



# 2020 Annual Report



# COMPASSION CARE COMMUNITY

*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.*

## 83,265 CLIENTS SERVED IN 2020



**19,395**  
Spay/Neuter  
Surgeries



**12,591**  
Charity Care  
Cases



**8,328**  
Volunteer  
Hours



# Contents

Table of Contents	3
Letter from Our CEO & COO	4
How We Serve	5
Fusion's Story	6
How We Responded to Covid-19	7
Tink's Story	8
Helping Our Neighbors	9
Toby's Story	10
By the Numbers	11
Volunteers Making a Difference	12
Our Leadership Team	13
Dogs & Cats	14
Rescue and Shelter Partners	15

## WHAT OUR CLIENTS ARE SAYING ★★★★★

*"I cannot thank this place enough! They saved me over \$1,800 and gave me a payment plan for a surgery, that had it not happened, would have been a fatal illness to my pet. I am so grateful and would recommend them to anyone! It's amazing what you all do there, and you are all very professional and caring individuals.*

*Thank you, thank you, thank you!"*

**- Jen, Google Reviews**



# Letter From Our CEO & COO

Dear Friends and Supporters,

On behalf of all those we serve, I want to join with my colleague Jennifer Barker to thank everyone in the FCNMHP family for their support during this most unusual year.

- To all our team members who faced extraordinary challenges while providing quality care as the Coronavirus swept through our region –  
**thank you for your passion for our mission and all your hard work and sacrifice.**
- To our donors and funders who gave us their support and make our work possible –  
**your trust is our most valuable currency.**
- To our dedicated volunteers, particularly our Board of Directors, who gave so freely of their time, treasure and talent –  
**your efforts are appreciated.**
- And to our clients, and those 83,265 animals we helped this year –  
**rest assured the health and wellness of every patient is our highest priority.**

This has been a year of challenge and change but, as you will see in the pages ahead, we navigated it together with passion and commitment.

We can only guess what the year ahead might bring but because of all our team members, partners, donors and stakeholders, we enter it with a newfound sense of purpose, financial stability and commitment to all those we serve.

With gratitude,

**Rob Levine and Jennifer Barker**

*Chief Executive Officer and Chief Operating Officer*

# How We Serve

First Coast No More Homeless Pets has served our region for over 20 years with a wide range of affordable and accessible animal welfare programs. From veterinary care to spay neuter surgery, we are nationally recognized for our innovative programs.

Yes, we are one of the largest animal welfare organizations in the southeast, but for our neighbor who is worried about being able to afford critical care for their pet, or the senior who has to make the choice between feeding themselves or feeding their pet, there is only one thing that matters. We are there for our community every day, whether they visit our Cassat Regional Safety Net Hospital or Norwood Spay/Neuter Surgery Center and Community Clinic.

More than 80,000 pets and their families depend on us to relieve suffering and provide the type of hands-on care that ensures good health throughout the life of their pets. We remain true to our heritage of keeping pets in

homes and out of shelters with a commitment to affordable and accessible veterinary care for every client who walks through our doors.

Our team of over 20 fully licensed veterinarians includes recent graduates from leading veterinary schools throughout the United States. They work side-by-side with 60 veterinary technicians to provide safe, compassionate care. Seasoned professionals and those

early in their career all share a passion for our non-profit mission and bring a unique perspective to their role. We are especially proud of our alliances with Jax Job Corp Center, Frank H. Peterson Academy and

Eckerd Connects -- and receiving national recognition for programs that allow us to train and employ members of the communities we serve by not only creating jobs but helping establish careers.

First Coast No More Homeless Pets is special, not just for all we have accomplished over the last twenty years, but for our forward-thinking approach to delivering compassionate veterinary medicine.



# After loss, Laura finds a miracle



Laura was relieved the kitten survived but was panicked when she realized she was so focused on saving her life she did not even pay attention to the cost of the medical treatment, an unexpected sum she simply could not pay.

Your generous support of our charitable care funds helped make Laura's miracle happen. "Fusion" was able to recover from her injuries and found her forever home, just as it was meant to be.

