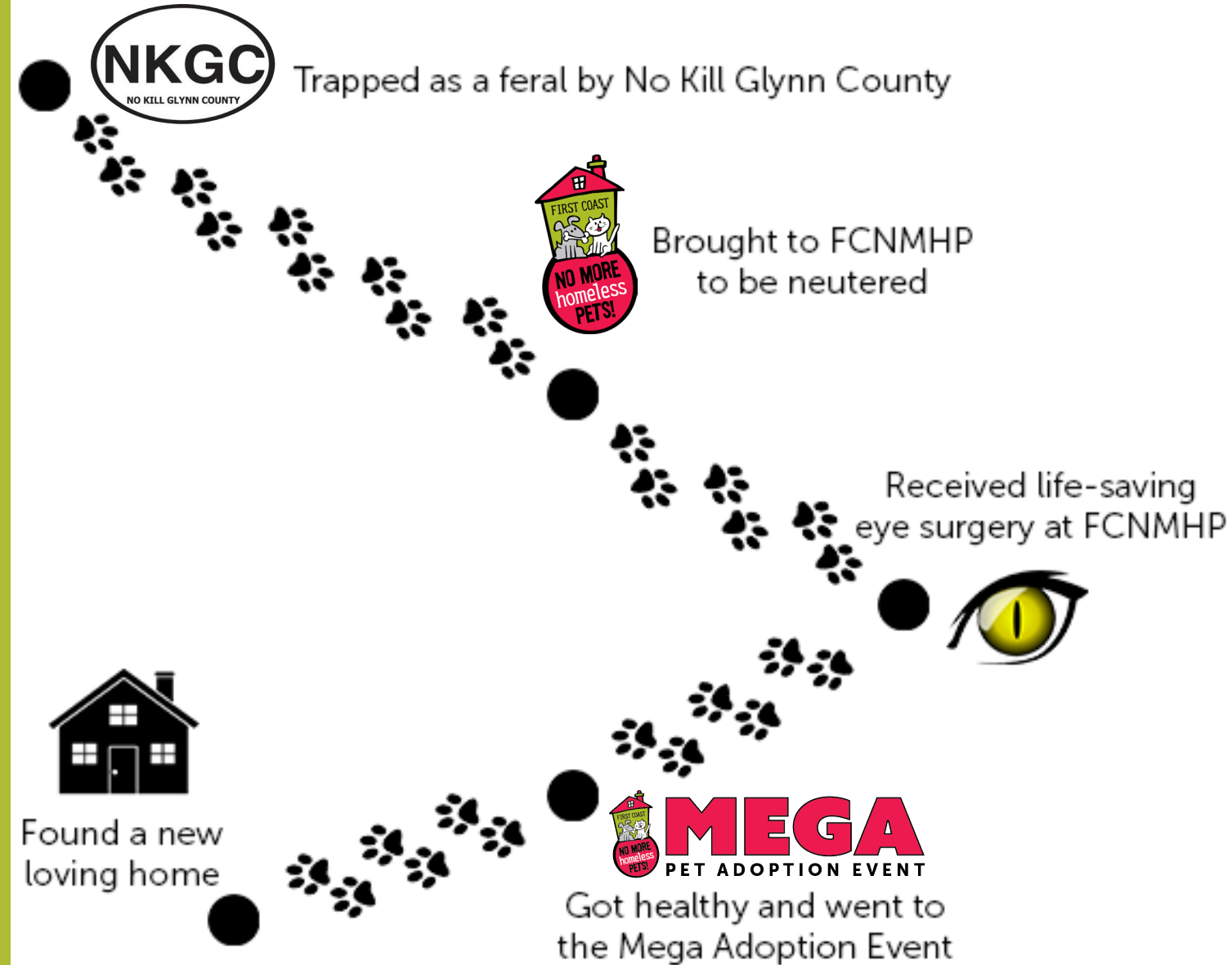


Samuel bounced back quickly and proved to have a playful, free spirit and made his way to the September Mega Adoption Event. His winning spirit and positive outlook caught the attention of a young couple. After a few minutes of playing with him, they fell in love, and, as they say, the rest is history.

