



GROWING BY LEAPS AND BOUNDS

FY 2019 ANNUAL REPORT



Board President Rob Kalman with
Pets In Need alum Annie who was
adopted on October 21, 2018



Executive Director Al Mollica

YOUR PHILANTHROPY AT WORK

Dear Supporter:

Here in Silicon Valley, companies that resist change or fail to innovate may become less competitive over time. Nonprofits are subject to the same forces.

Pets In Need underwent a transformation last year that resulted in historic growth and a more significant impact on our community.

We rely on several metrics for tracking growth, but the bottom line, and the question we ask ourselves regularly is: how many lives did we save?

Together, with your support, we rescued, rehabilitated and found homes for 1,375 animals last year, our best life-saving year in the nearly 55-year history of the organization. Pets In Need has continued to be a vanguard of the no-kill movement, resulting in declining rates of pet euthanasia in the Bay Area and across the nation.

We expanded our footprint on the Peninsula when we began operating the Palo Alto Animal Shelter in early 2019. At the same time, our Redwood City shelter increased adoptions, launched new community outreach programs, conducted hundreds of spay and neuter operations and brought in more animals than ever before.

Like any business, there is a cost to the work we do. And that's where you, the most loyal of investors, came in, personally donating to Pets In Need, volunteering thousands of hours and opening your homes to hundreds of fosters.

In the pages that follow, you'll see some of the innocent faces you saved and read about the people behind the pets that found loving families and homes.

Thank you for recognizing there are dogs and cats, rabbits and birds and numerous other animals in our community that need you.

And thank you for investing in Pets In Need.

With gratitude,

Rob Kalman
President, Board of Directors

Al Mollica
Executive Director

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EXPANSION INTO PALO ALTO



From dogs and cats to rabbits and goats and even chickens and ducks, Pets In Need is saving more animals than ever before thanks, in large part, to our new partnership with the City of Palo Alto.

After nearly three years of negotiations with the City of Palo Alto, Pets In Need began running the day-to-day operations of the municipal shelter in February 2019.

The partnership with the city has enabled us to advance our no-kill mission and serve as a national model for the humane treatment of animals in public shelters.

At the same time, our Redwood City shelter has continued to function as the hub for our rescue operations.

With two locations, Pets In Need is now in an even better position to rescue, shelter and find homes for the most vulnerable animals, giving them a second chance at life. Animals such as:

- Costello, a silly hound who just needed a human who would laugh at his antics. (Don't we all want someone who laughs at our jokes?)
- Peaches, a cuddly orange rabbit that hopped into a young girl's arms and onto a better life.
- Hope, a 10-week-old kitten who was homeless and suffering with a broken leg when she was discovered near a busy road.

Under the agreement with the city of Palo Alto, Pets In Need operates the municipal shelter as an open access facility, which means we accept any animal brought to us by animal control officers or residents of Palo Alto, Los Altos and Los Altos Hills.

The shelter is open for adoptions six days a week and also offers weekly vaccination clinics, animal licensing services, lost and found pet assistance, volunteer and foster opportunities, and humane education programs such as camps, teen shadow opportunities, school and youth organization visits and birthday parties.

The expansion into Palo Alto moves Pets In Need closer to its vision of a world in which every healthy and adoptable animal finds a forever home. This is only the beginning of what we hope will be a longstanding relationship with the Palo Alto, Los Altos and Los Altos Hills communities.

