



CHAUTAUQUA COUNTY
HUMANE  SOCIETY
C A R I N G S I N C E 1 9 0 5

ANNUAL REPORT

2013

Adopt One Until There Are None



Dear Friends of the Chautauqua County Humane Society,

Serving as the Executive Director of your Chautauqua County Humane Society, I truly believe that "CCHS is a place where love replaces despair and second chances are granted". It is an amazing organization and a tremendous resource for our community. Our 2013 animal save rate of 96.5%, which focused on finding loving homes or returning lost pets to their owners, is a source of pride but also a reminder that CCHS must always seek to improve to be successful.



In 2013, the Board of Directors and staff spent countless hours developing and finalizing a strategic plan. Through research, discussion and debate, the plan's objectives going forward became evident and the facts spoke for themselves. **CCHS is no longer just an adoption facility.** In addition to the many friendly and healthy animals that come through our doors, many more animals are "sick and broken". We have the opportunity and the responsibility to eliminate their pain and restore their trust in humans.

We are a local not-for-profit animal welfare agency that is responsible for raising every dollar we spend. People who donate to CCHS make the impossible possible. Your belief in our mission is the engine that drives our success. The strides that we have made over the years would not have taken place without your generous support. Because of that, our organization remains committed to the highest level of stewardship of your dollars. To our Patrons, Thank you!

Warmest regards,

A handwritten signature in black ink, appearing to read "Jeffrey Lubi".

Jeffrey Lubi, Executive Director



About CCHS

Working together, the Board, Staff and Volunteers continue to improve the organization's performance and the following outcomes were achieved.

OUR MISSION

Our mission at the Chautauqua County Humane Society is to promote the adoption of animals, prevent all forms of animal cruelty and neglect, and shelter lost, abandoned and homeless animals, and to provide education about the humane treatment of animals.

OUR HISTORY

On January 9, 1905, the Chautauqua County branch of the American Society for the Prevention of Cruelty to Animals (ASPCA) was incorporated with the mandate to serve the community in the prevention of cruelty to animals. While we remain true to our original mission, our vision has changed to include the community in which we operate. It is a vision which empowers our community to help solve today's pet overpopulation problem.

OUR VISION

The success of CCHS will be defined by the advocacy and outcome for every animal in our charge. The concept of a "no need to kill shelter" will be always redefined by our increasing ability to place animals that have manageable and treatable issues in addition to the animals that have no health or behavioral circumstances. We will maintain and improve our facilities to advance and grow our rescue, adoption, outreach and humane education programs. We will be the regional leader in placing dogs and cats in qualified homes and we will develop our capability to intervene on the behalf of animals that are harmed by people either intentionally or unknowingly. We will not waiver from our belief that spay/neuter is the cornerstone in building "a no need to kill community". Our efforts on behalf of animals will be a source of pride to our stakeholders and the community in which we serve.

BOARD OF DIRECTORS

Mary Schiller, Esq. – President

Fred Baker – Vice President

Thomas Greer, MD – Vice President

Cindy Panebianco – Treasurer

Yvonne Tovell – Secretary

Jade Barber

Mary Ellen Bonner

Janet Bowman

Maggie Irwin

Tracy Lathrop

Diana Ordines

Emily Prybylo

Robert G. Rappole, DVM

FROM OUR BOARD PRESIDENT

I am often asked how I can volunteer time at an animal shelter and bear to see so much sadness and pain. My answer is always that CCHS is not about sadness and pain; it is about healing, caring and second chances. The shelter takes in animals under many different circumstances; some of them very distressing, but the outpouring of compassion never ceases to amaze me. For every instance of misfortune or cruelty that comes through the door, there are a thousand acts of grace and kindness. Add to that the unbelievable resilience and trusting nature of the animals for whom we care, and it's clear that CCHS is all about hope, not despair.

"Humanity's true moral test, its fundamental test... consists of its attitude towards those who are at its mercy: animals." (Milan Kundera) By that standard, the dedicated staff, tireless volunteers and generous supporters of CCHS are a remarkable example of humanity.

On behalf of the Board of Directors of CCHS, we are so grateful to everyone who supports our mission and shares our vision. Thank you all.