Samuel started his life on the streets in Georgia, but thanks to the caring people at NKGCC, our dedicated team at FCNMHP, and a loving couple here in northeast Florida, the world is looking pretty good to this year's Annual Report cover boy!



## SAMUEL'S JOURNEY TO HEALTH AND HAPPINESS





# HIGH QUALITY VETERINARY CARE FOR ALL

At the heart of everything we do here at First Coast No More Homeless Pets is our team of 125 paid staff including 21 veterinarians, 65 vet techs, and hundreds of volunteer staff who help keep our full-scale veterinary hospitals running seven days a week. We understand that a comprehensive, multi-program approach is the only way to keep dogs and cats in homes and out of shelters. All our programs and services start right here at our hospitals. 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 traditional veterinary care. Meanwhile, our Cassat Avenue Hospital is recognized as the largest non-profit safety net veterinary hospital in the Southeast United States.



# HIGH QUALITY VETERINARY CARE FOR ALL

*Continued*



We are proud to support everyone in our community, but our core commitment is to make sure that our low and moderate income neighbors have the opportunity to keep their pets healthy and cared for. Our facilities are located in low-income, under-served areas of Jacksonville adjacent to major regional interstates, and our prices for veterinary care are significantly lower than those offered by for profit veterinarians. In addition, we have special programs to help people afford needed veterinary care. We offer payment plans for people who cannot afford to pay for the veterinary service outright. Beyond that, we pledge that anyone who needs critical care for their pet but cannot afford it will receive the needed care paid by charity funds, thanks to the generosity of our donors.





## SPAY/NEUTER PROGRAMS

Targeted spay/neuter surgeries are at the heart of our strategy to end overpopulation and homelessness. We provide free surgeries for dogs and cats most at risk of entering the shelter: those owned by low-income people, animals residing in areas with high shelter admissions, large dogs, and feral cats. Our facility is among the largest in the nation, and last year we performed 21,638 free or low-cost spay/neuter surgeries.



Spay/neuter: humane and effective.



Just sitting here thinking about all the pawsome things FCNMHP does.