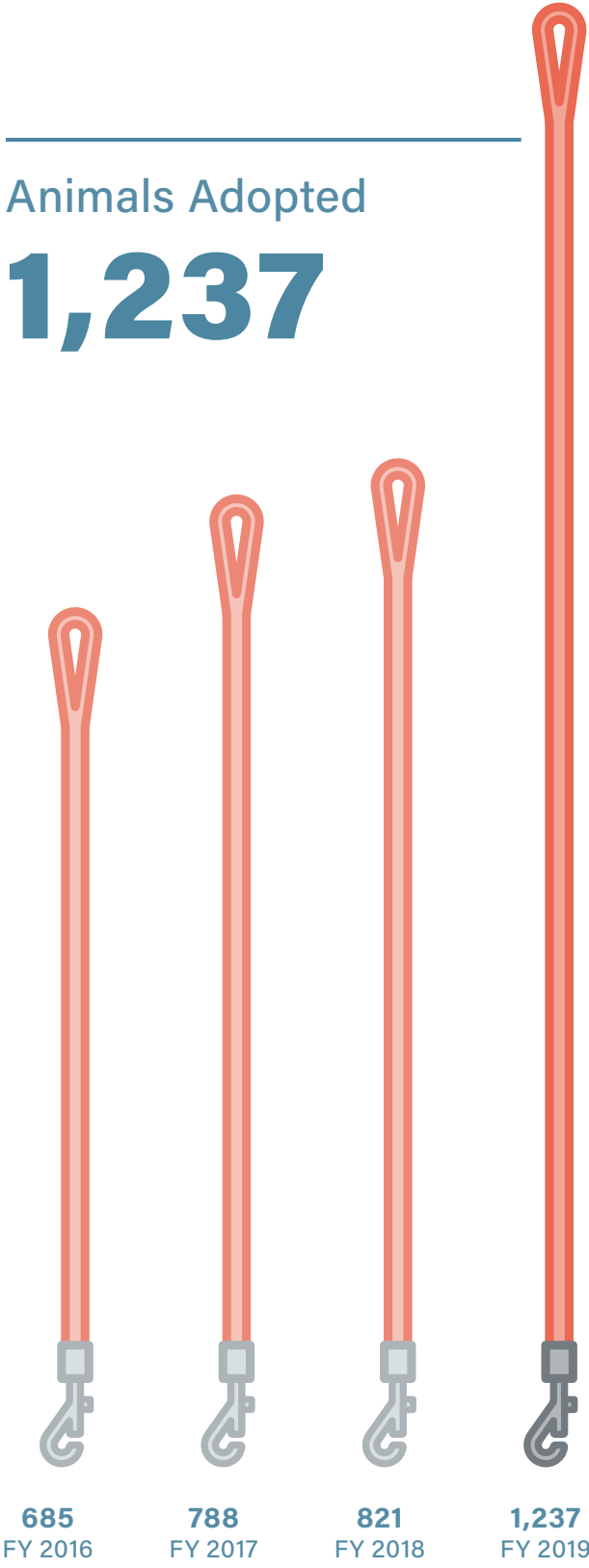
"Pets In Need has a proven track record of operating as a cost-effective and efficient animal shelter that is dedicated to providing humane, life-saving care, and we are pleased to welcome them to Palo Alto."
Palo Alto Mayor Eric Filseth



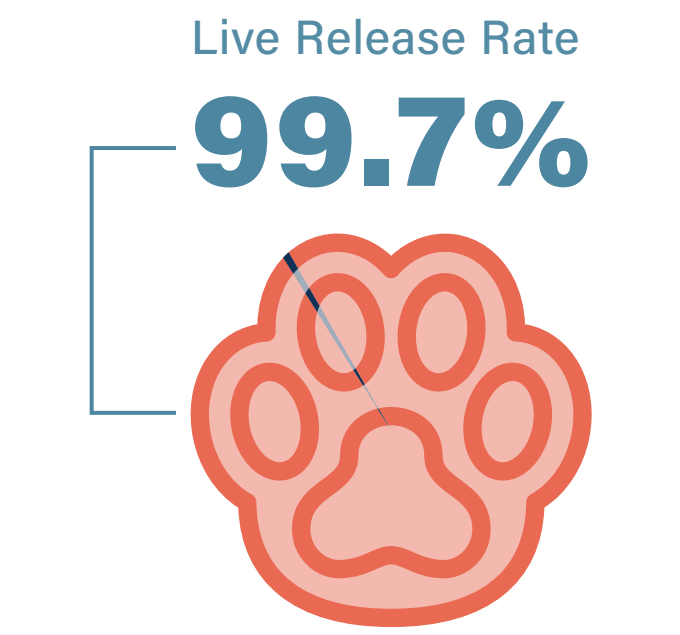
A RECORD YEAR

Animals Adopted
1,237

6



Number of Adoptions



One Thousand and Counting



We were especially jubilant when Bendy, an 8-month-old black-and-white kitten went home with a loving family in March. That’s because Bendy was our 1,000th adoption of the year. She was rescued in San Jose, delivered to our Redwood City shelter, received medical care and loving attention until one lucky family scooped her up.