Mary Schiller, Esq., President

STAFF

Jeffrey Lubi – Executive Director

Sue Bobek – Adoption & Community Outreach Coordinator

Susanne Bloom – Shelter Manager/Volunteer Coordinator

Terra Dourlain – 2nd Chances Thrift Store Manager

Amy Farren – Office Manager

Rey Muniz – Humane Investigator

Edwin Rodriguez Jr. – Director of Community Relations

Carol Nelson – Veterinary Technician

Sarah Winton – Canine Activity Specialist

Hillary Hornyak – Canine Activity Specialist

Brad Towne – 2nd Chances Thrift Store Assistant Manager



Our organization is overseen by an active, committed local volunteer Board of Directors, who you may possibly know as a friend, family member or co-worker. In fact, most of these thoughtful and knowledgeable individuals commit to serve on the Board for a six (6) year term, which benefits the animals greatly. To the Board, thank you.

“Open and honest actions and communications come first; they guide all that we do.”



We respect our customers, volunteers, donors and staff above all else, and never forget that they come to us by choice. We share a personal responsibility to maintain their loyalty and trust, which must never be taken for granted. We will listen and respond and seek to WOW them at every turn.



We seek and reward creativity and ingenuity. We embrace the innovations and ideas that can change the lives of animals that once had so little. We will use technology to further our goals when necessary and we must not be afraid to take informed, responsible risks. We can do more with less; we will not take shortcuts on quality.



We believe humor is essential to success. We celebrate achievement and we recognize that tears of happiness and sadness will appear in the work we do.

We take responsibility for our own success and failures at work. Titles and roles do not matter when it comes to getting the job done.

STRATEGIC PLAN OBJECTIVES:

- Increase our ability to serve and protect the animals in our community
- Strengthen relationships with donors and customers
- Train our staff and volunteers in ways that better serve the animals in our care
- Ensure the viability of the organization long term
- Reduce the number of unwanted, abused and neglected animals in our community



***“Saving one animal won’t change the world, but it
will change the world for that one animal.”***



*"In 2013, CCHS euthanized the
fewest animals in our history
resulting in a 96.5% save rate."*

COMMITMENT TO OUR MISSION

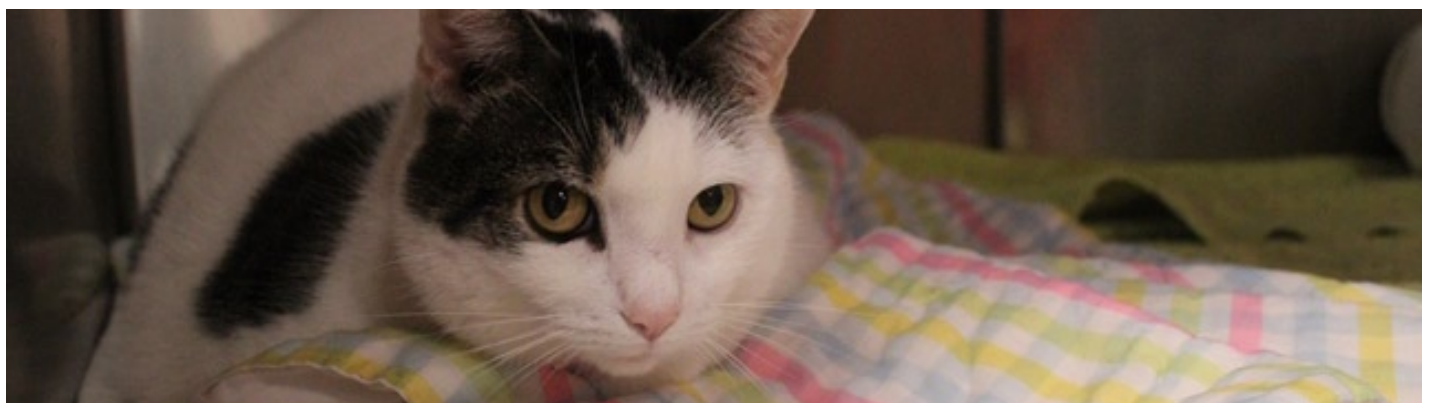
As we enter 2014, The Chautauqua County Humane Society is completing ten years of operating within the "no need to kill" directive established by the Board of Directors in 2003. The two major concepts implemented over the ten year period to reduce and eliminate euthanasia have been spay/neuter programs and adoption. In 2013, CCHS euthanized the fewest animals in our history resulting in a 96.5% save rate, which represents a 2.5% advance over the 2012 level.

