

WORKING WITH OUR



A Message From Our Leadership

Dear Friend,

Our past fiscal year was one of new frontiers and new heights.

We kicked off the year with the opening of a As we pivoted to meet the changing needs kitten nursery at our Redwood City shelter, and immediately began saving record numbers of neo-natal kittens.

We continued our expansion into Palo Alto by offering new services for residents of Palo Especially important, by the middle of Alto, Los Altos and Los Altos Hills, including camps for kids, visits to senior homes and expanded volunteer opportunities.

We conducted a record-breaking number of spay and neuter surgeries, served hundreds through these very trying times. of children through our innovative and

popular humane education programs and welcomed new volunteers into our corps.

We developed new partnerships, strengthened volunteers. They worked tirelessly to care old friendships and came to rely, even more, on our fosters, volunteers, staff and people like you.

We saved more than 2,000 pets including birds, hamsters, rabbits, turtles and chinchillas,

Then, in March, the coronavirus pandemic

struck root in our community and we were

We closed our shelters to the public on March 11 and immediately moved animals into foster care. In fact, a process we

thought would take weeks was completed

within 48 hours of the Governor's call to

shelter-in-place. Approximately 150 cats

were successfully placed in temporary

and dogs that were residing in our shelters

ordered to shelter-in-place.

Thank you.

Al Mollica

2

homes by the end of the first week of shutting down our operations.

of our community, we stayed connected with our supporters virtually, by sharing #ShelteredAtHome stories and training tips from our animal behaviorists.

March, we launched the Emergency Assistance Program for pet owners hurt financially by the pandemic. We are doing everything we can to ensure that treasured pets are able to remain with their owners

It is sometimes said that trying times reveal character, and that was certainly the case among our dedicated staff and wonderful for and rescue at-risk animals even as their own lives and livelihoods were affected.

We are grateful to each of them, and to you for your steadfast support.

Rob Kalman

Rob Kalman Board President, Pets In Need

Executive Director, Pets In Need





Top: Rob Kalman, board president, with his own PIN alumnae. Annie

Bottom: Al Mollica, executive director, gets to know an adoptable kitten.

FY 2020 AT A GLANCE

MAY 2019

- JUL

SEP

We participate in Palo Alto's May Fete and Los Altos' Pet Parade in **May**. p. 14



Grumpy Cat 2.0 gets adopted on May 29.

p. 16



JUN

Long-time resident Ambrosia finds her forever home on June 22.

p. 16



AUG

On August 17, 36 animals get adopted across our two locations during NBC's Clear the Shelters event.



ОСТ

We hold our inaugural Party Like An Animal event on September 7.

Our 1,000th

adoption of

the fiscal year

is finalized on

p. 6

September 22.

p. 15



On July 20, we host a kitten shower and nursery preview at our Redwood City facility.

p. 14



NOV

through the Second Chance Fund, finds his forever family on December 7.

p. 16



DEC

In December, our staff celebrates our wonderful volunteers with sweets, gifts, and fun converation.

We celebrate

JAN

2020

our first year of operating the Palo Alto Shelter on February 21.

p. 15

FEB

MAR

APR



Baby, whose story captured the attention of local media, gets adopted on February 14.

p. 13





We officially launch our new Cause for Big Paws program in March.

p. 12



In **March**, we respond to the COVID-19 crisis by moving our animals into foster and shifting to virtual adoptions.

p. 10



On February 22, the 2,000th adoption of FY 2020 is finalized.

р. 6

THE YEAR IN NUMBERS

2,172 adoptions were finalized in FY 2020.



Rick, who was adopted on September 21, 2019, was our 1,000th adoption in FY 2020.

Scarlet was our

2,000th adoption.

She was adopted on

February 22, 2020.

11,534 hours were clocked in by our volunteers.