Spay/Neuter
Surgeries
Performed

1,205



FY 2019 EVENTS

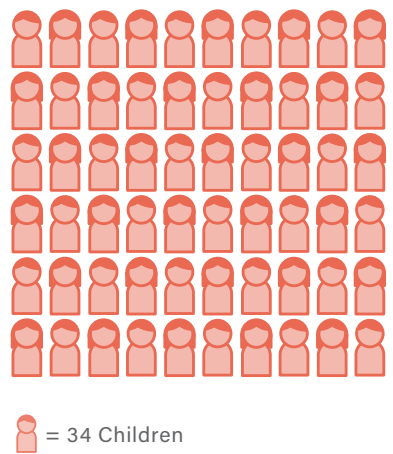


We celebrated 53 years of service to the community with a camping-themed party. Guests enjoyed games, face painting, food and visiting with animals.



We had a doggone good time at our pawliday party in December. Santa posed for photos with dogs while their owners enjoyed hot chocolate and cookies and toured our Redwood City shelter.

Children Who
Benefitted From
Humane Education
Programs
2,040



NEW PROGRAMS

As we all grapple with the rising cost of living in Silicon Valley, Pets In Need is doing our part to help people and pets gain access to our services.

SCHOLARSHIP PROGRAM

In an effort to give all children in our community equal opportunity to learn about animals and responsible pet ownership, to build relationships and to instill empathy, we launched a scholarship program targeted to low- and lower-income children. Families with a financial need are now eligible to apply for scholarships to send their children to Camp PIN Pals or their teens to our shadow program.

BACON MEMORIAL FUND

Established in honor of a beloved dog that survived a severe case of parvo virus as a puppy, the Bacon Memorial Fund helps hard-to-place animals find forever homes. Donations to the Bacon Memorial Fund subsidize adoption fees for select animals, ensuring that there are even fewer barriers to adoption for some of our more challenging friends. Last year 15 animals found forever homes thanks in part to the Bacon Memorial Fund.

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GRANTING SECOND CHANCES

Pets In Need Alum Victoria
Adopted November 9, 2019

We are especially proud of the effort we put in to rehabilitating the animals in our care. The Second Chance Fund was established in 2015 to offset the cost to provide medical care for seriously ill and injured animals. To date, we have granted \$65,017.13 in care for pets with serious medical needs.

Here are just a few examples of the animals we saved last year.

MEET LUCY

Lucy arrived in April by way of a small rescue group in Fresno, California. She was a year old, friendly and affectionate. Her front leg had been shaved, indicating that she may have had blood drawn, but otherwise Lucy appeared healthy. When our veterinary team sedated Lucy to prepare her to be spayed, they noticed a dangerous change in her breathing. An X-ray revealed a diaphragmatic hernia. Her abdominal organs were in her chest cavity, obstructing her lungs. They surmised that Lucy had endured blunt force trauma from being hit by a car or kicked. Lucy was given the surgery and TLC she needed to repair the injury and today is living large in her new home.