Imagine being scared, hungry and cold. For one little kitten, lost on the street, she thought at least part of her problems were solved when she climbed under a car and worked her way onto the still warm engine and fell asleep.

The next morning the car started up and the innocent kitten was torn up and her leg was broken. Fortunately the car owner, Laura, sensed something was wrong and took the vehicle to the local mechanic who opened the

hood and found the badly injured fluffy grey and white kitten.

Laura is a cat lover who had just lost her precious 21- year-old cat months earlier and scooped up the mangled kitten and rushed her to FCNMHP.

Believe it or not, our doctors see multiple cats with trauma just like this every winter and they knew this kitten deserved a chance.

**63,870**

Client visits  
in 2020

---

**200**

Pets seen  
every day

# How we responded to Covid-19

Over the course of the past fiscal year, we have worked hard to improve our operating principles and processes. As you can see in our service statistics, we have maintained our high levels of care and community service. Our financial data shows a remarkable positive turnaround, positioning us for long-term financial stability.

All of this was carefully planned; however, the plan did not anticipate a public health crisis that would force us to change the way we practice medicine halfway through the year.

Our Chief Operating Officer Jennifer Barker and our Chief Medical Officer Dr. Yvonne Kline leaned into the Coronavirus Pandemic, even before many realized just how profoundly it was going to change every aspect of our lives.

CDC guidelines were immediately implemented and new protocols were developed and evolved over the months to make sure we kept our clients and our team healthy.

We are proud to say that throughout this crisis we have not missed a day of service to our community. Our commitment to the health and safety of our patients, our clients and our team members has never wavered and we remain on course to do what we do best – deliver affordable accessible care no matter the challenge!



## WHAT OUR CLIENTS ARE SAYING ★★★★★

*"I am over-the-top happy with the whole experience at this location. Despite the annoying Covid procedures we all have to endure now, they were so efficient from check-in to check-out. While this was our first time at FCNMHP, it would be our 5th vet appointment since March for our rescued lab... In the first of five minutes, I learned more from Dr. Sadler than in each of the previous four appointments combined! ... I think it's safe to safe we've found a new vet home!" - Chana, Google reviews*



More than  
**\$250,000**  
of charitable  
veterinary care  
provided to  
our neighbors.

# Compassionate Care Saves Newest Family Member

Ebony knew she had found the perfect way to teach her three high-spirited sons lessons about love and compassion when she welcomed Tink, a Shih Tzu puppy, into the family. The boys loved Tink's silly personality, and Ebony was proud to see the children quickly taking responsibility for the new family member.

Later that month, when the boys found Tink in distress and shaking on the ground, they rushed her over to their Mom.

Ebony saw just how weak her puppy was so she quickly loaded her and the boys in the car to drive to the FCNMHP veterinary hospital. The family nervously waited in the exam room while the medical team assessed the four-pound puppy.

Our doctor informed Tink's family she was suffering from a severe gastrointestinal disturbance, and Tink would require immediate, emergency care to save her life.



Without access to affordable veterinary care in their community, the family could have lost their new best friend and family member.

Your support helps us keep the doors to our Cassat Avenue Safety Net Hospital open for all who call upon us.

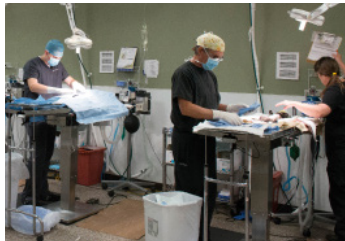
Your generosity, and the help of our medical team, kept this family, like so many others, together. Your support makes happy endings possible every day.

# Helping Our Neighbors

We are proud to serve as a community resource for so many people across northeast Florida and southeast Georgia.

We are here for everyone in the community.

- We offer affordable and accessible veterinary care to all our neighbors as we make sure that the cost of caring for a pet and keeping them healthy is not out of reach for anyone.
- For people and families who are facing financial challenges, our donors helped us fund over \$250,000 in charitable care last year.
- Our volunteer-led Pet Food Bank helped so many avoid having to make the difficult choice between feeding themselves or their pets as we distributed over 280,000 pounds of pet food.
- Public health and animal welfare officials across the region work with us to help humanely limit the growth of feral cat communities as we offer low cost/no cost spay neuter surgery to all who seek it.