HELP PEOPLE AND THEIR PETS

FIRST COAST NO MORE

HOMELESS PETS

BROAD RANGE OF COMPREHENSIVE PROGRAMS

INNOVATIVE VETERINARY CARE

HELP SHELTERS WORK MORE EFFECTIVELY AND EFFICIENTLY

PET FOOD BANK

SPAY NEUTER CLINIC

SERVE COMMUNITIES ACROSS THE SOUTHEAST

HIGH-QUALITY, LOW-COST VETERINARY CARE

CHARITABLE PROGRAMS

PROVIDE SUPPORT AND EDUCATION FOR PET OWNERS

COMMUNITY BASED INITIATIVES

SUSTAINABLE INDUSTRY LEADING PROGRAMS, SERVICES AND SOLUTIONS

C W L P C O L H A B O R A T E

D C D O G S

T S

S

P A R T N E R S

M O R E

T H A N

80,000

A N I M A L S

Q U A L I T Y

O F

L I F E

F O R

P E O P L E

A N D

P E T S

M A D E

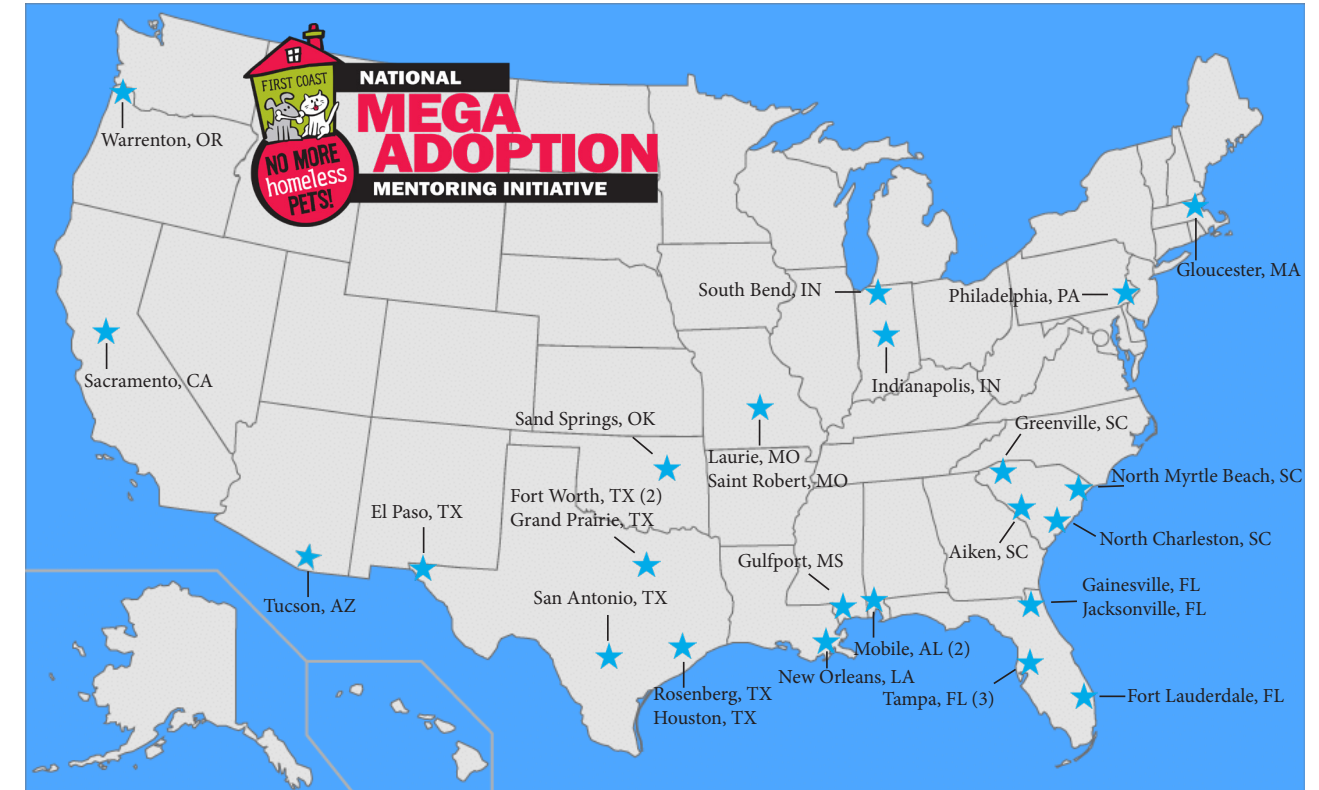
P O S S I B L E





That magical moment when lifelong friendships begin.

## MEGA MENTORING INITIATIVE



First Coast No More Homeless Pets introduced Mega Adoption Events as part of our holistic approach to helping partners in northeast Florida, and beyond to increase shelter live release rates. After dozens of Mega Adoption Events, we can proudly say more than 17,000 dogs and cats have found homes, and rural shelters have been able to expand high live release rates.

Increasingly, organizations have sought information, guidance, and mentoring as they seek to find uniquely local solutions using the Mega Adoption model. With First Coast No More Homeless Pets serving as mentors, both Indianapolis and Philadelphia have proven that this model is exportable and can be adapted to meet the needs of local organizations and markets. With the support of the Petco Foundation, the National Mega Adoption Mentoring Initiative will save lives in dozens of cities in the years to come.