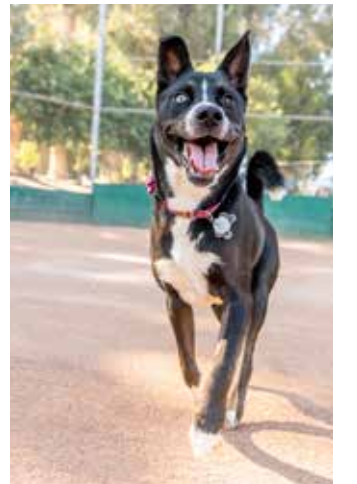


MEET VICTORIA

When Victoria arrived at our shelter last summer she was recovering from a bout of pneumonia, so it was no surprise that she was lethargic and thin. But when time passed and Victoria's symptoms persisted, our medical team knew something was wrong. Blood tests revealed that Victoria was suffering from ehrlichiosis, a tick-borne illness that can be life-threatening. She was treated with antibiotics and steroids for four weeks, the recommended time. Yet she continued to decline. It took another two weeks of medication and a lot of love and attention before Victoria's bloodwork came back normal. She wouldn't have survived that long at most shelters, but we knew there was more we could do to help Victoria, so we did.

MEET PENNY

When Penny came to our Redwood City shelter as a puppy, she walked funny. Her pelvis and tarsal joint, which is similar to the human ankle, had sustained obvious damage. She had been discovered wandering a highway after having been thrown from a car. An orthopedic specialist recommended holding off on surgery because Penny was young and still growing. She was sent to a loving foster home. We ensured that Penny received regular medical check-ups and then watched and waited. She healed without surgery and although Penny will always have a strange gait, she doesn't seem to know it or care!





ELI POTISCHMAN

Teen Shadow

Eli Potischman has always liked animals.

All three of his family's dogs—Lucky, Mack and Pepper—are rescues from Pets In Need.

So when his mom encouraged him to volunteer at the shelter through the Teen Shadow program, it made sense.

At first Eli, 14, helped out with adoptions, birthday parties, camps, but soon found he enjoyed working with the animal behaviorists the best.

"So many people give up on a dog without giving it a chance," Eli said. "But it's really, really wonderful to help a dog overcome its challenges and see it get adopted."

So wonderful, in fact, that even though he's finished the Teen Shadow program Eli continues volunteering.

He may have also found his future calling.

"Before I started volunteering at Pets In Need I wasn't sure what I wanted to do in the future," Eli said. "Volunteering opened my eyes to the world of animal behavior, and at this point, I'm interested in becoming a behaviorist."

KERRY BOYD

Donor

Giving back runs in the family for Kerry Boyd.

Her father, Dave Boyd, cofounded Webcor builders and made philanthropy one of the pillars of his business.

"My dad always gave back," says Kerry. "He taught me that everybody can give something and that the more people who give back the better we all become."

A generous donor to Pets In Need, Kerry has adopted several dogs from the shelter, including her two current canine companions—Snowy, a poodle Chihuahua mix, and Boo, a terrier mix.

Her first PIN dog was a poodle mix named Russell, who had been abused and had two holes in his head from someone hitting him with a hammer.

"He was just the biggest sweetheart," says Kerry. "He lived to be almost 20. When he passed I was brokenhearted and made a donation in his name."

"When you donate to Pets In Need your money is going to great use," Kerry adds. "I cannot stand the thought of animals being put down when they don't need to be. I think every pet deserves a person and Pets In Need does that."



WILLIAM KLAUSMEYER AND KATIE KOES

Volunteers

Some couples go to the movies. Others to dinner. But when Saturday comes around for William Klausmeyer and Katie Koes, they have a date with the dogs.

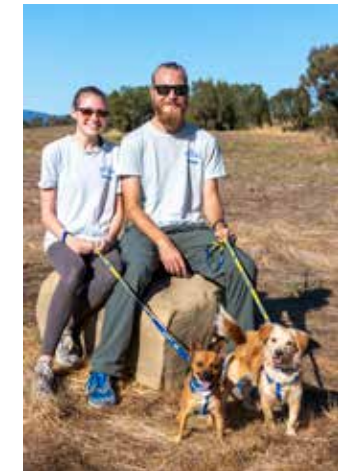
As one of six couples who volunteer at Pets In Need, William and Katie spend Saturdays at the shelter, whether working with the dogs on their behavior or taking them for hikes as part of the Hiking Buddies program.