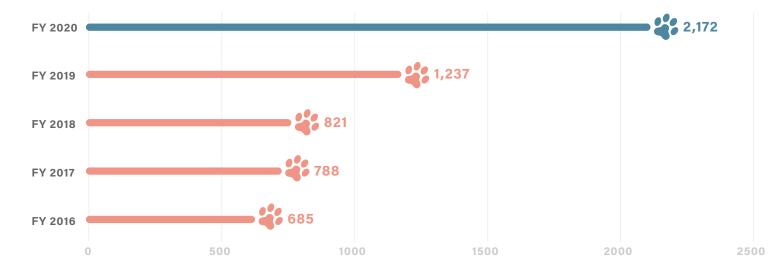
BIG PAWS

137 animals with special medical conditions received treatment through the Second Chance Fund.

ADOPTION TOTALS THROUGH THE YEARS

969 cats &

kittens



75 small mammals

& birds

1,834

1,128 dogs &

puppies

spay/neuter surgeries were performed by our medical team (compared to 1,715 in FY 2019).



1,173

foster placements were completed, increasing our capacity and allowing us to provide care to animals with unique medical needs.



36

317

large-breed dogs

received care and

found new homes

through our Cause for **Big Paws program.**

school visits were made by our humane education team.

Abbott Middle School, San Mateo Bowditch Middle School, Foster City Castilleja School, Palo Alto East Palo Alto Academy, East Palo Alto Fairmeadow Elementary School, Palo Alto Futures Academy, San Mateo Gardner Bullis Elementary School, Los Altos Greene Middle School, Palo Alto JLS Middle School, Palo Alto Menlo-Atherton High School, Menlo Park North School, Hillsborough North Star Academy, Redwood City Phillips Brooks School, Menlo Park Ralston Middle School, Belmont Redwood High School, Redwood City Sequoia High School, Redwood City South Hillsborough Elementary School, Hillsborough St. Charles School, San Carlos Tierra Linda Middle School, San Carlos

125

31







100 +

low-income pet owners

received financial assistance through Crockett Memorial Fund and COVID-19 **Emergency Assistance Program.**



9-12 year-olds were enrolled in our summer and winter sessions of Camp **PIN Pals.**