YEAR	SAVE RATE	EUTHANASIA
2003	53.91%	2,778
2004	58.06%	1,951
2005	77.33%	608
2006	81.54%	447
2007	83.99%	268
2008	83.02%	283
2009	88.47%	209
2010	93.30%	105
2011	92.10%	110
2012	94.17%	76
2013	96.55%	56

SPAY NEUTER PROGRAMS

The first cats spayed and neutered in the no-fee clinic occurred on February 4, 2004. Since then, between 800 -1,100 cats annually come through the clinic. In the summer of 2013, we reached the milestone of spaying and neutering 10,000 cats for low income individuals and families. Because of our organizational commitment to spay neuter programs, CCHS set as a priority to find additional sources of revenue to expand our spay/neuter efforts. In 2013, \$38,000 was granted from multiple sources resulting in 2,612 spay/neuters for cats and dogs.

FUNDING SOURCE	SPAYED/NEUTERED
In-House Spay Neuter	1,047
No-Fee Clinic (Cats)	672
No-Fee Clinic (Dogs)	54
Van Cohen Feral Cat Program	112
PetSmart Pit Bull Program	152
ASPCA Spay/Neuter (Dogs)	50
ASPCA Spay/Neuter (Cats)	422
Friends of Animals Voucher Program	103
TOTAL	2,613



ADOPTION SERVICES

Every placement of an unwanted neglected or abused animal into a loving home actually results in two animals receiving the amazing gift of a second chance. Because space is always limited, every adoption results in another animal intake, in which the caring and healing process can begin. 2013 brought 1,411 adoptions which represent a 33.6% increase or 355 adoptions above the 2012 totals. Breaking down the data even further reveals that the significant increase came from 309 more in-house adoptions as a result from targeted adoption specials throughout the year. Overall CCHS was able to place 1,567 animals into loving homes through adoption, lost pets returned to owners and breed specific rescues.

Our successful off-site adoption relationship continues with PetSmart in Erie, PA and Lakewood. In 2013, 320 cats and kittens found their way into forever homes after being adopted from a PetSmart store. These totals represent a 25% increase from the 2012 totals. Not only do we receive adoption revenues from this project, but because of our partnership with PetSmart, we also have received over \$5,565 in corporate incentives for those adoptions. Additionally 61 pets found their way into loving homes from other off-site adoption events and when combined with PetSmart, 381 animals received a second chance from off-site venues thus representing a 23.3% increase of off-site adoptions for 2013.



YEAR	ADOPTIONS
2009	1,316
2010	1,159
2011	1,060
2012	1,056
2013	1,411

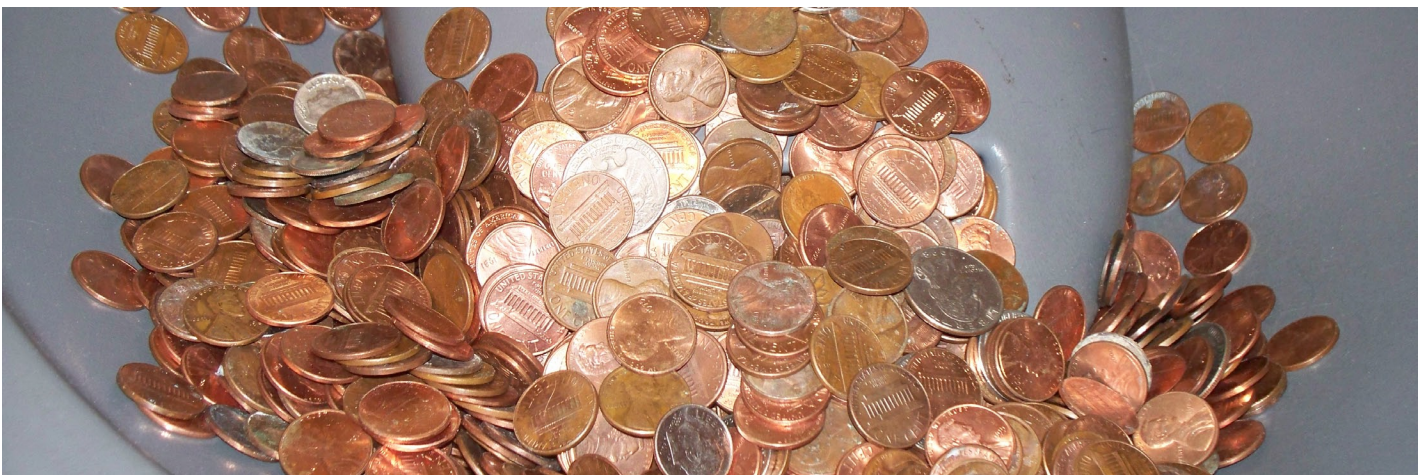
FINANCIAL STATEMENT

Financially, 2013 finished as a very strong year as general operating revenue rose from \$818,937 in 2012 to \$952,936 in 2013. Retail sales led the way as a second thrift store location opened on Cherry Street in Jamestown in April. Second Chances' Fairmount sales remained very strong throughout the year and closed with a 14% increase over 2012.