"It's time we set aside each week when we can hang out together, get a little exercise and help dogs get adopted," said William.

"I really like how much training Pets In Need provides," Katie added. "I feel very involved in the shelter."

William and Katie rescued their kittens, Misty and Riff, from Pets In Need and also routinely foster dogs.

"It's cool to see the dogs grow," William said. "We learned not to judge a dog right when we meet them. They come into the shelter scared and timid, and after being in foster they're happier and more outgoing. We see the potential in every dog."



THE PEOPLE
BEHIND THE PETS



A DAY IN THE LIFE OF PATTY SANTANA

Shelter Manager

6 a.m. Patty wakes up and gets her three children—ages 14, 9 and 5—ready for school. On rescue run days, the kids are normally in bed by the time she gets home.

7:30 a.m. - 9 a.m. Patty heads to the Pets In Need Redwood City shelter where she loads crates into the rescue van, takes care of any issues that came up at the shelter overnight and hits the road to Selma with another Pets In Need staff member as her co-pilot.

11:30 a.m. Before making their first stop, Patty grabs a quick bite to eat at Tacos El Grullense in Los Banos.

“They know us there and are super quick, so we’re normally in and out.”



1 p.m. - 2:30 p.m. Staff at the Second Chance Animal Shelter in Selma are ready for Patty when she arrives, introducing her to the dogs and cats that are most at risk of being euthanized whether because they need medical attention or just some extra TLC before they can be adopted.

3:15 p.m. On many days, Patty makes a second stop at the Madera County Animal Shelter to rescue a second load of vulnerable animals.

“I plan a run knowing I’m going to pick up at least six dogs. If there are other at-risk animals there that I can’t take at the time, they’ll hold them so I can pick them up the following week.”

4 p.m. - 6:30 p.m. With the van loaded, Patty heads back to Redwood City. This time the co-pilot drives while Patty breaks out her laptop to add the animals’ information into the Pets In Need system.

“Typically after 45 minutes or so, all the animals have gotten car sick and settled down, but every now and then there’s that one dog that just won’t stop barking. There’s all kinds of smells, but we’ve gotten used to it.”

6:30 p.m. - 9:30 p.m. Along with shelter staff, Patty unloads the animals, makes sure they’re all fed, and cleans the crates. While she’s doing paperwork, the animals are having their pictures taken and kennel cards made so they’re ready to meet their potential adopters the next day.

9:30 p.m. - 1 a.m. Starving by now, Patty heads home, showers, pours herself a bowl of cereal and catches up with e-mail. Some nights she may relax in the bath before laying down to sleep, satisfied she helped the most vulnerable animals live to see another day.



PROGRAMS & SERVICES

HUMANE EDUCATION PROGRAMS

Studies show that participating in programs that involve working with animals teaches young people compassion and empathy. Further, socializing with animals reduces stress, improves communication and inspires a feeling of social support and companionship in youth.

Camp PIN Pals

Participants are exposed to veterinary science lessons, K9 officer demonstrations, clicker training for dogs, hiking in the Baylands, and games that build confidence and social skills. Activities are planned that teach responsibility, compassion, and respect for both animals and other human beings. Camp sessions occur during summer, winter and spring breaks. **Last year, our camps drew 179 students.**



School Visits

Our team visits area schools on a rotating basis to teach students about the animal welfare field, responsible pet ownership and to introduce them to animals. Many of these children later visit Pets In Need with their families, adopt an animal or participate in other programs. **Last year we presented at 56 schools.**

Teen Shadows

Our shadow program allows teens the opportunity to gain practical experience in animal welfare. Participants shadow Pets In Need employees, including the adoptions, behavior, medical, and administration departments. Students engage in hands-on work under the direction of staff and develop basic skills in customer service, animal care, critical thinking and leadership. **We hosted 122 teen shadows last year.**



Girl Scouts

Girl Scout troops are welcome to earn their pet badge with us. During visits, scouts learn how to care for pets. They make enrichment toys for animals and bond with our furry friends. At the end of the visit, each scout receives her pet badge, and most have fallen in love with an animal or two. **More than 140 Girl Scouts earned badges last year.**



Birthday Parties

There are few things we like better than kittens. Birthday cake may be one of them. Put them together and you have a pretty amazing birthday party. **We held 46 parties at our Redwood City shelter last year for children ages 7 and older.**



PROGRAMS & SERVICES

CORPORATE PROGRAMS

Our corporate programs offer employers the opportunity to provide team-building activity while doing good.