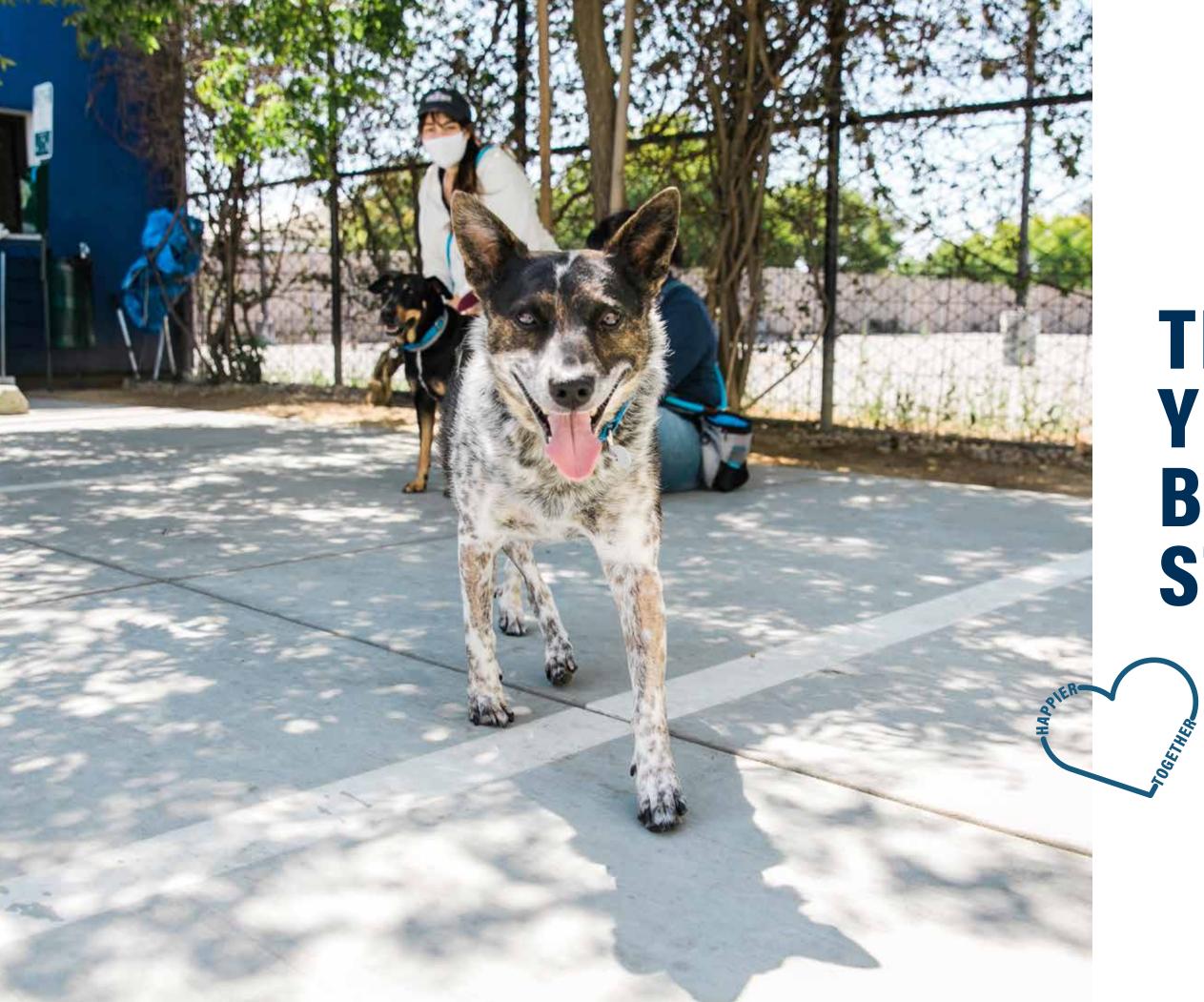
low-income youth

received financial assistance to participate in our camp and teen shadow programs.

30

Yappy Hours were held with local companies.

Chan Zuckerberg Initiative Facebook Google Instagram Lending Tree **Lucile Packard Foundation** Microsoft **Myriad Women's Health** Nauto **Sidley Austin** SurveyMonkey VMware Wag! Webster House Wilson Sonsini Goodrich & Rosati



THE YEAR'S BIGGEST STORIES

FY 2020 ANNUAL REPORT







PETS IN NEED COMMUNITY RESPONDS **TO CALL DURING COVID - 19 CRISIS**

Foster families have always been critical to our ability to save as many animals as we possibly can, but they went above and beyond in answering the call when the coronavirus struck.

Within 48 hours of having to temporarily close our shelters in Redwood City and Palo Alto, we placed more than 150 cats and dogs with foster families throughout the region so they would not have to remain at the shelter and could live in loving homes during the crisis.

In addition, we quickly established a temporary emergency assistance program for local pet owners financially hurt by the pandemic.

The goal of the program is to keep animals in homes and help offset the costs of pet ownership at a time when many people are losing their jobs or not being paid.

"The last thing we want is for someone to have to worry about whether they can afford to take care of their pets," PIN Executive Director Al Mollica said in announcing the program.

Under the program, pet owners in the Bay Area who demonstrate financial need are eligible to receive up to \$1,000 for veterinary care as well as funding for basic supplies, such as pet food and cat litter.

With an initial allocation of dollars from general operating funds, and then thanks to generous donors, we provided nearly \$60,000 in financial aid for people and their pets in crisis in just two short months. The program is continuing into fiscal year 2021.

The program has received generous support from the Friends of the Palo Alto Animal Shelter, the Giant Steps Foundation, Acton Family Giving, Burton and Maud Goldfield and many other individual donors.