## Spay/Neuter Programs

We provide free targeted spay/neuter programs for dogs and cats most at-risk of entering shelters: to our neighbors in need.



## Charity Care Programs

At First Coast No More Homeless Pets, we believe in helping our neighbors afford veterinary care.



## Pet Food Bank

Thanks to this volunteer-driven program, we make it easier for people to keep pets in homes and out of shelters.

## WHAT OUR CLIENTS ARE SAYING ★★★★★

*"Friendly and professional staff! Great prices on their services... I am very pleased. They truly care about providing quality care for people who are on a budget. FCNMHP is truly a blessing. My cat, Fiona and I will definitely be back next year for her annual visit."*

- Kathy, Google Reviews

# Brighter Days Ahead



Ashley has had a tough year with the loss of her job, while also taking care of her son and trying to stay positive.

One bright spot has been her 15-pound tabby cat, Toby, who has been by her side for over a decade.

During these challenging times, Toby's bright green eyes and soft snuggles would always cheer her up.

Then one day even that became a source of fear as Toby was unable to stand and was clearly very ill.

Struggling to afford even basics, Ashley only had one place to turn: First Coast No More Homeless Pets.



Without medical care our doctors knew the tabby was at great risk.

After a series of diagnostics tests and supportive care, Toby was able to return to good health.

Your contributions to our charity funds, and the Angel Fund, designed specifically for lifesaving care for the pets of people in need like Ashley, saved the day.

Today, Ashley and her son are looking forward to brighter days without any new debt due to veterinary bills with Toby's healthy, shining eyes looking up at her in appreciation.

# By the Numbers

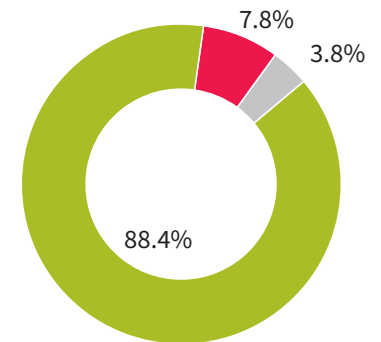
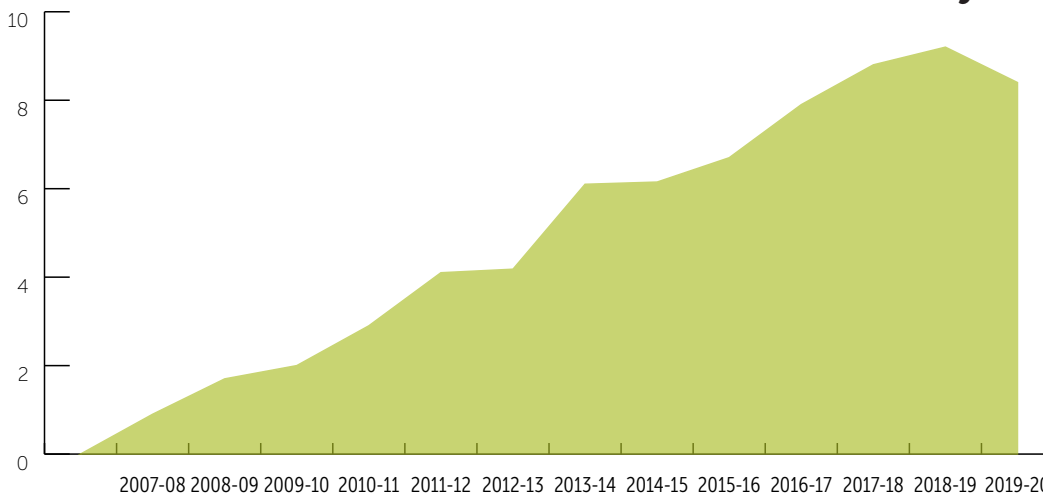
YEAR	PROGRAM SERVICES	MANAGEMENT & OVERHEAD	FUNDRAISING	TOTAL EXPENSES
2007-2008	\$811,890	\$40,191	\$85,547	\$937,628
2008-2009	\$1,496,037	\$138,709	\$138,214	\$1,772,960
2009-2010	\$1,732,424	\$161,348	\$140,976	\$2,034,748
2010-2011	\$2,452,242	\$284,765	\$189,754	\$2,926,761
2011-2012	\$3,693,662	\$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
2019-2020	\$7,405,731	\$648,566	\$318,614	\$8,371,911

## STEWARDSHIP OF DONOR DOLLAR

The team at FCNMHP takes great pride in our stewardship of your donor dollar and our operating efficiency across our full range of programs and services.