Yappy Hours,
Tails for Techies &
Bankers and Barkers

Companies looking to give their staff a chance to de-stress during the week can take a well-deserved break to cuddle and play with adoptable pups. We brought dogs to workplaces throughout the Bay Area and invited teams to our shelter.

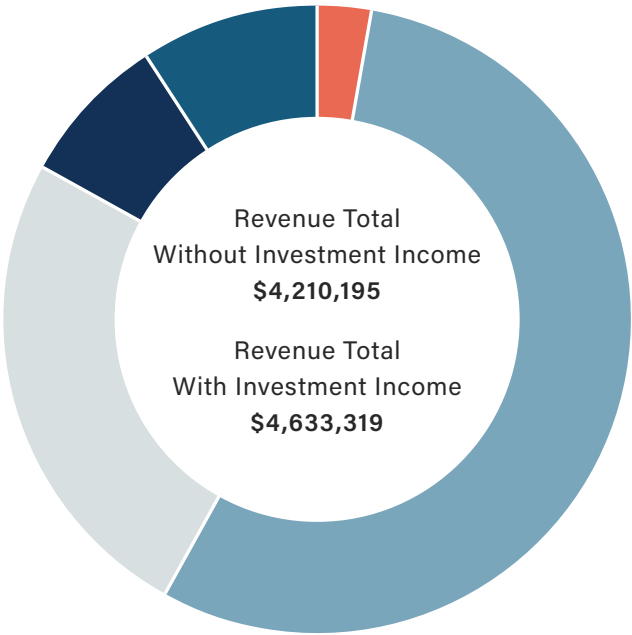
Last year we partnered with 41 corporations to hold unique, fun team-building events.



FINANCIALS

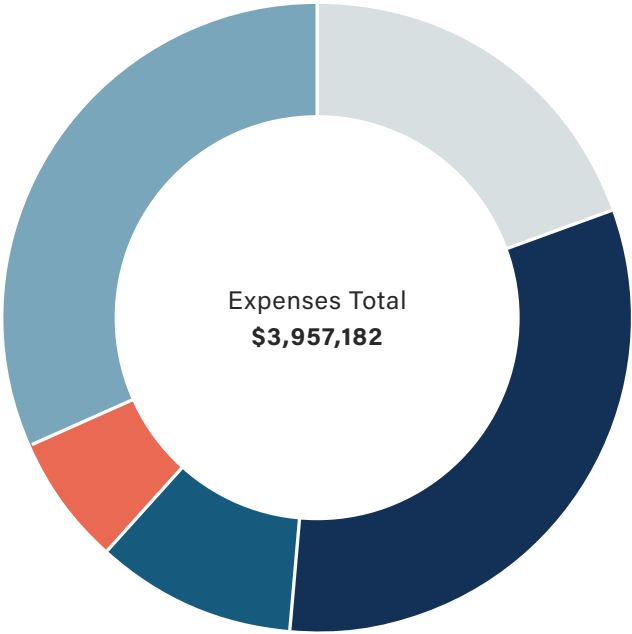
Revenue

- Adoptions \$128,854
- Bequests \$2,564,934
- Fundraising \$1,162,361
- Programs \$354,046
- Investment Income \$423,124



Expenses

- Adoptions \$775,010
- Animal Care \$1,265,797
- Fundraising \$403,851
- General \$266,221
- Medical \$1,246,303



Pets In Need Alum Charlie
Adopted December 21, 2018

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