Income from events such as the Walk 4 Paws and Bark n Brew increased special event income by 7.4% for the year. Also strong were revenues received from Foundations and Trusts Planned, Memorials and Honorariums and Major Giving from businesses and individual donors. CCHS saw dramatic increases in program fees for the first time in many years and grant funding for spay/neuter programs rose 250%.

REVENUE SOURCE	2013	2012
Fundraising	488,963	427,673
Program Fees	122,742	115,196
Resale	327,124	260,760
Other Income	14,107	15,308
TOTAL*	\$952,936	\$818,937

** Total does not include Bequest Income, realized & unrealized gain / (loss) on investments*



EXPENSE SOURCE	2013	2012
Advertising & Promotion	2,108	867
Automobile	3,760	7,728
Bank Fees	5,698	4,287
Cruelty Investigation	15,237	5,528
Direct Mail	37,857	61,563
Drugs & Veterinary	103,582	97,188
Dues & Subscriptions	167	263
Education & Training	3,368	78
Independent Contractors	9,271	7,888
Insurance	26,768	23,191
Legal & Professional	6,865	8,467
Heaven Can Wait	47	25
Miscellaneous	1,067	2,757
Office & Postage	19,084	24,061
Payroll Related	512,377	484,555
Purchases For Resale	5,047	4,928
Thrift Store Expenses	56,701	43,717
Repairs & Maintenance	33,543	33,685
Special Events	9,984	7,939
Supplies	36,478	24,322
Telephone	5,865	6,322
Utilities	32,545	33,149
TOTAL*	\$927,420	\$882,583

STRUNK ROAD ADOPTION CENTER

In May of 2012, a campaign to raise funds to remodel the CCHS Cat Colony began and after receiving a \$5,000 grant from the Hultquist Foundation, funding for the \$30,000 makeover was in place. The project began as scheduled on January 2, 2013 and was completed in March when 25 cats were reintroduced into the colony.

Another exciting project that was completed in 2013 was the exterior re-facing of the Strunk Road Adoption Center. The work began in October of 2012 and then was stopped as the winter approached. The warmer weather of Spring arrived and allowed the work to be completed.





PLAY GROUPS

Play Groups is the process of putting dogs together for dog-dog play. The dogs are grouped according to play styles, so dogs that are “Rough and Rowdy” play together and dogs that are “Calm and Gentle” play with others that play like them. This helps to keep all dogs having fun and socializing without the stress of being with dogs whose play style is too much for them.

The idea of using play groups allows dogs to teach each other bite inhibition, proper “doggy etiquette” in greeting and playing and how to be comfortable around each other. The play group improves the well-being and is designed to improve the adoptability of shelter dogs. While the play groups are designed for dog-dog interaction, dog walkers will continue to provide the dog-human contact that is needed. We continue to experience dogs that are easier to walk and behave better and are quieter in the kennels. Play groups lead to lower stress levels which creates dogs that are more open to training and are more appealing to adopters, thus reducing their time in the shelter which is the ultimate goal.

In December of 2013, CCHS hired two very qualified part-time staff to expand our ability to enhance the play group experience and implement behavior modification training for dogs.



FOSTER CARE PROGRAM

Because many animals enter into the shelter system that are too young or too weak to survive, they are placed in foster homes where they can receive the care needed to grow strong and regain their health to a point where they receive a second chance and can be adopted. In 2013, 325 animals were placed into foster homes which was an increase of 53 from the prior year.



ALTERNATIVE PATHS

CCHS works closely with organizations that deal with particular breeds of animals that can place them into appropriate homes. Because of the specific nature of their business, they have many resources that an animal shelter may not have. In 2013, 24 animals were sent to breed rescue groups.