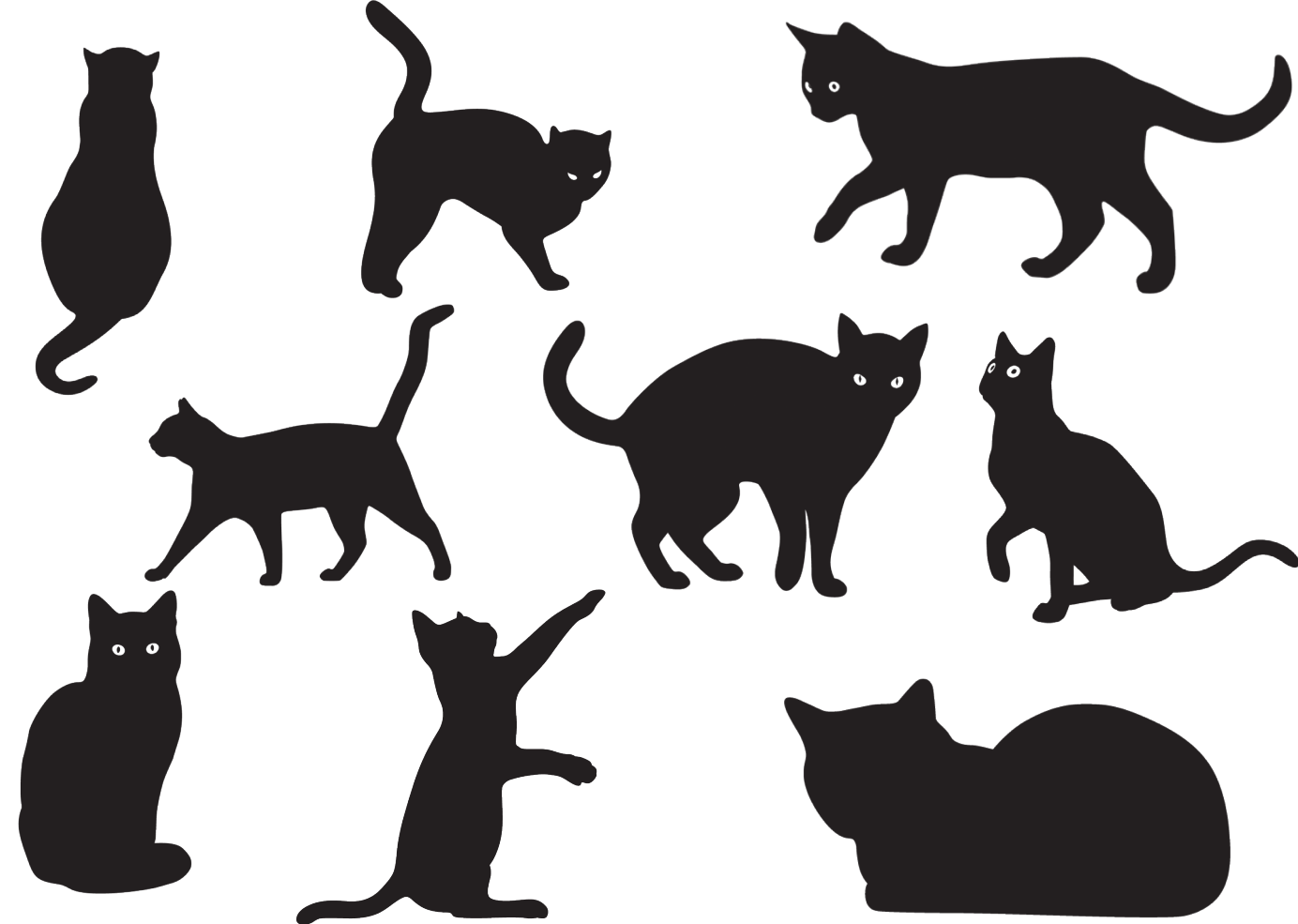


**2018 WINNER**  
**BEST VETERINARY PRACTICE**



# FERAL FREEDOM

A great example of the vision, reach, and power of the organization is the Feral Freedom program. Introduced in 2008, it was the first public-private collaboration to save all feral, stray, and community cats that entered Jacksonville city shelters. To date, the Feral Freedom program has saved the lives of more than 30,000 cats and had a significant impact on quality of life issues across the city of Jacksonville. With the support of national animal welfare leaders such as Best Friends, Million Cat Challenge, and Alley Cat Allies, organizations have looked to FCNMHP's Feral Freedom program as the national "Best Practice." Groups large and small have been mentored by FCNMHP, saving the lives of hundreds of thousands of cats.



# WE APPRECIATE 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, and that is why 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.







# MAKING A DIFFERENCE IN RURAL COMMUNITIES: THE POWER OF VOLUNTEERS

A team of caring volunteers, generously funded by Alley Cat Allies (ACA) as well as other local donors, tackled a community-wide feral cat problem in rural Welaka, Florida. ACA is a leading national animal welfare group dedicated to improving the lives of cats and kittens across the nation. In partnership with municipal leaders and volunteers, the team launched the community-wide trapping initiative in early April. This humane answer to feral cat overpopulation involves trapping, neutering, and returning the majority of the community cats to help solve the challenge of the fast-growing population that inhabits this rural community. The team successfully returned more than 150 cats to their outdoor homes in the rural community after surgery at FCNMHP's spay/neuter clinic in Jacksonville. Hundreds of volunteer hours were dedicated to the project as community members from the river town joined forces with FCNMHP volunteers to make a difference in the lives of these cats.