Pets In Need has also partnered with the Ecumenical Hunger Program in East Palo Alto to distribute pet food and supplies to EHP clients with pets at home, and is providing financial support and supplies to partner shelters in the Central Valley.

A COMMUNITY OF CARE

Carly Hills's cat September Rain began experiencing strange symptoms shortly after Hills lost her job due to the COVID-19 pandemic. September Rain developed an itch all over her body and an uncomfortable sore that caused her to drool.

With support from Pets In Need, Hills was able to get September to the vet for a check-up and medication to treat her symptoms.



VIRTUAL ADOPTIONS AND #SHELTEREDATHOME

In an effort to adhere to California's shelter-inplace order while still moving pets into wonderful, permanent homes, Pets In Need launched a virtual adoption process.

Potential adopters were able to communicate with staff through email, phone calls, and video conferencing so they could learn about each pet's personality and behavior and medical information and find the best match for their family.

To help the Pets In Need community stay connected at the start of the pandemic, the Marketing and Development team launched the #ShelteredAtHome



"September's health is so much better," Hills said. "I am so grateful to Pets In Need for supporting me and other pet owners during this difficult time. It's comforting to know that there is a community of people who care about us and want to make sure our pets are safe and healthy.

campaign on its Facebook, Instagram and Twitter platforms @petsinneed1965.

In response to the campaign, more than 90 people submitted stories, photos and videos of how they were sheltering in place. Participants were entered into a random drawing for several \$25 gift cards to Pet Food Express.

PIN behavioral specialists went virtual too, sharing enrichment and training videos for our four-legged friends and their humans.

"CAUSE FOR BIG PAWS" PROGRAM **SAVES BIG DOGS**

Did you know that big dogs are more vulnerable to being put down because they're less likely to be adopted and are more expensive to care for than smaller dogs?

Thanks to our generous donors and our expanding volunteer and foster network, Pets In Need is in a unique position to rescue these at-risk dogs and provide the care they need until we find them their forever homes.

Pets In Need announced the official launch of Cause for Big Paws in March this year, after piloting the program for almost nine months. Last year, 317 dogs were successfully rescued and adopted as part of the initiative.

Big dogs are slower to get adopted and at greater risk for being put down for a variety of reasons, including breed restrictions that prohibit many apartment residents from having big dogs such as shepherds, huskies and Rottweilers as well as pit bulls and pit bull mixes.

Under the Cause for Big Paws program, Pets In Need staff travels to area partner shelters that may have less capacity to house big dogs because of financial or space constraints. We rescue those that are at greatest risk for being put down and either care for them at our shelter or place them with foster families until they are adopted.

Do you have room in your heart - and home - for some Big Paws?

The Cause for Big Paws program relies heavily on fosters who volunteer to take in dogs until they find a forever family. Those interested in becoming a foster can apply online at www.petsinneed.org.































One evening in late January, a 1-year-old bulldog-pitbull mix was left outside of our Palo Alto shelter suffering from severe lacerations to the head and neck.

Staff and volunteers had already left for the evening and didn't discover the abandoned dog until early the next morning.

clinic for treatment, and dubbed the little guy, "Baby." Had Baby not received treatment when he did, he would have died.

We don't know exactly what happened to Baby, but a veterinarian who treated him suggested that his injuries were consistent with dog fighting and that Baby may have been used as a bait dog.

Baby's story received extensive coverage by local media outlets including NBC Bay Area,



BABY LANDS LOVE ON **VALENTINE'S** DAY



Fox 2, the Mercury News, Los Altos Town Crier and Palo Alto Online.

After several weeks of rest and recuperation, love bloomed for Baby when he was adopted on Valentine's Day by San Francisco-resident John Marullo, who had seen Baby's story in the news.