FIGHTING CRUELTY, NEGLECT & ABUSE

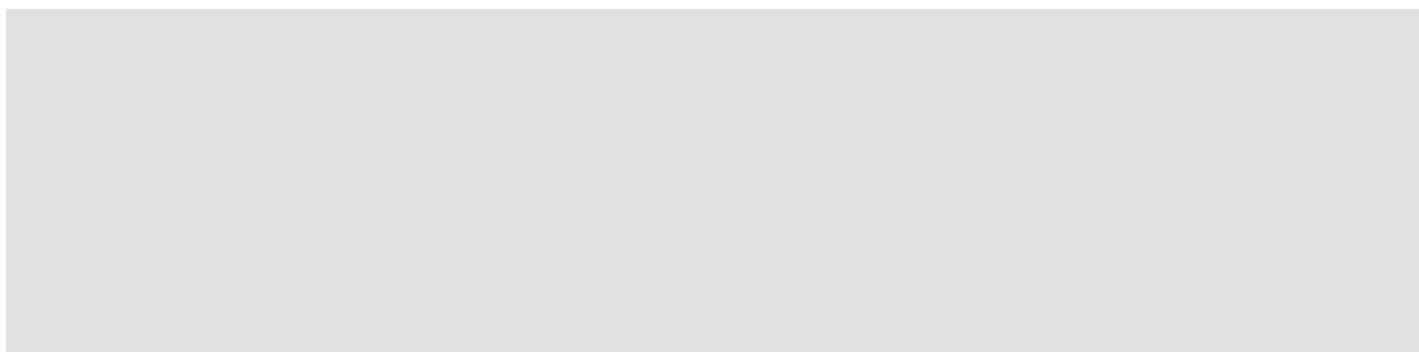
In the area of protecting animals from people, New York Ag & Markets Law states that area law enforcement "shall" investigate animal cruelty, however it also empowers CCHS to employ peace officers, and we have embraced that mandate.

Serving all of Chautauqua County, CCHS continues to commit significant resources to the ongoing problem of animal cruelty, neglect and abuse. CCHS works closely with local law enforcement and the District Attorney's office. In September 2013, CCHS entered into an agreement to provide animal cruelty support services for the Cattaraugus County Sheriff's Department. In 2013, 181 reports of animal cruelty have been investigated.



ANIMAL MEDICAL CARE

In addition to conducting large scale no-cost spay/neuter clinics for low-income households, CCHS must provide every opportunity for the healthy and friendly animals to find loving homes through adoption and foster programs. Before an animal is allowed to leave the shelter, it must be spayed/neutered, micro-chipped and vaccinated. In most cases in which an animal's affliction is treatable or manageable, CCHS provides the necessary resources to allow the animal to heal. Medical costs are the second largest operational expense behind staffing.



REDUCED ADOPTION FEES

In 2013, CCHS sought and received funding in the amount of \$1,500 from the Chautauqua Region Community Foundation to promote reduced adoption fee promotions ranging from 100% to 50% off to encourage potential adopters. Because of the success of the program, coupled with extensive spay/neuter efforts, we can periodically extend invitations to a small number of shelters to let us take their animals scheduled for euthanasia, and place them for up for adoption at our shelter.

YEAR	2013	2012	2011	2010	2009	2008	2007
ADOPTIONS	36	56	81	129	176	153	129
AMOUNT	1,500	4,000	6,400	6,500	7,500	6,500	4,500

The figures above showcase the number of second chances provided by CRCF since 2007 with the reduced adoption fee program.



VOLUNTEER PROGRAM

Over the course of a year, hundreds of dedicated people make our animals lives a little bit brighter turning despair into hope. Volunteers' ages range from eight years old to retirees. We have a core of individuals that arrive on a scheduled basis and volunteers that come in as their schedule allows. We also have volunteers that come in as needed for special events, holidays, and summer or winter. Below are the hours that devoted people contributed to make CCHS a place where second chances are possible.



ACTIVITY	2012	2013
Dog Walker	4,970.25	4,699.50
Stray Center	453.75	266.00
Cat Room Socializer	2,602.50	3,015.50
Vet Tech Assistant	229.00	412.50
Office Work	416.00	660.75
Front Desk Assistant	168.75	68.50
Cleaning/Laundry/Dishes	1,425.75	1,309.50
Off-Site Adoptions	541.00	421.25
Bathing	185.50	293.50
Special Events	859.50	764.50
Education/Training	154.75	176.50
Misc.	327.75	259.00
Spay/Neuter Clinic	363.50	446.50
Heaven Can Wait	104.50	39.75
Photos/Website/Penny Saver	181.25	184.25
Adoption Counseling	1,055.00	1,279.00
Foster Program	4,926.50	8,670.75
2nd Chances Thrift Store	2,666.50	3,174.50
TOTAL	21,632.25	26,141.75

“Our incredible group of volunteers worked over 20,000 hours on behalf of the animals in our care.”