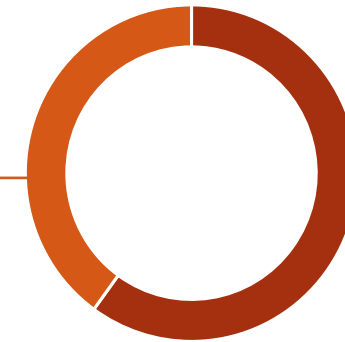
FCNMHP has partnered with the Eckerd Connects' young adult program for the last two and a half years. Interns from the program receive 3-6 months of hands-on training and several have been hired full time at FCNMHP. In August, the Norwood Spay/Neuter Clinic received the "Collaborate Award" from Eckerd Connects.

## MORE THAN 95,000 DOGS AND CATS HELPED

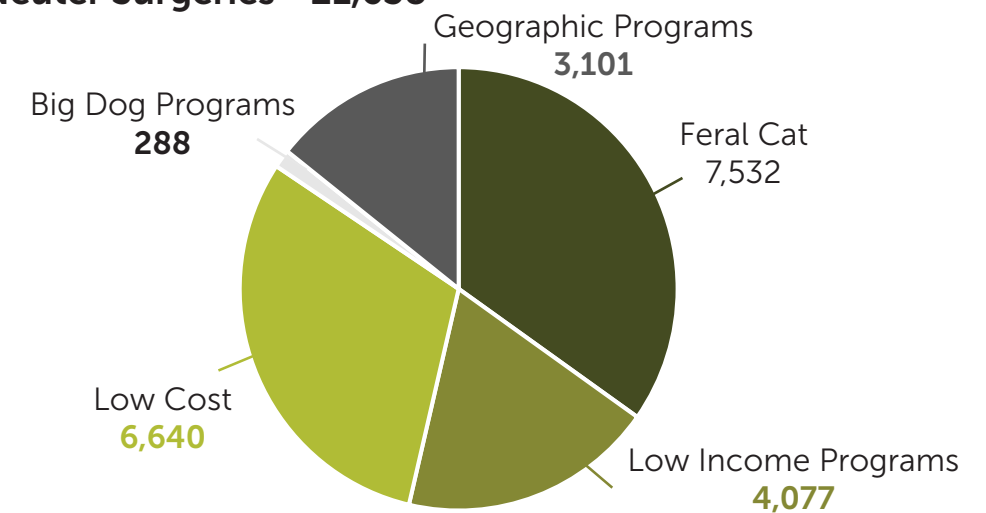
Total Clinic Visits - 72,037

Wellness and  
Preventative Health  
**40%**

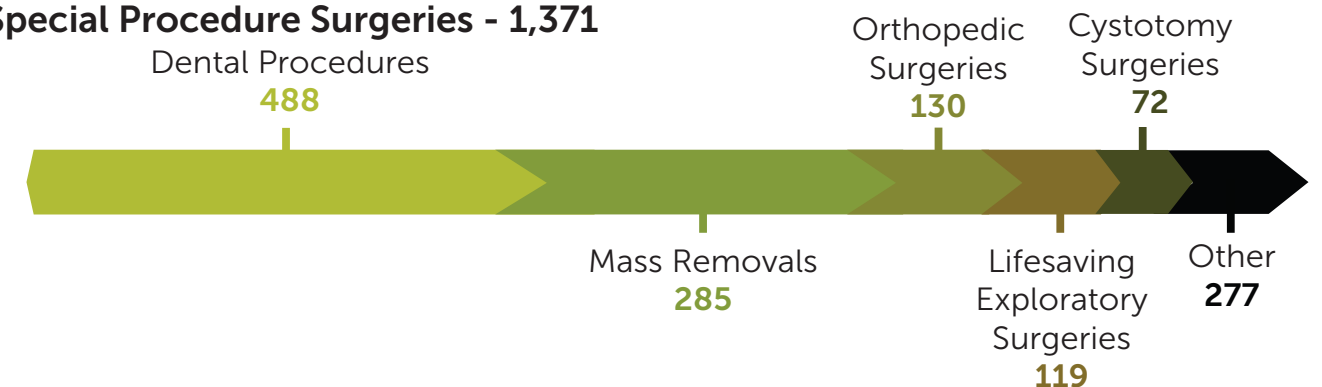
Injury, Illness or  
Emergency Treatments  
**60%**