They rushed him to an emergency veterinary "This guy had obviously been through a lot of trauma and people treated him in quite a cruel and terrible way, but he just seemed to be on his feet and ready to go and ready to love again," Marullo explained to a Los Altos Town Crier reporter.

> Today Baby is living a life of ease. Marullo keeps friends apprised of Baby's activities on Instagram. You can follow him at, mr baby_thedog.

THE YEAR'S BIGGEST STORIES

EVENT HIGHLIGHTS

EVENT HIGHLIGHTS

MAY PARADES

Staff and volunteers enjoyed marching in Palo Alto's May Fete Parade and the Los Altos Pet Parade last year.





KITTEN SHOWER & NURSERY PREVIEW

Caring for abandoned kittens is time-consuming and challenging work, especially during "kitten season," a period beginning each spring when shelters see an influx of kittens. As a result, many kittens don't survive shelter life. Our Save Our Kittens! program was created to address this problem. We opened a kitten nursery at our Redwood City shelter and saved more than 550 kittens last year. In July 2019, we held a kitten shower and nursery preview to show off the new space.





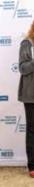


PARTY LIKE AN ANIMAL

More than 200 dogs and people came together last September for the inaugural Party Like An Animal event to benefit Pets In Need. The party was held at the Portola Valley home of Pets In Need supporter and adopter, Laure Woods. Along with Woods, co-hosts were Rob Kalman, president of the Pets In Need Board of Directors and Danna Breen, also a Pets In Need adopter and supporter.

Guests were treated to live music from two local bands, Los Trancolizers, and Dr. Sig's 100% Good Time Natural Family Band. A food truck, wine and beer, a silent auction and lots of animals added to the fun. Best of all, the event raised \$45,000 to support Pets In Need's life-saving work.`















SHELTER-VERSARY

February 18, 2020 marked the one year anniversary of our move into Palo Alto. We are happy with the results of our first year, including more than 600 animals rescued, nearly 100 children participating in our youth programs and the recruitment and training of 500 foster families and volunteers. We held a casual celebration last February at the Palo Alto shelter to mark the occasion.







INTRODUCING **GRUMPY CAT 2.0**





When a Palo Alto family heard cries coming from a car one rainy evening last year, they weren't sure what to do, so they called the police. The responding officer found a kitten stuck in the car's engine compartment. The story received coverage from local media and the young kitten was nicknamed "Grumpy Cat 2.0" after she was caught baring her teeth in a photo. We cleaned her up, had her spayed and vaccinated and then placed her up for adoption. It turns out the family that found Grumpy Cat 2.0 couldn't bear to say goodbye-they adopted her and today the cat prefers a warm lap to a warm car engine.

AMBROSIA'S LONG GOODBYE



Most animals that come through our shelter spend a few days or a week with us before finding their forever home. However, once we rescue an animal it becomes our responsibility no matter how long it takes to find it a permanent placement. Ambrosia, who came to us after experiencing abuse, required extensive training and a lot of TLC before she was ready to go home with a new family. It took more than two years but Ambrosia found her forever home last June.

A SECOND CHANCE **FOR CASPIAN**



When we rescued Caspian, we didn't realize the health challenges he was facing. Polyps had been growing in Caspian's ears for some time, causing hearing loss and threatening brain injury. We provided Caspian with extensive medical care and after making a full recovery, he was adopted by a loving family last December and renamed Cash.

"The second we hung out with Caspian [Cash], he had us. We knew his history, and medical challenges, and we wanted an opportunity to give him the great life he deserves. I'm so happy that my husband and I are able to give Cash a safe and loving home for the holidays. There are few things more rewarding than adopting a shelter pet." Stephanie, Cash's mom

Visit www.petsinneed.org/ caspianssecondchance to learn more about Caspian's medical journey.

WEBSTER HOUSE **VISITS**

Pets In Need staff and volunteers regularly visited the Webster House in Palo Alto, giving senior residents an opportunity to socialize with animals.