*"The greatness of a nation and its moral progress
can be judged by the way its animals are treated."*



SPECIAL EVENTS

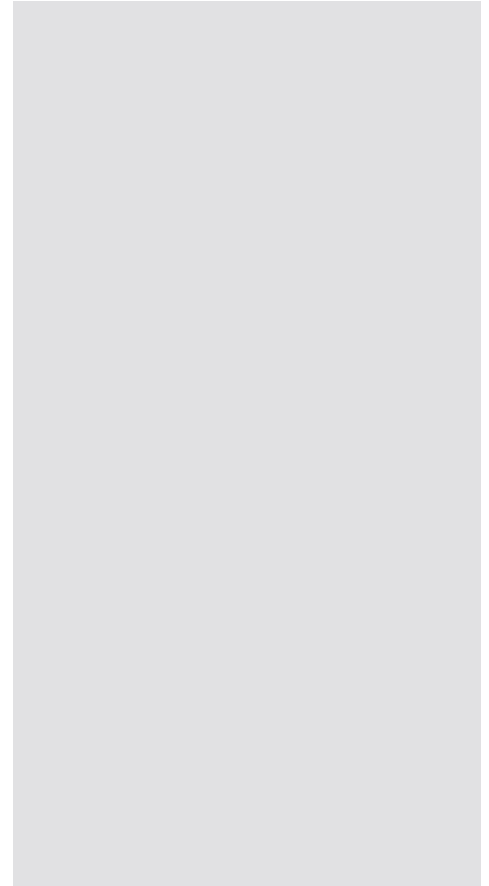
Community participation, having fun and raising money for animals in need are the recurring themes when it comes to CCHS special events. 2013 lived up to expectations as \$87,012 was raised to support the animals in our care. The packed event calendar began in January with the very popular **Hot Dogs Cool Cats Pet Photo Contest** sponsored by the five stations of the Media One Group.

Another event Sponsored by the Media One Group took place in February and ran through April. Businesses, schools, organizations and individuals demonstrated their fundraising creativity in our **Pennies 4 Paws** campaign. The event brought hundreds of groups and individuals out in support of the 8th annual event and raised \$28,504.

The always popular **Bark n Brew** held at the Southern Tier Brewery, kicked off the Summer fun as friends of CCHS gathered to raise their glasses and auction paddles in support of the CCHS mission. The 2013 Bark n Brew raised an all-time event high of \$15,617, which was nearly \$6,000 more than the previous year.

July, August and September allow teams of walkers from businesses and organizations to organize and raise money for October's scenic **Walk 4 Paws** event. The event was held at the Chautauqua Institution and set an event record by raising over \$37,000. The event was sponsored in part by Jamestown Medical Imaging, Greater Chautauqua FCU, UBS Financial Services, Shults Ford Lincoln Hyndai, Clark Patterson Lee Design Professionals, Jamestown Jock Shop and media sponsors 106.9 Kiss FM and The Post-Journal. The event also includes a pet costume contest making for a very entertaining event.

An army of CCHS volunteers also spent hundreds of hours in inclement weather during both the **Spring and Fall Tag Days**. Over \$8,000 was raised.





SECOND CHANCES THRIFT STORE

Entering into the 7th year of operating, the outlook continues to be amazing for our **Second Chances Thrift Stores**. Customers shopping the Fairmount store continue to increase as do the revenues that support animal care. In addition to finding great treasures at low prices, Second Chances receives many unsellable items. An extensive "recycling program" is able to keep these items out of the landfill and create a new revenue source for our shelter. In April, CCHS opened the Cherry Street Second Chances location in downtown Jamestown. Both stores' merchandise compliments each other and offer a unique and fun shopping experience.





LEGACY SOCIETY

The Chautauqua County Humane Society's success depends on the kindness of people who care about animal welfare in their community. Your legacy gift, whether it be in dollars, personal property, stocks and bonds, insurance or other gifts can dramatically improve the lives of animals and enhance the quality of life of the people who adopt them.

This is a listing of those who have informed the Chautauqua County Humane Society of their intention to leave a legacy gift to care for the animals:

Gail Donus

Tom & Connie Gauronski

Thomas & Sally Greer

Robert A. Hagstrom

Lyn Harris

Laurie Livingston

Cynthia & David Rich

Jim Richardson

Mary B. Schiller, Esq.

Kim Palmeri

Yvonne Tovell



CHAUTAUQUA COUNTY
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CARING SINCE 1905