As you review our financial results, please note that 88.4% of every dollar is spent on programs and services in support of our mission.

## Total Investment (in Millions) in Our Community



## EXPENSE BREAKDOWN



2020  
By the  
Numbers

8,328

volunteer  
hours

2,791

Norwood  
Clinic

2,414

Cassat  
Hospital

1,923

Food Bank

1,200

Board Members

# Volunteers Making a Difference

In 2020, volunteers served a total of 8,328 hours in a variety of key roles, such as maintenance, supporting surgery, hospital and clinic staff, and distributing food at our Pet Food Bank.

In response to the Covid-19 pandemic's impact on the Pet Food Bank, volunteers coordinated a successful effort to transition our food distribution days to appointment-only. This ensured we could still meet the need of our community while following health and safety guidelines.

We developed strategies to keep our on-site volunteers safe while also providing flexibility for volunteers to continue serving our mission remotely throughout the duration of the pandemic.

## Plans for 2021

We are excited that our volunteer program will unveil new opportunities to get involved this year, including an increased commitment to the Pet Food Bank. This will include the development of committees, which will allow volunteers to take leadership roles.

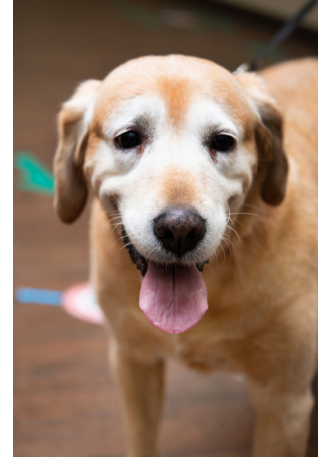
We will engage volunteers to assist us with scheduling appointments, cultivating relationships with local pet food suppliers to increase our inventory, and offering food delivery for individuals and families who do not have access to transportation.

Other projects will include a focus on recruiting skills-based volunteers to assist us in meeting our organization's unique needs from graphic design to grant writing.



Special Thank You to **VyStar Credit Union** for Supporting our Volunteer of the Month Program!





# Our Leadership Team

Our paid and volunteer leaders 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