CAMP PIN PALS

Campers learn about animal behavior, veterinary care and spend time with cats, dogs, snakes and more.



CORPORATE YAPPY HOURS

Corporate Yappy Hours give teams a chance to bond while giving love to adoptable pets.



THE YEAR'S BIGGEST STORIES















MEET A FEW OF THE PEOPLE WHO MAKE OUR WORK POSSIBLE

BURTON & MAUD GOLDFIELD





Palo Alto residents and animal lovers Burton and Maud Goldfield recognize the important role individuals play in making their community a safe place for animals.

The couple started volunteering for and donating to animal shelters and rescue groups shortly after marrying more than 38 years ago.

"Wherever we've lived, we've sought out no-kill shelters," said Maud. "They are an important part of any community."

Burton is the president and CEO of TriNet, headquartered in Dublin, California. Maud is a published author of two novels. Their 12-year-old rescue dog is named Liberty.

The couple recognize the challenges of being a no-kill organization, particularly for public shelters that are required to accept some of the neediest animals, but don't always have adequate space or money to care for them.

That's why they donate to Pets In Need.

"Animals are very innocent," Maud said, "They're domesticated and they depend on us. Knowing that while they're waiting for a home they're going to be cared for and loved as best as they possibly can be at Pets In Need...it feels great."

Community members have a responsibility to local shelters, like Pets In Need, to help them maintain their no-kill status, Maud says. Residents should donate to and volunteer with their local shelter to support animal adoption, spay and neuter surgeries, humane education and other measures shelters take to prevent unnecessary deaths.

The couple publicly urged others in Palo Alto and surrounding communities to get involved with Pets In Need through a matching gift challenge last fall and more recently by donating to the Emergency Assistance Program to help pet owners hurt financially by the coronavirus pandemic.

"We spent years vetting this organization," Burton said. "They do exceptional work and your money will be put to a good cause."

JACQUELINE Sommers



Jacqueline "Jacque" Sommers and her husband Chris had been married a year when it felt like the right time to expand their family.

Chris did some research and found a profile of Blanca, a white boxer who was waiting patiently for her forever home at Pets In Need's Redwood City shelter.

- "We knew the only option for us was adoption," Jacque said. They made an appointment to visit the dog and Jacque says they felt comfortable from the moment they stepped through the shelter doors.
- "Everyone was so generous with their time and information. We were able to spend some quality time with this cute little boxer and we fell in love," Jacque said. "We took her for a walk. We knew at that point that she was going to be our new family member."

Blanca spent more than 12 wonderful years with the couple before passing away in 2016. Eventually they adopted another boxer rescue named Sugar, who is a great match for their active lifestyle and love of water sports. "We feel this kindred love for the boxer spirit," Jacque said.

Jacque felt so inspired by her experience at Pets In Need that she has become a loyal donor.

She contends that what sets Pets In Need apart is the variety of community engagement programs offered, the fact that the organization has consistently earned a fivestar rating from Charity Navigator and the high-quality animal care operation.

"It's nice to know that Pets In Need is there for the dogs, cats, bunnies, guinea pigs and others," Jacque said. "I just love it that their hearts are open to any pet in need."

KENNEL ATTENDANTS KEEP IT CLEAN







Name: Joel Santana

Title: Kennel Attendant Manager, Palo Alto

Years with PIN: Six

First in, last out: The kennel attendants are typically the first and last people the pets see at the shelter each day. We feed everyone in the morning, deep clean and disinfect the kennels and give everyone some exercise. At night, we're the ones who put everyone to bed and turn out the lights.

Different every day: My job is fun because every day is a little different. At Palo Alto, we don't just deal with cats and dogs. We deal with anything that comes in the door. We've had cockatoos, parrots, chinchillas, rabbits, ducks. We've even had a land tortoise that was found as a stray.