Total Spay/Neuter Surgeries - 21,638



Special Procedure Surgeries - 1,371







Our full range of programs and services makes a difference in the lives of our neighbors.

## FIRST COAST NO MORE HOMELESS PETS PET FOOD BANK

Since March 2010, the First Coast No More Homeless Pets Pet Food Bank has helped keep pets in homes and out of shelters. More than 1.8 million pounds of pet food have been shared, thanks to our many food bank donors and sponsors.

The Pet Food Bank relies solely on community donations and volunteers. Food is distributed every 6 weeks to qualified families in need. Without the program, many Pet Food Bank attendees say they would not be able to afford to keep their beloved pets.

**JACKSONVILLE** Special thanks to our partners:

**JAGUARS**



**amazon**

Jacksonville Vendor Return

**FEEDING**  
NORTHEAST FLORIDA

Our local  
**Publix**  
Stores

**WellCare**  
Beyond Healthcare. A Better You.

Our local  
**petco**  
Partners





# OUR LEADERS



Our paid and volunteer leadership staff provide support to our team of professionals, volunteers, and supporters. Together, they 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.

## LEADERSHIP

**Rick DuCharme**  
Founder/CEO

**Dr. Ravi Putluru**  
Medical Director

**Jennifer Barker**  
Chief Operating Officer

**Rob Levine**  
Chief Development Officer

## THE BOARD

**Martin Rees** - Board President  
**Tom Moilanen** - Board Treasurer

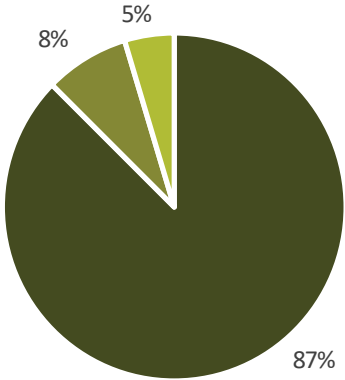
**Mary Ashley**  
**Lisa Crowley**

**Debbie Fields** - Past Board President  
**Emilie Johnson** - Past Board President  
**Rene Kurzius**  
**Joseph A. Strasser**

# 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



■ PROGRAM SERVICES ■ MANAGEMENT & OVERHEAD ■ FUNDRAISING



## MAJOR DONORS

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

**OVER \$100,000**

**Richard and Mary Ashley  
Petco Foundation  
Amazon Jax 3/Vendor Re  
Joseph A. Strasser**

**\$50,000-\$99,999**

## Estate of Arthur Wissler

**\$10,000-\$49,999**

Adecco North America  
Alley Cat Allies  
Lauretta Boyd Charitable Trust  
Robert Davis  
DuBow Family Foundation  
Feeding Northeast Florida  
Fleming Family Foundation  
Florida Animal Friends  
Terry and Sharon Fowler  
Linda Gordon  
Alan and Pam Green  
Bill and Susan Gussman  
Steve and Jane Horn  
Kevin Johnson  
Rene' Kurzius  
Gregory and Lesa Mullins  
North Florida Warehouse FTZ  
Patina Solutions Group, Inc.  
Martin and Marian Rees  
RTJC Hogan Family Foundation  
Cynthia Sanborn  
Spring Point, LLC  
WellCare Health Plans  
Estate of Nancy Westcott  
Jackie Zehring

**\$1,000-\$9,999**

Allstate Benefits  
Nancy Altman  
Amazon Smile Foundation  
Teresa Arnold-Simmons  
Athletes for Animals  
Robert Austin  
Bank of America Charitable Foundation  
Barbara Barrett  
Richard and Claudette Barker  
Sandra Atlas Bass  
Leah Beasley  
Jim and Phyllis Beecroft  
Better Home Improvement, Inc.  
Big Ass Solutions  
Sarah Boardman in Memory of  
Virginia Duncan  
The Boot Rack Saloon  
Broadneck High School