**Kelly Overby** | Board President

**Lisa Crowley** | Board Vice President

**Mike Schnell** | Treasurer

**Teresa Arnold-Simmons** | Board Secretary

**Martin Rees** | Past Board President

**Emilie Johnson**

**Joseph A. Strasser**

**Mary Ashley**

**Rene Kurzius**

**Lauren Rautenkranz**

**Elizabeth Larey**

**Lesley Roberts**

## LEADERSHIP

**Rob Levine**

*Chief Executive Officer*

**Jennifer Barker**

*Chief Operating Officer*

**Dr. Yvonne Kline**

*Chief Medical Officer*

**David Arias**

*Chief Development Officer*

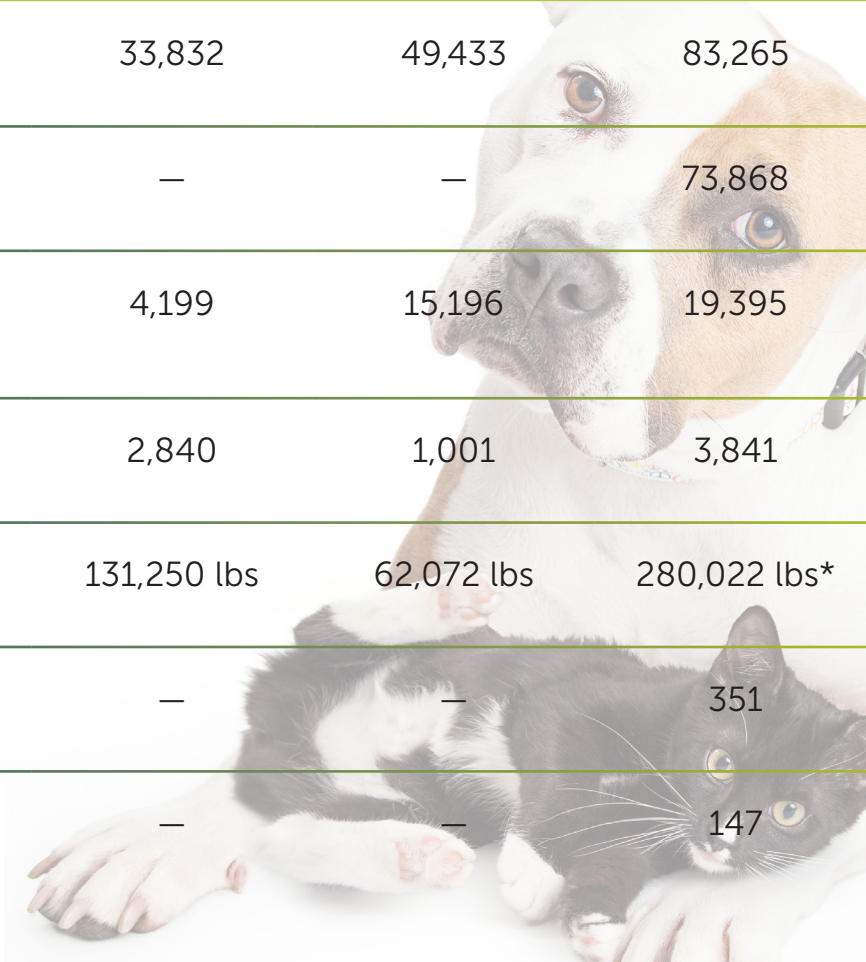
**Susan Toffolon**

*Chief Accounting Officer*

# Dogs & Cats

We offer affordable, accessible care for dogs and cats that allows our neighbors to keep their pets in homes and out of shelters. Our services include wellness exams, vaccines and spay/neuter surgeries, as well as a our Pet Food Bank. Take a look at some of the ways we help pets in need:

Service	Dog	Cat	Total
Total Served	33,832	49,433	83,265
Vaccines Administered	—	—	73,868
Spay/Neuter Surgeries	4,199	15,196	19,395
X-rays Performed	2,840	1,001	3,841
Pet Food Distributed	131,250 lbs	62,072 lbs	280,022 lbs*
Dental Procedures	—	—	351
Orthopedic Procedures	—	—	147

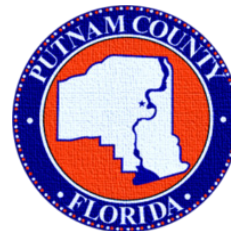
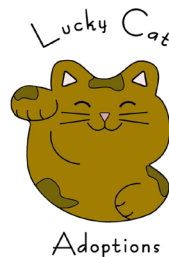


\*a percentage of this number -- about 86,700 lbs -- went to organizations where there was no division between cats and dogs.

# Rescue and Shelter Partners

First Coast No More Homeless Pets is not a shelter but a vital part of our mission is to help make shelters stronger. We are proud of all the partnerships that have been developed and sustained through the years to help establish our region a leader in the no-kill movement as we work together to keep dogs and cats in homes and out of shelters.

Every day 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, crucial veterinary services, and so much more.





# Offering Affordable and Accessible Veterinary Care to All Our Neighbors

**Norwood Spay/Neuter Surgery Center and Community Clinic**  
6817 Norwood Ave., Jacksonville, FL 32208

**Cassat Regional Safety Net Hospital**  
464 Cassat Ave., Jacksonville, FL 32254

904.425.0005 | [fcnmhp.org](http://fcnmhp.org)  
Donor Services: 904.520.7900



Special thanks to  
Dagher Printing Direct  
for assisting us with  
printing our Annual Report.