Unsung heroes: Kennel attendants are the first line of defense against disease and infection at the shelter. If we do get a diseased animal, our job is to keep that disease from spreading. I'm proud of my team. We're prepared and ready to take on anything.

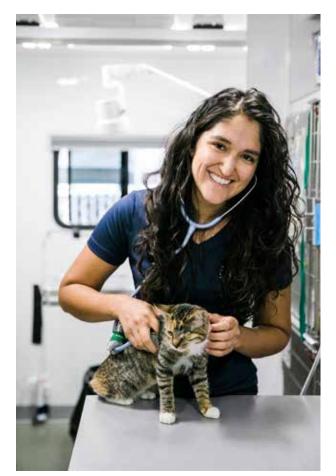
The nose knows: People always ask us why our shelter doesn't smell. It's because we keep it clean!

Order up: As the kennel attendant manager, I'm responsible for ordering all the food, and animals eat a lot. On average I order 80 lbs. of dry kibble and 24 cans of wet food for the dogs each week and about 20 lbs. of kibble and 48 cans of wet food for the cats.

Dog lover: I love all animals, but I like dealing with bigger dogs the most, pit bulls specifically because I know if they ended up somewhere else they would likely be put down. It's very rewarding when they get adopted and to see them going into good homes.

Animals vs. people: I've worked in retail before. I definitely think working with animals is better than working with people.

SAVING KITTENS SINCE SECOND GRADE





Name: Samantha Ortega

Title: Veterinary Technician, Palo Alto

Years with PIN: One

Community minded: Before joining Pets In Need, I worked in corporate vet offices. I was interested in using my skills to give back to the community. PIN does a lot of good and I wanted to be part of it. I like how we provide a lot of different services to the community.

Started young: When I was in second grade, I read a book called *Moses the Kitten* by James Herriot. It was about a stray kitten that was found by a veterinarian outside on a freezing cold day. The vet rescues the kitten and brings it to a farm where it ends up living a happy life. After reading that book, I knew then that I wanted to save kittens.

Keeping everyone healthy: As a vet tech, my job revolves around keeping animals healthy. I administer vaccines and other medications, do routine weight checks, and provide check-ups for our pets in foster. I also prepare the animals for surgery and take care of them after surgery. The medical team is the last check before the animals get adopted. We make sure they're good to go.

Saying goodbye: Sometimes when animals are here for a while you get attached to them, but I love seeing them get adopted. Watching them leave and knowing it's going to be OK for them is really rewarding.

Best part of the job: Aside from when animals get adopted, the best part of the job is working with all the kittens. It's just so much fun watching them bounce around.