Jan Burnett  
 Wayne and Rhonda Carmichael  
 Carrington Charitable Foundation  
 Cats Angels, Inc. SPCA  
 Combined Federal Campaign  
 Mary Lee Conway  
 David and Lisa Cook  
 Elizabeth Copley  
 Lamar and Nancy Corley  
 Costco  
 Crete Carriers  
 Lisa Crowley  
 Michael and Nancy Darragh  
 Laura Davis  
 Gina DeGiovanni  
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 Paul Ferber  
 Pat Fisher  
 Florida Newsline  
 Andrew and Carolyn Fogarty  
 Ferdinand and Elisa Formoso  
 Norman and Patricia Foy  
 Gate River Run  
 Jane Gielincki  
 Don and Carolyn Glisson  
 Arthur Graham  
 Green Room Brewing  
 Sheila Grimm  
 Margaret Hall  
 Nathan and Nancy Hanna  
 Mary Hardee  
 Heldesty, Tyde, Green & Ashton, P.A.  
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 Lisa Herklotz  
 Nancy Herlong  
 Karen Holland  
 Jillian Hubbard  
 Lynn Huber  
 Virginia Hullen  
 Jacksonville Jaguars Foundation  
 Jacksonville Zoo and Gardens  
 Peggy James  
 Jax Federal Credit Union  
 JP Morgan Chase Foundation  
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 Bill and Anne Leyden  
 Barbara Lora  
 Steve and Donna Magel

Don Manuchia  
Sonny and Cheryl Martin  
Metro Entertainment Complex  
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Lynda Mixson  
Janet Montgomery  
Emily Mooers  
Melissa Moore  
Jorge and Marjorie Morales  
Network for Good  
Chip and Tina Nichols  
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Kelly Overby  
Robert and Deborah Pearce  
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Prudential Financial Co.  
Publix  
Robert and Joan Ray  
Rayonier Advanced Materials Foundation  
Donald Reid  
Louisa Reid  
Robert Rhodes  
Percy and Betty Rosenbloom  
James & Betty Ross  
Royal Canin  
Sandy Paws  
Doris Satterwhite  
Susan Seasholtz  
Lonette Seaton on Behalf of the Betty  
Donahue Trust  
Simmons Pet Food  
Snyder Heating and Air Conditioning  
Sandy Simonson  
Bonnie Smith  
Stand Up For Pits Foundation  
Stein Mart, Inc.  
Patricia Stephens  
Sandra Suchomski and Laurie Ackerman  
EJ Taylor  
Tracy and Noreen Thurson  
Thurston Roberts Charitable Foundation  
Mary Lee Trayner  
Turner Pest Control  
United Way of Northeast Florida  
Russ and Venetia Vaughn  
VyStar Credit Union  
Philip and Betsey Walker  
Walmart Stores  
Sue Williams  
Martha Williams  
Christa Wilson  
Whirlpool Corporation  
Woodmen Life Chapter 899  
Woof Gang Bakery

## CIRCLE OF FOREVER FRIENDS

Our Circle 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 and Robert Anderson  
Barbara Barrett  
Hunter Barnett  
Jim and Phyllis Beecroft  
Ann Betchkal  
Carl and Barbara Bloesing  
Linda Camnetar  
Judy Connare  
Margaret Costa  
Arlene Cox  
Anne Craig and Richard  
Pena  
Becky Cummins  
Janet Dahlseid

Doreice Denson  
Rick DuCharme  
Debbie and Craig Fields  
Becky Filion  
Norman and Patricia Foy  
Alan and Heide Freed  
Donald and Colleen George  
Linda Gordon  
Sheila Grimm  
Linda Gummow and Robert Conger  
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Katherine Hart  
Dennis and Shirley Hunsicker  
Jeanene Jones  
Janice and John Knapnik

Jolee Land and Todd Nelson  
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Heidi and Stanley Lokey  
Suzanne Magish  
Nannette Martin  
Douglas Maxwell  
Gloria McClain  
Susan Miller  
Cheryl Mitchell  
Barbara Newcomer  
Gloria Oehlman  
Victoria Pennington  
Elise Perkins  
Louisa Reid  
Marian and Martin Rees