FY 2020 EXPENSES & INCOME

Adoptions **\$1,251,700**

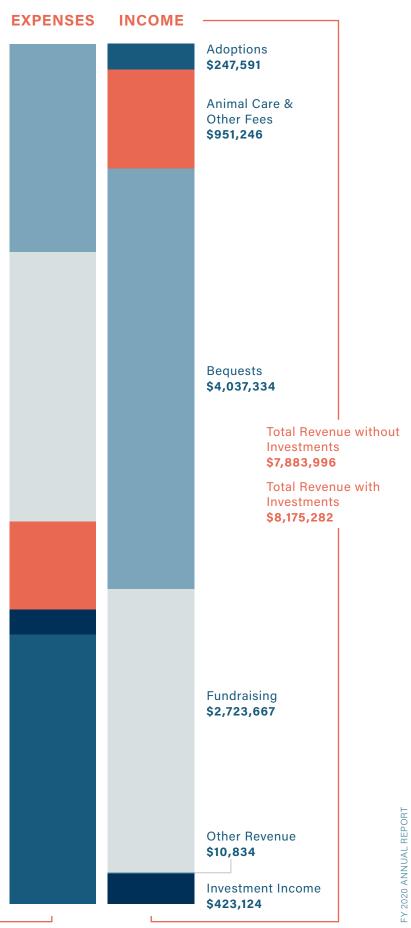
Animal Care/Rescue \$1,624,495

Total Expenses **\$5,176,393**

> Fundraising **\$529,136**

Management & General **\$151,980**

> Medical Care \$1,619,082



HANK YO

\$10,000 & Above

Acton Family Giving Alfred L. Marsten Trust Anonymous Gift Apple Matching Gifts Program **Charles Bartels** Vince Boston Kerry Boyd Chan Zuckerberg Initiative, Shirley H. Eastham 2000 Revocable Trust Frazier Family Trust Katharine Gale and John Shepherd **Giant Steps Foundation** Leesa Gidaro Maud and Burton Goldfield Google Matching Gift Program Linda Groen Amv Gurlev Elaine and Eric Hahn Julie Hurst and Doris Surian Robert and LuAnne Kalman Kruttschnitt Family Fund LaureL Foundation David Levine and Evette Khaew John Lockton Virginia Marty Revocable Trust Patricia McGinnis Sarah Nowlin Pet Food Express H.B. Popiul Lenore C. Terry 2014 Living Trust The Christensen Family Foundation The Ingeborg Bultmann Trust The Martha Nagy Survivor's Trust William Jay Weiss Trust Carolee White

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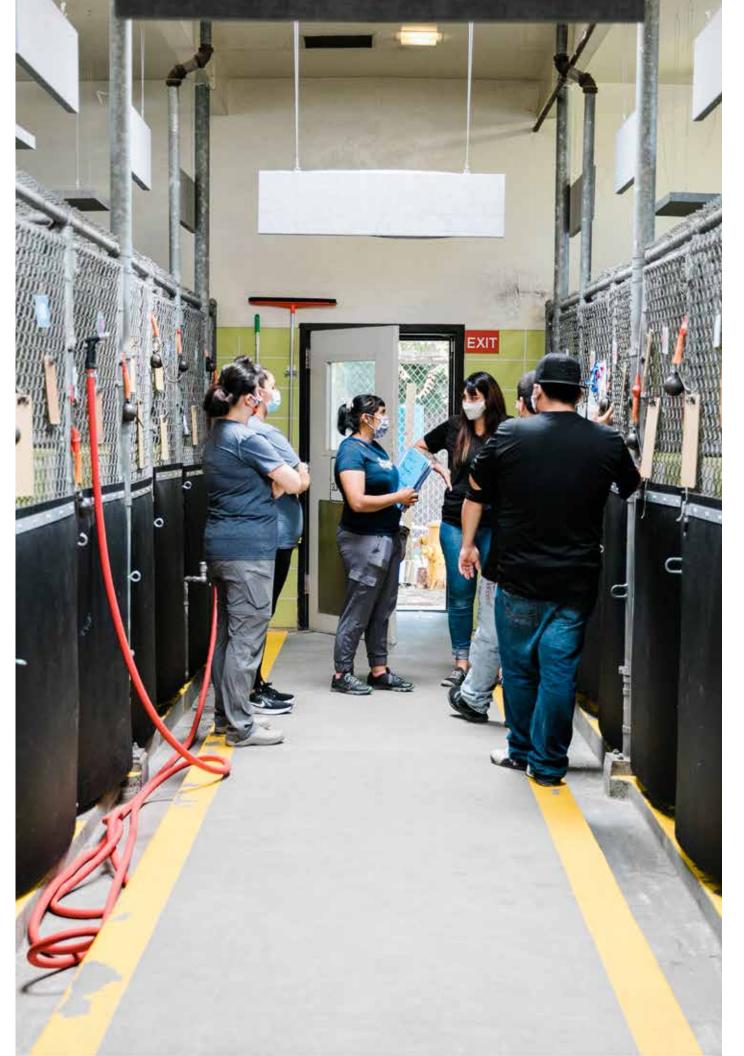
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To help create a world in which every adoptable animal finds a loving home.

Mission

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