Lesley Roberts  
Linda Rockey  
Mary Lou Russell  
Susan Seasholtz  
Christina Swanson  
Julia Sweet  
Mari Terbrueggen  
Penelope Thompson  
Barbara Unglesbee  
Russ and Venetia Vaughn  
William Videll  
Kimberly Walker  
Delores Ward  
Ruth Weatherford  
Jan and Ed Williams  
Jackie Zehring

# FIRST COAST FAMILY

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

Roni Adams  
Cindi Adams  
Sharon Joel Albright  
Wayne Alford  
Thomas and Margaret Allen  
John and Ana Antunes  
Teresa Arnold-Simmons  
Thomas Bailey  
Patricia Baldwin  
Pamela Belmonte  
Stephen Berg  
Margo Bliss  
Suzanne Bradley  
Alison Bremer  
Christy Brown  
Joyce Bryan  
Jane Bryant  
Jan Burnett  
Dana Burnette  
Wayne and Rhonda Carmichael  
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Kimberly Combs  
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Elizabeth Copley  
Barbara Cowan  
Barbara Cox  
Vicki Cross  
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Dixon, Smith & Associates, Inc.  
Stewart and Irma Dowless  
Ruth Drye  
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Andrew Eljera  
Aileen Fearon-Frisz  
Donna Fisher  
Kacie Flagor  
Terry and Sharon Fowler  
Viennne Frankel  
Jack and Karen Freeman  
Christopher Gravley  
Patricia Green  
Vicki Greene  
Barbara Hall  
Sonya Harrell  
Linda Harrison  
Tessa Harvey  
Thomas and Laura Hash  
James and Louise Heffner  
Carolyn Helm  
Rob Hendrix  
Lisa Herklotz  
Dennis and Shirley Hunsicker  
Susan Illingworth  
Millard Jackson  
Peggy James  
Jennifer Johnson  
Sheldon and Judith Kelley  
Katie Kight  
Jennifer Kile  
Kris Kolbinskie  
Teresa Kratt  
Tina Kuhlman  
Mary Lee Kuhn  
Denise Landoli  
Jean LeDell  
Janet Leigh  
Stephanie Leone  
Rob and Cindy Levine  
Maura Lopez

Barbara Lorah  
James and Marty Lyons  
Steve and Donna Magel  
Sean Mailey  
Tiffany Manasco  
Emanuele Marano  
Olin and Vicki Mauldin  
Lisa McClain  
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Patricia McGee  
Deborah McMillan  
Daniella Medina  
Jasper Miller III  
Mark Miller  
Susan Miller  
Lynda Mixson  
Pamela Moran  
Gregory and Lesa Mullins  
Cynthia Myers  
Clark Newell  
Charlotte Newman  
Kenneth and Judy Noon  
NWCA Mayport, #201  
Peggy Paris  
Shabnam Patel  
James Polk  
Becky Prew  
Sharon Pritchard  
Debra Pyne  
Sheila Reeger  
Louisa Reid  
Benjamin Reisiger  
Lori Rickard  
Tami-Jo Riley  
Susan Robert  
Emily Robertson  
Elizabeth Roboch

Stephane Rose  
Judith Rote  
Tammy Rouse  
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Margaret Schriefer  
Karen Scott  
Julie Sears  
Holly Shock  
Robert and Sonya  
Simmons  
James Simpson  
Andrea Sisneros  
Jennifer Smith  
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Rachel Smith  
Shannon Smith  
John and Chris Smoke  
Tammie Sparks  
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Julie Stromick  
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Karen VanDeluyster  
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Lorrie Washkewicz  
Deborah Watford  
Carol White  
Cherie Whyte-Carter  
Kevin and Nancy Williams  
Christa Wilson  
Paige Woodall  
Brenda Wray  
Lois Wright

**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](mailto:bbarrett@fcnmhp.org).**





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

**Appointments and General Questions**  
(904) 425-0005

**Cassat Regional Veterinary Hospital**  
464 Cassat Ave., Jacksonville, FL 32254

**Donor Services**  
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